

THE MORAL HARASSMENT IN HEALTH PROFESSIONALS IN AN ORGANIZATION PUBLIC

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ABSTRACT: The text aims to discuss and present data on indicators of suffering and bullying in a public institution with group of professionals in healthcare. We used the theoretical and methodological approach of psychodynamic clinical work, which dealt with bullying in the emphasis the centrality of work seen in a psychic constitution important factor of the individual and subjective mobilization of this subject from their relationships at work. Bullying is abusive behavior, manifested in behavior, words and actions that may have negative effects on the psychological and physical. Thus, it analyzes the experiences of suffering caused by bullying a group of professionals, discussing its causes and consequences in the workplace. Guiding questions were prepared on the categories of psychodynamic and clinical work demonstrating the subjective mobilization and bullying as the central element of the study. As Results revealed the incidence of bullying at different levels of hierarchy and peer and its negative consequences, both in mental health, such as anxiety, anger, low esteem, as physical conditions such as illness, the removal of work, was noted aggravating psychological conditions in some participants, it was realized too, was the organization of work, required goals and results involving overload, pressure on results among others, greatly exacerbate the presence on condition of bullying in the group . Although as a result the lack of recognition was evident, and the condition of lack of speech and improvement actions by the agents causing discouragement and Negligence thereof.

Key words: Moral Harassment ; Clinical and Psychodynamic work, Health , Illness ; organization; Work.

Resumo: O texto tem como objetivo discutir e apresentar dados sobre os indicadores de prazer-sofrimento e assédio moral em uma Instituição Pública com trabalhadores na área de saúde. Utilizou a abordagem teórica e metodológica da clínica psicodinâmica do trabalho, que abordou o assédio moral partindo do pressuposto da centralidade do trabalho para a constituição psíquica do indivíduo e sua mobilização subjetiva a partir de suas relações de trabalho. Assédio Moral é uma conduta abusiva, manifestada em comportamentos, palavras e ações que podem gerar efeitos negativos na saúde psicológica e física. Assim, analisou-se as vivências de prazer-sofrimento causadas pelo assédio moral num grupo de profissionais, discutindo suas causas e consequências no ambiente de trabalho. Foram elaboradas questões norteadoras sobre as categorias da psicodinâmica e clínica do trabalho evidenciando a mobilização subjetiva e o assédio moral como o

elemento central do estudo. Realizou-se quatro sessões de discussões coletivas com dez participantes. Como resultados, foram evidenciados a incidência do assédio moral em diversos níveis hierárquicos e entre pares gerando angústia, raiva, baixa auto-estima, o adoecimento e o afastamento do trabalho. Notou-se condições psicológicas agravantes em determinados participantes, decorrentes da organização do trabalho, metas e resultados exigidos, envolvendo sobrecarga, pressão sobre resultados dentre outros. Isso agrava o surgimento do assédio moral no grupo. Ainda como resultado foi evidenciada a falta de reconhecimento, a falta de condição de fala e de ações de melhorias por parte dos agentes, provocando desmotivações dos mesmos.

Palavras chaves: Assédio Moral; Clínica e Psicodinâmica do trabalho, Saúde, Adoecimento; Organização; Trabalho.

Introduction

The world of work is dynamic, with constant changes que require studies and theories to address this reality. This reality has Transformed the profile of the working class, it is expected the professional Increasingly qualified, focused on productivity and profitability of the organization, Requiring an effort beyond his human and psychological condition in many situações, with the most diverse tasks and activities (DEJOURS , 1991). This Tends to make it impossible cognitive follow-up, Considering the great technological revolutions que consubstantially Interferes and Prevents it from the result prescribed required work and living in a choked way to psychological Their current work. In this reality, there is an unevenness of understanding between the organization and the subject with respect to absolute satisfaction of the proposed work (DEJOURS, 2005) the guy ends up suffering psychologically and even physically on behalf of the organization (PIRES and MACÊDO, 2006). These indicators as: overload, lack of recognition, pressure goals impossible to Achieve, Among others, how is charged These goals and fulfillment, how to appointed management ends up presenting an almost common factor in organizations That Is bullying the manifestation que attacks the subject through the humiliation, harsh words, pressures through acts, words and gestures, Causing finally, even Becoming ill at work (Barreto, 2003).

Focused in this violent demonstration, bullying, this article AIMS to present research data Demonstrating the existence of bullying in a public

institution Specifically the group of professionals in healthcare. This study uses the approach of psychodynamic clinical work, Which addresses the emphasis the centrality of work seen in the psychic constitution important factor of the individual and Subjective mobilization of this subject from Their relationships at work.

