

Qualitative Study on the Negative Emotional Experience and Coping of the Helpers of the Lonely Family

-- Take the HP District of T City as an Example

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Abstract

Objective: To study the negative emotional experiences and coping strategies of Assistance personnel for families who have lost their only child, and to provide reference for the development of psychological support and service supervision for these individuals. **Method:** A qualitative research method was used to conduct semi-structured interviews with 13 individuals. The data was analyzed using explanatory phenomenological analysis. **Result:** The negative emotions of Assistance personnel are mainly manifested as sadness, frustration, dissatisfaction, dislike, fear, worry, etc. The coping methods mainly include genuine expression, emotional decoration, and emotional adjustment. **Conclusion:** The negative emotional experiences of Assistance personnel show diverse and complex characteristics, which are not only emotional costs paid due to empathy and counter empathy, but also psychological discomfort caused by suspicion, rejection, and even complaints in interactions with the lost child. Helping people often passively deal with various negative emotional experiences based on personal experience and practical wisdom, rather than systematically and regularly addressing negative emotional issues at the organizational level.

Keywords

Helpers for Families Losing Their Only Child; Negative Emotions; Emotional Grooming and Adjustment; Qualitative Research.

1. Introduction

Negative emotional experience is a feeling that arises naturally during the interaction between the helper of a lonely family and the helper. Helpers need to use support techniques such as companionship, comfort, guidance and empathy to soothe the psychological pain of the orphaned, and manage their emotional expression in the face of the victim's resistance, unreasonable demands and even complaints. Studies have shown that helpers exposed to human pain and trauma are at higher risk of experiencing emotional, cognitive, and behavioral problems. Helpers will empathize with others in negative situations and be contagious by their emotions, resulting in painful experiences and symptoms similar to those of the client[1], and even severe psychological disorders[2]. Helpers will have their own negative emotional experiences triggered by countertransference[3], that is, negative emotional experiences about their own problems or problems of their family of origin caused by the traumatic events of the client. Helpers will experience negative emotions such as grievances and dissatisfaction due to following professional ethics or work norms[4], and will also have negative emotions such as self-blame and powerlessness due to the inability to fundamentally improve the psychological state and social situation of the service users[5].

According to the existing literature, the results of the negative emotions and coping with the helpless people are scattered in the research on the emotional labor and empathic fatigue of

social workers, psychological counselors, medical staff, community workers, volunteers and other helpers, and there are very few studies that systematically pay attention to the negative emotions of the lonely helpers. Only the Wuhan Mental Health Center in Hubei Province conducted a survey on vicarious trauma for those who have lost their families, and the results showed that the overall average VT score of the helpers was 75.44, slightly higher than the score of front-line medical workers fighting novel coronavirus pneumonia in the same period, and the incidence of VT was as high as 11.71% [6].

Different from other recipients in difficult situations or painful experiences, under the guidance of Chinese's family ethics concept of focusing on children, the lonely person will lose the motivation to communicate with the outside world, and form marginal personality characteristics such as inferiority, isolation, and sensitivity[7]. In addition, the loss of independence is a by-product of China's one-child (family planning) policy, and some psychologically unbalanced people often use group power to frequently express their demands, and they will vent their emotions through petitions, sit-ins or even more intense methods, express demands that go beyond the actual conditions[8], and will also transfer their dissatisfaction and accusations against society and the government to help others. Obviously, the negative emotional experience of the helpers in the helper service is more than that in other areas of helping, and the excessive emotional consumption and the accumulation of negative emotions will lead to the negative effects of empathy fatigue, depersonalization, reduced self-efficacy, and high absenteeism rate of the helper[9], which in turn affects the quality and effectiveness of the helper's helper. Therefore, this study intends to use qualitative research methods to explore the negative emotional experience and coping methods of the helpers who have lost their independence through semi-structured interviews, in order to provide a basis for the psychological support, service supervision and skills training of the helpers, which will also provide empirical reference and theoretical support for avoiding and reducing the negative effect of emotional labor and improving the effectiveness of the help service for the lonely.

