

Corporate Social Responsibility and the Application of NOM-035 in a Consulting Services Company

**María del Rocío Soto-Flores, Ingrid Yadibel Cuevas-Zuñiga, Jessica Yanin-Duarte
Martínez and Jessica Aimeé Gómez-Quiroz**

Escuela Superior de Comercio y Administración Unidad Santo Tomás
Instituto Politécnico Nacional
Ciudad de México, México
msotof@ipn.mx, icuevasz@ipn.mx, duartejessica.lrc@gmail.com,
jgomezq1200@alumno.ipn.mx

Abstract

Currently it is necessary for companies to identify and become aware of their actions that impact the environment, since nothing can be developed in isolation. Therefore, it is the responsibility of the company to identify and evaluate the practices that represent a threat to its prosperity. The objective of this work is to propose corporate social responsibility actions for a consulting services company as support for the application of NOM-035, whose purpose is to prevent psychosocial risk factors in workers, through a methodology of the type qualitative, documentary, descriptive and exploratory with a non-experimental and cross-sectional design which allows deepening the object of study through the review of the main reference sources on Corporate Social Responsibility, as well as the authors who have previously worked the topic. For the above, surveys were applied based on the reference guide II of NOM-035-STPS-2018 to 130 employees, which allowed determining the relevant psychosocial risk factors for the design of a proposal of actions to incorporate Responsibility. Social Entrepreneurship that involves the application of NOM-035.

Keywords

Corporate Social Responsibility, Psychosocial Risk Factors, Consulting Services, Normativity, Work Stress.

1. Introduction

This research offers a proposal for Corporate Social Responsibility actions, which support compliance with NOM-035-STPS-2018 (NOM-035) in a consulting services company in order to identify and prevent psychosocial risk factors in the organization. The proposal is aimed to directors, managers and/or workers, empowered to make decisions, as well as researchers who address occupational health issues in relation to Corporate Social Responsibility.

Psychosocial risks such as work stress, are among the problems that most affect people's health, leading to problems such as heart disease, digestive disorders, increased blood pressure, headaches, anxiety, among others, according to the International Labor Organization (2016), 75% of Mexicans suffered from fatigue due to work stress associated with 25% of the 75,000 heart attacks registered per year, which places Mexico in first place in the world in work stress, due to the above that the adoption of Corporate Social Responsibility practices in organizations allows the working environment to be improved, organizational commitment to increase, staff turnover to decrease and productivity to increase, through the development of good practices that protect human rights and labor, promote equality, safety at work, the elimination of discrimination, act ethically and maintain a relationship with stakeholders, the environment and society. For this reason, the research becomes relevant for consulting SMEs by offering a vision of Corporate Social Responsibility to comply with the obligation to prevent psychosocial risk factors, since the incorporation of triple action practices allows them to improve their sustainability value. Therefore, the proposal consists of three phases that integrate Corporate Social Responsibility actions for the prevention or reduction of psychosocial risks in the entire staff of a consulting company, in the same way NOM-035 is complied with and they highlight the benefits and importance of adopting actions under the premise of sustainable development.

1.1 Objective

Propose corporate social responsibility actions in a consulting services company to support the application of NOM-035 in order to prevent psychosocial risk factors in workers.

2. Literature Review

2.1 Labor Productivity derived from Psychosocial Risk Factors in Mexico

Under a labor outlook, according to the Organization for Economic Cooperation and Development (OECD), Mexico is the country where people work the most hours per year, with an average of 2,257 hours above the international average of 1,759 hours. Therefore, the more people work, their productivity decreases proportionally (Forbes 2018).

This indicates that the Mexican population dedicates most of their time in labor activities, but this does not result in more benefits. Labor productivity is a fundamental requirement to achieve high growth in production, employment, and wages, apart from being essential for improving the quality of life in the long term.

In recent years and according to the numbers of the World Health Organization, Mexico has positioned itself as the country with the highest rate of work stress worldwide, since according to a study carried out by Regus, 75% of the People who suffer from stress in Mexico is due to the work environment, while in China the number is 73% and in the United States 59%, in addition, approximately 40% of employees in Mexico suffer the consequences of work stress, that is, around 18.4 million people (Cruz et al. 2016), to these problems is added a wage gap and the lack of parity in leadership positions, since according to the Mexican Institute of Competitiveness (IMCO) women in Mexico have a female economic participation rate of 43.6%, numbers that has fluctuated between 40% and 45% in the last 17 years (IMCO 2022), so that women face different barriers to integrate and remain in the paid economy and one of them is the inequitable distribution of domestic and care tasks.

