



The effect of psychosocial factors at work on stress and well-being of workers in Mexican restaurants and bars

El efecto de los factores psicosociales laborales sobre el estrés y bienestar de trabajadores de restaurantes y bares de México

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Abstract

There are fewer studies on restaurant, bar, and nightclub workers, and about the work-related psychosocial factors related to work stress and psychological well-being of these workers. This study aimed to examine the relationships between work-related psychosocial factors, work stress, and psychological well-being, through a cross-sectional and correlational research design. The sample consisted of 167 workers (51.9% women and 48.1% men) from restaurants, bars and nightclubs in Jalisco, Mexico. Work-related psychosocial factors were assessed using the revised version by Almirall Hernández *et al.* (2018) of the psychosocial risk factor scale of the Standard (NOM-035),

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psychological well-being with the Ryff psychological well-being scale (1989) and work stress with the adaptation to Spanish made by Medina *et al.* (2007) of the work stress questionnaire of the International Labor Organization ILO. The results showed that leadership, role clarity, work schedule, interference in the work-family relationship, and workplace violence affect work stress. In contrast, workplace violence has an impact on psychological well-being. The need to create strategies to mitigate psychosocial factors that put workers' mental health at risk is discussed.

Keywords: Psychological well-being; Eudaimonic well-being; Work stress; Workers; Bars; Restaurants; Violence; Psychosocial work factors.

Resumen

Los estudios sobre los trabajadores de restaurantes, bares y discotecas son limitados y poco se conoce sobre los factores psicosociales laborales relacionados con el estrés laboral y el bienestar psicológico de estos trabajadores. El propósito de este estudio fue examinar las relaciones entre factores psicosociales laborales, estrés laboral y bienestar psicológico; mediante un diseño de investigación de corte transversal y correlacional. La muestra estuvo conformada por 167 trabajadores (51.9% mujeres y 48.1% hombres) de restaurantes, bares y discotecas de Jalisco, México. Se evaluaron los factores psicosociales laborales empleando la versión revisada por Almirall Hernández *et al.* (2018) de la escala de factores de riesgo psicosociales de la Norma (NOM-035), el bienestar psicológico con la escala de Ryff (1989) y el estrés laboral con la adaptación al español realizada por Medina *et al.* (2007) del cuestionario de estrés laboral de la Organización internacional del Trabajo [OIT]. Los resultados mostraron el liderazgo, la claridad de funciones, la jornada de trabajo, la interferencia en la relación trabajo-familia y la violencia en el trabajo, tienen efectos sobre el estrés laboral; mientras que la violencia en el trabajo tiene efectos en el bienestar psicológico. Se discute la necesidad de crear estrategias para mitigar factores psicosociales que ponen en riesgo la salud mental de los trabajadores.

Palabras Clave: Bienestar psicológico; Bienestar eudaimónico; Estrés laboral; Trabajadores; Bares; Restaurantes; Violencia; Factores psicosociales laborales.

1. Introduction

According to Data México (2023), the National Institute of Statistics and Geography of Mexico reported that in 2022 there were approximately 114,717 restaurants and 30,438 nightclubs, bars, cantinas, and similar establishments. However, there is little knowledge about the psychosocial risk factors

related to bar and restaurant employees' well-being. Previous studies have shown that the physical characteristics of bars (such as noise, excessive alcohol consumption, poor lighting, and the several types of people present) create risk factors associated with sexual harassment or even sexual assault (Parks *et al.*, 2021). Additionally, restaurant workers are exposed to elevated levels of alcohol consumption and stress (Kjeerheim *et al.*, 1997). Likewise, work-related stress and burnout are related to the intention to leave among restaurant employees (Soelton *et al.*, 2020). Moreover, a high prevalence of poor mental health has been determined among restaurant servers (Saah *et al.*, 2021).

Specifically, working in bars and restaurants may facilitate expressions of violence, as employees are more exposed to verbal aggression and threats (Tutenges *et al.*, 2013). In this context, the present study provides information on psychosocial work factors such as violence, which contribute to stress and impact the psychological well-being of these workers.

