

Characteristics of Labor Well-being in Colombian Micro and Small Enterprises

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Abstract

This article presents the analysis of the characteristics of labor well-being in Colombian micro and small enterprises, this was developed through a documentary review from the model of Hoyos (2010), it is a qualitative research, where 42 investigations were collected, which were consulted in databases such as: Science Direct, Refseek, Redalyc, Scielo, Google Scholar and Dialnet, in addition to exploring the repositories of Colombian universities such as: UNAD, Uniminuto, ECCI, Usanbuenaventura, EAFIT, Unipiloto, UGranada, UTecnológica, UJaveriana, UAndes, UCatólica, UNIR, among others, of which, 13 were adjusted with the categories: Practices of Labor Well-being, Theories of Labor Well-being, Needs in Collaborators and Sociodemographic Data, then descriptive synoptic sheets were constructed and then an analysis by category matrix was made, finally, a data analysis was carried out with the ATLAS.ti tool, which allows discerning the object of study through semantic networks. In this order, it is found that activities related to communication, incentives and motivation are part of the activities used as work welfare practices; as for the theoretical positions of well-being at work, the most supported is the one given by the WHO (2010), which is also defined from satisfaction and quality of life; Among the most outstanding needs to develop welfare programs is dissatisfaction in communication with colleagues and managers, ignorance of the responsibilities in their position, among others, on the other hand, there is evidence of a disregard to establish sociodemographic profiles, that is, companies do not consider it when planning or implementing workplace welfare actions. It concludes the need to build labor welfare policies and practices sensitive to the cultural and economic context for Colombian companies, this means recognizing the importance of adaptive and pragmatic approaches in microenterprises and the integration of more structured and theoretical approaches in small enterprises.

Keywords: Well-being, Quality of life, Small Business.

1. Introduction

Workplace well-being is fundamental in the organizational field, directly influencing the productivity of employees, this concept, focused on the quality of the environment and working conditions, refers to the ability of a company to provide an environment that not only meets the physical and psychological needs of its employees, but also promotes their professional and personal growth. Studies such as the one conducted by Jimenes et al. have shown that well-being at work is a key indicator of performance at work, which underscores the importance of integrating effective strategies for its promotion within organizations.(2020)

In Colombia, fortunately, the importance of strengthening the conditions that generate greater receptivity and a sense of belonging among workers has begun to be understood, improving the dynamics of productivity and commercial relations with customers, with a view to competitive strategic positioning, however, from reflection to action, there is still the challenge of consolidating and materializing these actions mainly from micro and small enterprises.

In this sense, it is found that the way to address workplace well-being is widespread, therefore, the way to implement it will depend on the theoretical perspective that is adopted, for example, from satisfaction, motivation, quality of life or compensation; in all cases, the health of the employee is sought and an idea that is addressed by the World Health Organization in which physical, mental and social aspects are included.(OMS, 2022)

From another perspective, the incorporation of industrial processes has historically generated changes from modern to contemporary societies, without ignoring the commercial objectives that have persisted: the interest in higher income, lower costs and expenses, in addition to the search for commercial positioning. However, organizational dynamics have changed: today employees are aware of the time they dedicate to work activities, the impact of working conditions on health, in addition to the responsibility of organizations to guarantee actions to promote and protect physical and mental health.(Organización Internacional de Normalización. [ISO], 2018)

For this reason, Jiménez et al. state that workplace well-being is a fundamental objective for those in charge of human talent in a company, in that order of ideas, this entity must ensure that the physical and psychosocial state in the work environment is comprehensively maintained, providing the conditions for it to be carried out. and thus positive emotions, better relationships, increase in work performance, eliminating the feeling of discomfort, giving security to the employee in their position, which optimizes productivity.(2020)

From a global point of view, The ILO conducted a study called the WHO (World Health Organization) and ILO Joint Estimates of Work-Related Burdens of Disease and Injury, 2000-2016: Global Monitoring Report, which concludes that workplace illnesses and injuries reveal a level of preventable premature deaths due to exposure to work-related health risks. (Organización Mundial del trabajo, 2010)

When delving into the study mentioned above, the data indicate that non-communicable diseases were responsible for 81% of deaths. For example, chronic obstructive pulmonary disease caused 450,000 deaths; strokes, 400,000; and ischemic heart disease, 350,000. Similarly, the ILO indicates that occupational injuries accounted for 19% of deaths, with 360,000 cases. This study considers 19 risk factors in the workplace, such as long working hours, exposure to air pollution at work, contact with asbestos, carcinogenic substances, ergonomic risks and noise. The most significant risk was working long hours, associated with approximately 750,000 deaths. Air pollution in the workplace (including particulate matter, gases, and fumes) caused 450,000 deaths. (2010)

Taking into account other studies carried out outside Colombian territory such as that of Zurro et al., who investigated mental health and protection policies towards employees in Malaysia and the United Kingdom, finding that "improving the mental health of employees can save a substantial amount of resources by reducing absenteeism, increase productivity and encourage retention while lowering the cost of health care", through the formulation of comprehensive policies that promote supportive environments from the workplace, since there is a worrying dissatisfaction perceived gradually in the work environment.(2021)(pág. 105) (Tamayo & Pérez, 2018)

On the other hand, Sánchez and García (2017, as cited in Chinchay-Tisoc et al., 2022) conducted a study in Mexico where employees of two companies reported dissatisfaction with the denial of permits for academic training and the scarcity of opportunities for promotion; "hence the urgency of generating strategies that transcend work spaces, which have now become a 'non-place' within the company as a traditional physical space" (Gutiérrez Rodríguez, 2021, p. 37-38). In a complementary way, Daza et al. (2021) observed that employees in the Colombian Caribbean recognized job satisfaction through salary, good treatment, possibilities for personal, occupational or professional improvement, and teamwork.