2. Objects and Methods

2.1. Objects

In this study, the participants were selected based on typicality and convenience. The study selected 13 orphan helpers in T city as the research objects. Among them, there are 3 neighborhood and community family planning specialists, 5 social workers and psychological counselors, 2 community volunteers, and 3 volunteers from public welfare organizations. The interviews were conducted between October 2022 ~ March 2023, and the basic information of the interviewees is shown in Table 1.

Table 1. Basic information about the helpers

No.	Gender	Age (years)	Education	Level Position	Duration of assistance	Content of assistance
A-1	Male	49	College	Street Family Planning Specialist	6 years	Confirmation of assistance qualifications and reporting of assistance information "Double post" contact person and service introduction
A-2	Female	41	Bachelor's Degree	Community Family Planning Director	4 years	Holiday condolences, "double post" contact, Statistical reporting of support information and service recommendation
A-3	Female	27	College	Community Family Planning Director	2 years	Holiday condolences, "double post" contact, Statistical reporting of support information and service recommendation
B-1	Female	57	Bachelor's Degree	Psychological counselor	10 years	"Warm Home" project service
B-2	Female	23	Secondary school	MAP students	6 months	"Warm Home" project service
B-3	Female	40	Bachelor's degree	intermediate social worker	3 years	"Warm Home" project service
B-4	Female	30	Bachelor's degree	intermediate social worker	2 years	"Warm Home" project service
B-5	Female	21	Undergraduate	MSW students	4 months	"Warm Home" project service
C-1	Female	21	Undergraduate	Community volunteers	6 months	Household life assistance
C-2	Male	40	Secondary school	Community volunteers	2 years	Household life assistance
D-1	Male	49	Bachelor's degree	Volunteer for non-profit organizations	10 years	Psychological counseling, home assistance
D-2	Female	28	Master	Volunteer for non-profit organizations	3 years	Group birthday parties, interest classes, home visits, and distribution of relief materials
D-3	Female	55	Bachelor's degree	Volunteer for non-profit organizations	4 years	Group birthday parties, interest classes, home visits, and distribution of relief materials

2.2. Methodology

2.2.1. Methodology

This study adopted a qualitative research method, using semi-structured in-depth interviews and open-ended questions to understand the negative emotions and coping experiences of the respondents in the support work. The qualitative research method is an activity that uses the researcher himself as a research tool to conduct a systematic and in-depth overall exploration of social phenomena in a natural situation by using interviews, observations and other data collection methods, using the inductive method to analyze the original data and form conclusions and theories[10], and gaining an explanatory understanding of the behavior and meaning construction through interaction with the research object.

2.2.2. Data Collection Methods

Semi-structured in-depth interviews were mainly used. Prior to the interview, the interviewer prepares a voice recorder, an informed consent form for the interview, and an outline of the interview. Before the interview, explain the purpose and procedure of the interview, explain the recording questions, inform the confidentiality principle, and sign the informed consent form. Interviews begin after a relationship of trust has been established. During the interview, the interview outline is only used as a reminder, during the interview, pay attention to the other party's demeanor, expressions, body movements and other non-verbal expressions, and follow the interviewee's emotional changes to ask questions in a timely manner to learn more about the interviewee's inner experience. The interviews do not involve the personal privacy of the interviewees, and do not judge, induce, or pressure the interviewees' statements.