1.1. Psychosocial factors at work and psychological well-being

According to Almirall Hernández *et al.* (2018), psychosocial factors at work are work conditions that arise from human interaction and encompass everything involved in a worker's job. When the worker perceives these factors as negative and persistent, they become a work-related risk that can hurt job performance. These psychosocial factors can be associated with positive aspects, such as human well-being, and negative aspects, such as stress. From a positive perspective, well-being is fundamental to mental health, happiness, and human flourishing.

Within these positive perspectives, eudaimonic well-being aligns with the Aristotelian eudaimonic view, where happiness is understood as excellence, perfection through our efforts, and a sense of meaning and direction in life (Ryff, 1989), as opposed to hedonic well-being, which focuses on pleasure (Keyes, 2005). Eudaimonic or psychological well-being, from this philosophical position, is a vital component of mental health (Magyar and Keyes, 2019),

happiness (Lomas *et al.*, 2022), and human flourishing (VanderWeele, 2017), as well as a protector of physical health (Keyes, 2005) and job performance (Gutiérrez *et al.*, 2020). However, psychosocial factors at work, such as workplace relationships and violence, can impact eudaimonic well-being (Saldaña Orozco *et al.*, 2020).

Self-determination theory allows us to understand how what happens at work can affect our psychological well-being. From this perspective, psychosocial factors at work, such as problems with workplace relationships and workplace violence, affect the satisfaction of basic psychological needs, such as interpersonal relationships and autonomy, which are central to worker motivation (Ryan and Deci, 2000). Dissatisfaction with these basic psychological needs due to psychosocial factors at work leads to low psychological well-being in the worker (Taris and Schaufeli, 2019). Expressions of violence, as well as negative experiences in the workplace, such as hostile interactions, abuses of authority, and widespread workplace harassment, can affect the satisfaction of basic psychological needs such as relating to others and autonomy, therefore decreasing workers well-being and impacting their mental health and self-perception in the short and long term (Hoobler *et al.*, 2010; Keashly and Harvey, 2005).

1.2. Psychosocial Factors at Work and Work-Related Stress

Psychosocial risk factors at work have an impact on work-related stress, anxiety, depressive disorders, suicide, and family disintegration (Bhui *et al.*, 2012). In a previous study with Mexican workers from a governmental institution, psychosocial work factors, including leadership, social relationships, violence, work time organization, and workload, were correlated to work-related stress (Saldaña Orozco *et al.*, 2020).

Some roles in bars, nightclubs, and restaurants require night shifts, which conflicts with the human body's circadian rhythm (Awosoga *et al.*, 2020). On average, people who work night shifts sleep one to two hours less than permanent daytime

workers (Nowak and Łukomska, 2021). This situation has correlated with physical and mental health problems (Åkerstedt *et al.*, 2020; Cakan and Yildiz, 2020; Kecklund and Axelsson, 2016; Proper *et al.*, 2016). A quarter of this workforce could develop Shift Work Disorder (SWD) (Drake *et al.*, 2004), which is characterized by excessive sleepiness during wakefulness and the development of severe sleep disorders (Sateia, 2014).

Shift work is also associated with variations in social rhythms and an imbalance between personal and work life. This situation occurs when an employee's work schedule differs from or does not align with their social and family commitments (Iskra-Golec *et al.*, 2016; Kecklund and Axelsson, 2016). The psychological effects triggered by these work circumstances include: the perception of loss of control over personal plans and the management of unpleasant emotions and feelings associated with guilt (Ihlström *et al.*, 2017; Lee *et al.*, 2017; Liang *et al.*, 2014; McHugh *et al.*, 2020), as well as professional burnout (Jenkins and Elliot, 2004), which occurs as a response to chronic work stress (Halbesleben, 2011).

According to the Conservation of Resources theory, confrontations arising from work and family demands and threats cause workers to perceive a reduction in their resource reserves (Halbesleben and Rotondo, 2007; Hobfoll, 2001; Hobfoll and Shirom, 2001; Wright and Hobfoll, 2004). Such tensions increase workers' exhaustion and stress (Rhima *et al.*, 2016), impacting their job performance (Westman *et al.*, 2004), and even increasing their desire to leave the organization where they work (Rhima *et al.*, 2016; Yam *et al.*, 2018).

