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RESEARCH ARTICLE

ANQUALITY: STUDY OF ANXIETY IN THE WORKPLACE AND APPLICATION OF THE SOLUTION

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Abstract

We will work with a study that will have several aspects of anxiety focused on the work environment, we think of individuals who have a relatively large workload, who consequently end up acquiring anxiety in that environment, causing them to have a low productivity within the professional environment we will make a WEB system that will have the intention of minimizing these damages to their psychological.

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Introduction:-

And there are several cases in which the individual who goes through several negative feelings in their work environment, hardly companies care about this problem, in view of the thinking in profitability and not having in mind the evils that this causes its employees, having problems returned to anxiety and their productivity in this environment. According to Laux (2018), the pressure of the labor market added to the few hours of leisure has caused several psychological disorders, among them anxiety, which influences the worker's well-being.

In addition to having a very large influence of your well-being at work, it will also affect your performance with a whole, not doing your job properly or not delivering something of your required function, as Oliveira points out:

Anxiety is a state of the organism related to instinct and is fundamental for self-preservation, because it precedes peri go or threat situations in a way that can reduce the consequences and prevent possible losses. However, anxiety also has the negative side, because in excess and long duration can hinder the ability to adapt, as well as interfere in learning and performance in general (OLIVEIRA et al., 2017, p 29).

This causes several psychological problems in the individual, affecting his way of life as a whole, we have to have greater control, besides having an attention in this topic that is absent, according to Freitas:

The main symptoms that aid in the diagnosis of depression are depressed or irritable mood and decreased interest or pleasure in almost all activities. Symptoms such as significant weight gain, insomnia or hypersomnia, psychomotor agitation or retardation, fatigue, feeling of uselessness or excessive guilt, decreased ability to think or concentrate, and suicidal ideation, attempt or suicidal plan, may also be observed in individuals with depressive syndrome. This disorder may appear as a response to real situations, due to a depressive experiential reaction, when faced with unpleasant and annoying facts, frustrations and losses (FREITAS et al., 2021, p 284)

According to data published by the World Health Organization (2017), Brazil is in the first place with the highest rate of anxiety disorder in the world, in addition, it has also been proven that anxiety is one of the main factors that

harms the production at work and that we need to look for a way to reduce this rate. According to Bezerra, Siquara and Abreu:

Anxiety and depression have a great impact on productivity and professional insertion, and the damage related to these disorders goes beyond the social environment where they are inserted. Therefore, it is necessary to adopt preventive measures that allow a greater emotional and psychological balance of these individuals (BEZERRA, SIQUARA, ABREU, 2018, n.p).

The proposal of this article is the WEB application, with the aim of replicating it in users of different work environments, an environment that is conducive to requirements with short deadlines, having a high level of anxiety among employees.

We will evaluate how technology can be a partner tool in the application of psychological follow-up techniques in a work environment, designing user interaction activities for concentration, breathing, emotional control and others, in order to add resources to help treat anxiety disorders.

Theoretical Reference

The theoretical framework elaborated for this article is available:

1. Ansiedade
2. Productivity
3. WEB Programming
4. PHP Programming Language
5. framework Laravel
6. MySQL database

Anxiety

It can be explained by a simple concept demonstrated by Guedes, it reads:

Anxiety, an emotional state of vague feelings of apprehension, worry or restlessness, are the result of events and life experiences of stress. The result of chronic work-related stress (GUEDES, 2020, p 7)

We should have a greater attention to this topic, given the problems that this can add to us presented by Deffaveri, Méa and Ferreira as: humor, insomnia, gastritis, irritability and hypertension (Deffaveri, Méa and Ferreira, 2020, p 815) Not only that as we should combat them with different methods, one of these means used is music that has a very important role, said by the Assumption that research has suggested that music may be an ally in treating anxiety symptoms through Cognitive Behavioral Therapy (ASUNÇÃO, REIS, 2020, p127)

Productivity

According to Monsore, Novaes who cited France, the definition of productivity is given by the degree of use of the means used to produce goods and services. (Monsore, Novaes, 2022, p 78). In addition, we have to take into account the favorable work environment in order to have a good productivity, said by Pereira and Araújo gestícula that more and more managers have to take care of the quality of the climate in the work environment, after all there is a strong link between work environment and productivity (PEREIRA, ARAU, 2020, n.p.) We always have to assimilate the good working environment with good productivity as a benefit, because of the two floor side by side.

