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RINOE Journal-Labor and Demographic economics

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Scientific Objectives

Support the international scientific community in its written production Science, Technology and Innovation in the Field of Social Sciences, in Subdisciplines of Demographic economics: Demographic trends and forecasts, Marriage, Marital dissolution, Family structure, Fertility, Family planning, Child care, Children, Youth, Economics of the elderly, Economics of minorities and races, Economics of gender, Value of life, Foregone income; Time allocation, Work behavior, Employment determination and creation: Labor force and employment, Size, and Structure, Time allocation and labor supply, Employment determination, Demand for labor, Self-employment, Human capital, Skills, Occupational choice, Labor productivity, Retirement, Retirement policies, Safety, Accidents, Industrial health, Job satisfaction, Related public policy; Wages, Compensation, and Labor costs: Wage level and structure, Wage differentials by skill, Training, Occupation, etc., Nonwage labor costs and benefits, Private pensions, Compensation packages, Payment methods; Particular labor markets: Contracts: Specific human capital, Matching models, Efficiency wage models, and Internal labor markets, Monopsony, Segmented labor markets, Agricultural labor markets, Professional labor markets and Occupations firm behavior, Public sector labor markets, Particular labor markets; Labor-Management relations, Trade unions, and Collective bargaining: Trade unions, Dispute resolution, Labor-Management relations, Industrial jurisprudence, Producer cooperatives, Labor managed firms; Mobility, Unemployment, and Vacancies: Geographic labor mobility, Immigrant workers, Occupational and intergenerational mobility, Turnover, Vacancies, Layoffs, Unemployment, Unemployment insurance, Severance Pay, Plant closings; Discrimination; Labor standards: National and International; Working conditions, Labor force composition, Workers' Rights.

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human capital, Matching models, Efficiency wage models, and Internal labor markets, Monopsony, Segmented labor markets, Agricultural labor markets, Professional labor markets and Occupations firm behavior, Public sector labor markets, Particular labor markets; Labor-Management relations, Trade unions, and Collective bargaining: Trade unions, Dispute resolution, Labor-Management relations, Industrial jurisprudence, Producer cooperatives, Labor managed firms; Mobility, Unemployment, and Vacancies: Geographic labor mobility, Immigrant workers, Occupational and intergenerational mobility, Turnover, Vacancies, Layoffs, Unemployment, Unemployment insurance, Severance Pay, Plant closings; Discrimination; Labor standards: National and International; Working conditions, Labor force composition, Workers' Rights and other topics related to Social Sciences.

Presentation of Content

As a first article we present, *Psychometric properties of a quality of life instrument*, by GALVAN-CORRAL, Alberto, MURILLO-FÉLIX, Cecilia Aurora, ACOSTA-MELLADO, Erika Ivett and QUIROZ-CAMPAS, Celia Yaneth, with adscription at Instituto Tecnológico de Sonora, in the next article *Socially responsible practices and workplace harassment, in a municipality as a political administrative organism*, by PÉREZ-BRAVO, Julia, with adscription at Universidad Autónoma de Querétaro, in the next article *Instruments to identify psychosocial risk factors at work: a systematic review*, by SUÁREZ-REYES, Susana, AGUILAR-MORALES, Norma and MAGAÑA-MEDINA, Deneb Elí, with adscription at Universidad Juárez Autónoma de Tabasco, in the next article *Platform for the information network of the economic reactivation program of the TecNM campus San Martín Texmelucan*, by MORALES-ZAMORA, Vianney, PAREDES-XOCHIHUA, María Petra, LÓPEZ-MUÑOZ, Jesús y PADILLA-LEÓN, Jonathan with adscription at Instituto Tecnológico Superior de San Martín Texmelucan.

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Psychometric properties of a quality of life instrument**Propiedades psicométricas de un instrumento de calidad de vida laboral**

GALVAN-CORRAL, Alberto†, MURILLO-FÉLIX, Cecilia Aurora, ACOSTA-MELLADO, Erika Ivett and QUIROZ-CAMPAS, Celia Yaneth

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Abstract

The objective of the present research was to determine the degree of validity and reliability of an instrument that measures the perception of the Quality of Work Life to provide elements on the strength of its psychometric properties. A quantitative methodology was used, with a non-experimental design, cross-sectional scope and descriptive type. The sample consisted of 202 workers from three organizations, located in the municipality of Navojoa, Sonora, Mexico, the type of sampling was a convenience fee. Construct validity and reliability tests were formulated for internal consistency. Validity results by varimax rotation indicate that the 15 dimensions of the instrument explain 65.9% of the variance of the instrument results, while the Cronbach's alpha coefficient for the global scale shows a value of 0.974, both results are considered adequate. It is concluded that the instrument has acceptable validity and reliability properties that allow it to continue with tests to strengthen such properties, as well as being valid and reliable to collect the perception of the quality of work life in workers.

Quality of working life, validation, reliability**Resumen**

El objetivo de la presente investigación fue determinar el grado de validez y confiabilidad de un instrumento que mide la percepción de la Calidad de Vida Laboral para aportar elementos sobre la solidez de sus propiedades psicométricas. Se utilizó una metodología cuantitativa, con diseño no experimental, alcance transversal y de tipo descriptivo. La muestra estuvo compuesta por 202 trabajadores de tres organizaciones, ubicadas en el municipio de Navojoa, Sonora, México, el tipo de muestreo fue de cuota por conveniencia. Se formularon pruebas de validez de constructo y de confiabilidad por consistencia interna. Los resultados de validez mediante rotación varimax indican que las 15 dimensiones del instrumento explican el 65.9% de la varianza de los resultados del instrumento, mientras que el coeficiente alfa de Cronbach para la escala global observa un valor de 0.974, ambos resultados se consideran adecuados. Se concluye que el instrumento posee propiedades de validez y confiabilidad aceptables que le permiten continuar con la realización de pruebas para fortalecer tales propiedades, además de ser válido y confiable para recoger la percepción de la calidad de vida laboral en trabajadores.

Calidad de vida laboral, Validez, Confiabilidad

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† Investigador contribuyendo como primer autor.
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Introduction

Work is an essential act of every person, it represents the most important source of income for the generality of individuals, it offers the possibility of professional and personal development to workers, in addition to contributing to their socioeconomic stability; however, mainly due to globalization, work has been constantly transformed over time, especially in recent years; These variations refer to the integration of new information and communication technologies into the workplace, new ways of organizing work, innovations in production systems, among others, that have altered the labor, social and individual context of workers (Uribe- Rodríguez et al., 2011).

Globalization, together with the internationalization of companies, have caused important variations, generating a more demanding work environment, which involves the use of intense pressure in order to increase productivity and reduce costs (Garrido-Pinzón et al., 2011).

Due to the above, the organizations have increased the responsibilities of their workers, altering the agreed labor relations; migrating from a society where employment relationships were forged for an indefinite time, full-time shifts, among other elements, to a society that is distinguished by precarious circumstances for workers, influenced by atypical forms of work that promote flexibility and labor instability (Id. Uribe-Rodríguez).

Consequently, while the work environment becomes increasingly competitive and complex, psychosocial risks have emerged, driven by work organization modes that lead to individualized and sectorized work, flat structures, temporary employment and outsourcing, increased labor flexibility and for a service-oriented society; which has caused a permanent demand for more specialization, an increase in work rates and productivity, to the detriment of the worker's quality of life (Id. Garrido-Pinzón).

If the thesis is accepted, that one of the purposes of any organization is to ensure the integrity, both physical and mental, of the worker, protecting him from the health risks inherent to his work environment and enabling the permanent improvement of his quality of working life (CVL), the need to formulate studies that aim to improve working conditions and satisfy the needs of workers regarding the reduction of psychosocial risk factors will also be accepted, which will impact the quality of working life of the workers (Id. Uribe-Rodríguez).

The importance of quality of work life studies is strengthened to the extent that the psychometric properties of the instrument used are reported based on the responses collected in each investigation, it is not enough to reference the properties of the instrument in previous applications or investigations Since these may vary depending on the different populations in which the instrument is applied, not reporting them considerably limits the validity and reliability of the results, as well as their inference capacity about the population, which it has a significant impact on the quality of the research itself.

Based on the above, the objective of this research was to determine the degree of validity and reliability of an instrument that measures the perception of the CVL to provide elements on the strength of its psychometric properties, thus enabling its application in workers of various types of public and private organizations.

This document is composed of five parts, the first corresponds to the introduction that contains arguments about the importance of CVL and its study, as well as the objective of the research; The second part considers aspects of the CVL such as its antecedents, definition, perspectives or conditions and main factors; The third part comprises the method, integrated descriptions of the type of research, participants, instrument, data analysis and procedure; The fourth part presents the results and their discussion, in the first place the tests of construct validity and later presents the reliability tests by internal consistency, as the fifth and last part, the conclusions of the research are presented.

Quality of working life**History of the quality of working life**

According to Huerta et al. (2011) the term of quality of work life was introduced by Davis in 1972, it emerged as a discipline in the United States using the phrase democratization of work in the Arden House conference of Columbia University; Additionally, at the end of the 60s of the 20th century, the human dimensions of work gained strength and the studies of the time were oriented towards the quality of the relationship between workers and their work environment.

The foregoing coincides with the point of Gómez (2010) who affirms that the expression CVL was formulated by Louis Davis, through the term an attempt was made to point out the concern, of all institutions, for the well-being and health of workers so that they comply optimally with your tasks and responsibilities. Gómez (2010a) also pronounces in this sense, who argues that the notion of CVL was used in 1972, at a conference on international labor relations; In addition, the issue took on greater notoriety after the workers of Autos Unidos and General Motors undertook a series of changes in their perceived CVL programs.

For Camacaro (2010) CVL studies emerged in the 70s of the last century, taking special importance due to international treaties, provisions and agreements aimed at legalizing the right to protection of work, specifically its impacts on the qualitative improvement of conditions socio-labor of the workers.

For his part, Cruz (2018) states that the CVL's antecedents go back to the beginning of the 20th century, where the Fordist administrative model and serial production based on Taylor's administrative aspects prevailed, so the interest was focused in increasing the efficiency and production levels of workers in order to reduce costs, in addition, CVL was not a relevant factor in organizational management, as were productivity, efficiency and the use of time and resources, which that caused high levels of absenteeism, demotivation, staff turnover, among other aspects.

In the face of organizational problems, new currents of administrative thought arise, one of them was the theory of human relations, of which Elton Mayo is considered one of its main representatives, under this approach the central interest is in the personnel and their potential for organizations as an important and valuable factor; which coincides with the point of Gómez (2010a).

Definition of CVL

Regarding the definition, there are several in the literature, especially Müller et al. (2013: 163) indicate that "CVL points to the level of satisfaction, motivation, commitment and involvement that people experience around their work". Consequently, an adequate work environment favors a high CVL, which is reflected in high levels of satisfaction and performance, first individually and later organizationally. For Uribe-Rodríguez et al. (2011), CVL is the feeling that workers have about working conditions, the work environment and the concordance between work, personal and family life.

For their part, Gómez (2010a) and Huerta et al. (2011) define CVL as a process by which the organization corresponds to the requirement of workers to formulate mechanisms that enable them to participate in decision-making on the design of their working lives. While Gómez (2010) and Pando et al. (2018) define CVL as a multidimensional notion that is constituted when the worker, through their employment and particular appreciation, sees their needs for institutional support, security, integration and job satisfaction covered, determining the well-being obtained through their work, achieved personal development and free time management.

For Stecher et al. (2012) the CVL, like Gómez (2010) define it as a multidimensional term that reflects people's feelings about their work, their future in the organization, the motivation to keep their jobs, to properly carry out their work and the how work fits with personal life and values. The CVL as a multidimensional term based on a series of beliefs, which includes actions to increase productivity, raise the morale, participation, dignity and motivation of workers, even suppress the problems of functionality of the organizational hierarchy, is considered by Canales-Vergara et al. (2018).

Camacaro (2010) considers it as a philosophy or a system of beliefs and values that include efforts aimed at improving the productivity and morale of the employees of an organization, highlighting the recognition of the dignity of the human being, their intellectual potential and the increase of the participation of workers in their work under a continuous system. For their part, Hernández-Vicente et al. (2017) conceive CVL in a similar way to Id. Camacaro, since they understand it as an active and constant process of the organization that favors human development, in order to increase productivity and prosperity of workers and their environment.

Martínez & Ros (2011: 10) identify the dominant CVL model that defines it “as the result of the perception of the subjects of the characteristics of the company and the organization, and as such an individual and group product”; This definition contemplates two types of perception, personal and collective. While Pérez-Zapata et al. (2014: 542) define CVL "as the personal experience of employees regarding their involvement in the exercise of an occupation".

CVL Perspectives

In addition, the term CVL comprises two types of conditions or perspectives: objective and subjective (Id. Camacaro; Id. Uribe-Rodríguez; Stecher; García & Forero, 2016; Restrepo & López, 2016; Id. Hernández-Vicente; Id. Canales-Vergara and Id. Pando)

As for the objective conditions, they are associated with the conditions of the work environment, such as security, lighting, ergonomics, technology, among others; also aspects related to the job position, administration systems, as well as organizational features and processes (Id. Camacaro, Id. Canales-Vergara); For Id. Uribe-Rodríguez, objective conditions are safety, hygiene, salary, among others; Id. García affirm that they globally value the organization as a system, considering the physical and environmental characteristics of the job, that is, they are elements that make up the work environment, such as working conditions, salary, health, among others; Restrepo & López (2016) argue that they correspond to the conditions of the work environment.