In this sense, in Mexico staff turnover reaches a rate of 16.7%, which places the country with the highest turnover rate in Latin America, according to the Mexican Association in Human Resources Management. Although there are some reasons for staff turnover, an investigation carried out by LinkedIn, assured that there is a 92% probability that workers who suffer from stress will look for a new job (Amedirh 2017), the above causes that in Mexico, the access The main problem regarding employability is not the lack of remuneration and adequate working conditions, since when these are not optimal, inequalities are generated at work (Goren 2017).

2.2 AxC Consultores and Consulting Services in Mexico

In Mexico, professional consulting services are defined as the transmission of knowledge, as mentioned by Kubr (2002) when conceptualizing it as "the independent professional advisory service that helps managers and organizations to achieve objectives and goals of the organization." through the solution of managerial and business problems, the discovery and evaluation of opportunities, the improvement of learning and the implementation of changes", said consultancies according to PricewaterhouseCoopers (2020), are directed to different industries with the objective of providing solutions to the particular needs of each one based on innovation, experience, knowledge, skills, methods and tools of professionals in the area, it is for this reason that consultants must have soft skills and certain specialties techniques, due to the interaction with various work teams whose differences lie in hierarchical levels and levels of knowledge, as well as the interaction with different industries.

According to the World Bank (2020), Mexico is the eleventh largest economy in the world, highlighted by an industrial fabric made up of small and medium-sized companies that are the generators of 72% of jobs in the country, likewise, the hiring of consulting services has been increasing in recent decades, however, there are certain restrictions on sharing the internal information of companies since it is considered sensitive information of a confidential nature, which leads to controversies when transferring the information to third parties (to a consultant) so that companies choose not to contract consulting services due to the belief of inadequate information management (López 2019).

The professional services company "AxC Consultores" is a Mexican Small and medium-sized enterprise (SME) dedicated to providing consulting services in space management for commercial chains and manufacturers. It is currently a market leader, providing services to more than 70 multinational companies of various lines of business, its main objective is to position itself as a strategic ally of the most important consumer companies, by contributing to the construction, development, and execution of comprehensive development plans. categories that provide greater value to the consumer. Therefore, the company envisions itself developing professionals of excellence to maintain world-class quality standards throughout the operation, being a leader in the market for category development and point of sale consulting services. In the same way, they want to contribute to the economic development of Mexico through the generation of formal and quality employment, which is why they seek to develop psychosocial risk

prevention policies, by assuming the commitment to integrate prevention criteria in their decisions to guarantee the safety and health of its collaborators, as well as raising the conditions in which work activities are carried out and thus improve the level of well-being and satisfaction at work (Internal Policy for the Prevention of Psychosocial Risks, 2020).

2.3 Corporate Social Responsibility and Psychosocial Risk Factors according to NOM-035

The concept of Corporate Social Responsibility (CSR) refers to socially responsible companies. A company that assumes social responsibility carries out practices in continuous learning, better organizes its work, offers greater opportunities, offers more employment, prevents and conserves the environment, respects human rights and achieves sustainable development (Palacios 2018), it has as a priority to contribute to economic, social and environmental progress to achieve sustainable development through the search for actions that allow it, by acting ethically and sustaining its bases in human rights, labor rights, relationship with stakeholders, environment, community and quality of life, it also acts under the principles proposed by the Global Compact initiative, the Sustainable Development Goals (SDG), the OECD guidelines and the Mexican Social Responsibility Standard, likewise with the support of the instruments proposed by the Global Reporting Initiative (GRI), assurance standard AA1000, ISO 26000 and ETHOS.

