

Study On The Level Of Dissatisfaction Of Professionals In The Brazilian Judiciary In Relation To Stress Caused By Work Overload

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Abstract:

The transformation that has been taking place in society requires a reassessment of the basic assumptions of the community, as it is an irreversible fact for the very survival and expansion of institutions, especially in a context of socio-economic uncertainty that seems to be the Brazilian and world reality with the emergence of new technologies that optimize the process of developing activities. This issue has led to reflections on the importance and care of human capital in the face of these changes, with a view to avoiding overload due to the high demand for work requested by the respective managers, which has led to various types of occupational illness. Based on this understanding, the main objective of this study was to analyze the level of dissatisfaction among professionals in relation to the stress caused by excessive work in the Brazilian judicial system. A qualitative research methodology was used, in which the bibliometric technique was employed. The articles were selected based on an analysis of the full texts of the publications carried out, with the inclusion criteria being research with notification records related to stress and work overload. The exclusion criteria were the absence of scientific evidence on the subject, and the study was limited to papers published in Portuguese between 2012 and 2022. From the results presented, it can be seen that in the period analyzed on the subject, various day-to-day situations for professionals are pointed out as causing workers to become ill, among which the high volume of cases, deadlines and responsibilities associated with judicial activities stand out. The conclusion is that despite the changes implemented in judicial institutions with the aim of improving workers' quality of life, a lot still needs to be done if the rate of mental illness due to work activity is to be significantly reduced.

Key Word: Mental illness; Occupational diseases; Overwork; Judicial system; Work overload

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I. Introduction

As a result of the cultural, social and technological changes that have taken place over the course of this century, corporate organizations have felt the need to update themselves in order to become increasingly productive and competitive. Various institutions have started to analyze, evaluate and identify the problems they are experiencing in order to accept and adapt to changes, mainly as a result of the inclusion of new machines and technologies that have influenced the work environment and the quality of life of workers.

Work expresses the individual's behavior at a certain period in their life, is a reference for their emotional, psychological and cognitive development, and also contributes to their social recognition. However, when overloaded, it can lead to health problems such as stress, which has an impact on workers' quality of life and, consequently, on the quality of customer service (MERLO; DORNELLES; BOTEGA; TRENTINII, 2016).

It is necessary to consider that the elimination or reduction of situations that have caused work-related stress contribute to the well-being of workers, whether in the public or private sector. Based on this understanding, the question that guided the research emerged: what level of dissatisfaction among Brazilian judiciary system professionals has led to stress due to workload overload?

This article aimed to analyze the degree of dissatisfaction among professionals regarding the fatigue generated by the excessive workload imposed in the Brazilian judiciary system. The choice of the topic stems from the idea of the essentiality of these professionals for the fulfillment of judicial demands and the guarantee of justice effectiveness. In this sense, the present study aims to contribute to the understanding of the importance of

the Brazilian judiciary system's employee, especially concerning the necessary care for the promotion, prevention, and recovery of the worker's health due to stress caused by workload overload.

II. Theoretical Reference

Workers' health is a very important issue, as it is closely linked to human dignity. Individuals spend a significant part of their lives in the workplace, and it is essential that this journey is safe and respectful of workers' physical and mental health. However, work-related illnesses can often arise due to the inadequate conditions to which employees are subjected, whether due to the unhealthiness of the environment, the overload of activities or the pressure to meet strict deadlines, becoming a direct threat to human dignity.

Aware that the Brazilian judicial system is responsible for safeguarding the principles of legality and equality, with the aim of harmonizing social relations and exerting social influence to guarantee respect for the laws and their effective enforcement, this responsibility has encouraged the system to adopt measures to ensure speed in achieving justice, in order to satisfy the Brazilian population, changing the citizen's view of the judicial system. However, despite the positive aspects, these transformations have led to some inconveniences, including the intensification of the workload, which has led workers to carry out their activities in unreasonable hours, affecting their physical, cognitive and affective spheres so that they are able to meet all the demands inherent in the tasks for which they are responsible (ANTLOGA, MAIA, CUNHA; PEIXOTO, 2014).

According to Gomes and Freitas (2017), workers want to be able to fulfill everything determined by the institution to which they are attached and inevitably become frustrated when they fail to reach a certain goal, at which point they feel like failures and expose themselves to the risk of falling ill. On the other hand, one of the strategies pointed out for preserving workers' health concerns proper workload management, which aims to ensure that employees receive manageable volumes of demands and realistic deadlines, as a way of avoiding overload and excessive stress.

As for the legislation that guides the issue, Sátiro and Sousa (2021) clarify in their study that despite the existence of labor laws that regulate working hours, ensuring that employees have adequate time to rest and are not subjected to exorbitant workloads that could harm their physical and mental health, even so, the overabundance of demands made by the judicial system to its agents is fully perceptible, even in the face of the existence of a union for the category, which has identified a significant increase in complaints registered by civil servants regarding the damage caused to their health, especially that of the bailiffs, as a result of their work.

