

Organization Psychoanalysis: Top-Managers Satisfaction Estimation

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Abstract

"A good chief" is one of the most important indicators of job satisfaction. However, related to the immediate supervisor, ordinary employees, and especially top-managers do not tend to show it openly. The present study confirms the effectiveness of the solution of this problem with the help of standardized psychoanalytical questionnaires where classic erotic codes are transformed into corporate ones. An integral model for calculating the level of negativity to company policy was received. Approach can be applied effectively in the corporate counseling and within individual reception program of positive psychotherapy.

Keywords

Job Satisfaction, Leadership, Top-Managers, Interpersonal Attitudes, Human Resources Reliability, Psychoanalysis, Dreams, Subconscious, Integer Programming

1. Introduction

Good relationship with the leadership is an important factor of satisfaction and happiness at workplace [1]. However, top-managers do not tend to be open on this issue. Moreover, the distorted perception of the image of the boss can manifest even in private counseling beyond the walls of his own company.

On the one hand, the use of polygraph (lie detector), recording of evoked potentials, analysis of voice modulation, and rhythm disturbances writing can be proposed to solve such problems. Each of these methods requires expensive equipment or software, training, counselor, and may not always be accepted by the respondent.

On the other hand, classical psychoanalysis also does not provide solutions, as accentuated sexual interpretation of subliminal images, which can be simply inappropriate. The solution is a humanistic approach to psychodynamics [2], a broader interpretation of symbols than the one proposed in classical psychoanalysis [3] [4] and the change of the traditional model of working with a client in a therapist's office to the standardized technology of rapid testing in a natural work environment or via the Internet .

The purpose of this message is to show the possibilities of organizational psychoanalysis.

2. Method

Organizational analysis was carried out on a voluntary basis with the senior management of the bank's share of

interregional 10 top-managers—vice presidents, chief accountant, service and departments chiefs. The central office is located in Moscow. The name of the organization in accordance with the principles of business ethics is not given.

The method was tested in earlier work with boxers, wrestlers, Russia basketball team, rescuers of the Ministry of Emergency Situations, Special Forces soldiers. Regression models were built for the professional interpretation according to the assessment center, sociometry, emotional burnout, the stability of cognitive functions, and psychosomatic Biomembrane indicators [5].

Top-managers filled the form on the computer questionnaire including 61 items of dreams, Sigmund Freud identified. It was necessary to assess what dreams were pleasant for them and what ones were not: +2 to −2 points. Zero point is not allowed. Scales codes and interpretation are not shown and explained to respondents.

To ensure comparability of the results the average response was obtained for each scale for all its issues. The values obtained were used in the further processing. Equation obtained previously by other groups, were refined based on the security of the employees involved in the leakage of corporate information. Regression analysis and uniquely designed digital programming software were applied (Excel-2003, VB).

3. Results

For each classical psychoanalytic code for Freud (F-code), a new corporate code (C-code) was obtained. Below there are examples of dream symbols and names of the scales included in the basic model:

1) Fairy, mother (men dreams), magician, father (women dreams).

Inc, F-code: Incest, C-code: not implemented plans, hopes for promotion.

2) Evening dress uniforms.

Nak, F-code: Nakedness, C-code: Disappointment lack of career development, the first persons of insincerity, lack of clear responsibilities.

The following are the corporate codes only, and classic ones are not given because of their fame;

3) A closed door, flowers, bloom

Vrg, inability to confront the employee rudeness of the first persons, lack of support for new ideas in the company;

4) Running, hasty action, swing

Sx: Complaints about abundance of routine and dissatisfaction with the salary;

5) Forest, shrub, meadow

HPb: Loss of faith in the promise of corporate wage supplements, compensation;

6) The Emperor, the King, the Earl

Prn: Dissatisfaction with the authoritarian style of leadership

7) Large yard, market

FGn: Deficit of male style of leadership, a desire to hide from the production hassles and responsibility.

A formula of dissatisfaction with the company policy, and with the central leadership has the following form:

$$DL = 0.4(3 + 3 Inc + 2 Nak + 2 Vrg + Sx - 3HPb - Par - FGn) \quad (1)$$

Here the normalizing factor 0.4 provides corridor results from 0 to 2: 0 points—absolute support, full identification with the leadership, to 1 point—partial support, and 2 points—the rejection of the firm's strategy.

A protest group corporation is revealed by high values. Managerial staff is clearly divided into three levels:

- A group of like-minded management of the bank, DL = 0 points, 2 employees.
- Partial support group, DL = 1 point, 2 employees.
- Rejection group, DL = 2 points, 6 employees.
- You can select a destructive risk subgroup $DL \geq 2$, 4 employees

As you can see, in this significant bank, a good proportion of top managers are not satisfied with the work, and when there is a crisis situation, they lost loyalty to the company.

A number of indicators were not included in the model (1), but also showed dissatisfaction with senior managers that allows you to design measures for the resolution of social engineering and human resource crisis. **Table 1** presents the average values of all scales related to social frustrations of top personnel.

Results were checked by external criteria. Top personnel filled card of formalized mutual assessments of corporate behavior. Discussions with the management of the impact of staff work in the development of new financial

Table 1. Average values of the dream test scales related to social frustrations.

F-code	Score	Samples of Dreams	Disadvantaged motivation
HPb	1.50	Forest, shrub, meadow	Loss of faith in the promise of corporate wage supplements of compensation;
Inc	1.30	Fairy, wizard, mother, father	Unrealized plans, hopes in career (fairy mother—men dreams, magician father—women dreams)
Sx	1.03	Running, rush, swing	Complaints about wages and abundance of routine
Gn	1.00	A baby	Dissatisfaction with their relationships with colleagues, routine
FGn	0.85	Large yard, market	Desire to escape from the troubles of production
Nak	0.70	Evening gown, uniforms	Disappointment at the lack of career growth, top officials insincerity and lack of clear functional responsibilities
Fth	0.70	The Emperor, Count, etc.	Dissatisfaction with the authoritarian style of leadership
Mst	0.67	Sliding, rolling	Dissatisfaction with wasted work, conversation, the inability to put him/herself in a team

instruments and western standards were held. External criteria analysis has fully confirmed the composition of the protest and destructive microgroups of leaders.

4. Discussion

Organizational and psychoanalytic diagnosis is an effective technology to add to the positive methods of psychotherapy. Perception analysis of dream symbols based on corporate rather than erotic codes gives the opportunity to explore the profile of discontent on the part of staff, as well as to recognize destructive groups.

Organizing psychoanalysis can evolve as the direction of positive psychotherapy, as it is based on humanistic principles. It has the following advantages:

- Sociality—focus not on erotic complexes but on the frustrations diagnosis of major social motivation.
- Behaviorism—focus on the diagnosis and corrective procedures in the natural production environments, or via the Internet. Respondent is not considered as a clinical client.
- Objectivity, psychologist uses standardized questionnaires in the diagnosis and treatment model that eliminates the subjective interpretation.
- Constructiveness—the task of the psychologist is not to identify objectionable ones, but accurate diagnosis of corporate complexes. Getting rid of complexes is possible only if not to drive them inside, but on the contrary, bring to the level of individual awareness solved together with the pressing problems of each employee.
- High Technology—it allows you to use modern methods of psychoanalysis mathematical processing (Integer Programming, Artificial Neural Network), brain research, neyromembranes, Biochemistry and Biophysics (MRI, UF-, Near-infrared spectroscopy, etc.)

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