Study about Emotions, Passions and Feelings on a Military Organization

Lilian O. Gouveia[1], Lino Nery Infante[2], Leonardo Severo da Luz Neto[3], Luiz Carlos Cavalcanti de Albuquerque[4], Flávio de São Pedro Filho[5]

[1]Academic Accounting Sciences at the Federal University of Rondônia, Brazil. E-mail: liliangouveia23@gmail.com
[2]Academic Accounting at the Federal University of Rondônia, Brazil. E-mail: linonery@hotmail.com
[3]Master in Education from the Autonomous University of Barcelona, Spain. Master in Psychology from the University of São Paulo, Brazil. Master in Religious Studies from the Faculty of Theological Education Logos of São Paulo, Brazil. Bachelor of Nusring. Professional Physical Education.Bachelor in Theology. Professor at the Federal University of Rondônia, Brazil, where it operates in the Department of Public Health. Email lluz@unir.br
[4]PhD in Psychopedagogy from the University of Coruña, Spain. Bachelor in Psychology. Professor of Professional Orientation and General Psychology discipline and Researcher in Observatory on Violence and Health Worker - OBSAT, the Federal University of Rondônia, Brazil. E-mail: carlos_lula@hotmail.com
[5]Post-Doctorate in Management and Economics from the University of Beira Interior (UBI), Covilha, Portugal. Doctor in Administration from USP, Brazil. PhD in Business Management from the Universidad Autónoma de Asunción (UAA), Paraguay. Professor of Organizational Learning and Behavior in the Accounting Course of the Federal University of Rondônia, where he is also Professor and Researcher Master in Business Administration (Professional and Academic) at the same institution, Brazil. E-mail: flavio1954@gmail.com

Abstract— *The behavior of employees in the workplace is influenced by intervening variables, among them are the feelings, passions and emotions. This work is based on Management's Behavioral Theory, bringing the general objective of studying the behavior of employees focusing on feelings, emotions and passions in the research organization; and specific objectives treat intervening variables in human behavior in the organization studied (1) characterize the organizational behavior of the institution (2), and set up environmental SWOT analysis study focusing on emotions, passions and feelings (3). The organization analyzed is a military corporation in Candeias do Jamari municipality in the state Rondônia. It used the case study method, qualitative and quantitative nature.Data collection was performed by application form and visit onsite to generate the report points out, as the data collected, which employees agree that the organization is made up of soldiers who have emotions, passions and feelings, and organizational behavior it is influenced by external and internal factors; at the individual level they are motivated and satisfied; the group level there is a good relationship, but lack confidence in stakeholders in performing the services; at the organizational level it is observed that there is no consensus among respondents regarding the influence of organizational culture on behavior; the SWOT Matrix was possible to raise the strengths and weaknesses in the corporation, considering the focus of the approach. This research is an academic contribution to managers trying to influence the decision making of its employees and groups through organizational behavior.*

Keywords— *intervening variables. Organizational behavior. Contributors. Feelings and emotions.*

I. INTRODUCTION

This investigative work involves relations of individuals and groups with the organization and the task performed by everyone in the corporation. Initial screening for the preparation of this report it was established that the military aware of their feelings, emotions and passions, and that these factors are part of the working environment. In his critical insights taken in structured interviews indicate they are informed that the organization this phenomenon may be a consequence of variables that affect significantly the motivation and mood. They realize further that must be worked on climate and organizational culture in order to obtain favorable reactions to individuals and groups working in this military corporation.

II. OBJECTIVES

The academy can bring knowledge that will contribute to the improvement of relations, and this brings this research that has as main objective to study the behavior of employees focusing on feelings, emotions and passions in a military organization; and the results proposes specific objectives address the intervening variables in human behavior in the organization under study focusing on emotions and feelings (1) characterize the organizational

behavior of the institution focusing on emotions, passions and feelings (2), and perform analysis environment SWOT study focusing on emotions, passions and feelings, and factors that influence them (3). The research question to be answered here is: How the feelings, passions and emotions influence the behavior of individuals in the military organization investigated? The task consists of topics and subtopics, with a theoretical-conceptual review, a methodological approach, results, conclusion and references.

III.   THEORETICAL AND CONCEPTUAL REVISION

In this chapter we define the theoretical concepts used in this study. It is observed that to answer the research question you must set the Behavioral Management Theory, Organizational Behavior in the face characterize the feelings of emotions and passions, bring concepts of Burnout Syndrome finally set SWOT analysis. Concepts and complementary definitions join so that one can interpret the state of the art and bring properly treated feasible results.

3.1 Management Behavioral Theory

The Management of Behavioral Theory is known primarily as a theory applied to management of the company. According to Chiavenato (2014), the Behavioral Theory and Management Behaviorist theory presented a new understanding and a new perspective on the Administrative Theory; It has emphasis in addressing the behavioral sciences or behavioral sciences approach, Abandoning the normative and prescriptive positions of the Classical Theory, Human Relations and bureaucracy; will adopt explanatory and descriptive position, as this task comes now elaborate. The behavioral approach to management has highlighted the people, but under a comprehensive organizational content, which emphasizes those of his predecessors prescriptive Herbert Alexander Simon, Chester Barnard, Douglas McGregor, Rensis Likert and Chris Argyris. Students of Management Behavioral Theory, as Abraham Maslow, Frederick Herzberg and David McClelland also contribute by approaches focusing on human motivation. According Chiavenato (2014., P 125 to 144), the result is a behavioral theory Theory of Human Relations, focusing Theory Behaviorist Watson, focusing on human behavior focused on learning, stimulating and reactions of responses, habits, among others.