Continuing with the objective conditions, for Hernández-Vicente et al. (2017) are aspects that are related to the institution and its environment; For Martínez & Ros (2011) they consider that these conditions are centered under an organizational perspective, focused on how to increase the quality of life of workers to obtain greater benefits and maximum productivity, considering aspects such as facilities, organizational structure, technology, job design, remuneration, benefits and services; Finally, for Arrieta-Díaz (2018b) they include aspects of the work environment, such as working conditions, salary, health, among other factors.

While subjective conditions refer to the way the worker lives (Uribe-Rodríguez et al., 2011), for Camacaro (2010) and Canales-Vergara et al. (2018) include aspects such as meeting needs, job satisfaction, relationships with senior and middle management, attitudes and values about work such as motivation, commitment, pride, identity, among others; García & Forero (2016) affirm that they are subjective from the perspective of the worker and include factors that directly affect the way they perceive their work, understanding the personal traits that allow to form expectations about the work; Id. Restrepo argue that it implies the subjective appreciation of work, which is equivalent to the way in which workers experience and interpret their work.

Continuing with the subjective conditions, for Id. Hernández-Vicente these measure the responses of the workers to the presence or absence of certain experiences, perceptions, affectivity and attitudes; For his part, Id. Martínez located them as psychological conditions, which denote a greater interest in the worker, involving factors such as satisfaction, well-being, health, expectations about the future of the worker in the company, attitudes towards work ; lastly, for Id. Arrieta-Díaz) concern the worker's convictions produced by his perception of the labor reality.

The foregoing allows us to appreciate the complexity of the CVL term and the inherent difficulties in making the term operational, consequently conducting studies that allow progress in this regard will be welcome.

Method

Kind of investigation

A quantitative methodology was used, with a non-experimental design, with a cross-sectional scope and of a descriptive type to determine the degree of validity and reliability of a quality of work life instrument in workers of companies in Navojoa, Sonora, Mexico. It is considered quantitative because data collection was used to test hypotheses based on numerical measurement and statistical analysis (Sierra, 2001; Briones, 2002; Creswell, 2003; Kerlinger & Lee, 2008 and Hernández et al., 2014), with non-experimental design due to the fact that the variables (Id. Sierra; Id. Briones; Id. Kerlinger and Id. Hernández) were not manipulated, with transversal scope because the information was collected only once in time (Id. Briones and Id. Hernández) and of a descriptive type since the specification of the important properties and features of the phenomenon to be analyzed is examined, particularly the psychometric properties of a CVL instrument. (Id. Hernández).

Participants

The sample was composed of 202 workers from three organizations, two public and one private, the relative participation in the sample was 42.6 percent from the public organization1, 25.7 percent was from the public company 2 and 31.7 percent They were participants of the private company, the three institutions are located in the municipality of Navojoa, Sonora, Mexico, in the three organizations the percentage of participation was higher than 70 percent of the universe of workers. 38.1 percent of the participants were male and 61.9 percent female. The type of sampling was a convenience fee, the inclusion criterion was the interest to participate, voluntarily, responding to the instrument.

Instrument

The instrument applied was the one designed by Arrieta-Díaz (2018, 2018b) which consists of three parts: The first contains the name of the instrument and the instructions to answer it, the second part contains the reagents that measure the quality of work life, the third section retrieves information on categorical variables, such as sex, age, education, marital status, seniority in the organization, area or department of assignment.

In particular, the second part of the instrument, relating to the quality of work life items, has 70 items written in an affirmative and positive way, which are integrated into 15 dimensions, the items for each dimension are shown in Table 1.

For the interpretation of the collected results obtained by the instrument, a Likert-type scale was used, in which each answer had a numerical value, Strongly agree = 5, Agree = 4, Regularly agree = 3, Disagree = 2, Strongly disagree = 1, Indifferent = 0.

Dimension	Number of items	Question number
Safety and working conditions	7	3, 11, 16, 20, 29,45, 50
Occupational health	7	8, 18, 22,31, 38, 13, 47
Moral	7	6, 17, 26, 32, 37, 43, 53
Remuneration	6	5, 19, 28, 34, 42, 68
Organizational Participation	7	12, 14, 25, 33, 41, 52, 55
Communication	7	15, 23, 44, 51, 57, 61, 70
Identity	7	9, 14,27, 36, 46, 53, 58
Direction and leadership	7	10, 23, 37, 49, 56, 62, 54
Post design	7	4, 7, 21, 30, 48, 59, 63
Organizational Justice	7	2, 39, 60, 64, 65, 67, 69
Work satisfaction	8	5, 19, 28, 35, 42, 48, 52,63
Intrinsic motivation	8	12 25, 33, 37, 41, 43, 53, 52
Extrinsic Motivation	8	17, 19, 39, 42, 45, 49, 54, 62
Motivation with equity	8	5, 12, 19, 28, 30, 48, 65,68
Global perception	4	1, 24, 40, 66

Table 1 Relationship of dimensions and questions
Source: Taken from Arrieta-Díaz (2018, 2018b)

Procedure

The procedure followed was: selection of the instrument to which categorical variables were added to obtain information from the participants, then the instrument was applied to the personnel of the different organizations, after requesting support from the corresponding authorities and at the time of the application, the participation of the workers was requested, as well as the objective of the investigation and the instrument were explained to them, who decided voluntarily and anonymously to respond to the instrument.

Data analysis

The SPSS version 24.0 program was used to analyze the results. To start with the validity analysis, firstly, the Bartlett and Kaiser-Meyer-Olkin (KMO) sphericity tests were performed, which helped to determine whether it was convenient to perform the Exploratory Factor Analysis (EFA); Once the suitability of the EFA was confirmed, the factor extraction was carried out through the principal components method, relevant factors were considered those that presented factorial loads higher than the absolute value of 0.250, since it was expected that the factors presented a significant relationship were used the varimax rotation to obtain the solution of them. Additionally, the contrasted groups test was formulated to identify the construct validity, this test allows to identify if the subjects with high and low scores discriminate their responses, this test uses a hypothesis test using the Student's t statistic.

The reliability analysis was determined by calculating the Cronbach's alpha coefficient for the instrument in a total or global way and for each of the factors considered by the author of the same, additionally the test of halves was formulated, considering Cronbach's alpha for each half, as well as the Spearman-Brown Coefficient and the Guttman Coefficient of Two Halves.

Results and their discussion

Construct validity results

First, the collective significance of the items was verified to justify the execution of the exploratory factor analysis, using the Kaiser-Meyer-Olkin (KMO) sample adequacy statistic and the Bartlett sphericity test. Regarding the Bartlett's sphericity test, a high chi-square with a probability value less than 0.05 is expected, while the KMO statistic is expected to be close to 1, to proceed with the factor analysis (Barraza, 2008; De la Ossa et al., 2009; Campo-Arias, 2013; Campo-Arias et al., 2013; Giraud-Herrera & Morantes-Quintan, 2017; Müller et al., 2013; Moliner et al., 2017; Díaz-Arrieta, 2018; Pando et al., 2018; Pujol & Arraigada, 2018; Salessi & Omar, 2018, Molina, 2020; Palomino, 2020; Ramírez, 2020, Sanchez, 2020) the results are shown in Table 2.

As can be seen, the KMO statistic presents a value close to 1 and greater than 0.8, in addition the level of significance of the Bartlett test presents a level of significance less than 0.05, so both tests indicate that the formulation of the analysis is adequate. exploratory factorial. These results are consistent with those obtained by Id. Arrieta-Díaz since it reports a KMO of 0.870 and a significance level for the Bartlett test (0.000) less than the reference value of 0.05.

Kaiser-Meyer-Olkin measure of sampling adequacy				.879
Bartlett's test of sphericity	Approx.	Chi		8398.896
		squared		
	Gl			2415
		Sig.		.000

Table 2 KMO and Bartlett tests for Exploratory Factor Analysis

Source: Elaboration with data from the instrumen

To determine the construct validity, the principal components and the varimax rotation were used as the factor extraction method as the rotation method, which coincides with Arrieta-Díaz (2018b) also with Id. Barraza; Blanch et al. (2010a); Blanch et al. (2010b); Sánchez et al. (2011); Restrepo & López (2016); Gil-Monte et al. (2017); Id. Giraud-Herrera; Hernández-Vicente et al. (2017); Id. Moliner and Id. Pando.

However, since the instrument used was designed by Id. Arrieta-Díaz, the extraction method will be conditioned to consider 15 factors, which are those contemplated in the instrument by its author.

Table 3 shows the factors extracted with the principal components method, the 15 factors explain 65.93 percent of the variance of the results, which is adequate for this type of instrument, in this sense this result presents some consistency with the determined by Arrieta-Díaz (2018b), since it reports 75 percent of the variance of the results; However, it is convenient to point out that Id. Arrieta-Díaz in her analysis identifies 2 factors, which represents a significant difference with respect to our results.

Component	Initial eigenvalues			Squared extraction sums			load			Rotation sums of		
	Total*	% variance *	% accumulated*	Total*	% variance *	% accumulated*	Total*	% variance *	% accumulated*	Total*	% variance *	% accumulated*
1	19.62	28.03	28.03	19.62	28.03	28.03	7.98	11.40	11.40			
2	4.20	6.00	34.03	4.20	6.00	34.03	4.74	6.77	18.18			
3	2.86	4.09	38.13	2.86	4.09	38.13	4.17	5.96	24.15			
4	2.37	3.39	41.53	2.37	3.39	41.53	3.95	5.64	29.79			
5	2.25	3.21	44.74	2.25	3.21	44.74	3.21	4.58	34.38			
6	1.91	2.73	47.48	1.91	2.73	47.48	2.99	4.28	38.66			
7	1.83	2.62	50.10	1.83	2.62	50.10	2.72	3.89	42.55			
8	1.77	2.53	52.63	1.77	2.53	52.63	2.66	3.80	46.36			
9	1.56	2.23	54.86	1.56	2.23	54.86	2.32	3.32	49.68			
10	1.54	2.20	57.07	1.54	2.20	57.07	2.18	3.12	52.80			
11	1.36	1.94	59.01	1.36	1.94	59.01	2.03	2.90	55.71			
12	1.30	1.86	60.88	1.30	1.86	60.88	2.00	2.86	58.57			
13	1.23	1.76	62.64	1.23	1.76	62.64	1.89	2.71	61.28			
14	1.19	1.70	64.35	1.19	1.70	64.35	1.63	2.32	63.61			
15	1.11	1.58	65.93	1.11	1.58	65.93	1.62	2.32	65.93			

Extraction method: principal component analysis.
* Values were truncated to 2 decimal places, due to space.

Table 3 Extracted factors and explained total variance of the results
Source: Elaboration with data from the instrument

Table 4 shows the rotated components, that is, the factorial analysis with varimax rotation, only factorial loads greater than 0.25 were considered for the identified factors, which allows us to appreciate that only item 16 presented a negative factorial load, due to the fact that Arrieta-Díaz (2018, 2018b) does not present the results of the matrix of rotated components, the similarity or discrepancy in the results cannot be verified, additionally, it is convenient to point out that the results are not presented in the original format of the matrix of rotated components. Due to the length of the Table, so an adaptation of the Table was made to facilitate its appreciation on the same page of the text, the factorial load of each factor is presented in parentheses on one side of the item.

Component 1	P2(.724), P7(.448), P10(.455), P22(.442), P23(.760), P25(.526), P26(.793), P29(.402), P35(.695), P37(.631), P51(.603), P54(.587) y P65(.554)
Component 2	P9(.493), P14(.660), P30(.484), P31(.622), P33(.415), P67(.500), P68(.451), P69(.466), P70(.515)
Component 3	P11(.583), P17(.447), P20(.681), P57(.623), P58(.709)
Component 4	P36(.539), P41(.553), P45(.361), P48(.613), P50(.605)
Component 5	P15(.469), P44(.501), P49(.635), P56(.634), P60(.717), P62(.743)
Component 6	P5(.672), P19(.634), P28(.558), P66(.488)
Component 7	P21(.436), P24(.460), P27(.453), P40(.702)
Component 8	P32(.519), P38(.404), P43(.489), P59(.675), P61(.484)
Component 9	P3(.703), P4(.506), P16(-.688)
Component 10	P42(.294), P46(.568), P47(.504)
Component 11	P1(.398), P8(.769), P18(.708)
Component 12	P39(.446), P63(.575), P64(.455)
Component 13	P12(.344), P13(.599), P52(.580)
Component 14	P6(.715), P34(.422)
Component 15	P53(.626), P55(.441)
Extraction method: principal component analysis. Rotation method: Varimax with Kaiser normalization. a. The rotation has converged in 34 iterations.	

Table 4 Rotated components
Source: Elaboration with data from the instrument

Comparing the structure obtained in the present analysis with the one designed in the instrument by Arrieta-Díaz (2018, 2018b), considerable discrepancies are found, so the results of the structure according to the method of extraction of principal components with varimax rotation must be taken with caution.