On the other hand, violence, and its manifestations, such as workplace harassment, have become a frequent psychosocial factor at work. The first global survey on experiences of violence and harassment at work, conducted by the International Labour Organization, the LR Foundation, and GALLUP in 2021, estimated that more than one in five people have suffered at least one form of violence or harassment at work during their working life. According to statistics from the Instituto Nacional de Estadística y Geografía (INEGI), in 2022, there were 109,319 job resignations

by people who experienced psychological abuse while performing their duties, with some even suffering threats and physical assaults.

In summary, evidence has found some psychosocial work factors that may affect work-related stress and others that can impact psychological well-being, which extends beyond the work context and is part of mental health, happiness, and human flourishing. However, there is limited information on which factors may be related to stress and psychological well-being in shift work and within the context of restaurants, bars, and nightclubs. In line with this, the present study aimed to examine the relationships between psychosocial factors at work, work-related stress, and psychological well-being among workers in Mexican bars, nightclubs, and restaurants.

2. Methodology

2.1. Participants

The sample consisted of 167 workers (51.9% women and 48.1% men) from restaurants, bars and nightclubs in Jalisco, Mexico. Sixty-one point eight percent were between 20 and 30 years old, 27.5% were older than 30 years and 10.7% were younger than 20 years. Educational levels were assigned as follows: 6.1% primary school, 14.4% secondary school, 46.2% high school, 32.6% bachelor's degree, and 0.8% technical career.

The average length of service of the employees was 1.34 years (S.D. = 5.9). 83.2% were operational employees, 8.4% were managers, and 8.4% were administrative. The person in charge requested Permission from the organization and the workers asked to sign an informed consent form before applying the instruments.

2.2. Instruments

2.2.1. Psychosocial occupational factors. The version of the Psychosocial Risk Factors Scale of the Standard (NOM-035), revised by Almirall Hernández *et al.* (2018), was applied. The scale consists of 40 items and 20 dimensions, grouped into eight

domains: conditions of the work environment, workload, lack of control over work, time organization (which includes the working day and interference with the work-family relationship), leadership, relationships at work, and violence. An example of an item from the violence domain is: "I am mocked, slandered, defamed, humiliated or ridiculed". The response scale consists of five response options, from always to never. The Cronbach's alpha (α) of the domains ranged from $\alpha = .648$ to $\alpha .851$.

2.2.2. Workstress. The Spanish adaptation by Medina *et al.* (2007) of the ILO-WHO Work Stress Questionnaire was used, which consists of a 25-item scale that explores work stressors such as organizational conditions of structure, cohesion, and group support, as well as administrative work processes that can generate work stress. An example of an item is: 'Does not understanding the company's goals and mission cause me stress? The response form is a scale ranging from zero (never) to six (always). The overall Cronbach's alpha (α) was = .943.

2.2.3. Psychological well-being. The third instrument was Ryff's (1989) psychological well-being scale, adapted by Díaz *et al.* (2006). This scale measures six dimensions of psychological well-being, such as autonomy, positive relationships, mastery of the environment, personal growth, self-acceptance, and meaning in life. The instrument consists of 39 items (e.g. 'When I look back on the story of my life, I am happy with the way things turned out') with seven-point scale responses where 1 = 'Strongly disagree' and 7 = 'Strongly agree'. Cronbach's alpha (α) The total Cronbach's alpha was $\alpha = .876$.

