

## The resilient capacity in the professors of the Faculty of Commerce and Administration of Tampico



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### **Maria de Lourdes Arias Gómez**

Professor and researcher at the School of Commerce and Administration of Tampico, Universidad Autónoma de Tamaulipas, Mexico.  
E-mail: [derecholni@gmail.com](mailto:derecholni@gmail.com)

### **Enrique Arias Gómez**

Professor and researcher at the School of Commerce and Administration of Tampico, Universidad Autónoma de Tamaulipas, Mexico.  
E-mail: [derecholni@gmail.com](mailto:derecholni@gmail.com)

### **Jesús Arias Gómez**

Professor and researcher at the School of Commerce and Administration of Tampico, Universidad Autónoma de Tamaulipas, Mexico.  
E-mail: [derecholni@gmail.com](mailto:derecholni@gmail.com)

### **Lorena Gabriela Hernández Arteaga**

Professor and researcher at the School of Commerce and Administration of Tampico, Universidad Autónoma de Tamaulipas, Mexico.  
E-mail: [derecholni@gmail.com](mailto:derecholni@gmail.com)

### **María Elena Mendoza Negreros**

Professor and researcher at the School of Commerce and Administration of Tampico, Universidad Autónoma de Tamaulipas, Mexico.  
E-mail: [derecholni@gmail.com](mailto:derecholni@gmail.com)

### **Azalea María Peña Blanco**

Professor and researcher at the School of Commerce and Administration of Tampico, Universidad Autónoma de Tamaulipas, Mexico.  
E-mail: [derecholni@gmail.com](mailto:derecholni@gmail.com)  
ORCID: <https://orcid.org/0000-0002-4098-1902>

### **ABSTRACT**

Resilience is a term that is confused with resistance or survival, due to not having a clear idea of what resilience means, however, with or without knowledge of the meaning, the survey results do not reveal that most teachers are resilient, although for the majority of the teachers they had a number of problems both in their personal and work lives, they went ahead and fulfilled their duties. They realized that all problems have a positive side and leave a lesson from which they come out stronger. In general, the teachers felt overwhelmed by the circumstances and taught classes through a computer to a group of students who did not connect and if they did, they did not participate in class, in addition, most of the students cheated in the exams, for which, the knowledge they acquired was minimal.

For this reason, the general objective of our research is: Analyze the resilient capacity of teachers at the Faculty of Commerce and Administration of Tampico.

**Keywords:** Resilience, Teachers, Covid-19, Quarantine, Mental health.

## **1 INTRODUCTION**

This research deals with the issue of the resilience of the professors of the Faculty of Commerce and Administration of Tampico (FCAT), because we are interested in knowing how they lived the isolation, since the virus surprised the international society by the aggressiveness of the same, leaving and showing its aggressiveness before the human fragility that tirelessly seeks to end a crisis that for more than a year has caused pain and death which in turn generated anxiety, stress. The virus transformed reality, today it is said that we must adapt to the new reality, therefore, we are interested



in knowing how is the return to face-to-face activity. Although we knew that students were going to return with a series of mental disorders, due to the change of life brought by COVID-19, we had no idea of the mental health status of the teachers.

The management of our institution, foreseeing the problems that were going to arise with the return to face-to-face classes, established a psychology department to meet the needs of the student population. However, teachers and administrative staff also attend.

For this reason, we were interested in knowing the resilience of the professors of the Faculty of Commerce of Tampico, to know how they lived the change of scenario that was presented from March 26, 2020.

The life of the teaching staff took a turn of 180° degrees, they modified the way of teaching, as well as the study programs, teaching-learning techniques and use educational platforms to fulfill the established duties.

Resilience is a term that is confused with resistance or survival, for not having a clear idea that resilience means, however, with or without knowledge of the meaning, the results of the survey let us know that most teachers are resilient, despite the fact that most teachers had a number of problems both in their personal and work lives, They went ahead and fulfilled their duties. They realized that all problems have a positive side and leave a learning from which they come out stronger.

## **2 RESEARCH OBJECTIVES**

### **2.1 GENERAL OBJECTIVE**

Analyze the resilient capacity in the teachers of the Faculty of Commerce and Administration of Tampico.

### **2.2 SPECIFIC OBJECTIVES**

1. Describe the resilient capacity of the faculty of Commerce and Administration of Tampico
2. To establish significant differences in resilient capacity between teachers older and younger than 50 years of the Faculty of Commerce and Administration of Tampico.

## **3 JUSTIFICATION OF THE STUDY**

This research is aimed at knowing the resilience capacity of teachers at the Faculty of Commerce and Administration of Tampico, as well as identifying the characteristics by which teachers are resilient.

The COVID-19 pandemic had an unexpected impact on education globally and at all levels of study. Likewise, the family quarantine affected intra-family relationships, because each member of the family had to fulfill their obligations virtually, which caused problems for not having a laptop or tablet



for each member of the family, in addition, the problems with the internet connection and light in the different places where the students lived.

All these problems and more they had to face to fulfill their duties, independently, each of the difficulties they had to solve wore them down and created emotional problems, since neither young people nor teachers were prepared to live locked up and work virtually.

Teachers lived with the fear of being infected, with the pain of seeing family and friends suffer and sometimes die because of the virus, which affected their concentration to learn the use of the TEAMS and Zoom platforms among others, to teach classes remotely. Similarly, he was forced to modify his study program and the way he evaluated.

The Pan American Health Organization (PAHO, 2020) "forced social isolation due to the COVID-19 pandemic tests our emotional, cognitive and socio-affective skills". In March 2020, Mexican authorities ordered the suspension of face-to-face classes at all levels of study and in August 2022 face-to-face classes were restored.

In the inter of the five semesters, more than 20 FCAT teachers retired for making it difficult for them to use technology, despite the fact that the Autonomous University of Tamaulipas taught its teachers courses on the use of TEAMS.

In general, teachers felt overwhelmed by circumstances and teach through a computer to a group of students who did not connect and if they did not participate in class, in addition, most students cheated in the exams, so the knowledge they acquired was minimal. All this generated that teachers were stressed and felt incompetent to solve the study problems of the students.

Although the students got used to connecting to class, while they were lying down, eating, watching movies or listening to music, etc., most of the children showed disinterest in learning, said they felt bored, sad, anxious, anguished, insomnia, unfocused. Also, the apathy of young people caused teachers to become frustrated and desperate.

However, more than 80% of the teachers managed to overcome the setbacks presented to them and went ahead fulfilling all of their duties. Therefore, we consider that teachers are resilient because not only did they overcome the fear of being infected by COVID 19, but some overcame the disease or the loss of a family member.

Although, we reiterate the ability of teachers to adapt to adversity and stressful environments generated by work, it is important to identify the qualities that resilient people must have, we hope that all teachers meet the necessary qualities to face the great challenges that the twenty-first century presents them.

