

Scientific
Journal of
**Applied
Social and
Clinical
Science**

**DIGITAL INSS
AND SOCIAL
SECURITY SERVICE:
PRECARIOUSNESS
OF WORK AND
CHALLENGES FOR
PROFESSIONAL
PERFORMANCE**

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Abstract: The study departs from the discussions about Social Security policy and brings to the debate the professional routine of social workers in INSS units with emphasis on the issues related to the performance in face of the effects caused by the implementation of new information and communication technologies (TICS) and the difficulty in accessing and serving the population. The paper discusses the professional work of social workers in Social Security in times of the Digital INSS, correlating the professional competences and the precariousness of the social worker's work in the INSS; identifying the new determinants for the social worker's performance in the context of information technology in the institutional environment. As methodology, we present a study based on the dialectical method; supported by documentary and bibliographical research. The aim is, therefore, to identify the fragilities and stressful repercussions that have restricted the professional work and the access and enjoyment of Social Security as a social right. **Keywords:** Social Security, INSS Digital, Social Work.

INTRODUCTION

The present work will bring a discussion about the use of Information and Communication Technologies (ICTs) in the context of the National Institute of Social Security (INSS) and the Social Service, aiming to analyze the implementation of the INSS Digital and its repercussions for the performance of the profession.

Initially, an analysis of the relationship between the 1970s crisis, the changes to the world of work, the use of Toyotism and the implementation of technology in production processes is carried out. It is also considered how it is characterized, its articulation with the capitalist system and the contradictions arising from this association.

Then, a presentation is made on the connection between the INSS and the ICTs, its insertion in the institution, the mechanisms that were used and the challenges posed to social workers in social security.

The study concludes that there is a contradictory character in the relationship of ICTs with the capitalist system, the INSS as an institution inserted in the organization of the state is another reflection of the maintenance of the control of the public machine by the ICTs and the Social Service has its action interfered by the control, productivity requirement and user service is compromised, restricting their access to rights.

DISCUSSION ABOUT TECHNOLOGY, CAPITALIST MODE OF PRODUCTION AND THE WORK OF SOCIAL WORK

Technology as a means of production was disseminated mainly from the 1980s onwards through productive restructuring, which marks the insertion of the production model, Toyotism, as a mechanism for responding to the crisis. It is based on the flexibility of production upon demand, use of technology and microelectronics, versatile worker and diversification of the products offered. Toyotism also reverberated in significant changes to the world of work due to the flexibilization of employment relationships, high worker turnover, outsourcing and high unemployment (BEHRING, 2003).

It is important to mention that technology is disseminated in everyday life by electronic devices, connection network, automation, among others. It can be understood as one of the fundamental characteristics in society today and is the result of the development of productive forces generated by the human race (VIEIRA PINTO apud VELOSO, 2011). In other words, it is a method that favors society to develop through resources that aim to contribute to productivity and facilitate

the execution of work or other spheres of life.

However, in capitalist society, technology has its functionality distorted, with the income from production and the possibilities created by it as the fundamental objective instead of providing the creation of free time, which generated greater precariousness. Therefore, a contradiction is formed, since something that must serve to reduce working time, favor the growth of society and promote closer communication ends up having as the main function to respond to the interests of productivity and profit capital.

The use of ICTs goes beyond the industrial space and also enters the public and private service sector; the use of computers and information systems is an increasingly present reality. Among the numerous technological mechanisms available in everyday life, the computer, according to Veloso (2011) is the most used tool in work spaces, as well as for Social Work.

[...] this resource can play an important role for the Social Work, constituting itself as a potentiating element of the work in three main aspects: streamlining of work and dynamization of attendance; organization and processing of data; and use of networks and the internet (VELOSO, 2011, p. 80).

Through technology, especially through the use of computers, the organization of their work processes is made available to the social worker; communication with professionals, institutions and users; storage of user population information, use of institutional systems; sharing network of materials and documents produced by the professional; access to the websites of representative and union organizations; access to legislation and its updates; assistance in the production of reports, opinions and research; record of calls. There are countless possibilities for using ICTs in professional practice.