Bullying

The work has meaning pleasure and suffering in the worker as suffering emphasize the fatigue, overload, stress, sadness, lack of recognition , among others, that is, negative values that somehow harm the subject . Regarding the suffering, the evocation of this etymology and this story is rather cautious because guard line with a scenario of violence in the organizational environment from which emerges a phenomenon that even invisible, deserves special attention of organizations, employees and society as a whole, due to the damage it causes. This phenomenon , called bullying , manifested in the behavior of people (Hirigoyen , 2000). The Bullying is abusive behavior , humiliating and embarrassing , frequent and perform the duties of workers. Also known as bullying , moral harcèlement , mobbing , psychological harassment at work, or , according Leymann (1996)

Assédio moral é a deliberada degradação das condições de trabalho através do estabelecimento de comunicações não éticas (abusivas) que se caracterizam pela repetição por longo tempo de duração de um comportamento hostil que um superior ou colega(s) desenvolve(m) contra um indivíduo que apresenta, como reação, um quadro de miséria física, psicológica e social duradoura (LEYMANN, 1996, p. 62).

It is noticed that in the public service, this phenomenon becomes stronger and space, proliferating in middle management with greater emphasis, since they are not turned away, so start to harass and humiliate their subordinates or coworkers.

Showing this study, there is the agents and their supervisors in the health area, occupied by gazetted employees, in the form of hierarchy or even pairs. Added to this, social devaluation, lack of recognition, excluding institutional decisions, and the employee intended as mere executor of

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proposals and ideas developed by others, lack of investment, conflicts and problems in the form of management and working conditions.

Bullying causes the employee doubt your own ability, within its jurisdiction, resulting in damage to the working environment, career development or stability of employment, capable of causing illnesses such as depression, stress, very serious psychological problems .

It is necessary to point out that, similarly, constructive criticism and reviews of the work performed, provided they are made explicit, and not used with a retaliatory way, do not constitute bullying, being natural that all work with a level of enforcement and dependence.

To be characterized bullying there is some stalker following attitudes:

Figure 1: Bullying Attitudes



Source : Developed by author

Pursuant to Moura (2005) , the attacked are precisely chosen for what they have more than the other workers and the psicoterrorista . "These are qualities that the wicked do not have and want ' vampirizing ' . How do you not rather destroy the victim. As characteristic and strategy in this environment , if the harassed try to be kind , will only reactivate the violence of the wicked that will feel more superior, so there is no way out in case of psicoterror without the intervention of others.

Faced with a highly competitive market, characterized by lack of work and hand labor too much, but so many problems due to lack of training and preparation of the subject, is a facility of the spread of moral harassment , considering the political and market submitted by inhuman behavior , prevailing arrogance, lack of ethics and individualism (BARRETO , 2003).

The Bullying is considered with a difficult diagnosis because, usually harassed, internalizes the attacks, is isolated and can or do not have no room to exhibit, he takes the blame of such acts, does not report on the event and not seek help, for fear of losing their jobs or find that due to the level of the position held by the offender hierarchy would lose credibility within the organization tried to speak (HELOANI, 2004). Identifies bullying at work through gestures and abusive and embarrassing behavior, repeated humiliation and intimidation to degrade and frightening, vicious rumors, persecution, contempt and failure to comply, ignoring the presence, not to tasks or force to make those require minor or major qualification that the employee has, demoralization in front of colleagues and or other dissemination of distrust, trips controls to doctors, among others (LOMBA, 2010).

The author also highlights some forms of control and pressure on the worker, such as mock bad taste, marking on the number of times and time that goes or is in the bathroom, constant watch on the work being done, devaluation occupation worker, labor induction to error, not only to criticize it or lower it, but also to have a bad image of himself, the victim's induction into disrepute of his own working capacity, task requirement impossible be executed or require performing complex activities in too short a time, ridicule of religious or political beliefs worker, refusing to direct communication with the victim, giving you orders through a co-worker, meeting marking without telling the employee and later collection of his absence.

The approach to work psychodynamics Clinic

Clinical and work psychodynamics is dedicated to the dynamic analysis of the mental processes involved in the subject's confrontation with the reality of work. His interest is focused on the subjective experiences of the subjects, inter-subjectivity that pervades the work and the place occupied by work in the psychic regulatory processes (DEJOURS, ABDOUCHELI and JAYET, 2009).

To Dejours (1999) clinical and psychodynamic concepts that guide research work between suffering and pleasure, including ends as of madness and alienation to normal. The author adds that men and women create defenses against the pain suffered at work. Defense strategies are subtle, even full of ingenuity, diversity and inventiveness. But also contain a trap that may close on that, thanks to them, can endure suffering without slaughter.

