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THE DIGITALIZATION OF CARE WORK : PSYCHODYNAMIC IMPLICATIONS

The conceptual framework adopted is based on contributions from the psychodynamics of work as an affective and subjective experience. The primary thesis as to the centrality of work exposed in the first part proceeds from analysis of the psychological and social conditions that organize that subjective experience of work. The second part focuses on the consequences, both for individuals and collectively, of recent transformations in the forms of work organization, in particular in the care work. The presentation of empirical elements on the digitalization of care work, will shed light on the intersubjective and organizational conditions that either foster or hinder the burden of work being transformed into a sublimating experience. When analysing the subjective experience of work, consenting to the normalisation of care and its digitalization cannot be understood merely as an additional constraint weighing on the subjects. We will seek to show how it could appear to be the product of the radicalisation of defences against suffering, in response to the dead end situations of sublimation through work.