STRATEGIES TO REDUCE THE SYMPTOMS ASSOCIATED WITH ADDICTION TO WORK IN EMPLOYEES' COOPERATIVE UNIVERSITY OF COLOMBIA SEDE MONTERÍA

ESTRATÉGIAS PARA REDUZIR OS SINTOMAS ASSOCIADOS AO VÍCIO DO TRABALHO NA UNIVERSIDADE COOPERATIVA DE COLABORADORES DA COLÔMBIA SEDE MONTERÍA

Luis Fernando Alfonso Garzon
Doctor of Education Sciences
Institution: Universidad Cooperativa de Colombia
Address: Cl. 52 #6-79, Montería, Córdoba
E-mail: luis.alfonsog@ucc.edu.co

Elvis Gustavo Flórez Álvarez
Master in Organization Management
Institution: Universidad Cooperativa de Colombia
Address: Cl. 52 #6-79, Montería, Córdoba
E-mail: elvis.florez@campusucc.edu.co

Ruth Dinora Medina Berrocal
Master in Business Administration with Emphasis in Human Resources
Institution: Universidad Cooperativa de Colombia
Address: Cl. 52 #6-79, Montería, Córdoba
E-mail: ruth.medina@campusucc.edu.co

Blanca Ines Diaz Espitia
Specialist in Business Management
Institution: Universidad Cooperativa de Colombia
Address: Cl. 52 #6-79, Montería, Córdoba
E-mail: blanca.diazes@campusucc.edu.co

ABSTRACT: This research arises from the need to ensure the well-being of the human talent of the Universidad Cooperativa de Colombia, Montería headquarters. The center of the investigation is the problems related to addiction to work; For this reason, the general objective...
is to measure the degree of addiction to work of the collaborators of the Universidad Cooperativa de Colombia, Montería headquarters, to propose a plan to improve and strengthen this problem. The methodology is based on quantitative research, whose design is not transectional experimental. Among the expected results is the diagnosis of the internal and external factors that influence work addiction and the consequences at a personal and organizational level, the characterization of workaholic individuals and the improvement and strengthening plan.

KEYWORDS: Human Talent, Labor Well-Being, Addiction to Work, Organizational Climate, Social Relations.

RESUMO: Esta pesquisa surge da necessidade de garantir o bem-estar do talento humano da Universidade Cooperativa da Colômbia, sede em Montería. O centro da investigação são os problemas relacionados à dependência do trabalho; Por este motivo, o objetivo geral é medir o grau de dependência ao trabalho dos colaboradores da Universidade Cooperativa da Colômbia, sede em Montería, para propor um plano para melhorar e fortalecer este problema. A metodologia baseia-se em pesquisas quantitativas, cujo desenho não é experimental transecional. Entre os resultados esperados está o diagnóstico dos fatores internos e externos que influenciam a dependência laboral e as consequências a nível pessoal e organizacional, a caracterização dos indivíduos workaholic e o plano de melhoria e fortalecimento.

PALAVRAS-CHAVE: Talento Humano, Bem-Estar Laboral, Dependência ao Trabalho, Clima Organizacional, Relações Sociais.

1. INTRODUCTION

Work is considered as the productive and creative activity of the subject par excellence, which is developed through their physical and intellectual effort, which aims to change the situation, which generates in the individual a feeling of satisfaction and pride (Garrido, 2014). Therefore, the work in the company is not only related to the way in which man obtains his livelihood to meet his basic needs, but goes beyond and covers other types of inadequacies, including the self-realization of the worker through the achievement of his individual goals in line with the purposes of the organization in which he works.

Consequently, work then turns out to be fundamental for life, since it becomes not only a means, but also an end that definitely shapes the well-being of those who have it. In the human context, it fosters a feeling of participation in humanity, which recognizes the possibility of interacting with peers who may have similar objectives. Reason why
employment provokes identity, which directly influences their confidence, propitiating a feeling of social status and gives them legitimacy in front of their family nucleus and before society in general (Garrido, 2014). Improving aspects such as self-esteem and self-confidence in employees, generates a sense of belonging to the organization, while allowing a better job performance, benefiting the company and the worker himself.

On the other hand, the Universidad Cooperativa de Colombia, Montería, Córdoba, Colombia, began operations in 1997 and currently has 75 collaborators in its administrative section and 89 full-time professors (Human Management Office UCC, 2020). The growth of the institution has been evident over the years, the academic offer has been expanding, offering extension programs such as diplomas, specializations and educational services in general.

