

Time perceptions, pleasure and suffering at work: a study with young workers of Curitiba (PR)

Percepções Temporais, Prazer e Sofrimento no Trabalho: um estudo com jovens trabalhadores de Curitiba (PR)

Samara de Menezes Lara^a

Orcid: <https://orcid.org/0000-0001-6039-3684>

Jane Kelly Dantas Barbosa^b

Orcid: <https://orcid.org/0000-0002-4406-0190>

Kely César Martins de Paiva^c

Orcid: <https://orcid.org/0000-0002-5185-9072>

Abstract

The discourse of unceasing change, multifunctionality and dynamism can influence the ways by which individuals perceive and deal with time, as well as their experiences of pleasure and suffering at work. Therefore, this article aims to analyse the relationship between time perceptions and experiences of pleasure and suffering at work, based on a consistent sample of young workers assisted by ESPRO, in the city of Curitiba, Paraná, Brazil. By adopting quantitative and descriptive research, the data collected for this case study were analysed using univariate and bivariate descriptive statistics. Monochronic, fast and punctual behaviours, with past temporal depth and a form of entrainment predominate among young workers. As for pleasure and suffering at work, we found critical aspects in terms of work context (exception for working conditions), human costs at work, pleasure and suffering indicators and work-related injuries. The 91 correlation tests yielded 47 significant results, thus demonstrating the relationship between the topics.

Keywords: Time perceptions. Pleasure and suffering at work. Young workers.

Resumo

O discurso de mudança incessante, multifuncionalidade e dinamicidade pode influenciar as maneiras de perceber e lidar com o tempo, bem como as vivências de prazer e sofrimento no trabalho. Diante disso, o objetivo do estudo foi analisar como se relacionam as percepções temporais e as vivências de prazer e sofrimento no trabalho de jovens trabalhadores assistidos pelo ESPRO, na cidade de Curitiba (PR). Através de uma pesquisa quantitativa e descritiva, os dados deste estudo de caso foram tratados por meio de análise estatística descritiva uni e bivariada. Os comportamentos predominantes foram monocrônicos, rápidos, pontuais, atrelados ao passado e com arrastamento; e quanto ao prazer e sofrimento no trabalho, apuraram-se aspectos críticos do contexto de trabalho (com exceção das condições de trabalho), dos custos humanos, dos indicadores de prazer e sofrimento e dos danos relacionados ao trabalho. Os 91 testes de correlação retornaram 47 resultados significativos, demonstrando ligação entre os temas.

Palavras-chave: Percepções temporais. Prazer e sofrimento no trabalho. Jovens trabalhadores.

^a Universidade Federal de Minas Gerais, Brasil. E-mail: mgsamaralara@gmail.com

^b Universidade Federal de Minas Gerais, Brasil. E-mail: jane_kdantas@hotmail.com

^c Universidade Federal de Minas Gerais, Brasil. E-mail: kelypaiva@face.ufmg.br

1 INTRODUCTION

Organizations have been changing to remain competitive in the market and these changes result primarily from the constant technological and social innovations taking place in the contemporary world. The mergers of large companies, national and international competition, the growing competition for market shares, the demand for quality by consumers and the imperatives of self-management have outlined significant transformations in the work, groups and individual spheres. These changes also permeate the notions of time and space (Antunes, 2008), which are regarded as crucial aspects in the organizational environment (Rocha; Costa, 2017), in addition to impacting the complexity of the experiences of pleasure and suffering at work, as well as the emergence of individual and social pathologies (Mendes; Ferreira, 2007).

The characteristic stiffening of work organization and its traditional processes has been systematically replaced by flexibility. What used to be slow and allegedly immutable has become agile and dynamic. These changes also fall upon time and how we perceive it, creating new ways to experience it and to organize work. This, in turn, affects the experiences of pleasure and suffering at work, considering that suffering is strongly associated with the temporal dimensions (Dejours, 1996).

Regarding the configuration of the labour market, there has been a growing trend to exclude young workers (Botelho, 2016). These individuals must go through a transition phase from school to the labour market and as they find themselves lacking potential employment opportunities, they end up seeking refuge in precarious jobs and informality. Regarding this group, the 2017 data were worrisome, considering that unemployment among young people in Brazil reached the highest rates in 27 years, with 30% of people aged 15 to 24 looking for a job, or more than twice the world average of 13.1% (WLO, 2017).

Youth can be defined as the period of transition between childhood or adolescence to adulthood and refers to individuals between the ages of 15 and 24, according to the International Labour Organization and the United Nations (OIT, 2017; UNFPA, 2010). However, there is no consensus regarding the definition of youth, as there are regional, cultural, social and educational diversities to be considered. Therefore, it seems more appropriate to think of youth plurally, instead of adopting a homogeneous and singular meaning (Veriguine; Basso; Soares, 2014). The transition to adulthood is the period when young individuals begin to take on certain responsibilities, such as occupational ones. Indeed, this form of responsibility stands out, considering that problems involving unemployment and insertion in the labour market have historically affected this age group (Pais, 1990).

In this context, young people tend to develop peculiar perceptions about time, which can influence their experiences of pleasure and suffering at work directly. Therefore, this study aims to analyse the relationship between time perceptions and experiences of pleasure and suffering at work, based on a consistent sample of young workers assisted by ESPRO, in the city of Curitiba, Paraná, Brazil. The Professional Social Teaching Association (ESPRO) is a non-profit organization that provides professional training and promotes the inclusion of young people in vulnerable situations in the labour market.

We must emphasize that this study of time perceptions among young workers is based on the propositions of Bluedorn and Jaussi (2007), which point to the existence of heterogeneity in dealing with time, and have identified five temporal dimensions, namely: polychronicity, speed, punctuality, temporal depth and entrainment. To analyse pleasure and suffering experiences, this study relies on the psychodynamics of work approach, which has Christophe Dejours as one of its main exponents. In turn, Ferreira and Mendes (2001) have based on the works

of this author to propose four instances of analysis, namely: work context, work-related costs, indicators of pleasure and suffering at work and work-related injuries.

