

## Teaching strategies to socialize NOM 035 in students of administrative economic sciences of a higher education institution

## Estrategias de enseñanza para socializar NOM 035 en estudiantes de ciencias económicas administrativas de una institución de educación superior

MORALES-ROMERO, Rocío Guadalupe†\*

*Departamento de Estudios Organizacionales, División de Ciencias Económico-Administrativas, Universidad de Guanajuato, México.*

ID 1<sup>st</sup> Author: Rocío Guadalupe, Morales-Romero / ORC ID: 0000-0002-6491-8924, CVU CONACYT ID: 503609

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### Abstract

The International Labor Organization (ILO) and the World Health Organization (WHO) have developed initiatives and actions to promote an environment that favors the maxims for the respect of Human Rights and reverses the precariousness of work. In this situation, progress has been made, in the case of Mexico, in addition to the Federal Labor Law (LFT), NOM-035- STPS-2018, Psychosocial Risk Factors at Work- Identification, analysis aims to establish the elements to identify, analyze and prevent psychosocial risk factors, as well as to promote a favorable organizational environment in the workplace.

The objective of the research focuses on using elements of standard 035 in the thematic content of the subject Interpersonal Conflict Resolution taught to undergraduate students in the Industrial Relations career. The methodology used was a Likert scale instrument where knowledge about the topics of the UDA and NOM-035 was evidenced. The contribution focuses on generating in a transversal way the thematic content of the subject to generate analysis and reflection among students and generate the appropriation of the content seeking a practical application of the NOM.

**NOM-035-STPS-2018, Psychosocial risk, Higher education students**

### Resumen

La Organización Mundial del Trabajo (OIT) y la Organización Mundial de la Salud (OMS) han gestado iniciativas y acciones para promover un ambiente que propicie las máximas para el respeto de los Derechos Humanos y la reviertan la precarización trabajo. En esta tesitura se han tenido avances, en el caso de México, además de la Ley Federal del Trabajo (LFT), la NOM-035- STPS-2018, Factores de Riesgo Psicosocial en el Trabajo- Identificación, análisis tiene como objetivo establecer los elementos para identificar, analizar y prevenir los factores de riesgo psicosocial, así como para promover un entorno organizacional favorable en los centros de trabajo.

El objetivo de la investigación se centra en utilizar elementos de la norma 035 en el contenido temático de la materia Resolución de Conflictos Interpersonales impartida a estudiantes de licenciatura en la carrera de Relaciones Industriales. La metodología utilizada fue un instrumento de escala Likert en donde se evidencio el conocimiento sobre los temas de la UDA y la NOM-035. La contribución se centra en generar de manera transversal el contenido temático de la materia para generar el análisis y reflexión entre los estudiantes y generar la apropiación del contenido buscando una aplicación práctica de la NOM.

**NOM-035-STPS-2018, Riesgo psicosocial, Estudiantes de nivel superior**

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\* Correspondence to the author (E-mail: rmorales@ugto.mx)

† Researcher contributing as first author.

## Introduction

The regulatory and contextual framework of labour relations in Mexico is governed in the first instance by the provisions generated by the International Labour Organisation (ILO), the Political Constitution of the United Mexican States (CPEUM) in its article 123, which stipulates that everyone has the right to decent and socially useful work, the Federal Labour Law (LFT), which establishes the relationships, rights and obligations that must be generated between organisations and those who collaborate with them, and in a complementary manner, NOM-019-STPS-2011, constitution, integration, organisation and functioning of health and safety commissions. NOM-030-STPS-2009, preventive services of safety and health at work-Functions and activities and the NMX-R-025-SCFI-2015, on Labour Equality and Non-Discrimination.

The topic of the research is relevant because the increase in risk factors, accidents, and occupational diseases, led the Ministry of Labour and Social Welfare to create standards that address very specific problems such as NOM 035, which aims to provide the framework and operational framework for the identification of psychosocial risk. Although the approval of this standard led to progress in terms of worker safety, there are theoretical and methodological elements that need to be reviewed Duarte and Vega (2021).