3.1.1 Behavior, emotions, passions and feelings.

Feelings, emotions and passions are placed in the organizational context as a vision for the emotional issue at work. Studies such as these in the work environment has been highlighted by many scholars as Machado (2009); for this author, the emotional field involves complex diversity,

whose approach is not neutral in the cultural or political aspects, as alloy interest in power in situations and resilience of individual and group conflicts in organizations. Said author explains that emotions, feelings and passions sãotratadas in procedures involving the assessment of subjects, about a situation that he experienced, resulting in the acceptance or rejection on his part, reflected in harmony and group performance in organizations.

To Brum (2015) behavior reflects the perspectives of how the human being experiences the reality in which lives. This perception is not the same for everyone, and is influenced by culture, values, emotions, feelings, passions and expectations by different reflections in each individual. The author further states that human behavior is the way by which the individual interacts before the reality around them, even if their actions are right or wrong. This process results in the construction of organitacionale or group culture, as it is repeated several times to create passes identity characteristics of the formation and its own institutional culture.

Robbins (2010) defines emotions as internse expressions of affection directed to people or something: may be, still, a sudden disruption of the balance of a person who can generate impulse attitudes. They are usually short-lived, intense and accompanied by physiological reactions such as rapid heartbeat, crying, cold sweats, trembling legs and other reactive consequences for the individual. For Kaplan, Sadocke and Grebb (1977) emotions constitute a state of complex feelings, somatic, psychological and behavioral componentes; According to them there are two aspects that influence the emotions, that is humor and affection, both subjective in nature and depend on individual experiences; are revealed by behavioral emotion expression demonstrates how this reagente. Fiorelli (2004) identifies six types of emotions, namely, fear, sadness, anger, surprise, happiness and disgust. Emotions are by nature be short-lived and is a form of reaction that generally beyond the control.

Literature allows conceptualize passion as a deep and intense human feeling that generates significant interest of the individual for something; therefore, this human might be able to change their behavior, which will cause causing excessive admiration for the object of his passion. When a person feels passion for specific topics, it presents excessive enthusiasm, which will focus on a possible fanaticism.

Search in Almeida (2012) indicates that the feelings are similar to the emotions, but differ by their lasting condition; are built in a long process, like a friendship, and less intense, they do not generate attitudes on impulse. This author states that feelings guide the way of acting and thinking with optimism or pessimism; are these thoughts that influence personal development. Unlike the

emotions, the feelings do not requerestimulo contextual to manifest.

3.1.2 Burnout Syndrome

Study of human behavior in organizations requires theoretical interpretation elements located in the vicinity of the subject in the environment where it operates. One of these concepts refers to burnout syndrome, also known as Burnt Syndrome. Anda kind of occupational stress that according Carlotto (2002), refers professionals involved in some form of care in a relationship of direct attention, continuous and deeply emotional, being composed of three aspects, namely, emotional exhaustion, depersonalization and low personal accomplishment at work; thus the burnout syndrome is linked directly to organizational behavior in relation to feelings, emotions and passions of a particular individual. The author defines the three aspects of the syndrome; including emotional exhaustion, defined by lack or shortage of energy, enthusiasm and a sense of resource exhaustion, depersonalization, which is defined by treating customers, co-workers and the organization where he works as objects; and low personal accomplishment, defines the employee to self-assess negatively, they individuals or people are dissatisfied with their professional development and are unhappy with himself.

3.2 Organizational Behavior

Chiavenato (2014) believes that organizational behavior is the study of the movement of organizations and how groups and individuals to behave in them, that is, act, think, feel and respond in the organizational environment. The factors that determine organizational behavior are divided into three: individual, group and organizational. The author also defines the study of organizational behavior at three levels of approach: the microorganizacional studying the individual's behavior in the organization; the mesoorganizacional it comes to studying the behavior of groups of organizations; and macro-organizational, studying as a whole the behavior of individuals and integrated organizational structure groups. Table 1 shows the topics covered in this paragraph.

Table.1: Organizational Behavior Levels

Individual (micro-organizational)	Organizations are formed by people who have characteristics that influence their behavior, which are: age, personality, perception, emotional structure, motivation and many others.
Group (meso-organizational)	The behavior of people in the group is more than the sum of its members, these are influenced by group behavior pattern.

Organizational system (Macro-organizational)	The highest level is the sum of the formal structure, corporate culture, organization's policies and practices with individuals and groups that comprise it.

Source: Authors based on Robbins (2010).

3.3 Concepts SWOT analysis

SWOT analysis appeared in the United States at Harvard Business School, created by professors Kenneth Andrews and Roland Cristensen. It is a management and strategic planning tool that evaluates the environment as four variables: Strengths (forces), Weaknesses (weaknesses), oportunities (opportunities) and theats (threats). To Daychouw (2007) is a simple tool to measure and verify the strategic position of the organization in the environment to which it belongs. So it became quite popular because of the versatility and ease of application is used not only by large companies, but also for small businesses.

The environmental analysis is performed from two perspectives and one internal and one external. To perform the analysis of the internal environment the manager checks in the organization's strengths and weaknesses of it, so you can leverage your strengths and take strategic measures to minimize or eliminate their weaknesses. The external perspective assesses the threats and opportunities to Martins (2007) external variables can not be controlled and it is up to the manager to use the opportunities and avoid the threats. The following terms Table 2 demonstrates that the SWOT diagram and its division into internal and external environment.

