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MENTAL ILLNESS AMONG PUBLIC SERVANTS: A SYSTEMATIC REVIEW OF THE LITERATURE

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ABSTRACT

This systematic review of the literature, based on data from Spell and Scielo, deals with the search for publications referring to the mental and behavioral health of public servants from 2018 to 2023. During five years of these publications, it will be understood how work organizations, the medical area and public policies for quality of life have been discussed and implemented. During this period, there was the manifestation of COVID-19. Doctors, teachers, nurses and military police and other public workers showed an increase in the problem of their mental health. Stress factors in work activity have corroborated the appearance of depression, anxiety and burnout. This work is based on the following problem question: what are the main scientific contributions on mental illness among public servants, available in the Spell and SciELO databases in the last 5 years? The main objective is to carry out a systematic review of the literature to identify and analyze the most relevant publications on mental illness among public servants in the Spell and SciELO databases, from 2018 to 2023. The results showed that the publications that deal with mental health in the Scielo and Spell databases are still small and when taken in different groups, there is an interest in the literature for groups in the nursing and medical areas. The year 2020, already in the period of the COVID-19 pandemic, there was a greater interest in the disarrangements contained in work activities as a result of the adjustment at work to this new reality.

Keywords: Mental illness, Public servants, Psychodynamics of Work.

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INTRODUCTION

Working in a public service area is a unique opportunity to make a positive impact on society. Each professional plays a fundamental role, from social workers who offer support in situations of risk, to police officers who protect their communities, to nurses who work tirelessly in intensive care units during health crises (GÓES; GÓES, 2021).

In the notes of Souza and Guimarães (2023), the Public Servant, in his complex working day in the promotion of government and State policies, also ends up accumulating problems with his mental health. Dealing with a heavy workload, facing life-or-death situations, and constantly worrying about financing issues are just some of the triggers that can lead to serious problems. Among them, compassion fatigue, *burnout,* and traumatic stress are cited.

For Sherer *et al.* (2023) the public servant, in addition to performing his function, is concerned with the user of certain public services. This causes considerable mental exhaustion. It is an emotional exhaustion caused by continuous exposure to situations of suffering and trauma. Constant empathy and concern for others can lead to emotional distress that can negatively affect mental and physical health.

In addition, *burnout* is a common reality among public service professionals. The constant stress and pressure associated with work can lead to physical and mental burnout. The feeling of exhaustion, depersonalization and lack of personal fulfillment are frequent characteristics of this state. It is important to recognize that *burnout* is not simply a result of a heavy workload, but rather an imbalance between the demands of the job and the ability to cope with them.

Professionals facing emergencies, natural disasters, violent crime, and other forms of trauma may experience symptoms such as *flashbacks*, nightmares, hypervigilance, and avoidance of trauma-related triggers. These symptoms can have a profound impact on the mental health and well-being of these individuals.

Importantly, even though public service professionals are dedicated to taking care of others, they also need to take care of themselves. Recognizing the warning signs of mental health issues and seeking support is essential to ensuring long-term well-being. Employers and organizations should offer support programs, resources, and training to help professionals cope with stress and promote self-care.

Working in the public service is a noble vocation, but it can also be challenging for the mental health of professionals. It is critical that systems and institutions recognize these issues and provide adequate support to their employees. Only in this way can it be possible

to ensure that these professionals continue to perform their vital roles in a healthy and effective manner, contributing to the well-being of all of us as a society.

Given the relevance of the theme, the research problem that guides this study is: what are the main scientific contributions on mental illness in public servants, available in the Spell and SciELO databases in the last 5 years?

The general objective of this study is to carry out a systematic review of the literature to identify and analyze the most relevant publications on mental illness among public servants in the Spell and SciELO databases, from 2018 to 2023.

To achieve the general objective, the following specific objectives are proposed: i) to carry out a comprehensive and systematic search in the Spell and SciELO databases, using search terms related to mental illness in public servants, such as "mental illness" and "public servant"; ii) select and critically evaluate the studies found, taking into account pre-established inclusion and exclusion criteria, such as year of publication, language (Portuguese), focus on mental illness of public servants and appropriate methodology; iii) analyze and synthesize the results of the selected studies, identifying the main research categories addressed, such as risk factors, prevention and intervention strategies, impacts on the quality of life and well-being of public servants; iv) to identify research gaps and suggest future directions for investigations in the field of mental illness among public servants, based on the evidence found in the literature.

This study is aligned with concerns about mental illness in contemporary society, with a specific focus on the context of public servants. The need to investigate and understand the factors involved in the mental illness of these professionals is highlighted, considering the complex demands, the nature of the attributions and the socioeconomic context in which they are inserted.