WEB

PROGRAMMING We will use this programming method as an application of our research in view of the:

Web applications have seen a significant expansion in recent years, allowing its users to have access to applications from the browser of a machine with internet access. The growing application in this area is mainly due to the advances in network technologies and the reduction of the costs inherent in the technologies (ROSSETO, 2014, p 9)

We were looking for a way to make the information more responsive to the user, not having access problems or even the delay in computing the information.

When usability is taken into account during the process of developing Web interfaces, several problems can be eliminated, such as reducing the time to access information, making information easily available to users, and avoiding the frustration of not finding information on the site (WINCKLER, PIMENTA ,2014,n.p).

Php Programming Language

The idea of choosing this language gives the fact that we have a broad knowledge of it and easy application for the end user who can make use in a very cohesive way, integrating perfectly into our WEB system, which is being our focus of application given its practicality in being used in mobile phones in general, home and business computers.

According to the official PHP3 website, the language emerged in 1994, created by Rasmus Lerdorf and written in the C language, was intended to record the amount of visits to one of its web pages. Over time, language evolutions have provided new features (VIRCENTE E SIQUEIRA,2022,n.p)

Framework Laravel

Framework very well used for better performance integrated with PHP in addition to keeping the code cleaner and deterministic standards that keeps the code more functional and practical, making the end user not have routine problems in the use of the application,SilvacitaPelizza, Bertolini and Silveira saying that:

Laravel is a PHP framework for web system development, its architecture is based on MVC (Model-View-Controller) concepts. Pelizza, Bertolini and Silveira (2017) also state that Laravel has as main objective, to assist in the development of safe and high performance applications in an agile and simplified way, with clean code, encouraging good programming practices and the use of specific standards determined to it. (SILVA, 2018,p 31)

MYSQL Database

It has the best known information management, besides always has continuous updates and developments that makes it compatible with various versions of operating systems, besides being very fast in capturing and sampling information

It is a well-known database manager, because it is used by large companies active in the market, such as HP, Bradesco, NASA, SONY, the growth of it is remarkable for the levels that have reached the market in the use of MySQL. [...] It is currently the main language of manipulating relational databases. It can be easy and at the same time a powerful tool. The SQL language represents a worldwide standard of database manipulation. Recognized by ANSI 9 American National Standards Institute and ISO (International Standard Organization) as a universal language of consultation (SOUZA, OLIVEIRA, 2019, p. 40).

Methodology:-

The quantitative research method was used because it follows an already established scenario and provides statistical data, according to Proetti.

Quantitative research follows with rigorous study to a previously established plan, with hypotheses and variables defined by the scholar. It aims to enumerate and measure events objectively and accurately. (PROETTI, 2018, n.p.).

In addition to being told by Proetti that it can contribute to the understanding and quantification of the logical and essential aspects of a fact or phenomenon is underway. These are rational procedures, using exploratory research methods, considering that we are working on a subject little debated in Brazil and that we believe deserves more prominence as Martelli points out.

Exploratory research is a methodology that allows the researcher to find the solution of problems on topics that are still little known or little explored, and can also use the union of other types of methodologies such as bibliographic research, case study and interview, providing qualitative or quantitative data for the final conclusion and will allow a better knowledge on the subject. (MARTELLI et al., 2020, p. 473)

To collect the data, the Google Forms tool was used because it is fast, versatile and well reliable. A questionnaire will be created through this platform and after that the link will be made available through social networks, where it can be answered and computed the answers anonymously in real time.

