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REGULAR SESSION

Title of Session: Emotions and Bureaucratic Organizations

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Comments:

Abstract (up to 250 words): In this research areas three trends seem to be in the making: The first is to explore the new emotional regimes and emotional intelligence discourses developed by and for the organizational management, and applied to both control and win/strengthen the loyalties and productivity of the employees. 'Caring for employees' health and well-being' stretches the emotional regime of the organization far beyond the workplace. The second trend is to trace how bureaucratic organization constitutes its own distinct emotional regime to hinder disruptive emotions from exerting influence on rational decision-making. The question is in what ways emotion informs and interplays with decision-making in spite of this effort, how this may result in subtle forms of discrimination in hiring and promotion, how emotion affects the interactions between, for example, state bureaucracies and their clients, or inmates and their guards, and, finally, reinforces power relations. This is especially interesting in view of the UN efforts to advance human rights in general and of the EU efforts to further anti-discriminatory laws, gender mainstreaming practices or diversity politics. The third trend is to add a historical dimension to organizational studies – exploring, for example, developments and shifts in the organization architecture itself, in management/leadership discourses and emotional regimes of organizations employing "legitimate violence", such as, when the army becomes open to women or loses key battles. Emotions in the army and in war-like situations are of special interest here because they enhance knowledge about how groups and individuals adjust to, confront, or enjoy, fear, suffering and cruelty.