Now, entering into the Colombian context, the Ministry of Labor reports that, according to the results of the national surveys of health and work conditions carried out in 2007 and 2013, workers identified ergonomic and psychosocial factors as priorities; Likewise, two out of three workers indicated that they had been exposed to psychosocial factors during their last full workday, and between 20% and 33% reported high levels of stress. In the 2013 survey, more than 60% of employees served users, 47.47% had to maintain a high or very high level of attention, 43% considered that they should perform their work very quickly or with very strict deadlines, and 20% indicated that they could never or almost never take breaks from their work. among other factors.(2022)

At last Between 2009 and 2012 there was a 43% increase in mental and behavioral disorders, mainly due to a greater identification of cases of anxiety and depression, as reported by the Min Work (2022). On the other hand, Fasecolda's data on new diagnoses of mental illnesses between 2009 and 2017, anxiety disorders topped the list with 44%, followed by recurrent depressive disorder with 15.1%, reactions to severe stress and adjustment disorders accounted for 12.7%, mixed behavioral and emotional disorders 11.1%, and depressive episodes 9.5%.(2019)

2. Method

Type of research

This research is developed from the qualitative method, which collects data in order to understand a problem, therefore, that the information is interpreted according to the context and is not represented in quantitative data, said in the words of Bryman (1988), this approach is not based on preconceived theoretical assumptions, but seeks to conceptualize reality from behavior, knowledge, attitudes and values that influence the behaviour of the people studied. (p.70).

Analysis Unit

The present study explores different research carried out in the last 5 years, which are closely related to the object of study, for this we consulted databases such as: Science Direct, Refseek, Redalyc, Scielo, Google Scholar and Dialnet, in addition the repositories of Colombian universities were explored such as: UNAD, Uniminuto, ECCI, Usanbuenaventura, EAFIT, Unipiloto, UGranada, UTecnológica, UJaveriana, UAndes, UCatólica, UNIR, among others; In this case, there are 13 research projects related to the research categories distributed between scientific articles (2) and undergraduate works (11) for undergraduate and postgraduate studies; the cities in which they were developed are Bogotá, Cúcuta, Ibagué, Medellín and Pereira.

Definition of Categories

The categories of this study are analyzed based on the elaboration of the synoptic files, which allow a synthesis of each unit of analysis.

Table 1. Definition of categories.

Categories	Definition
Workplace Wellness Practices	A state of well-being that encompasses physical, mental and social aspects, which goes beyond the absence of disease or infirmity (WHO, 2010).
Theories of Workplace Welfare	Theories and models are the conceptual instruments or schemes by which human beings try to systematically articulate the knowledge obtained from experience through the research process (Carvajal, 2002).
Employee needs	These are characteristics that are not only found within the subject, but there are external factors that lead and promote them. (Arango and Mira, n.d.)
Sociodemographic data	It deals with the general characteristics of a population. This includes: gender, age, educational level, marital status, number of dependents, occupation, job sector, occupational position, and length of experience in the position (Res. 2626 of 2008)

Note. Own elaboration

Procedure

The procedure is based on the model for the documentary review of Hoyos (2000), which is constituted in four phases that allow the treatment and interpretation of the data to be broken down. Phase I. Preparatory, in this, the formulation, description of the problem, and elaboration of objectives are carried out, review of international and national antecedents around labor well-being, then the differential elements between organizations and companies in Colombia are presented, the theoretical bases of labor well-being and positive organizational psychology as a model that promotes well-being.

On the part of Phase II. Descriptive, the search is carried out for the research carried out on the study problem, through databases mentioned in the analysis unit and in the different repositories of universities in Colombia. Then in Phase III. Interpretative by thematic core, the analysis of the information is carried out, but previously the description of the synoptic files is made that allow describing data such as the title of the study, author, abstract, keywords, approach, methodology implemented, recommendations and observations. This in order to establish the similarities and relationships between the investigations. Additionally, in this phase, the ATLAS.ti tool is used, a software-like tool designed for the qualitative analysis of large volumes of textual, graphic, audio and video data.

Finally, in Phase IV. Global theoretical construction, once the matrix for the interpretation of the data is made, a critical discussion is proposed between the findings of the studies, the research background and the theoretical positions presented in the research. Likewise, the conclusions are established taking into account the formulation of the objectives of this research.

3. Results

The results of this research are presented through a careful synthesis of the research found, highlighting the most relevant aspects related to labor well-being, in addition, the understanding of the specific context of companies and organizations in Colombia is integrated into the analysis. Once the files have been described, a table is made with a brief presentation of general data of the studies analyzed for the development of this section. The 'BL' codes in the table refer to 'Occupational Well-being', and are used to systematically identify each study analysed in relation to this topic. Table 2 shows the description of the studies:

Table 2. Description of studies.

