

## Effective Strategies for Psychosocial Risk Management and Performance Enhancement at MKP Petroleum Services

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### ABSTRACT

The investigation was based on the identification of psychosocial risk factors in the workers of the oil services company MKP. The theoretical framework is based on the operationalization of the variables contained in the hypothesis regarding psychosocial factors, classification of psychosocial risks, effects of psychosocial risks, the method used for evaluation is the F-PSICO tool of the National Institute of Safety and Hygiene in the Work, method of evaluation of labor performance EVAL-01 of the Ministry of Labor of the Republic of Ecuador. The study population corresponds to all the workers (20) of the company MKP petroleum services. It was demonstrated that the strategies applied to the workers minimize the level of psychosocial risks and improves the work performance and the strategies of recreation activities of the factor relationships and social support improves the work performance, improving the relationship between workers.

**KEYWORDS:** Petroleum services, work performance, company MKP, psychosocial risk factors.

### 1. INTRODUCTION

Psychosocial factors have gained particular importance in recent years since studies on stress, and its consequences have shown the growth of health conditions, especially in the working population. Historically, work has represented societies in themselves, because it is the fact that distinguishes the human being in his work, and gives the collective characterization of its own. Thus, over time, men and women have been subjected to situations related to work, which inevitably imply the imminence of a situation of risk to their health or their life.

The risk at work represents the probability of being injured or sick as a result of the activity that is performed or the environment in which it remains during the performance of It[1,2]. Psychosocial risk factors refer to the conditions originated from work, related to the company, its activities and the development of work likely to affect the wellbeing and physical, mental and mental health of the working population [3,4]. At present, due to the growth of organizations, companies, and work sources, psychosocial risk factors have been raised and deepened. The evaluation of psychosocial risk factors has become an instrument that allows improving the work performance of workers, also for organizations to evaluate their system. "Job satisfaction: the path between psychological growth and job performance in Colombian industrial and service companies", carried out by [5,8], analyze how job satisfaction balances the relationships between psychological growth and work performance (fulfillment of regulations, requirements), being the work performance evaluated by the superior hierarchical commanders.

Job performance, on the other hand, describes the degree to which the managerial or coordinating levels of an organization achieve their functions, considering the requirements of the position occupied, based on the results achieved[9,3,4].

The results of the interaction between the individual and the work can be positive if the individual has the attitude to develop their abilities, skills, improve their attitude, strengthen their skills in order to avoid adverse effects and promote their beneficial effects. Considering that training is an additional means that strengthens the skills of the working population so that they can be more productive, creative, and innovative so that they contribute better to organizational objectives and become increasingly valuable[5,10]. Due to the aforementioned, an evaluation of psychosocial risk factors has been considered for the workers of the MKP petroleum services company, in order to know the factors of higher level of risk, identify the causes of their origin and provide strategies to face the risk factors psychosocial with the aim of improving the work performance of workers.

The importance of psychosocial factors for workers' health has been increasingly recognized, which has meant an increase and deepening of the topic. The more formal beginning of the concern for psychosocial factors and their relation to occupational health probably comes from the 1970s, dates from which the reference to them and the importance given has been growing, at the same time as the topic it has gained breadth, diversification, and complexity, but also ambiguity and imprecision[6].

There are probably three common ways of referring to them today: 1) psychosocial factors, 2) psychosocial risk factors or psychosocial stress factors, and 3) psychosocial risks. Although they are close terms between them, their historical and conceptual references are different, and there are even differences among them that can be

remarkable. At present, it is common to talk about each other, sometimes interchangeably, without establishing any distinction. In this sense, it seems appropriate to try to establish their differences, even recognizing that they are close and related terms and that differences are not always apparent. A historical and conceptual approach can help this [6,7,11].

The main objective in which this study is framed is to demonstrate that the strategy to deal with psychosocial risk factors improves the labor performance of the workers of the MKP petroleum services company, period June-December 2017, improving performance levels.

## 2. MATERIALS AND METHODS

### Study area

The company MKP petroleum services is a company of the hydrocarbon sector that is located in the province of Francisco de Orellana - Ecuador offers services of evaluation and control of oil wells.

