

Screening for Workplace Disorders in the Bell-Equipment Company in Lubumbashi

Kambulu Nshimba Kazadi Jacques

Associate Professor at the Faculty of Psychology and Educational Sciences, Department of Psychology, University of Lubumbashi

Abstract: *This study is carried out in the city of Lubumbashi, capital of Haut-Katanga province, in the Democratic Republic of the Congo. It concerns professional ambivalence states that affect the functioning of the brain and generate professional behavior disorders. The agents of a company qualified for work in the fields of importation, distribution, repair and maintenance of agricultural, mining and forestry equipment and materials were chosen as participants in this research. The random selection, through the Faverges table, resulted in a representative group of fifty subjects divided into four departments. Direct observation, a questionnaire and documentary technique are the three instruments used to produce the information sought. This research has successfully confirmed the hypothesis that professional ambivalence states are experienced and verbalized situations that modify the functioning of the brain and generate professional behavior disorders. It revealed, in the chosen company, unfavorable facts which explain the low investment of the agents at work, the lack of appropriation and internalization of the objectives of their professional environment on the one hand and on the other hand of the adaptations secondary ones such as the wig phenomenon, learned helplessness syndrome, Buddy-punching and peddling.*

Keywords: company, workplace disorders

1. Introduction

The profession that is exercised, despite the advantages attributed to it, is not deprived of constraints. Whatever its nature, it offers something to fight against. Through this article, we bring to the attention of those who are in the working life and those who are not yet that the occupation of a job goes beyond special circumstances, painfully experienced by the staff which gives rise to behavioral problems. in mentally balanced individuals.

These disapproved professional events, for example the lack of recognition of the merit of the worker by his boss and the false accusations of colleagues, modify the functioning of the neural circuits and give rise to a psychic imbalance in the subject concerned, said Mr. Kalika. (1988, p. 25). One of the consequences of this life at work is what we call professional behavior disorder. Hence the fundamental question framed in these terms: "What are the circumstances in a job that favor the onset of a behavioral disorder?" ". We have formulated, in relation to this question, two secondary questions for the sake of completeness:

- What happens in the brain when a worker is faced with such special moments?
- What are these disorders of activity in employment that are called professional behavior disorders?

In the jobs within our investigative framework, we have agreed to:

- Unearth the source of the behavioral disorder because the secondary adaptations referred to in work psychology or even the unexpected behaviors in a job significantly alter productivity;
- Revealing what takes place in the brain, the epicenter of behaviors, to find out what happens to the body's reactions that are endowed with adaptive significance during the period when the worker is faced with stimuli that he perceives negatively and;

- Name anomalies at work or simply professional behavior disorders in order to know their characteristics in order to differentiate them and know how to avoid them.

Researchers and human relations professionals who are interested in the functioning of the human factor will benefit from the results of this study, each in its own right. Not only will they know how to deal with personnel with psychological difficulties, but also to take prophylactic measures.

2. Definitions of Fundamental Terms

In order to give readers the same understanding of key concepts as we do, we define each of them and determine their respective functions in this study. This approach that we have adopted opens up horizons and avoids misunderstanding despite the definitions of the peculiarities of schools that do not make it easy to achieve perfect unity of sound.

2.1 Behavior

Currently defining the term behavior is not straightforward because of the disagreements that arise between scientists of different tendencies. Historically associated with the redefinition of the very object of psychology proposed by behaviorism, behavior is honored by H. Piéron in France and JB Watson in the United States, report R. Doron and F. Parot (2011, p. . 134). Designates:

- Sometimes, generically, all the activities when it comes to human behavior;
- Sometimes a particular and observable activity such as grooming behavior for example.

The first meaning is best suited to this study because all the activities carried out by employees in their company are professional behaviors. The directly observable character, in this study, is not held to be an important criterion because

modern psychology makes accessible hitherto unobservable phenomena such as representation, feelings, states of consciousness, etc.