Consequently, the emotional problems of the teacher and the student affected the teaching-learning process, directly affecting knowledge, therefore, a delay in studies was generated from which many children and young people will not recover easily.



#### 4 PROBLEM STATEMENT

The present work is of interest to a group of researchers because it is a topic that will allow to know the resilience capacity that FCAT teachers have. We are interested in knowing the resilience of the teacher from two points of view: the first, his ability to get ahead of a personal, family problem or a change of circumstances. The second, the way in which the teacher helps his students to overcome adversity, since countless students suffer from a psychological affectation, which alters their behavior and studies.

Although, it was expected that the students were going to return to classes with emotional problems due to the situation they lived with their family during the quarantine, which lasted for more than twenty-four months, the number of students who have been diagnosed with anxiety or depression was surprising.

Considering that the COVID 19 pandemic changed the life of humanity, causing pain, death, mental illness, unemployment, domestic violence, divorces, among other sequelae, the FCAT management established a psychology department to serve students, teachers and other personnel who require the services of specialists.

The aforementioned problems caused by isolation was a setback that educational institutions have to face for which they were not prepared, because although the experience of teachers contributes to face the problems of young people, however, sometimes they are exceeded and do not know what to do or say when a crisis occurs in the classroom. Another problem that teachers have is to deal with the lack of knowledge of their students, which is why they worry and try to get children to attend remedial courses so that they regularize and advance along with their peers.

The COVID-19 pandemic had an impact on different areas of social life, especially at all levels of education. Obviously, the authorities decreed isolation to try to contain the spread of COVID-19, putting physical health before mental health, so when the consequences that confinement caused in students were evaluated, it was decided to sacrifice quality in education, face student dropout and educational inequality, as long as children and young people were busy.

#### 5 DEVELOPMENT OF THE THEME

During the first weeks of the quarantine, the greatest concern that existed in the teaching staff and directors of educational institutions was to know how they could teach students in the face of the change of unexpected circumstances, since from one day to the next they had to adapt to teaching classes through the technological means and educational platforms available.

At first, each teacher used the resource they had at their disposal at the same time as their students, although the vast majority taught through the cell phone via WhatsApp or email. For the next school year, a course was taught on the TEAMS platform for both teachers and students, however, all



used their own resources (computer, tablet, cell phone). However, the problems occurred throughout the time of virtual education due to failures in the internet connection and electricity. In addition, many students shared their computer, tablet or cell phone with their parents and siblings.

In Mexico, the lack of technological resources and the internet aggravated the problem of quality in education, because a percentage of students did not stay connected during class time or could not take all subjects. The students stopped acquiring knowledge, the teachers did not find a way to teach their classes in the face of so many problems, they could not demand the same from all the students, because not all were in the same conditions, so the educational gap was growing between students with economic, technological resources, stable family and with a minimum degree of studies of bachelor's degree and those who were in a precarious economic and technological situation, with family of low level of education and unstable.

By changing the lives of teachers and students in unexpected ways, a way forward was sought, but at the same time that the digital divide affected distance learning, the pandemic grew, COVID 19 was claiming more victims, fear of contagion increased and isolation increased intra-family problems. All these problems and more, faced the teachers of the FCAT and moved forward, trying to improve in their work and encouraging their students to continue advancing in their studies.

In the world difficult months and years were lived, little by little the human being was adapting to the new reality. Authorities thinking about the fragile economy allowed most companies to reactivate their activities, employees returned to work, but schools remained closed and students continued in virtual classes, increasing anxiety and depression among young people.

We think that a majority of FCAT faculty is resilient, but what should we understand by resilience? The term resilience comes from the Latin, from *resilio* (re salio), which means to jump again, bounce, reanimate.

According to the Royal Spanish Academy of Language (RAE) "resilience is the capacity of a living being in the face of a disturbing agent or a state of adverse situations".

Garnezy (1991) who defines it as "the ability to recover and maintain adaptive behavior after abandonment or initial disability at the onset of a stressful event"

Luthar (2003) defines the term resilience as "the manifestation of positive adaptation despite significant adversities in life".

Masten (2001) who has defined it as "a type of phenomenon characterized by good results despite serious threats to adaptation or development"

Wolin and Wolin (1993) "resilience is the ability to overcome, endure sorrows and amend oneself. They argue that the development of resilience depends on the stage of evolution, becoming stronger and more consistent as the individual develops."



The topic of resilience is not a trendy topic, but a topic of interest to know what to expect from people facing adverse situations, especially after the COVID-19 pandemic that confined people for more than two years.

If we go back in time, just at the beginning of the pandemic, the song "Resistiré" was promoted, in order to encourage the population to resist during isolation, but there was still no chaos in hospitals due to lack of beds, nor the considerable increase in the number of deaths from COVID-19, nor the closure of companies, neither the increase in unemployment, nor all the intra-family problems, therefore, although the song of "Resistiré" is cheerful and positive, its impact on listeners did not have the expected success, because divorce cases increased, as well as mental health disorders including anxiety and depression.

The ages of FCAT teachers fluctuated between 32 and 75 years, it is obvious that the first to feel overwhelmed were teachers over 60 years of age due to the change of circumstances brought about by the pandemic and those suffering from chronic diseases (hypertension, diabetes, obesity, among others) who were considered vulnerable and with great possibilities of being infected and unlikely to survive if they were infected with COVID-19. We may think that the non-vulnerable teachers lived quietly, but it was not so, because they were worried about their parents and in their case their grandparents.

However, all the teachers did their job during 2020, teaching virtual education, learning to use TEAMS and modifying their classes to be able to teach them online.

In 2021, hope is born with the arrival of the COVID vaccine, however, Mexico took more than a year to vaccinate a significant percentage of the population.

Although it was expected that after more than two years of confinement the students would return with anxiety and depression problems, the teachers were not thought of, until they saw the ravages left by the pandemic, which caused more than fifteen teachers to retire because they felt pressured and tired to continue working.

## **6 METHODOLOGY**

This research is documentary. The analytical and descriptive method was used, based on the study of the concepts issued by experts on the resilience of teachers. We resort to the explanatory method to detail the importance of the subject.

## **7 TYPE OF STUDY**

The study is a group study, due to the number of teachers who were selected for the sample through the simple probabilistic.

It is transversal because it is carried out on a single occasion and time.



It is explanatory, because it tries to explain why this change in attitudes and values in teachers when they are aware of the importance of respecting the fundamental rights of the human being, without distinction of gender.

## 8 STUDY SUBJECTS

The research was conducted on 127 teachers from the Faculty of Commerce and Administration of Tampico, specifically, 65 women and 62 men. The period of this study was from January to December 2022.