To find more evidence in relation to the construct validity, the test of contrasted groups was formulated, the results are presented in Table 5, only the level of bilateral significance is included, with which the hypothesis of equality of means is accepted or rejected For each item, the reference value of bilateral significance was less than or equal to 0.05 to reject the hypothesis of equality of means, based on the Student's t statistic, as suggested by Sierra (2001), Kerlinger & Lee (2008) and Anastasi & Urbina (2009).

Reagent	Significance (bilateral)						
P1	.000	P19	.000	P37	.000	P55	.000
P2	.000	P20	.000	P38	.048	P56	.000
P3	.000	P21	.002	P39	.000	P57	.000
P4	.000	P22	.000	P40	.000	P58	.000
P5	.000	P23	.000	P41	.000	P59	.000
P6	.173	P24	.000	P42	.000	P60	.018
P7	.000	P25	.000	P43	.000	P61	.000
P8	.007	P26	.000	P44	.252	P62	.029
P9	.000	P27	.000	P45	.000	P63	.000
P10	.000	P28	.000	P46	.000	P64	.000
P11	.000	P29	.000	P47	.000	P65	.000
P12	.000	P30	.000	P48	.000	P66	.000
P13	.000	P31	.000	P49	.000	P67	.000
P14	.000	P32	.000	P50	.000	P68	.000
P15	.638	P33	.000	P51	.000	P69	.000
P16	.344	P34	.000	P52	.000	P70	.000
P17	.000	P35	.000	P53	.000		
P18	.001	P36	.000	P54	.000		

Table 5 Construct validity results by contrasted groups
Source: Elaboration with data from the instrument

The results of the contrasted groups test allow rejecting the hypothesis for equality of means for items 6, 15, 16 and 44, which from this perspective is interpreted that these items do not have construct validity.

In general terms, the instrument has adequate levels of validity, considering that the 70 items, grouped into 15 factors, explain 65.9 percent of the variance of the results, in addition 66 items presented construct validity through the test of contrasted groups, on the 4 reagents that did not show validity, recommendations will be made in the next section.

Reliability results for internal consistency

Once the tests to determine the validity of the instrument had been carried out, the reliability was determined by internal consistency. Table 6 shows the results of the alpha coefficients for the entire instrument and by dimension, additionally, the alpha coefficients are presented without taking into account the 4 items that did not present construct validity through the test of contrasted groups, to measure their impact on reliability by not being included in the reliability analysis.

Dimension	Number of items	Number of questions	Cronbach's Alpha	Cronbach's alpha if the item is removed (items 6, 15, 16 and 44 for not presenting validity)
Global	70	1 al 70	0.974	0.953
Safety and working conditions	7	3, 11, 16, 20, 29, 45, 50	0.561	0.724
Occupational health	7	8, 18, 22, 31, 38, 13, 47	0.569	
Moral	7	6, 17, 26, 32, 37, 43, 53	0.667	0.762
Remuneration	6	5, 19, 28, 34, 42, 68	0.660	
Organizational Participation	7	12, 14, 25, 33, 41, 52, 55	0.716	
Communication	7	15, 23, 44, 51, 57, 61, 70	0.515	0.750
Identity	7	9, 14, 27, 36, 46, 53, 58	0.749	
Direction and leadership	7	10, 23, 37, 49, 56, 62, 54	0.658	
Post design	7	4, 7, 21, 30, 48, 59, 63	0.736	
Organizational Justice	7	2, 39, 60, 64, 65, 67, 69	0.704	
Work satisfaction	8	5, 19, 28, 35, 42, 48, 52, 63	0.756	
Intrinsic motivation	8	12, 25, 33, 37, 41, 43, 53, 52	0.761	
Extrinsic Motivation	8	17, 19, 39, 42, 45, 49, 54, 62	0.623	
Motivation with equity	8	5, 12, 19, 28, 30, 48, 65, 68	0.835	
Global perception	4	1, 24, 40, 66	0.644	

Table 6 Cronbach's alpha, global and by dimension
Source: Elaboration with data from the instrument

The reliability results show that the CVL scale, at the global level, presents an acceptable level of reliability due to internal consistency, in terms of reliability by dimension, some could be considered, from a demanding perspective, as low. These results are consistent, at a global level, with those obtained by Arrieta-Díaz (2018, 2018b) since it provides a global alpha of 0.952 in both cases, however, in the present investigation some alpha coefficients per dimension have relatively low values, especially if it is considered that for Arrieta-Díaz a value higher than 0.7 is acceptable.

Next, in Table 7 the results of reliability by internal consistency are presented by means of the split halves test, the results are presented taking into account the 70 reagents, as well as with 66 reagents, after eliminating the 4 that did not present validity of construct.

		70 reagents	66 reagents	
Cronbach's alpha	Part 1	Value	.899	0.923
		No. of elements	35 ^a	33 ^c
	Part 2	Value	.907	.906
		No. of elements	35 ^b	33 ^d
	Total number of elements		70	66
Correlation between forms		.841	.851	
Spearman- Brown coefficient	Equal length	.914	.919	
	Uneven length	.914	.919	
Guttman's coefficient of two halves		.911	.919	
a. Los elementos son: P1, P2, P3, P4, P5, P6, P7, P8, P9, P10, P11, P12, P13, P14, P15, P16, P17, P18, P19, P20, P21, P22, P23, P24, P25, P26, P27, P28, P29, P30, P31, P32, P33, P34, P35.				
c. Los elementos son: P1, P2, P3, P4, P5, P7, P8, P9, P10, P11, P12, P13, P14, P17, P18, P19, P20, P21, P22, P23, P24, P25, P26, P27, P28, P29, P30, P31, P32, P33, P34, P35, P36.				
b. Los elementos son: P36, P37, P38, P39, P40, P41, P42, P43, P44, P45, P46, P47, P48, P49, P50, P51, P52, P53, P54, P55, P56, P57, P58, P59, P60, P61, P62, P63, P64, P65, P66, P67, P68, P69, P70.				
d. Los elementos son: P37, P38, P39, P40, P41, P42, P43, P45, P46, P47, P48, P49, P50, P51, P52, P53, P54, P55, P56, P57, P58, P59, P60, P61, P62, P63, P64, P65, P66, P67, P68, P69, P70.				

Table 7 Reliability results by split halves

Source: Elaboration with data from the instrument

Reliability results by split halves are adequate for both halves, both for the survey considering the 70 items, and for the survey considering 66 items. Additionally, the Spearman-Brown coefficients and the Guttman coefficient are also satisfactory in both cases, so the instrument presents a level of reliability with acceptable internal consistency.

Regarding the reference value to determine reliability, Kerlinger & Lee (2008) argue that various authors accept the value of 0.7 as the reference value to determine adequate and inadequate reliability; However, they affirm that there is no evidence to support this criterion as it is considered arbitrary, they point out that an adequate level of reliability depends on how the measure is used. They recognize that in some cases values of 0.5 or 0.6 are acceptable, while in other cases values of 0.9 are barely acceptable.

In this regard, Anastasi & Urbina (2009) do not indicate a reference value for reliability; while Hernández et al. (2014) agree with Id. Kerlinger since they argue the non-existence of a reference value to decree the reliability or unreliability of an instrument; In summary, a low reliability value can be accepted if the instrument has high validity. Additionally, if the decision to be made based on the instrument is reversible, concerns groups and not individuals, or has temporary effects, a low reliability value is acceptable (Kerlinger & Lee, 2008). For the purposes of the present research, 0.6 (Palomino, 2020) is considered as a reliability reference value, because the instrument has high construct validity and that the decisions that will be made based on the results of the instrument can be considered reversible diagnoses would involve the staff of a general organization (Id, Kerlinger).

Under the same order of ideas, Argibay (2006) argues that it is imperative to be demanding in reliability when the purpose is individual psychodiagnostic, but not necessarily when the instrument will be used to make group decisions or to obtain group mean values. Finally, Prieto & Delgado (2010) argue that reliability and validity should be assumed as matters of degree and not as a characteristic that instruments have or do not have.

Conclusions

Based on the results of the previous section, the following conclusions are formulated:

- The CVL instrument formulated by Arieta Díaz (2018, 2018b) presents an acceptable degree of construct validity, since the results of factor extraction by main components, varimax rotation and contrasted groups support this.
- The CVL instrument, based on its level of validity, measures what it claims to measure, that is, it measures the Quality of Work Life construct.

- It also has an acceptable level of reliability due to internal consistency, taking as a reference the results by Cronbach's alpha and by divided halves, especially if it is considered that the decisions that will be made based on the results of its application will be general or for group effects that can be considered diagnostic or exploratory, as well as reversible.
- Based on its level of reliability, the CVL instrument accurately measures CVL.
- Reagents 6, 15, 16 and 44 did not show validity through the contrasting groups test, so decisions must be made in this regard, being able to choose to improve the writing of the reagents for future applications or eliminate them, in order to report the CVL values. Based on the participants in this sample, these reagents should not be considered, as they were omitted for analysis in this report.
- In general terms, evidence was found to affirm that the CVL instrument designed by Id. Arrieta-Díaz presents acceptable degrees of validity and reliability, so it can be applied to determine the CVL level in workers.

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Socially responsible practices and workplace harassment, in a municipality as a political administrative organism

Prácticas socialmente responsables y acoso laboral, en un municipio como organismo político administrador

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Abstract

Corporate social responsibility, in recommendations or international guidelines, sets forth in the section of labor standards respect and care for the integrity of workers as an interested party within an organization. Workplace harassment in organizations harms workers morally, psychologically and physically. It is undeniable that in plenty of organizations workers are either mistreated or harassed when they are either no longer required in said organization or are new entrants or there is some rivalry in between. Due to the aforementioned, it was pertinent to investigate the existence of these variables in the government of the Municipality of San Juan del Río, Querétaro, as an administrative political body, in the 2015-2018 administration, with the aim of knowing the practices in labor matters which uses dependency, as a socially responsible body. The problem was analyzed through a quantitative approach with descriptive scope using the types of documentary and field research, using the case study of the Municipal Culture and Tourism Directorate, with the hypothetical deductive method and non experimental design. The results derived from the research instruments show that the agency has good labor practices in a percentage of 40%, in the same way, they show that the existence of workplace harassment or abuse is low, since 25% of the dependency workers were surveyed and harassment practices were found in 16.66%.

Resumen

La responsabilidad social corporativa, en las recomendaciones o directrices internacionales, plantean en el apartado de estándares laborales el respeto y cuidado de la integridad de los trabajadores como parte interesada en el ámbito interno de una organización. El acoso laboral en las organizaciones daña a los trabajadores moral, psicológica o físicamente. Es innegable que en diversas organizaciones se maltrata o se acosa a los trabajadores cuando no se le quiere más en la misma, cuando es de nuevo ingreso, o por cualquier rivalidad. Por lo anterior mencionado resultó pertinente investigar sobre la existencia de esas variables en el gobierno del Municipio de San Juan del Río, Querétaro, como organismo político administrador, en la administración 2015-2018, con el objetivo de conocer las prácticas en materia laboral que utiliza la dependencia, como un organismo socialmente responsable. Se analizó el problema mediante un enfoque cuantitativo con alcance descriptivo utilizando los tipos de investigación documental y de campo, usando el estudio del caso de la Dirección de Cultura y Turismo Municipal, con el método hipotético deductivo y diseño no experimental. Los resultados derivados de los instrumentos de investigación dan muestra de que la dependencia tiene buenas prácticas laborales en un porcentaje del 40%, de igual forma, muestran que la existencia del acoso o maltrato laboral es baja, toda vez que se encuestó al 25% de los trabajadores de la dependencia y se encontraron prácticas de acoso en un 16.66%.

Corporate social responsibility, Workplace harassment, San Juan del Río, Qro

Responsabilidad social corporativa, Acoso laboral, San Juan del Río, Querétaro

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Introduction

This research topic refers to corporate social responsibility (CSR) applied in a public institution, which, when referring to the public sector, is designated governmental social responsibility (RSG).

In view of the fact that CSR is a very broad topic, an example of which is the content of one of the most relevant documents on the matter, the Global compact, which in its content includes 4 thematic areas and 10 principles, in This work only includes what is related to labor standards. This is an interesting topic to address in this research since it is just beginning to permeate the interest of politicians in Mexico, although in other areas, such as accountability or transparency, not in the area of labor practices and You can say that there is little research on the matter.

This research also includes the topic of mistreatment or workplace harassment in the same public organization, which is intertwined with the labor standards of corporate social responsibility, by virtue of the fact that the organization that allows harassment or mistreatment in the workplace in its practices, it cannot be said that it is a socially responsible company.

In order to limit the investigation, it only refers to the governmental social responsibility in the labor area of a dependency of the Municipality of San Juan del Río, Querétaro, the Directorate of Culture and Tourism, where the prevalence or not of abuse will be verified. or workplace harassment in their human capital.

This situation of mistreatment or workplace harassment is observed in organizations, both private and public, facts of which there is already documented evidence through scientific research in various parts of the world, although in Mexico, the relative research The topic in the public sector is at an incipient stage and almost nil if it is intertwined with corporate social responsibility where the main interest is that all its practices are carried out with the interested parties in an ethical framework, making the leaders of that they can serve, produce and generate benefits and profits, but aware that their actions have a positive or negative effect on their internal and external environments.

