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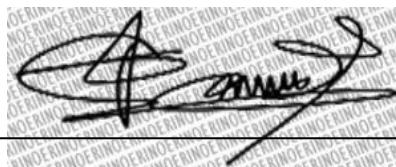
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The labor stress and burnout síndrome in workers in the maquila industry in Los Mochis, Sinaloa, México

El estrés laboral y síndrome de burnout en los trabajadores en la industria maquiladora en Los Mochis, Sinaloa, México

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Abstract

The Burnout Syndrome (to be consumed or exhausted) is characterized by a progressive physical and mental exhaustion, an absolute lack of motivation for the tasks performed. The objective of this article is to analyze the stress of the workers who suffer the symptoms associated with the burnout syndrome, who are in employment in the maquila industry in the City of Los Mochis, Sinaloa, Mexico. The methodology used started from a descriptive investigation, carrying out the inductive and deductive method, with the survey technique and the Likert type instrument based on the Psychosomatic Problems Questionnaire (CPP) of Hock (1988) with 12 questions as contribution in relation to the Burnout syndrome with the Questionnaire (CPP), the following results were obtained: 66.15% of the respondents have the average stress level, 18.46% have the high stress level, which is a non-representative percentage, as well as 12.31% with very high stress level and finally 3.08% of low stress level.

Fatigue, Reduced productivity, Quality of life

Resumen

El Síndrome de Burnout (del inglés "burn-out": consumirse o agotarse) se caracteriza por un progresivo agotamiento físico y mental, una falta de motivación absoluta por las tareas realizadas. El objetivo del presente artículo es analizar el estrés de las(os) trabajadoras(es) que padecen los síntomas asociados al síndrome de burnout, que se encuentren en situación laboral en la industria maquiladora en la Ciudad de Los Mochis, Sinaloa, México. La metodología utilizada partió de una investigación descriptiva, llevando a cabo el método inductivo y deductivo, con la técnica de la encuesta y el instrumento de tipo Likert basándose en el Cuestionario de Problemas Psicosomáticos (CPP) de Hock (1988) con 12 preguntas como contribución en relación al síndrome de Burnout con el Cuestionario (CPP), se obtuvieron los siguientes resultados: el 66.15% de los encuestados tienen el nivel de estrés medio, el 18.46% tiene el nivel de estrés alto, lo cual es un porcentaje no representativo, así como el 12.31% con el nivel de estrés muy alto y por último el 3.08% del nivel de estrés bajo.

Fatiga, Reducción de la productividad, Calidad de vida

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Introduction

It is important to analyze the work stress of the workers of any company, particularly the maquiladora industry, because of the type of work that takes place there, since it is mostly physical / operative; as well as knowing the symptoms associated with the burnout syndrome; This problem is based on the fact that "75% of Mexicans suffer fatigue due to work stress, surpassing countries such as China and the United States" (IMSS, 2017); the labor consequences of those who suffer it are: reduction of productivity, decrease in the quality of life, physical and / or mental health problems (diseases), depression and anxiety disorders, family problems, risks of alcoholism and other addictions.

According to the (IMSS, 2017) there are several symptoms: emotional, cognitive, physiological and behavioral, for this reason it was important to determine the degree of stress and the way it affected the workers in maquila companies of Los Mochis, Sinaloa. In a physical way Burnout manifests as muscle pain and psychological affections that result in bodily discomfort, for which the "Psychosomatic Problems Questionnaire Associated with Stress (CPP)" was used, as well as the importance of the study of work stress, more beyond the Burnout syndrome, since such syndrome is a type of work stress, generated specifically in occupations that involve interpersonal relationship and provision of a service or work; stress is an instinctive protection mechanism, sometimes it is a useful tool, for example, in emergencies. However, it can cause symptoms if the response is continuous over time.

This can make the individual feel anxious, fearful, worried and tense. In the industry the working days are organized with aspects such as the way of organization of the shifts, the schedule, the night work, the number of working days and the frequency in the breaks in the working day, all of them play an important role in occupational stress, professional stress can wear down a person and lead to the so-called Burnout syndrome; Work stress is: "... where the increasing pressure in the workplace can cause physical and / or mental saturation of the worker, generating various consequences that not only affect health, but also their immediate environment as it generates an imbalance between the work and the personal" (IMSS, 2017).

García-Allen (2018) comments that being close to other people in situations of stress can increase the levels of cortisol of the observer (worker) and therefore in the fatigue of the employee known as the Burnout Syndrome - also called Burning Syndrome, melted, professional burnout syndrome, defining it also as:... a type of work stress, a state of physical, emotional or mental exhaustion that has consequences on self-esteem, and is characterized by a gradual process, by which people lose interest in their tasks, the sense of responsibility and can even reach to deep depressions (García-Allen, 2018).

