

## **Mobbing and Quality of Life at Work in workers of a Private University in Jalisco, Mexico**

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### **Abstract**

**Introduction:** Mobbing is a phenomenon that affects the health of workers and the Quality of Life at Work (QLW), the people around and the organization. The objective of the study was to analyze the association between Mobbing and Quality of Life at Work in workers at a private university in Jalisco, Mexico.

**Material and Methods:** Type of descriptive, cross-sectional, and analytical study. Three questionnaires were used to collect the information: one on sociodemographic and labor data, the CVT-GOHISALO questionnaire to evaluate Quality of Life at Work and the IVAPT-PANDO to calculate Mobbing. The universe of study were all the workers (census) of the University, excluding workers who did not want to participate.

**Results:** 54.8% of the people in the study were women, with an average age of 36.6 years, 44.6% are single, 48.6% have a bachelor's degree with an average working seniority of 5 years. The association results show that between Mobbing and Quality of Life at Work there was statistical significance in the seven dimensions of the CVT (by its acronym in Spanish) instrument. 72.7% perceive the presence of workplace violence. Concerning the level of intensity of psychological violence at work, 27.8% of the population did not perceive it.

**Conclusion:** According to the results, it is inferred that the presence of Mobbing does affect the Quality of Life at Work.

**Key words:** Mobbing, Quality of Work Life, Workers, University.

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### **I. INTRODUCTION**

The International Labor Organization (ILO) expressed in a conference on June/29/2019, its commitment to work for spaces free of violence and harassment; the product of this meeting was the agreement No. 190 on the elimination of violence and harassment in the world of work (ILO, 2019). Also, the right of every worker to have a space that allows equal opportunities, a work culture of mutual respect and dignity to the human being. Showing how this affects the health of workers in the physical, psychological, sexual, as well as in their family and social environment.

The dynamics of current organizations are the perfect setting for Mobbing, known as workplace harassment (Brodsky, 1976), workplace violence (Chappell & Di Martino, 2016), workplace bullying (De Miguel & Prieto, 2016) and psychological and moral harassment at work (Hirigoyen, 1998).

The Mobbing concept are established as "violent behaviors by one or more people are presented on another person (s), that these behaviors are presented continuously for a certain time and "there is the intention of annihilation or destruction psychological and obtain their exit from the organization" or "deliberately harming the person" (Pando, 2006). As a consequence of this phenomenon, we can have repercussions that can be translated into problems sleeping, attacks of anger, anguish, heart problems, nausea, dizziness, fear, which makes the victims not go to their place of work or resign (García & Guillen , 2017), consequently, the psychological affectations translate into isolation, impotence and injustice in the process they are facing (López, Picón & Vázquez, 2008) which can bring an inadequate Quality of Life at Work.

This last has been determined as "a multidimensional concept that is integrated when the worker, through employment and under his own perception, sees personal needs covered such as institutional support, security and integration to the job and satisfaction, identifying the well-being achieved through his work activity

and personal development, as well as the administration of his free time” (González, Hidalgo, Salazar & Preciado, 2009).

Non-satisfaction with the Quality of Life at Work can translate into situations of indifference, lack of commitment and exhaustion (Akar, 2018), as well as not respecting working conditions such as schedules, facilities, equipment, workloads for mentioning some can lead to health effects (Suescún Carrero, Sarmiento, Álvarez & Lugo, 2016).

In organizations, there can be situations of lack of organization to carry out tasks or projects, which translates into having excessive workloads, which results in the little possibility of focusing on family aspects and this in turn can lead to stress, worry, as well as difficulty in having a disconnection from work after finishing the day (Barrado & Prieto, 2016) in a similar way the affectations can also be musculoskeletal (Rodarte, Araujo, Trejo & González, 2016).

Teachers have also been the subject of research regarding the Quality of Life at Work; this group is not exempt from situations such as excessive hourly workloads, however, having an intrinsic motivation and managerial support are factors that compensate for this perception Monsalve, Nique, Pérez, Mestanza, Diaz, Infante & Lluncor (2019) considering this, the role of the organization is therefore important to ensure a better Quality of Life at Work.

In Educational Institutions, the balance in working conditions is important, not considering them can result in a lack of identification that can be reflected in exhaustion, cynicism, as well as collateral effects (Romero, 2019). A worker who perceives satisfaction in his needs in terms of professional development, socioeconomic, institutional identity, and the environment, is in the possibility of contributing with his talent to the objectives of the organization, which leads it to be profitable (Molina, Pérez & Lizárraga, 2018). It should be emphasized that when working conditions are safe and healthy, there are opportunities for growth, personal talents can be put into practice, and there is a high level of satisfaction at work (Kitjarak, 2018).

