

SOCIAL WORK AND LABOUR WORLD:

A DEBATE ABOUT THE NEW PRECARIZATION/INTENSIFICATION OF THE LABOR PROCESS THAT AFFECTS THE EMPLOYEES OF THE REGIONAL LABOR'S COURT OF RIO DE JANEIRO

A4M2 - Creatividad, resiliencia y trabajo social: propuestas desde la sistematización de la práctica profesional.

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ABSTRACT

This text reflects about that challenge of Social Work facing de process of precariousness and intensification of labor that affects de public sector. It was problematize the capture of subjectivity of the working class and the reduction of the gap between the conditions of labor in the productive and unproductive worker. Methodologically, a documental and a bibliographical research was made and it was adopted a particular example the Regional Court of Labour of Rio de Janeiro, taken as basis the illness of the judges. We conclude that context question ethically, politically and operatively the Social Work, subjected to conditions if proletarianization.

KEY-WORDS: Social Work; Management; State; Work; Health

RESUMEN

Este texto refleja sobre los retos de la actuación del Trabajo Social junto al processo de precarización e intensificación del trabajo en lo sector público, cuestionando la captura de la subjetividad de la clase obrera y las consecuencias de la disminución de las brechas entre las condiciones de labor del trabajador productivo e improductivo. Metodológicamente, hemos adoptado un rescate bibliográfico y documental, así como un estudio de caso de la enfermedad de los jueces del Tribunal Regional del Trabajo de Rio de Janeiro, sometidos a las prácticas de gestión. Concluimos que este contexto tensiona ética, política y operativamente el Trabajo Social, sometido a la condición de proletariado.

PALABRAS CLAVE: Trabajo Social; Servicio Social; Prácticas de Gestión; Estado.

INTRODUCTION

The current social, political and economic dynamics is characterized by a revitalization of the most radical assumptions of the general law of capitalist accumulation, so that the financialization¹ becomes an organization's bounding feature of this society, whether in economic-political terms, whether in cultural, ideological and social aspects (CHESNAIS, 2005). It is, therefore a reconfiguration of capitalist society (forged with greater materiality after 1970) that in addition to print the working class an amorphous nature, triggered a proletarianization of broad segments of society, given that the financial capital strongly impacts on the activities that were previously considered unproductive.

The Brazilian Social Service is part of that context through the scope of its professional practice², as well as from its condition that seems wage meddle (indiscriminately) the determinants that plague other installments of the working class. We debated because, contemporary metamorphoses of living labor as an immediate impact of the refractions of a structural and systemic crisis that has brought a burden, never before seen, to the practices of consents spurious generation around the capitalist order (ALVES, 2009). In this process, the social worker gets a privileged locus, being called to serve as an ideal channel serving a speech aimed at structuring the active consensus of workers around the employer's goals.

The production of this aclassicist ideas is favored by this new social, political and economic dynamic, in which the separation between life time and working time becomes increasingly rarefied (ALVES, 2013), transmuting the values and demands of employers institutions ways of being and existence of the working subject itself. This fact renews (and confirms) as a matter of urgent review, the current transformations of the working world and the range of political and ideological constructs that support the daily reproduction of this true generalization of the condition of proletariat-ness³.

This process of intensification of the ethos of the capital as a manager, becomes urgently important to research on the role of so-called multilateral organizations, in order that said developing countries such as Brazil, are urged to adopt a "cookbook" of the International Monetary Fund (IMF) and the World Bank (WB). As a result, we have a draconian fiscal responsibility policy (built at the expense of chronic debt of these nations), as well as a massive serving of fetish values

¹ The term financialization is adopted by Chesnais (2005) to designate the process of globalization of the financial capital.