Bringing these topics to the forefront of the research agenda is relevant, as these dimensions are commonly overlooked in the business world and scarcely or poorly explored in organizational studies (Chanlat, 1996). We emphasize that time involves important ramifications for workers inserted in contexts of precariousness, insecurity and uncertainty at work (Pitts, 2015). These elements, in turn, are linked to the experiences of pleasure and suffering and require studies that specifically address such topics.

This article has been divided into sections. This introduction is followed by the conceptual framework, the methods, data presentation and analysis and the final remarks.

2 LITERATURE REVIEW

2.1 Time and time in organizations

Time has been the object of studies since the early centuries of the Christian era (Mello; Tonelli, 2002). It has been addressed by fields of knowledge as varied as history, anthropology, psychology, sociology, biology, art, religion, philosophy and physics, and among these, the latter two have generally proved to be the most fruitful (Klein, 1995; Elias, 1998). Nevertheless, questions about what time is have shaped the investigations by thinkers such as Saint Augustine and have continued to instigate reflections to this day (Mello; Tonelli, 2002).

Finding definitions or consensuses about time is a challenging task, for it is usually well understood intuitively, but only for as long as it need not be conceptualized or explained (Whitrow, 2005). Time is a penetrating, intimate and immediate dimension of the human experience, intricately associated with life and death (Whitrow, 2005). Therefore, it constitutes a

striking element in the daily lives of individuals. Nothing happens outside the scope of time, so it has become an indispensable means of orientation for society. It has come to be considered a social construction (Chanlat, 1996; Pizza Jr., 1997; Elias, 1998; Berger; Luckmann, 2004; Whitrow, 2005), which holds relations with the individuals' biological, psychological and social rhythms (Chantal, 1996). However, empirical studies in the field of social sciences typically emphasize the mere objective measurement of time, thus perceiving it as a natural, pre-existing, objective and quantifiable resource (Güell; Yopo, 2016).

The ways of perceiving and understanding time tend to change together with social settings and dynamics. Furthermore, in contemporary society, time is considered a "valuable resource to be allocated in productive activities", and that, like other resources, "can be negotiable, sold, spent, saved or wasted, as well as wisely or poorly managed" (Leite; Tamayo; Günther, 2003, p. 57). Given this fact, social and work contexts characterized by intense dynamism can be identified. This, in turn, leads individuals to perceive only well-spent time as productive, in the face of accelerated work rates and high degrees of temporal compression.

In the work environment, time is a crucial element that involves several management concepts and permeates the beliefs, experiences and attitudes of organizational actors. However, studies on the subject in this field are a recent concern and have been regarded as dispersed, scarce and unsystematic (Lee; Liebenau, 1999; Mello; Tonelli, 2002). This, in turn, allows further reflections on temporality, assuming that time is a fundamental dimension in the organization and the organizational dynamics (Thompson, 1991; Hassard, 2001) and many associated aspects have yet to be exposed (Mello; Tonelli, 2002; Paiva *et al.*, 2011).

Thompson (1991) was one of the pioneering authors to study the relationship

between time and work in depth. The author considered the transformations taking place in capitalism and highlighted how they affected one's perception of time and discipline at work and reinforced the association between time and money. Along these lines, the reorganization of the world of work has transformed stiffening and rigidity into flexibility and speed. This has led to new ways of experiencing time that may have consequences on workers' qualifications, unemployment and health (Grisci, 1999). The subjects, who once perceived life as something linear, similar to an arrow, came to perceive it as something characterized by bifurcations, dimensions and connections while operating at an amazing speed that leads to uncertain and unstable regimes (Grisci, 1999).

In addressing the heterogeneous ways in which time can be perceived and experienced by individuals, Bluedorn and Jaussi (2007) highlighted the distinct perceptions and understandings around the topic and investigated its relationship with individual, group and organizational aspects. Hence, the authors have identified five temporal dimensions, namely polychronicity, speed, punctuality, temporal depth and entrainment. *Polychronicity* involves the subject's preference, whether conscious or unconscious, to engage in one or several activities simultaneously. It is represented by a continuum with different degrees and by polychronic individuals, i.e., those who are involved in different tasks in the same time; or, at the other end, monochronic ones, who prefer to complete each task before starting another one (Bluedorn; Jaussi, 2007).

Speed refers to the number of activities performed in each unit of time and can also be represented by a continuum, with different degrees, ranging from fast to slow. The third dimension is *punctuality*, which means to be in accordance with a determined time or deadline. This dimension is also associated with

objectivity and ease of measurement through watches and calendars, although it has elements of social construction and may vary according to individual and contextual factors. *Temporal depth* refers to the perceived temporal distance between the past and the future, in which individuals can be more synchronized with one or another. This dimension involves complexity concerning its operationalization in practical terms, given the increasing compression of time in contemporary life and in working spaces, in particular (Paiva; Souza, 2016).

Finally, *entrainment* concerns the adjustment of one's pace to other activities and/or individuals and is divided into three subdimensions: synchrony, in which the phases of the rhythms occur at the same time; leadership, in which the phases of the "entrained" rhythms occur before the strongest or "entrained" rhythm; and conduction, in which the phases of the "entrained" rhythms occur after the corresponding most powerful or "entraining" rhythm (Bluedorn; Jaussi, 2007).

These temporal dimensions impact work performance, leadership, relationships and productivity (Bluedorn; Jaussi, 2007), and is useful to identify its implications in terms of subjects' greater/lesser adaptation to the type of work to be performed and in terms of how they constitute their work experiences in general. Therefore, facilities and conveniences, as well as difficulties and discomforts involving how one deals with time can influence the feelings of pleasure and suffering at work.

2.1 Pleasure and suffering at work

Psychodynamics of work is a scientific approach to research and work actions, started in the 1990s by French theorist Cristophe Dejours (Mendes; Ferreira, 2007). Initially, its conceptual grounds were guided by the theoretical framework of psychopathology. However, with the progress of studies, this approach has become a field of psychodynamics and

came to concern the decompensation arising when defence strategies in situations considered inhospitable fail to be effective (Dejours, 2007). Therefore, from 1992 onwards, psychodynamics became an autonomous approach that influences and is primarily influenced by philosophy, psychoanalysis, sociology and ergonomics. It focuses primarily on the discrepancy between prescribed and real work, hence its transformation into a theoretical-methodological model (Mendes; Ferreira, 2007) characterized by diagnosis and intervention.

