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Contact Maslach Burnout InventoryPurposeintrospective psychological inventory pertaining to occupational burnout The Maslach Burnout Inventory (MBI) is a psychological assessment instrument comprising 22 symptom items pertaining to occupational burnout.[1] The original form of the MBI was developed by Christina Maslach and Susan E. Jackson with the goal of assessing an individual's experience of burnout.[2] The instrument takes 10 minutes to complete.[3] The MBI measures three dimensions of burnout: emotional exhaustion, depersonalization,[a] and personal accomplishment.[1] Following the publication of the MBI in 1981, new versions of the MBI were gradually developed to apply to different groups and different settings.[1] There are now five versions of the MBI: Human Services Survey (MBI-HSS), Human Services Survey for Medical Personnel (MBI-HSS (MP)), Educators Survey (MBI-ES), General Survey (MBI-GS),[4] and General Survey for Students (MBI-GS (S)).[1] Two meta-analyses of primary studies that report sample-specific reliability estimates for the three MBI scales found that emotional exhaustion scale has good enough reliability; however, reliability is problematic regarding depersonalization and personal accomplishment scales.[5][6] Research based on the job demands-resources (JD-R) model [7] indicates that the emotional exhaustion, the core of burnout, is directly related to demands and inversely related to the extensiveness of resources.[8][9][10] The MBI has been validated for human services populations,[11][12][13][14] educator populations,[15][16][17] and general work populations.[18][19][20][21][22] The MBI is often combined with the Areas of Worklife Survey (AWS) to assess levels of burnout and worklife context.[23] Uses of the Maslach Burnout Inventory[3] Assess professional burnout in human service, education, business, and government professions. Assess and validate the three-dimensional structure of burnout. Understand the nature of burnout for developing effective interventions. Maslach Burnout Inventory Scales[1] Emotional Exhaustion (EE) The 9-item Emotional Exhaustion (EE) scale measures feelings of being emotionally overextended and exhausted by one's work. Higher scores correspond to greater experienced burnout. This scale is used in the MBI-HSS, MBI-HSS (MP), and MBI-ES versions. The MBI-GS and MBI-GS (S) use a shorter 5-item version of this scale called "Exhaustion". Depersonalization (DP) The 5-item Depersonalization (DP) scale measures an unfeeling and impersonal response toward recipients of one's service, care, treatment, or instruction. Higher scores indicate higher degrees of experienced burnout. This scale is used in the MBI-HSS, MBI-HSS (MP) and the MBI-ES versions. Personal Accomplishment (PA) The 8-item Personal Accomplishment (PA) scale measures feelings of competence and successful achievement in one's work. Lower scores correspond to greater experienced burnout. This scale is used in the MBI-HSS, MBI-HSS (MP), and MBI-ES versions. Cynicism The 5-item Cynicism scale measures an indifference or a distance attitude towards one's work. It is akin to the Depersonalization scale. The cynicism measured by this scale is a coping mechanism for distancing oneself from exhausting job demands. Higher scores correspond to greater experienced burnout. This scale is used in the MBI-GS and MBI-GS (S) versions. Professional Efficacy The 6-item Professional Efficacy scale measures feelings of competence and successful achievement in one's work. It is akin to the Personal Accomplishment scale. This sense of personal accomplishment emphasizes effectiveness and success in having a beneficial impact on people. Lower scores correspond to greater experienced burnout. This scale is used in the MBI-GS and MBI-GS (S) versions. Forms of the Maslach Burnout Inventory[1] The MBI has five validated forms composed of 