² For Mota (2010, p. 31): "the request of the social worker responds to the need to engage in a technical rational and scientific management of social services managed by the company. It is clear that rationality is related to both the management efficiency nature of material benefits as to the educational nature of this administration, set up in deviant behavior guidelines of the employee and his family. "

³ To ALVES (2013, p. 65): "The proletariedade condition is the most important element (and fundamental) of the estranged work: there is only estranged work or paid work because there are proletarians or men and women immersed in a historical and existential condition of proletariat, forced by the need to survive to submit to capitalist exploitation conditions. "

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that generalize an ethical, ideological and cultural dominance where the work seems driven (and attracted) to a general reconciliation with capital. This, in turn, is fierce for a number of technological and organizational changes that have made the labor more fluid and flexible (Harvey, 2005).

Thus, the updates of the Scientific Organization of Labor (OCT) bring, unlike aggregator and collectivist discourse employed in contemporary managerial practices (based on maxims like: quality of working life, humanization, entrepreneurship, etc.), further fragmentation of the collective worker, so that the working man is confronted daily by loneliness (relational and of itself) and violence inherent in productivity culture (DEJOURS, 1992).

The generalization of the ethical-political dominance reaches the social rights of mediating institutions that (at first) did not have the function to generate direct profits to the capital, contemporaneously operate under a management perspective, valuing practices and discourses that permeate commonplaces of private institutions such as: goals, productivity and versatility. This phenomenon, according to Alves (2009), expresses a complexity of work processes that are traversed by inflections of a new precariousness of work and the intensification of labor, which will tension the most diverse professions, among them "privileged" parcels arised from the medium extracts of society, as the judges.

It is from these assumptions that this text debate the implications of the State counter-reformation process on workers employed in the state apparatus, which is an example of the already alluded proletarianization process that several social groups have suffered. To this end, the case of Brazil and its particularities will be the guiding principle of our research, since our country has proved emblematic in pursuit of neoliberal recipe. In this context, we chose the analysis of a state institution adapted to the logic of globalized competition of the capitalist market, but it is also on the condition of "boss". Thus, our analytical focus was on examining the implementation of managerial dynamics in the Regional Labor Court of Rio de Janeiro (TRT / RJ) among other employees. This choice is not random. In our view, the TRT / RJ is in a rich field of analysis in mediations able to unravel the "complex complex" that imbue social relationships (and production) in the capitalist system, in which everything surrenders to monetarist logic and is (or not) directly connected to value creation.

The theoretical-methodological framework of the investigation is guided by the Marxian prospect. We conducted a bibliographical and documentary recover which included authors that discuss the world of work; the "reform" of the state and management practice. We use also a survey by the Multidisciplinary Evaluation Commission of Licenses of Judges of the TRT-RJ⁴ itself and

⁴ This Committee worked between August 2012 and August 2013. In the quantitative phase of the research were analyzed medical records of all TRT-RJ judges, aiming to find the number of licenses taken from 2007 to July 2012, and understand the main reasons for medical licenses. In the qualitative stage of the research, out of 340 judges (174 women and 166 men), 41 were interviewed, among then judges substitutes, Holders and Associate Judges. This committee was composed of two doctors, a psychologist and two social workers. Carbonero, D.; Raya, E.; Caparros, N.; y Gimeno, C. (Coords) (2016) *Respuestas transdisciplinarias en una sociedad global. Aportaciones desde el Trabajo Social*. Logroño: Universidad de La Rioja.

systematization of everyday life of Social Work recently joining the institution. In the first step of our analysis, we will discuss the macrosocietal movement that focuses directly on the world of work, emphasizing the fetishized nature of the social relationships. Sequentially, we will hold a brief statement about the noxiousness of the logic of management adopted by Rio labor judiciary, reflecting on the impact of these directions for public employees and the performance of social work itself.

Finally, we stress the importance of the Brazilian Social Service search for diversified ways of conservative shift, given that the current corporate environment provides major setbacks to professional achievements arising from our bond to the mass democracy project.