The challenges of education in Colombia are complex, achieving efficiency training requires large items in the region's heritage, the dichotomy that exists between capital and labor is conceptually overcome and is not the central problem of wealth generation, both are required for the production of goods and services, however, knowledge is the basis or the center of the growth of the economy in a country. Topics such as invention and creation are concrete expressions of individual and organizational knowledge (Rodriguez & Palma, 2015). Indeed, higher education institutions must face the differences of globalization and business organizations, the cost-benefit ratio. Offering unique instruction with the demands that this entails, greater investment in research, social projection, quality in teacher training and the challenges of the academy itself.

These challenges generate a greater effort on the part of the university's collaborators, who, day by day, are subjected to increasingly demanding indicators, complex goals and tangible results, which can translate into a work addiction, in order to comply with work demands and maintain their status within the institution.

It is relevant to highlight that the intense dedication to work through organizational development is considered an appropriate and esteemed performance in society, which demonstrates a deep-rooted responsibility, responding to the demands of the environment in which triumph and dominance are paramount. To such an extent that it has been categorized as an authentic adherence, which can become a reiterative behavior that produces economic satisfaction and incorporation with the immediate environment (Killinger, 1993). Although it
is true that employees direct their efforts to achieve better results, sometimes other factors are affected, among them, their social coexistence, which ultimately generates dissatisfaction.

Although devotion to work is especially connected to the traits of each being, there are several triggers that produce an inclination of adherence to commitment (Garrido, 2014). Likewise, when latently adept workers distinguish the existence of certain concrete professional requests in their workplaces, the latter could double the possibility of deploying attachment to the daily grind, then affecting the other colleagues, who receive the demands of the worker affected by work fervor.

However, there has been a worrying increase in the number of workers who show a high level of commitment to the institution, which can lead them to become partisans of the work. For these employees, the value of responsibility is greater than personal relationships with coworkers, relatives, and family. The fanaticism to carry out the activities set out in the University's action plans produces differences among collaborators, contributes to the particular production of the members of the different areas that make up the institution and, therefore, to the overall results of the organization. Thus, it is up to the companies to detect which member or members of the team are suffering the affection, due to their traits and particularities, by means of the different ways of analysis.

In accordance with the above, and given the importance for the Universidad Cooperativa de Colombia, that its employees enjoy a good mental health that allows them to perform their functions in order to achieve organizational, personal, and family objectives, it is essential to conduct a study to diagnose whether some of them suffer from workaholism disorder. In order to propose strategies to improve their quality of work life and thus contribute efficiently to achieve the goals of the institution.

Having stated the above, it should be pointed out that the real problem is not the excess of work, but the physical and mental wear and tear that an excessive workload implies; this is a determining factor, since when an employee makes a greater effort than expected by his superiors, he neglects his health, his personal and family relationships, and in some opportunities he is able to greatly affect the organizational climate. Then, supporting this theory (Salanova, Del Líbano, Llorens, Schaufeli, & M., 2008), it is stated that commitment adherence is a psychological and social deterioration manifested by overwork, caused
especially by the impulse to work tirelessly. These authors establish the quality of psychosocial damage to the extent that the addicted worker presents high levels of stress and psychological discomfort, facts that affect their social interactions (work and extra-work).

For the University it is a clear opportunity to identify if its collaborators are in some degree of work addiction and if this is confirmed, it is proposed to establish an action plan to minimize this problem and generate a quality of professional life according to the institutional philosophy of being a happy university.

**General Objective:** To diagnose the degree of addiction to work of the collaborators of the Universidad Cooperativa de Colombia, Monteria, in order to propose a plan for improvement and strengthening of this problem.

### 2. METHODOLOGY

The present work was developed under the quantitative approach. The research assumes a non-experimental transectional design, since data are collected at a single moment, in a singletime. Its purpose is to describe the behavior of the variable TA (Work Addiction) in the sample of employees of the Universidad Cooperativa de Colombia, Monteria, and to establish whether personal and organizational variables are characteristic of TA.

It is of a descriptive-correlational type, since data or components on the behavior of workers and their relationship with work addiction will be collected. A measurement and analysis of these is processed, since, as pointed out by (Hernández, Fernández, & Baptista, 2006) descriptive studies seek to detail the properties, traits and profiles of individuals, groups, collectivities, objects or any other phenomenon that is subjected to observation.

The population was focused on the collaborators linked to the Universidad Cooperativa de Colombia with an intentional sample, made up of 164 collaborators, 75 in the administrative area and 89 full-time professors, who accepted to collaborate voluntarily, with informed consent, and returned the questionnaires fully answered within the stipulated deadlines.