1) The type of behavior

While a large number of disciplines are partially devoted to the study of behavior, only some of them fall under the category of behavioral sciences. These disciplines include psychology, anthropology, education, political science, psychiatry and sociology. Their studies focus on understanding, predicting, and controlling human behavior, particularly the types of behavior resulting from interpersonal relationships.

In a publication frequently cited by Occupational Psychologists, J –C Deschamps and P. Moliner (2008, pp. 425 - 437) say that behaviors can be of an affective, cognitive or psychomotor nature.

a) Behaviors of an affective nature

They are related to each person and vary from group to group. They manifest themselves in the relationships between people in a common activity and involve relationships of various kinds: sympathy, antipathy, friendship, rivalry, etc. They refer to the ambience of the environment in which the work is done. For example, the relationships of subordinates with their leaders or vice versa, the relationships with peers which are determined by social considerations.

b) Cognitive behaviors

They are acquired by mastering certain knowledge necessary for the nature of the work. In general and they are acquired through training and retraining.

c) Psychomotor behaviors

Behaviors of a psychomotor nature relate to the exercise of tasks in their aspect of movement of body organs and the coordination of these: combined movements, manual and digital dexterity, the exact role of the upper and lower limbs. They are linked to the physical activity of the body in the performance of work.

For this investigation, the professional behaviors defined by the standards of the company where we have been and which the most significant are are: importing and distributing, repairing and maintaining equipment, training mechanics and providing services to customers. Typologically, these are behaviors that involve the three aforementioned categories: affective, cognitive and psychomotor. They are considered normal or disturbed depending on the demands of the work environment in which they occur.

2) Behavior Disorder

Psychology speaks of a behavioral disorder when non-socialized acting comes to the fore as a mode of expression in the relationship. This disorder manifests a socially inadequate attempt to assert oneself. It also testifies to a psychic suffering that cannot be named or even sometimes thought of. As such, we cite oppositional defiant disorder expressed in anger and irritability, conduct disorders such as intentional rule violation, lying, vandalism and attacking human beings. By the expression behavior disorder, located at the center of this study, it is appropriate to understand any

reaction of a worker who does not meet the standards of his company and who, by the same fact, does not promote or slow down a good professional performance.

The professional behavior disorder that attracted attention corresponds to the disruption of professional activities listed in point 1 above as the most significant professional behaviors. The interactions and especially the entanglement of biological, psychic and relational factors would have played an essential influence in the genesis of behavioral disorders. As in the case of mental pathologies, these three strictly essential approaches determine the origin of the disorders with which our research is concerned. Because of their important correlations, it is difficult for us to say whether the factors of this or that other approach have a fundamental etiological significance or if they are only advancing a beginning which, in any case, would have already taken place. In other words, it is difficult to specify whether the factors of one of the approaches have a formative or triggering effect or a precipitating effect.

2.2 The link between a behavioral disorder and employment

Famous scientific publications illustrate this link or report and we begin with that of A. Jeanet and R. H. Tiger from 2005. These two researchers listened to occupational physicians who encountered "problem men" in several factories. They had identified them under quite diverse conditions:

- During interviews, they observe abnormal signs in fully employed workers;
- Or else the heads of departments point out strange behaviors to them in the jobs;
- They process notices of the return of a chronically ill or convalescent;
- They observe, under particularly favorable conditions, the influence of a particular behavior on the working group.

Another experience where the context transforms meek people into cruel individuals is that of S. Milgram, quoted by Ngoy Vundula (2019, p.147), on submission to authority where normal individuals acted in a particularly cruel. One of the more instructive claims about changing job behavior influenced by the work context is worth mentioning. We are thinking of that of M. Whitehead quoted by G. Sinadon (2018, p. 64) who said: "the structures generated by the national organization of work within a job are deconcentrating and oblige us to eat our food separately bread and our butter". These studies show that there are behavioral disorders for which work is considered to be responsible.