In the case of the INSS, this process becomes even more evident after the

implementation of INSS Digital, Central 135 and the Meu INSS application. The first consists of the virtual digitization of documents; the center works through calls to a telemarketing service to clarify doubts and processes, and its operations are carried out by outsourced workers; and the application is the means used by users to monitor their processes at the institution, such as requesting retirement or benefit. As explained below:

In 2019, with the reorganization and restructuring of the PS agencies, the INSS started to make practically all services available through the MEU INSS app or by phone 135, including all documentation submissions being digitized. The pilot project for teleworking is also underway. (SOUZA and ANUNCIACÃO, 2020, p. 227).

The INSS Digital and the self-service services present themselves as an innovative tool capable of “modernizing” the service’s plastering, as well as being a potential factor for facilitating the population’s access to the institution. However, reality reveals that this artifice distances users from the institution, removes/reduces face-to-face service and places the democratization of access to technology as another element to be overcome in our performance.

Social Work, as a profession that is part of the socio-technical division of work, also has ICTs as a means to carry out its exercise, which is a mechanism to assist in the processes of organizing activities and user information, systematization of resources, dynamization of service, connection to networks, easy access to issues discussed by representative entities of the category or union organization, communication with professionals from other institutions, as well as other expressions of the performance of their functions.

In the case of the INSS, as a result of the computerization processes, professionals have been faced with the accentuation of

the challenges for acting. The reduction in customer service and contact with them through digitized documentation makes qualified listening powerless, accessing information only to what is presented by what was entered into the system.

WORK OF THE SOCIAL WORKER WITHIN THE SCOPE OF SOCIAL SECURITY IN TIMES OF INFORMATION TECHNOLOGY

With the Federal Constitution of 1988 (CF-88), a landmark in the country's redemocratization process, social security began to be understood beyond the perception of social security, but rather as a set of actions integrated by initiatives of the Public Powers and the society, aimed at ensuring rights related to health, social security and social assistance, as set out in art. 194 (BRAZIL, 1988). This way, it aims to contribute to the construction of a more just, democratic and egalitarian society, even if supported by the juxtaposition of insurance assistance, as pointed out by Boschetti (2004).

Despite the legal advances, social security continues to be articulated with the social organization of work, the production and reproduction of the workforce and with the exploitation and precariousness of workers' working conditions, as indicated by Mota (2008), determined by neoliberalism.

Anderson (1995) characterizes that the way of life and relationships are increasingly subject to the global financial system and the public debt scheme, whereby the public fund is committed to paying interest and amortization, regulating the Brazilian economy to large groups. and disrupts public expenditure on the provision of services, giving space to privatization and opening up to private sector pensions.

In view of this reality, currently, the INSS requests are made exclusively electronically,

reducing face-to-face and spontaneous attendance for those who do not have knowledge of the technological resources used in the institution and cause several difficulties in accessing the INSS digital platform, added to the of the population that do not even have the means to connect with these platforms, according to national statistical data from the IBGE (BRASIL, 2018).

These elements are increasingly evident throughout the country, due to the INSS's lack of a body of civil servants, as well as the recomposition of the staff; or even the possibility of meeting the demands presented by the use of outsourced call centers (Central 135), interns, entities dealing with labor relations and the lack of knowledge of social security legislation.

Regarding the profession in this policy, the Theoretical-Methodological Matrix of Social Work in Social Security (1995) presents a new paradigm for the performance of the social worker. It contains elements of the reconceptualization of Brazilian Social Service, expanding a concept of Social Security and placing Social Security as a right of the working class and their family, constitutionally guaranteed. This way, a direction of ethical-legal bases and method was placed for a social security policy and a Social Security Service based on the ethical-political project of the profession, human emancipation and freedom as a central ethical value.

The Technical Manual of Social Service (2018), in accordance with its conceptual bases, is characterized as a social security service guaranteed by Law No. Its actions are carried out by social workers and social security analysts, who must necessarily have a degree in Social Work, carried out in accordance with the legislation of the profession, norms, guidelines and strategic objectives adopted by the INSS.

According to the discussion presented

above, it can be understood that the Social Security Service, from the conceptual bases, operationalizes its actions within the INSS agencies, as well as in the community. Of the professional actions carried out, we can highlight: the socialization of social security information and individual and collective assistance; advice/consultancy and the strengthening of the collective; exercise through lines of action in workers' health, expansion and consolidation of access to social security and the rights of people with disabilities and the elderly. These activities are also complemented by social research and the use of techniques and instruments of social opinion, social assessment of the person with a disability for the purpose of accessing the Continuous Cash Benefit (BPC) and retirement by age and/or contribution time.

