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AUDIOVISUAL EXPERIENCES APPLIED TO PSYCHOSOCIAL RISK FACTORS AND EMOTIONAL INTELLIGENCE QUESTIONNAIRES

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KEYWORDS

Risk Factors
Emotional intelligence
Audiovisual experiences
Work stress
Audiovisual content

ABSTRACT

The research focuses on the assessment of psychosocial risk factors and emotional intelligence through audiovisual experiences. The aim of this approach is to understand how audiovisual experiences affect the perception and management of psychosocial risk factors, as well as the development of emotional intelligence of individuals. Various types of audiovisual content, such as movies, TV shows or online videos, will be studied to analyze their impact on people's mental health and emotional well-being. The study emphasizes the importance of recognizing and resolving psychosocial risk factors, as well as promoting the development of emotional intelligence as a tool to improve resilience and overcome stressful situations. The results of this study are expected to provide valuable information for developing mental health interventions and programs that use audiovisual experiences as effective tools for emotional assessment and developments.

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1. Introduction

For public or private companies, in terms of the work environment, people have always been exposed to psychosocial risk factors in all countries (Georgieva et al., 2022).As a result, mental health and emotional well-being are of increasing importance and concern. Understanding psychosocial risk factors and developing emotional intelligence are key areas of research to address these issues (Albarrán et al., 2018).

In this context, audiovisual experiences such as "movies, television programs, and online content become potentially important tools for the assessment and development of these psychological dimensions" (Muñetón & Alarcón-Vásquez, 2018).

The understanding and assessment of psychosocial risk factors and emotional intelligence are critical elements to promote healthy work environments and the quality of life of individuals. This study proposes an innovative approach using audiovisual experiences for the factorial analysis of the questionnaire designed to assess such factors (Gamboa et al., 2022). The combination of quantitative methods and visual tools seeks to provide a deeper and more holistic understanding of the interaction between mental health and emotional intelligence in the work setting (Cisneros et al., 2019).

These factors are linked to the worker's perception and the work environment, they are complex to understand and especially to measure objectively (Dávila Burbano et al., 2018). In addition, the practical implications of these findings will be explored for the prevention and treatment of mental health problems, as well as the development of educational and therapeutic interventions aimed at the conscious and reflective use of audiovisual media (Hidalgo et al., 2022).

Psychosocial factors consist of interactions as expressed by Cruz and Blanco (2017) indicate that "investigating the relationship between the audiovisual experience, psychosocial risk factors and emotional intelligence" (Paredes-Torres et al., 2022).

On the work situations in their research Ramos & Villariaga (2018), this method was chosen based on the recognition of the narrative and emotional power of audiovisual media to convey messages, evoke emotional responses, and shape viewers' perceptions of life and social interaction" (Gamboa et al., 2022).

Psychosocial risk refers to the potential for psychosocial risks to cause harm, these factors do not immediately have a negative or positive connotation (Polaco-Martínez & García-Solarte, 2017). Therefore, a central issue in prevention and health promotion is constituted by the identification of those psychosocial risk factors that allow precise interventions to improve the working conditions and health status in the working population (Almirall Hernández et al., 2018).

In Ecuador there are currently few properly validated tools for the measurement of psychosocial risk factors; however, within the norms of the Ministry of Labor, Directorate of Safety, Occupational Health and Integrated Risk Management (Novillo et al., 2021) by Ministerial Agreement No. MDT-2017-0082, which contains the regulations for the eradication of discrimination in the workplace (Posada-Quintero et al., 2020). Through a comprehensive literature review and an empirical research design, this study will attempt to identify the patterns, contexts and potential mechanisms through which audiovisual experiences influence the perception and regulation of people's emotions (Ministry of Labor, 2018).

Research is expected to reveal the efficacy of audiovisual experiences as tools to promote mental health and emotional well-being (Lavicoli et al., 2022). For such reason, the main objective of this study is to investigate how different types of audiovisual content affect the perception and management of psychosocial risk factors and the development of emotional intelligence quotient in individuals from different demographic and cultural groups (2010) and to provide the characteristics of the questionnaire according to its validity and reliability.