The psychodynamic approach “does not only address suffering but also pleasure at work; not only people but work; not only the organization of work but work situations in the details of their internal dynamics” (Dejours, 2008, p. 55). Workers act consciously or unconsciously to avoid suffering and seek pleasure. However, suffering occurs when the relationship between the worker and the organization is blocked due to a lack of consensus between the worker’s desire and work organization (Mendes; Ferreira, 2007).

When there is a clash between the worker’s personal history (which consists of dreams, values, beliefs, projects, hopes and desires) and work organization, which does not consider one’s history, experiences of suffering may ensue. These, in turn, involve the underutilization of one’s technical capacity and creativity, the hierarchical and bureaucratic rigidity, the lack of opportunities for professional growth, the political interference, the lack of participation in decisions, the professional burnout, and the lack of recognition (Ferreira; Mendes, 2001; Mendes; Ferreira, 2007). Work becomes dangerous to the individual’s psyche when it does not offer freedom nor allow rearrangements in its organization, which can cause suffering. Furthermore, when the work performed is inferior to the worker’s capacity, it becomes a source of suffering as well (Mendes; Ferreira, 2007).

Some work situations can cause

psychosomatic and psychic disturbances because they create permanent suffering, thus hampering the adoption of mediations that allow negotiations between subjects and their work reality as well as the resignification of suffering (Mendonça; Mendes, 2005). In this sense, the meanings and resignifications regarding the workers’ activities permeate their life story, their past and their present, their private life and their personal history (Martins; Honório, 2014).

Work involves a dialogical relationship between pleasure and suffering, considering that pleasure can emerge directly from the experiences of pleasure at work and through the resignification of suffering (Mendes; Ferreira, 2007). Workers experience pleasure when they experience feelings of freedom, appreciation, sense of usefulness, pride in their occupation and recognition at work. Appreciation is linked to the recognition from others, or from society in general, who can perceive a given activity as significant and important so that it has meaning and value for itself. In turn, recognition reflects the feeling of being accepted and admired as one performs a given activity, enjoying the freedom to express their individuality (Hope; Richards, 2015).

Although the psychodynamics of work is a predominantly qualitative approach, it draws on contributions from ergonomics and psychometry to characterize and measure work-related situations of pleasure, suffering, defensive strategies and social pathologies. In this sense, Mendes and Ferreira (2007) developed a structured instrument capable of drawing a profile of the antecedents, measuring instruments and effects of work on illness, called *Inventário sobre Trabalho e Riscos de Adoecimento* (“Inventory of Work and Illness Risk”, ITRA). ITRA is subdivided into four interdependent scales: the Work Context Assessment Scale (EACT, which includes work organization, socio-professional relations, and working conditions); the Human Cost at Work Scale

(ECHT, which addresses physical, cognitive and affective costs); the Pleasure and Suffering at Work Indicators Scale (EIPST, which includes freedom of speech and professional fulfilment associated with pleasure, and professional burnout and lack of recognition associated with suffering); and the Work-Related Injuries Assessment Scale (EADRT, which addresses physical, social and psychological injuries).

Given the above and the possibilities opened by the exploration of the topics addressed, the following section presents the methodology adopted in this study.

3 METHODS

To achieve the proposed objective, that is, to analyse the relationship between time perceptions and experiences of pleasure and suffering at work among young workers assisted by ESPRO, in the city of Curitiba (PR), a descriptive quantitative case study was conducted. Specifically, this method aims to understand the reality of the researched subjects and describe the characteristics of the surveyed population (Gil, 2007).

For the operationalization of the research, in mid-2017, prior approval was granted by the coordination of ESPRO in Curitiba, Paraná, upon explanation of the study purposes. The choice of that specific ESPRO unit was based on the intentionality criterion, and the young workers were selected through their accessibility and availability to answer the questionnaire (Vergara, 2004). Data collection was preceded by the signing of the Free and Informed Consent Term (ICF) by the participants, to ensure the anonymity and adequate use of the data.

A structured questionnaire divided into three parts was used for data collection. The first part consists of the respondents' sociodemographic and professional data; the second part is a questionnaire consisting of 48 questions validated by Paiva *et al.* (2013) addressing time perceptions and based on Bluedorn and Jaussi temporal

dimensions (2007); the third part encompasses pleasure and suffering at work, through 124 questions from the Inventory of Work and Illness Risks (ITRA), validated by Mendes and Ferreira (2007). The questionnaire was applied in person at the aforementioned ESPRO unit.

According to information provided by the office management department, the number of young workers assisted at the time of data collection totalled 784, and this was considered the population of this study. By performing the sample calculation while considering 95% of reliability and a 5% margin of error, a minimum sample of 259 respondents was reached. After the application, 561 questionnaires were returned. Among these, 248 were excluded due to missing data, and 313 valid questionnaires remained. The data were organized in electronic spreadsheets and analysed through univariate (measures of position and dispersion) and bivariate descriptive statistics (correlation tests, non-parametric in nature, considering the type of scale used).

4 DISCUSSION

4.1 Profile of the respondents

Regarding the profile of the young workers who answered the questionnaire, the female gender predominated, accounting for 55% of the total. Most respondents (59.5%) were between 18 and 20 years old, and the age of 19 predominated (27.2%). The most representative marital status was single (91.1%), and regarding ethnic groups, most participants declared to be Caucasian (62.0%).

As for the level of education, most respondents completed high school (74.8%), and among these, 26.2% were enrolled in higher education courses. Most of their parents completed high school as well (39.3% of mothers and 37.4% of fathers).

As for occupational data, the

majority (45.4%) had less than six months of total work experience, and 87.9% of the total sample had up to one year of experience. 88.2% of them had worked in their current company for up to one year, 74.2% stated that they had not looked for a job in the previous 30 days, and 58% did not plan to quit their current jobs.