THEORETICAL FRAMEWORK

Work Psychology has several streams of study. One of them is Psychodynamics, which deals with the studies of the relationships of workers with higher areas, or of the managers or those responsible for the organizations where they work. According to Silva *et al,* (2021) highlights that changes in the universe of work are constant. This is due to the new management models, especially in the public sector that adopts models from the private sector.

Silva *et al.* (2021) highlights that Public Management, characterized by the bureaucratic model until the early 1990s, redirects the service model to the population. The search for better results is part of this new context. And with this new work model, the Psychodynamics of Work (PDT) emerges, this field of psychology takes into account the

level of satisfaction, suffering or pleasure, accommodation and stressful levels that exist in a work environment.

Just as Marx dealt with the relationship between labor and capital, psychiatrist and professor Cristophe Dejours, psychiatrist and professor, believes that the relations between the worker and work activities were also involved in subjective conditions of interest, unpleasantness, conflicts, expectations and others. Pzzinga *et al,* (2021) understand that the PDT performs the function of bringing the worker who is suffering at work to overcome and, as a result, be reestablished again in his activities.

Mental illness is a growing concern in contemporary society, causing negative impacts on the lives of individuals in various spheres. In the current context, the prevalence of psychological and emotional disorders has increased significantly, requiring an in-depth analysis of the factors involved in this phenomenon.

According to the understanding of the provisions of Dias, Siqueira and Ferreira (2022), mental illness is understood as a manifestation of psychic disorders that affect the cognitive, emotional and behavioral functioning of individuals, and has been the object of study in several areas of knowledge, such as psychology, psychiatry, public health and social sciences. Its influence encompasses both the individual sphere, harming the subjective well-being and quality of life of those affected, and the collective, reflecting on interpersonal relationships and social functioning more broadly (SOUZA; BERNARDO, 2019).

The increased incidence of mental disorders has been attributed to a number of complex and interconnected factors. Among them, social aspects such as socioeconomic inequality, marginalization and social exclusion stand out, as well as biological, psychological and environmental factors. In addition, chronic stress, social pressure, excessive work demands, and the rapid and constant changes in contemporary society have also been pointed out as significant influences on the development of mental disorders (LOPES, 2020).

At the individual level, vulnerability to mental illness can be related to genetic factors, biological predisposition, traumatic experiences, family history of mental disorders, physical health problems, among others. On the other hand, psychosocial factors, such as low self-esteem, relationship difficulties, chronic stress, lack of social support, and financial problems, can contribute to the emergence and worsening of mental disorders (VIAPIANA; GOMES; ALBUQUERQUE, 2018).

In the collective context, according to the work developed by Nascimento and Leão (2019), mental illness has a direct impact on interpersonal relationships, labor productivity,

the quality of services offered, and the functioning of society as a whole. Mental disorders can lead to sick leave, decreased quality of life, financial losses, and overload on health systems. In addition, the social stigma associated with mental disorders still persists, making it difficult to access appropriate treatments and the necessary social support.

Given this scenario, it is essential to implement public policies aimed at promoting mental health, preventing disorders, and providing adequate treatment for affected individuals. According to Giacomini and Rizzotto (2022), it is necessary to create an integrated network that discusses and creates mental health policies in favor of workers. Brazil is one of the countries that plays a leading role in the study and actions in the area, above all, it conducts a robust field of research on problems related to mental health.

In addition, the integration between the various fields of knowledge and the promotion of interdisciplinary research are fundamental for understanding the determinants of mental illness and the development of effective interventions. The investigation of risk factors, protection mechanisms, intervention models, and mental health promotion strategies allow for a more comprehensive and grounded approach to understanding and coping with mental disorders (DIAS; SEE; FERREIRA, 2022).

According to Souza and Bernardo (2019), in the context of the work environment, public servants are a vulnerable group to this type of disease, given the nature of their duties, the complex demands and the current socioeconomic context. Low salaries and stressful working conditions lead many of them to have a lack of interest in the profession and consequently become mentally ill.

The Covid-19 Pandemic, in the context of public servants, fostered interest in verifying whether public policies, both those that had been addressed in the period before the pandemic, and those that were triggered during and after. In this sense, Vargas *et al* (2022) point to the following:

> There have been recent changes due to the adaptation to the pandemic scenario, however, the institutions have already been adapting to previous structural processes, resulting in a sum of actions. The Federal Institutes, in 2019, went through some factors that influenced the interaction between individuals and still suffer some threats related to structural changes. The scenario of contingency in the budget matrix, the measure generated disturbances in the organizational structure, with this there were uncertainties in the daily lives of these workers who are the main actors in the execution of public education policy (VARGAS *et al*, 2022, p.55).

