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THEORETICAL AND METHODOLOGICAL PRINCIPLES OF STUDYING THE RELATIONSHIP BETWEEN EMOTIONAL BURNOUT AND ANXIETY SELF-APPRAISAL OF FAST FOOD SERVICE EMPLOYEES

Theoretical analysis of psychological literature presents emotional burnout as a complex of special psychological problems faced by a person in connection with his/her professional activities. Emotional burnout turns to be a specific health threat which increases the reliability of a suicide.

The person's state of emotional burnout affects his/her own activities, one's relations with partners, clients and dear people. Thus emotional burnout may really threaten one's health.

Despite its practical and theoretical importance, the problem of studying the psychological comfort of fast food service employees is not sufficiently considered in science. At the same time some observation shows that fast food shops employees are characterized by an extremely low rate of physical and psychological health as well as by their emotional exhaustion, depersonalization and reduction of their personal achievements.

The theoretical and methodological basis of the research is formed by the reasons for the appearance of one's emotional burnout (E. Aronson, K. Maslach, A. Pines, H. Freidenberg, A. Chyrom); the main theoretical and methodological approaches to studying the problem of emotional burnout (V. Boiko, V. Kovalchuk)

and the basic theoretical statements on the reasons of one's anxiety onset (A. Adler, B. Ananyev, K. Izard, E. Ilyin, Ch. Spilberger, Z. Freud, Yu. Khanin, K. Horney).

In particular, V. Boiko emphasizes on the emotional burnout as a form of psychological defence mechanism developed by the individual. This mechanism allows either complete or partial elimination of emotions in response to some particular affects that may injure one's psyche. Thus emotional burnout causes some problems in one's physical and mental health. It is also tightly connected with anxiety [1].

In Z. Freud's and K. Horney's unanimous opinion anxiety is some vague fear. The main difference between fear and anxiety consists in the fact that fear is the response to particular danger, while unspecific ("uncertain") danger is the object of anxiety [1; 2].

The term "anxiety" is rather polysemantic in psychological literature. It may be defined both as the state of a person at a certain moment and as one's constant state. So it's necessary to distinguish between situational and personal anxiety. Personal anxiety is associated with genetically determined human properties which cause a constantly increased level of emotional agitation, anxiety [3].

To investigate the phenomenon of the emotional burnout some diagnostic methods have been developed on the basis of studying this problem. In our opinion the most appropriate method for studying the level of emotional burnout is that proposed by V. Boiko ("Diagnostics of Emotional Burnout"). This method allows to identify the emotional burnout at the stage of formation as well as to define its level.

The theoretical analysis of the problem of anxiety made it possible to identify the technique of Ch. Spilberger, Yu. Khanin as the most significant one for studying the self-appraisal of anxiety. This diagnostic instrument is a reliable and informative way to analyze the self-appraisal of the level of anxiety at a particular moment (situational anxiety as a certain state and personal anxiety as a constant feature of a person) [3].

Studying the relationship between the emotional burnout and self-appraisal of anxiety among fast food service employees will allow to develop a programme of

preventive and educational measures the purpose of which is to prevent the appearance of some destructive state.

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