It is worth noting that this application will be disponibilized online, being accessible by the <http://anquality.com.br> link, this will be composed of three activities of interaction with the user (Music therapy, Techniques of Respiração and Memory Game).

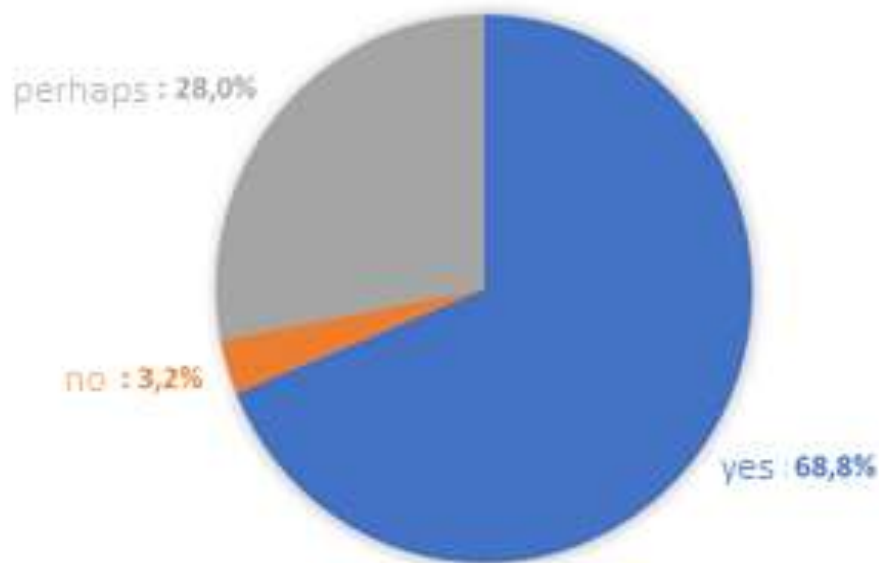
Finally, Google Forms will be used again to collect data about users' assessment and experience with the Anquality tool.

Some features of Google Forms: possibility of access at any place and time; agility in data collection and analysis of results, because when answered the answers appear immediately; ease of use among other benefits. In summary, Google Forms can be very useful in various academic activities, in this case in particular for the collection and analysis of statistical data, facilitating the search process. (MOTA, 2020, p. 373).

Result:-

One way to make sure about the effectiveness of the application is to do the research with 8 succinct questions followed by simple and easy-to-understand alternatives for 93 individuals answering 4 questions before application and 111 individuals answering 4 questions after the application of our system for those who are employed in different sectors located in Manaus, we have collected public servants, workers from technology institutes and others who are employed in large multinationals, from this data we can dizer that there is a need for an application that helps in reducing anxiety, besides having been proven that much believe that this is an evil that ends up not being seen by those who should.

Graph 1:- If there was a way, through a web application, to decrease your anxiety and improve your productivity at work, would you use it?