Araújo *et al,* (2023) argue that the issue of mental illness among public servants, especially during the Covid-19 pandemic, involves factors that affect the interaction between individuals and face threats related to structural changes. In this context, teaching professionals play a fundamental role in the execution of public education policy. A practical

example of this situation would be the reduction of resources allocated to the Federal Institutes, which impacts the hiring of teachers and employees, the offer of courses and the maintenance of educational infrastructures. This results in a more unstable and challenging work environment for civil servants, affecting their mental health and compromising the quality of education offered to students.

According to Souza and Bernardo (2019), public servants play a fundamental role in society, providing essential services to citizens. However, the demanding and challenging nature of these occupations can lead to a range of health problems, including mental illness. Public servants' mental illness refers to a variety of psychological and emotional conditions that negatively affect their well-being and ability to perform their duties effectively.

Mental illness is characterized by a wide range of disorders that affect the cognitive, emotional, and behavioral functioning of individuals. According to Bezerra *et al.* (2023) Among the most common conditions are depression, anxiety, post-traumatic stress, and *burnout*. These disorders can be triggered by several factors, such as work overload, pressure for goals and results, lack of recognition, toxic work environment, and interpersonal conflicts.

> Stress is present in almost all human activities and can be understood as a normal situation in the lives of contemporary workers. However, the chronicity of stress that leads, in turn, to the physical and/or emotional exhaustion of the worker, called Burnout Syndrome, has serious consequences for organizations, individuals and government (LIMA; FERNANDES. 2021, p.1).

In the aforementioned quote, it is explicit in the considerations of Lima and Ferreira (2021) that when it comes to mental illness of public servants, the *burnout* syndrome stands out as an indication that something needs to be changed in the worker's routine. The stress that occurs in the context of work creates a problem around the theme that concerns not only individuals separately, but also welcomes all the actors involved, organizations, individuals and government, thus forming a collective issue.

In the context of public servants, Zille and Teles (2022) assert that mental illness can be particularly impactful due to the specific characteristics of their occupations. For example, employees who deal with customer service, especially in sensitive areas such as healthcare, are exposed to stressful, traumatic, and emotionally challenging situations. Additionally, bureaucracy, lack of adequate resources, and political instability can increase stress and anxiety levels in the workplace.

These public servants face intense and complex demands on a daily basis, dealing with people in situations of vulnerability, physical and emotional pain. Exposure to these conditions can generate considerable emotional exhaustion, resulting in a greater

susceptibility to mental illness. The pressure to provide quality care, the responsibility for making decisions that affect people's lives, and the need to deal with emergency situations and crises contribute to the emergence of high levels of stress and anxiety (ESPIRIDIÃO; SAIDEL; RODRIGUES, 2020).

In addition, the bureaucracy inherent in the public system, the lack of adequate resources, and political instability are additional factors that can aggravate the levels of stress and anxiety in the work environment of public servants. The need to deal with complex procedures, the delay in obtaining the resources and materials necessary for the performance of their activities, and the constant changes in public policies can generate a feeling of powerlessness and frustration, negatively impacting the mental health of these professionals (SANTI *et al.* 2018).

It is important to emphasize that mental illness does not only affect the individual, but also the quality of services provided to the population. Public servants who are suffering from mental health problems may have difficulties in performing their duties, compromising the efficiency and effectiveness of public services. This can result in negative consequences for service users, who depend on qualified and welcoming service (DANTAS, 2021).

According to Schmidt *et al* (2020), psychological support strategies, such as the provision of psychotherapy services, stress management programs, and guidance on self-care, which aim, in general, at the mental treatment of people in general, can also be implemented in the workplace. In addition, it is essential to invest in improvements in working conditions, such as the availability of adequate resources, the reduction of bureaucracy, and political stability, in order to create a healthier environment that is conducive to the well-being of public servants.

By adopting such measures, it is possible to minimize the negative impacts of mental illness and promote a healthier and more productive work environment for public servants. This will result in benefits both for these professionals, who will be able to perform their functions in a more satisfactory and balanced way, and for the population, which will receive quality services and humanized care. Attention to the mental health of public servants is an essential aspect in strengthening the public service as a whole and promoting a fairer and more welcoming society (TELLES *et al*, 2019).

Promoting the well-being and occupational health of public servants is essential to prevent and deal with mental illness in this professional group. Wellbeing encompasses a range of elements, such as work-life balance, social support, recognition, autonomy, and opportunities for professional development. Investing in these areas can contribute

significantly to the mental health and quality of life of public servants (SOUZA, BERNARDO, 2019).