Work is an act related to survival and social conditioning of the individual (MACÊDO, 2015). It is not related just a way of earning a living, is also a form of social inclusion where mental and physical aspects are strongly implicated. When working person relates to another, a boss, a boss, a superior, subordinates, colleagues, customers, suppliers. The work is not just an activity, it is also a social relationship as it expands in a human world characterized by unequal relations of power and domination (DEJOURS, 2012). Work is also experience the strength of the social world. Fleury and Macedo (2013) adds that the real work is not the real objective world, is still the real social world. Work can be a deterioration factor of aging and serious illnesses. However, it may be up, too, in a balancing factor and development, according Dejours (1997.1999) work is not always pathogenic, it has a structural power in the face of both mental health and physical health. It can then be seen as a source of pleasure and even health mediator.

Figure 2 : Work organization Components



Source: Guimarães (2012)

Speaking of clinical and psychodynamic approach to work is to articulate the psychosocial subject matter of the organization. Within relationships, we discuss bullying as part of a network of wicked traps, consented by the modes of production, and established in different work contexts. It involves visible and invisible behaviors practiced by leaders and led an organization that lead to destabilization of the worker to cause gradually intense suffering, illness, loss of employment and dismissal.

However, the view of work psychodynamics is to bring the experiences of suffering and pleasure that are expressed through interpersonal relations, resulting mainly from the organization of work, the aspects related more to the actual work activity and social relations and professionals with the institution in which it operates. Thus, there are included personal relationships and daily experiences, as well as reporting relationships.

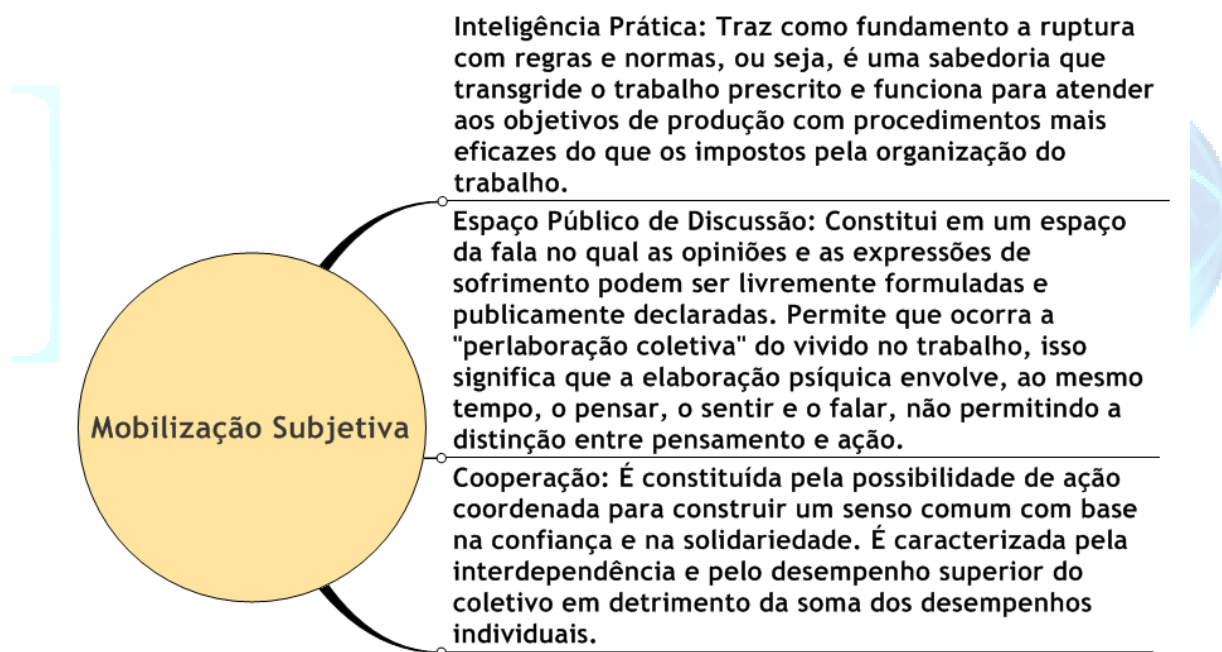
Dejours (1991) explains that this collective is a mechanism that protects the worker of madness, that is, this defensive strategy makes the worker deny the reality in which it is inserted because of its acceptance in the group. So all there will be sharing of the same ideas, diluting their suffering, protecting it and, finally, away from the real problems of the organization as a way to provide a wellness feeling and show that the work is not just source of suffering, but also with pleasure. So two guiding questions investigated about

work and pleasure and suffering, is to analyze the proportion of satisfaction conditions at work and the relationship between pleasure and pain.