According to Kotler and Lee (2005), strategic Corporate Social Responsibility ranges from managing the internal and external reputation of the company to the risks to improve the relationship with clients and the benefits for the economy, with the intention of acquiring ethical and moral values that are not an innate part of the organization, this way, it became a communication tool to generate transparency inside and outside the organizations, which can be used in the short term to improve the image as public perception, in the medium term to increase trust as a feeling of credibility and in the long term to consolidate reputation as recognition (Herranz 2007 cited by Gómez and Martínez 2015), consequently, the benefits of adopting Social Responsibility permeate the ability of organizations to recruit and retain the best employees, by strengthening the relationship with the community, improving consumer loyalty, their quality of life and productivity, which will cause an improvement in profitability (Puterman 2011), it is for this reason that maintaining a good relationship With each of the interest groups, the needs of each of these will be studied in depth, especially the employees, which is why the need to analyze psychosocial risk factors at work arises.

The European Agency for Safety and Health at Work defines a psychosocial risk as a condition that can have different origins derived from deficiencies in the design, organization and management of work, which leads to negative results in the worker, both psychological, physical and social such as work stress, exhaustion and depression (Llanquecha and Marin 2018), the foregoing causes workers to not provide the expected performance to companies, neglect their health and integrity and as a consequence their activities contribute a negative value to the company, therefore, the objective of NOM-035-STPS-2018 is to establish elements that help to identify, analyze and prevent psychosocial risk factors in workplaces within the national territory, by providing definitions, considerations, provisions and obligations on the part of employers and workers.

3. Methods

The methodology used in this work is documentary research using an in-depth analysis of the specialized literature on corporate social responsibility, psychosocial risk factors and its incidence with the application of its regulation was carried out through the application of the NOM-035 in a consultancy in Mexico in order to achieve the previously stated objective. The literature review performs a fundamental task in the collection and synthesis of information that allows to critically evaluate the results obtained based on the established objectives (Guirao 2015).

The process that was carried out for the analysis of the information consulted according to Levy & Ellis (2006) consists of:

- Selection of information.
- Review of information.
- Understanding of information.
- Analysis of the information.
- Synthesis.
- Assessment.

4. Data Collection

The research approach is qualitative since it focuses on events regarding Corporate Social Responsibility, identification of Psychosocial Risk Factors and the activity of the company AxC Consultores to analyze and identify corporate social responsibility actions to support the application of NOM-035 in order to prevent psychosocial risk factors in workers. The reviewed references include data provided by the official websites of the Government of Mexico and Government and non-Governmental Institutions, official websites of consulting companies, specifically AxC Consultores, as well as scientific articles related to Corporate Social Responsibility and the implementation of the NOM. -035 in organizations.

5. Results and Discussion

5.1 CSR actions to support compliance with NOM-035 in a consulting service company

The proposal of Corporate Social Responsibility actions is carried out with the objective of complying with NOM-035 in relation to the prevention or reduction of psychosocial risks in the entire staff of the consulting company, as well as highlighting the benefits and importance of adopting said actions. decisions in a certain period of time.

A questionnaire based on the Reference Guide II of NOM-035 was carried out to the study subject, which was answered online and a participation of 92% of its collaborators was obtained from a total population of 130 people. For the purposes of this research, the results were analyzed in depth. As seen in Figure 1, the risk factors perceived by workers in the company are those caused by the activity performed itself, the most relevant being the fast pace of work, as well as the lack of control and autonomy over it.