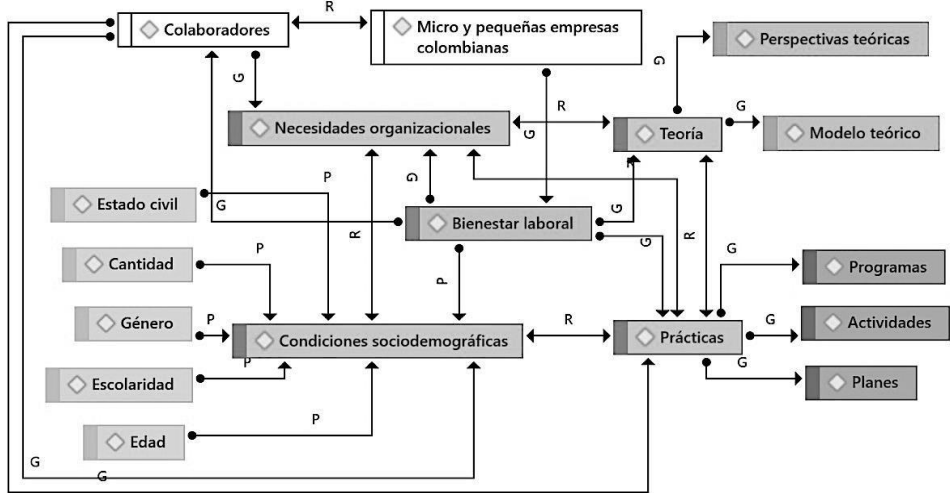
Code	Place	Year	Author	Title
BL-1	Bogota	2018	Milton Cesar Bautista Botello	Design of a wellness plan based on the personal, emotional and economic needs of the workers of the company MAGIC PARTY S.A.S
BL-2	Bogota	2019	Yanis Paula Barriga Robio	Compensation and well-being applied to a company in the insurance sector
BL-3	Bogota	2021	Gloria Yaneth López Barrera Víctor Manuel Pinilla Garibello	Influence of a healthy work environment on employee productivity in Colombian SMEs. A documentary review
BL-4	Cúcuta	2019	José Alejandro Martínez-Vargas Diego Rivera-Porras	Factors that influence people's well-being within their work context
BL-5	Bogota	2021	Karen Jhohana Pérez Rozo	Occupational Welfare Plan for the company Inversiones García Forero S.A.S
BL-6	Manizales	2021	Luisa Fernanda Castrillón Salgado	Design of the Occupational Welfare program of the El Rebaño Company
BL-7	San Gil	2020	Javier Antonio Mantilla	Design of an occupational welfare program in the company "Estupasta S.A.S Socorro"
BL-8	Medellin	2019	Gloria María Jiménez-González Ana María Rivera-Ladino María Carolina Gaibao-Pérez	Occupational welfare conditions in a company in the hotel sector. Case study in Medellín, Colombia
BL-9	Medellin	2021	Susana Zapata Betancur	Workplace Wellbeing Practices That Generate Value In Quality Of Life And Productivity For SME Organizations And Their Collaborators.
BL-10	Medellin	2022	Mariana Correa Zuluaga, Valentina Durango Villegas,	Project to promote workplace well-being in small and medium-sized enterprises in the post-pandemic restructuring

			Verónica Mejía Sierra and Laura Tamayo Zapata	
BL-11	Medellin	2021	Ana Cristina Muñoz López	Influence of Human Management Practices on the Strategic Objectives of Colombian Organizations and on the Labor Well-Being of Their Employees
BL-12	Bogota	2021	Aleyda Lozano Guarnizo - Alexander López Palacio - Jazmín Cupitra Arias, Yenny Yojana Sanchez Ospino	Applied Research Employees' Perception of Their Workplace Well-Being in the "Más Pollo" Restaurant in the City of Pasto
BL-13	Pereira	2022	Mónica Bibiana Escandón González	Occupational well-being factors related to productivity in employees between 18 and 25 years of age in two restaurants in the city of Pereira in 2021

Note. Prepared by the author based on the documentary review

Once the studies are described, an analysis of categories is carried out by matrix and through Atlas Ti, then the general semantic network of occupational well-being is presented, taking into account each of the previous categories.

Figure 1. Workplace Wellbeing Semantic Network.



Note. Own elaboration based on the analysis of data in ATLAS.ti

The semantic network of workplace well-being as a whole presents an integrated view of how different interconnected aspects shape the employee experience and the organizational environment. The network focuses on the interaction between organizational needs and the sociodemographic conditions of employees within Colombian micro and small enterprises, connecting with practices, programs, plans, and theories that together shape the concept of workplace well-being.

At the core of the semantic network, workplace well-being is seen as the result of a balance between the needs of the company and those of its employees, taking into account sociodemographic variables such as age, gender, marital status, and education. These variables

directly affect the expectations, motivations, and needs of employees, and therefore must be carefully considered when designing and executing wellness practices.

Sociodemographic conditions offer a database on which companies can build personalized and relevant wellness programs, ensuring that interventions are relevant and effective. For example, strategies for work-life balance can vary widely for single employees compared to those with family responsibilities.

In addition, practices implemented in the work environment, such as health and safety programs, career development, or work-life balance initiatives, are the tangible manifestation of the application of this sociodemographic and theoretical information in the work environment. The plans and activities developed must be aligned with the theoretical perspectives that underpin well-being at work, using theoretical models as a guide. These models can range from individual-centered psychological approaches to organizational theories that consider the broader context of the company and its culture.