Therefore, the research is relevant, Mobbing can affect the Quality of Life at Work in the study population, so the objective was to analyze the association between Mobbing and Quality of Life at Work in workers of a private university in Jalisco Mexico.

## II. MATERIAL AND METHODS

**Type of study:** Descriptive, cross-sectional, and analytical.

**Location of the study:** It was developed on a campus of a private university in Jalisco, Mexico.

**Study duration:** 2018-2021

**Study universe:** The study population are workers from a private university in Jalisco with an approximate 430 people.

**Statistical Sample:** The census was used to reduce the degree of non-response, as well as to prevent workers from thought that their opinion is not considered (Hernández, Fernández & Baptista, 2014).

**Inclusion criteria:** All University workers were included in the categories of directors, administrative, operational, and teaching and who wished to participate in the study.

**Exclusion criteria:** No position was excluded from the organizational structure.

**Elimination criteria:** Workers who did not answer the instrument or those who quit during the investigation.

**Collection procedure:** The procedure was carried out in two stages: the first, was face-to-face, groups of workers of no more than 30 people were organized, the evaluation instruments were distributed to them for their corresponding filling, checking that they had been completely answered. The second stage was virtual, this due to the health contingency because COVID-19 virus, causing the evaluation instruments to be sent through an electronic form to the workers, obtaining an adequate response in general.

**Human Resources:** In the application of the instruments, we had the support of the academic coordinator for the face-to-face stage. About the virtual part, a special Gmail account was opened for the application of the questionnaires to avoid bias.

**Material Resources:** The information processing was carried out in the SPSS software, the evaluation instruments were printed for their filling, a computer, printer, pencils, erasers, and paper were required. For the virtual part, an email account was opened in Gmail and a Google form was created.

**Economic Resources:** The expenses derived from materials were assumed by the researcher.

**Statistical Analysis:** Two types of analysis were made: descriptive and inferential. For the first, frequencies, percentages, prevalence's, standard deviation were obtained. For the second, those variables that were considered as risk factors with OR values equal to or higher than 1 were acquired, with a p less than or equal to 0.05 and a confidence interval (CI) that did not include the unit. The condition of exposed and not exposed to Mobbing was determined against the presence or absence of Quality of Life at Work.

**Instruments:** Three instruments were used:

1. The sociodemographic and labor data questionnaire with items such as sex, age, marital status, education, seniority in the institution, seniority in the position and type of contract.

2. The Quality of Life at Work instrument (CVT-GOHISALO) to precisely assess the quality of life at work (González, Hidalgo, Salazar & Preciado, 2009) in its long version with 74 items. The scale they established (González et al., 2009) is of the Likert type with values from 0 to 4, where 0 means nothing satisfied, disagreement or null commitment; number 1 is not very satisfied, little in disagreement and little commitment; the value 2 corresponds to regularly satisfied, sometimes, more or less in agreement and regularly committed, 3 corresponds to satisfied, almost always in agreement or committed and 4 corresponds to maximum satisfaction, always in agreement or maximum commitment. The qualifications that indicate a level of risk would be: "Institutional Support" from 0-16, "Safety at Work" 0-15, "Integration to the Job" 0-22, "Job Satisfaction" 0-31, "Well-being achieved through Work" 0-33, "Personal Development" from 0-18 and "Time Management" from 0-12. The maximum qualifications would be for "Institutional Support for Work" 56, "Safety at Work" 60, "Integration to the Job Position" 40, "Job Satisfaction" 44, "Well-being achieved through work" 44, " Personal Development "32 and" Management of free time "20. With a Cronbach's alpha of 0.9527 (González et al., 2009).

3. For the measurement of Mobbing, the Inventory of Violence and Psychological Harassment at Work (IVAPT-PANDO) (Pando, 2006) of 22 items was used. The participant must answer considering two types of answers: the first one refers to the frequency with which what is being asked occurs, using a Likert-type scale with values ranging from 4 very frequent, 3 frequently, 2 sometimes, 1 almost never to 0 never. The other type of response refers to the frequency in which violence and psychological harassment occurs in relation to their peers, the Likert-type scale also goes from 1 less than my peers, 2 the same as my peers, to 3 more than the rest of my peers (Pando, 2006). According to the IVAPT-PANDO instructions, it qualifies two aspects: psychological violence at work and psychological harassment at work. The IVAPT-PANDO considers psychological violence as follows: high 5 or more items counted as positive, average between 1 and 4 positive items, null, none of the items is classified as positive. About the intensity, it is identified considering high intensity 45 or more points, medium intensity, 23 to 44 points, low intensity from 1 to 22 points and zero 0 points. The second part is to determine the psychological harassment, what is done is to quantify the responses: less than my colleagues, the same as my colleagues, more than the rest of my colleagues, so only the number of times the worker answered is counted "More than the rest of my colleagues", being awarded a point (Pando, 2006). The scale would be null or low from 0 to 3 points, average from 4 to 7 points, high from 8 or more points (Pando, 2006). If the results show 5 or more items counted as positive, a high presence of psychological violence is considered. From 1 to 4 positive reagents of a medium level of presence of psychological violence and if none is classified as positive, it means that there is no presence of psychological violence (Pando, 2006). This instrument has a Cronbach's alpha of 0.911 and is validated in Mexican workers.