2.3 The company

A workplace, the company is defined by the Congolese labor code in terms of an economic organization in the form of a Judiciary constituted for the production of goods intended for sale or the provision of paid services and which may include one or more establishments. Considered by B. Almuder, A. Le Blanc (2005, p. 7) as a framework for

fulfillment where one acquires adult status, the company knows the overall objectives to be achieved:

- Increased productivity;

Amélioration 'improvement of product quality and customer satisfaction;

- Increasing wages and incomes;
- Improving image and brand awareness;
- Compliance with laws and regulations;
- Increasing market share and strong global presence.

The multiple types of businesses existing to date are not unanimous and insufficiently reflect management issues. It should be remembered, for the sake of this study, that the company chosen is Bell-Equipment: an organization producing goods and services of a commercial nature. It's most important clients are RUASHI MINING, SAFRICAS, CHEMAF and the Congolese government.

3. Assumption and Objectives

Referring to the questions asked which guide the content of this research, we presume that the states of professional ambivalence would be lived and verbalized situations which modify the functioning of the brain and generate the professional behavior disorders of the agents of Bell - Equipment in their jobs. .

To fully understand the independent variable state of professional ambivalence of our hypothesis, it is worth considering it as a situation of professional ambience which manifests itself, according to A. Jeanet and RH Tiger (2005, p.604), when an employee simultaneously experiences, in his job, contradictory feelings or feelings of opposite directions but inseparable as a result of a lived experience. For example, love and hate for the usual job. As a duality of

feelings, professional ambivalence is not an abnormal mental state. It is expressed by pathological behavior when the contradiction of feelings is irreducible, according to N. Sillamy (2012, p. 20).

From our hypothesis follow three objectives that this study aims:

- Detect states of professional ambivalence or simply specific moments that disrupt employees' brain function;
- Describe in principal components what takes place in the brain during these professional conjunctures and;
- Determine the behavioral disorders manifested by the employees who took part in this research.

4. Population and Sample

This study concerns those who are in working life: they have an actual job in the Bell - Equipment Company in Lubumbashi. They form, in this investigation, a finite population of 227 agents including 76 expatriates and 151 nationals. As the correct information, the information we would have actually had by approaching all the workers who make up the study population, we have resorted to one of the methods of probability sampling: it is the sequential drawing of lots. It consists in defining, according to N. Aubert, VD Gaulejac (1991, p.164) a population by a given criterion and extracting a first sample meeting this criterion, then determining a second criterion within this sample and proceeding to a new drawing of lots for each of the elements initially selected. To do this, we took care of the agents of the operational branch of Bell - Equipment of Lubumbashi sarl leaving aside those of the branch of Kolwezi, difficult to reach during this period of turmoil and expatriates, often on a service mission. The random selection from G. Faverges's table with entry 16 C1L3, counting from left to right and top to bottom, gave the following numbers initially granted to nationals:

0001	0003	0	0	0	0	0032	0	0	0
0014 -	0016 -	0004 -	0005 -	0007 -	0027 -	0030 -	0033 -	0034 -	0038
		0042							
0044 -	0047 -	049 -	0060 -	0077 -	0078 -	0082 -	0083 -	0086 -	0092
0	0014	1	1104	1112	1	1050	1	1	1
0094	0096 -	102 -	2220 -	1116 -	1114 -	0123 -	2127 -	8130 -	1131
				1135					
1157 -	1160 -	1162 -	1165 -	1166 -	1167 -	1169 -	1177 -	1180 -	1186
1191 -	1196 -	1197 -	2201 -	2204 -	2206 -	2207 -	2215 -	2216 -	2225

Table 1 below shows the distribution of participants according to their respective services.

Table 1: Structure of the research sample

No.	Services	Workforce
1.	Accounting	06
2.	Medical	11
3.	Control	12
4.	Administrative	21
Total		50

We have retained 50 workers in four departments. These participants are young adults whose chronological age

ranges from 21 to 32 years of age. Their seniority is at least three years.

5. Methods and Techniques

Through research methods, we discover how knowledge has been constructed in the various fields of application of psychology where we have had our training, how it is currently being constructed and how it should be constructed. Our field trip to observe and then administer a questionnaire during off-duty hours was necessary in order to identify professional behavior disorders and collect participants' statements where they work. Consulting the

monthly reports as a documentary technique enriched the data obtained by other means.