Likewise, for workplace well-being to be effective, there must be strategic management that directs efforts and resources to where they can have the greatest positive impact. This management must be proactive, based on the recognition of patterns within employees and adaptable to changes in the thinking of employees and in the needs of the business.

In summary, the overall semantic network of workplace well-being indicates that Colombian micro and small enterprises understand and apply these interconnections, are equipped to create a work environment where employees can not only fulfill their roles but also develop and thrive, which, in turn, contributes to the sustainable growth and success of companies.

In the midst of the analysis of the information, a comparison of labor welfare practices in Colombian micro and small enterprises is presented, with international studies including columns of similarities and differences, along with references to relevant studies.

Table 3. Colombian Microenterprises vs. International Context.

Feature	Colombian Microenterprises	International Context	Similarities	Differences
Practice Approach	Flexible and tailored to individual needs.	Focus on positive emotions and well-being (Blanc et al., 2010).	Both approaches prioritize emotional well-being.	Colombia: More adaptive. International: Greater emphasis on positive emotions.
Theories Used	Pragmatic and adaptive.	Methodology in social research (Bryman, 1988).	They use practical methodologies.	Colombia: Direct focus on solutions. International: Focus on methodological theories.
Organizational Needs	Employee motivation and retention.	Impact of technologies on corporate performance (Coles, 2000).	Focus on improving performance.	Colombia: Employee-centric. International: Focus on technologies
Sociodemographic Data	Diversity in ages and experiences.	Work effort and well-being (Giménez et al., 2022).	Focus on the diversity of needs.	Colombia: Diversity in experience. International: Focus on effort and well-being.

Note. Own elaboration

Table 4. Colombian Small Businesses vs. International Context.

Feature	Colombian Microenterprises	International Context	Similarities	Differences
Practice Approach	Structured and comprehensive programs.	Employee well-being and performance (Krekel et al., 2019).	Focus on integral well-being.	Colombia: Structured Programs. International: Focus on performance and productivity.
Theories Used	Based on management and organizational psychology.	Study of emotions and well-being (Blanc et al., 2010).	Use of psychological theories.	Colombia: Focus on management. International: Focus on emotions.
Organizational Needs	Productivity and work environment.	Technologies and corporate performance (Coles, 2000).	Focus on performance improvement.	Colombia: Work Environment. International: Technological impact.
Sociodemographic Data	Educational diversity and professional roles.	Relationship between effort and well-being (Giménez et al., 2022).	Focus on diverse needs.	Colombia: Educational Diversity. International: Focus on work effort.

Note. Own elaboration

4. Discussion

In the comparison of workplace welfare practices between Colombian and international micro and small enterprises, significant differences and similarities are observed that reflect the influence of the cultural, economic, and organizational context on the adoption of workplace welfare strategies.

For Colombian microenterprises, a flexible approach adapted to individual needs is identified, which resembles international practices in terms of prioritizing emotional well-being (Blanc et al., 2010). However, unlike the international context, which places greater emphasis on positive emotions, microenterprises in Colombia focus on more pragmatic and adaptive solutions. This may reflect differences in available resources and the need for rapid and practical responses to workplace wellbeing challenges.(Bryman, 1988)

As for Colombian small companies, a more structured use of comprehensive programs is observed, aligned with the international focus on employee well-being and performance (Krekel et al., 2019). The use of management theories and organizational psychology in Colombia resembles the international trend of basing well-being practices on more formal theories and methodologies (Blanc et al., 2010). This approach could indicate a step towards more mature and systematic practices in the Colombian context.

Differences in organizational needs reflect variations in priorities and contexts. While Colombian microenterprises focus on employee motivation and retention, the international context, especially in developed countries, tends to place more emphasis on technologies and their impact on corporate performance (Coles, 2000). This contrast may be related to the different levels of economic and technological development.

Finally, in terms of sociodemographic data, both contexts demonstrate a focus on the diversity of needs, although with differences in the specific aspects considered. In Colombia, diversity

manifests itself in ages and experiences, while internationally, the focus is more on work effort and well-being (Giménez et al., 2022).

In conclusion, this comparison reveals how the specific context of each country influences workplace wellbeing practices. Colombian micro and small enterprises, despite sharing certain similarities with their international peers, adapt their workplace well-being strategies to their particular context, reflecting both the limitations and unique opportunities of their environment.

Taking into account the factors of analysis and objectives proposed in this research, attention is focused on the category of practices related to well-being, there it is found that around 3 studies only give recommendations on how to develop practices in the companies that were the object of research.

On the other hand, the others present in their structure three moments, one of diagnosis, design of the programs and finally their execution, in the case of Bautista (2018), the assessment is carried out through the use of an instrument designed to evaluate job satisfaction. This instrument includes subcategories such as motivation, quality of life, responsibilities, performance, salary, interpersonal relationships, teamwork, communication and participation in the organization's achievements; Based on the results obtained, the phase of creation of activities that cover social, affective, family and occupational aspects is carried out.