I - CAPITAL CRISIS AND ECONOMIC FINANCIALIZATION: new complications to the world of work

In the late 1960s, capitalism experienced, according to Carcanholo (2011), a crisis of capital overproduction associated with reduction in profit rates, so that the current settings of contemporary capitalist society, come as answers to this structural crisis that erupted in the twentieth century. At this social, political and economic dynamics, finance capital demonstrates an even more volatile nature and predator under the "coordination" of so-called multilateral agencies like the IMF and the World Bank. These, as the main agents of the financialization process, use the debts of developing countries to reorganize the social relations of production, further favoring the penetration of foreign capital in these nations (Harvey, 2005).

We treat, therefore, of an oversize context of the experiences of reifying capital, according to Marx (1978), the economic alienation is of the effective life because if the labor produces the refinement of social needs and their means, also creates a real simplification of the generic man privations limited to the ability to possess and consume. Furthermore, we discussed an environment in which the ontological dimension of work becomes an even more distant apprehension of mankind, considering a society in which "money seems to create itself" in a relationship in which hides the true source of wealth: the work of the social being.

If the division of labor is the economic expression of its social character within the alienation (Marx, 1978), we can elucidate new mechanisms of organization of the production process as real instruments that converge on the deepening of an estrange relationship between man and the job. Builds up, then a reinvented materiality of capital in production, assisted by the spread of a culture capable of "*markeditfy*" all spheres of life in society, which will focus directly on the complexification of the working class as well as at the bonds between productive and unproductive labor.

To Alves (2009), Toyotism is a real common sense of the capital since even public institutions that do not participate in the value creation will incorporate its neoprodutivist principles. Therefore, this situation will require the creation of capture instruments of the subjectivity of living

labor "highlighting the wide range of organizational mechanisms to encourage participation and involvement of employees and workers in solving problems in the workplace" (ibid, p. 28).

(...) It is the whole man who is conditioned to productive behavior by the work organization, and outside the factory, it retains the same skin and the same head. Depersonalized at work, he will remain depersonalized in his home. (...) Thus, the pace of time off work is not only a contamination, but rather a strategy designed to effectively maintain the repression of spontaneous behaviors that would mark a space in productive conditioning (DEJOURS, 1992, p. 46-47).

In this context, we bring the debate to the Brazilian case. The 1988 Federal Constitution could not have its most innovative principles implemented. This is because, from the 1990s, the opening of the nation to neoliberalism occurs. This fact, tested by Fernando Collor and materialized during the Fernando Henrique Cardoso (FHC), unleashed in the country, a restructuring process. This managerial logic meddles in public services through the "*Plano Diretor*" (Directive Plan) of the State Apparatus Reform - made by the then Minister Luiz Carlos Bresser Pereira, the conductor of MARE. Thus, during the administration FHC we see materializes in the country a real counter-reformation of the state structured under measures that encourage increased domestic public debt and the inflow of funds to the privatization of public companies, with a view to "end state monopolies." Brazil, as a particular expression of social metabolism of financialized capital, reinforced an instrumental rationality of the business world, which permeated all spheres of sociability, so we experience a real fetishism of quantification dominating diverse forms of social reproduction (MÉSZÁROS, 2011).

This hypothetical modernization produced a precarious / intensification of labor relations and hence the socio-occupational areas also affecting the "unproductive" workers, who see their rights decrease front of the intensification of directions recommended by FHC. In this regard, the current ideological mechanisms of subjugation of labor to the dictates of capital, produce a desubjectivation of class that is characterized by the breakdown of labor collectives. This fact occurs mainly along the portion of the working class which, due to its mitigated condition of middle strata, does not see as a member of the class who sells his labor capacity.

Finally, it is worth noting in this context that social policies and rights, especially labor, are broken down and / or uncharacterized, there is a progressive increase in the search for resolving conflicts through the judicial apparatus, which increases the demand of institutions linked to the so called "Justice". Thus, when we analyze our place of study, the Regional Labor Court of Rio de Janeiro (TRT-RJ), it becomes clear the internalization of management discourse on rights assurance process which leads us, not without irony, to state that the Labor Court, today, suffers from its chronic inability to enforce its master principle, called the protective principle to its own employees (MOTA, 2011).