## 9 HYPOTHESIS

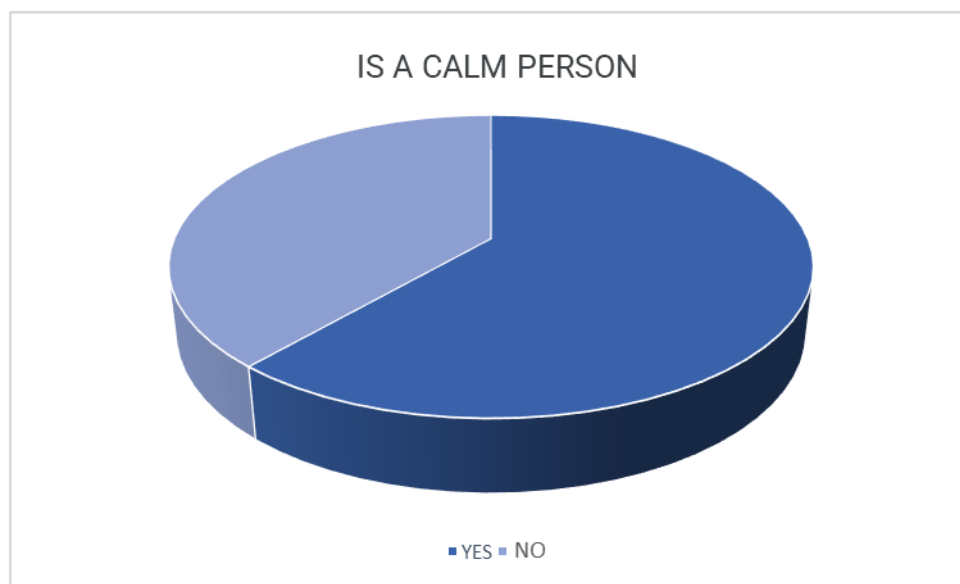
Hi. Most of the faculty at Tampico's College of Commerce and Management are resilient.

Has. Most of the faculty at Tampico's College of Commerce and Management are not resilient.

Ho. Professors at the Tampico School of Commerce and Administration taught virtual classes without prior knowledge of how to do so.

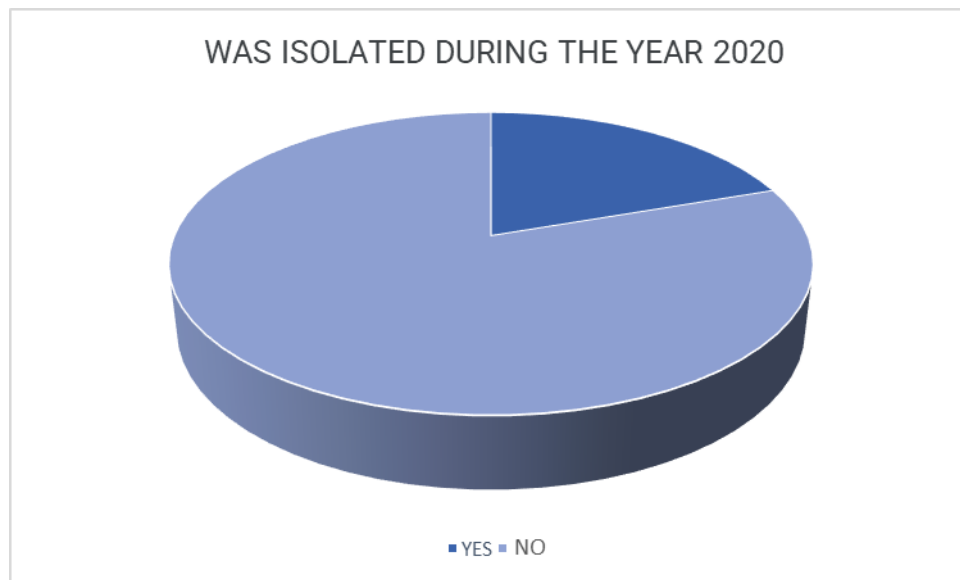
## 10 INSTRUMENT

In the present research, an instrument developed by the person in charge of the research was used for the collection of information, through which the resilience capacity of the professors of the Faculty of Commerce and Administration of Tampico was verified and in this way the objectives of this work were covered.



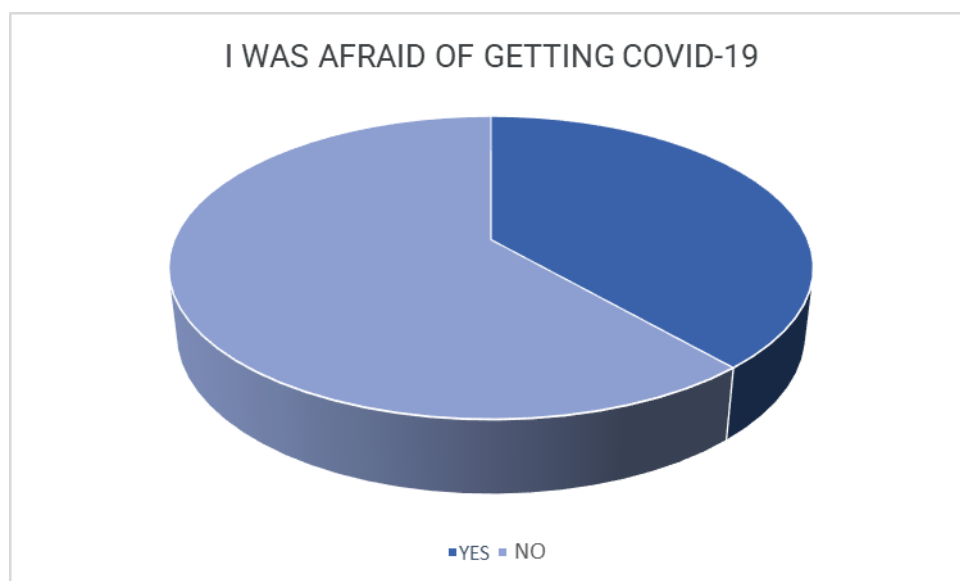
Own authorship

61% of teachers consider themselves calm people, which contributes to having patience with their family, students and in the face of adversity.



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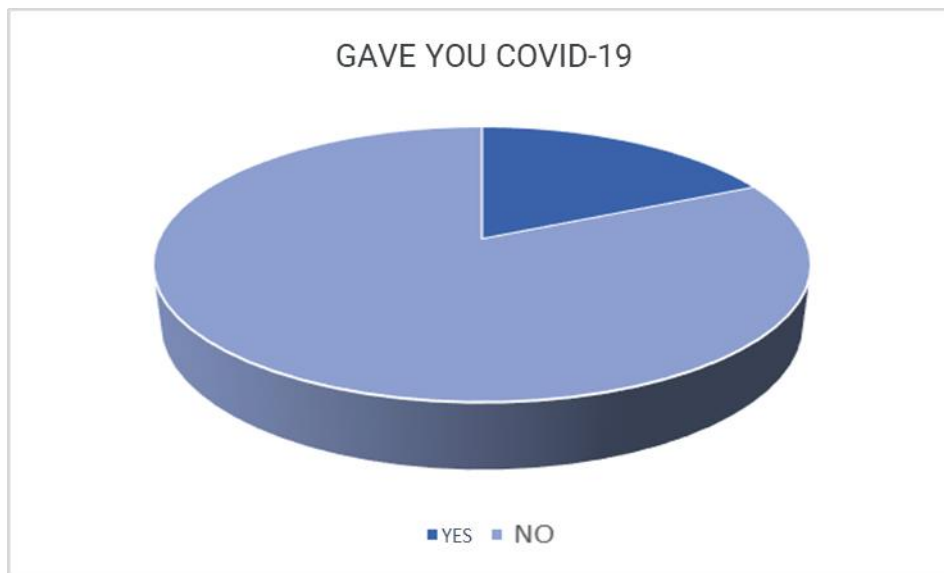
Only 20% of teachers were quarantined throughout 2020, which indicates that most of the people surveyed did not comply with the orders of the health authorities.



