

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

4 = Once a week

2 = At least once a month

5 = Several times a week

3 = Several times a month

6 = Every day

No.	Question	0	1	2	3	4	5	6
1.	I feel emotionally exhausted because of my work							
2.	I feel worn out at the end of a working day							
3.	I feel tired as soon as I get up in the morning and see a new working day stretched out in front of me							
4.	I can easily understand the actions of my colleagues/supervisors							
5.	I get the feeling that I treat some clients/colleagues impersonally, as if they were objects							
6.	Working with people the whole day is stressful for me							
7.	I deal with other people's problems successfully							
8.	I feel burned out because of my work							
9.	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

Add together the answers to questions:

01. 02. 03. 06. 08. 13. 14. 16. 20.

EE < 17	EE 18–29	EE > 30
Low degree	Moderate degree	High degree

Overall score for depersonalisation / loss of empathy

Add together the answers to questions:

05. 10. 11. 15. 22.

DP < 17	DP 6–11	DP > 12
Low degree	Moderate degree	High degree

Overall score personal accomplishment assessment

Add together the answers to questions:

04. 07. 09. 12. 17. 18. 19. 21.

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.