II - THE CASE OF TRT / RJ

The rising demand for labor justice implies, especially after the creation of the National Council of Justice (CNJ) in 2005 in a real race of judicial officials to achieve goals. In this context, we can state that the assumptions that support the "reform" of the judiciary are legatees of those who legitimized the "reform" of the state, according with arguments based on the idea that the population could not access justice due mainly to their mismanagement.

Thus, the new social metabolism capital can be noticed by the spread of the "culture of productivity" which, in the Brazilian labor judiciary, is expressed through the establishment of so-called Goals 01 and 02, providing for the increase in the number of cases heard. We can say that the Labour Law experiences "a regression on the material plane, positive, a situation which, moreover, is repeated every time a crisis hits the capitalist mode of production" (MOTA, 2011, p.193). In fact, this is the placement of a justice modernization of speech that has been collaborating for a process "capital hipermonopolization assimilating management and organization practices observed in the new capitalist reproduction model" (Ibid., P.198).

And it is through the above logic we observe a growing similarity between the labor conditions in the state sphere and those employed in the private sphere which, broadly speaking, can be understood as a "proletarianization" of state employees who will 'wear institutional shirt', compete for positions and functions, being "socially responsible ", among other commonplaces that productive workers are subjected. It is, therefore, a situation in which "the great mass of work that is unproductive because they worked for the capital has now been transformed into a mass of unproductive work because it works for the capital, and due to the capital needs have risen so remarkably "(BRAVERMAN, 2012, p.351 - our emphasis). These forms of "unproductive" work, once considered "privilege" of the working class, lose some of their "attractive", making it just a new form of intense exploration. Thus, it can be said: "from privileged positions which were where could a small degree share the benefits of capital through productive work came to be mere teeth in the gear designed to multiply the capital" (BRAVERMAN, 2012, p 354).

It is in this context that social work falls within the TRT-RJ, from the end of 2011. The institutional routine allows the measurement of an objective institutional expectation (permeated by values and management principles) that the Social Work acts as a soothing agent for issues organizacional⁷. This fact does not consist of any "new" when consider the relational history of this category with the contracting agency (given our reason for being professional which is the "social question"). However, draws our attention that the common speech to major institutional summit is that it is necessary to reach a market parameter (focused on productivity of shares) so we can serve the citizen consumer of the LABOUR JUSTICE!

In this regard, it reveals a part of the challenge posed to the Social Work in TRT-RJ, considering that the professional expectations about the role of the social worker permeates the universe of "social marketing", given that, according to Gramsci (2008), the new working methods can not do without certain ways of thinking, living and feeling life. Thus, social work was received Carbonero, D.; Raya, E.; Caparros, N.; y Gimeno, C. (Coords) (2016) *Respuestas transdisciplinarias en una sociedad global. Aportaciones desde el Trabajo Social*. Logroño: Universidad de La Rioja.

as a fundamental part of a proposal to adapt the servers to new working methods (which may simply not occur by coercion), being part of the adoption of a policy aimed at persuasion and consensus (which, clash with the rigidly hierarchical structure of TRT-RJ).

It is worth saying: The TRT-RJ is composed mostly by technicians called judicial workers. They have assignments that do not require large qualifications, since they are inherent to office routines, such as the page numbers of processes. They are "technical, whose functions are limited to the repetition of simple activity, quickly learned and that do not require real functions of conceptualization and planning" (BRAVERMAN, p.207). Another character of this work space is deepening the gap between those who think and who performs the functions, increasing a feeling of lack of senses and work. Also worth mentioning, to reflect the managerial logic of TRT-RJ, the adoption of the "latest fashion" among private companies, the so-called strategic management and skills, permeated by discussion of the importance of "knowing how to manage" as well as the difference between being chief and leader. Based on that, one can elucidate that apparently those rare times when one notes the objectification of employed in expressions such as bullying and burnout, no more the long awaited stability of civil servants seems to guarantee the realization of the individual through work.