3. Results

The domains and categories averages of psychosocial work factors were compared with the Norm 035 standards, to interpret the risk levels (Almiral *et al.*, 2018). The averages (Table 1) indicated that factors intrinsic to the activity ($M = 36.75$; $SD = 10.08$), which include workload and lack of control over work, are at a high-risk level ($M > 29$), with 76.6% of workers at this level. The organization of working time, which includes

Table 1. Descriptive statistics of the study variables N = 167

Variables	Min	Max	M	SD	Asi	Cur
Work environment	0.00	12.00	3.44	2.47	0.73	0.38
Inherent activity factors	10.00	66.00	36.75	10.08	0.35	0.24
Workload	4.00	47.00	26.30	8.66	-0.14	-0.45
Lack of control over work	0.00	28.00	10.46	5.16	0.31	0.00
Management of working hours	0.00	16.00	7.50	3.81	0.20	-0.56
Work Shift	0.00	8.00	04.07	2.17	-0.05	-0.69
Interference in the work-family relationship	0.00	8.00	3.43	2.20	0.23	-0.74
Leadership and relationships at work	1.00	52.00	17.63	10.55	0.46	-0.26
Leadership	0.00	20.00	5.38	4.41	0.71	-0.20
Relationships at work	0.00	12.00	3.69	2.74	0.32	-0.75
Workplace violence	0.00	27.00	8.55	6.15	0.91	0.41
Work stress	25.00	155.00	65.69	28.66	0.75	0.25
Organizational conditions stress	21.00	134.00	56.84	25.46	0.88	0.37
Stress due to processes	4.00	24.00	8.84	4.44	1.22	1.15
Psychological well-being	2.44	5.86	4.33	0.65	-0.18	-0.18
Self-acceptance	1.17	6.00	4.17	0.94	-0.51	0.14
Autonomy	2.25	6.00	3.97	0.79	0.13	-0.33
Positive relationships	1.17	6.00	3.96	1.00	-0.09	-0.39
Personal growth	2.57	6.00	4.63	0.72	-0.23	-0.44
Control of the environment	2.33	6.00	4.55	0.75	-0.24	-0.21
Life purpose	1.50	6.00	4.69	0.98	-0.76	0.28

Note: Min = minimum; Max = maximum; M = mean; SD = standard deviation; Asi = skewness; Curt = kurtosis. In italics the categories of psychosocial factors, total job stress and total psychological well-being.

Source: Authors' own elaboration based on the descriptive statistics obtained 2022.

working hours and work-family interference ($M = 7.50$; $SD = 3.81$), is at a medium risk level ($M > 6$), with 32.9% of workers at a high level ($M > 9$). Leadership and work relationships, which include leadership, work relationships, and violence ($M = 17.63$; $SD = 10.5$), were found to be at a low-risk level ($M > 10$), with 19% of workers at a high level of risk ($M > 27$). The work environment ($M = 3.44$; $SD = 2.47$) has a low-risk level ($M > 3$), with 8.4% of workers at a high level ($M > 6$).

The average stress level for organizational conditions was $M = 56.84$ ($SD = 25.45$), indicating a medium level compared to the validation performed in Mexican workers by Medina *et al.* (2007); similarly, the average for the administrative process stress dimension

was $M = 8.84$ ($SD = 4.44$), indicating a medium level.

Regarding psychological well-being, it was identified that the dimensions with higher-than-average scores ($M = 4.33$) were purpose in life ($M = 4.69$; $SD = 0.97$), personal growth ($M = 4.64$; $SD = 0.72$), and environmental mastery ($M = 4.55$; $SD = 0.75$). On the other hand, the remaining dimensions were below average, such as autonomy ($M = 3.97$; $SD = 0.87$), positive relationships ($M = 3.96$; $SD = 0.99$), and self-acceptance ($M = 4.17$; $SD = 0.94$).

Correlations were calculated between the domains of psychosocial work factors, work stress, and psychological well-being,

Table 2. Correlations between psychosocial work factors, work stress and psychological well-being N = 167

