

---

## MBI-Human Services Survey

---

How Often:            **0**            **1**            **2**            **3**            **4**            **5**            **6**

                         Never    A few times    Once a month    A few times    Once a    A few times    Every day  
                         a year or    or less            a month        week        a week  
                         less

---

### How Often

0-6            Statements:

1. \_\_\_\_\_ I feel emotionally drained from my work.
2. \_\_\_\_\_ I feel used up at the end of the workday.
3. \_\_\_\_\_ I feel fatigued when I get up in the morning and have to face another day on the job.
4. \_\_\_\_\_ I can easily understand how my recipients feel about things.
5. \_\_\_\_\_ I feel I treat some recipients as if they were impersonal objects.
6. \_\_\_\_\_ Working with people all day is really a strain for me.
7. \_\_\_\_\_ I deal very effectively with the problems of my recipients.
8. \_\_\_\_\_ I feel burned out from my work.
9. \_\_\_\_\_ I feel I'm positively influencing other people's lives through my work.
10. \_\_\_\_\_ I've become more callous toward people since I took this job.
11. \_\_\_\_\_ I worry that this job is hardening me emotionally.
12. \_\_\_\_\_ I feel very energetic.
13. \_\_\_\_\_ I feel frustrated by my job.
14. \_\_\_\_\_ I feel I'm working too hard on the job.
15. \_\_\_\_\_ I don't really care what happens to some recipients.
16. \_\_\_\_\_ Working with people directly puts too much stress on me.
17. \_\_\_\_\_ I can easily create a relaxed atmosphere with my recipients.
18. \_\_\_\_\_ I feel exhilarated after working closely with my recipients.
19. \_\_\_\_\_ I have accomplished many worthwhile things in this job.
20. \_\_\_\_\_ I feel like I'm at the end of my rope.
21. \_\_\_\_\_ In my work, I deal with emotional problems very calmly.
22. \_\_\_\_\_ I feel recipients blame me for some of their problems.

---

(Administrative use only)

**EE:** \_\_\_\_\_ cat. \_\_\_\_\_

**DP:** \_\_\_\_\_ cat. \_\_\_\_\_

**PA:** \_\_\_\_\_ cat. \_\_\_\_\_



### MBI scoring

- **EE**--Questions: 1,2,3,6,8,13,14,16,20
- **DP**--Questions: 5,10,11,15,22
- **PA**--Questions: 4,7,9,12,17,18,19,21

	<u>Low</u>	<u>Mod</u>	<u>High</u>
• Emotional Exhaustion	0-16	17-26	>27
• Depersonalization	0-6	7-12	>13
• Personal Accomplishment	>39	32-38	0-31