Most participants work in the industrial sector (22.30%), followed by banks, financial institutions or credit agencies (20.4%), and their family income ranged between two to three minimum wages. This profile is consistent with the profile of workers assisted by ESPRO.

4.2 Time perceptions according to the respondents

On the scale used in the study, a score equal to or greater than 3.5 in each dimension indicates a polychronic, fast and punctual behaviour, with temporal depth linked to the future and temporal entrainment related to any of the subdimensions, namely: synchrony, conduction and leadership. In each dimension, scores below 3.5 indicate a monochronic, slow and non-punctual behaviour, with temporal depth linked to the past and with a lower degree of entrainment or none at all (BLUEDORN; JAUSSEI, 2007).

Considering the time perceptions of the respondents, the measures of position and dispersion, as well as the interpretation of the means, are shown in Table 1

Table 1 - Measures of position and dispersion of time perceptions

Dimensions	Mean	Time perception	p25	Median	p75	Standard Deviation
Polychronicity	3.10	Monochronic	2.70	3.10	3.50	0.567
Speed	3.69	Fast	3.30	3.70	4.10	0.582
Punctuality	4.60	Punctual	4.20	4.60	5.00	0.630
Temporal depth	2.97	Past	2.70	3.00	3.30	0.525
Entrainment	4.33	Entrained	4.00	4.30	4.70	0.533
Synchrony	4.34	Synchronized	3.80	4.30	4.80	0.714
Conduction	4.01	Conducted	3.50	4.00	4.50	0.661
Leadership	4.67	Led	4.30	4.80	5.00	0.687

Source: Research data (2017).

The second-lowest mean among the dimensions was observed in polychronicity (3,10). This indicates that the young workers surveyed are monochronic, as they prefer to complete a given task before starting another one (Bluedorn; Jaussi, 2007). This result corroborates the findings of Rocha and Costa (2017), who studied young workers in socially vulnerable situations in Recife, Pernambuco. However, it diverges from the results found by Barbosa (2018), who studied young people in the city of Belo Horizonte, Minas Gerais.

As for speed, a mean of 3.69 was found and 64.86% of the young workers surveyed claimed to be fast. This highlights time compression and acceleration and the sense of urgency that permeates the rhythm of people's everyday lives in and outside the scope of work (Grisci, 1999). Considering

that young people show a preference for completing a task before starting another one, as well as working fast, their behaviour can be characterized as accelerated and monochronic (Bluedorn; Jaussi, 2007).

Regarding punctuality, the highest mean (4.86) and the highest percentage of respondents (94.57%) showed a preference for punctual behaviours. This finding corroborates the studies by Barbosa (2018) and Rocha and Costa (2017). Punctuality can be related to young workers' fear of being negatively evaluated in their work environment, due to the challenges they must confront, such as the risk of unemployment or the difficulty to maintain their positions. It can also relate to the role that work plays in the lives of young workers, whether it is a means of survival, a possibility for improving their lives, a form

of professional training or a way to achieve financial independence.

As for temporal depth, 84.35% of the young workers had their behaviours more linked to the past, with a mean of 2.97. This differs from the findings of the study of Barbosa (2018), in which 67.57% of the respondents were linked to the future. However, the relationship between depth and a tendency to emphasize the past was also found by Rocha and Costa (2017). This corroborates the perspective that, even in changing times, young workers hold a strong connection with past aspects, indicating that they do indeed go through a period of transition.

Temporal entrainment showed the second-highest mean (4.33) among the temporal dimensions, and a substantial number of respondents (96.17%) revealed to be entrained by third parties. This is a significant finding, considering that entrainment is a political and coercive dimension of time (Elias, 1998; Paiva; Souza, 2016). Young workers are usually located at the lowest level of the hierarchy and tend to have low autonomy and little room for creativity. In other words, the actions of young workers depend on the actions of their colleagues and superiors (Rocha; Costa, 2017).

Regarding the entrainment subdimensions, the highest mean was

leadership (4.67), which was referred to by 95.21% of the respondents. This may relate to the desire to stand out and be recognized, while also considering the effort (successful, in this case) of managers and superiors to provide social cohesion and align subordinates to their time preferences and organizational demands (Paiva; Souza, 2016).

In short, the young workers surveyed perceive and deal with time in a monochronic, fast, and punctual way, linked to the past and with significant synchrony, conduction and leadership entrainment, the latter being the most representative subdimension.

4.3 Pleasure and suffering at work according to the respondents

The experiences of pleasure and suffering among young workers were analysed considering the Inventory of Work and Illness Risks (ITRA) developed by Mendes and Ferreira (2007), which consists of four independent scales that total 124 statements on a Likert scale.

In the case of EACT, values above 3.7 are considered severe, between 2.3 and 3.69 are considered critical, and below 2.29 are considered satisfactory (Mendes; Ferreira, 2007). Table 2 shows the results for the Work Context factors.

Table 2 - Measures of position and dispersion for Work Context

Factors	Interpretation	Mean	p25	Median	p75	Standard Deviation
Work Organization	Critical	2.89	2.45	2.82	3.36	0.683
Socio-professional Relations	Critical	2.32	1.70	2.30	2.90	0.807
Working Conditions	Satisfactory	1.74	1.10	1.40	2.30	0.817

Source: Research data (2017).

As can be seen, the results show critical levels of work organization, with 65.50% of respondents at this level of analysis and a mean of 2.89, that is, the highest among the three EACT factors. Bearing in mind that Mendes and Ferreira (2007) pointed out that not only severe situations are precarious, but also situations in which the sum of severe and critical

values is greater than satisfactory. In this case, the sum accounts for 79.23% of respondents, showing that the prescribed elements of youth work were perceived as negative.

On the other hand, regarding socio-professional relations, the mean reached 2.32, which is in the critical range of assessment. However, a significant

percentage (46.96%) of the young participants considered those satisfactory, indicating a certain balance in their perception of their established social and professional relationships. In turn, the factor working conditions revealed positive aspects of the work context, with the lowest mean (1.74) and 74.76% of respondents in the satisfactory range.

The second scale (ECHT) was interpreted according to the following ranges: values above 3.7 were considered severe, between 2.3 and 3.69 were considered critical, and below 2.29 were satisfactory (MENDES; FERREIRA, 2007). The measures of position and dispersion for Human Costs at Work are shown in Table 3.