Evidenced as well as the focus of work psychodynamics (PDT). Another issue that PDT attempts to answer is how the subjectivity of workers is requested and mobilized at work. Thus another concept, a practical intelligence that relates to an active intelligence, i.e. in action.

This concept is expressed in the actual job performance at work. The subjective mobilization and the degree of intelligence investments are directly linked to the quality and labor productivity as PDT. The latter figure covers the subjective components of mobilization mies used regarding this study.

Figure 3: Some components of subjective worker mobilization



Source: Guimarães (2012)

The approach of psychodynamics of work Clinic provided a change in the understanding of the work, bringing a new vision for the investigation of this current subject matter and emphasized: the work and its consequences.

The collective work consists of behaviors regulated by the group, coming with cooperation and trust among its members, to avoid individuality, that is, each alone assign its rules. Each collective bargaining has its own

characteristics, which vary according to the amount and how such behaviors are regulated and established, and all members are "forced" to participate because, after all, are norms of the group, and who does not to submit to them run the risk of being excluded from the fellowship.

According Dejours (1991), that living together is a mechanism that protects the worker of madness, that is, this defensive strategy makes the worker deny the reality in which it is inserted because of its acceptance in the group. So all there will be sharing of the same ideas, diluting their suffering, protecting it and, finally, away from the real problems of the organization as a way to provide a wellness feeling and show that the work is not just source of suffering, but also with pleasure.

The focus of the psychodynamics of work to Dejours is to analyze the conditions in which job satisfaction is provided, and how the subjectivity of workers is requested and mobilized at work.

Considering the psychodynamics of work, according Dejours (2012) work is to overcome the gap established between the prescribed and what the worker needs to invent and put him to account to overcome the resistance of the real.

Thus, the work is seen mainly for the establishment of the identity process, such as for social and group inclusion and as the possibility of transformation and overcoming suffering. However, this study makes a connection between the object of study, bullying by the organization of work, including the inclusion of suffering at work, analyzing its existence, cause and consequence in the work of a group of workers.

Design Methodological Study

Field

The study addresses a group of professionals in the health area of a municipal public institution in the center- west of the country .¹

¹ Despite the Ethics Committee approved the research , the institution's name along with the names of the positions and the participants were suppressed to meet their request validation of the data.

The article aimed to analyze bullying in the health agents group starting from clinical and psychodynamic approach to work. At first, there was an attempted documentary survey on responsible human resources department of the group in order to check indicators of the existence of bullying, so it was not possible due to a change of management of session members in time of need. After the previous survey, the work was presented to the Ethics Committee, which assessed the impacts in the context of your application and approved the continuation of the research.

So were two awareness lectures on bullying presenting its manifestations, causes, consequences and what was actually seen as bullying. The choice of participants agents of collective meetings was made randomly, bullying victims or had knowledge of subject harassed. Thus, ten participants interested to ongoing research by providing the collective discussion. This sample was intentional, as the profile of participants, all gazetted, all with complete primary level education, three of them with incomplete higher education, work regime of forty hours per week, including two men and eight women. Participants will have their reserved names, so as subtitles, will be appointed as A, B,C,D,E,F,G,H,I,J in order to protect their identification by ethical confidentiality.

Four were performed pre-set meetings with them, considering a weekly meeting with durability of two hours each, every Friday in the afternoon at the district resource room in the region where they work.

Four were performed pre-set meetings with them, considering a weekly meeting with durability of two hours each, every Friday in the afternoon at the district resource room in the region where they work.

For this study, we developed a general roadmap for the space of collective discussion. The development of this script was based on clinical analysis of Fleury work and Macedo (2013), in order to guide the researchers of this study and ensure that all issues were discussed in the study group. The collective discussion of the meetings, followed by the subcategories: bullying, the organization of work and subjective mobilization.

Presentation of Results and Discussion

It is good to note that will be presented next analysis and verbalization of bullying, a priori, it is clear that the categories of work psychodynamics clinic are made present in most utterances of the participants, provided to understand the relationships of the same next to experiences of pleasure and suffering considering bullying.

Showing this study, on this particular group of health professionals, are in addition to some aggravating analyzed during the research , as a social devaluation, lack of recognition , excluding institutional decisions , and the worker, a performer mere proposals and elaborate ideas for others, lack of investment , conflicts and problems in the form of management and working conditions, as a result presents the expressions on bullying .