It is worth mentioning in this work how worrisome the practices of mistreatment or workplace harassment are, since it can cause damage to human capital, which ranges from the moral, the psychological and even the physical, as can be seen in the existing literature; This can also cause damage to organizations, such as costs due to absenteeism, discomfort at work or illnesses caused by the same labor abuse, a situation that, on occasions, is not perceived by the leaders.

With this research, we sought to know the practices in labor matters used by the Directorate of Culture and Tourism of San Juan del Río, Qro., Administration 2015-2018, as a socially responsible body, particularly those practices that it carries out to avoid abuse, harassment, workplace violence or mobbing.

The research methodology consisted of analyzing the problem through a quantitative approach with a descriptive scope using the types of documentary and field research, using the case study of the Municipal Culture and Tourism Directorate, with the hypothetical deductive method and non-experimental design. The results derived from the research instruments show that the agency has good labor practices in a percentage of 40%, in the same way, they show that the existence of harassment or labor abuse is low, since 25% of dependency workers and harassment practices were found in 16.66%.

Theoretical framing

Corporate social responsibility, general outline for management in the public sector

Based on the definitions proposed by various authors on the matter, it can be affirmed that corporate social responsibility is the set of obligations, legal and ethical commitments, national and international, towards the interest groups with which an organization is committed on a voluntary basis, taking into account its economic objectives and its own interests, making them compatible with the social, labor, economic and environmental impacts of the practices of the same organization.

This topic has aroused the interest of scholars dedicated to social areas and those of other areas, who have identified the magnitude of the importance of performing socially responsible in their work environment, thus it is observed that there is social responsibility in corporations, technologies, engineering, medicine, law, in short, in the exercise of each and every one of the professions.

From a global perspective, and thanks to information technologies, today it is possible to enter vast data generated over time on social responsibility, from different perspectives, different authors and different geographical points on our planet, on corporate social responsibility.

Today it can be learned from the background of Corporate Social Responsibility (CSR) framed in the vision of various authors such as De la Cuesta (2005), who contextualized it in the 1920s as a corporate action of a company, not as a philanthropic action of a single entrepreneur. Various authors affirm that CSR emerged in the 1950s, linking it with the rapid growth of American companies and the importance they take on for society. Others, such as Gilli (2012), take it to 1960, when the question is posed in current terms and the company is required to assume responsibility for social problems and to contribute to their solution. Despite the above, there are those who go further back like Peraza (2014), who from an epistemological point of view places CSR in the Middle Ages, since it was born when rules of conduct, urban planning and ethical values were established. and morals for the coexistence of man in society or community.

In the same way, it is possible to give an account of international organizations and their documents, which have participated at various times and have laid the main foundations in matters of social responsibility. Over time, these have provided extensive reference material to know and implement CSR actions in any organization, so they have, to name a few:

- The Organization for Economic Cooperation and Development (OECD), which in 1976 prepared the first version of the guidelines for multinational companies, which were revised again in the years 2000 and 2011, adding the dimension of sustainable consumption as a new responsibility.
- The International Labor Organization (ILO), which approved in 1977 the Tripartite Declaration of Principles on Multinational Enterprises and Social Policy, covering the issues of working and living conditions, labor relations, employment and training.
- The Caux Round Table, founded in 1986, which focuses its interest on constructive economic and social relations between member countries and their responsibilities.
- The creation in 1997 of the Global Reporting Initiative (GRI), where the Guide for preparing a corporate sustainability report is developed.
- The Lisbon Summit, in March 2000, which addresses, among other issues, social issues in favor of people in situations of poverty and social exclusion.
- The publication of the Green Book on corporate social responsibility of the European Community in 2001, which establishes ethical, social and environmental guidelines for companies.
- The preparation and signing of the Global Compact, at the initiative of the United Nations (UN), thereby creating the framework that allows the management of CSR in companies in a global environment and under universal ethical values . This began at the World Economic Forum in 1999, taking definitive form in 2000 and updated in 2004, where the fight against corruption embodied in the tenth principle was added as a pillar of defense.
- The International Organization for Standardization (ISO) which, in 2005, implemented the global standardization project ISO 26000 in the field of social responsibility.

The previous organizations and the collection generated induce to know the basic guiding principles in the form of norms, guides, recommendations or guidelines, which coincide in that the main aspects or issues to consider, when implementing CSR in an organization, are rights human rights, labor standards, the environment, anti-corruption and sustainable consumption.

Mexico is not far behind, beginning the institutionalization and promotion of the social responsibility movement in May 2000 when the Third Congress of Social Responsibility of the Americas was held. Although it can be said that work had already been done on the matter since the creation of the Mexican Center for Philanthropy (CEMEFI) in 1998, which was strengthened with the appearance of the Alliance for Corporate Social Responsibility (AliaRSE) in 2001. These are the promoting and certifying bodies in the country, which have made companies in Mexico interested in the matter and initiate various actions to be socially responsible.

Currently operating in Mexico, in matters of social responsibility, business associations, academic institutions, international organizations, public bodies, civil society and organizations of corporate social responsibility, with various lines of action, such as articulation, advice, training, dissemination, standardization, financing, research and recognition. These may be in one or more of the following domains: consumer and customer, corporate governance, social investment, environment, labor practices, suppliers, and general corporate social responsibility.

The truth is that CSR has managed to permeate around the world, mainly in private companies, whose executives have managed, or are managing, to take advantage of the benefits of being socially responsible in their practices. Mexico, immersed in the world of competitiveness, bound by globality, has not been the exception. Thus, there are already companies working one hundred percent and with national and international distinctions, presenting reports of socially responsible companies or at various levels of the implementation of CSR within the organization.

And, what about public sector institutions and officials in matters of social responsibility? What do public servants do to obtain or regain the trust of society and its stakeholders in general? Being currently one of the greatest challenges to strengthen the confidence of citizens in the public sector, organizations in this sector must also aspire to excellence and work to achieve it. It is through the incorporation of guidelines established in international guidelines or guides to their strategies, operations of the processes of the organizations and agencies, that it will be achieved.

What rules the conduct of public servants in our country regarding the ethical principles that must govern the exercise of the functions they perform in the public administration, especially in local or municipal governments, who are closer to individuals and perceive first-hand demands for a better service and greater transparency in the management of resources in general? It is desirable that public officials, elected or hired to fulfill a function in the municipalities, carry out their work effectively and efficiently, with honesty and transparency, to meet the demand for community services and be accountable for their management, that is, , that they are socially responsible, since they are the obligated and responsible for granting a better quality of life to citizens through the exercise of their functions in a responsible manner. Although what is related to social responsibility is not mandatory, except for what is established in local, national or international laws (such as those related to labor, the environment or human rights), it is a requirement of society in general that act in a socially responsible manner in all public sector practices. What can be done to ensure that SR is managed within the mayors or municipal presidencies? It is known that in various parts of the world social responsibility in the public sector is in an incipient stage, while in others these guidelines are already applied, knowing that they are due to citizens, to whom answers must be given and who must be an example of social responsibility.

However, the organizations that are working on social responsibility are those that have the experience and maturity to be aware that through the development of active SR policies, defined and aligned with their strategies, they reinforce their contribution to the sustainability of the system and that, in addition, enhance integrity, transparency, social commitment, efficiency and, as a result, the reputation of the agencies or agencies, by extension, of the public sector.

Then, CSR must be redefined for the public sector, making the principles, norms, recommendations, guidelines and guides existing in the international and national context its own, adapting what is necessary, not as far as possible, but in the requirement of what It is impossible to manage it, initially, in the smallest cell of the government sector and why not, starting from the base of the pyramid, to permeate up the rungs with an ethical and socially responsible act in government. The main function of the latter is to serve, in whatever field, the citizens with probity, quality, honesty, and if I may express myself, in a good way, the treatment of which the country suffers. Given that the operating agencies in Mexico can act in articulation, advice, training, dissemination, standardization, financing, research and recognition, a first step is to approach them, in order to receive the necessary guidance to start the management of social responsibility by within the organization and adhere to the requirements established by them. That is to say, that the implementation of socially responsible practices begins, the review of processes to make them more sustainable, that responsible criteria are incorporated into their hiring processes and that they annually prepare sustainability and corporate governance reports to achieve recognition or certification.

Few definitions are found for the term Government Social Responsibility (GSR). One of them is from Oxfam International, an organization that affirms that public or governmental social responsibility is that of the institutions and administrations in charge of designing and executing public policies, whose actions are specified in laws, decrees and regulations that have a great impact on the natural and social environment of its jurisdiction.

This body also affirms that the social responsibility of government entities is not only external, that is, regulating the activities of individuals and organizations, companies, etc., that are under its administrative umbrella; but also internally, in the management of its activities with the personnel who are part of them.

For the Ministry of Public Administration and Management of the Municipality of Córdoba in Argentina, the RSG is the set of comprehensive and interrelated strategic decisions, aimed at promoting the improvement of the quality of life of citizens, the environment, and health and the welfare of State workers, thus contributing to sustainable development. This ministry affirms that assuming the concept of governmental social responsibility as a management model implies guaranteeing transparency in actions, facilitating access to public information, providing quality services to citizens, contributing to the development of human resources and promoting the use and development of cutting-edge technologies.

Work harassment or mobbing

Violence in the workplace, workplace harassment or mobbing, is any action taken in the workplace that manifests itself against a worker, violence, threat of violence or abuse by colleagues or boss, regardless of the hierarchical level nor if they are directly or indirectly linked. It can be done both inside and outside the workplace and begin with threats or verbal aggression, ending with physical attacks and even homicide.

There are various definitions of mobbing, from recognized authors on the subject, of which some are presented that expand the concept, since characteristics of the phenomenon can be observed. González de Rivera (2002), defined the term mobbing as: The attack of a coalition of weak members of the same species against a stronger individual; or that of the majority of them against a different individual for some difference, defect or significant feature.

At the beginning of the 1990s, Heinz Leymann, led the study of mobbing towards work psychology, being the first to point out the characteristics and psychological effects of abuse on the victim. Leymann defined mobbing as: *Psychological terror in the workplace consists of hostile communication directed by one or more individuals against another, which is thus dragged into a position of robbery that takes place frequently and for a long time.*

For Glas (1982), mobbing includes threatening, intimidating, abusive physical or verbal behaviors. For their part, Chappell and Di Martino (1999) divide workplace violence into two main branches: physical and psychological violence, with the first being the use of physical force against another person or group, which causes physical and sexual damage. or psychological and in the second, the deliberate use of power or threats of recourse to physical force against another person or group, which can damage physical, mental, spiritual, moral or social development.

Various behaviors of violence at work

Various behaviors of violence at work can be identified, as mentioned by Chappell and Di Martino (1999), which are presented as a table to better identify the different aggressions that a person who is a victim of mobbing may suffer.

Homicide	Violation
Stole	Injuries
battered	Physical assaults
kicking	Bites
Punching	Spit
Scratches	Punctures and pinches
watch	Racial and sexual harassment
Group bullying	Bullying
Intimidation	Threats
Isolation	Offensive messages
Aggressive postures	Interference with work, tools, and equipment
Hostility	Foul and obscene language
Screams	Nicknames
indirect	Deliberate silence

Table 1 Violent behavior at work, Chappell and Di Martino (1999)

Source: Own elaboration based on Prado (1999, p. 85)

Research methodology

The purpose of the investigation

Considering that the investigation was justified since there are various investigations, in different areas of the Social Sciences, that show the existence of workplace harassment in organizations, mostly in public organizations and that, in Mexico, there is a lack of field work in the issue and that to eradicate workplace harassment in public organizations, serious, ethical and responsible behavior is required on the part of the organization, establishing adequate mechanisms to achieve a work environment free of hostilities.

Likewise, considering that the intention of this investigation was to know the existence of labor abuse or mobbing within the Directorate of Culture and Tourism of San Juan del Río, Qro., Administration 2015-2018 and if actions are taken to prevent the workplace harassment in order to be socially responsible, the following type, method and investigation technique was established:

Type of research carried out

In this work, the problem was analyzed through a quantitative approach with a descriptive scope, using the types of documentary and field research. The case study of the Municipal Culture and Tourism Directorate of San Juan del Río, Querétaro was used.

Methods used in its realization

The method used was the hypothetical deductive

Research design

The research design was non-experimental with a descriptive cross-sectional design. This is due to the fact that the existing situations were observed, analyzing what was the level, state or presence of the independent variables of the investigation and the relationships between them, which provided a vision of the prevailing situation.

Research techniques

The techniques used to obtain information were documentary and field, through observation and questionnaire.

Observation. Non-participatory observation was carried out in this research. When going to the unit under study, the ways in which they developed their daily activities were visualized in the first approaches to the objects of study.

Interview. A questionnaire was used as a research instrument, which was applied to the workers of the dependency under study, at different hierarchical levels, who were the actors who gave answers to the research questions.

Analysis unit

The unit of analysis was the Municipal Culture and Tourism Directorate of San Juan del Río, Querétaro, with the areas dependent on this direction, which are:

- I. Head of cultural organization
 - a) Coordination of cultural organization
 - b) Coordination of the cultural and convention center
- II. Head of cultural services
 - a) Coordination of the house of culture
 - b) Coordination of artistic initiation
- III. Head of cultural heritage
 - a) Library coordination
 - b) Coordination of the museum of death
 - c) Coordination of historical archive
 - d) Coordination of own cultures
- IV. Tourism Headquarters
 - a) Coordination of links with the tourism sector

Information analysis and crossing of variables

In order to answer the questions posed to affirm or refute the general hypothesis through the application of the proposed research instruments, analyzes of the data obtained were carried out, with whose information it was possible to carry out the crossovers between independent and dependent variables. and thus reach conclusions, carrying them out in the following way:

Results

Obtaining results from an investigation instrument consisting of a questionnaire to detect the existence, or not, of workplace harassment or mobbing in work practices in the agency in question.