There is a perception that there is little linkage between the thematic contents that are taught in the classroom with respect to some particular problems in each area of knowledge, in this sense; the students of the degree in Industrial Relations at the University of Guanajuato are no exception; since with the theoretical bases and the development of skills in issues that affect the standard will allow them to be more competitive. The research hypothesis consists on the transversalisation of the UDA Interpersonal Conflict Resolution with respect to the thematic content will help students in the understanding and application of NOM 035.

Thematic content begins with the theoretical review of some research focused on the teaching-learning processes that have allowed to influence favorably in specific contexts, later a review of the challenges of Higher Education is generated, the psychosocial risk factors are analyzed, as well as NOM 035. In a second moment, the methodology used is evidenced, as well as the results obtained from the application of the methodology and finally the conclusions of the research.

## Theoretical framework

The teaching-learning strategies can encourage analysis, reflection and, where appropriate, proposals applicable in specific scenarios, such as the case of the area of Economic-Administrative Sciences, which allows in a practical way to promote in students the possibility of applying theoretical knowledge in scenarios that allow praxis in issues that affect work development.

### *Teaching strategies for teaching and learning*

In the area of teaching-learning strategies, various methodologies have been generated to deal with complex and concrete situations, such as COVID-19. In this context, Jabeen and Siddiqui (2023) refer to the adaptations generated to move from face-to-face to virtual or online. Under another approach, but with the intention of finding common elements to innovate teaching strategies Khan, Iftikhar and Sultana generated research in which social networks, in addition to being a means of communication, pedagogically becomes an online English learning platform for students in India. Nurafiati and Herman (2022) highlight the role of teachers in strengthening education, which permeates the teaching process and student development.

Letourneau et al., (2023) developed teaching-learning strategies in nursing that facilitate the transition of students to the labor field and in turn generate a system in which available vacancies are filled. Carreño, Salinas, Durán and Blanco (2020), promote the programming and management of participatory activities in the teaching-learning process and to achieve this, resources, tools, and materials that guide students to generate meaningful learning, which allows – in the case of research – to promote content analysis regarding the implications of Standard 035 and some intervention proposals.

### *Higher education*

As organizations in movement, Universities cannot remain inert or static in the face of global changes and advances, as well as the respective repercussions in the various areas such as economic, political, Human Rights; as well as innovations in educational-pedagogical matters; which must generate strategies that affect the development, improvement of their environment and social contribution.

The issue of higher education in Mexico must be a priority to promote the development of the country. Through research, teaching and extension, knowledge is generated in the various areas. López Ramírez, Martínez Iñiguez and Ponce Ceballos (2020) recognize that Universities have the great responsibility of training professionals who can intervene in their environment to contribute to the progress of their professions; one of the key pieces is the university-society link. In this context, universities must be constantly updated, which in turn entails educational quality.

The University of Guanajuato is an institution that has almost 300 years of existence and in which it has achieved quality standards, without neglecting the academic part. In particular, the Industrial Relations career has more than 60 years of creation. In the search to adapt the curricular contents to the needs of both companies and society, the curriculum 1999, 2014 and 2021 has been modified at least three times. DCEA (2023).

In the case that concerns the investigation, the 2014 plan is taken as a reference, which does not consider as such a UDA that explicitly covers all the contents of NOM 035, however, there are some UDAS such as Communication, Work Environment, Leadership, Studies of the Organization, which pay to cover part of what affects the aforementioned standard. In a complementary way, there are subjects such as collective law, which allow contextualizing the application of the applicable legislation in labor topic.

### *NOM 035*

According to the standard, the field of application is nationwide, in industries, companies and organisations such as universities. Its scope of application is governed by the number of employees in workplaces in the ranges of 15, 16 to 50 and 50 or more workers. According to NOM 035 risk factors can be associated with:

#### The physical work environment

Organizational environment (defined as that in which the workers' sense of belonging to the company is promoted; as well as training for the proper performance of the tasks entrusted; the precise definition of responsibilities for workers in the workplace; proactive participation and communication between workers; adequate distribution of workloads, with regular working hours in accordance with the Federal Labour Law, and the evaluation and recognition of performance.

