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**Maslach Burnout Inventory**  
**Instruments and Scoring Guides**  
***English:* MBI-HSS, MBI-HSS (MP), MBI-ES,  
MBI-GS, and MBI-GS (S)**  
***French:* MBI-HSS and MBI-GS**

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## **Note to Survey Administrators**

**Avoid Sensitization to Burnout.** People have widely varying beliefs about burnout. To minimize the reactive effect of such personal beliefs or expectations, it is important that respondents be unaware that the MBI is a burnout measure and that they not be sensitized to the general issue of burnout. For this reason, the labels used on the survey do not include the word “burnout”. You will often see survey administrators use one of the following acceptable terms or similar wording on the survey or referring to it:

- MBI Assessment
- Wellness Survey
- Job Attitudes Assessment
- Employee Well-Being Survey

The scale should be presented as a survey of job-related attitudes and not be linked to burnout in any way. Of course, once the measure has been administered to all respondents, then an explanation about burnout and the use of the MBI to assess it is appropriate.

## MBI Human Services Survey

Christina Maslach & Susan E. Jackson

*The purpose of this survey is to discover how various people working in human services or the helping professions view their job and the people with whom they work closely.*

Because people in a wide variety of occupations will answer this survey, it uses the term *recipients* to refer to the people for whom you provide your service, care, treatment, or instruction. When answering this survey please think of these people as recipients of the service you provide, even though you may use another term in your work.

**Instructions:** On the following page are 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about *your* job. If you have *never* had this feeling, write the number "0" (zero) in the space before the statement. If you have had this feeling, indicate *how often* you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

### Example:

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

How often  
0-6

Statement:

---

1. \_\_\_\_\_ I feel depressed at work.

If you never feel depressed at work, you would write the number "0" (zero) under the heading "How often." If you rarely feel depressed at work (a few times a year or less), you would write the number "1." If your feelings of depression are fairly frequent (a few times a week but not daily), you would write the number "5."

## MBI Human Services Survey

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

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 my 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 Total score: _____	DP Total score: _____	PA Total score: _____
EE Average score: _____	DP Average score: _____	PA Average score: _____

## MBI Human Services Survey for Medical Personnel

Christina Maslach & Susan E. Jackson

*The purpose of this survey is to discover how various people in the human services or the helping professions view their job and the people with whom they work closely.*

**Instructions:** On the following page are 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about *your* job. If you have *never* had this feeling, write the number "0" (zero) in the space before the statement. If you have had this feeling, indicate *how often* you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

**Example:**

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

How often  
0-6

Statement:

1. \_\_\_\_\_ I feel depressed at work.

If you never feel depressed at work, you would write the number "0" (zero) under the heading "How often." If you rarely feel depressed at work (a few times a year or less), you would write the number "1." If your feelings of depression are fairly frequent (a few times a week but not daily), you would write the number "5."

## MBI Human Services Survey for Medical Personnel

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

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 patients feel about things.
5. _____	I feel I treat some patients 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 patients.
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 my job.
15. _____	I don't really care what happens to some patients.
16. _____	Working with people directly puts too much stress on me.
17. _____	I can easily create a relaxed atmosphere with my patients.
18. _____	I feel exhilarated after working closely with my patients.
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 patients blame me for some of their problems.

---

(Administrative use only)

EE Total score: \_\_\_\_\_

DP Total score: \_\_\_\_\_

PA Total score: \_\_\_\_\_

EE Average score: \_\_\_\_\_

DP Average score: \_\_\_\_\_

PA Average score: \_\_\_\_\_

## MBI for Educators Survey

Christina Maslach, Susan E. Jackson & Richard L. Schwab

*The purpose of this survey is to discover how educators view their job and the people with whom they work closely.*

**Instructions:** On the following page are 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about *your* job. If you have *never* had this feeling, write the number “0” (zero) in the space before the statement. If you have had this feeling, indicate *how often* you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

**Example:**

How often  
0-6

Statement:

---

1. \_\_\_\_\_ I feel depressed at work.

If you never feel depressed at work, you would write the number “0” (zero) under the heading “How often.” If you rarely feel depressed at work (a few times a year or less), you would write the number “1.” If your feelings of depression are fairly frequent (a few times a week but not daily), you would write the number “5.”