In addition, occupational health strategies should be implemented to identify mental health problems early, offer psychological support, and promote healthy work environments. This includes creating stress prevention programs, offering training in emotional management and resilience, ensuring adequate rest times, and establishing effective communication channels so that employees can express concerns and seek support (MELLO *et al*, 2020).

Based on Nascimento (2021), mental illness among public servants is a complex and multifaceted issue, influenced by individual and organizational factors. It is essential that public institutions recognize the importance of promoting the well-being and occupational health of their employees, creating healthy work environments, offering psychological support, and implementing policies that reduce overload and stress at work.

Perez *et al,* (2018) point out that investment in prevention strategies and mental health care for public servants not only contributes to individual well-being, but also to the efficiency and quality of public services offered to the population. It is a necessary action in public health management actions and public policies on the quality of services provided by the civil servant.

For Telles *et al* (2019), when public servants have their mental health preserved and in balance, they tend to perform better in their duties, increasing their productivity and effectiveness in serving citizens. A public servant who is up to date with his mental health is able to deal more efficiently and adequately with the demands and pressures of the work environment, avoiding burnout and illness.

In addition, investment in prevention and mental health care strategies also contributes to the quality of public services. Employees who are emotionally balanced are better able to offer humanized, empathetic and quality care to citizens who need public services. The mental health of the civil servants is reflected in the interactions they establish with the public, directly influencing the satisfaction and experience of service users (SANTI; BARBIERI, CHEADE, 2018).

These strategies for caring for the mental health of public servants can include offering stress prevention programs, training in socio-emotional skills, promoting self-care, and providing psychological support. Investing in an organizational culture that values mental health, with the creation of healthy work environments, is also essential (TESSARINI, 2020).

By promoting the mental health of public servants, managers and those responsible for public policies are investing in the integral development of these professionals, recognizing them as fundamental individuals for the functioning of the public service. This results in greater motivation, engagement, and commitment on the part of civil servants, reflected in better performance and the search for excellence in the services provided (TELLES *et al,* 2019).

On the other hand, according to Silva, Vasconcellos and Figueiredo (2018), the lack of investment and attention to the mental health of public servants can have negative consequences. Exhaustion, emotional exhaustion, and mental illness of civil servants can lead to a decline in the quality of work performed, in addition to generating leaves and absenteeism. This directly impacts the continuity and effectiveness of public services, and can undermine the population's trust and perception of the public sector.

It is necessary for public managers to recognize the relevance of the mental health of civil servants and promote the implementation of policies and actions aimed at prevention and care in this area. By investing in the mental health of public servants, it is possible to create a healthier, more welcoming, and more productive work environment, benefiting both professionals and the population served by public services (LANCMAN, *et al*, 2021).

Dario *et al,* (2021) fomenta highlights that it is necessary to understand the anxieties and fears that are present in the activities of public employees. One of the evidences that lead to the materiality of workers' mental illness is when their relationships with working conditions are weakened. In the case of teachers, they live with relevant work environments in the field of stress.

METHODOLOGY

The Systematic Review of the Literature (RSL), also known as Systematic Review, is a rigorous scientific method that aims to identify, analyze, and synthesize relevant scientific evidence in databases and other research sources. (CAMPOS, *et al*, 2023). It began to be used more prominently in academic research during the period of the COVID-19 Pandemic. It is subject to various conceptualizations and associations, such as quick review, scope review, or state of the art.

There are necessary steps that must be considered in this type of research, such as: formulation of the generating question, search strategies, selection of studies, critical evaluation, data extraction, interpretation of the results and the review report. According to Donato and Donato (2019), since 1989, this type of method has increased the volume of publications on a given subject. This has facilitated the construction of a study using this scientific process.

Donato and Donato (2019, p. 1) reinforce

> [...] traditional or narrative review, SR answers a well-defined research question and is characterized by being methodologically comprehensive, transparent, and replicable. An SR is a less expensive scientific research, it is a research article with pre-defined systematic methods to systematically identify all relevant published and unpublished documents for a research question, evaluates the quality of those articles, extracts the data and synthesizes the results. (DONATO; DONATO, 2019, p. 1).

In the conceptions of Donato and Donato (2019), the search for literature according to the object should be exhaustive. The selection of materials must be thorough and it must be pertinent to the interest of the research. The publications found must be supported and validated by the scientific community, without empirical reasons for this type of discussion. In this way, publications from websites, blogs and others out of context follow a path of exclusion and interest.

After applying the inclusion and exclusion criteria, the study selection process was carried out in stages. First, from a floating reading, the titles and abstracts of the publications were evaluated to identify those that were aligned with the objectives of the review. Then, the full texts of the selected studies were read and evaluated for compliance with the inclusion criteria. Studies that met the criteria were included in this systematic review.