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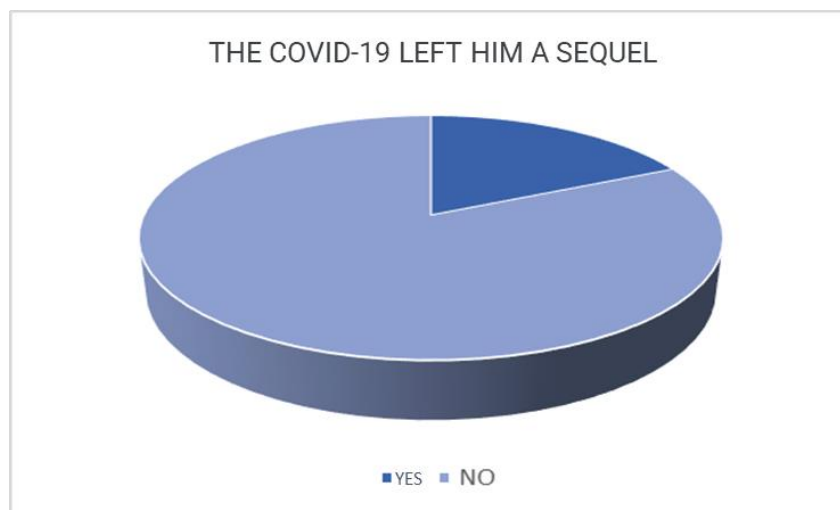
39% of teachers were afraid of catching COVID-19 due to information circulating in the media. Above all, because of the fear of being hospitalized and having oxygen in need.





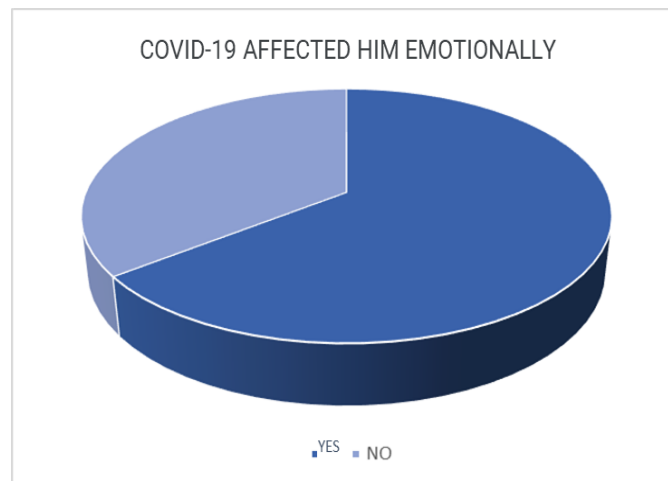
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Although 80% of the teaching staff did not comply with the quarantine, only 23% were infected with COVID-19, fortunately, only one member of the teaching staff died.



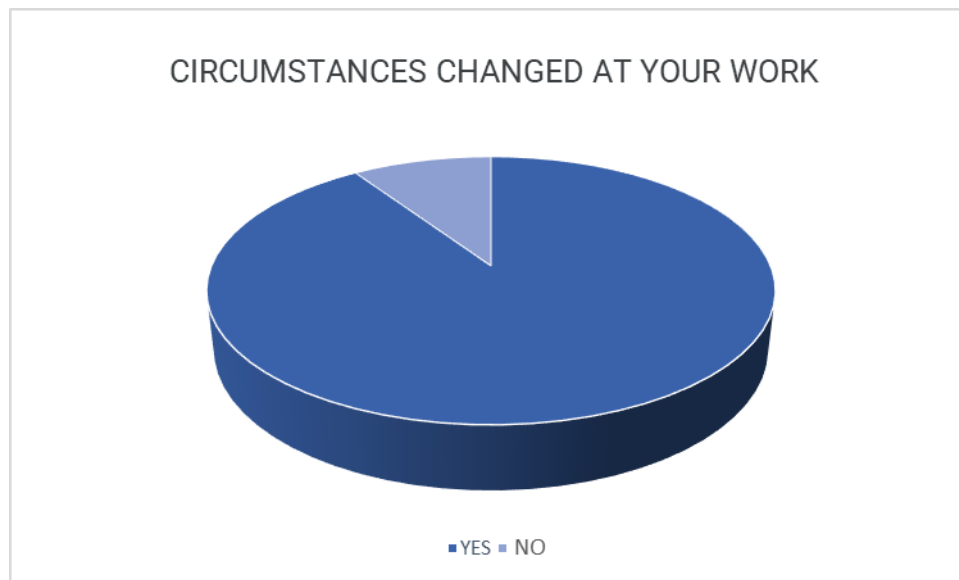
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Of the 100% of teachers who have been infected with COVID-19, only 4% of them still have some sequelae from the virus.



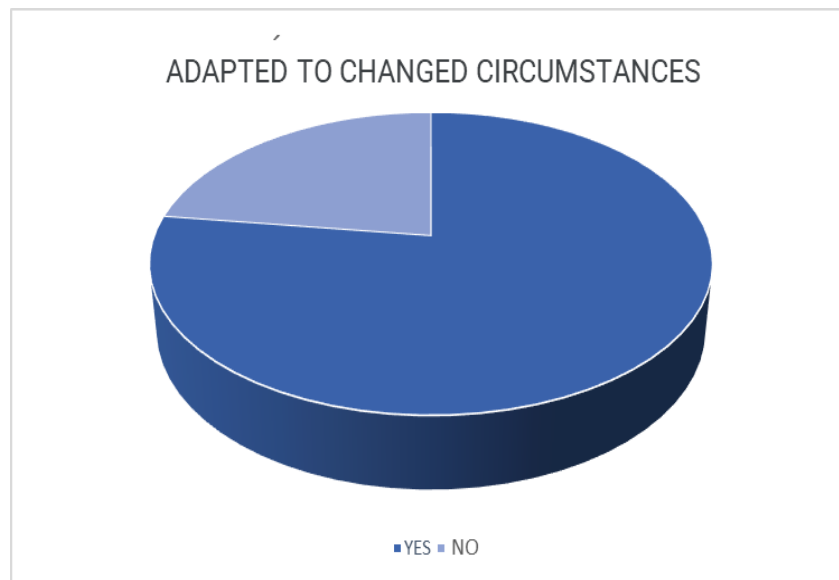
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65% of teachers were emotionally affected by COVID-19, because they were afraid of catching themselves or their family and dying.