## MBI for Educators Survey

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

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 students feel about things.
  5. \_\_\_\_\_ I feel I treat some students 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 students.
  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 my job.
  15. \_\_\_\_\_ I don't really care what happens to some students.
  16. \_\_\_\_\_ Working with people directly puts too much stress on me.
  17. \_\_\_\_\_ I can easily create a relaxed atmosphere with my students.
  18. \_\_\_\_\_ I feel exhilarated after working closely with my students.
  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 students blame me for some of their problems.
- 

(Administrative use only)

EE Total score: \_\_\_\_\_

DP Total score: \_\_\_\_\_

PA Total score: \_\_\_\_\_

EE Average score: \_\_\_\_\_

DP Average score: \_\_\_\_\_

PA Average score: \_\_\_\_\_

## MBI – Human Services, Medical Personnel, and Educators Scoring Key Emotional Exhaustion (EE) Subscale

**Directions:** Line up this scoring key with the MBI survey form. Sum the survey responses on EE items # 1, 2, 3, 6, 8, 13, 14, 16, and 20 that correspond to the unshaded areas on this scoring key. Enter this EE total score on the survey form. Divide the EE total score by the number of answered EE items for an EE average score. Research usually reports the average score.

How Often 0-6	
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____
8.	_____
9.	_____
10.	_____
11.	_____
12.	_____
13.	_____
14.	_____
15.	_____
16.	_____
17.	_____
18.	_____
19.	_____
20.	_____
21.	_____
22.	_____

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## MBI – Human Services, Medical Personnel, and Educators Scoring Key Depersonalization (DP) Subscale

**Directions:** Line up this scoring key with the MBI survey form. Sum the survey responses on DP items # 5, 10, 11, 15, and 22 that correspond to the unshaded areas on this scoring key. Enter this DP total score on the survey form. Divide the DP total score by the number of answered DP items for a DP average score. Research usually reports the average score.

How Often 0-6
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____
22. _____

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## MBI – Human Services, Medical Personnel, and Educators Scoring Key Personal Accomplishment (PA) Subscale

**Directions:** Line up this scoring key with the MBI survey form. Sum the survey responses on PA items # 4, 7, 9, 12, 17, 18, 19, and 21 that correspond to the unshaded areas on this scoring key. Enter this PA total score on the survey form. Divide the PA total score by the number of answered PA items for a PA average score. Research usually reports the average score.

How Often 0-6
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____
22. _____

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## MBI - General Survey

Wilmar B. Schaufeli, Michael P. Leiter, Christina Maslach & Susan E. Jackson

*The purpose of this survey is to discover how staff members view their job, and their reactions to their work.*

**Instructions:** On the following page are 16 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about *your* job. If you have *never* had this feeling, write the number "0" (zero) in the space before the statement. If you have had this feeling, indicate *how often* you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

**Example:**

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

How often  
0-6

Statement:

1. \_\_\_\_\_ I feel depressed at work.

If you never feel depressed at work, you would write the number "0" (zero) under the heading "How often." If you rarely feel depressed at work (a few times a year or less), you would write the number "1." If your feelings of depression are fairly frequent (a few times a week but not daily), you would write the number "5."

## MBI - General Survey

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

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 tired when I get up in the morning and have to face another day on the job.
  4. \_\_\_\_\_ Working all day is really a strain for me.
  5. \_\_\_\_\_ I can effectively solve the problems that arise in my work.
  6. \_\_\_\_\_ I feel burned out from my work.
  7. \_\_\_\_\_ I feel I am making an effective contribution to what this organization does.
  8. \_\_\_\_\_ I have become less interested in my work since I started this job.
  9. \_\_\_\_\_ I have become less enthusiastic about my work.
  10. \_\_\_\_\_ In my opinion, I am good at my job.
  11. \_\_\_\_\_ I feel exhilarated when I accomplish something at work.
  12. \_\_\_\_\_ I have accomplished many worthwhile things in this job.
  13. \_\_\_\_\_ I just want to do my job and not be bothered.
  14. \_\_\_\_\_ I have become more cynical about whether my work contributes anything.
  15. \_\_\_\_\_ I doubt the significance of my work.
  16. \_\_\_\_\_ At my work, I feel confident that I am effective at getting things done.
- 

(Administrative use only)

EX Total score: \_\_\_\_\_

CY Total score: \_\_\_\_\_

PE Total score: \_\_\_\_\_

EX Average score: \_\_\_\_\_

CY Average score: \_\_\_\_\_

PE Average score: \_\_\_\_\_

## MBI - General Survey for Students

Wilmar B. Schaufeli, Michael P. Leiter, Christina Maslach & Susan E. Jackson

*The purpose of this survey is to discover how university students view their studies, and their reactions to their academic work.*

**Instructions:** On the following page are 16 statements of university-related feelings. Please read each statement carefully and decide if you ever feel this way about *your* academic work. If you have *never* had this feeling, write the number “0” (zero) in the space before the statement. If you have had this feeling, indicate *how often* you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

### Example:

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

How often 0-6	Statement:
------------------	------------

---

1. \_\_\_\_\_ I feel depressed by my studies.

