

## Study of the quality of work life of university professors in México

### Estudio de la calidad de vida laboral de profesores universitarios de México

QUIROZ-CAMPAS, Celia Yaneth†\*, PELAYO-HERRERA, Elena Yoselin, MURILLO-FÉLIX, Cecilia Aurora and HINOJOSA-RODRÍGUEZ, Carlos Jesús

*Instituto Tecnológico de Sonora, Unidad Navojoa*

ID 1<sup>st</sup> Author: *Celia Yaneth, Quiroz-Campas* / ORC ID: 0000-0002-6068-1552, CVU CONAHCYT ID: 281305

ID 1<sup>st</sup> Co-author: *Elena Yoselin, Pelayo-Herrera* / ORC ID: 0000-0003-4826-9458

ID 2<sup>nd</sup> Co-author: *Cecilia Aurora, Murillo-Félix* / ORC ID: 0000-0002-9625-0324, CVU CONAHCYT ID: 93702

ID 3<sup>rd</sup> Co-author: *Carlos Jesús, Hinojosa-Rodríguez* / ORC ID: 0000-0002-7576-9338, CVU CONAHCYT ID: 237638

DOI: 10.35429/JSETM.2023.13.7.24.30

Received September 18, 2023; Accepted December 29, 2023

#### Abstract

The present study shows a descriptive study of the quality of work life of 503 university professors in Mexico in order to determine their level and be able to strengthen their professional structure, obtaining a 92.17% overall average result. The methodology used was intentional, where eight universities in Mexico participated as part of an integrating project of the Academic Body of the Technological Institute of Sonora, Organizational Management and Sustainable development, in order to generate productivity with work synergies. The instrument used was tested by expert researchers in the line of research on quality of work life to strengthen this type of research as a contribution to the social sciences. The results affirm that the quality of life in university professors is of vital importance, to have an acceptable living condition, being a very important point within the institutions, achieving a positive result in the satisfaction of teachers in Mexico.

**Quality of life, Quality of work life, Teachers**

#### Resumen

El presente estudio muestra un estudio descriptivo de la calidad de vida laboral de 503 profesores universitarios de México para poder determinar cuál es su nivel y poder fortalecer su estructura profesional, obteniendo un 92.17% de resultado promedio general. La metodología utilizada fue de manera intencional, donde participaron ocho universidades de México como parte de un proyecto integrador del Cuerpo Académico del Instituto Tecnológico de Sonora, Gestión Organizacional y desarrollo Sustentable, para poder generar productividad con sinergias de trabajo. El instrumento utilizado fue testeado por investigadores expertos en la línea de investigación de calidad de vida laboral para fortalecer este tipo de investigaciones como contribución a las ciencias sociales. Los resultados afirman que la calidad de vida en profesores universitarios es de vital importancia, para tener una condición de viveza aceptable, siendo un punto muy importante dentro de las instituciones, logrando un resultado positivo en la satisfacción en docentes de México.

**Calidad de vida, Calidad de vida laboral, Profesores**

**Citation:** QUIROZ-CAMPAS, Celia Yaneth, PELAYO-HERRERA, Elena Yoselin, MURILLO-FÉLIX, Cecilia Aurora and HINOJOSA-RODRÍGUEZ, Carlos Jesús. Study of the quality of work life of university professors in México. Journal Schools of economic Thought and Methology. 2023. 7-13: 24-30

\* Correspondence to the Author (e-mail: [cjquiroz@itson.edu.mx](mailto:cjquiroz@itson.edu.mx))

† Researcher contributing as first author.

## 1. Introduction

The present study shows an investigation of the quality of work life of university professors in Mexico. Quality of life is a complex concept that reflects objective and subjective social and personal aspects and multiple domains such as physical, emotional, educational and labor.

Quiroz et al., (2022) in their book *Measurements of the quality of work life in the educational environment* states that it is of utmost importance to evaluate in a general way the variables that can determine the situations that teachers can experience inside and outside their classrooms. tasks and that at a certain moment can affect their environment.

Different disciplines also include the concept of quality of life. For this reason, it has gained importance in medicine in the last century due to the increase in chronic diseases and the possibility of early diagnosis and subsequent treatment, which means prolonging the lives of patients who previously had difficulty surviving. Begin to consider not only quantitative but also qualitative ideas from previous interventions (Bautista, *Quality of life as a concept*, 2017).

The quality of work life is closely related to the nature of work, these, by definition, are any characteristic that may have influence on the appearance of risks to the safety and health of each individual, professional danger is the possibility that a worker suffer a certain damage derived from their work, reference is made to illnesses, pathologies such as stress from work or exhaustion, and injuries suffered due to activities.