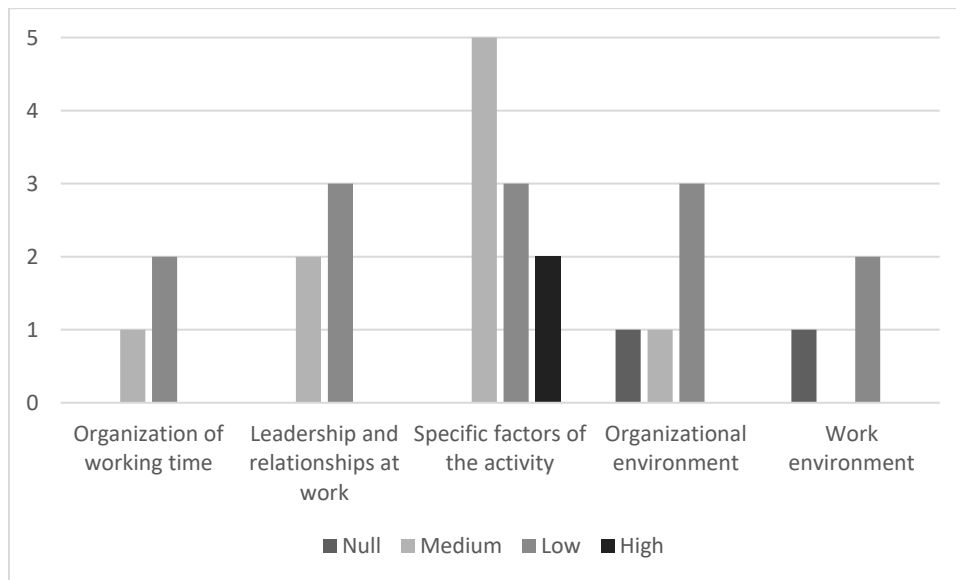


Figure 1. Evaluation of Dimensions by Categories.

The specific factors of the activity reflect a medium and high impact for seven of the ten dimensions evaluated, followed by leadership and relationships at work whose results show a medium evaluation for two of the five dimensions evaluated, the organization of work time, as well as such as the organizational environment show at least one dimension with a medium risk factor and the rest of the categories present low or no psychosocial risk assessment.

On the other hand, a SWOT diagnosis of the consulting company was carried out with the aim of facilitating the understanding of the organization's strengths and weaknesses in order to carry out CSR actions that respond to NOM-035. As seen in Figure 2, one of the main strengths to implement CSR actions aimed at compliance with regulations focused on the detection, reduction and elimination of risk factors that affect the physical and mental well-being of employees, is the structure solid administration and a strong disposition on the part of managers and shareholders in the face of change.

However, the foregoing denotes that despite the effort that the company sustains to generate an excellent work environment, it maintains a relationship with clients with high demands, which causes dissatisfaction when the desired expectations are not met. In this sense, poor labor relations between the employee and the client have caused problems that affect the physical and mental health of employees, as well as problems when renegotiating contracts.

For this reason, it was detected that clients are a key factor for the development of employees and, at the same time, they are potential factors that generate psychosocial risks. The company does not maintain a policy or clause that protects the rights of its employees when there are abuses by its clients, therefore, in necessary situations it is the managers and the commercial director who are in charge of providing solutions to the problems. Likewise, the company allocates an annual budget to keep its staff motivated, which includes expenses for events and gifts for employees, but lacks incentives that objectively contribute to productivity.

As for the sector to which "AxC Consultores" belongs, it causes instability in workloads due to the increase in projects in certain seasons of the year, consequently, it causes excess work during certain periods of the year, in the same way there are periods with low activity.