However, this feeling is not observed only in those workers whose duties are limited to office dynamics and do not stimulate creative potential. The class seen as privileged by the judicial authorities (the Judges) also seems to experience a desubjectivation process that removes even the vocational dimension of their work. In an institutional context survey conducted by the Multidisciplinary Commission for the Evaluation of Licenses of Judges, was seen how the quest for productivity and compliance goals impacted on the quality work performed by the judges, so that many considered themselves "mere bureaucrats". Complaints carried over by the working conditions, by the differentiations of these conditions within the category, the feeling of moralizing the illness and a growing dissatisfaction with the organizational dynamics of the institution. The discourses of judges permeated, massively, the binomial "vocation and discouragement."

A more explicit part of this reality can be seen in the data below, derived from the above institutional research: 68% of the judges interviewed by the Social Work in the qualitative phase of the research indicated the social occupational factors as catalysts for illness and the for medical leaves. Furthermore, 76% of judges reported that negative feelings like sadness, stress and loneliness interfere with the final product of the work performed. To that end, 55% of the group of respondents notes that the productive working routine reduces the time for social interaction, family and leisure, as well as impacting negatively on emotional life and continuous training opportunities.

As for self-realization through work, 69% of substitute judges indicate that possess a degree of satisfaction with the work that moves between "regular and very dissatisfied". In the same way (regular to very dissatisfied), are molded the 83% of holders judges answers. This last fact Carbonero, D.; Raya, E.; Caparros, N.; y Gimeno, C. (Coords) (2016) *Respuestas transdisciplinarias en una sociedad global. Aportaciones desde el Trabajo Social*. Logroño: Universidad de La Rioja.

converges to the data of the quantitative phase of the research, which indicates that the holders judges have greater risk of becoming ill than the substitutes and the judges. Finally, the Associate Judges proffer more positive responses, as 50% declared themselves "satisfied" or "very satisfied" (which attach the hierarchical structure of the institution that guarantees better labor conditions to these professionals). Regarding to the generators reasons for dissatisfaction among holders magistrates (63%) and replacements (56%), the standard answer was: "deadlines and targets" and "physical structure". The Associate Judges who reported dissatisfaction, 31% binding them to macros societal boundaries that hinder the realization of justice.

Another question investigated focused on the way the families of the judges saw the work they performed. It was found that 56% of the families of substitute judges and 61% of the holders claim that "workday" and "quality of life" are negative factors for the judge's career. This finding is the opposite of the perception of the Associate Judges families, which indicate 88% satisfaction about the "salary" and "quality of life". Finally, it is interesting to note that psychiatric diseases, albeit in smaller numbers than orthopedic, are equivalent to the latter in number of days of absence, highlighting that, unlike the initial hypothesis (that assumed the existence of a high number of licenses), there are diseased judges in office, it is important to differentiate between illness and sick leave.

With this example, we demonstrate how a survey that focused on the illness / temporary retirement of judges had the results not the demand for health promotion, but criticism and indicate the need to change the production-management logic that is being implemented in TRT / RJ. It is worth mentioning that is the focal point of this very survey the perception of the transformation of what would life time and work time, so that reduction of living labor to the workforce generates, to Alves (2011), a real sense of life reduced and estrangement.

Based on these, the contemporary centrality of the theme is revealed inherent to "worker's health " to analyze the changes that plague the world of work because, in the words of Alves (2013, p. 127): "it is a debate that exposes human misery under the conditions of exploitation of capital in its structural crisis stage. "

Thus, we follow with the analysis of TRT-RJ. This sector aimed at health in the institution (Coordination of Health and Quality of Life - CSAD), lacks autonomy and is subordinated to the Office of Personnel Management (SGP). This, in turn, feeds a purely punitive logic in the conduct of health actions, taking into account the sizing of the Division of Medical Skills (DIPER) and the poor visibility of the so called Health Promotion Division (DPROS). These two divisions are subject to compliance with the CNJ Goals, being the 09 and 10 Goals, those who endorse what's right to health for workers in the labor courts.