Everything mentioned above is related to the aspects of time lapse on a daily basis, and the coping with problems, which generate changes in education, or in a person's experience itself (Castro et al., 2018; Bairero, 2018).

The conditions related to the work are diverse, these can be the schedules, the remuneration, the operating environment, the benefits and services obtained, the professional career possibilities, human relations, etc., they can be relevant for satisfaction, motivation and professional performance (Abril & Amparo, 2017) within the area of education.

It is of utmost importance that teachers are fully motivated and satisfied to teach the topics programmed in their course planning; since, a good execution of this, would put Mexico in a better position compared to other countries at an educational level.

Work life originated in the 60s and 70s with the appearance of the Organizational Development movement (Segurado, 2002) which seeks to improve the effectiveness and efficiency of an organization; starting from the humanization and values of the environment, aiming at the development of the worker in all the behaviors that affect him or her within the operational scope.

The transformation of the concept was generalizing that quality of life is a fundamental part and not only in the work sector. The subjective enjoyment of vividness being a relevant part; However, it must be distinguished from other notions, since it is possible that a certain effectiveness does not represent satisfaction from the experience. Therefore, this satisfaction is defined as the range in which a person positively evaluates the disposition of their current existence as a whole.

Carrying out this evaluation began to take on importance, for the reason that it is necessary to consider all the criteria that appear in the recruitment of the person: how they feel, how well they meet their expectations, how desirable they consider their time period and which affects their professional performance so much (Castellanos, 2018; Suarez & Maldonado and Santoyo 2022).

According to the studies of Granados (2011) "CVL is defined as favorable work conditions and environments that care for and promote the satisfaction of workers through incentives, guaranteeing professional security and convenience for personal growth." However, Durán (2010) perceives the term from a conceptual perspective and another philosophical perspective, mentioning that the purpose of said topic focused on the operational time span lies in increasing the situations that directly impact the worker's reality, from a general vision of the fundamental requirements of the human being.

Quiroz & Hinojosa (2020) in their book *Quality of work life: a perspective from the educational sector of the Mayo Region*, mentions that developing this type of research increases the academic production of universities in the short, medium and long term.

## 2. Methodology

### 2.1 Method

The research design that will be used for the work will be Mixed, since it has both numerical information and descriptive data, for example, email, sex, type of contract, age, level of education, marital status, seniority and educational program. According to Hernández et., al (2014), the mixed research approach represents a grouping of systematic, empirical and critical research processes that involves the collection and analysis of quantitative and qualitative data, to obtain a report of all the information obtained and being able to achieve a greater judgment of what you want to study (Hernández & Mendoza, 2018).

In a broad sense, Johnson et., al (2006) views this type of research as continuous, where a mixture of both quantitative and qualitative approaches is used, using the results of the instrument variables, which are quality. of life, organizational performance, and organizational management. Giving more weight to one of them or giving it the same, where it is noted that the quantitative method is abbreviated as QUAN and when it comes to the other method it is WHICH.

In addition, the general average of the study of the quality of work life will be taken, to answer the research question and validate which of the hypotheses will be known through the use of the SPSS version 26 statistical package. In summary, the mixed process It uses numerical, verbal, textual, visual, and symbolic data.

This mixed process has an objective which is to achieve a broader and deeper perspective of a phenomenon; In addition to that, the need to use this type of method has been noted, since it is complex to the vast majority of the phenomena or research problems addressed in the different sciences (Newman et., al 2002).

### 2.2 Participants

The people who took part in the research are university teachers of different sex, age, specialty, schedule, shift and with different studies, focused on different parts of Mexico. The sample design is non-probabilistic, since the author Johnson et., al, (2014) mentions that in this type the choice of elements does not radically depend on probability, but on causes related to the characteristics of the research or the purposes. of the researcher. This procedure is not mechanical nor is it based on probability formulas, it depends greatly on the decision-making of a researcher or a group and the type of criteria selected that (obeys) some specific variations for the analysis sought (Hernández et. al, 2018).

### 2.3 Instrument

The instrument has a total of 31 questions (Campas, 2021), which in the first section is personal information and has 8 questions. Then they are divided into three more variables, the name of the first section is "Quality of life" and it has a number of 8 questions. The second section is "Organizational Management" with which its development is 10 questions, and the third section is "Organizational Performance" which is divided by 13 questions and finally, the last sections of the instrument include two general questions. .