2.2.3. Data acquisition and Analysis

With the consent of the interviewee, the entire interview process will be recorded. After the interview, the researchers converted the interview recordings into text form. Interpretative Phenomenological Analysis (IPA) was used for data analysis and processing. IPA is a bottom-up approach rooted in data, emphasizing the study of the subject's life experience, focusing on understanding how individuals perceive experience[11], and is widely used in health psychology, sociology, education, health sciences and other fields. The data analysis process is as follows: the first stage: repeatedly read the interview text, immerse yourself in the textual materials, and widely mark the meaningful parts of the text to form the most open coding in the first level; Stage 2: Identify and calibrate (conceptual) topics that adequately summarize the characteristics of each part of the text, and check whether they are in line with the real meaning of the research object; Stage 3: Introduce structure into the analysis, on the basis of the topics listed in the second stage, think about the relationships between all topics, list the structural hierarchical relationships of the topics, and go back to the original text again to check whether the topic clusters found in this stage are reasonable compared with the original materials; Stage 4: Summarize the topics, create a structured list of topics for each research object, and attach quotations explaining each topic, and finally synthesize the superlative topic. Think again about the topics themselves and the relationships between them, making sure that there isn't too much overlap between topics and that no topics are missing. Stage 5: Case Consolidation, a structured list of all cases into a higher-level list of topics that reflects the experience of the entire group of participants.

3. Results

3.1. Negative Emotional Experience

In the current institutional and cultural context, the psychological margins actively constructed by the orphans and the particularity of expressing their interests lead to conflictual emotional experiences in which the positive and negative of the helpers are intertwined. In the process of caring for a single family, the helper will have a strong sense of spiritual gain, either from the gratitude, concern, and positive change of the helper, or from the richness of his or her own life experience brought by the helper. The negative emotional experience in the process of helping is more complex and diverse.

3.1.1. Sadness

When accompanying the lonely person out of psychological difficulties such as grief, despair, and self-blame, the helper needs to give sufficient listening and support to his or her painful experiences and feelings, and in the process of listening, he or she will develop compassion and sadness. The helper will take the initiative to enter the inner world of the traumatized person through empathy, imaginatively reconstruct the traumatic feeling, so that he or she will have

similar sad experiences in the traumatized person's experience, and may also feel sad about himself or his family of origin due to listening to the mental journey of the lonely person.

When I heard the old man say that he wanted to give his life to his children, and that he would rather live a few years less than let his children live longer, my heart was also sour. The pain of a white-haired person sending a black-haired person cannot be described in words. (B-2)

Aunt Zhang told me that when the child first left, she and her husband washed their faces with tears all day long, feeling that there was no hope in life. I comforted her and persuaded her with tears, and when I provided psychological counseling for Aunt Zhang, my mood was also relatively low. (B-3)

I couldn't stop crying that afternoon after chatting with the old man, I thought of my sick child and my deceased father, and the sadness suddenly opened, it really hurt. (D-2)

When I helped a new aunt, I was also appeased at first. Once the other person opens up to me about family matters, I will also break down and hug her and cry together. (D-3)

3.1.2. Frustration

After the loss of a child (female), the person who loses his independence will gradually form the borderline personality characteristics of low self-esteem, closed-mindedness, and sensitivity, and does not like to be "disturbed" by strangers, and help from the government and society is no exception. Helpers may feel frustrated by the resistance and rejection of the lonely person in providing door-to-door services, especially when the well-organized and planned support activities are not recognized.

When we first entered the house, the community director took us there, and the conversation was very good, and the old couple expressed their willingness to let us visit the house for a long time, and also agreed on the time of the next meeting. The second time we went to the house at the appointed time, we closed the door, saying that we would not live here in the near future and would have to come back after a while. It seemed that he was hiding from us, and he was quite frustrated at the time, but he couldn't show it. (B-4)

The first time I followed the home to visit an elderly man who had lost his independence, the old man may have been very restrained because he saw a new face, and he felt that he was in a state of 'locking up' all of a sudden, and he would not tell you too much, and he would not give much feedback. But he and Lao Hu talked and laughed, so the atmosphere of that home visit made me feel very embarrassed and I felt that I was redundant. (D-3)

We held several handicraft classes for the lonely elderly in the street, and the enthusiasm of the elderly to participate was quite high at the first time, but it was not good for the next few times. Just after the materials were distributed, before they led everyone to do it, some old people were about to leave, saying that they wanted to take the materials home to do it. We were very depressed and didn't know if there was a problem with the design of the project or if it was a problem with our execution. (B-3)