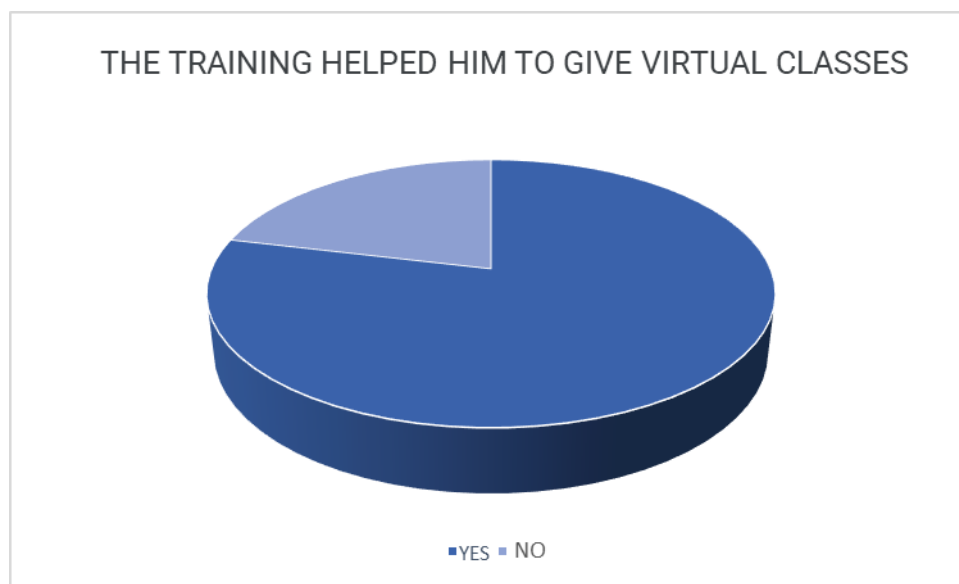
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For 91% of teachers, their work and family life changed, for which they were not prepared. Some teachers had minimal knowledge of technology, so they struggled to teach virtual classes. However, all teachers complied with the teaching in the 2020-1 semester.



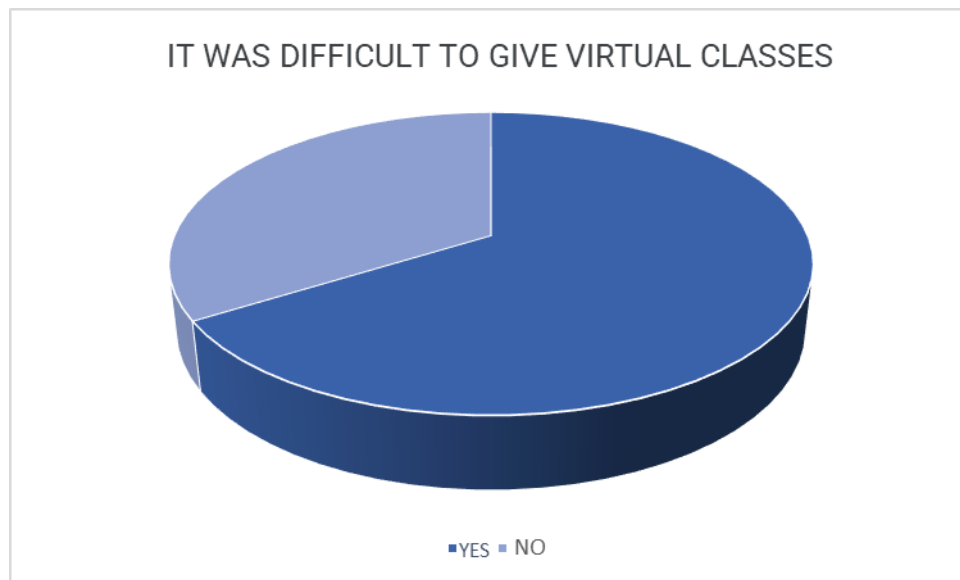
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Only 23% of teachers found it difficult to adapt to changing circumstances. Move from face-to-face to virtual classes, use technology without having knowledge of it, in addition, work at home and share space with other members of your family.



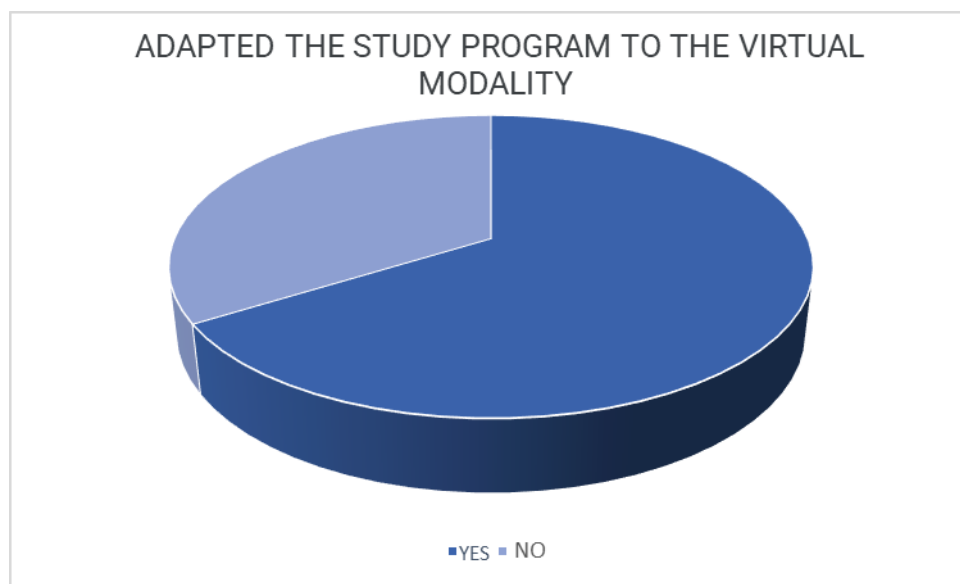
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79% of teachers recognize that the training was useful to be able to teach virtual classes, being able to make use of the TEAMS platform for the teaching of their subjects. Although it is easy to use, it requires Internet and equipment (computer, tablet, cell phone) to succeed in your work.



