

Working Conditions, Organizational Commitment and Mental Health: A Study in the DIY Sector

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ABSTRACT

Occupational health issues have always been a significant part of the concerns of HR professionals in organizations. With the development of different changes in the modernity of the new millennium, these concerns are even more pressing and need to accompany new occupational health issues as well. One of the questions that concerns us about the spirit is related to the relationship between working conditions, organizational commitment, satisfaction with family and social life, as well as mental health, studying a specific sector with workers in the DIY sector. It is his intention to understand if the Working Conditions are predictive of Organizational Commitment and if these two constructs explain the Social Satisfaction and Mental Health of these workers. The study also seeks to study, through exploratory analysis, the possible influence of some sociodemographic and professional variables in the various constructs evaluated. A total of 190 workers (33.7%) participated in this study, in a universe of 564 employees from organizations selling DIY material from the Northern region of Portugal. Of these, 42.6% (n = 81) were Females and 57, 4% (n = 109) of the Male sex. The study methodology followed a quantitative, descriptive and exploratory approach, using a questionnaire survey. Data collection was done in a single moment through a series of instruments: 1) Work Conditions Questionnaire (qCT); 2) World Health Organization Quality of Life - Bref; 3) Three-Component Model of Organizational Commitment; 4) General Health Questionnaire (GHQ-12); 5) Maslach Burnout Inventory - General Survey (MBI-GS); and 6) Demographic-Professional Card. Their psychometric analysis showed a validity and a very satisfactory fidelity. The results obtained in this study indicate that the Working Conditions are predictive of both Organizational Commitment (mainly affective commitment) and Satisfaction with Social Relations. Organizational Commitment is a significant predictor of better Mental Health (less depression and anxiety), and lesser Burnout indices (greater professional efficacy, less cynicism, and less exhaustion). The Function variable is significantly correlated with Organizational Commitment, Working Conditions and Burnout. Changes that take place in increasingly VUCA environments (Volatile, Uncertain, Complex, Ambiguous) mean that HR professionals need to adopt appropriate solutions to deal with these demanding environments. However, basic issues such as working conditions can not be overlooked and cared for, so that workers can realize their full potential in organizations. On the other hand, it is important to take into account the new configurations of shift work, as well as the working populations that normally perform them, and it is necessary to identify appropriate profiles (chronobiologically) in various HR processes for demanding rhythms and schedules such as the DIY industry. On the other hand, the social and family component of this type of workers has been forgotten, and it is urgent to improve this interface, under the risk of lower productivity and positivity, both organizational and personal. The HR function is in constant transformation and part of this transformation relates to this sensitivity and the need for greater creativity in finding solutions tailored for specific populations such as those in this sector.

Keywords: DIY; Work conditions; Organizational Commitment; Family and Social Satisfaction; Mental health.