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ATINER's Conference Paper Series

PSY2013-0674

**The Experience of Occupational Stress
in Bus Drivers: Contributions from the
Psychoanalytic Perspective**

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URL Conference Papers Series: www.atiner.gr/papers.htm

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ISSN 2241-2891

1/11/2013

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This paper should be cited as follows:

Gil De Alcantara, V.C., Andrade E Silva, R.M.R.C., Pereira, E.R and Andrade E Silva, M. (2013) "The Experience of Occupational Stress in Bus Drivers: Contributions from the Psychoanalytic Perspective" Athens: ATINER'S Conference Paper Series, No: PSY2013-0674.

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Abstract

The bus drivers do not work in a fixed location. Their workday is done in the turmoil of traffic and haven't power to decide who attends a working tool: the bus. The study aimed to bring psychoanalytic thinking everyday professionals flywheel considering the symbolic function of labor and occupational stress. This qualitative research is ultimately an attempt to understand the perspective of those difficulties that are entered, or part of his professional life, the way they deal with the job dissatisfaction, emotions, feelings and desires. We used document analysis and based on the theory of psychodynamic work Dejourian and vision of the body in Freudian psychoanalysis. We can say that this research is characterized as the use of research results or levels as applied, because the researcher is driven by the need to solve or help with practical problems, solutions to real problems. The company chosen for observation lies in the east of the Rio de Janeiro, and currently has 600 active bus drivers. From

the documentary analysis of 70 bus drivers concludes that the loss of professional identity is linked to the high level of stress and also bodily affections.

Keywords: stress, unconscious bus driver, psychodynamic work.

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Introduction

Represent a disease through speech is a way of signifying the feelings and emotions that overlaps the psyche. Psychoanalytic concepts are an attempt to answer what medicine prefers silence with medication, often the subject sees himself confused with his symptoms, so the expression my illness, my pain, becoming part of the vocabulary of the subject, the appropriation of condition shows a lack psychic represented by identification with what is not the subject, it is, but do not constitute, not sets. What is sure of the veracity of the speech before a symptom? Great, because language attempts to give an account of what the interior suffers, what the worker says, within the organization and within your tool work concerns what is in your unconscious, though no command of his own words, movement talk brings a singular meaning, expose what I feel to not feel pain.

The idea of unconscious enables us to conceive that on consciousness material available is very small content before most of the time is in latency being psychically the unconscious. Freudian theory legitimizes that mental processes are unconscious in themselves and are perceived by the conscious perception of the external environment through sensory organs. An idea unconscious censorship ever find the "passageway conscience" because there is a resistance movement trying to prevent the materials from our darkest I appear to conscience. A design makes Unconscious Psychoanalysis distance themselves from the Psychology of Consciousness since there defend a physical place (anatomical) in the body, but in his works Freud speaks of mental mechanisms independent of their situation in the body. The Unconscious has some characteristics. Its core, for example, has wishful impulses, and when two impulses full of desire present purposes incompatible become active both form a middle ground. In Unconscious no denial, doubts. In it, there are repressed materials with more or less force. Unconscious processes are timeless, do not change with the passage of time, only consciousness is linked to the time.

The work on public transport, notably charges a high price of health of the subject. To Dejours (1998) APUD Rodrigues, Alvaro and Rondina, the demands of work and life are a threat to the worker himself, accusing risks of suffering (which was known as Misery Workers), which compares to a contagious disease, should be considered and treated as such. And yet, (Oliveira, 2011) drivers tramways are one of those who suffer most pressures, after working with a routine of continuous displacement and many different types of people and operate in a wide work environment that is the transit through a small workplace, which is the bus. We consider the recovery through speech therapy as a means of disposing of material and psychological stress at work. The study is relevant for considering the psychoanalytic view in trying to access as the driver sees and provide a flow stress.