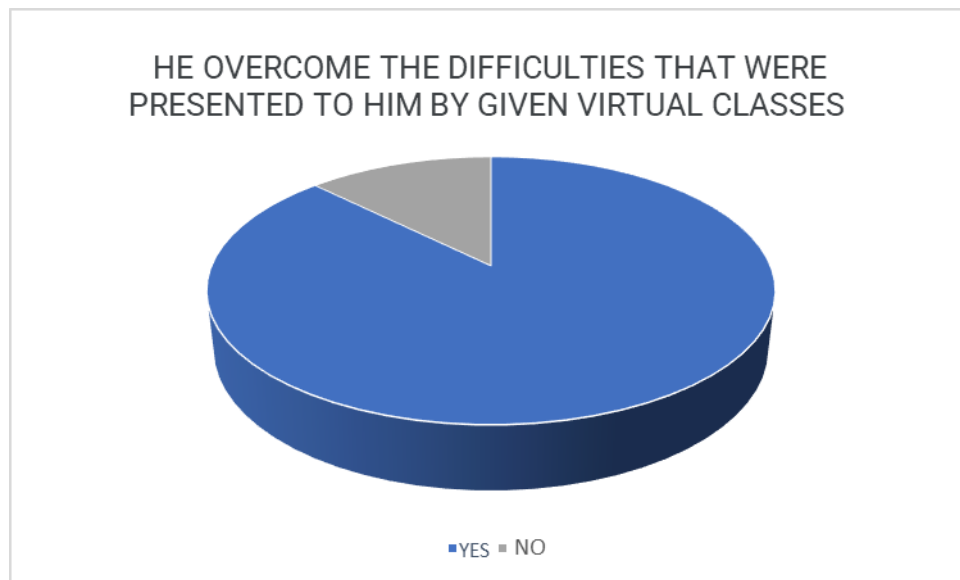
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Most of the teachers had problems teaching their classes, because they did not know how to use the computer, nor did they have email, so they had to look for someone to help them give their classes.



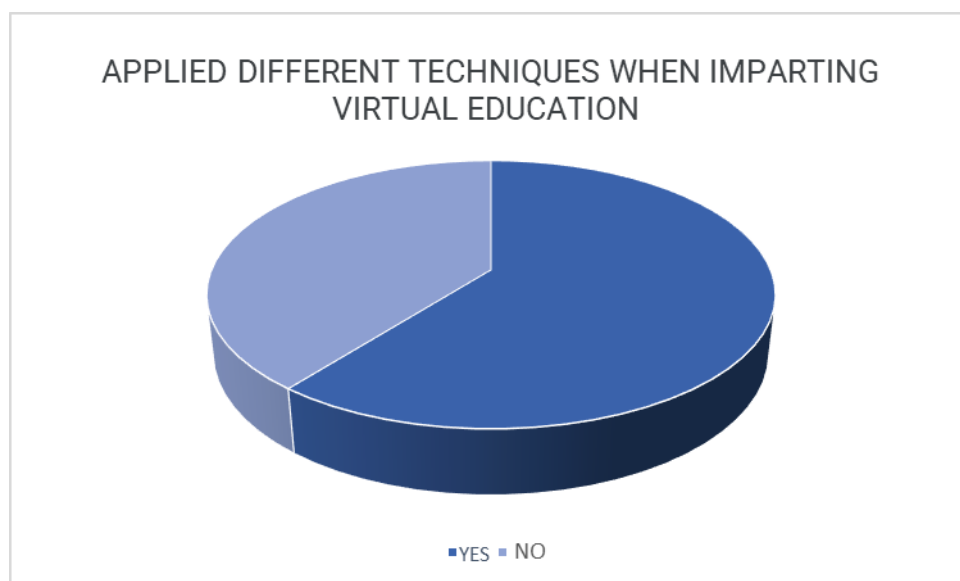
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87% of the teaching staff adapted not only the curriculum to be able to teach it virtually, but also modified the form of participation of the students and the evaluation of these.



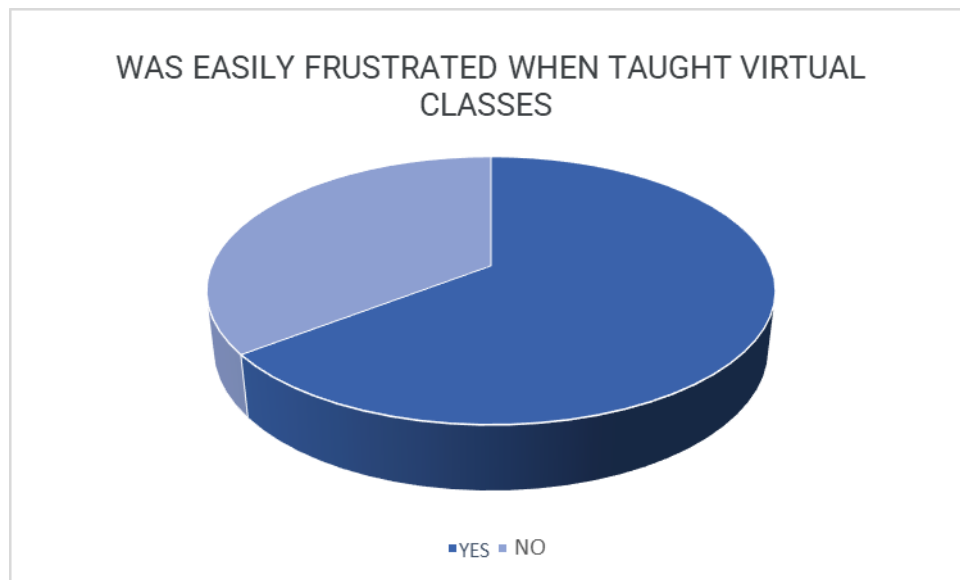
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Despite the problems faced by teachers, 61% overcame the difficulties they faced during the five semesters in which virtual classes were taught.



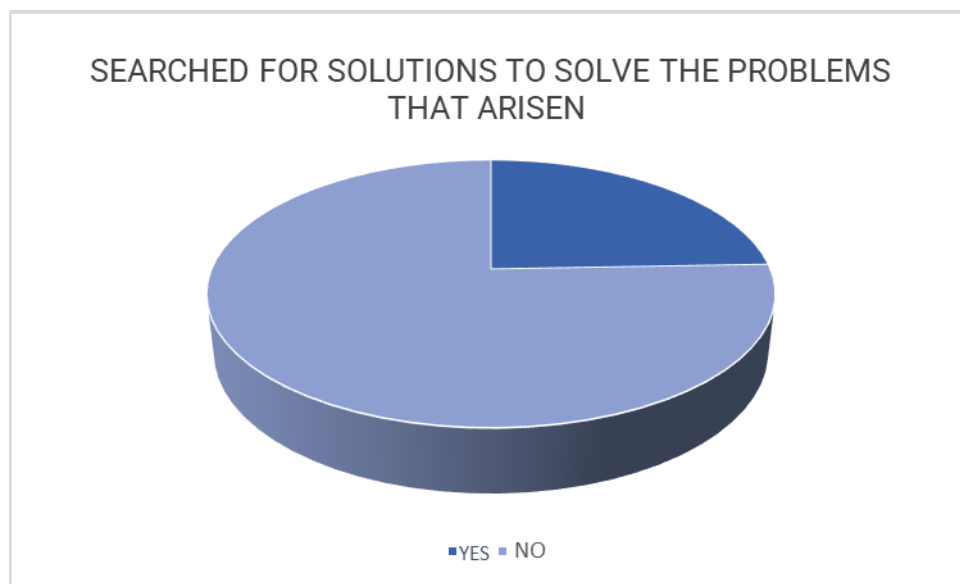
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The teachers mostly modified their study programs and applied various techniques to be able to work with the students, considering each one the topics of their subjects and the level of knowledge of their class groups.