The types of responses offered are on a Likert scale from 1 to 5, where 1 is totally disagree, and 5 is totally agree. Information for reliability and validity was obtained from the following document Statistical Package for the Social Sciences SPSS version 26.

The validity of the instrument was carried out through a focus group attended by 6 university professors who were experts in different areas, all related to the topic under study, with the objective of achieving the research objectives.

Reliability was determined by determining the Cronbach's Alpha coefficient, in the SPSS version 26 statistical package, where it had a result of 0.955, considering it excellent to be able to perform statistical tests without any problem, obtaining an excellent data collection tool (George, 2003 ).

## 2.4 Procedure

The procedure used in this work is mixed, it is applied in both methods synchronously (quantitative and qualitative data, these are collected and analyzed at the same time). There are five phases, which will be described below (Hernández & Mendoza, 2008).

### Phase 1

Problem statement. The first step in the sequence is to formulate the objectives and quantitative and qualitative questions separate and consecutive from explicit questions for mixed methods. The second phase is based on writing several mixed questions, and dividing them into quantitative and qualitative to answer each branch.

The last point in the sequence consists of writing questions for each phase of the research related to the evolution of the study; For example, when obtaining data from the instrument, a qualitative part is raised first and then the quantitative ones, but they will be obtained at the same time.

### Phase 2

Literature review. Based on the mixed study, an exhaustive and complete verification of the literature focused on the quality of life of teachers in Mexico was carried out. Everything explained clearly and with relevant topics that help solve the problem statement.

### Phase 3

Hypothesis. In this mixed method, the hypotheses include “in and for” the quantitative part or phase, when through our study we aim for some confirmatory or evidentiary purpose with an exploratory nature.

### Phase 4

Design. Each mixed study involves a unique work and its own design, which is why it is a more “artisanal” task than the qualitative designs themselves. For this work, the concurrent mixed design will be used, which consists of collecting data from both quantitative and qualitative at the same time and not separate them, then analyze the results, and have a discussion.

### Phase 5

Data analysis. The statistical package SPSS version 26 was used, descriptive statistics including the mean, median, mode and standard deviation, considering the results of the universities under study.

Campas et al., (2022) states that to carry out quality of life studies in workers it is important to use in-depth analysis for greater understanding.

## 3. Results and discussion

This section shows the results of the instruments applied to the 503 university teachers; The primary objective is to evaluate the quality of work life of teachers in Mexico, of which it obtained 92.17% within the subjects, obtaining a good level of quality of work life in university teachers in Mexico.

In the general data, 68% are women and 32% men, the ages range between 53% from 31 to 40 years, from 22 to 30 years 18%, from 41 to 50 years 12%, and over 50 years with 17%. 69% are married and 31% are single. The majority of teachers are contracted with a percentage of 83% and 17% work permanently, 62% of teachers studied until postgraduate, 38% only bachelor's degree.

Variables	Results
Quality of life	4.05
Organizational Management	4.48
Organizational Performance	4.36

Table 1 Variable results

The Organizational Management variable obtained a result of 4.48 out of 5.00, being the one that was best evaluated, the Organizational Performance variable obtained 4.36 and the Quality of Life variable obtained 4.05, being the worst evaluated.

Cronbach's alpha	Number of elements
.955	37

Table 2 Reliability statistics

This table shows the reliability of the results obtained in the surveys, where Alpha obtained .955 and the Number of elements 37.

Ítem	Half
In the new remote modality, spaces are promoted to interact with staff in activities other than daily work.	3.34
I believe that I have the necessary resources, equipment, tools and materials to carry out my activities adequately.	3.76
The quality of life promoted in the institution is adequate.	3.81
I have enough time to do my job within the work day.	3.93

**Table 3** Descriptive statistics of the lowest items

This table describes the questions that obtained the lowest score in the survey carried out. The lowest item is “in the new remote modality, spaces are promoted to interact with staff in activities other than daily work.”

Ítem	Half
I consider that my work contributes to the objectives of the institution.	4.73
I am proud of my work that I do at the institution.	4.71
I am clear about my responsibilities in the institution.	4.69
The relationship with my coworkers is appropriate for a healthy coexistence at work.	4.66
I feel totally identified with the objectives of the institution.	4.63

**Table 4** Statistics of the highest items

The table shows the questions with the highest scores from the survey that was carried out. The highest item was “I considered that my work contributes to the objectives of the institution.”

### Gratitude

To the Technological Institute of Sonora for the support provided for this research.

### Financing

This work has been funded by the Technological Institute of Sonora.