Table.2: SWOT Diagram

Elements	**Help**	**Disrupts**
Internal environment	Strenghts	Weaknesses
External environment	Opportunities	Threats

Source: Prepared by the authors based on Silva (2009).

IV. METHODOLOGY

This research will be limited to the study of the behavior of individuals in a military organization, focusing on emotions, passions and feelings. To develop this study was brought concepts in the methodology used as setting method and the case study method, methodological procedures and concepts focal group Likert scale. This is an exploratory, descriptive research, which applies a perspective analysis of qualitative and qualitative data.

4.1 Method

Method is a word of Greek origin meaning direction and way to reach a particular goal, to Figueiredo and Souza (2011) "means the process or rational order to get a particular purpose." The method will determine how to proceed along the task you want to perform, the method determines the beginning to the end of the research every step in a systematic and streamlined way. It notes that the method is the set of systematic activities that serve to guide the researcher, provide greater safety and economy of time and resources during the search, but does not guarantee the success of research to Figueiredo and Souza (2011) the success of research It depends on the intelligence, creativity, talent, willingness and desire to science and the world.

4.2 Case Study Method

According to Figueiredo and Souza (2011) case study "is a deep and comprehensive study of facts, situations or objects in a way that allows its broad and detailed knowledge." The case study is widely used in exploratory field research and may raise questions of other studies by qualitative data. Because of this case study is not limited to a single form of data collection, you can relate to free interview and participant observation.

An exploratory study consists of: a) describing the facts of the case; b) reflect on the alternative explanations of the facts; c) conclude based on that explanation that seems more appropriate to the facts.

4.3 Focus Group

Focus group is characterized as a qualitative research procedure which consists in doing group interviews, in order to carry out the collection of information through the interactions between individuals, can be the main source of data or an additional option for research. To Gaskell (2002) focus groups provide an open debate and accessible to participants, where everyone can express their perceptions and opinions about a subject of interest group. So there is interaction more naturally and there is no inhibition among participants should create a favorable environment, Trad (2009) argues that the status differences among the participants should not be taken into account.

4.4 Likert Scale

The Likert scale is one of the most used scales in marketing research as it helps to measure and understand attitudes and behavior of the respondent. Silva Junior and Costa (2014) prescribes the Likert scale as a resource to have a construct, and develop a set of statements related to its definition, for which respondents issue their level of agreement. It promotes the combination of the statistic with Psychology and thus can extract both quantitative and qualitative information.

They are displayed to the respondent on a scale, by weighting scores in 5: (1) Strongly disagree, (2) disagree, (3) indifferent, (4) accept and (5) totally agree. 5 points are the original proposal of Likert and can increase the number of options. The points listed are innovation created by RensisLikert may go beyond just agree and disagree, and measure the level of respondent satisfaction to question that may agree with restriction, partially disagree and have indifferent or neutral response.

4.5 Procedure method

The following methodmay be methods approaches or methods procedures. The methods of approach are: deductive, inductive, and deductive method hypothetical dialectic method. The methods are divided into the following: historical method, comparative method, monographic method, the statistical method, typological method funcionalista method and structuralist method. The methods define what should be done during the research to reach the target. The qualitative and quantitative methods are used as the object of study for Figueiredo and Souza (2011), the quantitative method is indicated at the time that the object want to focus on the knowledge of concrete, objective, measurable, since qualitative method is proposed in the way that object is translated in his egotism, that is, one not measurable phenomenon.

The procedures used in this work were the bibliographic review, if seefetuou search on the topic in books, websites, including previously carried articles which includes the subject, the data collected were analyzed under the theoretical framework set up. Been applied inquiry form to the respondent, with assertive closed based on the Likert scale, with the population involved in this study to collect data and make it possible to characterize and understand organizational behavior variables involved in human behavior in the organization estudo.Por means of Excel software were generated graphics and tables of results, this practice allows you to make and critical analysis of the data collected through the form; therefore occurs measuring attitude or opinions of respondents. Another procedure was the report of production, which are characterized organizational behavior focusing on emotions, passions and feelings; and the identification of intervening factors and their relationship to organizational behavior. And to complete was accomplished environmental SWOT analysis study.

V. CONTRIBUTORS BEHAVIOR STUDY WITH FOCUS ON FEELINGS, EMOTIONS AND PASSIONS

The military organization under consideration is subject to administrative and operationally to the Department of Security, Defense and Citizenship of the State of Rondônia, through the military body of your bond. The unit searched is headquartered in the city of Candeias do Jamari, a municipality with about 25,000 inhabitants, as recorded on the IBGE site in 2017, located 25 kilometers away from the capital Porto Velho. The corporation has 17 firefighters effective, providing services in emergency room visits, and technical inspection for the prevention of accidents. The target audience for this emergency service are the residents who enjoy protection, and companies that use the technical services. The fronts of work are scheduled to reduce the occurrences, and still provide emergency pre-hospital care services, as well as fire fighting activities. This military corps began its activities for less than ten years in the locality, building housing for military service and the cars of the task force. These their activities came to be interrupted due to the need for adjustments on the premises.

For the preparation of this research, we adopted the implementation of the inquiry form to twelve individuals of the corporation, by ethical protocol of informed consent, in a sample of 80% of all employees of the section. The age of 91% of these elements is 26 to 39; only one respondent was in the age group of 40 to 52 years corresponding to 8%, and all respondents are male. As for the level of education, 75% have completed secondary education, and 25% have a college degree. A percentage of 75% of the respondents are in the range of monthly family income from 4 to 10 minimum wages, and 17% from 10 to 20 minimum wages, and 8% are above 20 salaries mínimos.Dos respondents 67% lies with the three people, and 25% live with four to seven people, and only 8% lives unattended.