To this end, days are proposed to promote healthy lifestyle habits and disease prevention, activities aimed at the inclusion of employees, recognition of leaders, recognition of activities, salary recognition (Celebration of special dates, reward coupons for individuals with children, granting of leave, compensation shifts, workshops or talks, Review of risk policies, review of problems such as workplace harassment, etc. Improvement of work spaces and utensils, accompaniment in times of illness, rewards, programs for money management, and propose an evaluation that will cover aspects identified according to current regulations, as well as individual needs, so that the company continues in this exercise of promoting well-being.

These activities are complemented by the proposal of Correa et al. (2022), where a website is created with services in 4 fields related to workplace well-being, these are: leadership, motivation, teamwork and training. On this platform, a series of videos have been developed that address the most recurrent questions on these topics, as well as activities, training and consulting, all accessible free of charge. In addition, a "Check List" is provided, a document that allows companies to self-evaluate in different areas mentioned, with the aim of identifying points of improvement in working conditions.

From other research, Barriga (2019) recommended the use of a survey on compensation and workplace well-being, addressing aspects such as motivation, incentives, satisfaction, and organizational culture. This proposal differs from the one presented by Castrillón (2021), who suggests using the Quality of Work Life scale, despite the differences in the proposed tools, both studies agree that once the results are obtained, it is recommended that the compensation and well-being plan be developed with the collaboration of the human resources area and the company's leaders. with a clear focus on the well-being of employees; This seeks to mitigate low salary ratings and, at the same time, promote their dissemination through various internal media, in addition to continuously monitoring the satisfaction and use of these plans.

After analyzing a documentary review study, López and Pinilla (2012) do not warn of a diagnostic plan to understand the requirements of workers in the organization, instead, they point out that, in general terms, most organizations seek to promote a healthy work style with topics that include: Order and cleanliness, effective communication, continuous training, development of skills and responsibilities both personal and collective, linked to the management of health, safety, self-care and personal growth of employees. These strategies to intervene in psychosocial risk factors are focused on effective communication, stress management, the application of breathing and relaxation techniques, the definition of priorities and the adoption of healthy lifestyle habits.

These activities are related to the theory of Blanc et al. (2010), when they argue that a high percentage of work incentive can create positive emotions in employees, offering opportunities for satisfaction, research and increase of capabilities, as well as social support, the sense of identity and purpose (p.2), this theory proposes methods to raise positive emotions in the workplace, such as improving interpersonal relationships (e.g., communicating kindly and clearly), adapting the workspace to individual needs, promoting physical well-being, providing recovery experiences through leisure activities, and fostering psychological well-being (e.g., taking care of self-esteem).

On the other hand, Pérez (2021) considers it important to make a qualitative assessment of satisfaction, bond with company leaders, knowledge of the company and the development of physical, social and emotional well-being activities, complemented with a SWOT matrix of the Company. And with these results, strategies are created in four factors: training, for academic development, second compensation, in this one it is proposed to make job satisfaction and remuneration encounters, in addition to encouraging good performance through workshops in management skills, third social welfare, in this one activities that promote physical health (vaccinations) are proposed, in this one activities that promote physical health (vaccinations) are proposed, sports and leisure activities, life project, motivation, promotion of the organizational climate, assertive communication, clean work and room work, the factor of pre-pensioners, here it is intended to develop actions for the occupation of free time.

In response to the second objective of this research, speaking properly of the theoretical perspectives of well-being at work that the researchers of the analyzed studies take into account, there are various ways of understanding well-being, it is found that the research carried out by Bautista (2018), on the design of a well-being plan based on individual needs, affective and economic aspects of the employees of the organization MAGIC PARTY S.A.S. and de Barriga (2019), in their study compensation and occupational well-being applied to a company in the insurance sector, as well as the work of López and Barrera (2021), on the influence of a healthy work environment on employee productivity in Colombian SMEs, through a documentary review, which is based on the idea of the WHO (2022) that defines a healthy work environment as a place where everyone works together to achieve a common goal of health and well-being for employees and the community, promoting physical, psychological, social and organizational conditions, protecting, promoting health and safety.

This makes it easier for bosses and workers to have greater autonomy over their health, improve it, and become more energetic, positive, and happy. Likewise, the concept of healthy

environments is addressed, defining them as a state of physical, mental and social well-being, which goes beyond simply the absence of disease or illness. This definition is detailed in the theoretical chapter of this research.

Barriga (2019) also adheres to the concept, and says that when talking about compensation and well-being at work, organizations can implement elements to promote a good work environment, such as salaries, wages, travel expenses, benefits, incentives, contests, and any other attribute that the company grants to employees for their performance. In addition, leaders and companies are involved in each of these elements that aim to create a sense of belonging among employees and at the same time strengthen the company's positioning, as stated by Cáceres-Lozano et al.(2023)

And of course, these concepts are aligned with Dolan's (2006) view, in terms of the understanding of workplace well-being from a preference satisfaction approach, which maintains that the more people are able to satisfy their individual needs and desires (preferences), the more their well-being will increase. All things being equal, preference satisfaction is best achieved when people have the freedom to act as they wish, along with the resources that allow them to do so.

According to this position, the proposal made by Guarding Minds @ Wok (2009) can be taken into account, regarding the risk factors for mental disorders in the workplace, several essential aspects must be considered, such as psychological support, organizational culture, leadership and clarity in expectations. education and respect, psychological adjustment to work, professional growth and development, recognition and reward, participation and influence, workload management, commitment, work-life balance, and psychological protection. If these needs are not met, it will have negative consequences for the company in the future.