Method

This is a qualitative study based on psychoanalytic theory and psychodynamic work, designed by Christopher Dejours, the technique used is the direct observation than to Barbosa (1998) One of the first sources of information to be considered is the existence of records on own organization, in the form of documents, records, reports or files on your computer. The use of records and documents now available reduces time and cost of research for evaluation. The inclusion criterion was to consider only drivers of all ages throughout the workday, taking about three hours. The exclusion criterion was not considering the other sectors of the company even involved in the process of trips made by drivers. For data collection were used interviews shutdowns where drivers pointed considerations about their physical and emotional state and also reports described the HR sector of the respective company. Highlight the documental analysis, it is a method in which the information contained in their records become the object of research. The use of documents in research must be appreciated and valued. The wealth of information that humans can extract and recover justifies its use in various areas of the humanities and social sciences as to widen the understanding of objects whose understanding requires historical and sociocultural context. (De-Sá Silva, Almeida, Guindani, 2009).

Results

The sample of the research examined 70 cases presence of company shutdowns in question in which 20 drivers were turned off in 90 days trial period, 22 employees have not completed 1 year, 14 of them worked from 1 year to 3 years, and 14 drivers still had more than 3 years. Through documentary analysis we can say that 34 were requests for resignation, shutdowns related to dissatisfaction with working conditions, representing 43% of disconnections, concern about the fatigue of employees who do not have adapted the working range, 8 drivers exercised the scale called T. U, the driver in this workday runs 4:0 in the morning and more 4:0 the late, 5 drivers reached the limit because of the financial area, the impossibility of overtime and the imbalance between revenue and expense was the reason revealed. 11 for resignations are justified by new job opportunities 11 for resignations are justified by new job opportunities, 5 drivers despite not having a job, stated that if continued working will not support the body aches, the 6 remaining drivers did not specify the reason of the resignation requests, which is also a right. In the universe of the shutdown include a considerable amount of information, the total number of disconnections only a woman driver resigned, it was an employment opportunity that it accepted, the driver work wear was visible throughout the interview, the psychological analysis of same, was sharp, stress and psychosomatic symptoms. 16 drivers already had another job before asking the shutdown. Analyzing the psychic state of the drivers that if they have received the level of dissatisfaction was high, according to FAIMAN

(2012) the work can be important factor for promoting mental health, but can also arouse intense suffering and promote illness. (p. 57). Notably to cycle through the documents that record the disconnections, conducted in September 2012 to February 2013, the main place that characterizes the common feeling among the 70 drivers who have left the company was: the search for quality of life, the conflicts with the leadership was demarcated in some speeches, reports of dissatisfaction are considered by human resources, that next to Administration, seeks to take actions to improve the conditions of those who are. It is worth mentioning that September 2012 to February 2013, this reverted 3 sector layoffs, all through examples given how much the improvements made and scaling of work through contact with operations management. We can consider the term "coping" to justify such attitudes, in Portugal, for example, This term is used in order to translate actions that generate confrontation to events that are stressors at work. Whereas the restrictions imposed by the occupational environment, dodging may be the most adaptive strategies available in a highly stressful environment. (PATEL, 2003). Therefore the request for shutdown as the last stand of professionals on their dissatisfaction, the layoffs are attitudes of "coping", on the other hand, the company hung up 36 drivers in 6 months period between the company made shutdowns were 18 just cause, the professional resignation does not receive their termination rights, cases like theft, improper behaviors to the values of the Organization, major accidents with responsibility, unjustified excessive fouls. 18 if normal layoff characterized shutdowns in which employees receive their rights, the reasons are varied, excessive damage (damage to the bus), excess occurrence of disciplinary cases without improves even under guidance. Finally, we highlight that the news of the shutdowns is a time open interview, in which the news is given and filled in the document of the interview, when the shutdown request, the employee is forwarded to human resources that similarly fills the document that proves the shutdown.