If you never feel depressed by your studies, you would write the number “0” (zero) under the heading “How often.” If you rarely feel depressed by your studies, (a few times a year or less), you would write the number “1.” If your feelings of being depressed by your studies are fairly frequent (a few times a week but not daily), you would write the number “5.”

## MBI - General Survey for Students

---

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

How Often  
0-6

Statements:

- 
- \_\_\_\_\_ I feel emotionally drained by my studies.
  - \_\_\_\_\_ I feel used up at the end of the day at the university.
  - \_\_\_\_\_ I feel tired when I get up in the morning and have to face another day at the university.
  - \_\_\_\_\_ Attending classes all day is really a strain for me.
  - \_\_\_\_\_ I can effectively solve the problems that arise in my studies.
  - \_\_\_\_\_ I feel burned out from my studies.
  - \_\_\_\_\_ I feel I am making an effective contribution in class.
  - \_\_\_\_\_ I have become less interested in my studies since my enrollment.
  - \_\_\_\_\_ I have become less enthusiastic about my studies.
  - \_\_\_\_\_ In my opinion, I am a good student.
  - \_\_\_\_\_ I feel exhilarated when I accomplish something at the university.
  - \_\_\_\_\_ I have accomplished many worthwhile things in my studies.
  - \_\_\_\_\_ I just want to get my work done and not be bothered.
  - \_\_\_\_\_ I have become more cynical about whether my university work contributes anything.
  - \_\_\_\_\_ I doubt the significance of my studies.
  - \_\_\_\_\_ While working at the university, I feel confident that I am effective at getting things done.
- 

(Administrative use only)

EX Total score: \_\_\_\_\_ CY Total score: \_\_\_\_\_ PE Total score: \_\_\_\_\_

EX Average score: \_\_\_\_\_ CY Average score: \_\_\_\_\_ PE Average score: \_\_\_\_\_

## MBI – General Survey and General Survey for Students Scoring Key Exhaustion (EX) Subscale

**Directions:** Line up this scoring key with the MBI survey form. Sum the survey responses on EX items # 1, 2, 3, 4, and 6 that correspond to the unshaded areas on this scoring key. Enter this EX total score on the survey form. Divide the EX total score by the number of answered EX items for an EX average score. Research usually reports the average score.

How Often 0-6	
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____
8.	_____
9.	_____
10.	_____
11.	_____
12.	_____
13.	_____
14.	_____
15.	_____
16.	_____

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## MBI – General Survey and General Survey for Students Scoring Key Cynicism (CY) Subscale

**Directions:** Line up this scoring key with the MBI survey form. Sum the survey responses on CY items # 8, 9, 13, 14, and 15 that correspond to the unshaded areas on this scoring key. Enter this CY total score on the survey form. Divide the CY total score by the number of answered CY items for a CY average score. Research usually reports the average score.

How Often 0-6
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____

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## MBI – General Survey and General Survey for Students Scoring Key Professional Efficacy (PE) Subscale

**Directions:** Line up this scoring key with the MBI survey form. Sum the survey responses on PE items # 5, 7, 10, 11, 12, and 16 that correspond to the unshaded areas on this scoring key. Enter this PE total score on the survey form. Divide the PE total score by the number of answered PE items for a PE average score. Research usually reports the average score.

How Often 0-6	
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____
8.	_____
9.	_____
10.	_____
11.	_____
12.	_____
13.	_____
14.	_____
15.	_____
16.	_____

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Indiquez la fréquence à laquelle vous ressentez ce qui est décrit à chaque phrase en encerclant le chiffre correspondant. Si vous ne le ressentez pas du tout, encerclez le chiffre "0" et continuez avec la phrase suivante.

<b>Fréquence :</b>	jamais	quelques fois par année ou moins	une fois par mois ou moins	quelques fois par mois	une fois par semaine	quelques fois par semaine	chaque jour
	0	1	2	3	4	5	6