In order for professionals to remain satisfied with aspects of their work, it is essential to improve and prioritize the search for quality of life for workers, as well as to properly manage stress in the judicial sector, given that civil servants face significant and often disproportionate challenges on a daily basis.

III. Methodological Aspects

In terms of purpose, this study is characterized as qualitative, descriptive research. According to Gil (2010, p. 27), descriptive research "is aimed at describing the characteristics of a given population and also serves to identify possible relationships between variables".

Considering the characteristics of the subject and the problem addressed, this study was developed through a systematic literature review with bibliometric analysis, with the aim of verifying how the daily work of the Bailiff takes place and the level of dissatisfaction in the work environment as well as its reasons. According to Sobral and Campos (2014, p.10) the literature review "consists of constructing a broad analysis of the literature, contributing to discussions about research methods and results, as well as reflections on future studies". In parallel, Magalhães, Santos and Zille (2022) explain the importance of analyzing scientific or technical activity through quantitative studies of publications.

This type of review is significant for providing clarity and adding to the studies already carried out in scientific practice. The inclusion criteria were articles published between 2012 and 2022, in Portuguese, which centrally addressed the issues surrounding "stress in the workplace".

The exclusion criteria were materials corresponding to literature reviews, theses, monographs and dissertations, duplicate studies or those that did not effectively refer to the topic, incomplete texts and those with no scientific relevance in terms of the content researched.

The search for reference content was carried out on the Scientific Electronic Library Online (SciELO) and Google Scholar database platforms. The descriptors "stress, work overload and bullying" were used, and the results were analyzed for consensus and/or exclusion due to dissent.

IV. Research results

After applying the inclusion and exclusion criteria adopted in this review, the final sample consisted of seven (07) articles published in different journals.

To facilitate the analysis and presentation of the results, Table 1 was drawn up, which summarizes the articles, showing the authors, year of publication, types of studies and their respective objectives, as well as the main results found.

Table 1. Distribution of authors, type of study, objectives and results obtained

Author, Year, Journal	Title	Objectives	Method and Sample	Result
Antloga <i>et al.</i> , 2014. Revista Ciência & Saúde Coletiva	Work context and the human cost of work in a Brazilian judiciary organ.	To evaluate and the human cost of work in a Brazilian judiciary organ.	The Assessment Scale of Work Context (ASWC) and the Scale of Human Cost of Work (SHCW). A total of 383 civil servants from different positions took part in this study. 58% were female, 62.7% had completed postgraduate studies, 59.3% were married and 53% were aged between 21 and 40.	The results in ASWC reveal critical factors in work organization and socio-professional relations. In the case of SHCW, Affective Cost and Cognitive Cost factor assessments were moderate to critical. The ANOVA revealed differences in perceptions related to some socio-demographic variables.
Dalanhol, <i>et al.</i> , 2017. Revista Psico	Work engagement, mental health and personality in bailiffs.	To investigate its relationship with mental health and personality in judicial workers.	Field research. The sample consisted of 82 Judicial Officials (57.3% female) with an average age of 47.4 years (SD = 9.8 years).	The results showed that the bailiffs in the sample have mental health problems and that vital energy is the main predictor of engagement. Furthermore, engagement is negatively associated with minor psychiatric disorders and indirectly with neuroticism. These findings point to the importance of promoting the mental health and engagement of these employees through interventions at the organizational level, as these factors are influenced by the work environment and organization.
Gomes; Freitas, 2017 Revista Direito GV	Correlation between demand, number of judges and judicial performance in Federal Courts in Brazil.	To identify the correlation between demand, the number of judges and judicial performance in Brazilian Federal courts.	Empirical and quantitative study. The total population of the study consists of the 385 first instance courts of the 1st Federal Justice Region, which is made up of 13 states (Acre, Amapá, Amazonas, Bahia, Goiás, Maranhão, Mato Grosso, Minas Gerais, Pará, Piauí, Rondônia, Roraima and Tocantins) plus the Federal District, in a total of 14 Judicial Sections. Of the total of 385 courts, 172 were excluded due to the lack of data on the variables investigated. Thus, the sample of this study is made up of 213 courts, approximately 55% of the total population of courts in the 1 st Region.	The main results found indicate no correlation between the demand for courts and the number of judges; a positive correlation between demand and the performance of courts; and a negative correlation between the number of judges and the productivity of courts.
Sátiro; Sousa, 2021 Revista Direito GV	Quantitative determinants of judicial performance: factors associated with court productivity.	To identify the determinants of the productivity of state courts in Brazil and to test emerging variables that may help in this understanding.	The inference technique used was Multiple Regression with panel data.	After testing and validating the model and the regression assumptions, the hypotheses that the number of lawyers, the workload and the number of permanent civil servants and outsourced employees affect court productivity were confirmed. Finally, the results point in the opposite direction to the guidelines of the National Council of Justice (CNJ); that the number of conciliators is not related to the productivity of the courts.
Magalhães, Santos and Zille, 2022 Caderno de Administração, Maringá	Occupational stress: a study with labor magistrates	To analyze the consequences of occupational stress, with reference to magistrates who work in the Labor Courts of the	Field research in the labor courts of the TRT5. The participants were 16 magistrates from the 39 TRT5 courts.	It was found that the sources of excessive stress at work are related to the high number of hearings held and sentences handed down. They also identified situations such as isolation, the emotional weight of the judgment, the burden of responsibility on the leadership in relation to administrative and management activities, as well as competitiveness among