The quantitative variable whose scores are obtained from the sum of the responses to 25 items of Robinson's Work Addiction Risk Test (1989). Dimensions: (I) compulsive tendencies: hard tasks and difficulty in relaxing after work; (II) control: the individual feels
uncomfortable when he/she has to wait or things are not done in his/her way; (III) poor communication and self-absorption (the work done by each person is more important than social bonds), (IV) impossibility of taking charge: difficulty in distributing activities among their collaborators and group work and (V) self-valuation: giving more relevance to the final result, than to the development by which those effects were achieved (Moyano, Garrido, & Labra, 2009).

- Age
- Genre
- Type of linkage
- Working day

The instrument used for data collection was the Work Addiction Risk Test (WART, Robinson, 1989) adapted from (Fernández & Echeburúa, 1998). It is a series of questions in a 25-point Likert scale ranging from 4 (strongly agree), 3 (agree), 2 (disagree) and 1 (always disagree). It is composed of five dimensions: compulsive tendencies, control, poor communication and self-absorption, inability to delegate and self-worth. It has content validity and alpha reliability studies of 0.85, a test-retest reliability over a two-week interval of 0.83 and a split reliability of 0.85. Cut-off points suggested in previous studies have been established based on the percentiles of the group, 25 and 75; it has been categorized as follows: low level: non-addicted (25-47 points), intermediate level: pseudo-addicted (48-61), high level: workaholic (62-100). This instrument was applied to the 164 employees of the Universidad Cooperativa de Colombia who are working at the institution's headquarters in the city of Monteria.

3. RESULTS AND DISCUSSION

Human management within organizations is one of the most important areas for the institution, to the extent that from its responsibilities it links and directs the personnel that will make the University competent in the market in which it operates; (Saldarriaga, 2015) defines it as the essential edge of the establishment, since it influences the organizational framework.
and decision making, this, coupled with the changing internationalization imposed, urgently requires to assimilate the different forms of management on the planet, therefore, the human potential of the company plays a decisive role in the actions of the organization; therefore, the analysis of every detail is essential to the success and achievement of the proposed goals.

Consequently, any activity that seeks to improve the lifestyle of workers in the company is reason enough to delve into a subject such as workaholism and its potential causes and consequences to achieve individual and corporate goals.

Similarly, when talking about human talent, it is crucial to establish its satisfaction within the organization, as well as other actions related to its professional commitment. (Aguilera, 2017), states that highly satisfied people may end up developing adhesion, likewise, the followers usually exhibit little or no extra-work delight, consequently, they gradually neglect their friends and family. For the Universidad Cooperativa de Colombia, Monteria, it is relevant to identify the level of addiction to work that their employees may present because it becomes an opportunity to identify and if necessary show proposals to correct the environment where they work.

It is important to know that, throughout the centuries, it was thought that the acute consecration to the tasks in the company was an appropriate and socially accepted behavior, expressing in this way much responsibility and recognizing the interests of a population where triumph and authority reign. It has even been named a safe adhesion that allows the integration of the person to society (Killinger, 1993). This contributes to the fact that the study of workaholism is recent.

(Oates, 1971), was the first person to mention this disturbance, he also originally used the British word workaholics. It was only in the twentieth century that people began to think of this oddity as something dangerous, from which bodily and psychic illnesses can emanate (Fernández & Echeburúa, 1998). For the writers, the condition is identified by an increasing and enormous participation in work, where the collaborator is not aware of the boundaries of his occupations, causing a negative obstruction in his social and domestic chores.

Later (Machlowitz, 1980) considers that labor adhesion is the consecration for more time required to perform a task. What he seeks is to achieve success, leaving aside the family and social approach. In concomitance with the author, it is clear that an addict is identified by
working harder and longer hours than his task requires, as well as by devoting more time than desired, neglecting his life outside the professional environment (Spencer & Robins, 1992). It is obvious that work addiction, which at the beginning was considered a favorable condition in the person, turns into something serious if the permanence in the organization and the dedication to the jobs are not corrected.

Likewise, the present study made a diagnosis about work addiction in the workers of the Universidad Cooperativa de Colombia. Specifically, to explain the consequences it has on personal and work relationships. This is a topic that has been little addressed locally, and arguably even nationally. Therefore, this research provides information on the particular characteristics and symptoms of workaholics.

Therefore, the benefit of this project lies in the extension of the study related to work addiction, in order to determine which are the actors that influence work adherence, and the consequences that this generates at a personal and organizational level, and thus create awareness in the UCC, regarding the importance of adequately establishing work demands, and respecting the limits imposed in the development of activities.