The results will be presented and discussed considering three categories:

1. Bullying
2. The organization of work
3. The subjective mobilization of worker

Bullying

The bullying characterized by repeating, for a long period of time, and hostile behavior such unethical behaviors developed by an upper or co-workers against other (Barreto, 2003, Carvalho, 2009).

From the description of work organization, are presented as guiding questions to the axis about bullying.

1. *Do you suffer or have suffered bullying, tell us how this happened?*
2. *If you suffer, it is for one or more stalkers?*
3. *Why do you think that was bullying (talk about its features)?*
4. *What kind of suffering indicators you live?*
5. *How do you feel in your day to day?*
6. *What do you suggest should be done?*

Thus, the encounter of the participants reporting scripts and questions on the subject. The question of the author: "... you suffer or have suffered bullying, tell us how this happens? ". Hear a breathless manifestation, but

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unanimous, saying that yes, everyone has experienced bullying. The amount, six of the ten live today, and two of them are out of regard for people living and need support to expose.

According Heloani (2004) bullying gives fear and because insulation reactions and silence on the part of the victim, fear is the most aversive factor the elimination of bullying, it gives strength to the harasser and takes the harassed to the "bottom" while the illness.

Some speeches of the participants were selected that express the drama and the suffering of the inferred object presented in table 2 below.

Table 02: Emerging issues of the speech of the participants regarding the bullying and its occurrence

<p>(A) "Ahhh I'm angry ... Look here ..I todinha tremble when I think I have to go to work ... I feel threatened ... is persecution!" - "I can not stand it, is much humiliation, assaults me with words saying I do not do anything right, called me dumb these days, get on my feet all the time ...".</p>
<p>(B) - "... I live a hell in here too ... suffer humiliations ..." - "... I teases long as I arrive, she sees me shaking, then she lowers me," rides "same". "It comes with screaming thinking that we are his children ..."</p>
<p>(D) - "I am extremely angry, being harassed, being massacred ..." "I come obliged !!! It's my livelihood right? " "Look at me in disgust, I feel in your eyes will hurt me ..."</p>
<p>(I) - "... hiii already suffered too I almost died, it was much persecution ..." Source: Developed by the author.</p>

Source : Developed by the author .

It can be seen among the participants at the height of his suffering caused by bullying, has reactions of eminent suffering, trembling voice, amid tears counts as aggression caused morally. Humiliation is an invisible risk, but concrete in labor relations and health of workers, revealing one of the most powerful forms of subtle violence in organizations (Hirigoyen, 2001).

There revolt reports in participants as to who harasses, actions and way of exposing and lead and is causing great psychological problems and behavioral damage, when it comes to communication and interaction of the agent with the alleged harasser. Note that participants complain of some supervisors, including men and women, there is the talk of all that are scored by

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the same harassed, there is repetition of personal characteristics of the harassed (personality and attitudes) and behavior of the same.

It is noticed by the speeches of the participants a constant repetition in the settings up of bullying, it is clear that those factors are causing suffering at work. They are pronounced several times and several participants, but the humiliation, harassment, teasing and threats appear very emphatically.

Some phrases also considered in emphasis as bullying presented in Table 3, below.

Table 03 : Speech Fragment of participants who reported the bullying and its consequences

Participant (A)	<p><i>"The thought that I will have to work again tomorrow , I'm already ill , have a headache , it hardly makes you want to cry ... "</i></p> <p><i>" It starts with one, then turned the group yes, they look at me , they judge me with mockery , looking , laughing at me , criticizing me ; with sexual debaucheries , they treat you worthless ... "</i></p>
Participant (B)	<p><i>" I can not forget the humiliations at home , I end up getting nervous , I stressed even with my children ... "</i></p>

Source : Developed by author

The suffering goes beyond the workplace, it is clear that even in working hours, the trouble persists even causing the illness. It emphasizes also the consequence of bullying out of work, causing damage in their family life, causing conflict and suffering the whole family.

As Dejours (1999) talk about bullying as home extension is to speak of the consequences, involving, in addition to increased absenteeism and workplace accidents, the decrease in effectiveness and efficiency, productivity and organizational competitiveness, etc., has also the precarious conditions of quality of life; family and community relations crisis; social costs due to illness; increasing malaise; suicide risks of abortion and divorce; addition to unemployment.