Discussion

Body Impact

The relationship with the body is a concern too old, inherited by us from our ancestors. In Greece, for example, strength, body shape was valued through games, sports. Additionally, the Greek art also valued body image. "David" by Michelangelo, for example, was a symbol of masculinity for centuries. Also important to note that the Greek gods are represented with shapely bodies, athletic, showing a concern for the maintenance of body beauty, reflecting health. The Bible demonstrates through his books of the Old Testament, that ancient civilizations had great concern with the health of the body in order to be strong and tough to fight the enemies. Jumping on the timeline, we review the literature and studies addressing Foucault on the body as control part of power. Finally, in the contemporary era, the body is considered enrichment product industry excessive consumption. In Lazzarini & Viana (2005) there is a

division between the various bodies exist in the physical unit of a subject. The body symptom of hysteria Freud regards the observation of their patients with sexual conflicts, costumed, obeying the law of the unconscious desire. The body of the drive, authors described flaps based on Freudian theory, concerns the concept of drive tying the psyche and the body would be moved by this psychic drives. In Laplanche and Pontalis (2004) relate to the drives dynamic processes that consist of a force that causes the body to target for a goal. The body of the drive is observed in the child taking his sexual objects by their experiences of satisfaction. (Freud, 1914 cited Lazzarini & Viana 2005). As for the body narcissistic, the authors claim that there is a unity with him the body of the drive.

The body of the second topic was characterized by Freud (1923) to register the pain, trauma and anguish. It is the second topic that the life drive and the death drive are opened. Additionally Fernandes (2006) describes the way the body sensations of the body spoken, stating that it is the mother who named as parts of the body that is able to transform it into a body spoken. In Freud's mother is not only responsible for keeping the baby, but also gives access to the pleasure, the satisfaction of basic needs. There the body excluded, which would, according Birman (1988) apud Fernandes (2006), the prioritization of the discourse of psychoanalysis by speech do that is in the thoughts of analysands, producing a field restriction of representations.

Kehl (2002) studied the relationship of the subject to the seductions of culture, research with readers of the newspaper Folha de São Paulo, ask them, in an ironic way, that body are using lately. It also states that the body we wear comes down to what's left of us. For Fernandes (2006) the body has constituted a source of suffering, frustration, dissatisfaction and deterrent power phallic-narcissistic. Lazzarini & Viana (2005) claim that the body element is psychoanalysis and exceeds the somatic and how a functioning whole cohesive with the history of the subject. Mandet (1993) apud Lazzarini & Viana (2006) refers to the body as an object in psychoanalysis to unconscious psychic representation, invested in a relationship of meaning, made from his ghosts and history. Cirino (2007) cited by Foucault (1982) says that the body is the place of dissolution of the self, immortalized spray volume, which brings the body? in his life and in his death, in its strength and weakness. Campos (2007) refers to the body as the place from where the external and internal sensations.

In Wagoner (2005) is the body that corresponds to the territory in which it is the place of subjectivity and social issues, policy object used to integrate defensive struggles of party ideas and also transport bombs to defend their beliefs more closely. There is also the manly body as representative of physical force, is another who gives the recognition of this physical form, is dedicated to body shaping, increased mass in order to enhance the image virile. The third body is the excess or compulsion. Here the subjects use their own bodies to serve the excesses, like addictions, bulimia, anorexia, in order to seek a possible enjoyment. And lastly, the body-beauty. This is compulsory for aesthetic services, investment in the body with the intention of equating it to the social standards of youth and beauty. Wrinkles are not a consequence of

time, emus impertinence that are highly opposed by increasingly modern instruments. All these quotes speak of a single substance, but they take different meanings from which prism is observed. The body is not without psychic investment without driving forces that keeps him alive, and also without primary care shortly after birth. The external environment influences the biological functioning of the body and the psyche. Interests us emphasize that the body is characterized by the action of the Unconscious. It is host to the most intimate and unknown representations of human beings, including the analyst who knows the potential of this concept inaugurated by Freud, but do not predict their actions, nor are able to master them only interpret them in order to give a new meaning to the subject, who knowingly fails to recognize the consequences of the unconscious as being the reason it works, how to be ethical to share and communicate, how to be affective experiencing and generates pleasure and as a biological being that shelters, feeds and reproduces a body, and is determined by the biological universality, it is a reality before symbolic? (Sawaia, 1995, p.157 APUD Adams, 2002).