The LIPT-60 questionnaire is the Spanish version of the LIPT 45 of the Leymann Inventory of Psychological Terrorization, modified by the Madrid Institute of Psychotherapy and Research (1999). The instrument includes 15 new items and provides the possibility of answering the questionnaire by adding degrees of intensity to the behaviors received.

According to González and Rodríguez-Abuin (2003), there are two Spanish versions of the LIPT, the dichotomous and the scalar; for the purposes of this work, the dichotomous is used. This retains the administration instructions and response methodology of LIPT 45, which consists of verifying whether or not there are workplace harassment practices, asking the subject if a certain situation of harassment has taken place, giving them the only response options Yes or not.

The other Spanish version is of the scalar type, the same in terms of the description of the items, but in which the response possibilities are extended to include a Likert-type assessment of the intensity with which each of the bullying behaviors has affected the subject, from zero to four.

This includes the assessment of the dimensions of psychological harassment perceived at work and reports on the profile of harassment experienced at work, since this can be experienced predominantly in one or more dimensions, thus defining forms of harassment, which facilitates the understanding of the harassment experienced by the individual and the design and implementation of eradication strategies in the organization.

In both cases, six subscales or large sections of harassment are analyzed that González and Rodríguez-Abuin (2005) call the five main maneuvers to destroy a good professional.

- 1.- Subscale of labor discredit (DL) = items 5, 10, 17, 18, 28, 49, 50, 54, 55, 56, 57, 58, 59, 60.
- 2.- Impairment of progress subscale (EP) = items 14, 27, 32, 33, 34, 35,37.
- 3.- Incommunication or communication blocking subscale (BC) = items 3, 11, 12, 13, 15, 16, 51, 52, 53.
- 4.- Covert bullying subscale (IE) = items 7, 9, 43, 44, 46, 47, 48.
- 5.- Manifest bullying subscale (MI) = items 1, 2, 4, 8, 19, 29.
- 6.- Subscale of personal loss of prestige (PD) = items 6, 20, 21, 24, 25, 30, 31.

In the present work, the application of the questionnaire was carried out at random to the dependency workers, to whom they were available and who were interested in collaborating in the assessment of harassment. The questionnaire constructed in a dichotomous manner was used, that is, the subject was asked if a certain bullying strategy had taken place, giving the only answer options Yes or No. This instrument was applied to ten subjects, five men and five women. The mean age of the sample was 48.27 years, with a standard deviation of 18.22. The age range was between a minimum of 40 and a maximum of 77 years.

The total LIPT, defined as the number of positive responses to the questionnaire or the total number of different workplace bullying strategies experienced by the subject was, as a group mean, 1.2 with a standard deviation of 1.41 and a range of 1 to 5. The frequencies of positive responses to each strategy are presented in Table 5.

When establishing the comparison by sex, marked differences were detected in the total LIPT. The mean in men was 1.6 with a standard deviation of 1.41, which was double that of women, which was .8 with a standard deviation of 0.

Regarding the gender of the cases in which workplace harassment was manifested, 33.33% were women and 66.66% men.

Item No.	ITEM	DICOTOMIC LIPT = 10, percentage of positives
1	His superiors do not let him express himself or say what he has to say.	10%
2	They interrupt him when he speaks.	10%
3	His classmates make it difficult for him to express himself or do not let him speak.	10%
4	They yell or scold you loudly.	0
5	They unfairly criticize their work.	30%
6	They criticize his private life.	0
7	You receive threatening, insulting and accusing phone calls.	0
8	You are threatened verbally.	0
9	Receive threatening notes or writings.	0
10	They do not look at you or look at you with contempt or with gestures of rejection.	0
11	They ignore your presence, they don't answer your questions.	0
12	People have stopped or are not talking to you.	10%
13	He can't talk to anyone, they avoid him.	0
14	You are assigned (without justification) a workplace that keeps you isolated from the rest of your colleagues.	0

15	They prohibit your colleagues from talking to you.	0
16	They are generally ignored or treated as if they were invisible.	0
17	They slander you and whisper behind your back.	0
18	They spread false or unfounded rumors about you.	10%
19	They make a fool of you, they make fun of you.	0
20	They treat him as if he were mentally ill or make him understand.	0
21	They try to force him to have a psychiatric exam or psychological evaluation.	0
22	They make fun of any deformity or physical defect you may have.	0
23	They imitate his gait, his voice or his gestures to make a fool of him.	0
24	They attack or make fun of your political convictions or your religious beliefs.	0
25	They ridicule or make fun of your private life.	0
26	They make fun of their nationality, origin or place of origin.	0
27	You are assigned a humiliating job.	0
28	Their work is evaluated in an unfair and malicious manner.	0
29	Her decisions are always questioned or hampered.	0
30	They make insults or comments at you in obscene or degrading terms.	0
31	Sexual advances or gestures are made.	0
32	Insufficient tasks are assigned to her, she has nothing to do.	0
33	They cut off your initiatives, they don't allow you to develop your ideas.	10%
34	They force you to do absurd or useless tasks.	0
35	They assign you tasks well below your competition.	0
36	You are endlessly overloaded with new and different tasks.	0

37	They force you to perform humiliating tasks.	0
38	You are assigned tasks that are very difficult or well above your preparation, in which you are very likely to fail	0
39	They force you to do harmful or dangerous work.	0
40	They threaten you with physical violence.	0
41	Receive mild physical attacks, as a warning.	0
42	They physically attack you without any consideration.	0
43	They cause you "on purpose" expenses to harm you.	10%
44	They cause damage to your home or your workplace.	0
45	You receive direct physical sexual assault.	0
46	Damage your belongings or your vehicle.	0
47	They manipulate your work tools (For example, they delete files from your computer).	0
48	Some of your belongings, documents or work tools are stolen.	10%
49	Confidential or negative reports are circulated about you, without notifying you or giving you an opportunity to defend yourself.	0
50	People who support you are pressured or threatened to withdraw from you.	0
51	They return, open or intercept your correspondence.	0
52	They do not pass the calls or say that he is not there.	10%
53	They lose or forget the orders that are for you.	0
54	They keep quiet or minimize their efforts, achievements or successes.	0
55	They hide their skills and abilities.	0
56	They exaggerate their failures and mistakes.	0
57	They badly value their permanence and dedication.	0
58	They control their schedule excessively and too strictly.	0

59	When you apply for a permit for a course or activity to which you are entitled, it is denied or put up with obstacles and difficulties.	0
60	It is provoked to force him to react emotionally.	0

Table 2 Frequencies of positive responses to each workplace bullying strategy
 Source: Own elaboration with results of application of LIPT 60

As can be seen from the results, the existence of workplace harassment or abuse is practically nil. This is due to the fact that 25% of the workforce for that unit was surveyed and harassment practices were found in 16.66%, that is, in ten items of the 60 that include the research instrument applied for this effect.

No.	Item No.	Indicator	LIPT% positive
1	1	His superiors do not let him express himself or say what he has to say.	10%
2	2	They interrupt him when he speaks.	10%
3	3	His classmates make it difficult for him to express himself or do not let him speak.	10%
4	5	They unfairly criticize their work.	30%
5	12	People have stopped or are not talking to you.	10%
6	18	They spread false or unfounded rumors about you.	10%
7	33	They cut off your initiatives, they don't allow you to develop your ideas.	10%
8	43	They cause you "on purpose" expenses to harm you.	10%
9	48	Some of your belongings, documents or work tools are stolen.	10%
10	52	They do not pass the calls or say that he is not there.	10%

Table 3 Results of the existence of harassment or labor abuse
 Source: Own elaboration with results of application of LIPT 60

With this, it is possible to answer the research question: Do the socially responsible practices carried out in the Directorate of Culture and Tourism exclude harassment or labor abuse?

When noting that of the ten items where they reported the existence of harassment or abuse at work, in nine of them 10% of the workers surveyed said they had experienced it, and only in one, 30%.

No.	Item No.	Indicator	Subscale referring to:	LIPT positive percentage
1	1	His superiors do not let him express himself or say what he has to say	Overt intimidation	10%
2	2	You are interrupted when you speak	Overt intimidation	10%
3	3	His classmates put obstacles in his way to express himself or do not let him speak	Incommunication or communication blocking	10
4	5	They unfairly criticize their work	Labor smear	30
5	12	People have stopped or are stopping talking to you	Incommunication or communication blocking	10
6	18	They circulate false or unfounded rumors about you	Labor smear	10
7	33	They cut off your initiatives, they don't allow you to develop your ideas	Slowing down progress	10
8	43	They cause you "on purpose" expenses to harm you	Covert bullying	10
9	48	Some of your belongings, documents or work tools are stolen	Covert bullying	10
10	52	They do not pass the calls or say that he is not	Incommunication or communication blocking	10

Table 4 Summary results of the existence of harassment or labor abuse
 Source: Own elaboration with results of application of LIPT 60

For a clearer perception of these results, the following figures are shown.

Workers surveyed in the study unit

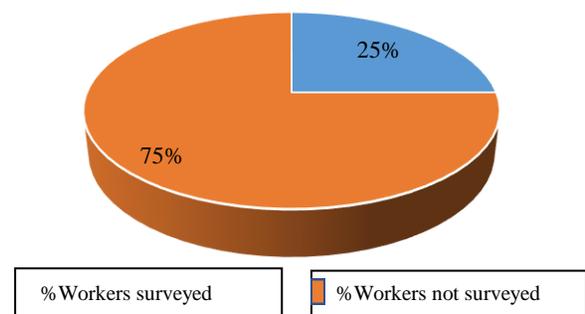


Figure 1 Workers surveyed in the study unit
 Source: Self made

Sense of the responses in the survey items

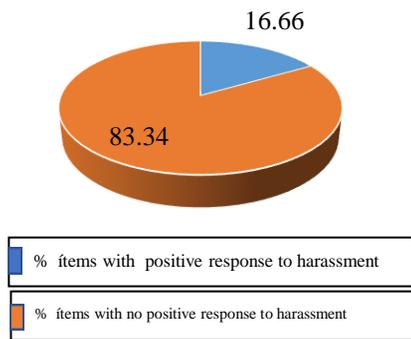


Figure 2 Sense of the responses in the survey items
Source: Self made

Results of the existence of harassment or labor abuse, by gender

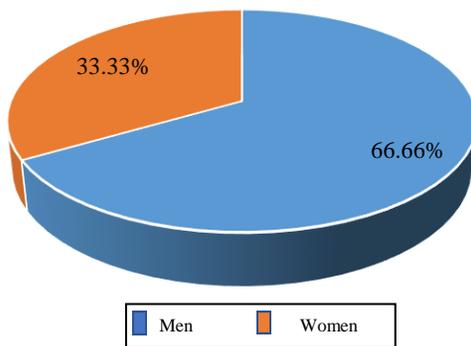


Figura 3 Encuestados que manifiestan existencia de acoso laboral, por género
Source: Self made

Results of the existence of harassment or labor abuse

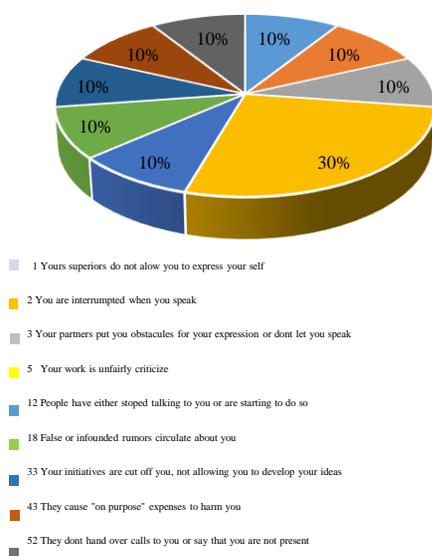


Figura 4 Resultados de la existencia del acoso o maltrato laboral
Source: Self made

Conclusions

From the analysis of the results obtained, after the application of the research instruments, it is possible to point out as a conclusion that labor abuse exists in a proportion in the dependency in question.

The results indicate that harassment practices were only found in 16.66%, that is, in ten items of the 60 included in the instrument applied, and that, regarding gender, of the cases in which workplace harassment is manifested, the 33.33% are women and 66.66% men.

However, the municipal president himself in turn stated that it is in his interest to reduce these practices to a minimum in this and in all the dependencies of the municipality of San Juan del Río as an administrative political body. Therefore, they will provide you with the results and recommendations so that you can take the measures they deem appropriate.

The resulting recommendations are to train staff in matters of social responsibility, as well as in socially responsible practices in labor matters, both those belonging to the management that was studied in this work, as well as those of all the secretariats, directorates and decentralized agencies. This, to prevent labor abuse and promote ethical and responsible treatment in the municipality of San Juan del Rio, Querétaro, as an administrative political body and among all its stakeholders.