2. Method

An exhaustive review of the scientific literature related to psychosocial risk factors, emotional intelligence and the effects of audiovisual experiences on mental health and emotional well-being was carried out. This review provided the theoretical basis for the design and interpretation of the study, for which the instrument of the Colombian Ministry of Social Protection was used (2010). The instrument "Batería de Instrumentos para la Evaluación de Factores de Riesgo

Psicosocial" (Battery of Instruments for the Evaluation of Psychosocial Risk Factors) was created using the dynamic model of psychosocial factors (Wołońciej, 2020).

Experimental or observational study to examine the effects of specific audiovisual experiences on psychosocial risk factors and emotional intelligence. Different types of audiovisual content were selected, and participants will be randomly assigned to exposure and control groups. This battery of instruments integrates different approaches to work stress, such as the Demand-Control and Imbalance, Effort-Reward model and other approaches such as the Integrative Model of Work Stress, to propose a systemic approach synthesizing the set of factors in the individual, work and environment" (Gomez et al., 2016).

The methodological approach of this study is based on the application of a questionnaire designed to assess psychosocial risk factors and emotional intelligence. This questionnaire is complemented with audiovisual experiences representing common work situations, designed to evoke emotional and social responses. Subsequently, a factor analysis will be carried out that incorporates both the quantitative data collected through the questionnaire and the subjective responses derived from the audiovisual experiences.

Participant selection, to ensure a representative sample, participants will be recruited from diverse demographic and cultural groups. Variables such as age, gender, socioeconomic status, and mental health history will be considered. Experimental research design. Variable measurement. Standardized questionnaires and validated psychometric scales were used to measure psychosocial risk factors and emotional intelligence before and after the audiovisual experience.

It is composed of a sociodemographic and occupational data sheet, two questionnaires of psychosocial risk factors at work with four evaluation domains (job demands, control over work, leadership and social relations, and reward) in form A for managers, professionals and technicians and form B for workers and assistants (Kubota et al., 2023) a questionnaire of extra-occupational psychosocial risk factors with seven dimensions (time away from work, family relationships, communication and interpersonal relationships, economic situation of the family group, characteristics of the home and its environment, etc.) (Rubio-Codina & Granma, 2023).(Rubio-Codina & Grantham-McGregor, 2020), a stress scale, a job analysis guide, a stress assessment questionnaire, a semi-structured interview guide and another for conducting focus groups (Rivera-Porras, 2019).

Measurements may include stress perception, resilience, empathy and emotion regulation. Data collection: data will be collected through methods such as online questionnaires, structured interviews or physiological measurements depending on the specific characteristics of each study.

The audiovisual methodology not only enriches data collection, but also allows capturing emotional and social nuances that may go unnoticed in purely quantitative approaches. The factor analysis of the questionnaire for the assessment of psychosocial risk factors and emotional intelligence through audiovisual experiences represents a comprehensive and novel approach to understanding mental health and emotional well-being.

The incorporation of visual elements not only enriches data collection, but also provides a richer platform for the assessment of psychosocial factors and emotional skills. Audiovisual representation of everyday situations can capture emotional and contextual nuances that may escape traditional text-only assessments. This method not only improves assessment accuracy, but also creates a more participatory experience for individuals, which can result in more authentic and meaningful responses.

This is a descriptive, observational, cross-sectional study, whose sample was composed of workers from several companies during the months of March to September 2022 (Bermejo-Martins et al., 2021)as part of the protocol on the impact that psychosocial risks can have on the health of workers, which can cause physical, psychological and socio-occupational alterations, whose evaluation is periodic. A total of 3172 people were included and the inclusion criteria were: to be hired by the organization, to belong to the organization for one year or more (Calderón et al., 2018).