The socialization of social security and assistance information consists of a democratic and pedagogical process that takes place between the social worker and the subjects entitled to Social Security, which enables qualified listening and quality and differentiated information, as it is developed from the perspective of the access to the right and the expansion of the exercise of citizenship, thus distinguishing itself from the selection processes restricted to choosing who must or must not be covered by the institution's services. Also, according to the Matrix:

To socialize social security information is a democratic and political process through which the real becomes transparent through communication, critical analysis of institutional bureaucracy and the unveiling of the meaning of Social Security as a social policy. This action will provide access to the law with concrete responses to immediate demands, the articulated establishment of collective actions and correlations of forces that lead to a forwarding of changes (BRASIL, 1995, p. 16).

Such processes (listening and pedagogical dimension of the profession) aim to make security policies transparent and accessible to users, especially with regard to Social Security and Assistance, and, for the feasibility of this right, it is necessary, on the part of the social worker, the critical analysis of the social reality, of the foundations and of the legislation pertinent to the social policies, as well as of the processes and methods of work institutionally adopted alluding to the recognition of rights. (Silva and Silva, 2000).

Supported by the dictates of "modernity" and "development", the INSS implements new technologies and digital platforms, closing the door to face-to-face assistance at branches across the country. Making access difficult for users, as technologies and electronic devices are not public goods available to the entire population; therefore, there is an even greater reduction in the scope of the social security policy and other social security policies, such as the BPC, which is carried out by the institution.

The pedagogical dimension of Social Work is also affected, social security is a policy that undergoes constant changes and is not easy to understand, so the possibility of the social worker to explain and assist in the understanding of the user is reduced, the following fragment points out about this.

Users and society in general do not have access to or knowledge of their social security rights and the logic of how they were structured, due to the bureaucratic logic that presents itself through complex, encrypted legislation, incomprehensible to the majority of the population (BRASIL, 1995, p. 15).

In this perspective, a new demand placed on the social service is put on the agenda with the INSS DIGITAL, provoking new concerns and challenges in professional practice, whose trajectories and intervention

strategies historically reflect readings and reinterpretations of social reality and responses to institutional and of its users, put to the performance of their theoretical-methodological, ethical-political and technical-operative competences. (Silva and Silva, 2000).

We agree with the statement by Yamamoto (2003) when he states that the practice of Social Work, on a daily basis, requires work committed to the defense and universality, updating of ethical-political commitments and collective interests.

Another factor present in the INSS Digital is the possibility of controlling, monitoring and evaluating the level of productivity of the professional. Their actions, the service time enter as requirements for evaluation of social workers. This model shows that what is intended is not to guarantee the quality of the service, but to present productivity; opening doors to the precariousness of work.

Finally, it can be seen that all these computerization measures put access to the right at risk. The reduction of face-to-face service and the placement of means of communication as viable to respond to the distance between worker and user, makes it difficult to understand the object of your process because Central 135 works with outsourced workers who have access to what is in the system, but does not have the technical capacity to perform institution-specific issues.

There is also evidence of the downsizing of the state, reducing its role and services, its investments and restricting resources, thus generating limited access to the law and keeping the population away from the institution.

There are many challenges posed to the profession in its performance, ICTs in the scope of social security, by the execution that is mostly determined, becomes another one

of them, as it limits work processes, reduces creativity, reinforces immediacy and separates everyday reflections. Therefore, it is intended with this study to enable the understanding of this reality in order to overcome the superficiality of the performance and the elements that compose it.

CONCLUSION

Based on the discussion presented, it can be concluded that the productive restructuring was the milestone for the creation/implementation of Toyotism, through which profound changes occurred in production models and in labor relations. Through it, technology gained prominence, as well as the forms of communication, organization and systematization made possible through it.

The use of ICTs also enters the service sector, both public and private, and reaches the Social Service as an auxiliary mechanism in the processes of work organization, systematization of resources, connection with the subjects debated by the representative entities of the category and communication with professionals from other institutions.

They are a mechanism of great importance for professional performance, however their use turns out to be biased as a result of a production system focused on productivity, resulting in a work that increasingly requires servers, generating work overload. In addition, they distance the user population, as the ICTs are still not easily accessible and understood.

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