3.1.3. Grouchy

When the person who has lost his independence transfers his dissatisfaction, hostility, and complaints about the family planning policy and the special family planning assistance policy to the helper, the two sides cannot establish an interactive relationship of trust, respect, and equality. The lonely person regards the assistance service as a due right rather than being cared for, will judge the helping person's attitude and behavior, will use complaints, reports and other means of rights protection to oppress the helper, and will require him to do satisfactory behavior according to his own will and preferences. Helpers are dissatisfied, aggrieved, annoyed and other angry because their efforts are not recognized or even misinterpreted.

I was complained about a few days ago, and two aunts called the National Health Commission and said that they were not allowed to participate in the event. I sent a notice to the project

group, and I also asked the street staff to call and notify every elderly person. I don't know what went wrong, but I'll be lying down anyway. It took a long time to explain it. Actually, the aunts can ask us directly, instead of complaining. It's so speechless to think that we don't like them and want to squeeze them out of the service. (B-2)

We are not government workers, we are caring people, but the old people can't tell the difference, and they always feel that our help is deserved, and they make such and such demands on us. (C-1)

She may not appreciate it at all, and even think that everything we do is the right thing to do. We represent the government, and it is our duty to serve her, so I am very unhappy that she sometimes speaks to us in a very strong command or commanding tone. (B-3)

As long as our compound organizes activities, Uncle Liu will definitely come to participate, and I will receive him every time, but he still doesn't remember me, and he never takes the initiative to greet me. The last time I visited his house, he didn't know that I was a volunteer who often received him, and I was very unhappy. (D-2)

3.1.4. Dislike

When the person who has lost his independence in the process of helping has unreasonable speech and behavior, such as taking away or taking possession of the activity items without authorization, competing for the activity materials or gifts, or even insulting others, and "crossing the line" in words and deeds, the helper will have disgust such as dislike and disgust.

When we started the group service, we worked out some group rules together, and some elderly people did not understand, did not follow them, and even used words to attack other elderly people and our staff, which was quite disgusting. (B-3)

Every year before the Mid-Autumn Festival and the Spring Festival, our community brings rice, noodles, oil, milk and the like to the door, and they accept all the things, but when we sign or take pictures of them according to the requirements of the distribution of materials, there are always people who are not happy, or simply give them the back of the head, so that we can't get off the stage, and we have to write a description of the situation after we go back. We also understand that they don't want people to know that their children are gone, but we also have to follow the rules, or we can't tell who these things are sent to. (A-3)

Every time supplies are distributed, the old people like to rush to receive them. This is for everyone to raise donations, everyone has it, but there are always old people who like to take advantage of a little advantage. Every time you send something, more than a dozen people Duang rush to you, and before you can send it, you start to grab it. Originally, it was a share for everyone, but then someone didn't get it, which was annoying. (B-1)(D-1)

After getting acquainted with Aunt Li, my aunt often contacted me through WeChat, phone and other means. This is nothing, I am also willing to chat with her to relieve her boredom, but I can't talk to her for more than half an hour at five o'clock in the morning when I suddenly think of something. I really can't stand this. (D-3)

3.1.5. Worry

In order to effectively help the person who has lost his independence to get out of his psychological predicament and solve practical difficulties, the helper should not only respect his or her grief pace and establish a relationship of trust on the basis of empathy, but also take into account the extremely sensitive personality traits and communication patterns of the person who has lost his independence, so as not to bring bad feelings and experiences to the person who has lost his independence in the process of helping, and will cause worry and fear. Helpers are afraid that their words and deeds will inexplicably trigger the fierce emotions of the person who has lost independence, they are worried that they will not be able to successfully dissuade the person who has lost their independence from excessive rights

protection and will be held accountable and punished, and they are afraid that there will be uncontrollable consequences in the internal conflict of the group being helped.