A first analysis of content validity was carried out using expert criteria, then the battery was applied to workers (Barrera et al., 2023). Validity and reliability analyses were determined by

statistical procedures performed with SPSS 25 software (Alcívar et al., 2019). In order to carry out the content validity study, expert criteria were used, with the collaboration of 3 competent and qualified experts who evaluated the degree to which the items agree with the construct's statements (Calderón et al.,2019). Once the participants were selected, they were asked for their permission to conduct the research. Each participant was informed of the objectives of the study as well as of the confidentiality of subsequent treatment of the information (Bermejo-Martins et al., 2021). Data collection was carried out by members of the research team. Before answering the instrument composed of the above scales, which appeared in a counterbalanced manner to avoid order effects, participants were informed of the anonymous and voluntary nature of participation in the study (Di Noia & Gellermann, 2021).

3. Results

The differences between the exposed and control groups and to assess the impact of the audiovisual experience on psychosocial factors such as risk and mood IQ. Firstly, the exploration of the possible existing factors in the scale was performed, an exploratory factor analysis was executed, which yielded 22 factors, and explained a total variance of 63.09% (see Image 1) (Khan et al., 2019).

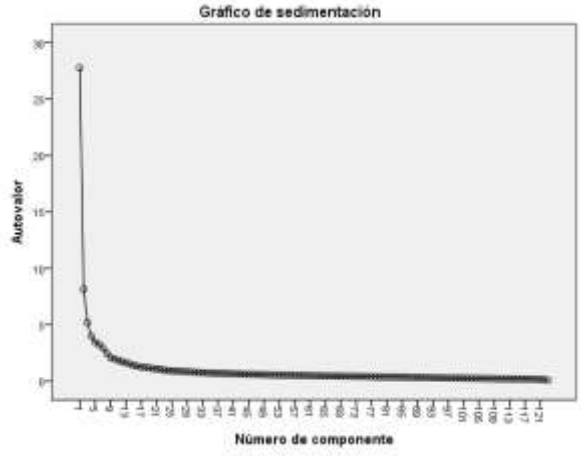
Image 1. Factor analysis of FORM A in 22 factors.

Varianza total explicada

Componente	Autovalores iniciales			Sumas de extracción de cargas al cuadrado			Sumas de rotación de cargas al cuadrado		
	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado
1	27,769	22,577	22,577	27,769	22,577	22,577	12,594	10,239	10,239
2	8,128	6,608	29,185	8,128	6,608	29,185	9,187	7,469	17,708
3	5,196	4,225	33,41	5,196	4,225	33,41	5,662	4,603	22,311
4	3,98	3,235	36,645	3,98	3,235	36,645	4,11	3,342	25,653
5	3,439	2,796	39,441	3,439	2,796	39,441	3,6	2,927	28,58
6	3,259	2,65	42,091	3,259	2,65	42,091	3,542	2,88	31,46
7	2,95	2,398	44,489	2,95	2,398	44,489	3,522	2,863	34,323
8	2,478	2,014	46,503	2,478	2,014	46,503	3,156	2,566	36,889
9	2,075	1,687	48,19	2,075	1,687	48,19	3,087	2,51	39,398
10	1,987	1,615	49,806	1,987	1,615	49,806	2,965	2,41	41,809
11	1,833	1,491	51,296	1,833	1,491	51,296	2,843	2,312	44,12
12	1,721	1,399	52,695	1,721	1,399	52,695	2,644	2,15	46,27
13	1,643	1,336	54,031	1,643	1,336	54,031	2,56	2,081	48,351
14	1,52	1,235	55,267	1,52	1,235	55,267	2,527	2,054	50,406
15	1,393	1,132	56,399	1,393	1,132	56,399	2,421	1,968	52,374
16	1,331	1,082	57,482	1,331	1,082	57,482	2,301	1,871	54,245
17	1,25	1,016	58,498	1,25	1,016	58,498	2,27	1,845	56,09
18	1,219	0,991	59,488	1,219	0,991	59,488	2,204	1,792	57,882
19	1,187	0,965	60,453	1,187	0,965	60,453	1,921	1,562	59,444
20	1,11	0,902	61,356	1,11	0,902	61,356	1,866	1,517	60,961
21	1,092	0,888	62,243	1,092	0,888	62,243	1,326	1,078	62,039
22	1,044	0,849	63,092	1,044	0,849	63,092	1,295	1,053	63,092
23	0,964	0,784	63,876						
24	0,937	0,762	64,637						
25	0,913	0,742	65,38						

In order to corroborate this structure of the scale, a factor analysis was performed on the basis of the items (123) for the Intralaboral scale form A, and a KMO index of 0.966 and a Bartlett's test of sphericity with a significance level of 0.00 were found, which indicates that the sample size is adequate for the analysis. Thus the components of the questionnaire would be as shown in Figure 1, with a varimax rotation (Chatys-Bogacka et al., 2023). Informed consent will be obtained from all participants and the confidentiality and anonymity of the information collected will be guaranteed.