**Ethical considerations:** The research is not considered risky according to the General Health Law (2018) in Mexico. Informed consent was provided for the participation of study subjects.

### III. RESULTS

Only a response was obtained from 352 people from the 430 staff that compose it, which represents 81% participation.

The data of the participants were distributed as follows: the minimum age reported was 18 years and the maximum was 69, with an average age of 36.6 years; regarding the sex item, 54.8% are female, 44.6% are single, followed by married people with 37.5% and in common union with 11.4%; 48.6% of the population have a bachelor's degree, continuing with the master's level with 32.7% (see table 1).

**Table 1:** Frequencies and percentages according to sociodemographic data of the study population

	F	%
<b>Age (years)</b>		
Minimum (18 years)	1	.3
Maximum (69 years)	2	.6
Media (36.67 years)		
Standard Deviation (10.22)		
<b>Gender</b>		
Female	193	54.8
Male	159	45.2
<b>Civil Status</b>		
Married	132	37.5
Divorced	20	5.7
Single	157	44.6
Free union	40	11.4
Widower	3	9

<b>Scholarship</b>		
Doctor (PhD)	20	5.7
Master´s degree	115	32.7
Bachelor´s degree	171	48.6
Highschool	33	9.4
Secondary or Junior Highschool	10	2.9
Elementary school	3	.9

Source: own elaboration      Note: F = frequency      % = percentage

Regarding labor data, an average seniority in the Institution of 4.8 years and 4.01 in the current position was observed, with a minimum seniority of 1 month and a maximum of 23 years. According to the jobs held, the majority corresponds to teaching with 46%, administrative assistants 28.4% and heads of unit 9.9%. Among the various work shifts established by the Institution, 53.4% work the morning shift and 35.5% the mixed shift, the rest are distributed in the different shifts (see table 2).

**Table 2:** Frequencies and percentages according to labor data of the study population

	<b>F</b>	<b>%</b>
<b>Seniority in the Institution</b>		
Minimum (1 month)	4	1.1
Maximum (23 years)	1	.3
Media (4.8 years)		
Standard Deviation (5.12831)		
<b>Seniority in current position</b>		
Minimum (0.01 month)	8	2.3
Maximum (23 years)	1	.3
Media (4.01)		
Standard Deviation (4.73458)		
<b>Current position</b>		
Department Assistant	7	2.0
Academic Director Assistant	1	.3
General Manager Assistant	1	.3
Administrative Assistant	100	28.4
Academic Coordination	1	.3
Academic Direction	5	1.4
Directorate General	1	.3
Teacher	162	46.0
Head of Department	11	3.1
Head of Unit	35	9.9
Operative	24	6.8
Reception	3	.9
Academic Secretary for Baccalaureate	1	.3
<b>Work shift</b>		
12 hours	1	.3
24 x 24 hours.	1	.3
Morning	188	53.4
Mixed	125	35.5
Night	7	2.0
Evening	30	8.5
<b>Type of contract</b>		
Temporary	82	23.3
Planta	270	76.7

Source: Self-elaboration

Regarding the presence of psychological violence using the IVAPT-PANDO instrument and considering that being at the high and medium level is indeed the presence of psychological violence, it was observed that the majority of the population (72.7%) perceives it as such (see table 3).

**Table 3:** Presence of Psychological Violence in the study population by categories according to the IVAPT-PANDO instrument

CATEGORY	F	%
High	118	33.5
Medium	138	39.2
Null	96	27.3

Source: Self-elaboration

According to the intensity of psychological violence at work, 27.8% of the population perceive it as null, while the highest percentage perceive it as low intensity 65.6%, the rest as medium to high intensity 5.7% and .9% respectively (see table 4).