On the other hand, Valverde et al. They say that culture can promote positive aspects in employees, such as social support, respect for uniqueness and diversity, autonomy, and ethics. However, there can also be toxic organizational cultures that cause dysfunctions in the organization or generate problems, adverse behaviors and exclusion towards workers, promoting pathologies in the workplace such as psychological and sexual harassment.(2023)

On the other hand, Pérez (2021) takes as a reference that workplace well-being represents the optimal state of employees, which improves the organizational climate and the performance of workers; This is achieved through programs aimed at improving the family, personal and social environment of each employee. Therefore, as Fernández says, workplace well-being is: "the ability of an organization to offer and facilitate to its employees the work conditions and processes that allow the deployment of their individual and group strengths, to lead performance towards sustainable and sustainable organizational goals, building an intangible organizational asset that is difficult to imitate." (2015)

In another way, Mantilla (2020) for the design of an occupational well-being program in the company "Estupasta S.A.S" by Socorro and Zapata (2021) for the "Occupational well-being practices that generate value in the quality of life and productivity for SME organizations and their collaborators" are supported by Ruiz's (2007) definition of well-being. It is understood as the state of satisfaction that an employee achieves when performing their functions at work,

achieved through a positive work environment and recognition of work, which favorably impacts the family and social well-being of the individual.

In this same idea of job satisfaction, Maslow's (2004) theory of needs is shaken, in the first place, there are physiological needs, which include essential aspects such as breathing, drinking water, sleeping, eating, having sex and finding shelter; then, there are the security needs, which include personal security, order, stability and protection, after this the affiliation needs are established.

Maslow (2004) defines these needs as less fundamental and considers that they become important once the previous needs have been satisfied; fourthly, there are the needs for recognition or esteem, which are related to how individuals value themselves, others and then society; Finally, there are the needs for self-realization, the highest level, involving the development of inner capacities, spiritual and moral growth, the search for purpose in life, and altruism.

Giving continuity to the perspective of workplace well-being from satisfaction, in the study by Correa et al., on "the promotion of workplace well-being in small and medium-sized enterprises in the post-pandemic restructuring", refers to the level of satisfaction experienced by a worker in the performance of their tasks or functions; it arises from a favorable work environment and the recognition of their work, which in turn influences both their family and social well-being (Spanish Ministry of Labor, Migration, and Social Security, 2019). (2022)

In turn, the previous discourse complements the proposal of the theory of self-determination, where Del Hierro affirms that the theory of self-determination is based on the idea that basic psychological needs are fundamental to understand human motivation, these innate needs include the competence, sense of belonging and autonomy of each individual. According to this theory, the concept of need refers to the importance of each person's internal resources for their development and ability to self-regulate their behavior (p.6).(2018)

Likewise, Arias et al., in their study on the perception of employee well-being at the "Más Pollo" Restaurant, which emphasized the link between well-being and job satisfaction, following the perspective of Peña and Villon (2018), who address the motivations that impact workplace well-being, highlighting the importance of rewards, which are not limited only to financial aspects, but also include job promotions and professional development processes that can benefit employees. In addition, the recognition of employees' roles helps to increase their motivation and sense of belonging to the organization. (2021)

From this same job satisfaction, Suárez and Escandón González (2021), in their research on the factors of workplace well-being related to productivity in employees between 18 and 25 years of age in two restaurants in Pereira in 2021, argue that workplace well-being implies a positive practice with a high degree of perceived satisfaction at work; this implies the identification of dimensions such as safety, motivation, self-concept, and self-esteem, which contributes to better performance and the achievement of productivity-related goals (Calderón-Mafud et al., 2019).

A situation that can be related to what Seligman proposes from positive psychology, that is, he proposes five elements for well-being and with the above it is related to the first: positive

emotion, which is equivalent to happiness and satisfaction (Pleasure, Ecstasy, comfort, warmth, among others) and is defined by what one thinks and feels. second the commitment, third the meaning, this corresponds to the subjective judgment, fourth the achievement, that is, that people seek success, achievement, winning, fulfillment, etc., and finally the fifth element corresponds to positive relationships, in this case the author refers to an example that arises from his research to better understand, "acts of kindness produce the most reliable momentary increase in well-being" (p. 35). (2014)

From another perspective and that is related to social acceptance in work environments, it is the theory of social exchange and that is directly related to social acceptance. From a wellness and health perspective, integration represents the beginning. It is essential to feel part of a group or community, but this sense of belonging should be characterized by at least two qualities: trust, acceptance, and positive attitudes towards others. (acknowledging their honesty, kindness, kindness, and ability); and the acceptance of both the positive and negative aspects of the life of the same individual. According to Keyes, both elements are indicators of mental health (Ryff & Keyes, 1998, p. 122).

However, entering a new field, understanding well-being from the point of view of quality of life, Muños (2011) provides the theory of well-being by saying that since the seventies, the concept of well-being has begun to be more closely linked to that of quality of working life, "in response to the growing concern about the unrewarding nature of work and the evidence of declining job satisfaction" (Kast and Rosenzweig, 1987, p. 691).