16-22 items to measure an individual's experience of burnout. Maslach Burnout Inventory - Human Services Survey (MBI-HSS) The MBI-HSS consists of 22 items and is the original and most widely used version of the MBI. It was designed for professionals in human services and is appropriate for respondents working in a diverse array of occupations, including nurses, physicians, health aides, social workers, health counselors, therapists, police, correctional officers, clergy, and other fields focused on helping people live better lives by offering guidance, preventing harm, and ameliorating physical, emotional, or cognitive problems. The MBI-HSS scales are Emotional Exhaustion, Depersonalization, and Personal Accomplishment. Maslach Burnout Inventory - Human Services Survey for Medical Personnel (MBI-HSS (MP)) The MBI-HSS (MP) is a variation of the MBI-HSS adapted for medical personnel. The most notable alteration is this form refers to "patients" instead of "recipients". The MBI-HSS (MP) scales are Emotional Exhaustion, Depersonalization, and Personal Accomplishment. Maslach Burnout Inventory - Educators Survey (MBI-ES) The MBI-ES consists of 22 items and is a version of the original MBI for use with educators. It was designed for teachers, administrators, other staff members, and volunteers working in any educational setting. This form was formerly known as MBI-Form Ed. The MBI-ES scales are Emotional Exhaustion, Depersonalization, and Personal Accomplishment. Maslach Burnout Inventory - General Survey (MBI-GS) The MBI-GS consists of 16 items and is designed for use with occupational groups other than human services and education, including those working in jobs such as customer service, maintenance, manufacturing, management, and most other professions. The MBI-GS scales are Exhaustion, Cynicism, and Professional Efficacy. Maslach Burnout Inventory - General Survey for Students (MBI-GS (S)) The MBI-GS (S) is an adaptation of the MBI-GS designed to assess burnout in college and university students. It is available for use but its psychometric properties are not yet documented. The MBI-GS (S) scales are Exhaustion, Cynicism, and Professional Efficacy. Scoring the Maslach Burnout Inventory All MBI items are scored using a 7 level frequency ratings from "never" to "daily." The MBI has three component scales: emotional exhaustion (9 items), depersonalization (5 items) and personal achievement (8 items). Each scale measures its own unique dimension of burnout. Scales should not be combined to form a single burnout scale. Maslach, Jackson, and Leiter[1] described item scoring from 0 to 6. There are score ranges that define low, moderate and high levels of each scale based on the 0-6 scoring. The 7-level frequency scale for all MBI scales is as follows: Never (0) A few times a year or less (1) Once a month or less (2) A few times a month (3) Once a week (4) A few times a week (5) Every day (6) Examples of use The Maslach Burnout Inventory has been used in a variety of studies to study burnout, including with health professionals[24] [25] and teachers.[26][27] Notes ^ The term "depersonalization" as used by Maslach and Jackson should not be confused with the same term used in psychiatry and clinical psychology as a hallmark of dissociative disorder. References ^ a b c d e f g Maslach, C.; Jackson, S.E.; Leiter, M.P. (1996–2016). Maslach Burnout Inventory Manual (Fourth ed.). 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British Journal of Educational Psychology. 72 (2): 227–243. doi:10.1348/000709902158865. hdl:1820/1221. PMID 12028610. ^ Milioni, Taciano L.; Denny, Simon; Ameratunga, Shanthy; Robinson, Elizabeth; Merry, Sally (2007). "Burnout and Wellbeing: Testing the Copenhagen Burnout Inventory in New Zealand Teachers". Social Indicators Research. 