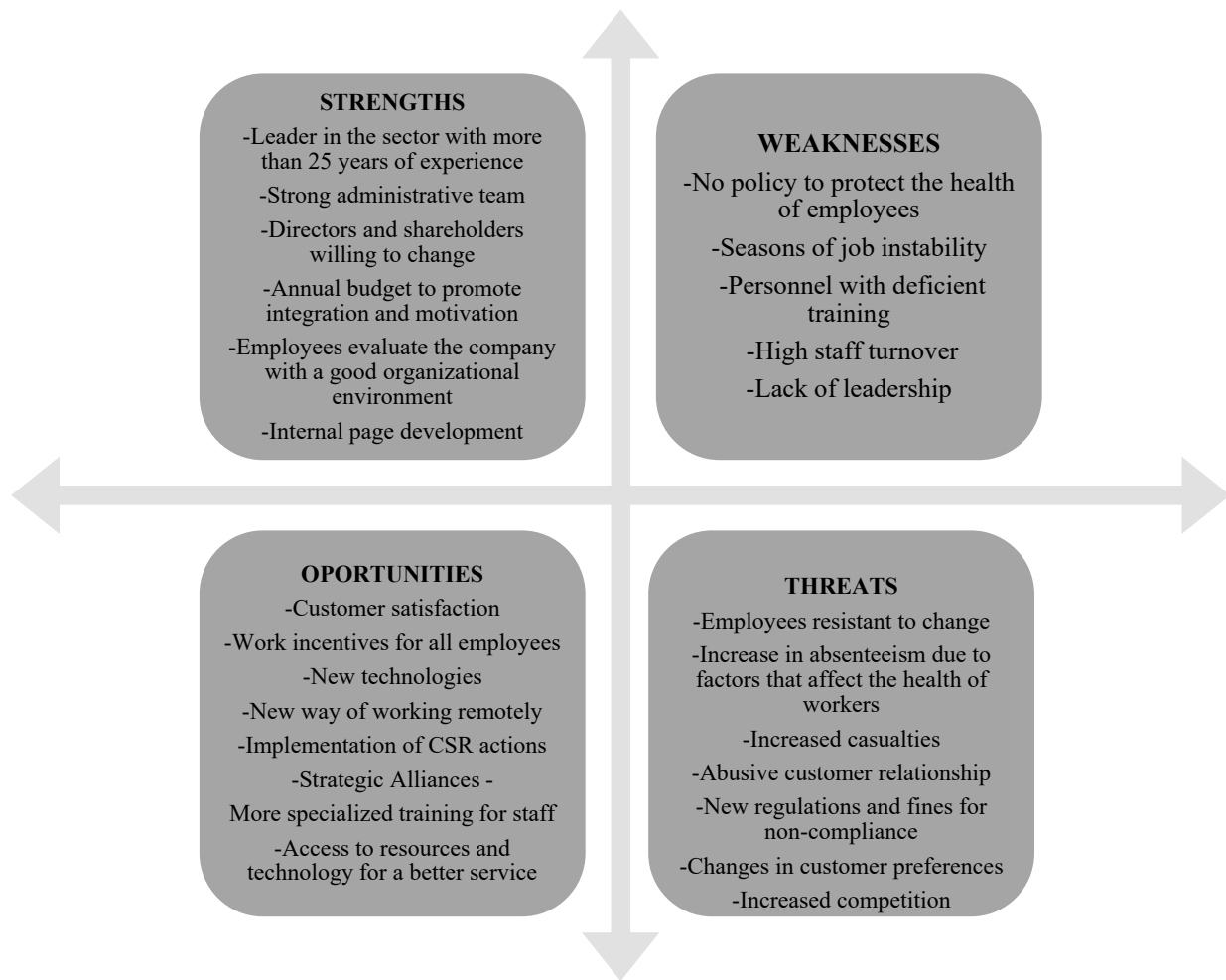


Figure 2. SWOT diagnosis company AxC Consultores.

5.2 Proposal for a Corporate Social Responsibility Action Plan in a consulting services company to support the application of NOM-035

In accordance with the principles of Corporate Social Responsibility and its search to improve the quality of life for the population, it addresses the three elements of sustainable development: economic growth, social inclusion, and environmental sustainability, for which actions are suggested. that contemplate the three axes, and with what is proposed by NOM-035. Derived from the above, the identification of theoretical aspects of corporate social responsibility in relation to psychosocial risk factors in the company AxC Consultores was carried out.

The action plan is presented below, which is divided into three phases:

- First phase

The first phase corresponds to the evaluation of the initial diagnosis on psychosocial risk factors, which was previously carried out by the company "AxC Consultores" whose application is based on the Reference Guide II of NOM-035. It is placed within the proposed actions for continuous monitoring as shown in Table 1.

Table 1. Proposed actions in the first phase of the Action Plan.

Phase	Objectives	Specific objectives	Actions	Description of actions	Evaluation	Indicator for evaluation	Necessary resources
First Phase	Make an initial diagnosis of psychosocial risk factors	Identify and assess staff for psychosocial risk factors	Application of questionnaires based on the reference guide of NOM-035	The questionnaires will be applied to the entire staff, their participation will be mandatory	Evaluation based on reference guide II of NOM-035	NOM-035 indicators	Online questionnaires

- Second phase

The second phase corresponds to the actions proposed to mitigate the risk factors of the activities carried out, accelerated work rhythms, long workdays, lack of autonomy over work, time organization, leadership skills and performance feedback, coming from the results of the initial diagnosis, actions are also integrated to support the care of the work environment, the health of the worker and the protection of the environment. The results in the initial diagnosis on the favorable work environment stood out with low-risk indexes, however, it is suggested to maintain the dynamics carried out by the company called "Rally", whose activities promote teamwork, collaboration and integration, however, it is proposed to carry out a satisfaction evaluation regarding the activity with the aim of knowing the opinion of the staff and rethinking improvements.

