

## **Appendix A. Maslach Burnout Inventory (MBI)**

The Maslach Burnout Inventory (MBI) is the most commonly used tool to assess the risk of burnout which was developed by Christina Maslach (1981). The validity and reliability study of this inventory made by Ergin (1993) in Turkey.

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Maslach C, Jackson SE. The measurement of experienced burnout. J Organ Behav., 1981;2:99–113.

Ergin C. Adaptation and Validity of MBI for Measuring Burnout Among Turkish Physicians and Nurses, 7th National Psychology Congress, Bayraktar R (ed.), Turkish Psychologists Association: Ankara D. İ., 1993; 143–154. (in Turkish).

### **Maslach Burnout Inventory (MBI)**

The inventory consists of 22 questions which have five graded Likert-type answers. To determine the risk of burnout, the MBI explores three sub-scales: emotional exhaustion, depersonalization and personal accomplishment.

A high score in the first and third sections and a low score in the second section may indicate burnout.

Questions	Never	Rarely	Sometimes	Frequently	Always
<b>I. Emotional Exhaustion</b>					
I feel emotionally drained from my work	0	1	2	3	4
I feel used up at the end of the workday	0	1	2	3	4
I feel fatigued when I get up in the morning and have to face another day on the job	0	1	2	3	4
Working with people all day is really a strain for me	0	1	2	3	4
I feel burned out from my work	0	1	2	3	4
I feel frustrated by my job	0	1	2	3	4
I feel I'm working too hard on my job	0	1	2	3	4
Working with people directly puts too much stress on me	0	1	2	3	4
I feel like I'm at the end of my rope	0	1	2	3	4
<b>II. Personal Accomplishment</b>					
I can easily understand how my recipients feel about things	0	1	2	3	4
I deal very effectively with the problems of my recipients	0	1	2	3	4
I feel I'm positively influencing other people's lives through my work	0	1	2	3	4
I feel very energetic	0	1	2	3	4
I can easily create a relaxed atmosphere with my recipients	0	1	2	3	4
I feel exhilarated after working closely with my recipients	0	1	2	3	4
I have accomplished many worthwhile things in this job	0	1	2	3	4
In my work, I deal with emotional problems very calmly	0	1	2	3	4
<b>III. Depersonalization</b>					
I feel I treat some recipients as if they were impersonal 'objects'	0	1	2	3	4
I've become more callous toward people since I took this job	0	1	2	3	4
I worry that this job is hardening me emotionally	0	1	2	3	4
I don't really care what happens to some recipients	0	1	2	3	4
I feel recipients blame me for some of their problems	0	1	2	3	4