Nº	Variables	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
1	Age	1.00		-.04	-.15	.11	.05	-.11	-.13	.24**	-.04	-.07	-.10	.01	.01	-.08	.06	-.03	-.03
2	Seniority	.20*	1.00	-.30**	.03	.04	.13	.24**	-.16	.24**	.08	.13	-.08	.03	.15	.18*	-.04	-.04	.04
3	Hierarchy	-.04	-.30**	1.00	-.05	.09	-.05	-.21*	.16	-.23**	.02	-.19*	.04	.11	-.04	-.15	.00	-.04	-.01
4	Leadership and clarity of roles	-.15	.03	-.05	1.00	.42**	.39**	.29**	.56**	.14	.11	.39**	-.14	-.01	-.05	-.12	.65**	-.11	-.12
5	Relationships at work	.11	.04	.09	.41**	1.00	.46**	.13	.14	.07	.05	.20**	-.31**	.02	-.24**	-.30**	-.21**	-.180*	-.27**
6	Workplace violence	.05	.13	-.05	.39**	.46**	1.00	.38**	.21**	.40**	.18*	.42**	-.32**	-.15	-.30**	-.29**	-.31**	-.256**	-.36**
7	Management of working hours	-.11	.23**	-.21*	.29**	.13	.38**	1.00	.16*	.46**	.33**	.48**	-.17*	-.16*	-.17*	.00	-.13	-.14	-.18*
8	Control over work	-.13	-.16	.16	.56**	.14	.21**	.16*	1.00	.00	.08	.15	.10	.11	.12	-.01	.05	.08	.10
9	Workload	.24**	.23**	-.23**	.14	.07	.40**	.46**	.00	1.00	.363**	.365**	-.06	.02	.00	.10	.02	-.05	.00
10	Conditions in the work environment	-.04	.08	.02	.11	.05	.18*	.33**	.08	.36**	1.00	.31**	-.02	-.04	-.14	.01	-.09	-.05	-.07
11	Work stress	-.07	.13	-.19*	.39**	.20**	.42**	.48**	.15	.37**	.31**	1.00	-.13	-.15	-.21**	-.10	-.09	-.05	-.16*
12	Self-acceptance	-.10	-.08	.04	-.14	-.31**	-.32**	-.16*	.10	-.06	-.02	-.13	1.00	.43**	.46**	.53**	.65**	.67**	.84**
13	Autonomy	.01	.03	.11	-.01	.02	-.15	-.16*	.11	.02	-.04	-.15	.43**	1.00	.37**	.33**	.42**	.28**	.61**
14	Positive relationships	.01	.15	-.04	-.05	-.24**	-.30**	-.18*	.12	.00	-.14	-.21**	.46**	.37**	1.00	.42**	.48**	.36**	.70**
15	Personal growth	-.08	.18*	-.15	-.12	-.30**	-.29**	.00	-.01	.10	.01	-.10	.53**	.33**	.42**	1.00	.56**	.51**	.72**
16	Control of the environment	.06	-.04	.00	-.10	-.21**	-.33**	-.13	.05	.02	-.09	-.09	.65**	.42**	.48**	.56**	1.00	.71**	.84**
17	Life purpose	-.03	-.04	-.04	-.11	-.18*	-.26**	-.14	.08	-.05	-.05	-.05	.67**	.28**	.36**	.51**	.71**	1.00	.79**
18	Psychological well-being	-.03	.04	-.01	-.12	-.27**	-.36**	-.18*	.10	.00	-.07	-.163*	.82**	.61**	.70**	.72**	.84**	.794**	1.00

Note: * Correlation is significant at the 0.05 level (bilateral) ** Correlation is significant at the 0.01 level (bilateral).

Source: Authors' own elaboration based on data obtained 2022.

Table 3. Hierarchical regression analysis for the prediction of work stress and psychological well-being N = 167

Step	Work Stress			Psychological well-being	
	Predictors	Standardized Beta	Ajusted R2	Standardized Beta	Ajusted R2
1	Age	-0.08	.04	-0.04	-.20
	Seniority	0.15		0.05	
	Hierarchical level	-0.15		0.00	
2	Leadership and clarity of roles	0.19***	.36***		
	Relationships at work	0.03		-0.14**	.15***
	Workplace violence	0.21**		-0.28***	
	Management of working hours	0.24***		-0.05	
	Workload	0.09			
	Conditions in the work environment	0.15*			
3	Work stress			0.01	.15***
	Relationships at work			-0.14	
	Workplace violence			-0.30***	
4	Workplace violence			-0.37***	.13***

Note: *p < .05, ** p < .01, *** p < .001.