After selecting the studies, the relevant data were extracted into a data matrix, including information such as author(s), year of publication, study objective, sample, main results, and conclusions. From this data, a qualitative analysis was performed to identify the main trends, gaps, and common conclusions between the studies.

The studies found were based on the following categories: public studied, methodology, main results, indications for future research and practical implications related to mental illness in public servants. The evidence was contextualized and compared to identify consistencies or divergences between the studies, as shown in Chart 1.

Chart 1 – Findings in the Spell and Scielo Search database between 2018 and 2023

SEARCH SOURCE	JOURNAL OR PUBLICATION ORGAN	AUTHORS	TITLE	RESULTS	YEAR
SCIELO	Journal of Higher Education Evaluation	ARAÚJO, Alex Viana; VIEIRA, Fernanda David; MANFRÓI, Edi Cristina.	Overview of the Brazilian Scientific Literature on Mental Health in the University: A Systematic Review	It is a study on mental health in higher education institutions. It showed that there is a considerable volume of publications on this topic, especially in 2020. However, there are studies located by region.	2023

SCIELO	Research, Society and Development	BEZERRA, Ana Carolina do Nascimento; MOURA, Darlene Lemos de; PEREIRA, Kele Suane. *Et al*.	Mental and behavioral disorder in the state of Pará: Variations in mortality and morbidity from 2017 to 2022.	In 2018, there was a greater number of publications on mental health in the State of Pará. It was shown that it is necessary to invest and better equip health professionals on the subject.	2022
SCIELO	Interface. Botucatu/SP	DANTAS, Eder Samuel Oliveira	Mental health of health professionals in Brazil in the context of the Covid-19 pandemic	It clarifies that the mental health of workers in Brazil must be incorporated by public health policies and the psychosocial field, especially those who were overloaded during the pandemic period.	2021
SCIELO	Unimep Administration Journal	DARIO, V. C.; VILELA, N. G. S.; LOURENÇO, M. L.	Anger, Fear, Anguish: Emotions and Experiences of Suffering in the Work of Undergraduate Professors	It moves a study on the mental health of teachers in graduate courses. He states that many of the feelings of negative possession can corroborate the mental illness of education workers.	2021
SPELL	Cad. EBAPE.BR	DIAS, Cledinaldo Aparecido; SIQUEIRA, Marcus Vinicius; FERREIRA, Leonardo Borges.	Socioclinical analysis of the work context and its relationship with the mental illness of military police officers in the Federal District	It is shown that labor relations can be conflicting. The question of power or abuse of it can trigger situations of humiliation for police officers, who in their intense routine of danger can suffer serious psychic problems.	2023
SCIELO	Rev. Bras. Nursing	ESPIRIDIÃO, Elizabeth; SAIDEL, Maria Giovana Borges; RODRIGUES, Jeferson.	Mental health: focus on health professionals	It elaborates its study through inquiries about the paths and challenges that must be taken or faced to create effective policies that care for and observe the mental health of health professionals.	2020
SCIELO	Health in Debate	GIACOMINI, Eduardo; RIZZOTTO, Maria Lúcia Frizon	Interdisciplinarity in mental health care practices: an integrative literature review	It places a gap in studies and execution of public policies that integrate a multidisciplinary work on mental health. Thus escaping from the models of diagnosis and action properly plastered.	2022
SPELL	Fesa Scientific Journal	GÓES, Maria Aparecida Soares; GÓES, João Kleber Ferreira.	Reflections on the Training of Public Servants and the Importance of Intelligence	It is a discussion that materializes the public official as a capable and intelligent person in the exercise of his function	2021

SCIELO	Ciência & Saúde Coletiva.	LANCMAN, Selma *et al*	Working on interventions in health and safety at work: reflections on the construction of an integrated policy	The occupational safety professional must understand the specificities of each worker. From 2017 to 2019, a survey of professionals from the Health Department was carried out. It was thought that health professionals should respect the work limits of each one, without overlapping.	2022
SPELL	FAE Journal	LIMA, Bruna Ribas de; FERNANDES, Jane Mendes Ferreira	Burnout Syndrome in Brazil: what the research available in the spell database says	Shown in the Spell database 28 articles that supported a study on *Burnout syndrome*. It has been shown that this new disease attacks the mental and psychic field of workers, causing problems in the work environment.	2021
SCIELO	CSP	LOPES, Claudia de Souza	How is the mental health of Brazilians? The importance of birth cohorts for a better understanding of the problem	Mental illnesses affect a number of people all over the world, but what has been noticed is that the issues of anxiety and depression have also affected the young public.	2020
SCIELO	Work, Education and Health	MELLO, Ilma Amaral Piemonte *et al.*	Illness of family health strategy workers in a municipality in the Midwest region of Brazil.	Diagnosis carried out with health workers in MS and it was noticed that the rate of sick leave is in mental and behavioral illnesses.	2020
SCIELO	History, Science and Health	NASCIMENTO, Larissa Alves do; LEÃO, Adriana	Social stigma and internalized stigma: the voice of people with mental disorders and the necessary confrontations	It builds the narrative that for many moments in the history of humanity, people with mental health problems were forgotten by studies and works aimed at their recovery.	2019
SPELL	Scientific Editor	NASCIMENTO, Valdir Aragão	Mental Disorders and Society: gaps and voids of psychic suffering in a multidisciplinary perspective	He points out that modern sciences have not yet achieved effective success in the diagnosis and treatment of people with mental health problems. Thus, it is still necessary to advance in the issue to improve medical and clinical interventions.	2021