Regarding research and applications of NOM 035, Cázares (2020) bets on the inclusion of the emotional wage as part of the design of strategies that promote compliance with the standard; in this sense, Rubio-Ávila et. al (2020) carried out a case study to justify the concept of a favorable organizational environment.

The practical application of the standard, research by Ruvalcaba, Gómez and Linares (2020) determined the "burnout" syndrome in a maquiladora company, associated with standard 035. Luna, Anaya and Ramírez (2019) generated a diagnosis of the perceptions of psychosocial risk factors in the work of personnel in a manufacturing industry.

Regarding the analysis and measurement of the instrument derived from the Standard, Uribe, Gutiérrez y Amézquita (2020) carried out a review of the instrument approved by the STPS for the measurement of risk factors.

Littlewood- Zimmerman, Uribe-Prado, and Gurrola (2020) studied the reliability and validity of the 5 categories of the NOM-035 questionnaire contained in 72 items and found that a revision of the questionnaire is necessary.

Cotonieto-Martínez (2021) generated in a Higher Education Institution an evaluation on psychosocial risk, as well as the actions that must be implemented for compliance with the standard, as well as the use of the organizational climate and psychosocial risk scale in university professors.

As a reference, it is mentioned that the UG (2023) presented a general report on the identification and analysis of psychosocial risk factors and evaluation of the organisational environment in the UG for the period 2021-2022. The aforementioned document corresponds to the reference guide III numeral 7, paragraph b and includes organisations in which more than 50 people collaborate. Semi-structured interviews were conducted with employees regarding working conditions and the variables of recognition of performance and control over work, which should be considered in the action programs.

### *Psychosocial risk factors*

Psychosocial risk factors were defined by the ILO and WHO (1984) as those conditions that could influence health, performance and job satisfaction, considering elements such as the environment, organizational conditions, needs and culture of the worker, among other personal aspects.

According to Estrada (2021), psychosocial risk factors can directly and indirectly affect the performance and development of the activities performed, thus generating poor working environments.

### **Methodology to be developed**

NOM 035 promotes a Favourable Organisational Environment, defined as one in which workers' sense of belonging to the company is promoted; training for the adequate performance of the tasks entrusted; the precise definition of responsibilities for workers in the workplace; proactive participation and communication among workers; the adequate distribution of workloads, with regular working hours in accordance with the Federal Labour Law, and the evaluation and recognition of performance.

The UG has established itself as the most important higher education institution in the state and one of the best nationally in terms of productivity and academic quality. The policies and actions that have been used to position itself have a direct impact on the development of the substantive activities that involve the academic staff within the institution; in the same way, the impact is generated with the students of the different areas of knowledge. In the case of the LRI, the RCI selected topic considers seven major moments for learning which are reflected in the teaching guide; the first of them focuses on the background on the process of conflict and its symptoms, the second on the different dimensions that make up the work climate; the third moment contemplates communication (effective and assertive); the fourth moment is about attitudes and emotion management in the negotiation process; the fifth moment is about the different methods of conflict resolution; the penultimate moment is about the importance of decision-making in the conflict resolution process; and finally, the topic of leadership (different approaches and their importance in negotiations). Based on the teaching guide, reference is made to the approach to the topics focused on the professional sphere, and exercises are generated in which NOM 035 is socialized.

An instrument was developed and applied to students and former students of the UDA Interpersonal Conflict Resolution, which is taught in the 2014 curriculum of the bachelor's degree in industrial relations. The questionnaire was applied virtually, mentioning the objective and confidentiality in the treatment of the information.