Table 3 - Measures of position and dispersion for Human Costs at Work

Factors	Interpretation	Mean	p25	Median	p75	Standard Deviation
Affective costs	Critical	2.83	2.25	2.83	3.33	0.822
Cognitive costs	Critical	3.36	2.90	3.40	3.85	0.799
Physical costs	Critical	2.68	2.00	2.60	3.30	0.928

Source: Research data (2017).

The ECHT results alert us about how young workers perceive the human costs, as all cost factors are in the critical range. Cognitive costs showed the highest mean (3.36) and a considerable percentage of the total respondents (92.33%) are in the severe and critical ranges. This result may be associated with the learning period that young workers must go through, as many participants are entering the world of work for the first time. Besides, many develop other relevant activities simultaneously, which require high cognitive expenditures, such as those concerning education and training.

As for the affective costs, most respondents (59.74%) considered to be in the critical range, with a mean of 2.83. In turn, the 2.68 mean found for physical costs also points to the critical range. Considering the percentage of respondents by the level of analysis, 50.80% considered the situation critical; however, 34.5% of respondents perceived the physical costs as low or satisfactory. This discrepancy of the respondents' views regarding the effort

spent at work can be explained by the fact that they work in different institutions and perform different activities. Furthermore, it may also stem from the references they commonly hold as benchmarks, such as their parents' work situations.

The third scale (EIPST) consists of four factors, namely: professional fulfilment and freedom of speech, which are associated with pleasure; and professional burnout and lack of recognition, which are associated with suffering. As for the factors associated with pleasure, the items are positive. This implies in a different analysis compared to the previous factors, according to which, for professional fulfilment, values above 4.0 are considered satisfactory, between 3.9 and 2.1 are considered critical and below 2.0 are considered severe. In turn, within the scope of factors associated with suffering, the items are negative, so the analysis must be performed inversely, considering values above 4.0 as severe, between 3.9 and 2.1 as critical, and below 2.0 as satisfactory (Mendes; Ferreira, 2007). The results are shown in Table 4.

Table 4 - Measures of position and dispersion for Indicators of Pleasure and Suffering at Work

Factors	Interpretation	Mean	p25	Median	p75	Standard Deviation
Professional fulfilment	Critical	3.41	2.89	3.44	4.00	0.924
Freedom of speech	Critical	3.50	3.00	3.50	4.00	0.859
Pleasure	Critical	3.45	2.99	3.49	3.99	0.812
Professional burnout	Critical	2.54	1.86	2.43	3.14	0.969

Lack of recognition	Critical	2.19	1.25	2.00	2.75	1.016
Suffering	Critical	2.37	1.68	2.30	2.91	0.921

Source: Research data (2017).

As for the factors associated with pleasure, professional fulfilment yielded a mean value of 3.40 and 71.88% of respondents at the critical range, and freedom of speech averaged 3.50, with 69.01% of respondents in the critical range. This shows fragility aspects associated with being open to the opinions of others and the possibilities of fulfilment offered in the work environment in question. Hence, regarding pleasure at work, both the mean (3.45) and most young workers (72.20%) are in the critical range of assessment.

In turn, when analysing the factors related to suffering, we concluded that 65.50% of respondents and the mean of 2.54 are in the critical range for professional

burnout. Regarding lack of recognition, 68.85% are in the critical range, in line with the mean (2.19). Regarding suffering at work, the mean (2.37) and percentage values (67.17%) were considered critical. This indicates that young workers perceive mostly negative aspects regarding professional burnout and demonstrations of recognition at work.

Finally, the EADRT required a different analysis, as even at a moderate level, injuries can lead to workers' illness (Mendes; Ferreira, 2007). The data on this scale can be classified as severe when above 4.1, critical when between 2.0 and 3.0, and satisfactory when below 1.9. Table 5 presents the results.

Table 5 - Measures of position and dispersion for Work-related Injuries

Factors	Interpretation	Mean	p25	Median	p75	Standard Deviation
Physical injuries	Critical	2.37	1.75	2.25	3.00	0.889
Social injuries	Critical	2.09	1.43	2.00	2.57	0.857
Psychological injuries	Critical	2.15	1.30	2.00	2.85	1.026

Source: Research data (2017).

A significant percentage of young workers considered the scenario satisfactory, with a total of 31.95% for the physical injuries factor, 47.92% for social injuries and 47.28% for psychological injuries. However, the sum of the percentages of respondents with critical and severe values totals 68.05% for physical injuries, 52.08% for social injuries, and 52.72% for psychological injuries. These findings point to a negative scenario, with significant risks of illness at work, as the young workers are in the critical range for all three EADRT aspects. This shows how they perceive physical, social and psychological injuries associated with the work they perform, which may be related to the fact that young workers often work in precarious jobs, characterized by repetitive and routine activities (Tucker; Loughlin, 2006).

Generally speaking, critical aspects predominate among young works, in terms of work context (except for working conditions), human costs, pleasure and suffering indicators, and work-related injuries. To identify possible trends in the behaviour of respondents, the results of the bivariate analysis are presented in the next section.

4.4 Relationships between time perceptions and pleasure and suffering at work

To know the possible relationships between the constructs analysed in this study, three sets of correlation tests were performed, considering the temporal dimensions separately, the variables of pleasure and suffering at work separately, and the temporal dimensions together with

pleasure and suffering at work. The tests yielded the following results.

As for the temporal dimensions, there were correlations between practically all temporal dimensions, as of 21 relationships evaluated, 17 were statistically significant (p -value below 0.05). Virtually all correlations were positive, indicating that as a dimension increases, another one also increases to a certain extent. For instance, the more polychronic the individual, the more he/she tends to be fast, punctual and temporally entrained. Only the correlation between temporal depth and entrainment by conduction was negative, indicating that the more people are connected to the future, the less they tend to be entrained by conduction; that is, they do not expect that a stronger rhythm may entrain their behaviour.