Responses applied in the Inquiry Form respondents were treated by Likert Scale, and then taken to the Excel software that offered the graphics performance of the constant content in Table 3 below.

Table.3: Tabulation of query data to the research group.

Affirmatives	TD (%)	PD (%)	I (%)	PA (%)	TA (%)	Total (%)
1. The organization is made up of soldiers who have emotions, passions and feelings	0	0	0	33	67	100
2. My behavior is influenced by internal and external factors	0	0	17	50	33	100
3. The organizational climate produces positive and negative effects on my behavio	0	8	17	25	50	100
4. evaluate my professional development in a negative way.	58	17	8	8	9	100
5. I feel emotionally exhausted in relation to my work.	42	42	8	8	0	100
6. I have enthusiasm and motivation to carry out the tasks that are passed.	0	17	0	58	25	100
7. The profession that I exercise requires control of my emotions.	0	0	8	8	84	100
8. My reactions in the workplace are influenced by emotions, feelings and passions.	25	8	50	0	17	100
9. Depending on my mood (positive or negative) act more cautiously.	0	17	25	25	33	100
10. I like the people who work independent of hierarchical level.	0	0	33	25	42	100
11. I trust my fellow workers in the performance of functions.	34	8	8	25	25	100
12. My actions at work are influenced by thegroup being able to contain my emotions and feelings.	8	17	25	33	17	100
13. The organization has a well-defined command structure.	17	17	17	32	17	100
4. Work in a stable environment that gives me confidence to perform my duties.	8	8	25	33	26	100
15. Organizational culture influences mybehavior, my feelings, emotions and passions.	0	33	17	25	25	100

TD * (Totally Disagree); PD (Partially Disagree); I (indifferent); PA (Partially agree); and TA (Totally Agree).
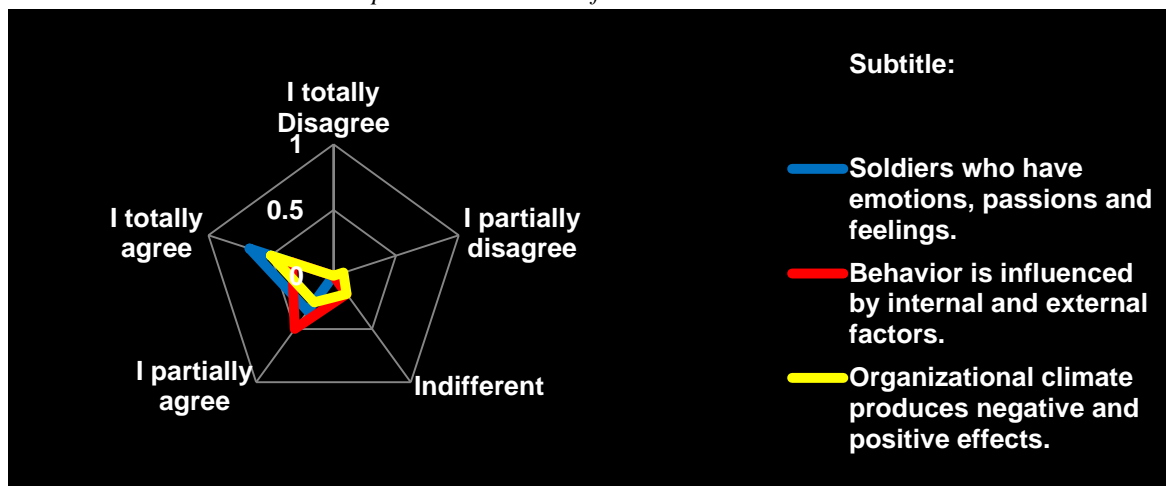**Source:** Research Data.

5.1 Treatment of intervening variables in human behavior in the study environment focused on feelings and emotions.

This topic is treated the intervening variables such as motivation, satisfaction and emotional exhaustion that manifest in the behavior of individuals in the corporation. The treatment of these variables follows the scrolling presented here.

5.1.1 Treatment in the perception of the factors that influence the behavior

The study shows the perception of the feelings revealed by stakeholders, their interpretation as to the influences of the internal and external factors, and also about the climate in the corporation. affirmative those shown in Chart 1 allow interpret as respondents evaluate this approach.

Graph.1: Factors that influence human behavior.

Source: Research Data.

Criticism of the graphics performance above shows that all respondents agreed that the military organization is composed of people who have emotions, passions and feelings; thus reveal a clear consciousness of its position as a whole person in the corporation. Indeed, this is consistent agreement with the statement in Robbins (2010), that factors such as age, emotions, values and perceptions influence the behavior of individuals in organizations, and that the unit manager can be used these factors to achieve the behavior organizational desired.

Under the influence on behavior, a percentage of 83% say that is influenced by internal and external factors. Identified himself even to 75% of stakeholders, organizational climate produces negative and positive effects on the behavior of respondents, revealing an indication that the respondents are sensitive to a cause-effect relationship of behavioral inductors. It is confirmed dynamics of behavioral reagents relations explicit since Chiavenato (2014).

5.1.2 Treatment of intervening variables in individual behavior

This approach is in line in França et al. (2014), which registers on the low job satisfaction due to satisfacientes factors related to feelings of incompetence and inadequacy to the profession. Although factors related to the study of leadership influences, they can join behavioral studies that result in favorable or not the expectations of individuals attitudes. As intervening variables such as satisfaction, stress and motivation, perception of respondents is revealed in Figure 2 below.