### Methodology

The present work is a pre-experimental research by the application of the F-PSICO survey of the Occupational Health and Safety Institute, which allows to identify the level of exposure of the worker interest / compensation, relationships and social support, for compare with the work performance, the same that was evaluated through the EVAL 01 test of the Ministry of Labor. It is investigating the type of application and applying the techniques and methods necessary to deal with the problems.

#### Stage 1

Demonstrate that training strategies, training and recreational activities improve work performance, according to the results obtained from the tabulation of the surveys of the F-PSICO of the National Institute of Safety and Hygiene at Work for factors of interest to the worker / compensation, relationships and social support, the labor performance evaluation test EVAL-01 of the Ministry of Labor, for the workers of the MKP petroleum services company.

#### Stage 2

Develop and implement training strategies, training, and recreation activities to reduce the levels of risk and improve the level of work performance of workers of the company MKP petroleum services. By selecting topics according to the results of the evaluations.

#### Stage 3

Carry out a new evaluation of psychosocial risks, work performance to verify that the strategies of training, training, recreation activities improve the work performance in the workers of MKP.

A diagnostic study was carried out of the levels of risk factors to which the workers of the MKP petroleum services company are exposed. The results of the nine dimensions obtained with the tool of the F-PSICO questionnaire of the INSHT, are shown below:

### Techniques and Instruments

The techniques of the work areas of MKP oil services. For the evaluation of psychosocial risk factors, they become the F-psycho questionnaire of the National Institute for Safety and Hygiene at Work, which consists of 44 questions on its response list of 89 articles and provides information on the factors [6, 12]. EVAL-01 of the Ministry of Labor, which contains: load management indicators, knowledge, technical skills, universal competencies, teamwork, initiative, and leadership.

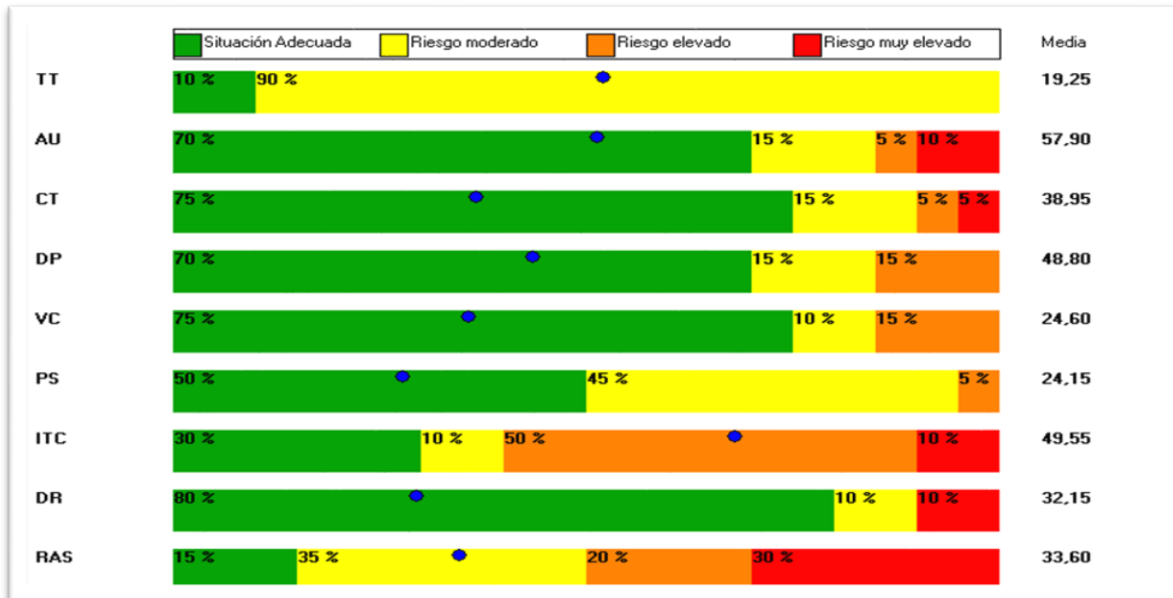


Fig.1. Baseline of psychosocial factors

The factors of higher level of risk are: interest for the worker / compensation, relationships and social support  
 Job performance refers to the performance of workers in their jobs.