Figure 1. Rotation method: Varimax with Kaiser normalization.



FORM B

For Form A, this procedure is carried out with reliability coefficients for internal consistency, by means of Cronbach's Alpha statistic in the first analysis it is found that all the dimensions (Marquez et al., 2020) continuing with the scale validation process, Image 2 presents the reliability for the subscales. The combination of these methods allows for a more complete and richer assessment of psychosocial risk factors and emotional intelligence and provides a more contextualized perspective of how these elements interact in specific work situations, of audiovisual experiences in Ecuador can inform the development of audiovisual media-based mental health interventions and programs. These programs can use audiovisual content to educate, sensitize and empower the population on issues related to mental health, resilience and emotional well-being.

Image 2. Reliability for subscales

Dominios	Dimensiones de la forma A	No. Ítems	Coeficiente Alfa de Cronbach	Nivel de confiabilidad
Liderazgo y relaciones sociales en el trabajo	Características del liderazgo	13	0,966	Excelente
	Relaciones sociales en el trabajo	14	0,940	Excelente
	Retroalimentación del desempeño	5	0,912	Excelente
	Relación con los colaboradores	9	0,903	Excelente
Control sobre el trabajo	Claridad de rol	7	0,911	Excelente
	Capacitación	3	0,925	Excelente
	Participación y manejo del cambio	4	0,838	Muy bueno
	Oportunidades para el uso y desarrollo de habilidades y conocimientos	4	0,829	Muy bueno
	Control y autonomía sobre el trabajo	3	0,738	Bueno
Demandas del trabajo	Demandas ambientales y de esfuerzo físico	12	0,791	Bueno
	Demandas emocionales	9	0,874	Muy bueno
	Demandas cuantitativas	6	0,723	Bueno
	Influencia del trabajo sobre el entorno extralaboral	4	0,753	Bueno
	Exigencias de responsabilidad del cargo	6	0,744	Bueno
	Demandas de carga mental	5	0,754	Bueno
	Consistencia del rol	5	0,739	Bueno
	Demandas de la jornada de trabajo	3	0,506	Bajo
Recompensas	Recompensas derivadas de la pertenencia a la organización y del trabajo que se realiza	5	0,752	Bueno
	Reconocimiento y compensación	6	0,766	Bueno

Specifically for Form A are defined for each dimension with a Cronbach's Alpha for the Leadership and social relations at work subscale α= 0.93, for the Control over work subscale of α= 0.84, for the Job demands subscale of α= 0.98 and for the Rewards subscale of α= 0.75 The reliability of the overall scale was 0.88. This reliability coefficient is very good, as can be seen in Table 1 (Vila-Castelar et al., 2022). While audiovisual experiences can be a source of entertainment and learning, they can also pose challenges to mental health, especially when stressful or traumatic situations are portrayed in an insensitive or inaccurate manner. Therefore,

it is important to critically approach audiovisual content and promote conscious and reflective media consumption.

Table 1. Reliability for the scales

Domains	No. Items	Cronbach's Alpha Coefficient	Reliability level
Leadership and social relations at work	41	0,930	Excellent
Control over work	21	0,848	Very good
Job demands	50	0,981	Excellent
Rewards	11	0,759	Good
Form A		**0,880**	**Very good**

FORM B

Construct validity

First, an exploration of the possible factors existing in the scale was carried out, and an exploratory factor analysis was performed, which yielded 18 factors and explained a total variance of 63.98% (see Image 3) (Sabry et al., 2022). Audiovisual experiences also offer emotional learning opportunities for Ecuadorian viewers. Through identification with characters, situations and emotional narratives, viewers can develop emotional intelligence skills, such as empathy, self-awareness and emotional management.