5.1 The themes of the observation

The direct observation focused on the following six themes:

- Working hours;
- The relationship between the work done and the skills of an agent;
- Employment initiatives;
- The orders and obligations of the hierarchy;
- The problems manifested during the work in progress and;
- Difficulties in performing tasks.

A questionnaire was then constructed because the content of this tool gave Bell - Equipment agents the opportunity to express the facts in writing: what they do and what they experience in their jobs and which influences their professional behavior.

5.2 The themes of the questionnaire

The ten questions to which participants responded relate to five themes: highlights of the theory of disengagement mechanisms that negatively influence professional behavior:

- Work Accidents;
- Retribution;
- Surveillance;
- Overload And;
- Labor Standards.

It is obvious that each theme, because it involves a situation-problem, was exploited by two items:

- The first started with an odd number like: 1, 3, 5, 7 and 9;
- The second, an even number whose digit is even: 2, 4, 6, 8 and 10.

As an instruction for the questionnaire, frame the alphabetical letter in front of the answer considered correct by the participant himself in order to avoid the researcher's equation.

6. Results

The raw data which led to the results are presented, in this part, in three sub-points which correspond to the objectives:

- First, professional ambivalence states;
- Then the effects of these particular moments on the functioning of the neurons of the brain of the brain and;
- Lastly, secondary adaptations: these are the professional behavior disorders that result from them.

6.1 The determination of professional ambivalence states

The declarations or speeches of the participants according to the themes are summed up in the following facts: the frequency of work accidents, compensation below expectations, increased surveillance, excessive working time and strict observance of the standards prescribed by the company. Table 2 reflects this situation.

Table 2: Professional ambivalence states

Designations Questions	Work accidents		Retribution		The surveillance		Overload		Labor standards	
	+	-	+	-	+	-	+	-	+	-
Odd items	05	45	10	40	11	39	30	20	7	43
Even items	10	40	07	43	12	38	33	17	20	30
χ^2	50,00		3,02		29,20		7,12			
p	<.05		>.05		<.05		<.05			

Using the chi-square test, we find that the hypothesis of an equal distribution of frequencies into different categories is rejected in four out of five situations; but it is accepted in only one: that of retribution. So we used the combined chi-square whose calculated value is 117.26. For a degree of freedom of 5, the difference observed between the frequencies attributed to occupational ambivalence states is significant at the 95% confidence level. We retain that participants' statements reveal a negative perception of their company to indicate that they feel exploited by their employer. This table shows environmental stress.

Bell - Equipment workers, in their statements, lament intolerable situations:

- They are exposed to occupational accidents which occur frequently. Their exposure to accidents is the source of their insecurity at work. Hence the anxiety at the workstation;

- They feel monitored when they work and therefore prevented from taking initiatives: this is a defect in the quality of supervision at work;
- "They work more than they rest and overdo it. They work more than 8 hours a day and perform several activities at the same time: this is professional overload;
- They are required to apply the work standards which are prescribed and predefined without biting anything. They evolve, in their jobs, under hierarchical automatism and;
- Their remuneration is considered low: what they receive from the employer, in exchange for the work performed, particularly meets their expectations when they perform tiring work. Hence their professional frustration.

These repetitive facts are more than enough to conclude that there is unease at work. In this regard, the theory of disengagement mechanisms says that the behavior of human beings depends largely on how each person perceives the universe, here the professional environment. Because of these five states of the professional environment, namely

work accidents, surveillance, overloading, compensation below expectations and strict compliance with work standards, Bell-Equipment personnel have a negative perception of their working environment job.