A Professional Identity

From psychoanalytic concepts of identity refers to sexual issues, recognizing the differences between boy and girl, this identification passes by the concepts of the Oedipus complex, heir of Freudian thought, the subject's life is marked by good transition this stage that begins childhood. As for this professional identity, requires maturity in adulthood, the term professional identity is tied to social identity both correspond to the way the subject is recognized, linked to their beliefs and culture, we take the identification as a process of identity construction precursor for suggesting a bond or attraction, by the individual, for any object that is "there" where he wants to be. (Galindo, p.15, 2004). Watching the speech at the documental analysis of the company, note a change between the thought of the worker and his real meaning for the company, while the professional believes to be undervalued, a victim of the profession, the effort made by company managers point another way. In relation to public transport, the behavior of the operators is very important, because it is an essential activity for the population and significant responsibility. Failures at work can lead to accidents that endanger the lives of dozens of people. (Adams, 2002). Job satisfaction is the basis for the quality of services, this requires investments at various levels, new technologies have been contracted for comfort and work effectiveness, the buses have been changed in order to promote higher quality throughout the workday , such actions are taken constantly so that the subject is able to finish his new activity without pain, for example.

Pinto and Neves (2009) state, the bus drivers are part of our daily life present in the vast majority of the user population that is urban public transportation. Although they have great importance, we do not seem to have the recognition they would be proportional. Still not satisfactory given

visibility to the complexity of urban transport and the activity of riding buses, particularly in Brazil, and in close contact with these subjects the claim of the authors is ratified, because not even they value. It is well known that stress causes traffic, education on the wheel fades when time is short and the delay is inevitable, each bus serving the city carries beyond human lives, stories, conversations, expectations, news, yet the crossing that harmony and good relations between the differences is stress. Dejours (1998) states that the working relationships within organizations often defraud the laborer of his subjectivity, excluding the subject and making man a victim of its work within the collective is no different. The unconscious driver articulates, working, traveling with him, as his body often signals the exhaustion of work, exposure variables Street, suffering despite being single can be optimized for everyday issues and distressing, which is common between these professionals. The fact that they are at the mercy of the mood of each passenger who embarks on its collective can be considered stress booster, the condition being monitored by camera inside the collective is another stress factor even though the function of preserving and security professional himself, in case of accidents, slander made by clients, watch the look is often seen as a defense against the driver of the company and not the preservation of guarded, so undoubtedly complicates the relationship between organization and employee. A discordant relationship with the professional identity can be seen in reports about the intricate relationship between passenger and driver-driver-company, recently, projects have been initiated in order to motivate the road to believe in change, one of these projects with the participation of all managers of the respective company in the metropolitan region, through documentary analysis of drivers observe the satisfaction to see that the eyes are on them and that this look is not punitive, but it promotes changes.

We can say that the risks of bus drivers run the health status, factors external to the collective (accidents, assaults), internal factors (discussions with passengers, poor operation of the vehicle, mechanical changes of the collective, the evaluation performed by records interviews, reports, indicate a change in the professional identity of those employees and manifests itself through traces of low tolerance to frustration, dissatisfaction with the workload, and other things.

Conclusions

Concludes that the word or beyond, the meaning of the word frees the bus driver of the symptom since introducing another dimension: the meaning of speech and the senses, these senses that often gets lost by a disrespectful word of a customer , which is lost due to the possibility overtime. We can consider that the resignations, may be a response unbearable as the inability to deal with the delay in the resolution of their issues.

The awareness about their customs, it is not always beneficial to contribute in reducing, for example, leave and absences for reasons of health, quality of

life is a consequence of lifestyle, the way the subject is organized psychically but also in the dimension work, open space for listening, means the symbolic and symptom gives way to a new path, the change in thinking, the creative begins to appear and in the case of the bus driver is not set up to repeat the path went wrong.

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