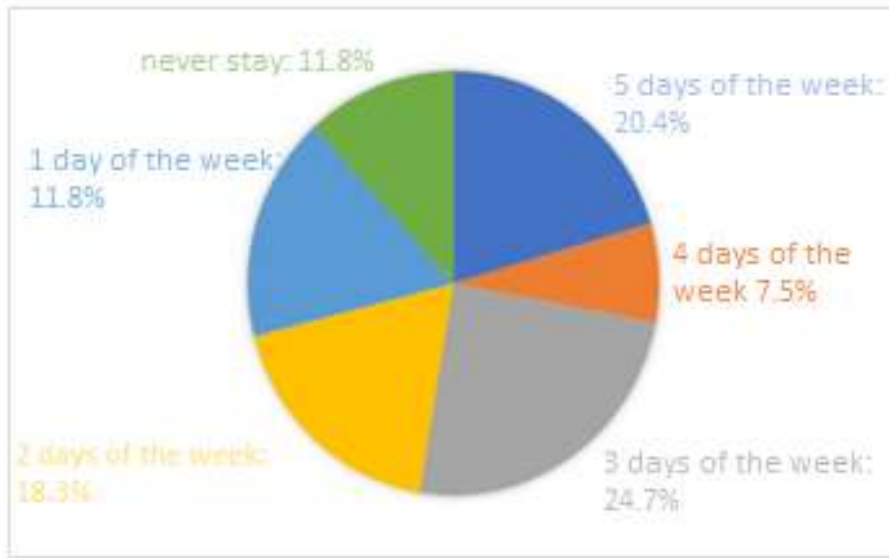


Source: Authors, 2022.

In Graph 1 we can verify a large percentage of individuals who chose a solution in order to reduce anxiety and consequently improve productivity, having 68.8%, and in return we had 28% who chose to choose maybe and the rest with 3.2% chose the negative option.

In view of the majority percentage of Graph 1, we can verify that in the second Graph we have a large fragmentation of people who become anxious throughout the day during the week.

Graph 2:- How often do you get anxious about your work?

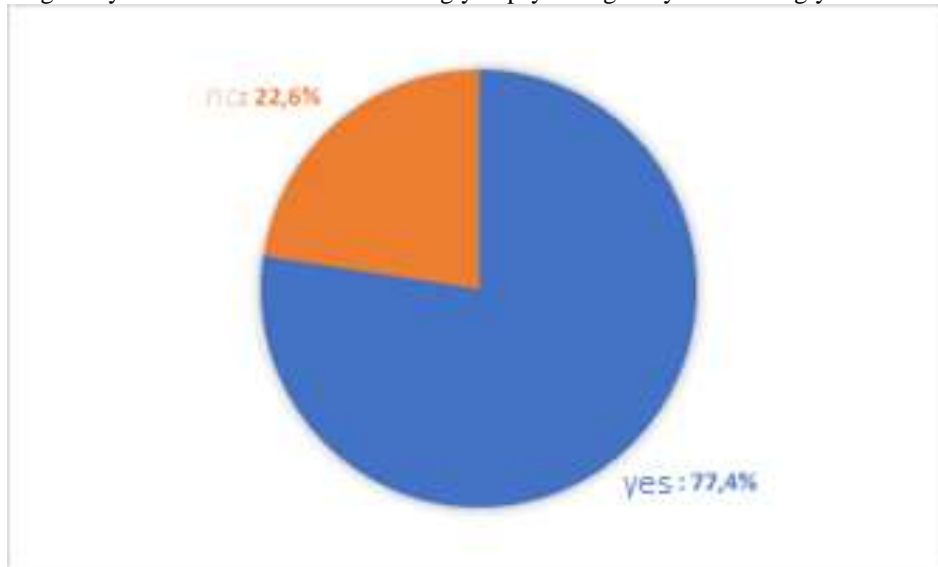


Source: Authores, 2022.

Graph 2 shows that the most chosen option was 3 days during the week, which represents 24.7%, followed by 20.4% for those who feel anxious on 5 days of the week, their 18.3% to 2 days of the week, 17.2% for only 1 day of the week, also having those who are never anxious with 11.8% and finally with 7.5% for the 4 days of the week that the individual is with this problem.

We can see that in GráI am following (Graph 3), we have an alarming number of workers who say goodbye to their jobs because of this specific problem, or even saw some colleague of yours leave for this matter.

Figure 3:- Have you or any colleague ever had to leave one job and go to another because you couldn't take the charges anymore and think it was affecting you psychologically and making you anxious?