Table 1. Work performance (BEFORE)

	Frequency	Percentage	Percentagevalid	Percentageaccumulate
Regular	14	70,0	70,0	70,0
Satisfactory	6	30,0	30,0	30,0
Total	20	100,0	100,0	100,0



Fig. 2. Work performance (BEFORE)

### 3. RESULTS AND DISCUSSION

The analysis shows that the labor performance in the workers of the company MKP petroleum services, presents a regular level with 70% and satisfactory 30%, for what justifies the development of the proposed investigation. To verify the evolution of the psychosocial risk factors after the application of the training and training strategies, the F-PSICO instrument of the National Institute of Safety and Hygiene in the Work was applied again, the results obtained are shown below:

To verify the evolution of the psychosocial risk factors after the application of the training and training strategies, the F-PSICO instrument of the National Institute of Safety and Hygiene at Work was applied again.

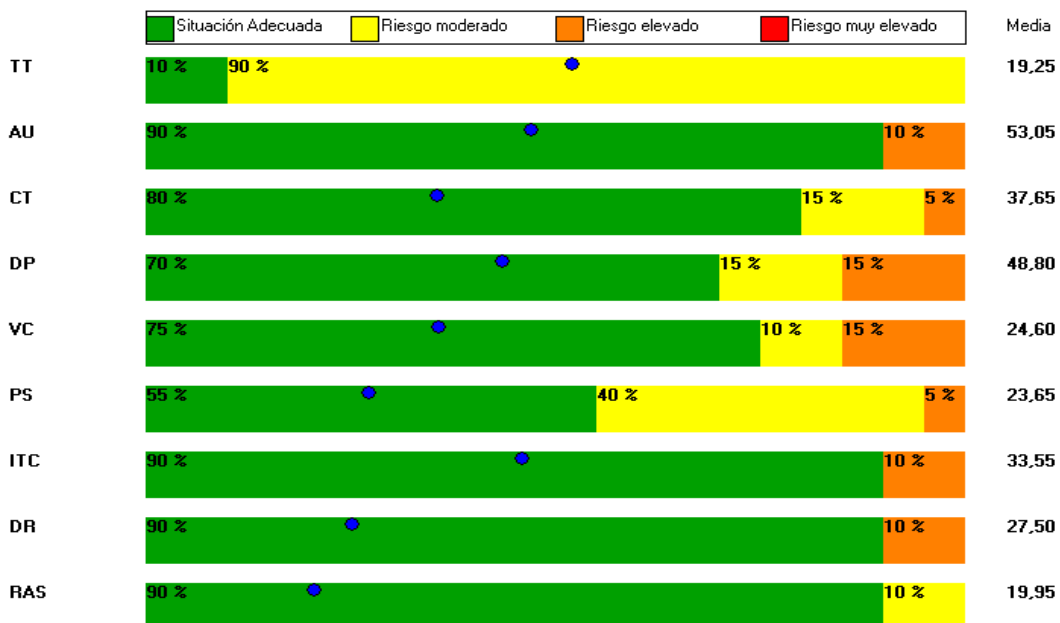


Fig.3. Representation of psychosocial factors (AFTER)

Figure 3 shows the changes of the psycho social risk factors after the application of the training and training strategies to the workers of the MKP petroleum services company, which allowed to reduce the levels of risk to all the psycho social factors.

#### Job performance

In order to verify the variation of the performance of the workers of the MKP petroleum services company, after the application of the strategies of training, training and recreation activities, a new valuation was made through the EVAL 01 test of the Ministry of Labor.

*Table 1. Work performance (AFTER)*

	Frequency	Percentage	Percentagevalid	Percentageaccumulate
Regular	4	20,0	20,0	20,0
Satisfactory	16	80,0	80,0	80,0
Total	20	100,0	100,0	100,0

Next, the graph of the labor performance is shown, in which it can be shown that 70% of the working population of the oil services MKP company is in a regular range, which is worrisome for the company.



*Fig. 4. Work performance (AFTER)*

The evaluation of the work performance in the workers of the company MKP petroleum services, after the application of the strategies of training, training and recreation activities, a satisfactory level of 80% is obtained, very good of 20%, it is verified that the strategies are feasible.

#### 4. CONCLUSION

The study showed that the strategies applied to the workers of the company MKP petroleum services minimizes the level of psychosocial risks and improves the work performance, providing satisfaction to the workers as to the company, improving the level of production, labor relations and work team up. The strategies of recreational activities of the factor relations and social support implemented in the workers of the company oil services MKP, improves the work performance, improving the relationship between workers.

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