Source: Authors' own elaboration based on data obtained 2022.

as well as with sociodemographic and work variables (Table 2). The organization of work time ($r = .47$; $p < .01$), violence ($r = .42$; $p < .01$), leadership and role clarity ($r = .40$; $p < .01$), workload ($r = .37$; $p < .01$), and work relationships ($r = .20$; $p < .01$) were correlated with work stress. On the other hand, psychological well-being was inversely correlated with work relationships ($r = -.27$; $p < .01$), violence ($r = -.36$; $p < .01$), and the organization of work time ($r = -.18$; $p < .05$). Similarly, stress was negatively correlated with the positive relationships dimension of psychological well-being ($r = -.21$; $p < .01$).

Regarding sociodemographic and work variables, age ($r = .24$; $p < .01$), tenure ($r = .36$; $p < .01$), and hierarchical level ($r = -.23$; $p < .01$) were correlated with workload; while tenure ($r = .24$; $p < .01$) and hierarchical level ($r = -.21$; $p < .01$) were correlated with the organization of time. Tenure was correlated with personal growth ($r = .18$; $p < .05$), and hierarchical level was negatively correlated with stress ($r = -.19$; $p < .05$).

We conducted hierarchical regression

analyses (Cohen *et al.*, 2003) to test the effects of evaluated psychosocial work factors on work stress and psychological well-being. We followed three steps to calculate the prediction of variables separately, following the process suggested by Cohen *et al.* (2003). In the first step of the regression, the sociodemographic variables of age, tenure, and hierarchical level were included. In the second step, only the variables correlated according to the previous analysis were included. Predictors of work stress were leadership and role clarity, work relationships, workplace violence, work time organization, workload, and work environment conditions.

Regarding psychological well-being, work relationships, workplace violence, and work time organization were included as predictors. Finally, predictors of psychological well-being included work stress, work relationships, workplace violence, and work time organization.

The results reported in Table 3 showed that the psychosocial work factors of leadership and role clarity ($t = 2.69$, $p < .01$),

workplace violence ($t = 2.60$, $p < .01$), and work time organization ($t = 3.72$, $p < .01$) were significant predictors of work stress, explaining 45% of its variance ($R^2 = .45$; $F(3, 167) = 9.35$; $p < .01$). For psychological well-being, work stress ($t = -2.31$, $p < .05$) and positive relationships ($t = -2.10$, $p < .05$) were significant predictors, explaining 30% of the variance in psychological well-being ($R^2 = .30$; $F(3, 167) = 5.43$; $p < .05$).

4. Discussion

The purpose of this study was to examine the relationship between psychosocial factors at work, stress at work, and psychological well-being in Mexican workers of bars, discos, and restaurants. The results show that psychological factors at work with a higher risk were the workers with more workload, interference with family - work, working time, and the lack of control at work. These results are similar to a previous study with Mexican workers from the official sector (Saldaña *et al.*, 2020). In that study, lack of control over the workplace, workload, and environmental conditions constituted risk psychosocial factors on a higher level. However, unlike evaluated workers in the study cited, the results of this study show that the working time and the interference work-family are risks present specifically for workers of restaurants, bars, and discos.

There were psychosocial factors at work that have effects on the at-work stress, for example, leadership, clarity of roles, work time, interference in the relationship work - family, and violence. These results were similar to the ones obtained in the previous study (Saldaña *et al.*, 2020), where these factors predicted stress at work. As for psychological well-being (eudemonic), we found that violence was the psychosocial factor that showed a higher effect. However, in the relationships in the workplace domain, there was also an association, as in the study of Saldaña *et al.* (2020). Both studies indicated that the levels of psychosocial factors at work might vary on the different contact work, interference in the relationship work - family and violence, have higher effects of stress at work for Mexican workers. Also, violence at work detracts the psychological well-being of those who work.