In addition, after carrying out the diagnosis and identifying the endogenous and exogenous aspects that disturb workaholism, an action plan will be made that includes strategies for improvement and strengthening of the problems found in order to overcome the weaknesses. In it, particular, organizational and extra-organizational tasks will be proposed towards the prevention of attachment to the obligation, which are essential in the process of improvement in the face of work addiction. (Salanova, Del Líbano, Llorens, Schaufeli, & M., 2008).

On the other hand, workaholism in universities can be a problem that affects students, faculty and administrative staff alike. Some factors that contribute to workaholism in this context include an academic culture that values exhaustive work, an excessive workload, and a lack of work-life balance. Generally, this culture that is fostered within the university values the fulfillment of institutional strategic objectives and sometimes pushes or motivates its collaborators to go the extra mile, which can ultimately generate a conflict of interest between work and family life.

Work addiction can lead to a number of negative consequences, such as burnout, stress,
anxiety and depression. It can also affect the quality of interpersonal relationships and physical health.

It is important for universities to provide resources and support to help prevent and treat workaholism. This may include promoting a healthy work-life balance, offering programs to help with time and stress management, and raising awareness of the risks and consequences of workaholism.

Internal factors that can influence workaholism at a university include:

Personality: Some people are more prone to workaholism due to their personality profile, such as the need for control and the search for perfection. Generally associated with the need to grow in terms of recognition and, in terms of work, to increase their teaching career and therefore improve their salary income.

Goals and motivations: The need to achieve professional or personal goals can lead to excessive dedication to work. This aspect is associated with the theme of lifelong learning, in which teachers are committed to improving their level of education, with ever-increasing demands due to the demands of the quality of education and the need to achieve a higher level of studies.

Anxiety and stress: Pressure to meet the demands of work can increase anxiety and stress, which in turn can lead to work addiction (Reig & Cabarcos, 2020).

External factors that can influence workaholism at a university include:

Organizational culture: An academic culture that values excessive dedication to work can foster workaholism.

Work demand: Excessive workload and lack of resources can increase the need to spend more time at work.

Social pressure: The perception that more work is necessary to maintain professional successor keep up with others can foster workaholism.

It is important to keep in mind that these factors can interact and contribute to workaholism. To prevent and treat workaholism, it is necessary to address both the internal and external factors that influence it.

Workaholism can have serious consequences for the physical and mental health of university professors. Some of the most common affectations include:
Stress and anxiety: Excessive dedication to work can increase stress and anxiety, which can negatively affect mental health.

Burnout: Lack of work-life balance can lead to physical and emotional exhaustion.

Health problems: Lack of rest and chronic stress can increase the risk of health problems such as hypertension, insomnia and depression.

Relationship problems: Excessive dedication to work can negatively affect interpersonal relationships, including family and partner relationships.

Low productivity: Work addiction can decrease productivity and quality of work, as the person may be exhausted and less focused.

It is important for university employees to seek a healthy work-life balance and to seek professional help if they suspect workaholism. Early prevention and treatment can help minimize the negative consequences of workaholism.

Workaholism is a problem that affects many people, including university professors. The following are some of the strategies to implement.

3.1 STRATEGIES TO MITIGATE WORKAHOLISM.

Define clear boundaries: Setting clear boundaries between work and personal time is an effective way to avoid workaholism.

Encourage balance: Emphasize the importance of work-life balance, and encourage teachers to devote time to hobbies and personal relationships.

Planning: Plan your time effectively to ensure that there is time for work, rest and recharge.

Taking regular breaks: Encourage regular breaks to stretch, move and rest your eyes.

Meditation and relaxation practices: Teach teachers meditation and relaxation techniques to help them reduce stress and improve their mental well-being.

Therapy or counseling: Consider therapy or counseling to work on mental and emotional health.
3.2 INFORMATION ANALYSIS

With respect to the application of the instrument, the following results can be highlighted:

It was determined that 62% of the respondents "agree" and "strongly agree" to perform the activities themselves, without asking for help from others, this is an internal factor that should be taken into account because involuntarily the collaborator is overloading himself, being able to delegate functions to his coworkers. The fact that a task is behind schedule makes the worker impatient, this accumulates stress and unpleasant emotions that can become a trigger.

It is also inferred that most of the employees, regardless of their position, state that they are always busy with several pending tasks to perform, even they themselves are surprised when they do more than one task at the same time.

With respect to the question "I commit myself to more activities than I can do", the employees of the Cooperative University say that they agree with doing additional work, with a weighting of 48%, very much agree 14%, 68% commit themselves to doing more activities than they can do. This addition of tasks is generally associated with the level of commitment that university employees have.