The first section asked for information such as gender, age, and the semester in which they attended the UDA. Subsequently, we asked whether the UDA addressed the issue of assertive communication, in another question we asked whether they addressed some of the components of the work climate such as work spaces, affective and emotional salary, among others), Do you know what NOM 035 consists of? Do you consider that the knowledge of the UDA will help you to generate strategies to comply with NOM 035? In this block of questions, a binary answer option was given (Yes/No). In order to find out more in depth, you were asked to argue the answers in which you responded positively. At the end there was a space for general comments. This allows for a qualitative analysis.

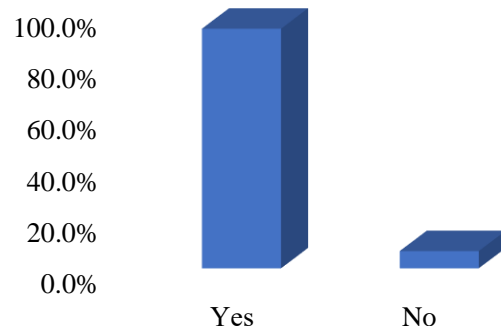
## Results

The students of the semesters January June-August December 2022 and January June 2023 were taken as a reference. Participation was requested on a voluntary basis. The only criterion was that they had studied and completed the UDA. The total number registered was 63, of which 15 responded.

Of the population that responded to the instrument, 86.7% were women, while 13.3% were men. In terms of age, 40% were 22 years old at the time of taking the UDA, followed by 20% of the population aged 21 and 23. Since it is a subject that is a select subject, it can be taken from the fifth semester onwards. In the case of the application of the instrument; 46.6% of the population was in the eighth semester while 33.3% was in the sixth semester.

Regarding the question: In the UDA Interpersonal Conflict Resolution the subject of assertive communication was addressed, 100% stated that they did address the subject. In the item "In the UDA Interpersonal Conflict Resolution, some of the components of the work environment (work space, communication, salary and affective salary, among others) were addressed", 93.3%, as shown in graphic 1.

**Components of the work climate were addressed**

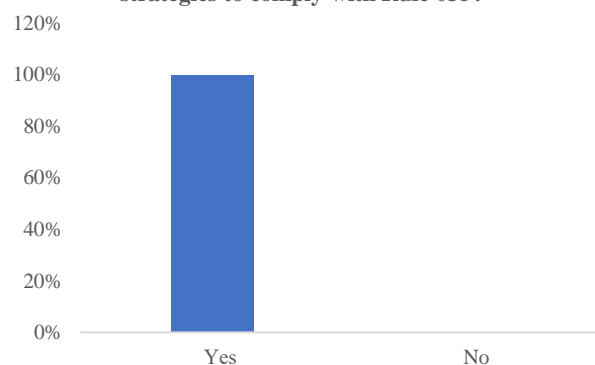


**Graphic 1** Components of the work climate were studied

*Source: Own elaboration based on information collected from students*

In the area of knowledge of NOM 035, 100% mentioned that they are aware of it. When asked Do you consider that knowledge of the resolution RMU would help you to generate strategies to comply with NOM 035? 100% of the answers were affirmative.

**Do you consider that the knowledge of the resolution UDA would help you to generate strategies to comply with Rule 035?**



**Graphic 2** Do you consider that the knowledge of the resolution UDA would help you to generate strategies to comply with Rule 035?

*Source: Own elaboration based on information collected with students*

To give the meaning of the variables in linear wording and it is important to compare the criteria used.

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## Conclusions

In the field of education, teaching-learning strategies are vital for students to be able to land theoretical knowledge in practical scenarios. From the University field focused on the UDA Resolution of Interpersonal conflicts has been generated in a transversal way, that the contents of the teaching guide in the topics that tie directly or indirectly in the fulfillment of NOM 035 are addressed in a focused way to promote the reflection and gestation of proposals that serve as a reference for its application.

In the global context, some forms of work seem more likely to trigger pressures that generate discomfort and suffering in people, which has an impact on individual well-being and indirectly in the social-collective sphere; given this scenario in Mexico, a way has been sought to regulate these forms of work and promote favorable environments, such as NOM-035, so there is an area of opportunity to generate from the various trenches strategies that can permeate the health of workers.

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