Regarding the day, the work at restaurants, bars, and discos requires that some roles be on nocturnal shifts situation, which affects the heart rhythm of the human body (Awosoga *et al.*, 2020) and might generate symptoms of shift work disorder (Drake *et al.*, 2004; Sateia, 2014). Likewise, it affects the equilibrium between personal and work life (Iskra-Golec *et al.*, 2016; Kecklund and Axelsson, 2016). According to the theory of resource conservation, these factors might become a threat that leads to workers perceiving a reduction of their resource reservoir (Halbesleben and Rotondo, 2007; Hobfoll, 2001; Hobfoll and Shirom, 2001; Wright and Hobfoll, 2004), just as generating trouble for disconnection at work and effort recovery, loss of control and emotional management, such as unpleasant feelings associated to guilty (Ihlström *et al.*, 2017; Lee *et al.*, 2017; Liang *et al.*, 2014; McHugh *et al.*, 2020) and burnout (Jenkins and Elliot, 2004).

On the other hand, we found that the leadership style can buffer the partners' stress. The meta-analysis made by Harms *et al.* (2017) determined that stress is associated with lower levels of transformational leadership and higher levels of abusive supervision. The authors explain that leaders can distribute or retain material or social resources. Therefore, their behavior can be a generator or absorber of stress in the partners (Harms *et al.*, 2017).

In the same way, some studies found that situations of violence, such as harassment at work, are a trigger of stress at work (Taniguchi *et al.*, 2016), alcohol abuse, psychological anguish (Rospenda *et al.*, 2023), idealization and suicidal behavior (Luo *et al.*, 2023) cardiovascular disease (Hu and Li, 2023) and the anxiety (Holmgren *et al.*, 2023). In this regard, violence at work is a factor to be considered for preventing discomfort and sickness in workers. However, we add that violence at work can affect peoples' psychological well-being, which is, essential for happiness (Lomas *et al.*, 2022) and human growth (VanderWeele, 2017).

Based on the theory of self-determination (Ryan and Deci, 2000), we can explain that the experiences of violent behavior, such as receiving constant harassment, being ignored, manipulated, and blocked, might

affect the satisfaction of basic psychological needs, such as positive relationships with the partners, supervisor, and clients at work. Also, it can affect the need for competence and autonomy at work.

The usual satisfaction of these psychological needs is necessary to contribute daily to the strengthening of central aspects of peoples' psychological well-being, such as positive relations, the purpose of life, personal growth, mastery of the environment, autonomy, and self-acceptance (Taris and Schaufeli, 2019).

There are some limitations in this study. First, the study was cross-cutting and should not make conclusions about causality. Second, the self-report method corresponds to a self-evaluation and not an objective evaluation (Podsakoff *et al.*, 2003). Therefore, we suggest other studies to include another objective measure to substantiate these findings. Third, we evaluated workers in bars, restaurants, and discos of a group of Mexican companies and, in this regard, are required to do more studies of these kinds of workers.

5. Conclusions

This study analyzed the psychosocial factors related to stress at work and the psychological well-being of workers in restaurants, bars, and discos in Mexico. This study has found that work psychosocial factors like leadership, clarity of functions, violence at work, and administration of the time for working predicted higher levels of stress at work; meanwhile, violence at work predicted lower levels of psychological well-being.

The results suggest that violence at work and their experiences, such as harassment at work, might have effects not only on the discomfort but also on the psychological well-being of workers. In this regard, violence at work might have effects on relevant central aspects of the worker's mental health, such as self-acceptance of their capabilities, their perception of purpose in life, the valorization of autonomy in life, their abilities to control or master the environment, the quality of their personal growth and their evaluation on how is the relation one with another. Violence acts as a variable that has effects on

suffering stress at work as much as mental health beyond this context, which might impact their flourishing.

The results suggest the need to design and implement strategies in restaurant, bar, and discotheque organizations to mitigate the impact of these psychosocial work factors on possible high levels of work stress, as well as the need for the workplace to be a protective place for the mental health of the people who work there. The limitations of the present study include the size and characteristics of the sample. Therefore, subsequent studies could separate samples of bar, discotheque, and bar workers to control for interference from the organizational cultures of each establishment.

6. Conflict of interest

The authors declare that they have no conflicts of interest.

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