### Conclusions

The general result obtained from the study carried out was 92.17% of quality of work life in university teachers, giving an effective result, the INEGI (2022), states that the average satisfaction with life should be 8.4 and an equal percentage of 84.00%, giving a positive result to the results in the workplace of university teachers.

On the other hand, Peña's (2015) research mentions that the average quality of life at work obtained in his research was 3.54. The project to be compared obtained different results within three variables, which exceed the author's acceptable range. The variables mentioned are organizational management with 4.48, organizational performance with 4.36 and quality of life with 4.05.

Therefore, Gallego (2019) 56% represents a high level of satisfaction regarding the quality of work life in his research work, where 41 teachers were surveyed, comparing the percentage obtained with that of the author, this work exceeds the positive satisfaction index.

Quiroz et al., (2023) in their book Research on quality of work life and business management for organizational development consider that involving the business sector can help generate new variables for future research.

The Hypothesis of the research work states that the quality of life in university teachers is essential to have an acceptable living condition, being a very important point within the institutions, achieving a positive result in the satisfaction of teachers in Mexico.

Quiroz et al., (2023) carried out a comparative study of the quality of life of university professors from Sonora and Sinaloa in Mexico and found a similarity in the results of their research with the one presented in this article, where the professors feel committed to their work institution.

### References

- April, J., & Amparo, F. (2017). Quality of Life of Health Workers. The Cases of Mexico and Chile [Graduation thesis]. University Santo Tomas.  
<https://repository.usta.edu.co/bitstream/handle/11634/4389/2017AbrilGarciaJenniferGarciaFannyAmparotrabajodegrado.pdf?sequence=1&isAllowed=y>
- Bautista-Rodríguez, L. M. (2017). Quality of life as a concept. Science and Care Magazine, 14(1), 5–8. <https://doi.org/10.22463/17949831.803>

Bairero-Aguilar, M. Stress and its influence on quality of life. MULTIMED [online magazine]. 2018

<http://www.revmultimed.sld.cu/index.php/mtm/article/view/688>

Castro, P., Cruz, E., Hernández, J., Vargas, R., Luis, K., Gatica, L., & Tepal, I. (2018). A perspective on the Quality of Work Life. *Ibero-American Journal of Sciences*, 5(6), 118-128. <https://ciencialatina.org/index.php/cienciala/article/view/558/721>

Castellanos, R. (2018). Subjective well-being as a sign of progress. Satisfaction with life, objective indicators and social context. In Millán, R. and Castellanos, R. (coords.), *Subjective well-being in Mexico* (pp. 21-51). Institute of Social Research of the National Autonomous University of Mexico. <https://www.scielo.org.mx/pdf/ride/v12n24/2007-7467-ride-12-24-e022.pdf>

Campas, C. Y. Q., Miranda, F. B., Zazueta, L. A., Lirios, C. G., & Corral, A. G. (2022). ANALYSIS OF THE QUALITY OF WORKING LIFE OF A HIGH EDUCATION INSTITUTION IN THE SOUTH OF SONORA, THROUGH THE ANALYSIS OF ARTIFICIAL NEURAL NETWORKS. *Journal of Positive Psychology and Wellbeing*, 6(2), 1938-1949. <https://journalppw.com/index.php/jppw/article/view/13018>

Durán, M. (2010). Psychological well-being: stress and quality of life in the work context. *National Journal of Management*, 1(1), 71-84. <https://dialnet.unirioja.es/servlet/articulo?codigo=3698512>.

Gallego Echeverria, L. A. (2019). Relationship between quality of work life and engagement in university professors in the private sector in the city of Armenia [master's degree in human talent management]. University of Manizales. <https://ridum.umanizales.edu.co/xmlui/handle/20.500.12746/5605>

Granados, I. (2011). Quality of work life: history, dimensions and benefits. *Journal of Research in Psychology*, 14(2), 209-221. [https://www.researchgate.net/publication/348634170\\_Generalidades\\_en\\_la\\_calidad\\_de\\_vida\\_la\\_boral\\_de\\_los\\_docentes\\_en\\_educacion\\_basica\\_en\\_el\\_norte\\_de\\_Mexico](https://www.researchgate.net/publication/348634170_Generalidades_en_la_calidad_de_vida_la_boral_de_los_docentes_en_educacion_basica_en_el_norte_de_Mexico)

George D, Mallery P (2003) SPSS for Windows Step by Step: A Simple Guide and Reference (11.0). 4th ed. Allyn & Bacon. <https://wps.ablongman.com/wps/media/objects/385/394732/george4answers.pdf>