Derived from the above, the hiring of the Leadership Academy is proposed, a program offered by Blgroup, specialists which offers tools to enhance leadership, management and business skills and competencies, with modules on emotional intelligence, time management, effective communication, and work. as a team, which will be addressed to directors, managers, coordinators, specialists and supervisors for its application and communication to their subordinates. The indicator that will make it possible to measure the efficiency of the program will be through customer satisfaction and the fulfillment of business leaders' objectives.

The Executive Coaching program aims to improve skills such as leadership, communication, teamwork, team management and decision-making of workers seeking a job promotion, because a promotion means increased responsibilities and mastery of soft skills. The metric for its evaluation is the percentage of growth of annual promotions, it is important to mention that the training of customer service and project management to the personnel that maintain direct communication with clients to provide them with tools that allow them to optimally manage the resources of a project (time, human resources, materials) to comply in a timely manner with the quality of service that customers need, so it is necessary to implement and evaluate it through satisfaction surveys and productivity indicators, as well as the review of the achievement of project objectives.

Zero-violence programs must be designed in work activities, for this, the internal team built to support NOM-035 in order to combat acts of violence through communication campaigns through digital media, reception and attention to complaints, this item will be evaluated with the percentage of complaints.

For the protection of the environment, it is proposed to communicate actions to promote it and raise awareness among the population by publishing information regarding the good sustainability practices implemented by the company on the company's official internal page and social networks. It is suggested that the task of research in reliable sources be assigned to the staff that manages social networks and internal platforms. The evaluation will be carried out through surveys that allow to know the habits and the impact that good practices represent in the life of the employees. Finally, in order to meet the objective of contributing to the health and well-being of employees, it is proposed to support them through of the promotion of physical, dental, nutritional and mental health, for which it is suggested to seek strategic alliances with advisors in nutrition, physical activity, dentistry and psychology to obtain preferential prices and remote consultations. The previously described is shown in Table 2.

Table 2. Proposed actions in the second phase of the Action Plan.

	Objectives	Specific objectives	Actions	Description of actions	Evaluation	Indicator for evaluation	Necessary resources
Second phase	Create a favorable work environment	Strengthen assertive communication, promotion of business integration, improve teamwork skills.	Carry out business team building	The Rally dynamics are maintained, because these activities encourage teamwork, collaboration, and integration, therefore, the participation of collaborators will be mandatory.	% of satisfaction with the activity	# satisfied employees / total # of employees who participated	Materials for the activity, meeting room, project leader.
	Offer dignified and decent jobs	Promote leadership and good relations at work	Leadership Academy (Training academy specialized in leadership issues by Bgroup)	Program designed to accelerate the development of the organization's leaders and improve business results. The program consists of training modules to potentiate leadership, administration and business skills and competencies. Directed exclusively to Directors, Managers, Coordinators, Specialists and Supervisors	% customer Satisfaction, Leading Reviews	# satisfied customers / total customers	Materials for the activity, specialized equipment, project leader.

			Executive Coaching	Program designed to improve skills such as leadership, communication, teamwork, team management and decision making. Aimed at employees who are in the process of obtaining a promotion.	% growth of annual promotions	# current promotions / # past promotions -1	Materials for the activity, business unit leaders, project leader.
		Employee training	Sales Academy (Academia de capacitación especializada en servicio al cliente) Taller de gestión de proyectos	The program offered by Blgrou offers an important collection of business tools that will strengthen the capabilities of the company's talent to improve customer service. Workshop to offer project management tools and resource organization	% Customer satisfaction, employee evaluation % Productivity goal assessment	# satisfied customers / total customers Average hours of final deliveries / initial average hours -1 Objective achievement evaluation	Materials for the activity, specialized equipment, project leader.
		Zero violence	Programs to combat violence	Creation of a group to deal with complaints	% Complaints	# complaints / total employees	Internal team, program leader.
Environmental care protection	Communicate actions to promote care for the planet.	Information about: -To be aware of the environment -Tips and actions - Recycle and reuse	Publish relevant information on the company's internal website and social networks to be aware of environmental care, providing advice and existing actions to address problems	Habit surveys	Survey evaluation	Internal platform, social networks, project leader.	
Contribute to the health and well-being of employees	Support the physical and mental well-being of employees	Promote physical, nutritional, and mental health	Strategic alliances with advisors in nutrition, physical activity and psychology with preferential	- % Decrease in absenteeism due to illness - Increase in productivity - Employee surveys	- # absent current year / # absent past -1 - Average hours of final deliveries vs initial	Strategic allies, responsible team, social networks and internal platform.	