	<b>Fréquence</b>						
1. Je me sens émotionnellement accaparé(e) par mon travail.	0	1	2	3	4	5	6
2. Je me sens à bout à la fin d'une journée de travail.	0	1	2	3	4	5	6
3. Je me sens fatigué(e) lorsque je me lève le matin et que j'ai à affronter une autre journée de travail.	0	1	2	3	4	5	6
4. Je peux comprendre facilement ce que mes patients ressentent.	0	1	2	3	4	5	6
5. Je sens que je traite certains patients de façon impersonnelle, comme s'ils étaient des objets.	0	1	2	3	4	5	6
6. Travailler chaque jour avec des patients, c'est vraiment un fardeau pour moi.	0	1	2	3	4	5	6
7. Je prends en charge avec efficacité les problèmes de mes patients.	0	1	2	3	4	5	6
8. Je me sens épuisé(e) psychologiquement par à mon travail.	0	1	2	3	4	5	6
9. Je pense que, grâce à mon travail j'ai une influence positive sur la vie de mes patients.	0	1	2	3	4	5	6
10. Je suis devenu(e) plus dur(e) envers les gens depuis que j'ai cet emploi.	0	1	2	3	4	5	6
11. Je crains que ce travail ne me rende moins sensible.	0	1	2	3	4	5	6
12. Je me sens très énergique.	0	1	2	3	4	5	6
13. Je me sens frustré(e) par mon travail.	0	1	2	3	4	5	6
14. Je sens que je travaille trop durement à mon emploi.	0	1	2	3	4	5	6
15. Je ne me fais pas vraiment de souci pour ce qui arrive à quelques-uns de mes patients.	0	1	2	3	4	5	6
16. Travailler directement avec des patients me stresse trop.	0	1	2	3	4	5	6
17. Je peux facilement créer une atmosphère détendue avec mes patients.	0	1	2	3	4	5	6
18. Je me sens épanoui(e) lorsque j'ai travaillé étroitement avec mes patients.	0	1	2	3	4	5	6
19. J'ai accompli beaucoup de choses utiles dans ce travail.	0	1	2	3	4	5	6
20. Je me sens comme si j'étais au bout du rouleau.	0	1	2	3	4	5	6
21. Dans mon travail, je traite les problèmes émotionnels très calmement.	0	1	2	3	4	5	6
22. Je sens que mes patients me reprochent certains de leurs problèmes.	0	1	2	3	4	5	6

	Jamais	Quelques fois par an au maximum	Une fois par mois au maximum	Plusieurs fois par mois	Une fois par semaine	Plusieurs fois par semaine	Tous les jours
1. Je me sens envahi émotionnellement par mon travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
2. Je me sens épuisé à la fin de ma journée de travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
3. Je me sens fatigué quand je me lève le matin et que je dois faire face à une autre journée de travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
4. Je peux facilement comprendre comment mes patients ressentent les choses.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
5. J'ai l'impression que je soigne des patients comme s'ils étaient des objets et non des personnes.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
6. Travailler avec des personnes toute la journée est vraiment une contrainte pour moi.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
7. Je traite efficacement les problèmes de mes patients.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
8. Je me sens totalement épuisé par mon travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
9. Je sens que j'influence vraiment la vie des autres personnes.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
10. Je suis devenu plus distant avec les gens depuis que j'ai commencé ce travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
11. Je crains que ce travail endurecisse mes émotions.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
12. Je me sens plein d'énergie.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
13. Je me sens frustré par mon travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
14. Je trouve que je travaille trop dans mon travail	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
15. Je ne m'inquiète pas vraiment de ce qui arrive à certains patients.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
16. Travailler directement avec des personnes m'occasionne trop de stress.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
17. Je peux facilement créer une atmosphère de tranquillité avec mes patients.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
18. J'accomplis beaucoup de choses valables dans ce travail.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
19. Je me sens vivifié après avoir travaillé étroitement avec mes patients.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
20. Je me sens au bout du rouleau.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
21. Dans mon travail, je traite très calmement les problèmes émotionnels.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
22. Je sens que des patients me reprochent certains de leurs problèmes.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

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**Les déclarations qui suivent portent sur votre expérience professionnelle. Veuillez accorder à chaque affirmation la valeur (chiffre allant de 0 à 6) qui correspond le mieux à votre perception. Les chiffres correspondent aux valeurs suivantes**