		5th Region (TRT5).		peers, pointed out by the majority of those surveyed
Merlo, et al, 2012 Revista Pepsic	The work and health of Federal Court officers in Porto Alegre.	Investigating the effects of work on the health of Federal Court officers in Porto Alegre	Field research at the Federal Justice Workers' Union of Rio Grande do Sul (Sintrajufe-RS).	The results show that the main problem is the lack of recognition for the work these professionals do. The group also reported issues of disrespect in relation to the exercise of their activity and solitary work.
Machado, et al, 2017 Revista Gestão & Regionalidade	Factors causing stress: a descriptive study of federal bailiffs.	To identify the occupational factors that cause stress in the professional activity of this population.	Field research. The survey was carried out among federal appraiser bailiffs associated with Assojaf MG and Assojaf PR and working in the states of Minas Gerais (MG) and Paraná (PR).	The results showed that the work overload factor had the highest average in relation to the others and can be indicated as the main factor related to occupational stress in the population studied. With regard to location, it was found that work overload and recognition are factors that differ between the groups: the results indicate that there is a difference between those working in the capital and those working in the countryside, with higher averages in the case of work overload for those working in the capital and higher averages in the case of professional recognition for those working in the countryside.

Source: data from the survey.

V. Discussion of the Results

After reading the above articles, two descriptive categories were drawn up, as follows:

- Stress in the workplace and stress factors;
- and Actions that can help reduce the level of illness among civil servants in the judiciary.

Stress in the Workplace and Stressors

The studies carried out by Machado, et al (2017) on occupational stress, highlight the stressful aspects related to the work environment, which can be defined as a reaction of the body caused by psychophysiological changes that occur when the person is confronted with various situations that, in the development of the activity, always involve the balance obtained between the requirement and the capacity to carry it out, in which some of these work demands can be stressful, causing negative reactions to the individual.

Considering this to be a complex issue, Magalhães, Santos and Zille (2022) explain that stress in the workplace is not new, but it has led to the emergence of a new field of study, which is highlighted by the manifestation of diseases that have been linked to work-related stress, such as hypertension, ulcers, among others.

In this approach to occupational stress, it can be seen that it is a negative issue, of a perceptual nature, resulting from the individual's inability to deal with sources of pressure in the workplace. It causes consequences in the form of problems directly related to physical and mental health and job satisfaction, compromising the worker and the organizations themselves.

These studies have sought to identify the stressors caused in the organizational environment, which can be of a physical or psychosocial nature, as factors inherent to the job, as Dalanhol, et al (2017) points out when describing the activity carried out daily by the Court Clerk, who has the function of mediating the relationship between judges and citizens, through the fulfillment of court orders.

This is field work, in which the officer often has to travel by his own transport more than once to the same location because he has not received a positive return on his diligence. He is exposed on a daily basis to tumultuous traffic and weather conditions and, above all, is subjected to the often hostile treatment given by the recipients of court orders, which creates more pressure, also as a result of the high number of warrants with deadlines to be met in a short space of time.

This common situation generates a negative emotional overload, especially when it is necessary to serve warrants for specific and complex court orders, such as eviction orders, search and seizure of minors, separation of bodies (sometimes due to domestic violence) and imprisonment.

In these situations, the recipients of court orders, when they feel embarrassed, can react by attacking the officer physically or verbally, especially when they are people without proper legal knowledge, because they get the impression that the act is being carried out deliberately by the public servant, and given the sensitive moment, they lose the notion that these are orders issued by the magistrates, as a result of a judicial process and that the role of the bailiff is only to execute them in a completely impersonal way.

Workers are therefore constantly apprehensive about the risks they run on a daily basis with regard to their moral and physical integrity. In other cases, the stressful factor relates to aspects of interpersonal relationships with other employees in the workplace, especially when managers ignore the degrading needs and conditions to which professionals are subjected, and factors relating to career development, such as the imposition of strict requirements for salary progression, for example.