6.2 The effects of work environment states on the brain

The work environment states that we have identified require analyzing the functioning of the brain of workers to detect the formulation of behavioral disorders at work. Certainly, the study of the electrical manifestations of the brain, one of the components of the central nervous system, to arrive at exact knowledge is appropriate for this level of analysis. Since electroencephalography is inaccessible to us at the moment, we must use the reasoning and previous experiences available in the publications of the anatomophysiology and psychopathology of work. These experiments serve as adequate representations facilitating associations since the behaviors are the result of the activity of the neurons of the brain according to G. Terrence and N. B. Leyens (2014, p.481).

We retain that:

- Threats such as exposure to work-related accidents, insufficient compensation and overloading work disintegrate finely tuned brain circuits. However, these circuits control the way of thinking, acting and feeling. This suspense grows over time and causes damage to the parietal cortex, located behind the right frontal lobe. It then leads to disturbances in the perception of space, as in the case of hemiasomatognosia. This affection leads to ignoring half of the surrounding world. Usually, it is the left side of the environment that is neglected. People with these disorders tend to collide with obstacles on their left, neglect the left part of their body, draw only the right half of a picture, and eat only the foods placed in the picture the right side of their plate. These people also have some difficulty reading because they ignore the left half of the lines and words;
- On the other hand, the respect for work standards which the agents are suspicious of and the surveillance of them mean that the neural circuits involved in triggering professional behavior are forced to remain inactive. To do this, the workers become terribly indisposed as a result of this cerebral hypo activity resulting from an alliance of bio-psycho-sociological factors from the etiological point of view. They are thus irritated and anxious. The result of this situation of boredom and depression is a lesion of the temporal cortex. The lateral part of each hemisphere of the brain causes disturbances in visual perception: not in the vision itself, but in the interpretation that can be given to the images. Affected workers find it difficult to understand or identify what they are seeing, even if their vision is apparently good. They are unable to visually recognize everyday objects such as hammers or spare parts. However, if they can touch them, they can easily identify them.

6.3 Subsequent secondary adaptations

The secondary adaptations in this study are the professional activities which have an unfavorable significance for the improvement of the performance of the company. On a

practical level, these are deviated, irregular and therefore disturbed professional behaviors. The analysis of the data that we obtained highlighted professional behavior disorders based on the characteristics that specify and differentiate them. Most Bell - Equipment agents, during their working life, demonstrate the following:

- Using the material resources of the company at their disposal for professional tasks, they carry out work for personal purposes and this in secret: this is the wig phenomenon;
- They slow down the pace of work by giving the impression of being tired. Under a pretext, they leave the tasks entrusted to them to their colleagues: this is the acquired helplessness syndrome;
- They report false claims and therefore lies from service to service: peddling;
- They simulate arrival and departure or write down the times other than what they are: Buddy punching;
- They are wary of work objectives and standards, abandon work in progress, perform their tasks under pressure, rethink their company's work organization and rarely care about the quality of services provided to customers: the low investment in job.

7. Conclusion

A careful reading of the content of this study confirms that we have kept the promise of what we said in the introduction by answering the questions posed. We believe that holding a job in an organization and performance disorder are two very different realities; but one, certainly the first according to this investigation, is undeniably the source of the other.

At this time when the human factor is at the heart of social, economic and political concerns, we have noticed that Bell-Equipment Lubumbashi agents are not able to maintain good quality production. They are constantly checked and judged, they miss pieces and they care little about prescribed standards. Faced with this state of affairs, we thought that there would be states of professional ambivalence which affected the normal functioning of the brain of the agents and gave rise to professional behavior disorders.

The data obtained allowed us to detect exposure to work accidents, insufficient compensation in relation to expectations, overload, surveillance hindering any form of personal initiative and absolute respect for work standards which disintegrate brain circuits or force them to remain inactive. Hence the formulation and installation of the following secondary adaptations:

- The wig phenomenon and learned helplessness syndrome;
- Peddling and Buddy punching and;
- Low investment in work.

In the presence of each of these professional behavioral disorders that we consider to be the repercussions of work, it was difficult if not impossible for us to separate, in the etiology, the part which belongs to biological, psychic or sociological factors because of their intricacies. that which

returns exclusively to the work of that which relates to the worker himself: his personality, his living conditions, his ambitions and life projects.

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