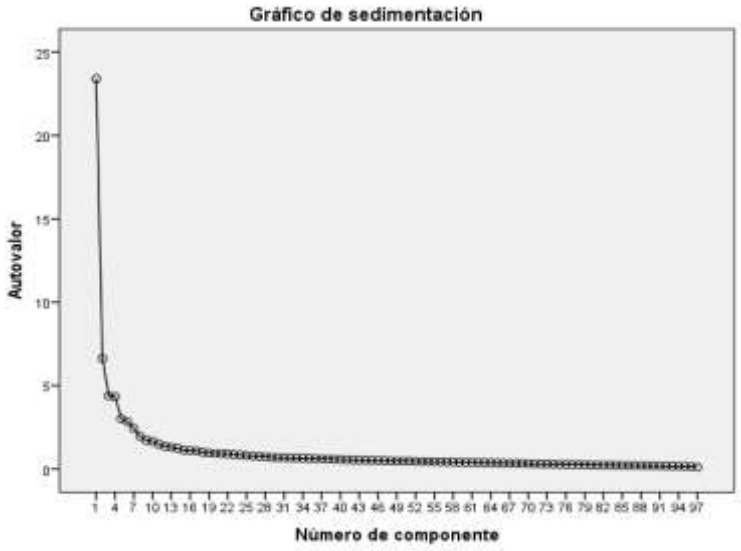
Image 3. Factor analysis of FORM A in 18 factors.

Varianza total explicada

Componente	Autovalores iniciales			Sumas de extracción de cargas al cuadrado		
	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado
1	23,397	24,121	24,121	23,397	24,121	24,121
2	6,628	6,833	30,954	6,628	6,833	30,954
3	4,379	4,514	35,468	4,379	4,514	35,468
4	4,348	4,482	39,951	4,348	4,482	39,951
5	3,012	3,105	43,056	3,012	3,105	43,056
6	2,831	2,919	45,974	2,831	2,919	45,974
7	2,432	2,507	48,481	2,432	2,507	48,481
8	1,964	2,024	50,505	1,964	2,024	50,505
9	1,719	1,772	52,278	1,719	1,772	52,278
10	1,657	1,708	53,985	1,657	1,708	53,985
11	1,485	1,531	55,517	1,485	1,531	55,517
12	1,357	1,399	56,916	1,357	1,399	56,916
13	1,292	1,332	58,248	1,292	1,332	58,248
14	1,247	1,286	59,534	1,247	1,286	59,534
15	1,126	1,161	60,695	1,126	1,161	60,695
16	1,112	1,146	61,841	1,112	1,146	61,841
17	1,079	1,113	62,954	1,079	1,113	62,954
18	1,003	1,034	63,988	1,003	1,034	63,988
19	0,951	0,981	64,968			
20	0,936	0,965	65,933			
21	0,923	0,951	66,885			

In order to corroborate this structure of the scale, a factor analysis was performed on the basis of the items (97) for the case of the Intralabor scale form A, and a KMO index of 0.963 and a Bartlett's test of sphericity with a significance level of 0.00 were found, which indicates that the sample size is adequate for the analysis (Uzunova et al., 2021). Thus, the components of the questionnaire would look as shown in Figure 2, with a varimax rotation (Guerrero-Barona et al., 2020).

Figure 2. Rotation method: Varimax with Kaiser normalization.



For Form B, this procedure is carried out and the reliability coefficients for internal consistency are obtained by means of Cronbach's alpha statistic in the first analysis (Barriga Medina et al., 2021).