The causes in the Syndrome can be due to several factors, some related to the person (tolerance to stress, frustration, among others.) And others with the company (work environment, leadership, among others); The most common causes according to García-Allen (2018) are: a) lack of control or the inability to influence the decisions that affect their work: schedule or workload, b) unclear job expectations, c) work with troubled people, d) differences in values, e) that work is not adjustment to the interests or skills of the worker, e) when a job is always monotonous or chaotic, f) lack of social support, g) imbalance between work, family and social life.

Según datos proporcionados por el IMSS (2017) los síntomas del estrés son:

Emotional: Anxiety, fear, irritability, bad mood, frustration, exhaustion, impotence, insecurity, demotivation, intolerance.

Behavioral: Decreased productivity, making mistakes, reporting sickness, speech difficulties, nervous laughter, brusque treatment in social relationships, crying, squeezing the jaws, increased consumption of tobacco, consumption of alcohol and other substances.

Cognitive: Difficulty concentrating, confusion, forgetting, thinking less effective, reducing the ability to solve problems, reducing the ability to learn.

Physiological: Muscles contracted, headache, back or neck problems, upset stomach, fatigue, infections, palpitations, agitated breathing, increased blood pressure, exhaustion, increased risk of obesity and cardiovascular problems, memory impairment, sleep problems (IMSS, 2017).

The burnout syndrome has been studied and its negative effects on workers' health and on the productivity of companies are recognized, as Petrone (2014) indicates, adding that this condition produces a decrease in the quality and / o productivity of work, a negative attitude toward people, deterioration of relationships with colleagues, increased absenteeism is very frequent and a low low threshold to withstand pressure and conflicts of any kind, among other factors. Finally, "... work-related stress constitutes a psychosocial risk factor for the health of individuals with important repercussions in the economic and social field ..." (Petrone, 2014).

Description of the method

The subjects of studies are the workers of the maquiladora industry of Los Mochis, Sinaloa; is a descriptive study "... because it tries to describe the most important characteristics of a given object of study with respect to its appearance and behavior using research tools" (UNAM, 2018), guaranteeing the anonymity of the worker and of the maquiladora in which he works, so that each participant can have a free opinion, 65 active workers were surveyed as a representative sample of the maquiladora industry. The methods used were the deductive and inductive, this reasoning is "... very useful for research. The deduction allows to establish a bond of union between theory and observation and allows to deduce from the theory the phenomena object of observation.

The induction leads to accumulate knowledge and isolated information "(Dàvila, 2006); the technique used was the survey, where data were included through an anonymous questionnaire, in which psychosomatic problems associated with stress (CPP) are investigated, since it allows to know to what extent the worker suffers from the symptoms associated with the stress, the original version was designed by Hock (1988). As a measure of reliability, Cronbach's Alpha was used, obtaining a .98 which is highly reliable. Subsequently, the results obtained were grouped in the following categories: Very low, low, medium, high and very high stress level.

Results

The 65 study subjects were surveyed in the year 2018, the surveys that were not completely completed were excluded and data was emptied.

		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

Table 1 Summary of data processing of the 65 subjects surveyed
Source: Own elaboration with data extracted from the SPSS

A questionnaire was constructed with the Likert scale with 12 items, it was applied to the study subjects and the Cronbach alpha was obtained to verify the reliability obtaining .983, which is excellent, proving with a high level of confidence. We used 12 items with the Likert scale with the answers with the following score: 1) Strongly disagree, 2) Disagree, 3) Indifferent, 4) Agree 5) Strongly agree.

The items used in the Psychosomatic Problems Questionnaire (CPP)

1. Impossibility of falling asleep
2. Jacks and headaches.
3. Indigestions or gastrointestinal discomfort.
4. Sensation of extreme tiredness or exhaustion.
5. Trend of eating, drinking or smoking more than usual.
6. Decrease in sexual interest.
7. Interrupted breath or choking sensation.
8. Decrease in appetite.
9. Muscular tremors (for example: nervous tics or blinking).
10. Punctures or painful sensations in different parts of the body
11. Strong temptations not to get up in the morning.
12. Trends to sweating palpitations

Table 2 Items used Work Stress Test called Psychosomatic Problems Questionnaire
Source: Hock (1988)

Cronbach's Alpha	N of elements
.983	12

Table 3 Alpha of Cronbach. Reliability statistics
Source: Own elaboration with data extracted from the SPSS