			prices, remote consultations. Provide information on the company's internal website and on social networks.		average hours - Evaluation of surveys	
		Dental health	General reviews and fluoride application for employees, twice a year, during the months of march and september.	% employee participation % satisfaction per campaign	# employees participation / # total employees	Boardroom / garden, specialists, budget, social networks, coordination leader.

- Third phase

As shown in Table 3, it is necessary to carry out an evaluation of compliance with the objectives and document the results obtained from the proposed actions, as well as modify the aspects that are necessary, additionally, the results must be communicated, including the evaluation of the indicators. and the findings observed by the person responsible, through a responsibility report which allows identifying the actions that entail potential damage to anticipate the possible implications.

Table 3. Actions proposed in the third phase of the Action Plan

Phase	Objectives	Specific objectives	Actions	Description of actions
Third phase	Evaluate and communicate results obtained	Measure and analyze the results of the indicators to define the next steps	Evaluation of compliance with objectives and documentation of results	A report should be made with the results obtained, including the evaluation of the indicators and the findings observed by the person in charge.
			New action plan	A new action plan should be established considering the results obtained from the evaluation.
		Generate a new effective communication channel for the company	Sustainability report	Prepare a sustainability report that includes the actions carried out both in the action plan as well as the good practices and achievements obtained during the evaluated period.

It is important to mention that the Action Plan must be monitored in each of the phases with the fundamental objective of ensuring its correct implementation, likewise, it is necessary to maintain constant feedback and communication to be able to implement improvements in the future.

6. Conclusion

The relationship between the Official Mexican Standard 035 and Corporate Social Responsibility suggests addressing the negative impacts on human rights, promoting the physical, mental, and social health of workers, generating a favorable work environment, mitigating acts of violence and discrimination and providing tools to correctly carry out the activities and establish an assertive means of communication.

Likewise, compliance with regulations and legislation are part of Corporate Social Responsibility, however, compliance with NOM-035 is the obligation of all companies and addressing it from a CSR management represents an opportunity to evaluate, measure and improve internal practices, increase productivity, reduce absenteeism and offer better service to customers. On the other hand, when CSR is defined as a communication tool that helps to generate transparency inside and outside organizations, its application not only generates benefits for the organization, but also for interest groups, such as strengthening the ability to recruit and retain better employees, business reputation, strengthening the relationship with the community, and strengthening the loyalty of its customers, among other benefits that would help improve the current status of the company "AxC Consultores", however, the practice of CSR should not be limited to the support of NOM-035, despite the fact that consulting service companies in Mexico need highly trained, motivated and health professionals in all aspects to grow economically, the practice must respond to the evaluation of the potential, positive and negative impacts that your business activities have throughout your entire value chain.