Image 4. Reliability for subscales

Dominios	Dimensiones de la forma B	No. Ítems	Coeficiente Alfa de Cronbach	Nivel de confiabilidad
Liderazgo y relaciones sociales en el trabajo	Características del liderazgo	13	0,956	Excelente
	Relaciones sociales en el trabajo	12	0,904	Excelente
	Retroalimentación del desempeño	5	0,913	Excelente
Control sobre el trabajo	Claridad de rol	5	0,890	Muy bueno
	Capacitación	3	0,917	Excelente
	Participación y manejo del cambio	3	0,795	Muy bueno
	Oportunidades para el uso y desarrollo de habilidades y conocimientos	4	0,836	Muy bueno
	Control y autonomía sobre el trabajo	3	0,703	Bueno
Demandas del trabajo	Demandas ambientales y de esfuerzo físico	12	0,789	Bueno
	Demandas emocionales	9	0,884	Muy bueno
	Demandas cuantitativas	3	0,577	Bajo
	Influencia del trabajo sobre el entorno extralaboral	4	0,690	Aceptable
	Demandas de carga mental	5	0,717	Bueno
	Demandas de la jornada de trabajo	6	0,623	Bajo
Recompensas	Recompensas derivadas de la pertenencia a la organización y del trabajo que se realiza	4	0,750	Bueno
	Reconocimiento y compensación	6	0,791	Bueno

Specifically for Form B are defined for each dimension with a Cronbach's Alpha for the Leadership and social relations at work subscale α= 0.92, for the Control over work subscale of α= 0.82, for the Job demands subscale of α= 0.71 and for the Rewards subscale of α= 0.77 The reliability of the overall scale was 0.80. This reliability coefficient is very good, as can be seen in Table 2 (Bustamante-Granda et al., 2021).

Table 2. Reliability for the scales

Domains	No. Items	Cronbach's Alpha Coefficient	Reliability level
Leadership and social relations at work	30	0,924	Excellent
Control over work	18	0,828	Very good
Job demands	39	0,713	Good
Rewards	10	0,770	Good
Form B		**0,880**	**Very Good**

First, an exploration of the possible factors existing in the scale was carried out, and an exploratory factor analysis was performed, which yielded 8 factors and explained a total variance of 65.06% (see Image 5) (Dirzyte et al., 2022).

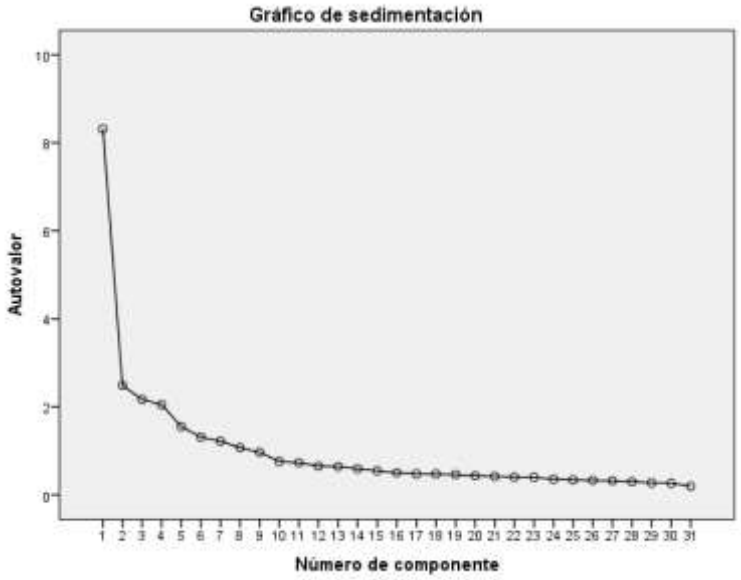
Image 5. Factor analysis of extra-occupational work in 8 factors.

Varianza total explicada

Componente	Autovalores iniciales			Sumas de extracción de cargas al cuadrado			Sumas de rotación de cargas al cuadrado		
	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado
1	8,315	26,823	26,823	8,315	26,823	26,823	3,883	12,526	12,526
2	2,486	8,019	34,843	2,486	8,019	34,843	3,398	10,963	23,489
3	2,166	6,989	41,831	2,166	6,989	41,831	2,557	8,249	31,738
4	2,049	6,61	48,441	2,049	6,61	48,441	2,556	8,244	39,982
5	1,55	5	53,441	1,55	5	53,441	2,394	7,721	47,704
6	1,312	4,233	57,674	1,312	4,233	57,674	1,899	6,126	53,829
7	1,219	3,931	61,605	1,219	3,931	61,605	1,848	5,962	59,792
8	1,072	3,457	65,062	1,072	3,457	65,062	1,634	5,271	65,062
9	0,967	3,12	68,183						
10	0,759	2,449	70,632						
11	0,729	2,352	72,983						
12	0,654	2,109	75,093						