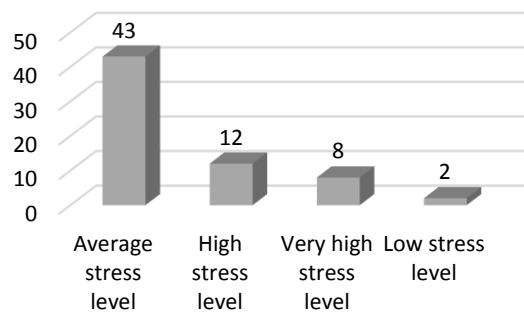
A final assessment was made according to the results obtained with 5 classifications of work stress in general. The sum of the values of all the answers can give a score between 12 and 60.

Final results: final evaluation of the results

Assessment	Results
0 to 12	Very low stress level
13 to 23	Low stress level
24 to 35	Average stress level
36 to 47	High stress level
48 to 60	Very high stress level

Table 4 Final results
Source: Own elaboration with data extracted from the SPSS

Finding that 66.15% of the workers have the average stress level, that is, it is a "normal" stress, so to speak, that impacts the workers (s), 18.46% of the high stress level, which is a non-representative percentage, as well as the 12.31% very high stress level and finally the 3.08% of the low stress level; that is, if there is a presence of work stress in the workplace.



Graphic 1 Grouped score on the final results of the Burnout syndrome survey
Source: Own elaboration with data extracted from the SPSS

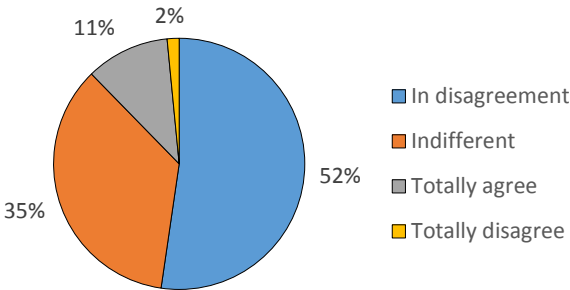
Final assessment	F	%	Valid%	% Accum
Average stress level	43	66.2	66.15	66.2
High stress level	12	18.5	18.46	84.6
Very high stress level	8	12.3	12.31	96.9
Low stress level	2	3.1	3.08	100.0
Total	65	100.0	100.0	

Table 5 Final assessment on the results of Burnout syndrome
Source: Own elaboration with data extracted from the SPSS

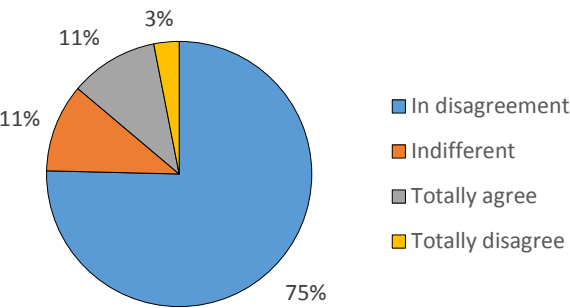
Items	Valid	Lost	Average	Standard deviation
1	65	0	2.66	.957
2	65	0	2.40	.981
3	65	0	2.63	1.206
4	65	0	2.57	1.104
5	65	0	2.57	1.060
6	65	0	2.65	1.082
7	65	0	3.05	.926
8	65	0	3.08	.907
9	65	0	3.09	.897
10	65	0	3.06	.933
11	65	0	3.09	.897
12	65	0	3.08	.907

Table 6 Table with statistical information (Items, number of respondents, lost numbers, mean and standard deviation)
Source: Own elaboration with data extracted from the SPSS

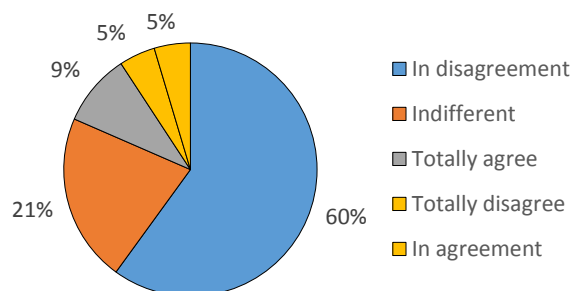
According to Hernández (2006) the calculation of the mean is the measure of central tendency most used and is defined as the arithmetic average of a distribution and is the sum of all the values divided by the number of cases used. Table 6 shows the statistical information where the 12 items are in the first column, that is, the number of questions asked in the instrument; in the second column it refers to the number of workers (s) who applied the survey, which are 65; in the third, the lost numbers are exposed and it is observed that the respondents did not leave any item unanswered, in the fourth column the average is shown, which occurs when the sum of all the answers is divided by the number of respondents (65) ; that is, in question 1 the sum obtained, is divided by 65 resulting in 4.68 which means that 2.66 is the average, a number that is between the range of these elements and finally the standard deviation.