**Table 4:** Intensity of Psychological Violence of the study population by categories according to the IVAPT-PANDO instrument

CATEGORY	F	%
High intensity	3	.9
Medium intensity	20	5.7
Low intensity	231	65.6
Null	98	27.8

Source: Self-elaboration

Regarding psychological harassment, the frequency in which the event occurs with respect to their peers was evaluated with the same instrument, they are also located in three levels of qualification, null or low, high and medium, in them it was observed that the majority of the population (97.7%) stated it as low or null frequency (see table 5).

**Table 5:** Percentage of Psychological Harassment at Work of the Study Population by categories according to the IVAPT-PANDO instrument.

CATEGORY	F	%
High and medium	8	2.3
Low and null	344	97.7

Source: Self-elaboration

It was found that the highest scores are found in the dimensions of institutional support with 76.4%, job security with 53.1% and integration to the job with 48% and with a low level of the dimension of job satisfaction with 50.9%, free time management with 50.3% and well-being achieved through work with 39.5% (see table 6).

**Table 6:** Percentage of Quality of Life at Work of the study population by level and dimensions according to the CVT-GOHISALO instrument

Level	DIMENSION													
	Institutional support for work		Work safety		Job integration		Job satisfaction		Well-being achieved through work		Professional development		Free time management	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Low	22	6.3	36	10.2	88	25	179	50.9	139	39.5	124	35.2	177	50.3
Medium	61	17.3	129	36.7	95	27	86	24.4	87	24.7	142	40.3	129	36.6
High	269	76.4	187	53.1	169	48	87	24.7	126	35.8	86	24.5	46	13.1

Source: Self-elaboration

According to the inferential analysis of the IVAPT-PANDO instruments in relation to the presence of workplace violence and CVT-GOHISALO on quality of life at work, significant OR, “p” and CI values were found in the seven dimensions that assesses the Quality of Life instrument (see table 7). To carry out this analysis, contingency tables were developed in such a way that they were regrouped for workplace violence in its presence (medium and high scores) and non-presence (null scores), for intensity of violence in its presence (high scores, medium and low intensity), non-presence (null scores) and for psychological harassment in its presence (medium and high scores) and non-presence (null scores). Regarding the quality of life at work instrument, they were grouped into non-satisfaction (low and medium scores) and satisfaction (high scores) in each of the dimensions.

Variable	OR	CI95	P Value
<b>Institutional support for work</b>	3.024	1.525-5.996	<b>.001</b>
<b>Work safety</b>	3.678	2.179-6.209	<b>.000</b>
<b>Job integration</b>	3.268	1.985-5.381	<b>.000</b>
<b>Job satisfaction</b>	3.403	2.033-5.696	<b>.000</b>
<b>Well-being achieved through work</b>	2.424	1.498-3.921	<b>.000</b>
<b>Professional development</b>	3.268	1.985-5.381	<b>.000</b>
<b>Free time management</b>	3.192	1.692-6.023	<b>.000</b>

**Table 7:** Association of the Presence of Violence with the dimensions of Quality of Life at Work  
Source: Self-elaboration

The same situation is observed when evaluating the intensity of violence with the quality of life at work, the values are significant in the seven dimensions of quality of working life (see table 8).

Variable	OR	CI95	P Value
<b>Institutional support for work</b>	3.129	1.579-6.201	<b>.000</b>
<b>Work safety</b>	3.847	2.281-6.489	<b>.000</b>
<b>Job integration</b>	3.434	2.087-5.648	<b>.000</b>
<b>Job satisfaction</b>	3.252	1.947-5.432	<b>.000</b>
<b>Well-being achieved through work</b>	2.299	1.425-3.707	<b>.000</b>
<b>Professional development</b>	3.580	2.138-5.993	<b>.000</b>
<b>Free time management</b>	3.080	1.634-5.806	<b>.001</b>

**Table 8:** Association of the Intensity of Workplace Violence with the Quality of Life at Work dimensions  
Source: Self-elaboration

Unlike the significant associations reported for the presence and intensity of workplace violence, for psychological harassment, significance was only found with institutional support as a risk factor (see table 9).

Variable	OR	CI95	P Value
<b>Institutional support for work</b>	5.684	1.329- 24.314	<b>.020</b>
<b>Work safety</b>	8.241	1.003-67.698	.022
<b>Job integration</b>	.956	.927-.986	.005
<b>Job satisfaction</b>	.970	.949-.991	.100
<b>Well-being achieved through work</b>	.928	.218-3.948	.593
<b>Professional development</b>	.969	.192-4.893	.621
<b>Free time management</b>	1.054	.127-8.765	.719

**Table 9:** Association of Psychological Harassment with the dimensions of Quality of Life at Work  
Source: Self-elaboration

#### IV. DISCUSSION

Mobbing is not a recent concern. In 1998 the ILO pointed out in the document on Violence at Work that in the United States around 1000 people died in the workplace; France, Argentina, Romania, and Canada had the highest rates of aggression; International trends identified psychological violence or Mobbing get translate in hostile actions such as threats, criticism, excessive workloads, isolation or even raising their voices to give directions, this phenomenon continues today.