The aforementioned programmatic of the CNJ is limited to the design of occupational health as well as the implementation of actions (such as the ergonomic suitability)⁵ which, while important, are conducted under an essentially individualistic bias and psychologically centered of labor relations, like other punctually activities offered in "Health Day"⁶ as: *feng shui, ikebana, hot tub feet* (these services performed by third party companies).

Thus, what actually we observe is the reproduction of principles linked to the ideal of Occupational Health that, in turn, also has a great resonance in the judiciary through various government regulations, and better tune with the Quality Management practices of Working Life (QWL)⁷. This, according to Ferreira, Alves and Tostes (2009), have more than half a century. However, only from the great crisis of the 1970s they have picked up, considering the transformation of the capitalist system that brought as a characteristic trait, an important corporate movement around the QWL programs. It's easy to notice the fact that these guidelines, aimed at workers' quality of life, is attune to the prerogatives of legatee norms of the Health Reform Project. On the contrary it is away from the expanded health paradigm and approach of the proposals contained in the Director Plan for State Reform, which "good and bad" public servants are separated.

This particular reflection on the dynamics of the TRT / RJ leads us to consider that the diversification of forms of work can even influence the consciousness, cohesion and identifying workers concerning their class position (BRAVERMAN, 2012). But when it becomes feasible to associate the complaints of a federal public institution servers with those uttered by telemarketing⁸ operators, for example, it becomes clear that better employment conditions do not change the existence of these categories as working class. It can be observed therefore that the process of impoverishment and intensification of labor decreases the gap between productive and unproductive labor, with regard to its functionality to capitalism.

⁵ In that regard, Mota (2010, p.14) defines: "Modern corporate administrations, which are managing people not more human resources policies, create a paradoxical management methodology: on the one hand, the emphasis on collective, expressed in the operative planning groups and suggestions that should evaluate the performance of companies and optimizers present proposals (...). On the other hand and simultaneously, the pedagogy of individualization of the worker is objectified in remuneration for targets achieved (...)."

According to Dejours (1992, p. 56): "The inconvenience of ergonomic intervention is its limited action (...) the relief brought by ergonomic correction is recovered by the organization of work. The load relief allows the intensification of productivity. (...). To use another formula, it may be said that the ergonomic intervention does not affect the work situation in depth as it remains apart of work organization"

⁶ This is an annual event that, until now, summarize (along with gymnastics and ergonomic adaptation) the institutional actions of health promotion. Ironically, this is literally one day.

⁷ A new organizational paradigm will gradually, strengthening itself: it's not enough to ensure the final quality of products and services; it is important that's followed by quality of working life, considering the employees. From this perspective, in its origin, the QWL is considered an evolution / development / expansion of focus Total Quality (IDEM, p.320).

⁸ Many TRT-RJ servers complain of so-called Labour Courts officers for keeping track of the time spend on lunch time and number of times a person goes to the bathroom. Often servers that were prevented from fulfilling their physiological needs (and therefore experienced some embarrassment) seek medical sector - since, in organizational terms such demands have no solution.

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In this regard, we point this social and occupational space of Social Work⁹ as challenging, both in practical operational terms, as ethical and political, given the schizoid logic that runs through the whole organization of work in institutional aspects. Beyond that, this is a field of action that opens up to what is most conservative in the profession, through the institutional expectations of an individualized monitoring of nature "psychosocial" of their servers - despite phenomena such as bullying and Burnout syndrome are closely connected forms of work organization. We question, so the public who dresses as a private, and the right (even though positive / bourgeois) that restricts the reach of labor goals and reconciliations out of the institution.

