

The Maslach Burnout Inventory

How do you perceive your work? Are you exhausted? How capable are you of shaping your relationship to others? To what degree are you personally fulfilled?

Indicate how frequently the following statements apply to you and add the points indicated on top of the respective box:

- 0 = Never
- 1 = At least a few times a year
- 2 = At least once a month
- 3 = Several times a month
- 4 = Once a week
- 5 = Several times a week
- 6 = Every day

	Never ↓ Every day ↓						
	0	1	2	3	4	5	6
01 - I feel emotionally exhausted because of my work							
02 - I feel worn out at the end of a working day							
03 - I feel tired as soon as I get up in the morning and see a new working day stretched out in front of me							
04 - I can easily understand the actions of my colleagues/supervisors							
05 - I get the feeling that I treat some clients/colleagues impersonally, as if they were objects							
06 - Working with people the whole day is stressful for me							
07 - I deal with other people's problems successfully							
08 - I feel burned out because of my work							
09 - I feel that I influence other people positively through my work							
10 - I have become more callous to people since I have started doing this job							
11 - I'm afraid that my work makes me emotionally harder							
12 - I feel full of energy							
13 - I feel frustrated by my work							
14 - I get the feeling that I work too hard							
15 - I'm not really interested in what is going on with many of my colleagues							
16 - Being in direct contact with people at work is too stressful							
17 - I find it easy to build a relaxed atmosphere in my working environment							
18 - I feel stimulated when I been working closely with my colleagues							
19 - I have achieved many rewarding objectives in my work							
20 - I feel as if I'm at my wits' end							
21 - In my work I am very relaxed when dealing with emotional problems							
22 - I have the feeling that my colleagues blame me for some of their problems							

Overall score for occupational exhaustion (EE)

Add together the answers to questions 01. 02. 03. 06. 08. 13. 14. 16. 20

Occupational exhaustion	EE < 17	EE 18 - 29	EE > 30
	Low degree	Moderate degree	High degree

Overall score for depersonalisation / loss of empathy (DP)

Add together the answers to questions 05. 10. 11. 15. 22

Depersonalisation	DP < 5	DP 6 - 11	DP > 12
	Low degree	Moderate degree	High degree

Overall score personal accomplishment assessment (PA)

Add together the answers to questions 04. 07. 09. 12. 17. 18. 19. 21.

Personal accomplishment assessment	PA < 33	PA 34 - 39	PA > 40
	Low degree	Moderate degree	High degree

Degree of burnout

Beware if the totals of your EE and DP answers are both in the red area, and above all if your personal accomplishment assessment is also in the red!!!

EE	Occupational exhaustion (burnout) is typically connected to a relationship with work that is perceived as difficult, tiring, stressful... Maslach sees this as different from depression, as it is likely that the symptoms of burnout would be reduced during holidays.
DP	Depersonalisation or loss of empathy is characterised by a loss of regard for others (clients, colleagues...), and by keeping a greater emotional distance, which is expressed through cynical, derogatory remarks, and even callousness.
PA	The personal accomplishment assessment is a feeling that acts as a “safety valve” and contributes to bringing about a balance if occupational exhaustion and depersonalisation occur. It ensures fulfilment in the workplace and a positive view of professional achievements.