I'm more concerned about their feelings, and I'm more worried. Be extra cautious in your words and deeds, be careful in everything you do, and ponder whether this sentence is okay to say this, and whether this thing is okay to do this? Will it make them feel uncomfortable?(D-3)

There are a few petitioners on the street, and it is useless to appease them. When we visited the house, they were very enthusiastic about us. Every year before the "two sessions", I was worried that a few of them would go to Beijing to petition for excesses, and we would also eat melons. (A-3)

At the choir rehearsal site, because of a trivial matter, Aunt Liu shouted to Uncle Zhang, "Look at your dead child's frustration." At that time, my first reaction was surprise, I couldn't believe that this was a conversation between two old people who were supposed to report to the group to keep warm. Immediately, they began to worry, fearing that their conflict would intensify. They are all elderly people, what can they do if they have an uncomfortable heart and high blood pressure due to emotional agitation? At that time, so many elderly people were present, and if the scene could not be controlled, it would not only affect the event, but also affect the organization and development of follow-up activities. (D-1)

We organized the lonely to make handmade bags, and prepared material bags with a little girl pattern on them. This is terrible. An aunt saw the pattern and cried bitterly, saying that she missed her daughter. Other old people burst into tears and shouted blame for why we used this material and why we didn't care about their feelings. At that time, I was terrified, worried that the scene would not be controlled, and I was worried that my uncles and aunts would be too sad and cause physical discomfort. (B-2)

3.2. Negative Emotion Coping

Out of a sense of responsibility to the service users or professional ethics and work requirements, helpers instinctively choose to be kind and tolerant of the lonely, and expect them to be strong and optimistic and get out of life's difficulties.

3.2.1. Reveal Your True Feelings

When the emotions felt in the individual's heart are consistent with the emotions of the person who is being helped by the job, the helper will express the true emotions in his heart independently. When there is sadness due to empathy in the interaction with the lonely, they will naturally express their emotions, such as silently crying, crying, hugging each other, etc., in order to express "empathy and love".

I couldn't stop crying that afternoon after chatting with the old man. (D-2)

Hug and cry with him. (D-3)

I comforted her and persuaded her with tears. (B-3)

3.2.2. Emotional Grooming

When the emotions felt by the individual are inconsistent with the requirements of the job, the helper will express the relevant emotions through camouflage or transformation of internal mental processes. Unlike the recipients, who are clearly stigmatized, the helpers instinctively choose to be kind to those who are lonely. When there are inappropriate negative emotions in the process of helping, in order to take care of the feelings of the service users, the helpers will restrain the expression of negative emotions, avoid direct "confrontation" with the lonely person, and ensure the integrity, stability and smoothness of the help situation.

I feel uncomfortable, but I can't show it. (A-3)

Hold down the fire and patiently explain and explain. (B-3)(D-1)

She said to me, I don't speak, or I'll choke. (C-1).

I had to endure being wronged, but as soon as I went out, I shed tears. (B-2)

With so many people present, I can't get emotionally out of control, we are doing public welfare. (D-1)

When the helper perceives that the emotional experience is inconsistent with the emotional performance rules required by the profession (major), he or she will adjust the external emotional expression and show positive emotions that the organization needs, so as to make profits for the well-being of the helper.

Of course, I was frustrated to be turned away, but I still made an active, patient and meticulous appointment with my aunt for the time and service arrangements for the next meeting. (B-4)

Although I was very annoyed, I still greeted Aunt Zhang with a smile. (D-2)

I try to be as enthusiastic as I can, even though I don't actually think that way. (A-3)

I was very nervous and worried that something was wrong with the event I designed, but I also showed that I was confident and immediately arranged something else. (B-3)

Experienced psychological counselors and social workers will internalize such a "persona" and achieve positive emotional performance through cognitive changes and behavior adjustments, so as to achieve consistency between words and deeds.

