Maslach Burnout Inventory (MBI)

by James Lani

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The Maslach Burnout Inventory (MBI) has been recognized for more than a decade as the leading measure of burnout, incorporating the extensive research that has been conducted in the more than 25 years since its initial publication. The MBI includes three questionnaires – the Human Services Survey, the General Survey, and the one this report is on, the Educators Survey.

The MBI Surveys address three general scales:

- **Emotional exhaustion** measures feelings of being emotionally overextended and exhausted by one's work
- **Depersonalization** measures an unfeeling and impersonal response toward recipients of one's service, care treatment, or instruction
- **Personal accomplishment** measures feelings of competence and successful achievement in one's work

The ES evaluates three dimensions of burnout in education, including teacher, aides, and administrators. This instrument is very similar to the HSS, expect that is specifically deals with educative administrative stress in relation to students.

Formatting for the ES is a 22-item survey which uses a 7-point scale for responses. An answer can range from “Never” to Every day.”

**Author**

Maslach, Christina; Jackson, Susan E.; Leiter, P. Michael; Schaufeli, Wilmar B., 1996.

**Reliability and Validity**

Several studies carried out by Iwanicki & Schwab (1981) and Gold (1984) support reliability such as the three-factor structure and internal reliability. Cronbach alpha ratings of 0.90 for emotional exhaustion, 0.76 Depersonalization, and 0.76 for Personal accomplishment were reported by Schwab; very similar ratings were reported by Gold. Time periods of a few weeks, 3 months, and 1 year were used for test-retest reliability. Scores in the few week range were the highest (.60-.82) whereas scores in the year range were the lowest (0.54-0.60). The test manual covers validity for the MPI by noting patterns that appear again in the field. For example, male teachers score higher then female in the depersonalization scale, which is consistent with other helping professions.
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You can learn more about the MBI or purchase at the website of our preferred partner, MindGarden.com.

About Mind Garden, Inc.

Mind Garden is an independent psychological publishing company of leadership, coping, anxiety and many other assessments and developmental materials. Since 1994, Mind Garden has sought to preserve and grow important psychological assessments. Mind Garden has an array of services related to online access and scoring of instruments.

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Dissertations Using the Maslach Burnout Inventory

Below is a list of dissertations using the MBI. The full version of these dissertations can be found using ProQuest.


Hunnibell, L. S. (2006). Self-transcendence and the three aspects of burnout syndrome in hospice and oncology nurses. Case Western Reserve University (Health Sciences)).

clinical employees in nursing homes. Southern Illinois University at Carbondale).


**References**


Schaufeli, W. B., Maslach, C., & Marek, T. (Eds.) (1993), *Professional burnout: Recent developments in theory and research*. Washington, DC. [View](#)

**Journals**