89: 169–177. doi:10.1007/s11205-007-9229-9. S2CID 144387347. Retrieved from " In psicologia, il Maslach Burnout Inventory (MBI) è un questionario di 22 item, ognuno con 6 gradi di risposta su scala Likert[1], atto a valutare il livello di burn-out di un individuo. Il test è stato sviluppato nel 1981 da Christina Maslach e Susan Jackson. Descrizione L'MBI è un questionario multidimensionale che affronta tre diversi campi della professionalità: esaurimento emotivo; depersonalizzazione: ridotta realizzazione personale. Originariamente era rivolto alle professioni di aiuto, ovvero quelle mansioni che contemplano una notevole interazione emotiva tra l'operatore e l'utente (ad es. psicologi, operatori sociali e del volontariato, insegnanti, medici, ecc.), ma nel tempo il suo utilizzo si è ampliato verso tutti quei lavori e professioni che richiedono un costante contatto con il pubblico o con persone in stato di bisogno, riabilitazione e segregazione, producendo "fenomeni di stress e burnout che si verificano anche fra il personale di custodia nelle istituzioni segreganti e riabilitative"[2]. Il modello che scaturisce dal MBI, viene anche definito "modello Maslach".[3] Una evoluzione della scala MBI è l'Organizational Checkup System (OCS) di Michael Leiter e Christina Maslach,[4] un test costituito da 68 item che, oltre ad indagare le cause del burnout quale obiettivo del precedente MBI, cerca di individuare le strategie lavorative più adeguate per il soggetto, affinché egli possa evitare e superare le cause stressogene che conducono al burnout. Punteggi e domande del MBI 0 = MAI 1 = QUALCHE VOLTA ALL'ANNO 2 = UNA VOLTA AL MESE O MENO 3 = QUALCHE VOLTA AL MESE 4 = UNA VOLTA ALLA SETTIMANA 5 = QUALCHE VOLTA ALLA SETTIMANA 6 = OGNI GIORNO 1. Mi sento emotivamente sfinito dal mio lavoro. 2. Mi sento sfinito alla fine della giornata. 3. Mi sento stanco quando mi alzo alla mattina e devo affrontare un'altra giornata di lavoro. 4. Posso capire facilmente come la pensano i miei pazienti. 5. Mi pare di trattare alcuni pazienti come se fossero degli oggetti. 6. Mi pare che lavorare tutto il giorno con la gente mi pesi. 7. Affronto efficacemente i problemi dei pazienti. 8. Mi sento esaurito dal mio lavoro. 9. Credo di influenzare positivamente la vita di altre persone attraverso il mio lavoro. 10. Da quando ho cominciato a lavorare ci sono diventato più insensibile con la gente. 11. Ho paura che questo lavoro mi possa indurire emotivamente. 12. Mi sento pieno di energie. 13. Sono frustrato dal mio lavoro. 14. Credo di lavorare troppo duramente. 15. Non mi importa veramente di ciò che succede ad alcuni pazienti. 16. Lavorare direttamente a contatto con la gente mi crea troppa tensione. 17. Riesco facilmente a rendere i pazienti rilassati e a proprio agio. 18. Mi sento rallegrato dopo aver lavorato con i pazienti. 19. Ho realizzato molte cose di valore nel mio lavoro. 20. Sento di non farcela più. 21. Nel mio lavoro affronto i problemi emotivi con calma. 22. Ho l'impressione che i pazienti diano la colpa a me per i loro problemi. Note ^ Maslach C., Jackson S.E., (1981) MBI: Maslach Burnout Inventory. Consulting Psychologists Press, Palo Alto, CA (tr. it. a cura di Sirigatti S., Stefanile S., (1993) MBI Maslach Burnout Inventory. Adattamento italiano. O.S. Organizzazioni Speciali, Firenze). ^ Boccadoro L., Carulli S., (2008) Il posto dell'amore negato. Edizioni Tecnoprint, Ancona. ISBN 978-88-95554-03-7 ^ Maslach C., Leiter M.P., (1997) The truth about burnout: How organizations cause personal stress and what to do about it. Jossey-Bass, San Francisco (tr. it.: Burnout e organizzazione: Modificare i fattori strutturati della motivazione al lavoro. Erickson, Trento, 2000). ^ Leiter M.P., Maslach C., (2000) Preventing burnout and building engagement. Jossey-Bass, San Francisco (tr. it.: OCS Organizational Checkup System. Come prevenire il burnout e costruire l'impegno. O.S. Organizzazioni Speciali, Firenze, 2005). Bibliografia Christina Maslach e Susan Jackson, MBI. 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