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Instruments to identify psychosocial risk factors at work: a systematic review**Instrumentos para identificar los factores de riesgos psicosociales en el trabajo: una revisión sistemática**

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Abstract

The human factor within organizations is exposed to different types of risks, especially those that cause damage to their physical and psychological health, which if not identified and treated in time can generate irreversible damage to them. In recent years, investigations have been carried out that address the subject, in which different instruments have been implemented to identify and evaluate this phenomenon, so the purpose of this systematic review article was to analyze the instruments that allow identifying the factors of Psychosocial risks at work (FPR) in Latin America. The information search included databases on the web, such as Redalyc, Dialnet, Scielo and ProQuest. Three people independently selected the articles for review, in a period from 2015 to 2020, where the methodological quality of each of them was evaluated, as well as the inclusion and exclusion criteria considered for the research. It was observed that in recent years different methods and instruments have been implemented to evaluate this phenomenon from different areas, so it is important to determine which are the optimal instruments to identify FPR in workers.

Psychosocial risk, Scale of psychosocial risk, Latin America**Resumen**

El factor humano dentro de las organizaciones se encuentra expuesto a diferentes tipos de riesgos, sobre todo a los que generan daños en su salud física y psicológica, los cuales si no se identifican y tratan a tiempo pueden generar daños irreversibles en ellos. En los últimos años, se han realizado investigaciones que abordan el tema, en las que se han implementado diferentes instrumentos para identificar y evaluar dicho fenómeno, por lo que el propósito de este artículo de revisión sistemática fue analizar los instrumentos que permiten identificar los factores de riesgos psicosociales laborales (FRP) en América Latina. La búsqueda de información incluyó bases de datos en la web, tal como Redalyc, Dialnet, Scielo y ProQuest. Tres personas seleccionaron los artículos para su revisión de manera independiente, en un periodo de 2015 a 2020, donde se evaluaron la calidad metodológica de cada uno de ellos, así como los criterios de inclusión y exclusión considerados para la investigación. Se pudo observar que en los últimos años se han implementado diferentes métodos e instrumentos para evaluar este fenómeno desde diferentes ámbitos, por lo que resulta importante determinar cuáles son los instrumentos óptimos para identificar los FRP en los trabajadores.

Riesgo psicosocial, Escalas de riesgo psicosocial, América Latina

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Introduction

In recent years, human resource management has become increasingly important, since it is people who generate competitive advantages for organizations.

However, despite the fact that the human factor has been considered a valuable resource for organizations and that some of the traditional risks have been reduced with attention to the safety of workers, other risks continue to affect their health, as it has generated an increase in new occupational diseases without taking adequate prevention, protection and control measures (International Labor Organization [ILO], 2013b).

Human resources are frequently exposed to various factors in their workplace and in their social environment, which have generated problems in their physical, mental and emotional health, such as excessive workloads, role ambiguity, lack of social support, work-family conflict, among others, which are known as psychosocial risk factors that affect the productivity of the organization (European Agency for Safety and Health at Work [EU-OSHA], 2020).

This requires that studies be carried out to identify and evaluate the psychosocial risk factors caused by the different changes that organizations face, in order to prevent such risks and promote healthy environments for workers, considering work interactions, conditions organizational and performance environment, in order to guarantee productivity and organizational growth (Muñoz, Orellano & Hernández, 2018).

This article includes aspects related to occupational psychosocial risk factors and the importance that attention and assessment of these risks have generated in Latin American countries, so the objective of this research was to carry out a systematic review to determine and analyze the instruments that make it possible to identify and assess psychosocial risk factors and take the necessary measures with respect to them.

Psychosocial risk factors

Psychosocial factors at work are not a new phenomenon, since they have always been present in organizations, but their importance had been put in the background due to the presence of other occupational hazards that are more visible in workers.

Their study has evolved since the crisis of the 1970s, when a new capitalist accumulation regime was established, and they have been officially considered since 1984 by the ILO (Moreno, 2011; Neffa, 2015).

However, due to the relevance that the subject of occupational health has acquired in recent years, the study of psychosocial risk factors has been increasing, since it is necessary to analyze the interactions that the individual has with the work environment, where they interact genetic, psychological, social components and circumstances that can affect the health and well-being of workers, since no person who works will be exempt from being affected by them (Rodríguez, 2009).

Currently, people are exposed to various damages generated by their jobs, such as stress, burnout, workplace violence, fatigue, sleep disorders, addictions, alcoholism, among others, so the psychosocial risks at work began to be object of concern in various parts of the world, beyond traditional approaches to occupational safety and health (Henry, 2017).

Psychosocial risk factors are those characteristics of working conditions that affect people's health, through psychological and physiological mechanisms called stress, such as their internal and external environment, work activities and activities. organization conditions, which interact with the worker's capacities, needs, culture and personal situation outside of work, (Joint ILO / WHO Committee, 1984; National Institute for Occupational Safety and Health [INSST], nd; ILO, 2013a).

Sometimes, psychosocial risk factors are convenient for the development of work activities and for the quality of work life and personal development of workers, but in most cases, these factors are unfavorable and have harmful consequences for their health and for their physical and mental well-being (Ruiz, Pulla, Parra, Parra and Zamora, 2017).

Among the effects generated by these factors, we can mention work overload, interpersonal conflicts, low levels of participation in company decisions, role ambiguity, job insecurity, as well as different mental and health disorders, such as alterations in the sleep, anxiety, depression, work accidents, absenteeism and occupational diseases (Gil-Monte, López-Vílchez, Llorca-Rubio and Sánchez-Piernas, 2016).

However, not all workers react in the same way to the psychosocial risk factors to which they are exposed, and this will depend on the perceptions and experiences of each of them (Gil-Monte, 2012), as well as their own skills to handle the work situations they perform and the environment that surrounds them (Rodríguez, 2009).

It is inevitable that workers are exempt from various occupational risks, so it is necessary for organizations to seek and guarantee their protection and safety, in order to avoid damage to the health of personnel, as well as damage to the organization.

Therefore, it is necessary to identify and evaluate the psychosocial risk factors that negatively influence productivity and well-being at work, in order to design and implement strategies to counteract their negative effects, as well as strategies that allow satisfying the organizational and personal needs and objectives of workers (Muñoz, Orellano and Hernández, 2018).

Identification and evaluation of psychosocial risk factors in Latin America

Different international organizations such as the ILO, the World Health Organization (WHO), the EU-OSHA, the Organization for Economic Cooperation and Development (OECD), among others, have been concerned about the psychosocial aspects generated by work in people, classifying them as one of the world priorities to be treated, since psychosocial factors and stress generate negative effects on health, such as musculoskeletal disorders, metabolic dysfunctions, cardiovascular, physical and mental problems (Leka and Jain, 2010).

However, in Latin American countries, issues related to occupational safety and health have received little attention, since developed countries have an advantage of between 20 and 40 years over the study and attention to factors of psychosocial risks, while in Latin America in the last 10 years there have been advances in legal issues, such as rules, laws and regulations, as well as some academic research that has implemented standardized questionnaires, which are developed or adapted in countries such as Colombia, Peru, Chile, Mexico and Argentina (Juárez-García, 2015).

Such is the case of Mexico, that until October 23, 2018, the need to identify, evaluate and control psychosocial risk factors was regulated, through the Official Mexican Standard NOM-035-STPS-2018, which includes strategies for the identification, analysis and prevention of psychosocial risk factors, workplace violence, and the promotion of a favorable organizational environment (Ministry of Labor and Social Security [STPS], 2019).

In Colombia, psychosocial risk factors are regulated by legal statutes and the Ministry of Social Protection of Colombia, so the evaluation of these factors is based on Resolution 2646 of 2008, which was issued in the same year, as well as the psychosocial risk battery, which is an instrument designed by the Pontificia Universidad Javeriana and the Ministry of Social Protection of Colombia (Salamanca, Pérez, Infante and Olarte, 2019), with which it is possible to identify, evaluate, prevent, intervene and monitor permanently exposing people to psychosocial risk factors at work, as well as determining the origin of pathologies caused by occupational stress (Ministerio de la Protección Social, 2008).

In Argentina the situation is different, since the psychosocial risks generated at work have not been taken into due importance by the corresponding authorities, since these aspects are considered minor damages and are not mentioned or recognized as such in the legislation on the matter. risks at work, but is limited to risks that damage the physical health of workers, without considering the psychic and mental dimensions (Neffa, 2015, 2017).

These are just some countries in Latin America that have deficiencies in the prevention and assessment of psychosocial risk factors, which until a few years ago began to raise awareness of their importance to ensure the well-being of workers, therefore The regulatory policies of the countries should be the basis for organizations to manage these factors, through the different instruments that serve to diagnose and evaluate them (Potter, O'Keeffe, Leka, Webber, and Dollard, 2019).

Methodology

The methodology of this research is based on a review of the scientific literature, in relation to the instruments to identify the factors of occupational psychosocial risks, taking into account the inclusion criteria, such as articles in Spanish published in scientific journals in a period of 2015 to 2020, which include instruments to identify psychosocial risk factors at work, with samples from Latin American countries.

The search and review chain procedure was carried out by three people independently, in the period from 2015 to 2020, in databases such as Redalyc, Dialnet, Scielo and ProQuest, which are databases with scientific articles in Spanish, with publications from Latin America.

To carry out the initial search of the articles, terms such as "psychosocial risk", "psychosocial risk scales" and "Latin America" were used, which were entered into the databases directly or in combination, in order to find publications relevant to the content of this review, within the established search period (Figure 1).

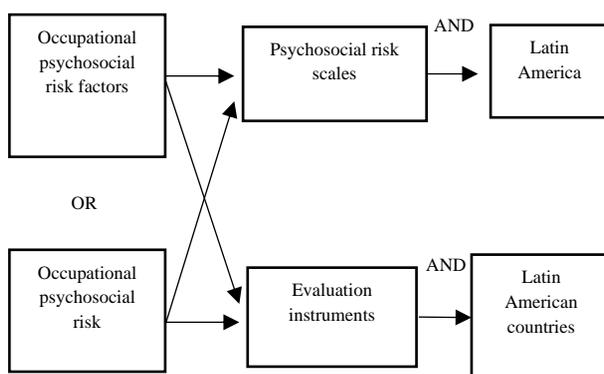


Figure 1 Keywords and Boolean operators used to search for information

Selection of documents

The articles were selected through a first filter, in which the following inclusion criteria were considered: a) articles published in scientific journals in a period from 2015 to 2020, b) publications of studies carried out with samples from Latin American countries, c) articles published in Spanish, d) articles presenting the research instrument implemented, e) articles that used instruments to identify psychosocial risk factors at work and f) articles with a quantitative research approach.

The following exclusion criteria were established: a) theses, books, abstracts of congresses and presentations, b) publications from countries other than Latin America, c) theoretical articles, d) duplicate publications, and e) articles with a research focus qualitative and mixed.

As a second filter, a manual review of the selected articles was performed, to verify that they met the specified criteria and that they were relevant to the research, which was carried out through meetings between the reviewers.

In this search, all those articles that were repeated in the selected databases, theoretical articles and articles that did not have a quantitative research approach, as well as those articles that did not report the psychosocial risk scales analyzed were excluded (Figure 2).

Finally, information was obtained from each of the articles, such as the title, authors, year of publication, country, study design, as well as the scales and main psychosocial risk factors.

With this information, we proceeded to analyze the instruments implemented to assess psychosocial risk factors in Latin American countries.

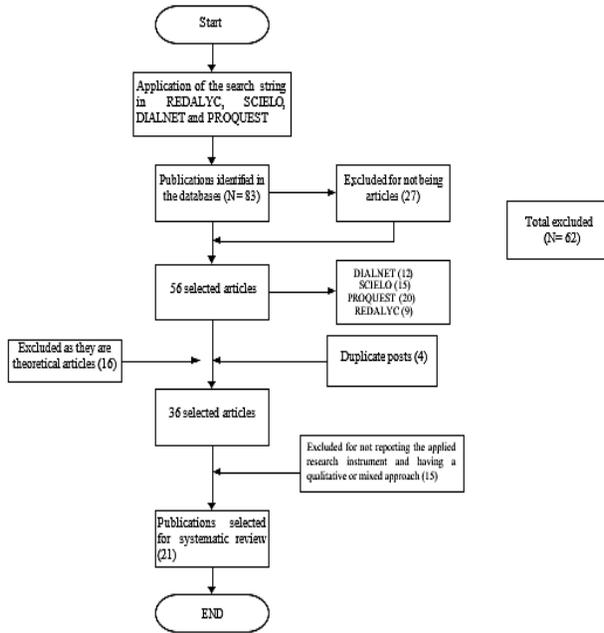


Figure 2 Selection process of the articles included in the systematic review

Results

The articles selected for the present systematic review responded to the indicated inclusion criteria, resulting in a total of 21 articles (Table 1).

The prevailing psychosocial factors were double presence (33.3%), followed by psychosocial demands (28.6%), work conditions (23.8%), and workload (19%).

Code/ Base	Title	Author/ Country	Main FRP found
A1 DIALNET	Psychosocial factors and symptoms of occupational stress in workers in the production area of a metal-mechanic company in El Salto, Jalisco	Aranda, Mares, Ramírez and Rojas (2016). Mexico	Labor requirements (90.7%), Workload (86.7%), Job role and career development (77.3%), Workplace conditions (70.7%) and task characteristics (66.7%).
A2 DIALNET	Diagnosis of psychosocial risk factors in the workplace in the company Miramar in the municipality of Maicao in the Guajira	Muñoz, Pitre and Amaya (2017). Colombia	Role Clarity (25.67%), Training (41.67%) and Participation and Change Management (16.67%) are at high risk.
A3 PROQUEST	Identification of psychosocial risk factors in a high complexity clinic	Bobadilla, Garzón and Charria (2018). Colombia	Work demands and control over work; at the extralaboral level: Time away from work, economic situation of the family group, characteristics of the home and its environment, and home-work displacement.