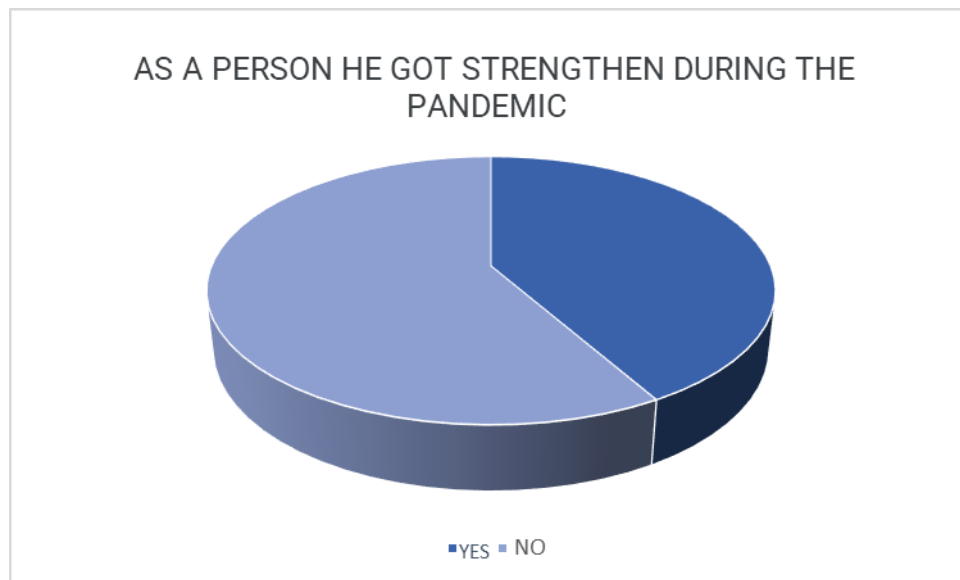
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The frustration accompanied the teachers throughout the semesters in which they worked virtually, due to the apathy of most of the young people, who connected through the cell phone and kept the session open, but they were asleep, eating, working. In reality, there were few students who paid attention to the class.



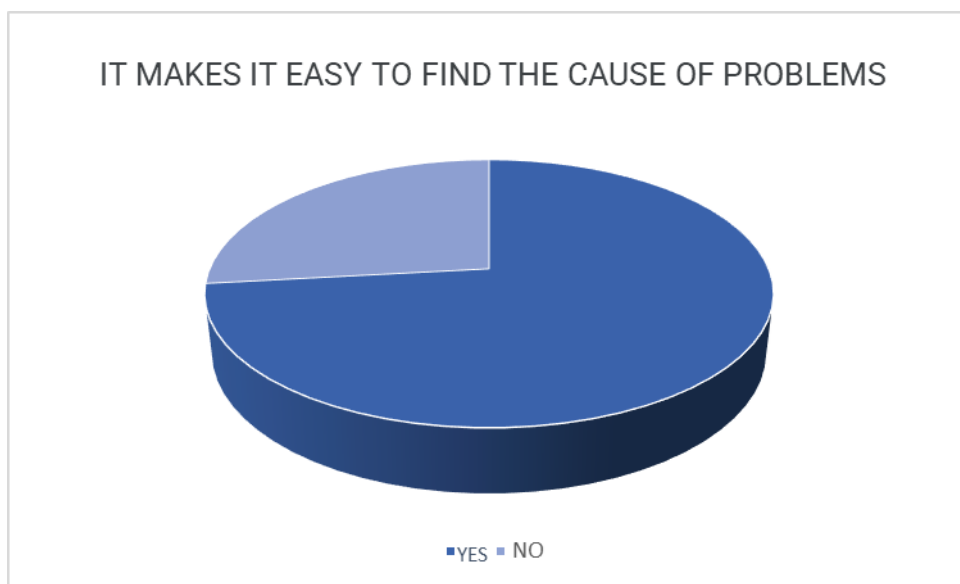
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58% of teachers sought solutions for the different problems that were presented, which is why they studied different courses to learn how to use the platform, as well as to teach virtual classes. What facilitated the delivery of their classes.



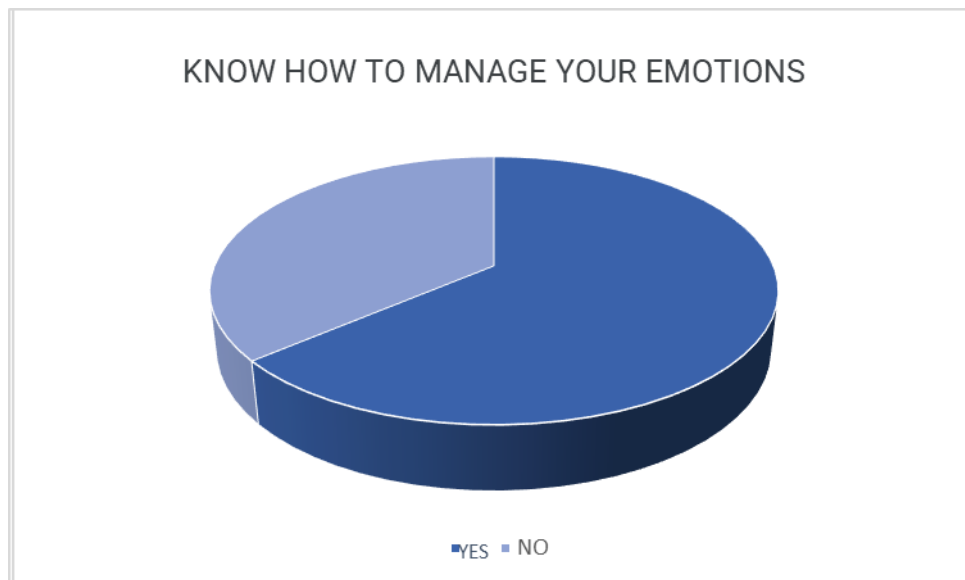
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The teachers overcame their problems, growing as people, as several suffered the loss of a loved one, the spread of COVID-19 themselves or their relatives. Adversity strengthened him and they moved forward despite pain, sadness, family and work problems, among others.