Indicators of self-reported well-being of the urban population. (2022). INEGI. [https://www.inegi.org.mx/contenidos/saladeprensa/boletines/2022/biare/biare2022\\_02.pdf](https://www.inegi.org.mx/contenidos/saladeprensa/boletines/2022/biare/biare2022_02.pdf)

Johnson, B. & Onwuegbuzie, J. (2006). The Validity Issue in Mixed Research. *Mid-South Educational Research Association*. [https://www.researchgate.net/publication/228340166\\_The\\_Validity\\_Issues\\_in\\_Mixed\\_Research](https://www.researchgate.net/publication/228340166_The_Validity_Issues_in_Mixed_Research)

Peña Herrera-Larenas, Fabián, Cárdenas-Cobo, Jesennia, & Cedillo-Fajardo, Miguel. (2015). Perception of the quality of work life of university teachers. *University, Science and Technology*, 19(77), 166-173. [http://ve.scielo.org/scielo.php?script=sci\\_arttext&pid=S1316-48212015000400003&lng=es&tlng=es](http://ve.scielo.org/scielo.php?script=sci_arttext&pid=S1316-48212015000400003&lng=es&tlng=es).

Hernández, R., Fernández, C., & Baptista, P. (2014). *Investigation methodology*. 6th Sampieri Edition. McGRAW-HILL / INTERAMERICANA EDITORES, S.A. DE C.V. <https://www.uca.ac.cr/wp-content/uploads/2017/10/Investigacion.pdf>

Hernández Sampieri, R., & Mendoza, C. P. (2008) *The qualitative quantitative marriage: the mixed paradigm*. <https://www.redalyc.org/pdf/1350/135043653001.pdf>

Hernández-Sampieri, R. & Mendoza, C (2018). *Investigation methodology*. 5th Sampieri Edition. McGRAW-HILL / INTERAMERICANA EDITORES, S.A. DE C.V. <https://www.icmujeres.gob.mx/wp-content/uploads/2020/05/Sampieri.Met.Inv.pdf>

Maldonado Suárez, Neiber, & Santoyo Telles, Felipe. (2022). Theoretical elements for research in psychology and quality of life. *RIDE. Ibero-American Journal for Educational Research and Development*, 12(24), e022.

Newman, I., Ridenour, C. S., Newman, C. & De Marco, G. M. (2002). A typology of research purposes and its relationship to mixed methods in social and behavioral research (pp. 167-188). Thousand Oaks, CA, USA: Sage. <https://dialnet.unirioja.es/descarga/articulo/7083551.pdf>

Quiroz, C. Y. Q., Barreras, I. G. M., Morales, F. E., Lirios, C. G., Félix, C. A. M., & Mellado, E. I. A. (2021). Design and validation of an instrument to measure the quality of work life in workers of higher education institutions in southern Sonora, Mexico. *Interciencia*, 46(11), 423-430. [https://www.interciencia.net/wp-content/uploads/2021/11/03\\_6858\\_Com\\_Quiroz\\_v46n11\\_8.pdf](https://www.interciencia.net/wp-content/uploads/2021/11/03_6858_Com_Quiroz_v46n11_8.pdf)

Quiroz Campas, C. Y., López Arellano, J. R., Vega Arellano, A. H. and Galván Corral, A. (2023). Impact of COVID-19 on the quality of life of university professors in Sonora and Sinaloa (Mexico). *Cuadernos de Geografía: Revista Colombiana de Geografía*, 32(2), 474–491. <https://doi.org/10.15446/rcdg.v32n2.105358>

Quiroz Campas Celia Y. & Hinojosa Rodríguez Carlos J. (2020). *Quality of work life: a perspective from the educational sector of the Mayo Region*. Rosa Ma. Porrúa Editions

Quiroz Campas, C., Armenta Zazueta, L., Murillo Félix, C., Galván Corral, A. (2022). *Measurements of the quality of work life in the educational environment*. Publisher:Mc Graw-Hill Interamericana Editores.

Quiroz Campas, Celia Y., Méndez Hernández, Pablo., Galván Corral, Alberto., Hernández Vicente Irma A. (2023). *Research on quality of work life and business management for organizational development*. Cromberger Editores e Impresiones, S.A. of C.V. <https://crombergereditores.com/libro/investigaciones-de-calidad-de-vida-laboral-y-gestion-empresarial-para-el-desarrollo-organizacional/>

Segurado, A. and Agulló, E. (2002) *Quality of work life: towards an integrative approach from Social Psychology*, Psicothema. <https://www.psicothema.com/pdf/806.pdf>