Graphic 2 Impossibility of falling asleep, CPP questionnaire
Source: Own elaboration with data extracted from the SPSS

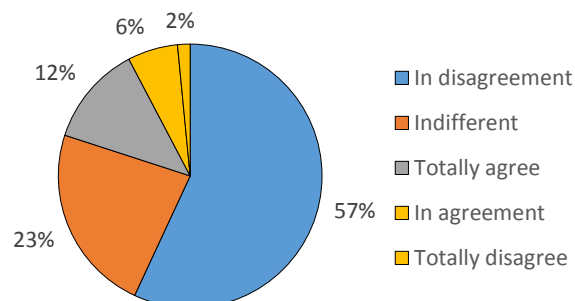


Graphic 3 Migraines and headaches, CPP questionnaire
Source: Own elaboration with data extracted from the SPSS



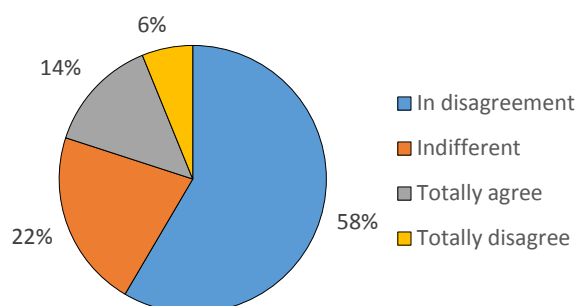
Graphic 4 Indigestion or gastrointestinal discomfort, CPP questionnaire

Source: Own elaboration with data extracted from the SPSS



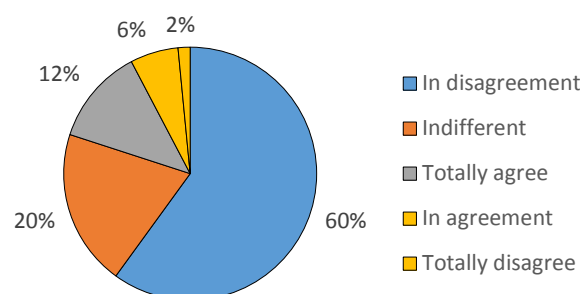
Graphic 8 Ragged breathing or choking sensation

Source: Own elaboration with data extracted from the SPSS



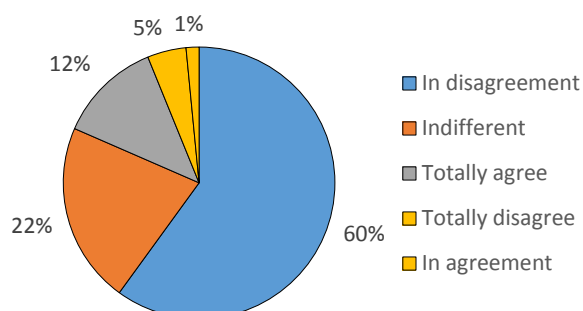
Graphic 5 Sensation of extreme tiredness or exhaustion, CPP questionnaire

Source: Own elaboration with data extracted from the SPSS



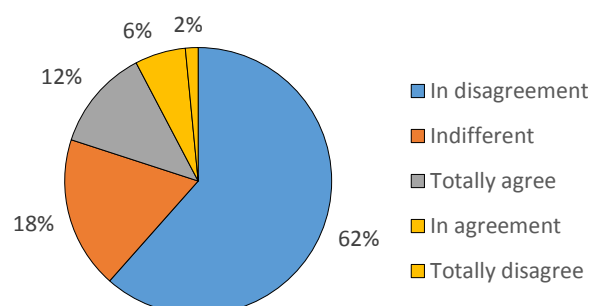
Graphic 9 Decreased appetite, CPP questionnaire

Source: Own elaboration with data extracted from the SPSS



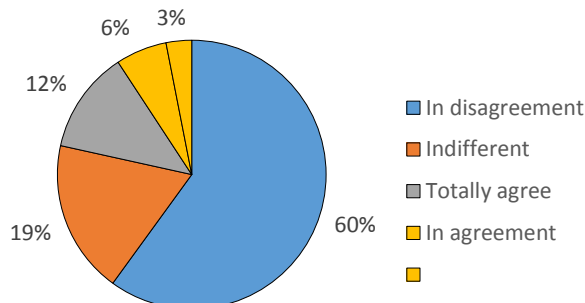
Graphic 6 Tendency to eat, drink or smoke more than usual, CPP questionnaire