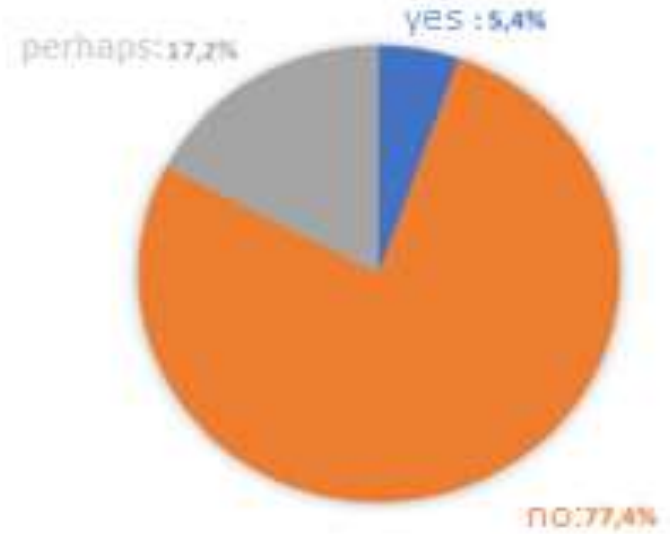


Source: Authores, 2022.

Graph 3 shows that 77.4% chose to leave their jobs because they feel anxious, or have seen a colleague make this choice, while 22.6% did not go through any of these scenarios.

In Graph 4 proves one of our assumption points made before the survey, a large number believe that there is a low or even zero concern focused on anxiety in our country and in companies.

Figure 4:- Do you think that the Brazilian government and companies as a whole are concerned about problems related to anxiety in the population?



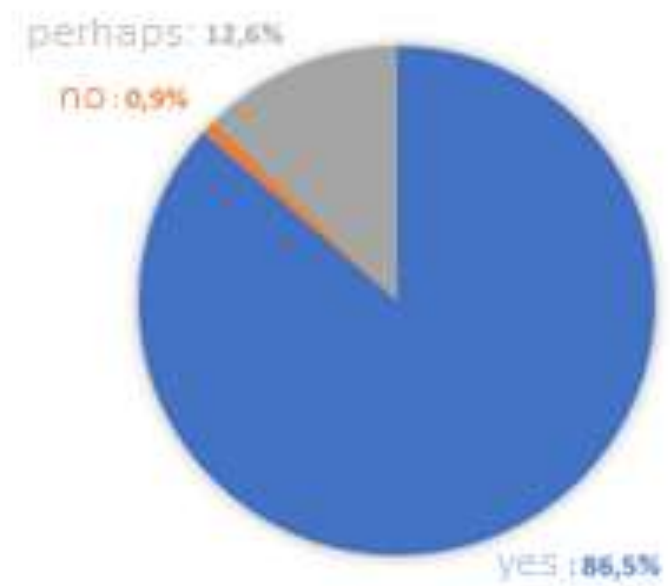
Source: Authores, 2022.

We can see that 77.4% think that the government and companies as one do not care about their anxiety, with only 17.2% who may find and 5.4% choosing the option yes.

Bearing in mind the little concern in this area, we can verify many respondents believing that the WEB application has benefited them in some way, also proving that this should have more attention from our government and companies.

The following are the results collected after using the proposed Web application:

Graph 5:- Do you think the WEB application can benefit anxiety control?