Meanwhile, the author Castrillón, in his research "Design of the Labor Welfare Program of the El Rebaño Company" labor welfare refers to a continuous process focused on establishing, maintaining and improving the conditions that promote integral development and that according to the Administrative Department of the Public Function (1994), an adequately designed labor welfare scheme must include sports activities, recreational and vacation events, as well as artistic and cultural events that promote health and disease prevention for their workers; It must also offer informal training in various areas to promote the recreation and well-being of employees, and may be managed in collaboration with compensation funds or other entities that provide subsidies or economic support. In addition, housing programs offered by the National Savings Fund or other related entities can be promoted.(2021)

In addition to what Gelvis et al. propose, who affirm that the career plan helps motivation, knowledge management and organizational understanding; This process is born from the need for organizations to develop their staff to achieve objectives efficiently and effectively, which has a positive impact on the professional lives of workers. (2015)

Once the theoretical perspectives of the different researchers are known, we proceed to analyze the category of the needs of the collaborators who lead these micro and small companies to carry out practices related to labor well-being or design programs with preventive purposes that optimize the operation of the companies.

In this case, the study by Bautista (2018), points out that the needs presented by the MAGIC PARTY company mainly revolve around internal communication channels, on the one hand,

satisfaction is not high in terms of the clarity and precision of the workers' tasks, which suggests a certain lack of knowledge regarding their responsibilities

Thus, dissatisfaction is manifested in relation to issues of incentives and salaries, since employees feel that their perceptions are not recognized by management. In another case, the company Inversiones García Forero SAS, analyzed by Pérez (2021), there is an absence of documentation on the procedures, job profiles and their responsibilities. Staff lack access to basic information about the company, which contributes to a lack of identification with the company; In addition, a historical analysis of the behavior of the costs of products and services is not carried out, and no clear goals for growth, indicators or strategies that allow continuous improvement and innovation have been established.

One aspect in relation to the previous studies has to do with Barriga's (2019) study, where the results of the evaluation aimed at the insurance company's employees show that more than 30% of respondents indicate that they are somewhat satisfied, with one of the main motivational foundations being salary incentives and growth opportunities in the organization. However, only 5% of respondents are aware that the company offers several benefits in addition to the regulatory ones, and only another 5% of respondents are satisfied with their position within the organization and the functions assigned to it.

This corresponds to the levels of specificity of job satisfaction, proposed by Warr (1998), giving the comparison of "intrinsic" vs. "extrinsic" satisfaction. Since the first refers to the satisfaction derived from the characteristics inherent in the content of the work itself; On the other hand, extrinsic satisfaction refers to satisfaction with aspects external to the content of the job, such as pay, working conditions, and other external factors (p. 63).

On the other hand, López and Barrera (2021), in their documentary study on the healthy work environment in Colombian SMEs, identify different types of occupational risks; among these are physical, chemical and biological risks, among others; These risks include excessive lifting, repetitive motions, handling chemicals, and overwork that can cause stress; such factors directly affect the quality of work life, causing occupational diseases and accidents. In addition, the presence of small spaces, with poor ventilation or adequate lighting, and workplaces without the necessary tools to perform the tasks, also contribute to job dissatisfaction.

In the same vein, Zapata (2019) points out that the SMEs included in his study often ignore the importance of structuring a workplace well-being plan in their strategic planning, which should focus on improving the quality of life of employees. It could also be said that only one in five companies has a well-structured plan, while the rest implement it on a day-to-day basis. Most SMEs lack indicators that allow them to measure the impact of workplace well-being practices on both quality of life and productivity, therefore, they do not have solid arguments to demonstrate the positive effect of these practices on the benefit of their employees.

As for the company Estupasta S.A.S., evaluated by Mantilla (2020), it reports that a high degree of job dissatisfaction is observed in several general factors, this includes the effectiveness of the induction and re-induction processes, as well as the conditions of the content of the work, the organization of working time, and the conditions of the work environment. In addition, in the

aspect of the social work group, a low percentage of satisfaction is observed, particularly in relation to leadership styles and interpersonal and intergroup relationships.

Given these results, it is found that in the study by Castrillón (2021), it is opposed to what employees feel, because most workers feel satisfaction with the benefits provided by the organization, 66% of employees consider that the efforts made are recognized and that they receive motivation from the company; In addition to receiving appropriate treatment from their colleagues and being satisfied with their working day, 55% of the people surveyed say that they agree with the salary they receive and 33% believe that their job corresponds to their academic training.

Closing this aspect, Arias et al., find that both the organization and the employees do not implement or are unaware of processes that improve their well-being, in addition to this, the little that is known only applies to a limited group of workers, which generates inequalities in the treatment by bosses, lack of respect for work schedules and poor communication. among other factors that affect well-being in the company. Therefore, it is crucial to implement human talent management processes to improve the well-being of all workers, benefiting both the company and its staff.(2021)

This is associated with the description made by Beleño et al. about Burnout, known as an evaluation and intervention factor in general well-being by Warr (1999), therefore, it refers to the origin of problems associated with motivation at work, which cause lack of stimulus, low productivity and occupational accidents both at the emotional level, mental and physical. Some describe it as emotional exhaustion, loss of personal identity or dehumanization, and lack of personal satisfaction at work (p.21) (2014)

The organizational needs that drive welfare activities in Colombian micro and small enterprises, as well as the analysis of the sociodemographic conditions of employees, offers a comprehensive vision of the current state and possible strategies to promote an optimal work environment.