In order to corroborate this structure of the scale, a factor analysis was performed on the basis of the items (31) for the Extralabor scale, and a KMO index of 0.902 and a Bartlett's test of sphericity with a significance level of 0.00 were found, which indicates that the sample size is adequate for the analysis (Krohne et al., 2022). Thus, the components of the questionnaire would be as shown in Figure 3, with a varimax rotation.

Figure 3. Rotation method: Varimax with Kaiser normalization.



Several psychosocial risk factors in the audiovisual experience of Ecuadorians, including work stress, discrimination, violence and family problems, for Extralaboral, this procedure has reliability coefficients for internal consistency, through Cronbach's Alpha statistic of the global scale was 0.89. This reliability coefficient is very good, as can be observed in Table 3 (Aprile et al., 2023).

Table 3. Reliability

Domains	No. Items	Cronbach's Alpha Coefficient	Reliability level
EXTRALABORAL	31	0,899	Excellent

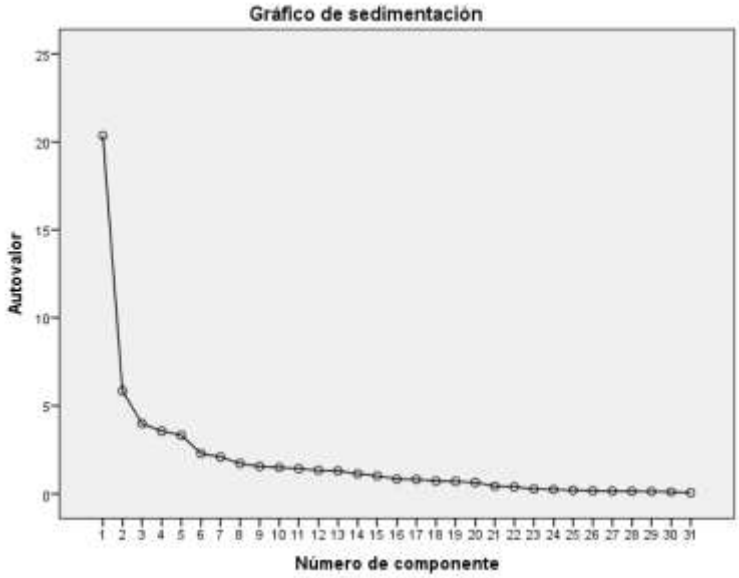
First, an exploration of the possible factors existing in the scale was carried out, and an exploratory factor analysis was performed, which yielded 7 factors and explained a total variance of 70.82% (see Image 6) (Rodríguez-Hidalgo et al., 2020).

Image 6. Factor analysis of stress in 7 factors.

Componente	Autovalores iniciales			Sumas de extracción de cargas al cuadrado			Sumas de rotación de cargas al cuadrado		
	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado	Total	% de varianza	% acumulado
1	20,35	34,759	34,759	20,35	34,759	34,759	8,63	14,741	14,741
2	5,845	9,983	44,743	5,845	9,983	44,743	8,543	14,592	29,332
3	3,986	6,808	51,551	3,986	6,808	51,551	4,018	6,864	36,196
4	3,563	6,086	57,637	3,563	6,086	57,637	5,618	9,596	45,792
5	3,334	5,695	63,332	3,334	5,695	63,332	3,054	5,216	51,008
6	2,294	3,918	67,25	2,294	3,918	67,25	4,745	8,105	59,113
7	2,093	3,576	70,826	2,093	3,576	70,826	6,857	11,713	70,826
8	1,727	2,95	73,776						
9	1,558	2,662	76,438						
10	1,5	2,562	79						
11	1,426	2,436	81,435						
12	1,342	2,293	83,728						

Research shows that audiovisual experiences such as movies, television series and online videos can significantly influence the perception and management of psychosocial risk factors, as well as the development of emotional intelligence among the Ecuadorian population. In order to corroborate this structure of the scale, a factor analysis was performed based on the items (31) for the case of the Intralaboral Stress scale, and a KMO index of 0.96 and a Bartlett's Test of Sphericity with a significance level of 0 was found.00, which indicates that the sample size is adequate for the analysis (Betancur et al., 2021). Thus, the components of the questionnaire would be as shown in Figure 4, with a varimax rotation.