Our job is to help the lonely get out of the psychological predicament, and when some real emotions and feelings are exposed, it will affect the relationship and damage the well-being of the person being helped, so we should not show it. (B-3)

Aunt Li went to the National Health Commission to complain about us a few days after the child's memorial day, and it should be that the child's thoughts triggered the excesses, and behind this behavior is her real idea that she needs emotional support. So when I talked to Aunt Li about what we were complaining about, I hugged her as soon as possible. (B-1)

3.2.3. Emotional Adjustment

In the face of the dual conflict caused by emotional experience and emotional grooming, the helper will take the initiative to implement emotional adjustment from negative to positive and from negative to positive. The helper will soothe and adjust his or her inner emotional experience through strategies such as confiding in others, demarcating boundaries, and rationalizing, and then withdraw from the negative emotional state.

I complained to each other with my colleagues, telling them about the awkwardness of communicating with the special support object, and it was much better after I finished speaking. (A-2)

As soon as I left their house, I muttered and got angry at Lao Zhang. (C-1)

During that time, I had to adjust my mood before I went home, take a few deep breaths, and isolate my sadness from my home. (B-1)

I told myself that I was just a volunteer and that I wouldn't do it if I wasn't feeling well. (D-2)

For Aunt Zhang, we are strangers, and it is impossible to trust us even if we are referred by a community worker, so it is inevitable to eat behind closed doors. And the aunt did not explicitly refuse us, but said that we would not live here during this time, which meant that we would be able to receive services after returning to live, so we were not frustrated, but to dispel the aunt's concerns and patiently and meticulously agree on the next service time. (B-3)

4. Validity Test

Due to the subjectivity of IPA, its rigor can be questioned. Therefore, self-reflection is a key stage of the research process, and researchers must avoid preconceived biases based on their professional background, gender, age, personal ability, personality traits, and past research experience, so as to distinguish them from the objective description of the interviewee.

Triangulation is often used to indicate the use of different measurements to measure the same study object in order to test the validity of the measurement tool [12]. In this study, the triangulation of the method and the triangulation of the researcher were selected to test the interview results.

4.1. Trigonometry of the Method

In this study, two methods (scale and interview) were used to triangulate the findings, as follows: after the interview, respondents were asked to fill in the Positive and Negative Mood Assessment Scale-Extended (PANAS-X) and the Emotional Labor Strategy (ELS) Scale. The Positive and Negative Emotion Assessment Scale, developed by Watson and Clark on the basis of PANAS, can not only be used as a questionnaire to measure emotional states and detect emotional changes when experiencing certain events, but also as a trait questionnaire to measure one of the emotional traits of the subject [13]. The scale is composed of 55 words describing specific emotions, divided into 11 dimensions including fear, hostility, guilt, sadness, happiness, confidence, attention, shyness, fatigue, calmness, and surprise, of which the first 4 are negative emotions, the middle 3 are positive emotions, and the last 4 are other emotions. The scale is scored on a 5-point Likert scale (the higher the score, the stronger the positive/negative emotions), and the number of items contained in each dimension ranges from 3 to 8. The researcher limited the guidance to "the time/period of helping the lonely family" and asked the respondents to answer according to the actual situation in the process of helping the orphans, so as to measure the emotions brought about by the interaction with the lonely people. The Emotional Labor Strategy Scale was developed by Diefendorff et al., and was used to evaluate the performance strategies of emotional labor by a total of 14 items and 3 dimensions. The three dimensions were natural behavior (3 items), deep performance (4 items), and surface performance (7 items). Bai Qiaoyang revised it in sinicization and has been widely used in the nurse community. This scale adopts a 5-level Likert scoring method, and is assigned 1~5 points according to "completely disagree, disagree, unclear, agree, and completely agree", and the higher the score, the higher the frequency of the respondent's use of this strategy in work. The measurement data showed that the respondents had higher scores of sadness, fear and hostility during the period of helping the lonely, and the emotional labor of the helper was at a medium level as a whole, and the mean score of deep work was significantly lower than that of the middle and surface work, which also verified the validity of this study.