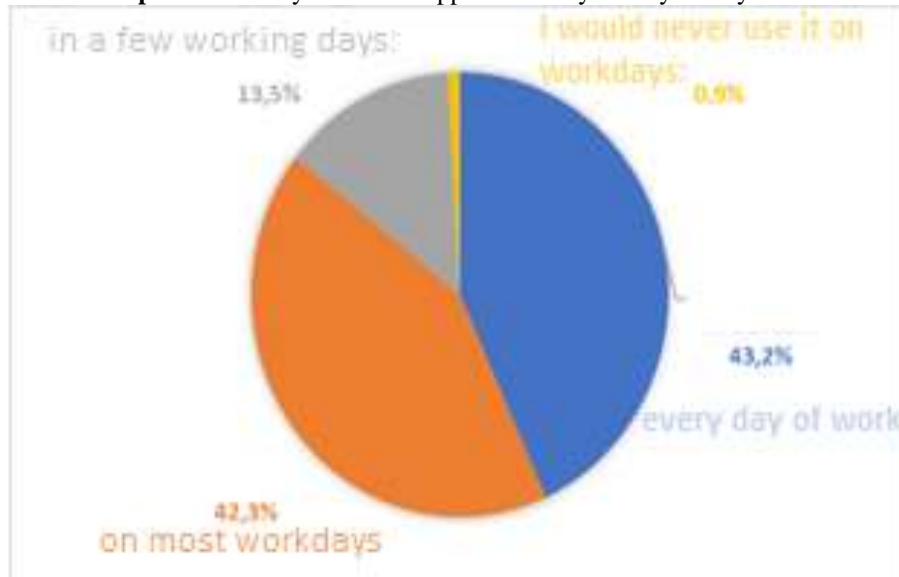


Source: Authores, 2022.

Graph 5 shows that 86.5% of the participants declararam believe that the WEB application was beneficial in controlling anxiety, while 12.6% scored maybe, probably did not like the approach of the application or we have to seek the improvement of our methods, finally we had 0.9% who answered the option no.

Knowing that the application was well received by users, we can verify that we had almost identical break downs in relation to the frequency that the application would be used on the desktop.

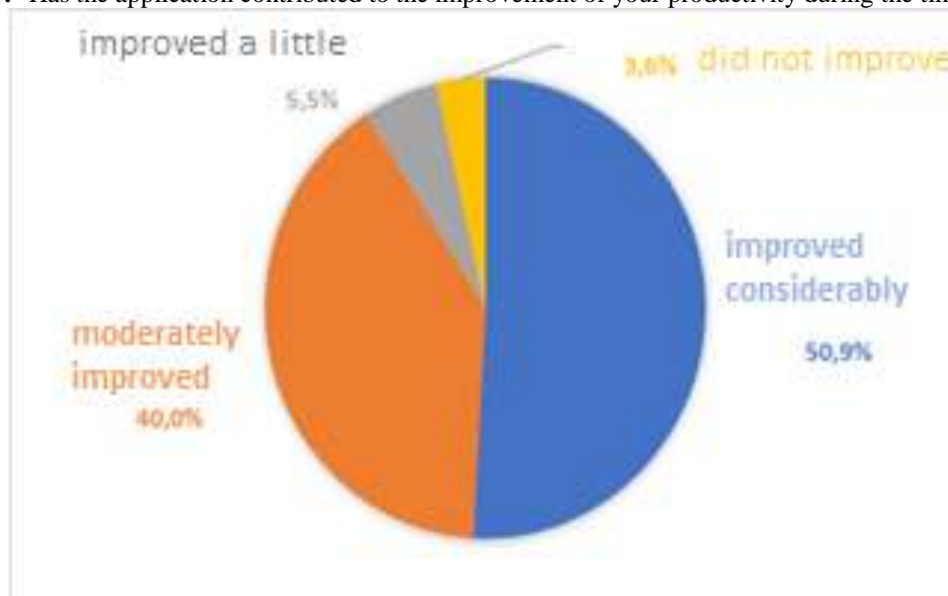
Graph 6:- Would you use this application in your day-to-day work?



Source: Autores, 2022.

In Graph 6 we had a difference of 1.1% between two response options, with 42.3% answering that they would use the application on most working days and 43.2% using in virtually every day, but we had 13.5% using in a few days, and finally had the 0.9% they would never use, the same percentage for those who did not find the application beneficial in Graph 5. Graph 7 found that it has a positive degree in relation to the improvement in productivity in the labor environment, showing that anxiety is one of the main factors that hinder productivity.

Figure 7:- Has the application contributed to the improvement of your productivity during the time of use ?

