

The Effects of an Intervention Program on Psychosocial Factors and Consequences during the COVID-19 Pandemic in a Chilean Technology Services Company: A Quasi-Experimental Study

Authors : Julio Lavarello-Salinas, Verónica Kramm-Vergara, Pedro Gil-La Orden

Abstract : During the COVID-19 pandemic, mental health became a relevant factor in people's performance within organizations. The aim of this study was to analyze the effects of an organizational intervention program on the psychosocial factors of demands, resources, and the consequences of psychosocial risks in a technology services company during the COVID-19 pandemic. A quasi-experimental study was carried out with 105 employees who took part in an eight-week intervention program divided into two large stages. Pre- and post- measurements were collected using the UNIPSICO Questionnaire, considering its factors of demands, resources, and consequences of psychosocial risks. The Spanish Burnout Inventory (SBI) was also included. The results showed significant improvements in the perception of some psychosocial demand factors, all the resource factors, and all the consequences of psychosocial risks, except the guilt dimension of the SBI. Thus, we can conclude that the program was effective and that the study limitations should be improved in future studies.

Keywords : UNIPSICO questionnaire, occupational health, work stress, work psychosocial risk

Conference Title : ICOHPRF 2023 : International Conference on Organizational Health Psychology and Risk Factors

Conference Location : Montreal, Canada

Conference Dates : June 15-16, 2023