4.2. Triangulation Correction by the Investigator

In this study, four researchers (one Ph.D. in sociology, two master's students in social work, and one undergraduate student in social work) participated in the interview process, with one researcher conducting the interview process and the other three researchers conducting supplementary interviews after the interview. After the data collection was completed, the four researchers jointly analyzed the data, and consulted senior scholars in the relevant fields for those parts that could not reach a consensus, and clarified them through continuous discussions.

5. Discussion

5.1. Emotional Labor in the Work of Helping Families Who Have Lost Their Independence

Orphan family supporters are emotional workers. In the current institutional and cultural context, there are high requirements for the emotional state of the helpers of the orphaned families, and part of the work of helping the orphaned families is achieved through emotional labor. Although the support of the orphaned family is a typical non-commercial service work, the emotional labor of the helper does not have more autonomy than the laborer under the control of capital and its organization. The helper should not only show positive emotions but

also show negative emotions, and his emotional labor strategy will dynamically change with the different states of the lonely person and the interaction scenarios between the two parties. Among them, the emotional adjustment strategy shows a stronger sense of individualization, but its effect is very limited. It should be said that the negative emotional experience and response of the helper in the process of caring for the orphaned family showed the characteristics of diversification, complexity and individualization.

5.2. There are Differences in the Negative Emotional Experience and Coping of Different Support Subjects

The assistance work of street family planning cadres and community family planning cadres is mainly based on the distribution of subsidies and condolence materials, and personal emotions are less involved, and family planning cadres will also try to avoid conflicts with those who have lost their independence. Because once the petitions and complaints of the orphaned person are triggered, the organization tends to put pressure on the staff, and the grassroots family planning staff will always pay attention to the emotional state in the interaction with the orphan. Social workers, psychological counselors and other professionals focus on grief counseling, meaning reconstruction, relationship reconstruction and other support work, which requires deep emotional involvement to help people who have lost their independence out of the predicament of marginalization. The emotional rules followed by professional helpers in the process of helping others originate from their professional ethics and are professionally oriented emotional rules, and the ultimate goal is not simply to pursue the satisfaction of the service recipients, but to the "sense of responsibility" and "care" for the lonely. There are no rigid emotional requirements for volunteer assistance work carried out by non-profit organizations, but more self-requirements of volunteers. Influenced by the traditional culture of kindness and mutual assistance, the role requirements of treating and tolerating the lonely have been internalized by the volunteers and have become the internal requirements of self-restraint, which are highly personalized in the inner framework of each volunteer.

5.3. Promote the Self-management and Organizational Management of Emotional Labor

On the one hand, it is necessary to develop more comprehensive emotional management skills from "emotional unconscious" to "emotional self-determination" to "emotional self-determination". A considerable number of helpers, including social workers and psychological counselors, are unconscious of their own emotional labor, or believe that emotional effort and "pain" in help work are inevitable. However, whether from the perspective of the helper or the lonely, the helper should recognize the emotional dimension of the helper. On this basis, individual autonomy should be enhanced, and individual control should be enhanced in terms of form, type and depth of emotional labor. Helpers should develop their ability to deal with emotions and adjust to emotions, and at the same time enhance their ability to reflect on and perceive emotions and their institutional structures, and improve their self-care skills. On the other hand, it is necessary to reduce the unnecessary negative emotional experience in the labor process of the lonely helper from the institutional and organizational level, and social work institutions and public welfare organizations should combine internal and external resources to support the helper, including strengthening training and supervision, providing psychological support, and creating a good emotional labor atmosphere.

5.4. Research Deficiencies and Prospects

In reality, the emotional experience of the person who has lost his or her independence has a strong contradictory nature, and the positive and negative emotional experiences are often intertwined. It is theoretically feasible to "separate" the negative emotions from them, but it is also possible to exaggerate the negative effects of negative emotions. There are significant

differences in the negative emotional experience and coping of different support subjects, which are discussed indiscriminately and the service supervision and emotion management strategies are not accurate accordingly. Future research can further classify and explore the emotional labor and management of lonely helpers.

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