University employees also care to see how they are doing with tasks performed. 97% respond that they like feedback on the functions they perform, also 55% say that tasks are not done as quickly as they should be done. In contrast 44% say they do not get irritated when things do not happen as planned.

61% of the university employees do not remain in the institution's facilities when their working day is over, in contrast, they themselves work under pressure, setting limits to finish the assigned tasks, as evidenced by the fact that 67% respond "strongly agree" and "agree".

70% of the employees answered "agree" and "strongly agree" and that they spend more time working than in other types of activities, they like to spend more time working in the company than in their social, family, leisure or sports activities, this is evidenced by the fact that 64% mentioned that they dedicate more time, energy and thought to work than to their relationships with friends, although they do not forget special dates such as birthdays, meetings or anniversaries.
Finally, workaholism is also considered to have an impact on the family. Several authors point out that workaholic parents create a family environment that increases the probability of generating psychological problems in their children, such as, for example, increased anxiety and depression. The partners of people affected by workaholism feel ignored, alone, in second place; relegated to the demands of addicts, controlled, in need of attention.

4. CONCLUSIONS AND RECOMMENDATIONS

The main conclusions and recommendations resulting from the research are listed below:

Regardless of the position held within an organization, regardless of the profession exercised, all employees are prone to become addicted to work, which is why it is important to conduct this type of study and implement recommendations aimed at improving the quality of life of employees linked to the Universidad Cooperativa de Colombia, Montería.

The UCC must mitigate these addictions through preventive actions led and coordinated by the Human Resources office.

UCC can be harmed by the overwork of its employees and managers because more hours worked does not mean higher productivity and efficiency, since employees decline after a certain number of hours at work, causing a reduction in productivity, physical or mental exhaustion.

Excessive working hours of certain employees can cause nervousness and conflicts with other employees, since it can create tense situations between those who want to work the hours of their working day and those who systematically extend their departure time, which can generate increased conflict, considering that some employees, regardless of their working day, extend their stay at the university in order to comply with the demands of their work plans.

Excessive working hours will inevitably bring with them a decrease in attention, which can lead to errors or accidents at work. With the usual consequences in terms of incapacity and financial outlays.
It is inferred that the collaborators linked to the UCC, Monteria headquarters, have a great sense of belonging, since they share the objectives of the university and are committed to their fulfillment, there is a willingness to achieve the proposed goals and to contribute to their fulfillment, which sometimes becomes a form of workaholism, due to the need for achievement not only individually but also institutionally.

Regarding the recommendations, it is considered relevant that:

The University must implement an action plan that includes individual, organizational and extra-organizational strategies to prevent workaholism in employees or treat it if it is already present, such as:

Raise awareness among collaborators of what we affect due to this problem, family members, loved ones, health.

Establish work schedules and comply with them, once the workday is over, disconnect completely from everything related to the work activity, psychologically distancing oneself from the tasks that have been left pending.

Practicing relaxation and meditation techniques, dedicating time to be alone, this is enough time to improve our own and our family's mental health, listening to music that we like is a good option.

Reconnect with and analyze the things we like, activities and hobbies we enjoy. Obtain a higher level of self-control over the work.

Seek family, professional, spiritual help.

Connecting with nature, places, activities, family, friends and loved ones that generate positive feelings and emotions.

Avoid the anxiety produced by unfinished tasks or processes, as well as by the fear that something related to an activity will go wrong or that mistakes will be made.

Be aware of our coworkers and identify when they are being hijacked by work, so that we can alert or help through conversations or advice.

The following recommendations are also made for the organization:

Make changes in the workstations, taking into account that nowadays most of the time we spend connected to a computer, take into account the distance of the face with the computer screen, the brightness and contrast should not be brighter than the workplace.
Have ergonomic furniture that is at the correct height to avoid injuries in the short and long term.

Learn to trust your coworkers, they are also trained, they have skills and abilities that can be taken advantage of, delegate functions, tasks or jobs, especially in those administrative positions.

Not all activities have the same priorities, perform first those activities that must be presented in the short term.

If it is not necessary, do not occupy, call, or text employees at times when they are available for family time and rest.

Generate an atmosphere of tranquility and work stability among employees, which has a favorable and direct impact on production, sense of belonging and reduces work stress.

Establish, program and make workers aware of healthy or active break schedules; this is an activity that helps to reduce work stress and improve bad positions in the workplace.
REFERENCES


Mexico: Mc Graw Hill.