Code/ Base	Title	Author/ Country	Main FRP found
A4 REDALYC	Psychosocial factors at work and their relationship to the dual presence of women workers in primary health care	Toia, Mattos, Figueroa, Aguilar, Chavez, Del Carpio, Gamarra, García, Miranda, Romero and Muñoz (2018). Peru	Double presence (93.9%), Psychological requirements (59.2%), Active work (93.2%), Social support (100%)
A5 REDALYC	Psychological well-being, stress and psychosocial factors in workers of government institutions in Jalisco, Mexico	Saldaña, Polo, Gutiérrez and Madrigal (2020). Mexico	Control, autonomy and workload, conditions in the work environment and limited training. The FRPs were related to Stress and Burnout.
A6 SCIELO	Psychosocial risk factors and perceived stress in university teachers	Tacca and Tacca (2019). Peru	Stress is positively related to psychological demands, active work, double presence and compensation.
A7 SCIELO	Psychosocial risk factors and job satisfaction in seasonal workers in Chile	Palomo, Carrasco, Bastías, Méndez and Jiménez (2015). Chile	The factors Dual presence, and Active work and development possibilities had a high risk level. FRPs are negatively associated with job satisfaction.
A8 SCIELO	Diagnosis of the perceptions of psychosocial risk factors in the work of personnel in a manufacturing industry	Luna-Chávez, Anaya-Velasco and Ramírez-Lira (2019). Mexico	Work Content (55.2%) and Work Context (40.2%), making them likely psychosocial risk factors for Psychic Attrition.
A9 PROQUEST	Psychosocial risk in the nursing staff Emergency service at the University Hospital of Cartagena	Bustillo-Guzmán, Rojas-Meriño, Sánchez-Camacho, Sánchez-Puello, Montalvo-Prieto and Rojas-López (2015). Colombia	High levels of risk in Personnel Management (98%), Task Content (75%) and Organisation of Working Time (56.3%)
A10 REDALYC	Psychosocial factors, psychological stress and burnout in nursing: a model of trajectories	Brito-Ortíz, Juárez-García, Nava-Gómez, Castillo-Pérez and Brito-Nava (2019) Mexico	We found high levels of social support, labor control, and enthusiasm for work; moderate degrees of psychological demand and psychological stress; and low levels of psychological burnout, indolence, and guilt.

Code/ Base	Title	Author/ Country	Main FRP found
A11 PROQUEST	Psychosocial factors and Burnout syndrome in general practitioners in Tepic, Nayarit (Mexico)	Aranda, Barraza, Romero, Quiñonez, Cenicerros, González and Esparza (2015). Mexico	Essence of the task (46.4%), Social interaction (33%) and lack of accomplishment (26.8%)
A12 REDALYC	Psychosocial risk factors in the workplace affect teachers' mental health depending on the type of facility's funding	Caceres, Campillay, Cvitanic and Bargsted (2015). Chile	Psychological requirements (53.31%), Double presence (48.36%) and Active work and development possibilities (33.15%).
A13 PROQUEST	Psychosocial risks, occupational stress and burnout syndrome in university workers at a bioanalysis school	Seijas-Solano (2019). Venezuela	Work rhythm (80.8%), Insecurity in working conditions (54.9%), Work stress (3%) and burnout syndrome (5%) in the most unfavorable situation. Double presence (52.7%) and Role conflict (38.9%), intermediate situation.
A14 PROQUEST	The double presence in female workers: balance between work and family life	Ruiz, Pullas, Parra and Zamora (2017). Ecuador	Double presence (54.25%), quantitative requirements (45.78%) and sensory requirements (74.39%).
A15 PROQUEST	Prevalence of Burnout Syndrome in teachers: Factors associated with the labor bonding statute in Colombia	Posada, Molano, Parra, Brito and Rubio (2019). Colombia	Working overtime, lack of communication spaces with the bosses, inadequate salary and lack of support from the bosses.
A16 REDALYC	Psychosocial, burnout and psychosomatic risks in public sector workers	Uribe-Prado (2020). Mexico	Performance recognition deficiente (26.9%), pain disorders (26.2%), workplace violence (24.9%), long hours, adverse leadership and work relationships deficiente (24.6%)
A17 SCIELO	Psychosocial risk factors and perceived stress in workers of an electricity company in Chile	Güilgüiruca, Meza, Góngora and Moya (2015). Chile	Social support (34.2%), psychological demands (32.2%), active work (31.5%), compensation (34.2%) and double presence (44%).

Code/ Base	Title	Author/ Country	Main FRP found
A18 SCIELO	Teaching stress and psychosocial factors in teachers in Latin America, North America and Europe	Alvites-Huamani (2019). Peru	There is a significant correlation between teacher stress and psychosocial factors, with the level of stress due to anxiety, depression and maladaptive beliefs prevailing.
A19 SCIELO	Psychosocial factors and Burnout syndrome in academics from a public university in Mexico	Villamar, Juárez, González and Osuna (2019). Mexico	Social problems (40.9%), Organizational problems (34.8%), Burnout (33.6%)
A20 DIALNET	Psychosocial factors that influence work behavior according to the processes of administrative management and human talent presented by employees of the company Distraves S.A. de Cúcuta	Jaimes, Márquez and Pernía (2015). Colombia	Lack of training; conditions in their jobs and availability of resources.
A21 PROQUEST	Psychosocial factors and psychic wear and tear in the work environment	Carrión-García, Hernández-Gracia (2017). Mexico	Harmful Working Conditions in Working Context (13.6%), Working Content (22.1%), Individual Factors (11.4%) and Perceived Psychic Wear (11.4%)

Table 1 Description of the articles selected for the systematic review

100% of the studies have a quantitative approach; however, there is a variation in the methodological aspects to assess psychosocial risk factors, where 66.7% is descriptive, 52.4% non-experimental, and 76.2% cross-sectional (Table 2).

The number of participants in the research ranged from 16 to 597, and included a total of 3,608 workers from companies in Latin American countries.

Regarding the sociodemographic data, only four investigations (19%) did not report the gender of the participants (studies A3, A15, A18 and A20), while in seven studies the sample of the male gender was larger (33.3%), and in 10 studies, the female gender sample prevailed (47.6%).

Most of the studies were conducted in Mexico (38%), followed by Colombia (24%), Peru (14%), Chile (14%), Ecuador (5%) and Venezuela (5%). Of the selected investigations, the sector in which more inquiries have been made about psychosocial risk factors is education (29%), followed by the health sector (24%), while the energy sector (5%) and services (5%) are poorly studied.

Code.	Sample	Sector	Design	% H	% M
A1	150 workers	Industrial	Descriptive, transversal	68%	32%
A2	50 technicians, assistants and operators	Services	Non-experimental, descriptive, transversal	80%	20%
A3	183 workers	Sanitary	Non-experimental, descriptive, transversal	-	-
A4	142 workers in health centers and posts	Sanitary	Non-experimental, descriptive, cross-sectional, relational	-	100%
A5	121 workers from a government institution	Of the administration	Non-experimental, correlational, cross-sectional	44%	56%
A6	117 university teachers	Educational	Correlational and transversal	52%	48%
A7	106 workers of a fruit trading and exporting company	Commercial	Observational, transversal	-	100%
A8	199 workers in a manufacturing industry.	Industrial	Non-experimental, cross-sectional, descriptive, correlational	39.2%	60.8%
A9	16 nurses and 64 nursing assistants	Sanitary	Descriptive	10%	90%
A10	357 nurses	Sanitary	Cross-sectional, observational, analytical	2%	98%
A11	97 general practitioners	Sanitary	Cross-sectional, analytical	50.5%	49.5%
A12	340 teachers	Educational	Non-experimental, descriptive, comparative	40%	60%
A13	75 university professors	Educational	Descriptive, transversal	14.7%	85.3%
A14	67 employees of a textile company	Industrial	Descriptive, transversal	32.8%	65.7%
A15	54 teachers from an Educational Institution	Educational	Correlational, descriptive	-	-
A16	305 Mexican workers of a human rights institution	Of the administration	Descriptive, Pearson correlation analysis, structural equations.	50.8%	49.2%
A17	292 workers	Energetic	Non-experimental, descriptive, correlational	82.5%	17.5%
A18	81 basic and higher education teachers from Latin America, North America and Europe	Educational	Non-experimental, descriptive, correlational, cross-sectional	-	-
A19	247 professors and researchers	Educational	Non-experimental, cross-sectional, correlational	49.4%	50.6%
A20	12 employees of the company Distraves S.A.	Commercial	Non-experimental, descriptive, transversal	-	-
A21	597 workers of a company in the industrial sector in Jalisco (Mexico)	Industrial	Non-experimental, cross-sectional	57.8%	37.4%

Table 2 Description of the gender data, sample and design of the selected studies

The instruments for data collection varied depending on the objective and size of the sample, where 20 scales were identified to identify and evaluate the psychosocial risk factors (Table 3).

According to the data, the most widely implemented instrument is the ISTAS21, in its short and medium version (38.1%), which was designed by the Trade Union Institute of Work, Environment and Health (2002), and has 5 dimensions, with each of them.

Likewise, the Battery of instruments for the evaluation of psychosocial risk factors was implemented in 14.3% of the selected studies, an instrument designed by the Pontificia Universidad Javeriana and the Ministry of Social Protection of Colombia, which has different questionnaires to identify said factors (Ministry of Social Protection, 2010).

Code.	Instrument	Valuated dimensions
A1	- Symptomatic Stress Scale of Psychosocial Factors at Work	- 18 items of symptoms associated with stress (somatic, physiological or emotional nature). - Conditions of the workplace, Workload, Content and characteristics of the task, Labor demands, Labor role and career development, Social interaction and organizational aspects and Performance compensation.
A2	- Battery of instruments for the evaluation of psychosocial risk factors (Ministry of Labor and the Javeriana University): Questionnaire of intra-labor psychosocial risk factors (form B)	- Work demands (Quantitative demands, Mental load demands, Emotional demands, Demands of responsibility of the position, Environmental and physical effort demands, Demands of the working day, Consistency of the role Influence of the work environment on the extra work). - Control (Control and autonomy over work, Opportunities for development and use of abilities and skills, Participation and change management, Clarity of role, Training). - Leadership and social relations at work (Characteristics of leadership, Social relations at work, Performance feedback, Relationship with collaborators). - Reward (Recognition and compensation Rewards derived from belonging to the organization and the work that is done).
A3	- Battery of instruments for the evaluation of psychosocial risk factors (Ministry of Labor and the Javeriana University): Questionnaire on intra-occupational psychosocial risk factors (form B) and the Questionnaire on Non-occupational Psychosocial Risk Factors.	- Form B: Demands of work, Control, Leadership and social relations at work and Reward, described in publication A2. - Non-work questionnaire: Time away from work, Family relationships, Communication and interpersonal relationships, Economic situation of the family group, Characteristics of the home and its environment, Influence of the non-work environment on work and Home-work-home movement.

Code.	Instrument	Valuated dimensions
A4	ISTAS 21	<ul style="list-style-type: none"> - Psychological demands (cognitive demands, quantitative demands, sensory demands, emotional demands and demands to hide emotions). - Active work (Development possibilities, Integration in the company, Control over working time, Sense of work, Influence on general work conditions and Influence on specific work conditions). - Social support in the company (Clarity of role, Conflict of role, Quality of leadership, Possibilities of social relationship, Quality of relationship with superiors and colleagues). - Compensations (Estimates, Insecurity regarding the conditions of the contract and Insecurity regarding the conditions of the work performed). - Double presence (Concerns about housework, Burden of housework).
A5	<ul style="list-style-type: none"> - FRP: (NOM-035-STPS) (Campa, 2018), in the revised version by Almirall, et al. (2018). - Shackelton's Reward-Effort Imbalance Questionnaire, Spanish Version 	<ul style="list-style-type: none"> - Conditions in the work environment, Workload, Lack of control over work, Working hours, Interference in the work-family relationship, Leadership, Work relationships and Violence. - Extrinsic effort and reward.
A6	<ul style="list-style-type: none"> - ISTAS 21 short version. - PSS14 Perceived Stress Scale, Mexican adaptation 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4. - Perceived stress, Family and friend support, Hamilton Depression, Depressive symptomatology and Violence and severity index.
A7	<ul style="list-style-type: none"> - ISTAS21 - Questionnaire S10 / 12 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4. - Satisfaction with the benefits received, Satisfaction with the physical environment of the company and Satisfaction with supervision.
A8	<ul style="list-style-type: none"> - Battery for the study of Psychosocial Conditions of Work (CTCPS-MAC), validated in a Latin American population (Colombia, Ecuador, Mexico, Peru and Venezuela) by a group of experts 	<ul style="list-style-type: none"> - Work Context (Culture of the organization and management, Role or role in the organization, Interrelation of work with family and social problems and Interpersonal relations at work). - Work Content (Workload and rhythm, Work environments, Equipment and physical agents, and Conceptions of job tasks). - Individual Factors (Psychic risk buffers, Company characteristics and Personal characteristics). - Psychic Burnout (Subjective symptoms and health disorders - Psychological states- Emotional cognitive response, Subjective symptoms and health disorders - Psychological states- Behavioral response and Subjective symptoms and health disorders - Psychological states- Physiological response).
A9	<ul style="list-style-type: none"> - Diagnosis of Psychosocial Factors 	<ul style="list-style-type: none"> - Content of the task, Human relations, Organization of work time and Personnel management.
A10	<ul style="list-style-type: none"> - Perceived Stress Scale - Job Content Questionnaire - Questionnaire for the Evaluation of Burn-Out Syndrome 	<ul style="list-style-type: none"> - Favor of control and loss of control. - Psychological demands, Use of skills, Decision authority, Social support from colleagues and Social support from the boss. - Illusion for work, mental exhaustion, indolence and guilt.