Chart.2: Variables involved in individual behavior
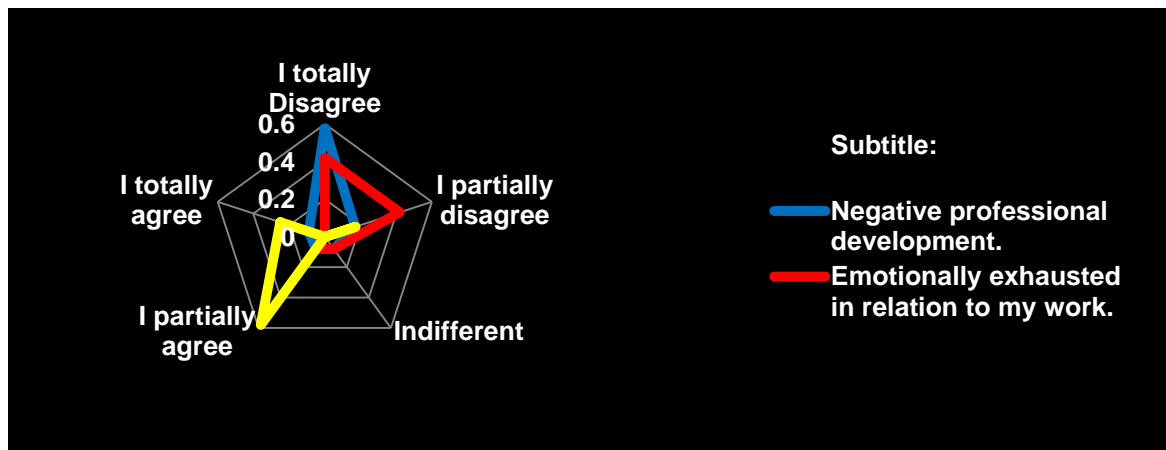
Source: Research Data.

As the perception of the respondent in the evaluation of their professional development in a negative way, a percentage of 75% of respondents partially disagreed; in direct interview point satisfied with their development in the corporation. A percentage of 8% is positioned as indifferent, and makes clear that interests you the perceived wage; and 17% agree Partly with its low professional accomplishment, considering that entails low productivity and quality at work.

This study turns to the result of Burnout Syndrome in charges involved with the corporation, returning to the concern of França et al (2014).For this author the unmotivated guys just do the necessary, there is a reduction of service, and there is a greater prone to accidents due to lack of attention. Respondents position themselves on this issue concerning your emotional exhaustion at work. A percentage of 42% totally disagreed, and 42% partially disagree; in fact the task undertaken in the sector under study does not present the same pressure common routine to industries located in the Capital; in the section studied are few checks in view of the distance from the seat, and the occurrences of accidents are minimal. A percentage of 8% realize how indifferent this situation; 8% partially agree to their state of stress, but it was clear from these respondents the task of accumulation operating in routine administrative and operational simultaneously when an agent does not attend the service. A percentage of 25% totally agree and 58% partially agree with your current motivation and enthusiasm to carry out the tasks; remains clear that certain missions fascinate, such as

looking for lost individuals in the woods, lifeguards activity on the beaches of rivers, in times of Sundays and holidays, when watching the Amazonian young people in their underwear while bathing, and others point his enthusiasm for capturing wild animals that invade the community. However 17% of respondents partially disagree as to his state of motivation and enthusiasm,and declare that the less mission for them will be better.

5.2 Characterization of organizational behavior of the institution focusing on emotions, passions and feelings.

The organizational behavior in the organization study will be featured in three organizational levels, with a focus on emotions, passions and feelings. Starting from the individual (micro-organizational), after the behavior level group (meso-orgaizational), and to complete the organizational level behavior (macro-organizational).

5.2.1 Study of micro-organizational behavior focusing on emotions, passions and feelings.

This approach is in line Robbins (2010), to characterize the behavior at the individual level, when analyzing. They involve characteristics that influence behavior and biographical characteristics of respondents. These features are related to personality, implies control of emotions and feelings that imply limitations in micro-organizational level. Figure 3 shows this performance in the face of the perception of respondents.

Chart.3: Emotions and feelings in micro-organizational behavior
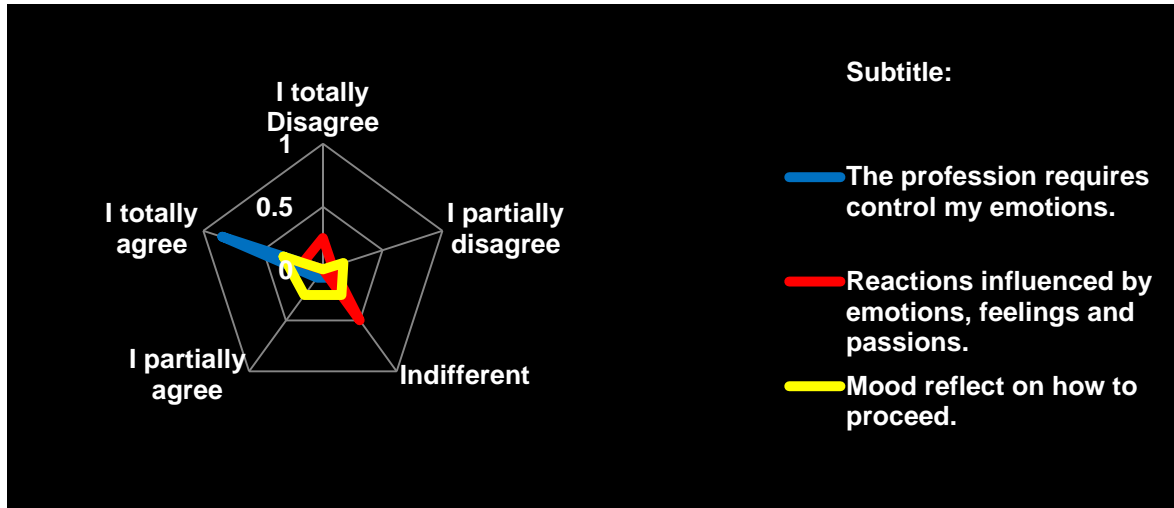
Source: Research Data.