The most expressive correlation coefficient (0.637) was between punctuality and entrainment by leadership, while the other statistically significant correlations showed rho coefficients below 0.5. The correlation between punctuality and entrainment by leadership indicates that punctuality is essential for entrained rhythms to occur before the “entraining” ones. This demonstrates that punctual behaviours do not always result from the individual’s preference for punctuality, but they can stem from issues involving the power relationships established in the organization as well. Indeed, work can limit and determine the possibilities that individuals have to behave according to their preferences in their work environment (Bluedorn; Jaussi, 2007).

As for pleasure and suffering at work, the results also revealed the existence of a correlation between most aspects. However, this occurred even more significantly for this construct, since 77 of the 78 relationships evaluated yielded statistically significant results. Among the correlations evaluated in the pleasure and suffering constructs, the only factor that did not result in a statistically significant correlation was professional fulfilment and cognitive costs.

Among the statistically significant correlations, 19 showed values above 0.5, thus indicating a moderate to strong correlation. Among these, we highlight the correlations between social and psychological injuries (0.850), professional burnout and lack of recognition (0.719), and professional burnout and psychological injuries (0.680).

As for the correlations between the aspects related to pleasure and suffering at work, both positive and negative rho coefficients were found. For instance, work organization showed a positive relationship with practically all other aspects considered, except for those associated with pleasure at work. This indicates that the more severe the work, the lower the degree of pleasure at work. Another conclusion is that as work organization becomes more severe, the socio-professional relationships and working conditions become more severe as well, along with human costs and work-related suffering and injuries.

The results for socio-professional relationships showed a similar scenario, yielding negative correlations for the freedom of speech and professional fulfilment factors. This, in turn, leads to the conclusion that the more severe the socio-professional relationships, the lower the degree of pleasure at work. On the other hand, the more satisfactory the socio-professional relationships, the better the work organization and working conditions and the lower the costs, injuries and suffering at work. The inverse relationship between pleasure and suffering also stands out, considering that the higher the pleasure, the lower the work-related suffering and injuries, statistically.

To analyse the relationship between time perceptions and pleasure and suffering at work, 91 tests between variables were performed, of which 47 were statistically significant. These results can be visualized in Table 6, in which the statistically significant p -values were highlighted in bold.

Table 6 - Relationships between time perceptions and pleasure and suffering at work

		Time perceptions				Ent_Synch	Ent_Lead	Ent_Conduct	
Pleasure and suffering		Polyc	Speed	Punct	Depth				
EACT	Work Organization	Rho	0.129	0.163	0.002	-	0.163	0.120	0.119
		P-value	0.023	0.004	0.966	0.395	0.004	0.033	0.035
	Socio-professional Relations	Rho	0.076	0.074	-	-	-0.095	-0.104	-0.040
		P-value	0.181	0.190	0.017	0.545	0.094	0.065	0.482
	Working Conditions	Rho	-0.024	-	-	-	0.173	-0.161	-0.161
		P-value	0.677	0.534	0.000	0.481	0.002	0.004	0.004
EACHT	Affective	Rho	0.130	0.155	0.025	-	0.150	0.099	0.111
		P-value	0.022	0.006	0.661	0.768	0.008	0.079	0.050
	Cognitive	Rho	0.200	0.178	0.142	0.020	0.296	0.250	0.232
		P-value	0.000	0.002	0.012	0.726	0.000	0.000	0.000
	Physical	Rho	-0.060	0.015	-	-	-0.013	-0.040	-0.015
		P-value	0.291	0.796	0.163	0.265	0.822	0.476	0.793
EIPST Pleasure	Freedom of Speech	Rho	0.218	0.154	0.216	-	0.297	0.296	0.252
		P-value	0.000	0.006	0.000	0.934	0.000	0.000	0.000
	Professional Fulfilment	Rho	0.153	0.092	0.237	0.064	0.260	0.263	0.232
		P-value	0.007	0.104	0.000	0.260	0.000	0.000	0.000
EIPST Suffering	Professional Burnout	Rho	-0.051	0.034	-	-	-0.115	-0.104	-0.097
		P-value	0.373	0.552	0.001	0.141	0.042	0.066	0.088
	Lack of Recognition	Rho	-0.071	0.018	-	-	-0.153	-0.158	-0.153
		P-value	0.210	0.747	0.002	0.145	0.007	0.005	0.007
EADRT	Physical Injuries	Rho	0.038	0.148	-	0.001	-0.012	-0.052	-0.018
		P-value	0.501	0.009	0.010	0.985	0.833	0.364	0.748
	Social Injuries	Rho	-0.085	-	-	-	-0.188	-0.162	-0.154
		P-value	0.132	0.013	0.208	0.035	0.001	0.004	0.006
	Psychological Injurie	Rho	-0.110	-	-	-	-0.140	-0.143	-0.118
		P-value	0.052	0.004	0.143	0.068	-0.013	0.011	0.038

Source: Research data (2017).

The data reveal that only temporal depth did not show a statistically significant correlation with any of the constructs associated with pleasure and suffering at work. These data corroborate the assumption of Paiva and Souza (2016), reaffirming that this dimension involves a certain degree of complexity regarding the individual's preferences or tendencies, as well as their operationalization in practical terms.

Punctuality and the entrainment subdimensions showed the highest number of significant relationships with aspects of

pleasure and suffering at work. Indeed, the more punctual the individual, the greater the pleasure, the more satisfactory the socio-professional relationships and working conditions, the greater the cognitive costs, and the fewer injuries at work. As for the entrainment subdimensions, the more subjects are entrained, the lower the costs and the social and psychological injuries, and the higher the degree of recognition, pleasure, the organization of work and working conditions.

In turn, cognitive costs showed only positive relationships, indicating that when

the cognitive costs increase, polychronicity, speed, punctuality and entrainment in its three sub-dimensions tend to increase as well. This suggests that the more individuals use cognition to perform their tasks, the more they tend to engage in fast, polychronic, and punctual behaviour, in addition to becoming more synchronized to other people's time.

Freedom of speech showed a statistically significant and positive correlation with all temporal dimensions, except temporal depth. In turn, professional fulfilment yielded statistically significant and positive correlations with all temporal dimensions, except speed and temporal depth. Therefore, the more freedom of speech a given individual believes to have, the more polychronic, the faster, the more punctual and the more entrained he will be, according to the results obtained. Likewise, the higher the fulfilment, the more polychronic, punctual and entrained individuals will behave.