SCIELO	Health Debate	PEREZ, Karine Vanessa; BOTTEGA, Carla García; MERLO, Álvaro Roberto Crespo	Analysis of workers' health and mental health policies: a proposal for articulation	It studies the legislation in force on its potential to welcome people with mental problems or disorders, which makes it difficult to recover more quickly.	2018
SCIELO	Fractal: Journal of Psychology, v.	PIZZINGA, Vivian Heringer; GONÇALVES, Rafaela; MARCHIORI, Gustavo.	Space for conversation about work and work: a brief analysis of a psychodynamic work practice in an educational institution	It discusses the changes in work from the 1990s onwards, which moved to a managerial model for Public Institutions. With this, new factors of suffering at work emerged. In this condition, Dejours' studies on Psychodynamics emerge in the aid and studies of these manifestations in the labor universe.	2022
SCIELO	CSP	SANTOS, Gustavo de Brito Venâncio *et al.*	Prevalence of common mental disorders and associated factors in residents of the urban area of São Paulo, Brazil	It describes the evolution of mental health-related diseases in developed countries. It offers the opportunity for future studies to be described on the most prevalent mental illnesses, but it has been shown that it is part of people with less education and problems in the economic sphere.	2019
SCIELO	Psychology Studies	SCHMIDT, Beatriz *et al.*	Mental health and psychological interventions in the face of the new coronavirus pandemic.	Scientific studies were sought in several countries to show the effects of COVID-19 on people's mental illness, especially in the agents who worked in their care, such as health professionals and doctors.	2020
SCIELO	National Congress of Administration	SHERER, Nandria; MATHEIS, Taine Keila; MENDES, Kelmara Mendes	Work Environment: An Analysis of Public Servants' Job Satisfaction	It builds studies on the interference that a good organizational system presents as a stimulating and pleasurable environment for the worker, which corroborates the quality of life and good mental health.	2023
SPELL	Management & Planning Magazine.	SILVA, R. G.; SANTOS, A. C. B. D.; EVARISTO, J. L. S.; SOUZA, J. C.	The psychodynamics of work in public management: experiences of civil servants in contexts of change in public organizations	It is a study on Psychodynamics and its basis in the studies of work activities.	2021

SCIELO	Psychology under study	SILVA, Jeanne Benevides; VASCONCELLOS, Pamela Arruda; FIGUEIREDO, Vanessa Catherina Neumann	Work and suffering: mental health challenges of social assistance professionals.	Investigates Social Assistance professionals in their work at CREAS, showed that it is an environment that can corroborate mental health problems in workers. Workers have work overload, which corroborates the appearance of diseases such as depression, anxiety and other disorders.	2018
SCIELO	Electronic Journal of Administrative Science	SOUZA, G. C.; GUIMARÃES, L. V. M.; FALCE, J. L	Experiences of civil servants in a context of deflexibilization of the working day.	It makes a study on the Administrative Technicians of a Higher Education Institution. It showed that HEIs offer a workload that is not compatible with flexible working hours. Deflexibilization could be an important instrument to reduce conflicts and overload in labor actions.	
SCIELO	RBSO	SOUZA, Heloisa Aparecida; BERNARDO, Marcia Espanhol.	Prevention of work-related mental illness: the praxis of professionals of the Unified Health System committed to workers' health.	Professionals in the public health area face exhausting work routines. You have to extend the working day to earn better. Therefore, public health policies should consider this factor for the implementation of methods that improve the working conditions of professionals linked to the health area.	2019
SCIELO	Rev. Bras. Health	TELLES, Leonardo Lessa *et al.*	The project of attention to the mental health of workers of the Federal University of Rio de Janeiro.	He points out that it is necessary for work institutions to carry out an institutional diagnosis to identify stressors, *the Burnout* syndrome and have an enthusiastic work environment.	2019
SPELL	Thought and Reality	VARGAS, Sabrina Guimarães *et al.*	Burnout syndrome in times of pandemic: a study with public servants in an educational institution	With the use of the Maslach *Burnout* Inventory-General Survey (MBI-GS) scale, with the aid of the *Statistical Package for the Social Science software, it was identified that the deviation of behavioral and mental patterns in the servers is high. The work listed the first studies of Burnout and how it has been presented as a worrying factor in work activities.*	2022