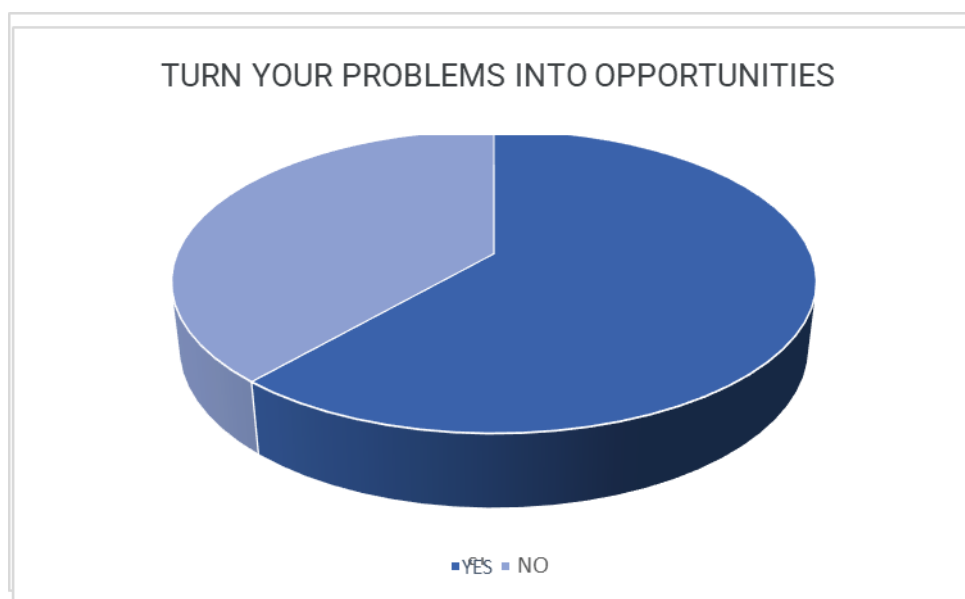
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64% of teachers do not give up in the face of adversity, they look for ways to solve the problems that are presented to them.



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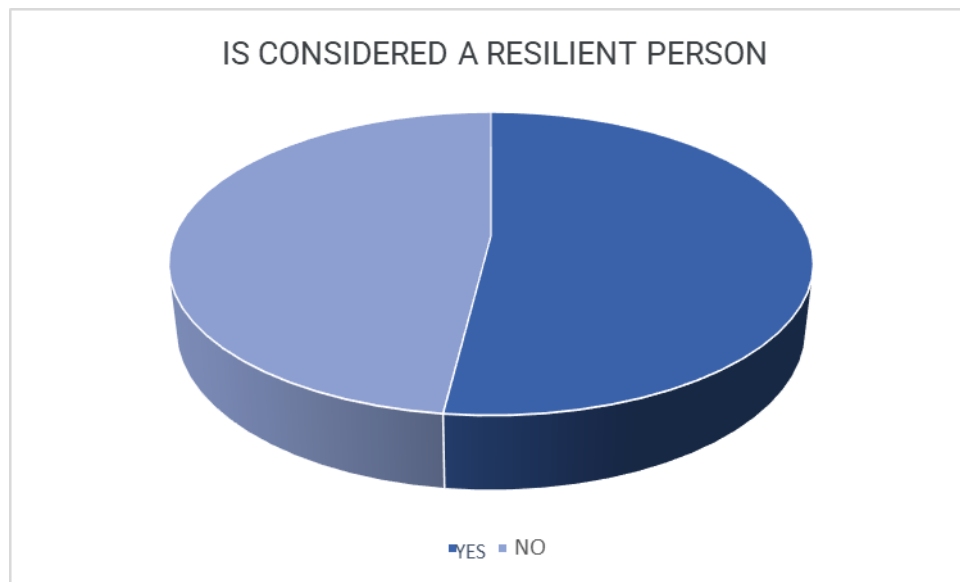
The ability to control emotions is one of the characteristics of resilient people, 78% of teachers learned to get ahead, as it is said they resurfaced like the phoenix.



Own authorship

Fortunately, 43% of teachers turn problems into opportunities, that is, they seek to obtain advantages, knowledge of any adverse situation.





Own authorship

66% of teachers consider themselves resilient, that is, the change of circumstances strengthens them and allows them to grow in the face of adversity.

## 11 DISCUSSION

This study aims to analyze the resilience capacity of the professors of the Faculty of Commerce and Administration of Tampico during the COVID 19 pandemic.

The results have shown that most of the professors of the Faculty of Commerce have a capacity for resilience, since they overcame all the problems, adversities, fears and setbacks that were presented to them during isolation.

As expressed by the teachers surveyed, they say they are calm people, with control of emotions, patient to find answers to the problems that arise, as well as make the problems an opportunity to learn, apply the knowledge acquired and strengthen. Likewise, teachers consider themselves resilient because they not only overcome adverse circumstances and are able to adapt to the reality presented to them, applying the qualities, characteristics and values that identify them and modifying or transforming their thinking, feeling and acting.

That is, they transformed their personal and work lives, therefore, we consider them to be resilient, because not only did they survive the worst pandemic of this century, but they adapted to the new reality and continued to advance in all aspects of their lives.

## 12 CONCLUSION

The situation for the education sector is complicated when the health authorities ordered the population to be confined, in order to prevent the further spread of the COVID-19 virus, because all hospitals in the country were overwhelmed and there was no preventive or curative treatment.



Teachers had to face a great challenge from one day to the next. They left the classroom and went home to teach virtual classes, having no idea how they would continue to teach their classes. In addition, they had to share the space and sometimes cell phone or laptop with their family members.

which made it difficult for the children to attend school and for the teachers' working lives.

According to the results of the applied survey, the main hypothesis is verified: "Most of the professors of the Faculty of Commerce and Administration of Tampico are resilient". The general objective "Analyze the resilient capacity in the professors of the Faculty of Commerce and Administration of Tampico

Some observations that can be made from the research are:

In this research we analyze the resilient capacity of teachers of the Faculty of Commerce and Administration of Tampico, which was demonstrated through the survey applied to teachers.

It is noteworthy that, without being prepared, teachers got ahead of such a complicated situation because many of them were considered vulnerable, therefore, they had a very high risk of dying in case they were infected with the COVID-19 virus, however, they concentrated on finding a way to finish the 2020-1 class period.

The quarantine process that began on March 26, 2020 generated the teaching of virtual classes, which concluded on August 22, 2022. Gone is the quarantine, the healthy distance and all other restrictions.

The moment of truth has arrived, the return to the new reality, at the same time that the freedom to leave and enter their home is recovered, they lose the protection of the family and the comfort of the home, expenses and debts increase, they free themselves from family problems and integrate into their work and social life (meetings in the coffee parties, movies, concerts, etc.) thinking that with all these activities I was going to resume the good quality of life. However, the result of the return to freedom did not turn out as expected. Having to fulfill the obligations of their different activities, interacting with people known but totally changed, by the aftermath left by the COVID-19 pandemic.

Therefore, the work done by psychologists is very important, they help students, teachers and administrative staff of the Faculty of Commerce and Administration of Tampico to solve their mental health problems.

The resilient capacity of most teachers brings a benefit not only to them but to their family and work.



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