In the study, organizational needs that emerge as key drivers of well-being include a desire to improve productivity and operational efficiency, as well as an intention to cultivate an engaging work environment that fosters talent retention and reduced absenteeism. Micro and small businesses are increasingly recognizing that a healthy, satisfied employee is a productive employee. Consequently, efforts have been promoted to improve both physical and mental health, provide a work-life balance, and offer opportunities for both personal and professional growth.

Wellness activities emerging from these needs range from health and nutrition programs to ergonomic workspaces, stress management workshops, and flexible schedule policies. These initiatives are direct responses to the specific challenges faced by micro and small businesses, such as limited resources and increased susceptibility to market fluctuations.

Finally, and in response to the fourth objective of this research, the analysis of the sociodemographic data category is consolidated, which were studied in the different studies carried out in micro and small enterprises, finding the following:

It can be deduced that in the different studies addressed, only the study by Pérez (2021) described the basic sociodemographic data of the company's employees, implying that most of the evaluation, design, and intervention in programs alluding to well-being do not take into account aspects such as the relationship between academic training and positions assumed or responsibilities. personal characteristics (married, single, common-law union), family members such as children, dependent parents, which make it easier to identify the factors that can satisfy an employee in a company. From the age range in general, from the age allowed to work, that is, from 18 to 65, without being able to determine specific characteristics of each company.

Regarding sociodemographic conditions, the study identifies factors such as age, gender, marital status, number of people in the household, and level of education as significant variables that influence the needs and preferences for well-being of employees. The findings show, for example, that younger employees may value opportunities for development and growth, while older employees may prioritize job safety and health. Gender diversity within organizations also raises the need for inclusive and equitable wellness policies that address specific issues such as gender equality in promotions and pay, as well as support for fatherhood and motherhood.

In addition, it was observed that employees with families value policies that allow them to better integrate their work and personal lives, such as flexibility in work schedules. The analysis of these sociodemographic conditions reveals a complex interaction between the work and personal lives of employees, which must be carefully considered when designing wellness programs. Micro and small businesses in Colombia, therefore, must adopt workplace wellness approaches that are not only holistic and strategically sound but also customized to address the unique characteristics of their workforce.

Finally, together, organizational needs and sociodemographic conditions work together to form the fabric of labor well-being in Colombian micro and small enterprises. A well-informed and carefully executed well-being approach has the potential to improve the quality of life of employees, while also supporting the goals of Colombian micro and small businesses, creating a resilient, dynamic and adaptive work environment. Effective wellness strategies are those that manage to integrate organizational needs with sociodemographic realities, leading companies to a virtuous cycle of productivity and employee satisfaction.

5. Conclusions

The comparison between workplace wellness practices in Colombian and international micro and small enterprises illustrates how the cultural and economic context influences the adoption of workplace wellness strategies. In Colombia, microenterprises demonstrate a pragmatic and adaptive approach, focused on practical and direct solutions (Blanc et al., 2010; Bryman, 1988). This approach reflects an adaptability to available resources and the need for agile responses to the challenges of workplace well-being. On the other hand, Colombian small companies show a trend towards more structured and theoretical practices, similar to those observed in more developed international contexts (Krekel et al., 2019; Coles, 2000).

Microenterprises in Colombia focus on employee motivation and retention, while small companies emphasize productivity and a healthy work environment; this contrast is also reflected in the differences between the Colombian and international contexts, where the emphasis varies between the diversity of work experiences and the integration of technologies (Coles, 2000; Giménez et al., 2022).

With respect to the practices of well-being at work, it can be concluded that these are designed from a diagnosis of specific needs of each company, determined according to the measurement instrument of the author of the study, so that the well-being practices are then built, in general these activities revolved around topics such as communication, leadership, physical activities, incentives, integrations among collaborators and motivation of an intrinsic and extrinsic nature; Given the analysis, it can be perceived that given the economic situation of a micro or small enterprise, the most common thing is that they do not have a human management area, therefore, the processes, plans and programs are not designed, and if they exist, they are not executed.

Regarding the theoretical perspectives used by the various authors, it is determined that there is a variety of conceptualizations about the term, however, there is greater support in the definition presented by the WHO, since it includes physical, mental and social aspects. On the other hand, a relationship of the concept with happiness, quality of life, life satisfaction, job satisfaction and the work environment is demonstrated. Scientific positions such as that of Warr (1999), Seligman, Ryff & Keyes and Blanch are not supported in the studies analyzed.(2014) (1995)(2010)

Regarding the needs of employees, it can be said that employees do not continuously witness activities that promote well-being at work, some are unaware of the programs or have not been created, therefore, the main needs are: absence of practices that promote well-being, lack of incentives, management of chemical substances, narrow work spaces, excessive physical and work load, low salaries, omission of inductions to the position, training on functions and responsibilities, low communication with colleagues and managers.

Finally, when dealing with the description of the sociodemographic data of the employees of the companies, it can be determined that the studies do not consider it important to detail this type of characteristics, which prevented having a deep and assertive analysis of the actions that seek to promote well-being according to the sociodemographic profile in each company, from this it is also possible to conclude that the ignorance of the characteristics such as the level of training, family members, age ranges (useful for discovering needs according to age), and social environment, denotes a low focus on the design and development of appropriate and timely practices that mitigate occupational risks.

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