SCIELO	Health and Debate	VIAPIANA, Vitória Nassar; GOMES, Rogério Miranda; ALBUQUERQUE, Guilherme Souza Cavalcanti de	Psychic illness in contemporary society: conceptual notes on the theory of social determination of the health-disease process	It brought to the discussion about the interference of capitalism in the production of work results. To meet the demands of companies, workers are led to meet goals and this has worn out their actions in organizations.	2018
SPELL	Journal and Planning	ZILLE, Luciano Pereira; TELES, Jaqueline dos Santos	COVID-19 pandemic and the risk of mental illness among physicians	It shows an important study on medical illness in health units. It reinforces the pandemic period as a factor that has enhanced the mental illness of many medical professionals.	2022
SCIELO	Organizations and Society Journal	TESSARINI JUNIOR, G.; SALTORATO, P.; SIGAHI, T. F.; FONTES, A. R. M.; VIEIRA, M. H. P	Evaluation of the Work Context in a Federal Educational Institution	The area of people management requires the employee to be more committed to his or her role. The pressure for deadlines, due to the lack of personnel, leads to a critical factor. In this case, the employee accumulates over time stressful levels that harm their mental health and behavior.	2020

Source: Prepared by the authors (2024)

PRESENTATION AND DISCUSSION OF RESULTS

For the composition of this article, 30 works from the scientific literature were used. In the Scielo database, 21 articles were considered for theoretical foundations. To search the database above, publications from the last five years were used with the descriptors: Mental illness. Public servants. Psychodynamics of work. When all descriptors were selected at once, the Scielo database did not show an evolution in the research. Thus, it was necessary to opt for isolated words that referred to a considerable number of articles. With the descriptor Mental Illness, 12 publications appeared. In the descriptor public servants 6 works and for the descriptor Psychodynamics at work six works. This would not be enough to carry out the work. It was necessary to expand the volume of words pertinent to the object of study. With this, a total of 32 articles were raised. As a way of excluding 12 articles, it brought pertinence and interest to the study base.

In the Spell database, the same search criteria were adopted. With the use of all three at the same time, no publications appeared. In another collection strategy, the descriptors were placed separately, with the presentation: Mental Illness with 2 publications.

For the descriptor public servant with 24 articles and for Psychodynamics at Work with no results. This led him to look for other words that resembled the researcher's interest. A total of 13 articles were found, and only 9 were considered for the object of the research.

Chart 2 – Meeting of Materials in the Scielo and Spell Database

SCIELO		
Articles Found in the Scielo Database for Research Interest	Inclusion	Exclusion
32	21	12

SPELL		
Articles Found in the SPELL Database for Research Interest	Inclusion	Exclusion
13	9	5

Source: Prepared by the authors (2024)

In the process of structuring the results, four works were selected that present topics and delimitations relevant to the composition of this work. These findings were considered corroborating the purpose of the research, providing a solid basis for the understanding that care for public servants plays an important role in preventing situations of fragility in the mental health of these actors. It is worth mentioning that, in some works, this reality may not be made explicit immediately, requiring an attentive and interpretative reading of the texts.

In relation to findings that dealt directly with the Mental Health of workers in various areas, the following findings were obtained:

Chart 3 - Baseline findings of research on mental illness among public servants.

SOURCE	TITLE	AUTHOR(S)	YEAR
SCIELO	Socioclinical analysis of the work context and its relationship with mental illness among military police officers in the Federal District.	DIAS, Cledinaldo Aparecido; SIQUEIRA, Marcus Vinicius; FERREIRA, Leonardo Borges.	2023
SCIELO	Prevention of work-related mental illness: the praxis of professionals of the Unified Health System committed to workers' health.	SOUZA, Heloisa Aparecida; BERNARDO, Marcia Espanhol.	2019
SPELL	COVID-19 pandemic and the risk of mental illness among physicians.	ZILLE, Luciano Pereira; TELES, Jaqueline dos Santos.	2022
SPELL	Burnout syndrome in times of pandemic: a study with public servants in an educational institution	VARGAS, Sabrina Guimarães *et al.*	2022
SPELL	Emotions and Experiences of Suffering in the Work of Teachers	DARIO, Vanusa Cristina.; VILELA, Nágila Giovana Silva; LOURENÇO, Mariana Lourenço	2021
SCIELO	Mental health: focus on health professionals.	ESPIRIDIÃO, Elizabeth; SAIDEL, Maria Giovana Borges; RODRIGUES, Jeferson.	2020