The research seeks to interpret the perception of *stakeholder* as the requirement for control of emotions. A percentage of 84% of respondents totally agree, and 8% partially agree and 8% is positioned as indifferent. In fact, the work activity requires attitudes favorable to performance, what matters fitness when the control of emotions; in addition it is significant that the agent demonstrate calm to generate confidence to assisted primarily at risk. The individual who works in the administrative area does not require as much liability as to emotional control.

The answers to the reactions in the workplace are influenced by feelings, passions and emotions, a percentage of 17% totally agree, while 50% is positioned as indifferent and 8% partially disagreed and 25% totally disagree. Interview reveals that most are already used to the rigor of emotional control, that due to the routine that points such cautious performance and copied the most experienced.

Concerning the influence of the heart to a more cautious conduct a percentage of 33% totally agree, 25% partially agrees and 25% ranks as indifferent and 17% partially disagree. The occurrences are complex, often involve the family of the victims and these facts can generate negative evaluation of the rescuer; caution in these cases is fundamental and can not remain in misunderstanding. The mind alert becomes a measure required for the effectiveness of the task. Inobstante inexista a protocol of care, tempers should follow adequately service the humanitarian minimum.

5.2.2 Study of meso-organizational behavior focusing on emotions, passions and feelings.

This approach is in line Robbins (2010), to characterize the behavior at group level when analyzing the interactions of individuals together, their interpersonal relationships, and the group's influence on the behavior of its members, to reflect the group performance. Figure 4 shows this performance in the face of the perception of respondents.

Chart.4: Emotions and feelings in mesoorganizacional behavior
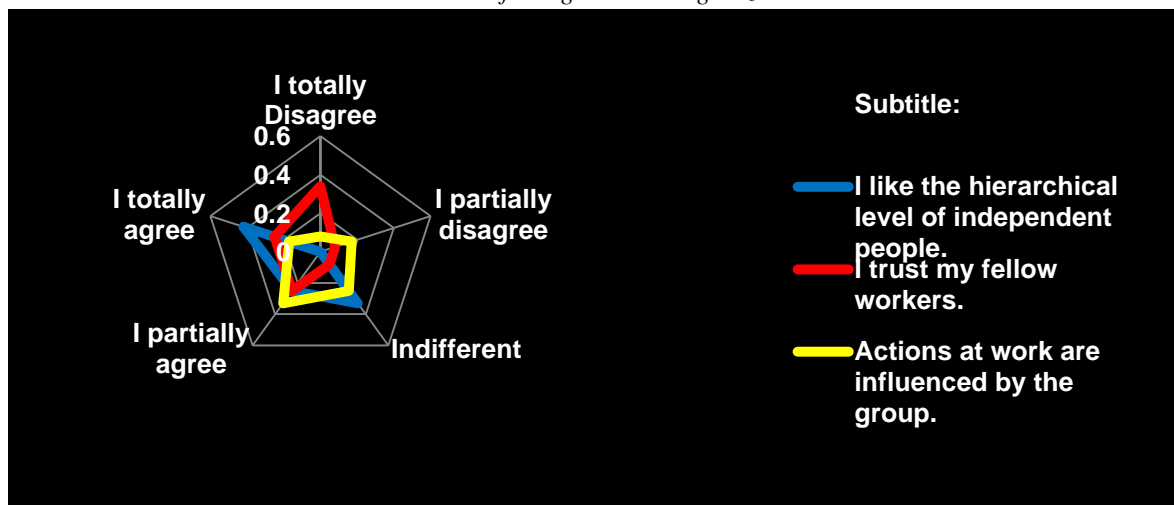
Source: Research Data.

As for the claim have good relationship between independent participants of senior, a percentage of 42% of respondents totally agreed, while 25% agreed Parcialmentee 33% pointed indifference. Most have good relationship with corporate members, there is a good climate in the organization, the indifferent show that the relationship in the group does not interfere in the performance of functions in the organization.

Following statement about trust in co-workers in their duties, 25% totally agreed, 25% partially agreed, while 8% indifferent, 8% partially disagreed and 34% totally disagreed.

Discordants not feel confidence because they think the companions act carelessly in the performance of functions. For a profession that work is done in teams that feeling of distrust can generate insecurity in instances of calls.

To claim the actions in the workplace are influenced by the group and may contain the emotions and feelings, a percentage of 17% agreed Fully 33% agreed Partially, 25% that marked indifferent, and 17% partially disagreed and 8% totally disagree. Concordants are integrated with the work team with their emotions often controlled to avoid disagreements. For discordant group does not influence their actions, because they act only based on their values and perceptions.