Figure 4. Rotation method: Varimax with Kaiser normalization.



For Stress, the reliability coefficient for internal consistency was 0.89 using Cronbach's alpha statistic for the global scale. This reliability coefficient is very good, as can be observed in Table 4 (Santiago-Torres et al., 2021)the importance of audiovisual experiences.

Table 4. Reliability

Domains	No. Items	Cronbach's Alpha Coefficient	Reliability level
STRESS	31	0,89	Excellent

4. Conclusion

In conclusion, research shows that audiovisual experiences such as movies, television series and online videos can significantly influence the perception and management of psychosocial risk factors, as well as the development of emotional intelligence among the Ecuadorian population (Rodríguez-Lorenzana et al., 2021). In addition, this battery presents positive indicators of construct validity; there are certain items that should be reformulated to improve their value (Medina et al., 2021). Regarding convergent validity, the correlation coefficients with the stress scale indicate good validity in the intralaboral subscales (forms A and B), in some of the extralaboral and stress subscales. however, the correlation coefficient of the total extralaboral scale does show good convergent validity, as does the stress scale (Rachel et al., 2023). Moreover, in recent years, it has been increasing that psychosocial risk factors are one of the main difficulties in the work environment (Manrique Torres, 2018), generating consequences such as absenteeism, occupational accidents and diseases derived from the same. Niño Salcedo (2018), in turn, alters the productivity and the quality of the service or product of the company (Vega & Yanina, 2018).

There are several psychosocial risk factors in the audiovisual experience of Ecuadorians, including work stress, discrimination, violence and family problems. These factors can affect people's mental health and emotional well-being.

The findings of this study highlight the important role of audiovisual experiences in the evaluation of psychosocial risk factors and emotional intelligence in Ecuador, and also emphasize the need to address these aspects in the context of mental health policies and media education. On the other hand, individuals in their working life, interact with various working conditions that can affect them positively or negatively (Neira Rivera & Serrano Posada, 2018). According to the

aforementioned, work can become a means of health or illness for the employee (Paniagua Castrillón & Gómez Castañeda, 2019), also for the organization and its social environment (Martínez et al., 2018).

It has been observed that audiovisual experiences help develop emotional intelligence by improving skills such as self-awareness, self-regulation, empathy and social skills in Ecuadorian audiences.

The findings of this study highlight the importance of implementing public intervention and policies to promote informed consumption of audiovisual media and promote media literacy in Ecuador. It is worth noting that according to Valdez Balcázar (2019),mention that psychosocial risk factors are mediated by perception, experience and personal biography (Cerda-Silva & Porras-Tapia, 2018) that is to say that, even if the same conditions are present at the organizational level, each worker will react differently (Ospina García & Giraldo Echeverri, 2018)This is due to factors such as workload, conflicts, work uncertainties, etc. (Hurtado et al.(Hurtado et al., 2018), do not have the same effect on all employees (Toro et al., 2018) the above depends on the personal variables of each of the employees (Changuan & Isabel, 2018). Here are reflected elements such as self-confidence, optimism, motivation, among others (Castro Méndez, 2018).

It can help reduce the negative impact of psychosocial risk factors and promote the development of emotional intelligence in the population. Opportunities for future research were identified, such as longitudinal studies on the effects of audiovisual experiences on mental health and emotional well-being over time, as well as the evaluation of the effectiveness of specific audiovisual media interventions to improve mental health in Ecuador (Muñetón & Alarcón-Vásquez, 2018), due to the fact that they are considered the main causes of stress in the work environment (Dávila Burbano et al., 2018).

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