Although the correlations found are not generally moderate or strong, they point to trends in the behaviours and experiences of the young workers surveyed, thus indicating that the way these individuals deal with time is indeed related to their experiences of pleasure and suffering at work to a certain extent.

5 FINAL REMARKS

This study analysed the relationship between time perceptions and experiences of pleasure and suffering at work, based on a sample of young workers assisted by ESPRO, in the city of Curitiba, Paraná, Brazil. To this end, a quantitative and descriptive case study was conducted. Data were collected through questionnaires and subsequently treated using univariate and bivariate descriptive statistics.

The time perceptions of the young workers assisted by ESPRO in Curitiba, Paraná, indicated predominantly monochronic, fast, and punctual behaviours, with past temporal depth and

entrained in all its subdimensions (synchrony, conduction and leadership). In turn, in the context of experiences of pleasure and suffering at work, critical aspects of the work context (except for working conditions), human costs, indicators of pleasure and suffering and work-related injuries predominated among respondents. Considering the correlations between the constructs, although the results found are not moderate or strong, they indicate trends in the behaviours and experiences of the young workers surveyed, given the various relationships identified between the way they deal with time and their experiences of pleasure and suffering at work.

This study contributes theoretically and conceptually by addressing the relationship between time and experiences of pleasure and suffering in the field of administration, as this topic has been scarcely explored, especially in an integrated way. It also approaches the issue of age diversity in the world of work by focusing on a group of young workers. The results describe how the themes are perceived by such a group and also identified and analysed relationships and trends operating among them. Indeed, they corroborate the findings from recent studies and establish valuable connections to understand the behaviour of young individuals in the work environment, which certainly extends beyond its boundaries. From a pragmatic-organizational standpoint, this study contributes to information that can assist organizations in hiring young workers more suited to the type of work required. This, in turn, can lead to increase experiences of pleasure and reduce suffering at work, in addition to engaging young people in reflecting on their relationship with the world of work.

The study limitations include the peculiar characteristics of the young workers assisted by ESPRO and, in particular, the unit investigated, which is headquartered in the capital of a southern state of Brazil, which has idiosyncrasies. In

this sense, future research may address a more varied sample of subjects coming from diverse socioeconomic backgrounds and residing in other geographic regions, as well as young workers assisted by other intermediating institutions. We also recommend that future studies delve into the issue of temporal depth in conjunction with the experiences of pleasure and suffering, in addition to adopting qualitative

perspectives, so as to unveil further understanding and the reasons underlying the verified behaviours. Finally, we suggest the conduction of a more sophisticated statistical treatment through factor analysis and structural equations modelling, to identify the most incisive variables for young workers, as well as causal relationships.

REFERENCES

ANTUNES, R. **Adeus ao Trabalho?**

Ensaio sobre as metamorfoses e a centralidade do mundo do trabalho. São Paulo: Cortez, 2008.

BARBOSA, J.K.D. **Temos todo tempo do mundo?**

Um estudo sobre percepções temporais e prazer e sofrimento com jovens trabalhadores. Dissertação (Mestrado em Administração), Universidade Federal de Minas Gerais, Belo Horizonte, 2018.

BERGER, P.L.; LUCKMANN, T. **A**

Construção Social da Realidade.

Petrópolis: Vozes, 2004.

BOTELHO, D.M.R. **A inserção dos jovens no mercado de trabalho:**

o caso dos jovens com o ensino secundário. Dissertação (Mestrado em Gestão Estratégica de Recursos Humanos), Instituto Politécnico de Setúbal, Setúbal, 2016.

BLUEDORN, A.C.; JAUSSE, K.S. Organizationally Relevant Dimensions of time across levels of analysis, *In:*

DANSEREAU, F.; YAMMARINO, F.J. (orgs.), **Multi-Level Issues in Organizations and Time.** Research in multi-level issues, Elsevier, Oxford, v.6, 2007. p.187-223.

CHANLAT, J.F. Por uma Antropologia da Condição Humana nas Organizações. *In:*

CHANLAT, J.F. (coord.), **O Indivíduo na Organização:** dimensões esquecidas. São Paulo: Atlas, v.1, 1996. p.21-45.

DEJOURS, C. Addendum – da Psicopatologia à psicodinâmica do trabalho. *In:* LANCMAN, S.; SZNELWAR, L.I. (Orgs.). **Cristophe Dejours: Da psicopatologia à psicodinâmica do trabalho.** Rio de Janeiro: Fiocruz, Brasília: Paralelo 15, 2008, p. 49-106.

DEJOURS, C. Prefácio. *In:* MENDES, A.M. (Org.). **Psicodinâmica do trabalho:** teoria, método e pesquisa. São Paulo: Casa do psicólogo, 2007. p.19-22.

DEJOURS, C. Uma nova visão do sofrimento humano nas organizações. *In:* CHANLAT, J.F. **O indivíduo na organização:** dimensões esquecidas. São Paulo: Atlas, 1996. p.149-173.

ELIAS, N. **Sobre o tempo.** Rio de Janeiro: Jorge Zahar, 1998.

FERREIRA, M.C.; MENDES, A.M. Só de pensar em vir trabalhar, já fico de mau humor: uma atividade de atendimento ao público e prazer-sofrimento no trabalho. **Estudos de Psicologia**, v.6, n.1, p.93-104, 2001.

GIL, A.C. **Como elaborar projetos de pesquisa.** São Paulo: Atlas, 2007.

GRISCI, C.L.I. Trabalho, tempo e

subjetividade: impactos da reestruturação produtiva e o papel da psicologia nas organizações. **Psicologia: Ciência e profissão**, v.19, n.1, p.2-13, 1999.

GÜELL, P.; YOPO, M. The subjective texture of time: An exploratory and empirical approach to time perspectives in Chile. **Time & Society**, v.25, n.2, p.295-319, 2016.