References

- AMEDIRH, Rotación de personal, un gasto para las empresas, 2018.
- Banco Mundial, México: Panorama General, 2020.
- CEMEFI, Responsabilidad Social Empresarial, 2021.
- Cox, T., Griffiths, A., *The assessment of psychosocial hazards at work*, Wiley and Sons, Chichester, 1996.
- Cruz, M., López, F., Cruz, R. and Llanillo, M., *El estrés laboral en México*. Universidad Tecnológica de Tecámac. México, 2016.
- Fernández, J., Siegrist, J., Rödelb, A. and Hernández, R., El estrés laboral: un nuevo factor de riesgo. ¿Qué sabemos y qué podemos hacer?, *Atención Primaria*, vol. 31, no. 6, pp. 524, 2003.
- Gómez, N. and Martínez, R. *Los valores éticos en la responsabilidad social corporativa. Anagramas Rumbos y Sentidos de la Comunicación*, vol. 14. Universidad de Medellín, 2015.
- Goren, N., Desigualdades sociolaborales. Una aproximación a sus marcos interpretativos desde la perspectiva feminista, *Revista Latinoamericana de Antropología del Trabajo*, vol. 2, pp. 1-21, 2017.
- Holt, R., *Occupational Stress*, 1982.
- Goldberg L. and S. Breznitz. *Handbook Stress: Theoretical and clinical aspects*. New York, 1993.
- IMCO. Con lupa de género. Participación de las mujeres en México, 2022
- Kotler, P. and Lee, N., *Corporate Social Responsibility: Doing the Best for Your Company and Your Cause*. John Wiley & Sons Inc., United States, 2005.
- Kubr, M., *La consultoría de empresas. Guía de la profesión*, 3ra edición, Limusa, México, D.F., 2002.
- Levi, L., *Preventing work stress*, Addison Wesley, London, 1981.
- Levy, Y., and Ellis, T., A Systems Approach to Conduct an Effective Literature Review in Support of Information Systems Research. *Informing Science Journal*, vol. 9, pp. 181-212, 2006.
- Llanquecha, H. and Marín, V., Factores de riesgos psicosociales de los conductores de una empresa de transporte, Perú, 2018.
- OECD, Guidelines for Multinational Enterprises, 2020.
- OIT, Factores psicosociales en el trabajo: reconocimiento y control. Ginebra, 2012.
- OIT, Estrés en el trabajo: Un reto colectivo. Servicio de Administración del Trabajo, Inspección del Trabajo y Seguridad y Salud en el Trabajo (LABADMIN/OSH), Ginebra, 1993.
- Pines, A., *Burnout: An existential perspective*, 1st Edition, 1993.
- PWC, ¿Qué es consultoría?, 2015.
- Raufflet, E., Lozano, J., Barrera, E. and García de la Torre, C., *Responsabilidad Social Empresarial*. Pearson Educación, México, 2012.
- Revista Forbes, En México trabajamos más horas, pero somos menos productivos, 2018.
- Roozeboom, M., Houtman, I. and Van den Bossche, S., *Monitoring Psychosocial Risks at work*, 2008.

STPS, Herramienta eficaz de la STPS para prevenir factores de riesgo psicosocial. Boletín de Prensa No. 564. México, 2016.

STPS, NOM-035-STPS-2018, Factores de riesgo psicosocial en el trabajo - Identificación, análisis y prevención, Available: www.trabajoseguro.stps.gob.mx, 2018.

SWI, Estrés laboral en los países industrializados, 2000.

Vieco, G. and Abello, R., Factores psicosociales de origen laboral, estrés y morbilidad en el mundo. *Psicología desde el Caribe*, vol. 31, no. 2, 2014.

Biographies

Maria del Rocío Soto-Flores is a specialist in the economics of technological change and competitiveness and industrial innovation and focuses his research on innovation theory, sustainability transition in energy sector, green technologies, and sustainability development. Dr. Soto is Professor of the Instituto Politécnico Nacional (IPN), Escuela Superior de Comercio y Administración (ESCA-STO) in Mexico City and is member of the Mexican National Researchers System (SNI-CONACYT). She was also member of the network of centers in support of innovation, funded by the CyTED of Spain. He served as Director for Mexico of the Latino-Iberoamericana Association of Technology Management.

Ingrid Yadibel Cuevas-Zuñiga works in the line of research innovation and its relationship to sustainability development, its focus on green technologies, agro-industry and strategies to incorporate actions of sustainability for organizations. Dr. Cuevas is head of the Graduate Department at Escuela Superior de Comercio y Administración (ESCA-STO), Instituto Politécnico Nacional (IPN), and participates actively in a master's degree and doctorate programs. She has received several national and international awards, including the medal Lázaro Cárdenas, the highest distinction given by the Instituto Politécnico Nacional (IPN) to the leading members of its community.

Jessica Yanin Duarte-Martínez works professionally in consulting services.

Jessica Aimeé Gómez-Quiroz is a Chemical Industrial Engineer graduated from Escuela Superior de Ingeniería Química e Industrias Extractivas (ESIQIE) at the Instituto Politécnico Nacional (IPN), currently working as a student of the Master's program in Business Administration for Sustainability at Escuela Superior de Comercio y Administración Unidad Santo Tomás (ESCA-STO) at Instituto Politécnico Nacional (IPN).