Bullying is also considered a type of social perversion that can capture people and / or groups, regardless of their particular psychic structures. It is a kind of social pathology that infects the psychic. People or groups who engage in bullying are not necessarily evil in their structures, they may have other

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structuring and go on to develop these attitudes and behaviors, which are instituted, often unconsciously, by means of production and labor management. However, there is no victim and the aggressor as a dichotomy but rather a network of social relations that can produce perverse behaviors in many different people, with the most relevant in this context is the suffering that follows these behaviors (PAMPLONA, 2002).

Moral harassment can be vertical and horizontal, the first is more common to find in a downward flow , in which the employee makes use of formal authority; and sometimes the organization's endorsement , to perpetuate and maintain the siege .

The ascending , rarely present, but likely to occur , is checked when the group does not accept a top that comes out or who belonged to the group itself and was promoted .

The horizontal form , colleague to colleague , is observed when you can not live with differences , especially when those differences are featured in busy profession or position (HELOANI , 2004). Some testimonials about the types of bullying are shown in Table 4 below.

Table 04 : Speech Fragment of participants to report the types of bullying .

Vertical harassment - participant (A)	<i>" I tell all the boss and he broke me in front of everyone , he took me the reason and then he humiliated me , right ... ? "</i>
Horizontal harassment - participant (D) (co-worker)	<i>" ... it eats me with his eyes , and make nasty jokes , talk badly about me to his friends , and make me feel inferior before others , I'm afraid of him ... "</i>

Source : Developed by the author .

In this case study, the type of vertical harassment, where there are different levels of supervision, but working together, establishes a failure in the organization because it allows the error to occur in multiple hierarchies.

It is noticed that there are two conditions on the victim, moral and sexual harassment. According Pamplona (2002) Sexual harassment is embarrass someone with the intention of obtaining sexual advantage or favor. It is characterized by conduct of a sexual nature, practiced in the workplace, with some frequency, always against the will of the victim, in order to embarrass her

in her intimacy and privacy, using their power as a way to threaten and / or blackmail to undermine the work activities of the victim.

This critical view of the participant points out the fine line that exists between bullying and sexual harassment considering the ease of transformation from one to each other, if there is interest on the part of the aggressor. Unlike the moral and sexual harassment is that sexual varies in form, from one culture to another and consisting of any behavior unwelcome or unwanted sexual nature that occurs without your permission. Already bullying is understood by intimidation or pressure, it is a form of power of expression (Hirigoyen, 2002).

So any kind of harassment is seen as any conduct that causes physical or psychological embarrassment to the person.

Have been reported many utterances then what about the meaning of bullying for participants, among many, are presented in Table 5, below:

Table 5 : Speech Fragments of participants who reported the harassment of understanding.

(A) "Because she was in the mood to hurt yourself ... gives scolding and threat that will have consequences ... "
(B) "It's a pet peeve at all times , do not forget to want to snipe , mock ... "
(D) "One yells at us, speaks to us is weak and incompetent , breaks , humble ... want to appear over us , is threatening ... "
(E) " Lack of respect at all times, lack of education all the time and invents things to draw attention ... "

Source : Developed by the author .

It is noticed that the participants complained in a speech that stalkers act with an intention to hurt the victim, intending to belittle this is done in a repetitive and systematic speech highlighting once again the concept of bullying.

A Freudian analysis, Dejours (2005) clarifies that the victim of bullying has a constant repetition of the symptom, but looking at the development of speech, a transformation. Considering the stalker if you see a position of injustice and helplessness, lack of equity. This may denote a strong influence of organizational culture that guide the organization's management mode studied.

Organizations are inserted and interact in an environment in interrelation of influences. People working in organizations are professionals

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who contribute to this constant exchange, and its component values to the culture of the organization of training as denotes the participants mentioned above.

Some said popularly as sexist cultural traits are also observed in some lines, this confirms once again the influence of organizational culture, as is the gender of the deletion case, as the participant's verbalization (G) expressing "these co-workers think that woman is object of sexist thing ..." In the sentence, the fear of contact with the aggressor shows the result of psychic act already in place that invades thought and reaction causing an unhealthy condition, such as isolation, depression and silence (DEJOURS, 1992).

2. Work Organization

The study of work organization , one of the categories of the psychodynamics of work, are considered essential when correlated with pleasure and suffering at work , there is a direct relationship , leading to consequences , which in this study appear (Macedo , 2010 MENDES, 1994).

The guiding questions covered the sense, the routine and the remarkable way of working conditions in almost all participants, as examples , we present the lines of said agents in the table below 6 .

Table 6 : Emerging themes of the speech of the participants by talking about the organization of work : direction, routine, conditions , etc.