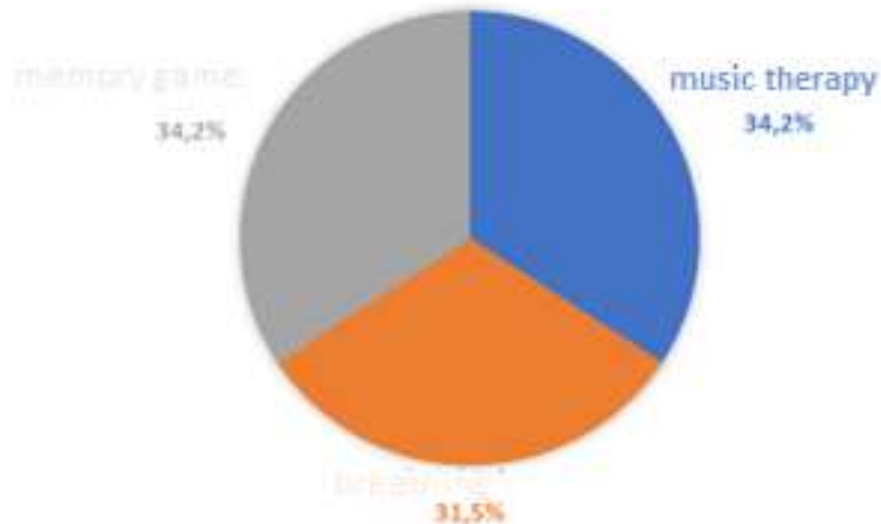


Source: Autores, 2022.

In these data we observed that 50.9% felt a considerable improvement in their productivity, while 40% improved moderately, we also had 5.5% that improved very little in their point of view and 3.6% who did not feel any kind of improvement.

In the last Graph we can reflect that virtually all applications have their important share for anxiety control at work.

Figure 8:- In your opinion, which of the WEB services added the most to anxiety control?



Source: Autores, 2022.

In Graph 8 we see almost identical partitions of all options, having 34.2% for music therapy and memory game, and 31.5% for breathing techniques, we believe that we can create new services in the future with the same degree of satisfaction presents from the existing services.

Discussion Of Results:-

The results collected show the existing need in Brazil aimed at controlling anxiety and ills the productivity that this can entail during the labor period, in Graph 1 and 5 the data proving these points mentioned, since in the first demonstrates the great search for this solution in their daily lives with 68.8% of the answers, and graph 5 shows the positive data after application, where we can find that 86.5% benefited from the control of their anxiety. Continuing the data, we verified the great fragmentation of Graph 2, where we must take into account that each individual has a specific degree of anxiety, having a very small margin in relation to one answer to another question asked.

Graph 3 shows the alarming number of people who left their jobs or who have seen cases of this kind because of this psychological problem, with a percentage of 77.4%. These discrepant percentage margins shown in Graphs 1, 3 and 5 are of little or no concern of companies as a whole or of the Brazilian government, as shown in Graph 4 with 77.4% believing that they did not have the due attention focused on these issues.

In Graph 6 we see that 85.5% choose the options that we would use our application on all or most days of the week, having conclusive data on the need for anxiety control, in addition we had in Graph 7 to 90.9% that opted for the choices of considerable or median improvement in relation to their productivity, proving a point that if we had the control of anxiety in the workplace, we will have an improvement of our productivity, benefiting the delivery of demands or to-do in the labor environment, finally we had Graph 8 that demonstrated an almost equal distribution in relation to the choice of which service benefited the user the most.

Conclusion:-

Given the data and reports included in this article, it is possible to identify that there is a significant part of the population that suffers with anxiety in their workplaces, resulting from the high workload and excessive charges,

reducing their rate of correct answers or delivery of goals within the required time, which over time are increasingly abbreviated.

Thus, a WEB application was disponibilizado, aiming at facilitating interactive activities with the user, having a positive response on the part of the participants (Graph 7), and it can be highlighted the decrease in anxiety and increased productivity in this environment, tend the intention of employees not working in an environment considered conducive to giving psychological problems and feeling much more productive and active, since the mind will be more free for decision making, also amplifying the quality of the work only by dividing a portion of its time using our application in its day-to-day as shown in the data after application.

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