Source: Own elaboration with data extracted from the SPSS



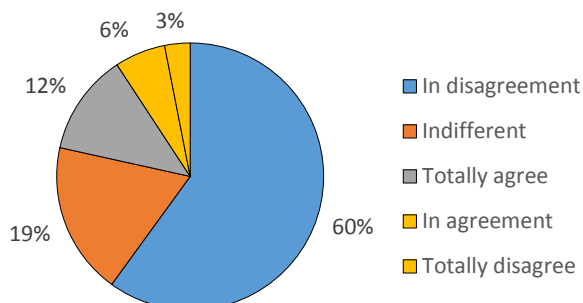
Graphic 10 Muscle tremors (nervous twitching or blinking), CPP questionnaire

Source: Own elaboration with data extracted from the SPSS



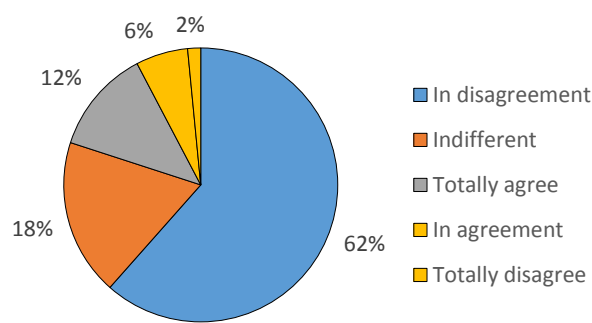
Graphic 7 Decrease in sexual interest, CPP questionnaire

Source: Own elaboration with data extracted from the SPSS

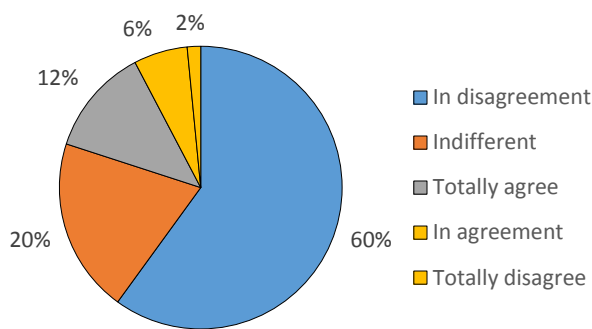


Graphic 11 Punctures or painful sensations in different parts of the body, CPP questionnaire

Source: Own elaboration with data extracted from the SPSS



Graphic 12 Strong temptations not to get up in the morning, CPP questionnaire
Source: Own elaboration with data extracted from the SPSS



Graphic 13 Tendency to sweat or palpitations, CPP questionnaire
Source: Own elaboration with data extracted from the SPSS

Conclusions

The objective of this study was to establish foundations in relation to the permanence of work stress, Burnout syndrome in the maquiladora industry of Los Mochis, Sinaloa; it was important to carry out this research to determine whether or not stress at work existed within these industries; In the industrial sector even more than in other sectors, it is essential to know the existence of these indicators and statistical data for the subsequent realization of works that allow to clearly understand the triggers of stress in this population.

From the analysis above it can be concluded that: the instrument used to measure the Burnout Syndrome is the Questionnaire of Psychosomatic Problems (CPP), which has a high internal consistency provided by Hock (1988) and also the reliability was measured with the statistical indicator of Cronbach's Alpha obtaining a .983.

It was found that 66.15% of the workers presented the level of average stress, and only 18.46% presented the high level of stress. These data do not necessarily corroborate the results of the IMSS (2017) that 75% of Mexicans suffer fatigue from work-related stress, since the highest percentage of workers surveyed presents the average level of stress, not high. In addition, in the items that ask about symptoms of fatigue, such as 1 on the impossibility of falling asleep, 4 on the feeling of extreme tiredness and 11 on the strong temptation not to get up in the morning, show results in which the indifferent response predominates, with 52%, 58% and 62% respectively; so the information obtained becomes relevant to better understand the impact of burnout syndrome among Mexican workers.

Recommendations

It is proposed to continue with the study of work stress in other areas and continue with the maquiladora sector, since the results show a slight difference between the statistics reported by the IMSS (2017) at the national level. This difference may be due to local social factors, which, if identified, could support some improvements in similar work environments that reduce the impact of work stress, both in Los Mochis, Sinaloa, and in other regions..

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