(A) "Before I felt useful and beloved , now that much suffering, lost work horny , I'm here because I need the salary ; I tremble when I think of coming to work because of harassment , I feel threatened for me is persecution ... " .
(B) "I liked a lot, now not so much , lost a little sense ."
(C) " We have a house quota to do every day, have to be at least 25 houses , only it has closed house ... there is a problem ... not the closed account production and other cash they require but hit at 7:30 am in the resident 's house? This can not you? "
(D) " The routine is the same for everyone , arrival, outputs , functions ... all, if the focus is great , it's a pain ... "

(G) " Are not they stand with rules that have no way to do. It is charging not just more , and talks are rules ... "

Source: Developed by the author .

Faced with the discussions clearly perceive yourself the aggravation of bullying and its consequences integrated into the organization of work, there is talk of work feeling.

The definition of core sense shows that the trader realizes his routine involving the same functions and daily tasks, however, because it is professional contact with the community, move-events. As the largest function of the agent is to eliminate mosquito outbreaks in the community, given that, what we see is that there are few professionals in the region (for being a large region) with many environmental assaults and prone to increased focus. Therefore, its overall function is to visit the homes in established regions.

Clearly realize the group that there is a subjective mobilization as a way of coping with suffering, to ease and put this as a natural condition. The expressions of the besieged, is a stalker defense strategy trying to excuse the overhead and collection of rough and disrespectful way the fault of the management approach, addressing working conditions, emphasizing the experience of suffering.

The organization, the conditions and their relationship, the meaning of work influencing considerably in pleasure and suffering at work, and too in the existence of bullying in this study.

1. Subjective mobilization of worker

Dejours (2005) defines the subjective mobilization as a process by which the subject engages in work and exercise your practical intelligence to solve problems , contributing to the real work organization. As constituent elements of subjective mobilization has practical intelligence , recognition, symbolic resonance and space for discussion and cooperation (MACÊDO , 2010).

Considering some issues that guided the research , grief indicators are there experienced by the group , highlighting the bullying that made it possible in some cases the use of subjective mobilization.

They present expressions of participants in Table 7 , below.

Table 07 : Speech Fragments of the participants by talking about the suffering Indicators

Participant (A)	"have no recognition ! I am treated like a useless that does everything wrong, and I'm not !!!! .. it is unfair " " ..às Times overwhelms us too , because they speak to do one way and end up changing everything ... "
Participant (E)	" Assistance has neither psychological support or to talk or anything, and when they put to disposition, no use , we want action , they do not act ... "
Participant (E)	I do not care , nor psychological, nor the management, nor anything sometimes I see that the order comes from above but the same courtesy and respect fits anywhere right .. "

Source : Developed by the author .

When asked about suffering indicators, it can be seen in the speeches, numerous elements to be related to study Dejours (2009) where he mentions that there is a gap between prescribed and real work, limitations and rigidity imposed by the work organization and the psychic burden of work are elements that intend the subject of daily work and trigger the worker's grieving process. When there is a rigidity of work organization as a result, decrease the possibilities of psychic discharge, increase the suffering experienced by the individual.

Note, therefore, lack of support, recognition, overload, threat, harassment, humiliation, abuse of power, among others seen as suffering indicators in the survey. It is true that the context involves the organization studied and their social conditions and labor relations, which, in a way, print an administrative procedure that can be producer of suffering and allow or not your face.

As for the participants who have experienced bullying and no longer live, we can see a positive way of minimizing the actual pain they support, tell their experiences and collaborate in carrying out the work clinic, the collective discourse has that goal. The subjective mobilization meets the cooperation, own space for discussion, is a way to reduce all the suffering resulting from manifestation of bullying.

To Dejours (2005) defensive strategies are resources used by the workers to deny or minimize the adverse perception of reality that causes them

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suffering. On the redefinition of impossibility of suffering by subjective mobilization and failure or exhaustion of defenses, suffering becomes pathogenic and can trigger diseases, is what is realized in the utterances of the participants with regard to illness in the study of the condition of bullying .

It has been reported some symptoms and diseases in Table 8, below.

Table 8: ILLNESSES / SYMPTOMS

SYMPTOMS	DISEASES
PHYSICAL	
a) pain: head , neck , legs , spine , stomach b) Malaise c) Pressure Change d) Insomnia e) Nausea f) Allergy g) Colic	a) Dengue b) Column Problems c) Migraine d) High blood pressure it's flu f) Kidney problems g) Heat Stroke h) food Infection i) Elephantiasis j) Allergies (chemicals)
Mental/Mental	
a) Distress b) Fear / Panic c) Low self -esteem d) Nervousness e) Isolation f) To feel inferior g) suicidal ideations	h) Stress (burn-out) i) Depression j) distress syndrome k) Panic Syndrome

Source : Developed by the author .