0 = <i>jamais</i>	1 = <i>sporadiquement quelques fois par an ou moins</i>	2 = <i>de temps en temps, une fois par mois ou moins</i>	3 = <i>régulièrement, quelques fois par mois</i>	4 = <i>souvent, une fois par semaine</i>	5 = <i>très souvent, plusieurs fois par semaine</i>	6 = <i>toujours, chaque jour</i>
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	Jamais	sporadique	De temps en temps	Régulièrement	Souvent	Tres souvent	Toujours
1. Je me sens émotionnellement épuisé(e) par mon travail	0	1	2	3	4	5	6
2. Je me sens vidé(e) à la fin d'une journée de travail	0	1	2	3	4	5	6
3. Je ressens de la fatigue en envisageant une nouvelle journée de travail	0	1	2	3	4	5	6
4. Je peux facilement comprendre le ressenti de mes usagers	0	1	2	3	4	5	6
5. J'ai le sentiment que je traite certains usagers de manière trop impersonnelle	0	1	2	3	4	5	6
6. Être en contact toute la journée avec d'autres personnes est une charge de travail	0	1	2	3	4	5	6
7. Je sais prendre en charge les problèmes de mes usagers de manière efficace	0	1	2	3	4	5	6
8. Je me sens épuisé(e) par mon travail	0	1	2	3	4	5	6
9. J'ai l'impression que j'influence positivement la vie des autres par mon travail	0	1	2	3	4	5	6
10. J'ai l'impression que je suis devenu(e) plus indifférent(e) à l'égard des autres personnes depuis que j'exerce ce travail	0	1	2	3	4	5	6
11. Je crains que mon travail ne me rende plus dur, émotionnellement, plus insensible	0	1	2	3	4	5	6
12. Je me sens plein(e) d'énergie	0	1	2	3	4	5	6
13. Je me sens frustré(e) par mon travail	0	1	2	3	4	5	6
14. Je pense que je m'investis trop dans mon travail	0	1	2	3	4	5	6

### TA-298 – MBI-HSS – French

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15. Ce qui arrive à certains usagers me laisse indifférent(e)	0	1	2	3	4	5	6
16. Travailler avec d'autres personnes me stresse trop	0	1	2	3	4	5	6
17. Je peux facilement créer une atmosphère détendue avec mes usagers	0	1	2	3	4	5	6
18. Travailler avec des usagers me stimule	0	1	2	3	4	5	6
19. J'ai accompli beaucoup de choses intéressantes dans le cadre de ce travail	0	1	2	3	4	5	6
20. Je me sens au bout du rouleau	0	1	2	3	4	5	6
21. Je gère calmement les problèmes émotionnels dans mon travail	0	1	2	3	4	5	6
22. J'ai le sentiment que certains usagers me reprochent leurs problèmes	0	1	2	3	4	5	6

### TA-298 – MBI-HSS – French

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Jamais	Quelques fois par année ou moins	Une fois par mois ou moins	Quelques fois par mois	Une fois par semaine	Quelques fois par semaine	Chaque jour
0	1	2	3	4	5	6

1. Je me sens émotionnellement vidé(e) par mon travail.
2. Je suis exténué(e) à la fin de ma journée de travail.
3. Lorsque je me réveille, je me sens fatigué(e) à l'idée d'avoir à faire face à une autre journée de travail.
4. Travailler toute la journée est vraiment éprouvant pour moi.
5. Je suis capable de résoudre de façon efficace les problèmes que je rencontre dans mon travail.
6. Je me sens épuisé(e) par mon travail.
7. J'estime que j'apporte une véritable contribution au sein de mon entreprise/institution.
8. Je suis moins intéressé(e) par mon travail que je ne l'étais au début.
9. Mon travail m'enthousiasme moins qu'avant.
10. De mon point de vue, je fais du bon travail.
11. Je me sens stimulé(e) quand je mène à bien une tâche professionnelle.
12. J'ai accompli plusieurs choses utiles à ce poste.
13. Au travail, je veux juste faire ce qui est attendu de moi et rien de plus.
14. Je suis devenu(e) plus sceptique quant à l'utilité de mon travail.
15. Je doute de l'importance du travail que j'effectue.
16. Dans mon travail, j'ai confiance en ma capacité à faire avancer les choses efficacement.

### TA-675 – MBI-GS – French

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**MBI - Human Services Survey - MBI-HSS:**

I feel emotionally drained from my work.  
I have accomplished many worthwhile things in this job.  
I don't really care what happens to some recipients.

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**MBI - Human Services Survey for Medical Personnel - MBI-HSS (MP):**

I feel emotionally drained from my work.  
I have accomplished many worthwhile things in this job.  
I don't really care what happens to some patients.

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**MBI - Educators Survey - MBI-ES:**

I feel emotionally drained from my work.  
I have accomplished many worthwhile things in this job.  
I don't really care what happens to some students.

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Cont'd on next page

**MBI - General Survey - MBI-GS:**

I feel emotionally drained from my work.  
In my opinion, I am good at my job.  
I doubt the significance of my work.

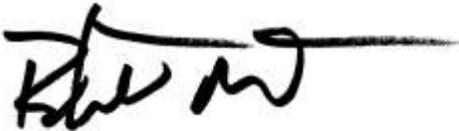
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**MBI - General Survey for Students - MBI-GS (S):**

I feel emotionally drained by my studies.  
In my opinion, I am a good student.  
I doubt the significance of my studies.

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Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Most', with a long horizontal line extending to the right.

Robert Most  
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