The interest in improving the organizational environment had an impact on the ILO to create an agreement, the C190 in relation to violence and harassment. In 2018, in Mexico, the Ministry of Labor and Social Welfare published the Official Mexican Standard on Factors of Psychosocial Risk at Work, Identification, Analysis and Prevention.

The consequences that Mobbing can cause on the health of workers, effects have been observed in relation to anxiety, depression, headaches, sleep disorders, exhaustion, stress, as well as effects on family life (Yoo & Lee, 2018; Yesilbas and Wan, 2017); Being exposed to mobbing increases the risk of presenting mental health problems by 2 and 3 times according to Ahumada, Ansoleaga & Castillo (2021), hence the results of the

research lead to reflection on the way in which the presence of mobbing affects the welfare of workers. The association between mobbing and quality of life at work is significant in all dimensions, which represents that the greater the presence, the lower the quality of life at work, for example, the perception that workers have regarding labor supervision, development opportunities, freedom to carry out their work, identification, motivation, work environment, satisfaction with the work they perform is at a level of non-satisfaction.

As mentioned before, Mobbing is not a recent phenomenon and it is not exclusive to an economic sector, however, the education sector is one of the most exposed due to the activity they do (De Miguel & Prieto, 2016). The work dynamics of workers in this line of business places them in a complex context of requirements; on the one hand, the demand of the students and parents and simultaneously the obligation to comply with the procedures, policies, guidelines, both internal and external, and, because of all this, slander, lack of support, recognition, preferences can be presented (Acosta, Cervantes Valero & Fontalvo, 2020). The results show a high association in the intensity of workplace violence, so we can mention that these situations are affecting the Quality of Life at Work.

The results lead to specify that Mobbing is affecting the different dimensions of the QLW since these are significant, which coincides with the studies of Sepúlveda, Mota, Fajardo & Reyes (2016), as well as those of Yoo & Lee (2018), Yesilbas & Wan (2017), Marín, & Piñeros (2016), Medina (2016), Buunk, Franco, Dijkstra & Zurriaga (2017).

The theories also indicate that it is necessary to have a balance in the human being in its different dimensions, as indicated by Maslow's theory of motivation (1954), which tells us about human needs which must be covered to achieve their satisfaction and motivation. in such a way that this can be a reference for the perception of a better Quality of Life at Work.

The association of workplace bullying with QLW, the dimension that was significant was institutional support, this refers to work processes, supervision, feedback, job growth, autonomy, and job evaluation (González et al., 2009). The results coincide with those of Loli P., A., Danielli R., J., Navarro V., V & Cerón V., F. (2018) in which the QLW and institutional support were in a level of dissatisfaction. It should also be noted that institutional support is related to development and training opportunities and support policies (González et al., 2009), in such a way that the results obtained lead to highlight the importance of working in this dimension, the result coincides with the research of Soares and Silva (2016) and with those of Muñoz and López (2018).

## V. CONCLUSIONS

It was found that the association of the variables Mobbing, and Quality of Life at Work were significant in the dimensions of institutional support, job security, job integration, job satisfaction, well-being achieved through work, professional development, and time management in which we can identify the relationship in terms of the presence of workplace violence and work intensity, that is, the greater the presence we have a low Quality of Life at Work. However, we observed that in relation to psychological harassment, the significant dimension was that of institutional support.

Regarding the objective of the study, it is inferred that there is a high association between Mobbing and Quality of Life at Work. This two are factors of great importance for any organization, but most important, for the health of workers, if we consider that currently the trend is to speak of socially responsible companies where management must be directed respect for people, which translates into spaces free of violence, personal development, balance between work and time for the family. It is recommended that the implementation of the Official Mexican Standard NOM-035-STPS-2018 "Psychosocial risk factors at work-Identification, analysis and prevention" is not only a legal requirement but that its purpose is to actually prevent situations that affect the worker, it will also be important to establish a training program that considers senior management, consider a recognition procedure, establish a life and career program, strengthen the communication media as well as review the harassment policies. Without a doubt, there is a long way to go because there must be the continuous commitment of the institutions to improve this perception. It is important that organizations assume the responsibility they must promote and ensure the health of workers, being socially responsible is a great challenge.

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