5.2.3 Study of macro-organizational behavior focusing on emotions, passions and feelings.

This approach is in line Robbins (2010), to characterize the behavior at the organizational level, which analyzes the interaction of individuals and groups with the formal structure of the organization, to achieve the desired organizational performance. Figure 5 shows this performance in the face of the perception of respondents.

Chart.5: Emotions and feelings in macro-organizational behavior
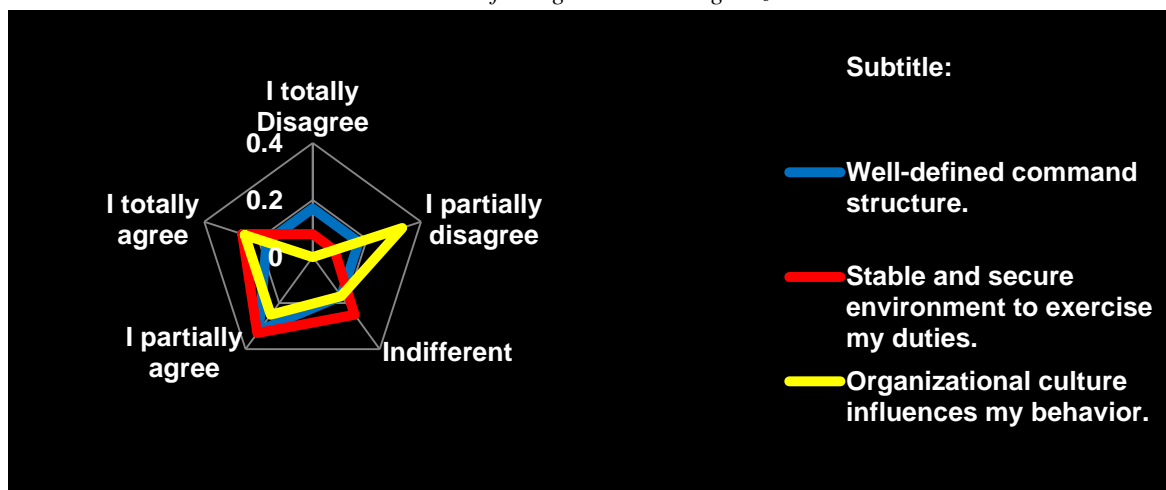
Source: Research Data.

As the organization has a well-defined command structure, a percentage of 17% totally agreed, 32% partially agreed, 17% stood indifferent, while 17% partially disagreed and 17% totally disagreed. Despite being a military organization whose first the control unit (which each child can only be a superior to give orders) to Chiavenato (2014) this principle is the core of military organizations, there was no consensus on the command structure.

The answers to the working environment to be stable and safe to perform the duties, a percentage de26%totally agreed, 33% partially agreed as 25%indifferent, 8% partially disagreedand 8% totally disagreed. For disagreed that the working environment has to be improved in respect of materials and effective; and external influences hinders the implementation in the pattern of occurrences of regulation.

As for organizational culture influence behavior, feelings, emotions and passions of the respondents, a percentage of 25% totally agreed, 25% partially agreed, 17% indifferent and 33% partially disagreed. Respondents who disagree said organizational culture still is little influence and the need to work on it.

5.3 SWOT Analysis focusing on emotions, passions and feelings, and factors that influence them.

After characterizing the organizational behavior of the organization under study, with data collected and visit in place, there was a SWOT Analysis of the organization focusing on emotions, passions and feelings, as Chiavenato (2014) states the SWOT analyzes both the internal environment as external, by describing the strengths and weaknesses in the internal environment and the opportunities and threats in the external

environment; strengths should be maintained and operated, and correct and inhibit weaknesses that are harmful to the organization; and still seek seize opportunities and counter potential threats try to neutralize them to avoid affecting the organization. And in Table 4 below contains the results of this analysis.

5.3.1 Internal environment

The analysis of the internal environment identified the organizational strengths of which are worth mentioning that a percentage of 75% of respondents who said they felt satisfaction for their professional development, as well as those to feel motivated to carry out the work stood at 83% of respondents . The weaknesses in the organization that must be corrected: the low level of trust in fellow in the execution of activities, organizational structure may not be well-defined and effective low allied with equipment failure. A point to note is the income of all respondents were in the range above 4 minimum wages above the national average which is 1.4 minimum wage according to the National Survey by Household Sampling Continuous (Continuous PNAD), referring to 2016, the IBGE;to Chiavenato (2014) the salary and one of the factors that generate dissatisfaction of employees in the organization is above the national average, and well-defined career progression and known by all.According to Robbins (2010) With the motivated employees and reduced dissatisfaction factors, organizational behavior

tends to achieve results as human satisfaction, lower absenteeism and increased productivity.

5.3.2 External Environment

In the external environment opportunities are conducting training courses and updates that are offered by organizations in other states operating in the same industry through the training reduce the sense of insecurity in relation to their partners in carrying out assignments. As there is a contest that is in the second stage which is the basic training course for the training of new professionals will be able to alleviate the lack of effective with the appointment of trainees Candeias unit. In the municipality there are several places for tourism and celebrations at these sites can be performed by the relevant fellowship to reward achievements. As for the threats political influences on assignments generate negative feelings and even lack of motivation in performing technical inspection and occurrence of regulation, Chiavenato (2014) states that it is need of the employees have a safe working environment, as well as well-defined policies and standards. transfer and constant threat for many years was to contain practical demonstration of dissatisfaction with the policies and practices governing bodies. The comparison with other organs of the same office for often ends up causing dissatisfaction because they have a duty roster with more clearance.