Based on these, we learn that the precarization of the world structure impact on the performance possibilities of social work that are connected to an expanded concept of health as well as on the possibilities for realization of their own National Policy on Health and Safety at Work within of public institutions. So it is up to social work, especially when we refer to QWL practices, "refusing to find ways that make the alienated relationships more acceptable to the exploited and to mankind subsumed to the strangeness" (IASI, 2010, p.82).

FINAL CONSIDERATIONS

Upon to the worsening of the general law of capitalist accumulation under the aegis of financialization, there is a massifying process of redefining the subjectivity of the working class, deserving highlight the placement of a mercantile discourse that applies to all spheres of sociability, even within that group that does not belong directly to the value creation process. It is, therefore, a phenomenon that brings public institutions such as the TRT / RJ, to be based on precepts linked to management paradigms and total quality, bringing out the mediations found by the capital to guarantee a metamorphosed social metabolism that reduces the bourgeois evaluative dynamics.

It is inferred therefore that the spread of capital and the pursuit of maximizing profits depend increasingly on the ability to generate consensus around this production. In this regard, the modern forms of management shape, not only work, but the actual individuals, aiming to draw those who sell their labor power, the daily conduct that best fits the employer's interests (BRAVERMAN, 2012).

In this context, is part of the germinal role of Social Work in TRT-RJ, which is tensioned by an institutional expectation focused on what is most classic in the profession, in mimicry of modern terms as mediation of conflicts¹⁰, building leadership, interpersonal relationships, among others. So if in the contemporary world of work a much more pernicious logic and "engaging" is brought (through concepts such as "quality of working life")¹¹, the role of the social worker,

⁹ For approximately 35 years there were social workers in this institution. However, between these retirement and hiring new workers, there was a gap of 03 years, which influenced the literal loss of the work, considering that no records were found of the paths previously traced.

¹⁰ According to Motta (2010, p. 73), "the assumption of the mediation consists in the technical neutrality of the professional, within a conceptual framework that ignores class antagonisms".

concomitantly, renews an apolitic professional perspective, overvaluing "a conciliator and peacemaker agent mandate of conflicts of interest between the company and employees "(MOTA, 2010, p. 74).

This situation of intensification of manipulative nature of the capital, when focused on public institutions, consolidates schizoid ways of working, considering that the intense quest for productivity clashes with entrenched bureaucracy and hierarchy of services; beyond the undeniable fact that the above institutions are truly fertile places for reproduction of Brazilian sociability vices ("coronelismo", nepotism, corruption, patronage).

This dynamic of confusion between public and private makes this worker, subjugated to a culture of "minimizing" the importance of the role of the public server, feeling detached from their class condition and not able to see themselves as mediators of the realization of political and social rights. In this way, we can point out that phenomena such as bullying, depression and burnout should be reflected as (also) products of the new organization of the working world. This is because human feelings must be understood as ontological statements marking as the direct link between these "new" expressions of a social illness and the process of casualization / intensification of labor. Therefore, it is essential, according to Braverman (2012), examining the working class as a whole (not just your classic plot), because only then, will become possible to build strategies to combat the objectification of Human that works.

Finally, it proves the actuality of Netto's debate (1996) that, for nearly two decades, discoursed on the great challenge that would be presented to the Social Work (considering the structural crisis and the consequent counter reformation of the State), resulting in two paradigms: on one hand, would be the well-trained technician who will operate instrumentally on the demands of the labor market as they present themselves, adopting uncritically practices and concepts. On the other, shall be the intellectual who, through operative and theoretical-critical skills, will try to deepen the strategic direction of the profession. In this sense, it is important to research about new trends and professional challenges in order to make no mistake with modernizing spectrum and "humanizing" of technologies linked to "scientific management of labor", emphasizing a critical analysis of reinvented mechanisms of class consent production.

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