HASSARD, J. Imagens do tempo no trabalho e na organização. *In*: CLEGG, S.R.; HARDY, C.; NORD, W.R.; CALDAS, M.; FACHIN, R.; FISCHER, T. **Handbook de estudos organizacionais**. São Paulo: Atlas, v.2, 2001. p.190-216.

HOPE, S.; RICHARDS, J. Loving work: drawing attention to pleasure and pain in the body of the cultural worker. **European Journal of Cultural Studies**, v.18, n.2, p.117-141, 2015.

KLEIN, E. **O tempo**. Lisboa: Instituto Piaget, 1995.

LEE, H.; LIEBENAU, J. Time in organizational studies: Towards a new research direction. **Organization Studies**, v.20, n.6, p.1035-1058, 1999.

LEITE, U.R.; TAMAYO, Á.; GÜNTHER, H. Organização do uso do tempo e valores de universitários. **Avaliação Psicológica**, v.2, n.1, p.57-66, 2003.

MARTINS, A.A.V.; HONORIO, L.C. Prazer e sofrimento docente em uma instituição de ensino superior privada em Minas Gerais. **Organizações e Sociedade**, v.21, n.68, p.79-95, 2014.

MELLO, H.D.A.; TONELLI, M.J. O tempo e as organizações: Concepções do tempo em periódicos de Estudos Organizacionais. *In*: ENEO, 2, 2002, Recife. **Anais [...]**. Recife: ANPAD, 2002.

MENDES, A.M.; FERREIRA, M.C.

Inventário sobre Trabalho e Riscos de Adoecimento–ITRA: Instrumento auxiliar de diagnóstico de indicadores críticos no trabalho. *In*: MENDES, A. M. (Org.). **Psicodinâmica do Trabalho: teoria, método e pesquisas**. São Paulo: Casa do Psicólogo, 2007. p. 111-126.

MENDONÇA, H.; MENDES, A.M. Experiências de injustiça, sofrimento e retaliação no contexto de uma organização pública do Estado de Goiás. **Psicologia em Estudo**, v.10, n.3, p.489-498, 2005.

OIT - Organização Internacional do Trabalho. **Relatório sobre as perspectivas sociais e do emprego no mundo**. Brasília: OIT, 2017.

PAIS, M. A Construção Sociológica da Juventude: alguns contributos. **Análise social**, v.25, n.105-106, p. 139-165, 1990.

PAIVA, K.C.M.; PINTO, D.L.; DUTRA, M.R.S.; ROQUETE, R.F. Quanto Tempo o Tempo Tem? Um estudo sobre o(s) tempo(s) de gestores do varejo em Belo Horizonte (MG). **Organizações & Sociedade**, v.18, n.59, p. 661-679, 2011.

PAIVA, K.C.M.; DUTRA, M.R.S.; SANTOS, A.O.; BARROS, V.R.F. Proposição de escala de percepção temporal. **Encontros Científicos-Tourism & Management Studies**, n. 2, p. 523-535, 2013.

PAIVA, K.C.M.; SOUZA, C.M. O. Time perception: A study of young Brazilian workers. **Tourism & Management Studies**, v. 12, n. 1, p. 203-210, 2016.

PITTS, F. H. Time and work. **Time & Society**, v.24, n.3, p.390-395, 2015.

PIZZA JR., W. Tempo nas organizações. **Revista de Administração Pública**, v. 31, n. 1, p. 4-16, 1997.

ROCHA, M.S.; COSTA, W.M.P.

Comprometimento Organizacional e Percepções Temporais: Um estudo sobre Jovens Trabalhadores. *In*: ENANPAD, 41, 2017, São Paulo. **Anais [...]**. Rio de Janeiro: ANPAD, 2017.

THOMPSON, E. P. Time, work-discipline and industrial capitalism. *In*:

THOMPSON, E. P. **Customs in common: Studies in Traditional Popular Culture**. London: Merlin Press, 1991. p.352-403.

TUCKER, S.; LOUGHLIN, C. Young workers. *In*: KELLOWAY, E.K.; BURLING, J.; HURRELL, J. (eds.), **Handbook of Workplace Violence**, Thousand Oaks: Sage, 2006. p. 417-444.

UNFPA. **Direitos da população jovem:**

um marco para o desenvolvimento. Brasília: UNFPA - Fundo de População das Nações Unidas, 2010.

VERGARA, S.C. **Projetos e Relatórios de Pesquisa em Administração**. São Paulo: Atlas, 2004.

VERIGUINE, N.R.; BASSO, C.; SOARES, D.H.P. Juventude e Perspectivas de Futuro: A Orientação Profissional no Programa Primeiro Emprego. **Psicologia: Ciência e Profissão**, v. 34, n. 4, p. 1032-1044, 2014.

WHITROW, G.J. **O que é o tempo?** Uma visão clássica sobre a natureza do tempo. Rio de Janeiro: Jorge Zahar, 2005.

^a Samara de Menezes Lara

Doutoranda e Mestre em Administração pela Faculdade de Ciências Econômicas (FACE) da Universidade Federal de Minas Gerais (UFMG), em Belo Horizonte, Minas Gerais, Brasil. Integrante do Núcleo de Estudos sobre Comportamento, Pessoas e Organizações (NECOP/UFMG).

^b Jane Kelly Dantas Barbosa

Doutoranda e Mestre em Administração pela Faculdade de Ciências Econômicas (FACE) da Universidade Federal de Minas Gerais (UFMG), em Belo Horizonte, Minas Gerais, Brasil. Bolsista de pesquisa (CAPES) e integrante do Núcleo de Estudos sobre Comportamento, Pessoas e Organizações (NECOP/UFMG).

^c Kely César Martins de Paiva

Professora e Pesquisadora do Departamento de Ciências Administrativas (CAD/FACE/UFMG), do Centro de Pós-Graduação e Pesquisas em Administração (CEPEAD/FACE/UFMG) e atual Vice-Diretora da Faculdade de Ciências Econômicas da Universidade Federal de Minas Gerais (FACE/UFMG), em Belo Horizonte, Minas Gerais, Brasil. Coordenadora do Núcleo de Estudos sobre Comportamento, Pessoas e Organizações (NECOP/UFMG).