Regarding illness due to stress in the workplace, Merlo, et al (2012), in their study, found that most of the individuals affected are men, with a length of service close to retirement, and that the lack of recognition for the work they do in the institution is one of the main causes of their suffering, as well as being publicly disregarded and not having the proper support, as well as being frequently disallowed when carrying out their daily activities.

With regard to working conditions, the study by Antloga et al (2014) gave a positive assessment, however, the way work is organized and the interactions between professionals were negatively assessed, as was the management model used, leading workers to fall ill as a result of the overload of cognitive and affective aspects in carrying out the work activity.

If management only focuses on short-term results, without considering the long-term impact of this system on workers' health and well-being, this can lead to highly damaging practices. If the management models used are outdated or don't take into account the needs and expectations of employees, this can lead to illness and suffering for these workers.

Also according to the studies by Antloga, et al (2014), there is a discrepancy between the work established by the managers' standards and the real situations experienced in the development of the work, which has a high cognitive and affective cost because it causes high mental and emotional expenditure, which can lead to long-term problems due to the high level of demand, culminating in illness.

This disparity creates a challenging work environment and can have a number of negative impacts on employees' physical and mental health. Among the various health problems caused by such situations, we can mention: stress due to the pressure experienced on a daily basis to meet unattainable standards; Burnout syndrome as a result of the disconnection between expectations and reality leading to professional burnout; mental health problems such as anxiety and depression due to the constant pressure to meet certain standards; the decline in emotional health affected by the feeling of powerlessness in the face of unrealistic expectations imposed; among other situations that contribute to workers becoming ill due to the absence of a healthy working environment.

To mitigate these problems, it is crucial for managers to set realistic standards, provide adequate support for the worker, promote a healthy working environment and be open to feedback from employees. The alignment between management expectations and the reality of the job plays a crucial role in promoting a healthy and productive working environment.

Actions that can help reduce the level of sickness among civil servants in the judiciary

The factors "work organization and cognitive cost", and other situations that occur in the development of the worker's daily activities, pointed out by the authors studied as a reference in this research, deserve attention due to the more serious assessments that can lead to illness. In order to reduce the risk of disorders resulting from stress and excessive demands at work, it is important to implement effective mediation strategies that promote a healthy and balanced working environment.

A number of actions can be taken to create a healthy working environment, including evaluation and recognition - carrying out regular workload assessments to identify areas of excess and adjusting expectations as necessary - defining and setting realistic scopes, so that they are achievable, in line with the capacity and resources available, always seeking to break down large goals into smaller, more manageable tasks to avoid overload.

Other actions can also be practiced by management, aimed at finding a balance between work and personal life, such as flexible working hours, remote working and flexible leave policies, and it is necessary to educate employees about the importance of taking vacations and disconnecting during rest periods. According to Gomes and Freitas (2017), mediation actions and strategies must be properly worked on to reduce the risk of illness, and are necessary so that professionals can better deal with the adversities of their daily lives.

According to Merlo et al (2012), many of the actions and strategies that can help to reduce the level of stress in the workplace do not require large financial investments and can be found by creating a constant listening space. In some more specific situations, they may require more time and resources, however, it should be considered that because work is a space of fulfillment - which leads the individual to personal and social recognition - often the strategies already adopted are not enough to generate a good quality of life at work, which leads to the need for a constant search for improved solutions to reduce the illness of professionals as a result of their work activity in the Brazilian justice system.

V. Final Considerations

According to the survey carried out through the selected articles, the level of dissatisfaction of professionals in the Brazilian judiciary in relation to the stress caused by work overload has been a recurring concern and cause for discussion.

Several situations that occur in the professional's daily life are pointed out as causing the worker to become ill, and some conclusions and observations can be highlighted: judicial professionals often face a high workload, due to the high volume of cases, deadlines and responsibilities associated with judicial activities, as well as the fact that working in the judiciary can involve contact with sensitive and emotionally challenging cases, contributing to raising the negative emotional burden of professionals. In addition, the associated work overload and stress can have a negative impact on the mental health of judicial professionals, contributing to problems such as anxiety, depression and burnout syndrome; since excessive demands and expectations, often related to the number of cases that judicial professionals are tasked with dealing with, can create a stressful working environment.

It is important that actions and strategies are adopted in order to reduce the level of stress resulting from the development of daily activities, which consequently culminates in the professional becoming ill. It is essential that managers help to create a healthier working environment, in which employees feel supported and able to effectively manage the stress and workload they are assigned.

This attitude on the part of the institution, in this specific case, the Brazilian judicial system, can rely on reforms and modernization to deal more efficiently in an effort to increase the well-being of professionals, gaining prominence as fundamental aspects to deal with this problem, which has led to professional illness and leave.

In conclusion, despite the changes that have been taking place in institutions, with the intention of improving workers' quality of life, a lot still needs to be done to significantly reduce the rate of work-related illness.

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