SCIELO	Piemonte *et al.* Illness of family health strategy workers in a municipality in the Midwest region of Brazil.	Melo, Ilma Amaral	2020
SCIELO	Work and suffering: mental health challenges of social assistance professionals.	SILVA, Jeanne Benevides; VASCONCELLOS, Pamela Arruda; FIGUEIREDO, Vanessa Catherina Neumann.	2018
SCIELO	The mental health care project for workers at the Federal University of Rio de Janeiro	TELLES, Leonardo Lessa *et al*	2019
SPELL	Burnout syndrome in times of pandemic: a study with public servants in an educational institution	VARGAS, Sabrina Guimarães *et al*	2022

Source: Prepared by the authors (2024)

In a more in-depth analysis, it was shown that based on the fluctuating reading of the titles and works identified, the configuration of the publications indicates that different journals manifest interest in disseminating the theme of psychological illness among public servants, with a discreet focus on Psychology and Public and Collective Health journals, followed by multidisciplinary journals. The areas of Psychiatry, Epidemiology and Nursing address the theme, but with less prominence.

The finding that the mental health of public service workers matters is the object of study in a variety of fields of knowledge, suggesting that this is a topic of interdisciplinary interest. This is what the studies by Dias *et al,* (2022) brought. From the results of the findings, it is clear that the health and working conditions of public servants have attracted the attention of psychologists, sociologists, epidemiologists, ergonomists and other health professionals. They reveal the concern with the circumstances of the professional practice of these civil servants considering the increase in health problems manifested over the last few years.

It is possible to note that most researchers work in areas related to health sciences and collective health, which are close to quantitative or explanatory methods. Considering that psychology has interfaces with the area of public health, this may also justify the predominance of studies that investigate epidemiological phenomena, prevalence and risk factors, using methods based on measurements and statistical inferences, which are characteristics of the quantitative approach.

Two studies introduced the theoretical part on Psychodynamics Silva *et al,* (2021) and Pzzinga *et al,* (2022). They were important for the promotion of concepts about Psychodynamics in the Workplace. It should be said that labor activities in public management have changed since the 1990s. This happened due to the new political and economic movement in the country after the Federal Constitution of 1988.

When considering the impact of stress, anxiety, exhaustion, and work-related problems, they are seen as some of the main symptoms investigated in mental illness, and

it is possible to observe that they are associated with the so-called Common Mental Disorders (CMD), as discussed by Lopes *et al,* (2021), Santos *et al,* (2019) and Viapiana *et al,* (2018). They showed that these disorders are characterized by a picture of psychic suffering of a non-psychotic nature, encompassing complaints related to anxiety, depression, sleep disorders, fatigue and somatic manifestations. These results corroborate the findings of most of the authors studied, who found a high prevalence of CMD among public service professionals, reaching a considerable rate.

CONCLUSION

It is a fact that the work model offered in the Public Administration from the 1990s onwards, when the managerial model was adopted, would require greater intelligence from operators in several areas. The search for results and constant evaluation of the work by management and users would set up a more intensive form of work by public servants. This does not mean that the action should be null and void, quite the contrary. What showed that the mental illness of public servants would be conditioned to unhealthy places, with deficient infrastructure, low salaries and non-flexible schedule routine. All these factors have increased the number of absences from work due to stress, anxiety crises, mental disorders and *Burnout syndrome.*

Regarding the problem question, the answer is that the literature has knowledge about the problem of mental health in public servants in the most diverse functions developed by them. However, it shows that there is a lack of legislation and effective public policies that mitigate the impact of the unpleasantness of work on organizations. Thus, the five years of research identified that health and medical professionals lack preparation to deal with problems related to mental health.

There were some limitations in this study that should be considered. One of them is related to the selection and combination of search terms, which may have restricted the search for publications. It is important to mention that the mental health of public servants has been widely studied in Brazil. Therefore, studies that used different descriptors related to mental illness in public servants may not have been included in this review, which limits the knowledge of the results of these studies.

This research opens a robust space for new searches, discussions, and analyses. It is important that this happens to understand the evolution of interest in the theme for its inclusion in public health policies, budgets and actions. It is not enough just to have described it as a problem of the modern world, but rather of how mental health problems in public servants harm the services provided and the human dignity of the worker.

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