For the psychodynamics of work, the illness at work is due to the suffering experienced by the worker when, despite their commitment, their subjective mobilization, can not cope with his task. Health, in contrast, derives pleasure that begins when, thanks to his intelligence, ingenuity, know-how, finally, thanks to their mobilization, the worker can create convenient solutions and carry out the work (MERLO AND MENDES, 2009). Thus, the dynamic pleasure-suffering is inseparable from work and subjective mobilization (practical intelligence, reconnaissance, space for discussion and cooperation) is irreducibly linked to the engagement of subjectivity that are faced with the conflict between what is organizing the prescribed work and the real, understood this as what is presented to the employee for his resistance to the domain (DEJOURS, 2012b).

Note, therefore, that the possibility of talking about it, because this space for discussion (the clinical approach and psychodynamic) proposed in this study may represent a flow or decreased suffering.

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As some participants, even with a sense of helplessness, seeking rationalization that turns hope and trust in peers. The recognition for participants, comes from the community and the feeling of doing a social good. Or simply the feeling of working with something of public need. It presents the following table 10 containing feelings and behaviors in response to bullying in this study:

Table 10 : Reactions of bullying at study group

Feeling	Behavior
a) Distress / Down / Helplessness	a) Crying Shouting isolate
b) Discouraged / unmotivated	b) Will the attack to defend itself
c) Humiliation	c) Search medication
d) Fear of having cardiac arrest	d) Stay silent, frozen (unresponsive)
e) distrust , anger	e) Move away from work
f) Feeling down and impotence	f) Search suicide
g) To feel threatened / fear	
h) Feeling guilty	

Source : Developed by the author .

In this condition of feeling and acting - , it is clear that the behavior is predictable on the feelings , the suffering caused by bullying is the victim react in different ways, however, they all aggravate respect their mental and physical health.

In Figure 03 below , presents the reactions of bullying .

Figure 03: the Moral Harassment Reactions



Figure: Developed by author

The previous figure is the predictability of the elements by their correlation , reactions such that a proportion of any feelings and configured behavior thus causing symptoms and illnesses therefore the experienced bullying .

Dejours (1999) points out that if on the one hand , normality may reflect healthy balance between persons may, otherwise , be a symptom of a disease state , ie , the establishment of a poor balance between the destabilizing forces of the subject and the effort of these and groups to stay productive and active through a lot of suffering and which also extend into your life outside of work.

Final considerations

The aim of this study was to discuss and present data indicating suffering and bullying in a group of health workers of a public institution specific Municipal, the data indicate the occurrence of bullying in the research organization, using as method, the categories of clinical psychodynamics of work to real it became clear the influence of politics and form of management in the environmental context of the work.

Therefore, shows the overwhelming presence of bullying element in the group by associating some components vertically harassment and in some cases the pairs condition.

As features that prove bullying, aggression was evident in talking, in charge, the teasing and the "marking" of some workers also showed the mockery, humiliation (alone or forward to colleagues), cynicism and irony, lack of education, lack of recognition, be ignored and intolerance, causing the victim to feel worse and worse, psychologically and physically, thus causing, in many cases, the illness, there were even thoughts of suicide.

However, the study also shows, through the effective management and psychodynamics of work, in some cases, centralizing speech at work, is clearly influenced the way management for that suffering to happen. Thus, it was highlighted elements such as lack of recognition, supervision and overcharging, lack of qualifications by superiors, especially for competence in being leaders.

On concepts presented by scholars in the field of clinical and psychodynamics of work, especially Dejours (1987, 1994, 1999), Macedo (2010, 2013, 2015) Fleury (2013), among others, there is of course the categories of psychodynamics of work in the study, explains the form of management, emphasizing how the organization of work, their living conditions and workers together in pairs, and community leaders. Bullying exists and compromises the health of these workers, this phenomenon increases considering the way management. The use of subjective mobilization among the creative suffering, cooperation peers, coping strategies overlap the sufferings of indicators presented at various times in the clinic.

As emphasis, sees the clinic going, through collective discussion in the meetings and sees this moment as critical to minimizing or even eliminating the suffering, it is through word and exchanging taken place experiences in the clinical context and under psychodynamic approach to work. As a suggestion, the research itself brings identifications that enable change of stalkers profile and harassed, changes in management and personal relationships at work.

These studies concepts provide adequate guidance to minimize harassment, reducing human suffering and reflection in the form of management used by the organization.

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