Code.	Instrument	Valuated dimensions
A11	<ul style="list-style-type: none"> - Guide for the identification of psychosocial factors of the Mexican Institute of Social Security Scale of "Maslach Burnout Inventory (MBI)" 	<ul style="list-style-type: none"> - Emotional exhaustion, depersonalization and decreased personal fulfillment at work.
A12	<ul style="list-style-type: none"> - ISTAS 21 - DASS 21 - MBI scale 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4. - Depression, anxiety and stress. - Emotional exhaustion, depersonalization and decreased personal fulfillment at work.
A13	<ul style="list-style-type: none"> - ISTAS21, medium versión 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4.
A14	<ul style="list-style-type: none"> - ISTAS21, short versión 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4.
A15	<ul style="list-style-type: none"> - Battery of instruments for the evaluation of psychosocial risk factors (Ministry of Labor and the Javeriana University). 	<ul style="list-style-type: none"> - Communication with superiors, Sufficient salary, Working overtime, Social recognition, Absences and penalties, Support from superiors, Pauses during the day, Work evaluation, Tasks according to the teaching profession, Relationship with colleagues, Working hours, Union membership and Opportunities training.
A16	<ul style="list-style-type: none"> - Occupational burnout and psychosomatic manifestations were measured with the Uribe-Prado EDO scale (2008) - Standard 035 Scale (Reference Guide III; STPS, 2018) 	<ul style="list-style-type: none"> - Emotional exhaustion, Depersonalization, Achievement dissatisfaction, Sleep disorders, Pain disorders, Gastrointestinal disorders, Psychoneurotic disorders, Anxiety indicator and Depression indicator. - Recognition of poor performance, Work violence, Long working hours, Pain disorders, Emotional burnout, Adverse leadership, Poor work relationships, Work-family interference, Sleep disorders, Anxiety indicator, Achievement dissatisfaction, Depression indicator, Disorders Gastrointestinal, Depersonalization and Psychoneurotic Disorders.
A17	<ul style="list-style-type: none"> - ISTAS21, short version - Perceived Stress Scale 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4. - Unpredictability, Uncontrollability, Overload, and direct questions about experienced stress levels.
A18	<ul style="list-style-type: none"> - Questionnaire on Psychosocial Factors in Academic Work 	<ul style="list-style-type: none"> - Workplace conditions, Workload, Content and characteristics of the task, Labor demands, Academic role and career development, Social interaction and organizational aspects and Performance compensation.
A19	<ul style="list-style-type: none"> - Online battery adapted from the questionnaire on Psychosocial Factors of Academic Work (FPSIS) - Questionnaire for the Evaluation of Burn-Out Syndrome for Education Professionals (CESQT-PE) 	<ul style="list-style-type: none"> - Social and organizational problems, Excessive working hours, Insufficient spaces and materials, Problems with students, Dissatisfaction with financial reward, Mental and physical effort and Biochemical risks. - Illusion for work, Psychic exhaustion, Indolence, Guilt.
A20	<ul style="list-style-type: none"> - ISTAS 21 	<ul style="list-style-type: none"> - Dimensions mentioned in publication A4.
A21	<ul style="list-style-type: none"> - Battery for the study of psychosocial working conditions CTCPS-MAC 	<ul style="list-style-type: none"> - Dimensions mentioned in study A8.

Table 3 Scales to identify and evaluate Psychosocial Risk Factors in selected studies

Conclusions

In organizations, people are the most important resource; However, they are exposed to different risks that generate health problems, especially those that damage their mental health, known as psychosocial risk factors, so it is necessary to incorporate processes and strategies that promote their physical and mental well-being, through the implementation of instruments that allow identifying and evaluating the influence of these factors, in order to eliminate or reduce them (Muñoz, Orellano and Hernández, 2018).

The review and analysis carried out in this work have made it possible to know the different scales that have been designed to identify and evaluate the psychosocial risk factors at work, where in recent years their study has become more relevant, since norms, laws have been implemented and regulations to regulate and oblige companies to analyze and evaluate these factors.

However, one of the findings found in this research revealed that the identification and evaluation of psychosocial risk factors is still deficient, since so far there are no relevant investigations in many of the Latin American countries, since they have not been detected in the search, and most of the articles excluded were for having a merely theoretical approach, so the corresponding authorities should raise awareness about the importance of addressing these risks in a timely manner before they negatively influence workers .

Although there are different scales for the study of these factors, the best known and implemented are the ISTAS21 (38.1%) and the Battery of instruments for the evaluation of psychosocial risk factors (14.3%), which are versions that can be applied in Spanish-speaking countries; However, it does not mean that they are adequate to apply in all investigations, since there is a variety of instruments that can be chosen, depending on the factors to be investigated.

The review of the selected studies confirms the presence of psychosocial risk factors in workers from different sectors of Latin American companies, prevailing factors of double presence (33.3%), psychosocial demands (28.6%), as well as the conditions (23.8%) and workload (19%), which can be reflected not only in work errors, but also in work accidents, in the development of work stress and in diseases that can even lead to death (Moreno and Báez, 2010). Psychosocial risk factors generate negative impacts on personnel regardless of gender, also influencing their quality of life, as well as the productive conditions of the organization, so it is important to ensure the physical and mental well-being of workers (Cobo , Muñoz, Martos, Carmona, Pérez, Cirici and García-Parés, 2010). Ultimately, such risks must be prevented and healthy environments created, taking into account work interactions, organizational conditions and other factors that influence the performance of workers, in such a way that productivity and growth of the company can be guaranteed.

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Platform for the information network of the economic reactivation program of the TecNM campus San Martín Texmelucan

Plataforma para la red informativa del programa de reactivación económica del TecNM campus San Martín Texmelucan

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Abstract

Web system that allows small entrepreneurs in the San Martín Texmelucan Region and its surroundings to register information about their businesses, such as their address, business hours, information on the products they sell, data from their social networks, the types of shipments and deliveries. In order to promote the information to the outside public, and among the merchants themselves, to know who their suppliers may be. Searches are carried out according to the lines in which businesses were registered, and are presented to users according to opening hours. The project was born out of the need to offer a web platform in which businesses in the San Martín Texmelucan region can register online their products or services that they offer, thus allowing the economy in this region to be reactivated, to face the COVID-19 pandemic, which affected all sectors and economic sectors

Resumen

Sistema web que permite a los pequeños empresarios de la Región de San Martín Texmelucan y sus alrededores, el poder registrar información de sus negocios como lo es su dirección, horarios de atención, información de productos que venden, datos de sus redes sociales, los tipos de envíos y entregas. Con el fin de promocionar la información al público exterior, y entre los mismos comerciantes conocer quiénes pueden ser sus proveedores. Las búsquedas se realizan de acuerdo a los giros en los que fueron registrados los negocios, y se presentan a los usuarios de acuerdo al horario de apertura. El proyecto nació de la necesidad de ofrecer una plataforma web en la que los negocios de la región de San Martín Texmelucan puedan registrar en línea sus productos o servicios que estos ofrezcan, permitiendo así se vaya reactivando la economía en esta región, para hacer frente a la pandemia del COVID-19, que afectó a todos los sectores y giros económicos

Platform, Reactivation, Informative

Plataforma, Reactivación, Informativa

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Introduction

The COVID 19 pandemic is forcing us to accelerate the imminent changes facing society; The current context generates uncertainty and concern in merchants who obtain their economic resources every day, and whose economic activity depends on the activation of schools, and the flow of people taking to the streets.

With the passing of the coronavirus pandemic, the National Technological Institute of Mexico, San Martín Texmelucan campus, is working on an economic reactivation program in the region, providing advice to small entrepreneurs to promote social and economic development in Puebla [1].

This support mechanism for microentrepreneurs is provided in a personalized way to help the growth of their company or business idea, in addition to reducing the effects of the economic crisis caused by the global pandemic.

The project was born out of the need to offer a web platform in which businesses in the San Martín Texmelucan region can register online the products or services they offer, thus allowing the economy in this region to be reactivated, to face the COVID-19 pandemic, which affected all sectors and economic sectors. Therefore, the platform allows the representatives to register the business data, location, photographs, products, schedules, types of delivery, among other aspects that were detected during the analysis that was carried out in order to develop the system. Which was developed following the SCRUM methodology, where partial and regular deliveries of the final product are made [2].

Methodology

The SCRUM software development methodology includes the phases: Planning, Execution and Adaptation.

Planning phase

In this phase, the interviews are carried out to obtain the functional and non-functional requirements of the System, subsequently a list of activities is prepared and organized according to priorities and before being assigned to the work team, they are set in Sprint. In this phase, the tools, languages and software to be used are also selected, in this case balsamiq, dia, sublimetext, Mysql, php, Html 5, css3, bootstrap, jquery, ajax, Json and Javascript will be used.

Execution Phase

In this phase, the work team begins to develop its activities, which include the low-fidelity screens, the use case diagrams, the design and development of the database, as well as the development of the high-fidelity screens. fidelity. And all this in considerable advancements called Sprints, which are presented to the customer for their feedback.

Adaptation Phase

6 Sprints were developed, in the first sprint the design of the platform that includes the low screens and the database design was presented, in the second sprint the first high-fidelity screens and the development of the database were presented. Data, in the third sprint it includes the connection with the database and the management of users, in the fourth sprint it contemplates the session of the administrator user, in the fifth sprint the interfaces of the business owner user and the client user are shown. And finally in the sixth sprint the feedback from the platform is presented.

Results

With this project we work to promote the economic development of the San Martín Texmelucan region and with the support of students and teachers; So far 138 businesses registered on the platform are supported. Figure 1 shows the platform's home page, which displays the logos of the educational institution, a menu of options to consult products and services, as well as the start of the session, when business owners register a business, they incorporate two images, one that is presented in a carousel from the beginning and another that is shown as a result of the consultation of a product or service.



Figure 1 Starting screen

The search for products and services is carried out using the type of transfer as shown in figure 2, and the result of this is the business information, which includes hours, types of payment, address, telephone number and social networks, etc, as seen in figure 3.



Figure 2 Product Search



Figure 3 Example of product search result by turn

In the session of an administrator user, the registered information of users, money orders, owners and businesses can be viewed, with the option to insert, edit, and delete data as shown in Figure 4.



Figure 4 Options in the administrator user session.

In the business owner user session as presented in Figure 5, you can add the owner and business information, which includes the address, telephone number, opening hours, social networks and information on products and / or services. what offer, as well as an option to find supplies for your business.

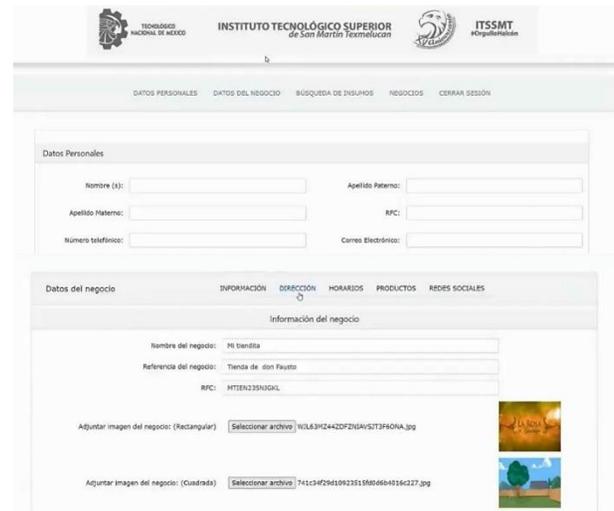


Figure 5 Options in the business owner user session.

Conclusions

The System has served to publicize small businesses in the San Martín Texmelucan region, and according to the survey carried out on October 20, 2020 to business owners, their sales have increased by 30 to 50%, after registering your business on the platform.

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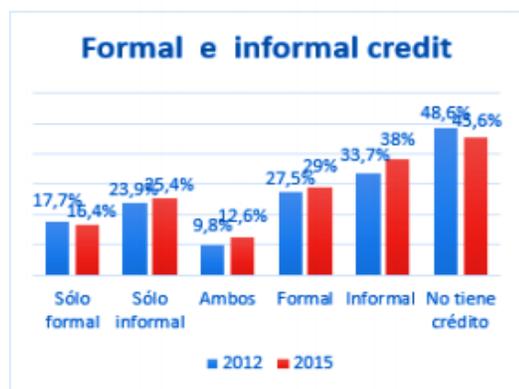
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