Table.4: SWOT Matrix.

Internal environment	External environment
Strenghts	**Opportunities**
- Staff motivated and satisfied with the functional progression; - Control of emotions in the profession; and - Remuneration above the Brazilian average.	- course of realization of improvement and update; - Training of new professionals in progress; and - Celebrate relevant achievements.
Weanesses	**Threats**
- Low Confidence in service companions; - Organizational structure creates doubt; and - Effective Low and equipment failure.	- Political influence in the organization; - transfer of military threat; and - Comparison with other bodies in the same Department.

Source: Prepared by the authors.

VI. CONCLUSION

Through behavioral analysis in the military organization it was found that the organization is made up of soldiers who have feelings and emotions. Most military are satisfied and motivated, but some feel emotionally exhausted, unmotivated and dissatisfied with their professional development, these are symptoms of burnout syndrome. As for the organizational behavior at the individual level

should be crafted to influence the group values and individual attitudes, because half of the respondents disagreed or were indifferent about the group's influence on their behavior; level group no relationship problems but there is a low degrree of trust in fellow in exercise of the powers, which can be reduced with the completion of courses and with simulations; at the organizational level command structure raises doubts in the respondents as well

as external interference in the powers of the body, it is necessary to reduce the political influence on the activities of the agency.

REFERENCES

[1] Almeida, L. R. (2012). **Afetividade, Aprendizagem e Educação de Jovens e Adultos**. São Paulo: Edições Loyola.

[2] Brum, Melissa de Oliveira. (2015). **A influência do comportamento humano dentro das organizações.** Revista de Pós-Graduação: Desafios Contemporâneos, Volume2, Número 3, páginas 191 a 198, Edição de Julho de 2015.
Accessed in http://ojs.cesuca.edu.br/index.php/revposgraduacao.

[3] Carlotto, Mary Sandra. (2002) **A síndrome de burnout e o trabalho docente**. **Psicologia em estudo**, v. 7, n. 1, p. 21-29. Accessed in http://www.scielo.br/pdf/%0D/pe/v7n1/v7n1a03.pdf

[4] Chiavenato, Idalberto. (2014). **Teoria Geral da Administração – Abordagens descritivas e explicativas**. Barueri: Manole.

[5] Daychouw, Merhi. (2007). **40 Ferramentas e Técnicas de Gerenciamento**. Rio de Janeiro: Brasport.

[6] Figueiredo, Antônio Macena de; Souza, Soraia Riva Goudinho. (2011). **Como elaborar projetos, monografias, dissertações e teses: da redação científica à apresentação do texto final.** Rio de Janeiro: Lumen Juris.

[7] Fiorelli, José Osmir. (2004). **Psicologia para administradores: integrando teoria e pratica**. São Paulo: Atlas.

[8] França, Thaís Lorena Barborsa; OLIVEIRA, Andressa Cristina Batista de Lacerda; LIMA, Lílian Felizado, et al. (2014).**Síndrome de Burnout: características, diagnóstico, fatores de risco e prevenção.** Revista de Enfermagem UFPE OnLine, Recife.

[9] GaskelL, G. (2002). Entrevistas individuais e grupais. In: GASKELL, G.; BAUER, M. W. (Org.). Pesquisa qualitativa com texto, imagem e som: um manual prático. Petrópolis: Vozes.

[10] Kaplan, Harold I; SADOCK, Benjamin J; GREBB, Jack A. (1997). **Compêndio de psiquiatria: ciências do comportamento e psiquiatria clínica**. 7 ed. Porto Alegre: Artmed.

[11] IBGE. (2017). Diretoria de Pesquisas - DPE - Coordenação de População e Indicadores Sociais - COPIS. **Estimativa da População.** Accessed inhttps://cidades.ibge.gov.br/.

[12] IBGE. (2016). Diretoria de Pesquisas - DPE - Coordenação de População e Indicadores Sociais - COPIS.**Pesquisa Nacional de Amostra de Domicílios.** Accessed in https://ww2.ibge.gov.br/home/estatistica/pesquisas/pesquisa_resultados.php?id_pesquisa=149.

[13] Machado, Hilka Vier. (2009). A abordagem das emoções no âmbito das organizações. **Revista Alcance**, v. 10, n. 1 (Jan-Abr), p. 011-035. Accessed in https://siaiap32.univali.br//seer/index.php/ra/article/viewFile/1822/1449

[14] Martins, Marcos Amâncio P. (2007).**Gestão Educacional: planejamento estratégico e marketing**. Rio de Janeiro: Brasport.

[15] Robbins, Stephen P.; Judge, Timothy A.; Sobral, Felipe. (2010).**Comportamento organizacional– teoria e prática no contexto brasileiro.** São Paulo: Pearson Prentice Hall.

[16] Silva Júnior,Severino Domingos da; Costa, Francisco José. (2009). **Mensuração e Escalas de Verificação: uma Análise Comparativa das** Escalas **de Likert e PhraseCompletion.**

[17] Accessed inhttp://www.revistapmkt.com.br/Portals/9/Volumes/15.

[18] Silva, Luciano Luz. (2009). **Análise SWOT.** Accessed in <http://agenda-digital.blogspot.com/2009/07/matriz-de-analise-de-swot.html>.

[19] Trad, Leny A. Bomfim.**Grupos focais: conceitos, procedimentos e reflexões baseadas em experiências com o uso da técnica em pesquisas de saúde**. Accessed inhttp://www.scielo.br/pdf/physis/v19n3/a13v19n3.pdf.