

# **Maslach Burnout Inventory**

## **General Survey™**

### **Individual Report**

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Prepared on December 19, 2016 for:  
**Sample Participant**

You completed your evaluation at 7:00 pm EST on December 31, 1969.



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# 1. Introduction

This report reviews your results from the *Maslach Burnout Inventory General Survey™* (MBI-GS). The scales in the MBI-GS focus on your feelings and how frequently you might feel Exhaustion, Cynicism, and a sense of Professional Efficacy.

## Why is Burnout Important?

Burnout is more than feeling blue, it is a chronic state of being out of sync at work and it can be a significant problem in your life.

*Burnout is lost energy.* You feel constantly overwhelmed, stressed and exhausted. You may try to get away from it for awhile but when you come back it is as bad as ever. You feel demands that are far more than you are able to give.

*Burnout is lost enthusiasm.* Your original passion for your job has faded and been replaced by cynicism. Your job "rubs you the wrong way" and feels like a burden and a chore. Rather than doing your best, you may put in the bare minimum.

*Burnout is lost confidence.* Without energy and active involvement in your work, it is hard to keep motivated. The less effective you feel, the more you will have nagging doubts about your self-worth and professional efficacy.

Burnout is important as it is related to physical health and mental well-being. When job performance declines, you become less effective with co-workers. Your negative attitudes may spill over into relationships with family and friends, making your entire world less bright.

## Getting the Most Out of Your Report

Consider the results in the context of the relationship between yourself and your organization. To improve your relationship, you need to take responsibility for working toward solutions yourself. This report will give you an understanding of your current state of burnout as reported, and it will provide suggestions for coping with burnout.

## 2. The Maslach Burnout Inventory - General Survey - MBI-GS

The MBI-GS scales are described below.

**Exhaustion** measures feelings of being emotionally overextended and exhausted by one's work. Exhaustion is a depletion of emotional energy, distinct from physical exhaustion or mental fatigue. Exhaustion is a clear signal of distress in emotionally demanding work. An example item from this scale is "I feel emotionally drained from my work."

**Cynicism** measures an indifference or a distant attitude towards your work. The cynicism measured by this scale is a coping mechanism for distancing oneself from exhausting job demands. An example item is "I doubt the significance of my work."

**Professional Efficacy** measures feelings of competence and successful achievement in one's work. This sense of personal accomplishment emphasizes effectiveness and success in having a beneficial impact on people. An example item is "In my opinion, I am good at my job."

### 3. How You Rated Yourself

Your frequency ratings for each of the MBI-GS scales are shown below:

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



Note: Higher Exhaustion and Cynicism contribute to higher burnout, while Professional Efficacy reduces burnout.

### Frequency Scores of Your Group

Your group's ratings for each of the MBI-GS scales are shown below.

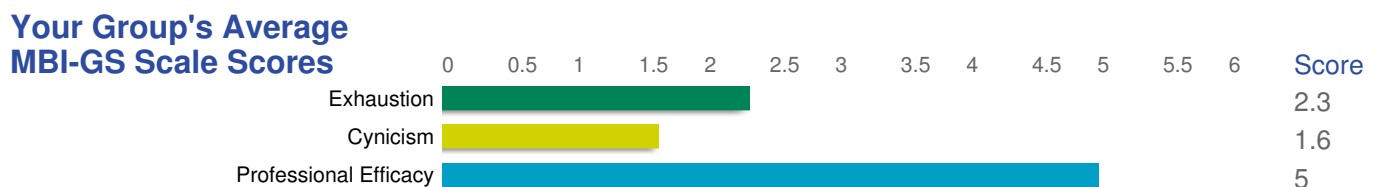
#### Your Group Frequency Scores

**Population Group:** Preview Norm

**Number of participants in this norm:** 20

**Campaigns included in this norm:**

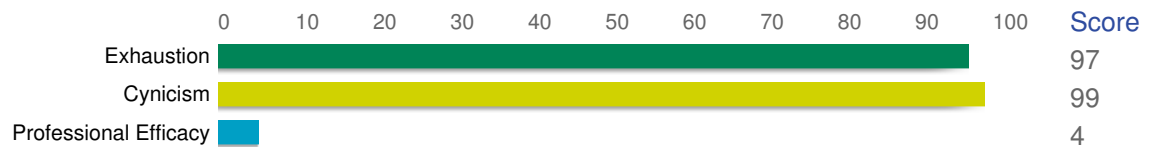
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## 4. How You Rated Yourself on Burnout Compared to Norms

Your percentile scores for the three MBI-GS scales compared to a general population of 19,000+ people across diverse occupations are shown below. Percentile means that this percentage of people rated themselves as having less frequency of that scale topic. Thus, a lower score on Exhaustion or Cynicism would be indicative of **less** burnout whereas a lower score on Professional Efficacy would mean **more** burnout. For example, scoring in the 92nd percentile on Exhaustion means that 92% of people rated themselves as having Exhaustion less frequently than you did.

### Your MBI-GS Percentile Scores



If your Exhaustion percentile score is 90 or above, you should take action to reduce burnout.

If your Cynicism percentile score is 90 or above, you should take action to reduce burnout.

If your Professional Efficacy percentile score is 10 or below, you should take action to reduce burnout.

## Your Percentile Scores Compared to Your Group

Following are your percentile scores for the MBI-GS scales compared to the average percentile for your group. For example, scoring in the 72nd percentile on Exhaustion means that 72% of the people in your group rated themselves as having Exhaustion less frequently than you did. The percentiles apply to Cynicism and Professional Efficacy in the same way.

### Your Group

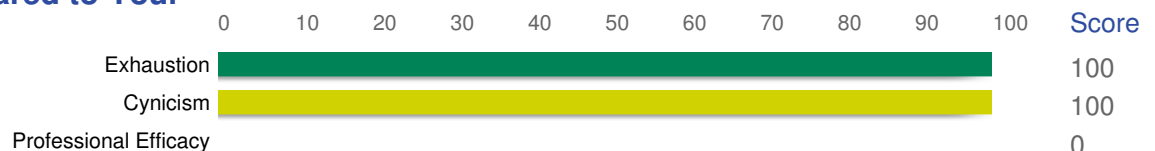
**Population Group:** Preview Norm

**Number of participants in this norm:** 20

**Campaigns included in this norm:**

Preview Campaign

### Your MBI-GS Percentile Scores Compared to Your Group



## 5. General Guidance: Making Sense of Your Results

This report presents your results on the three *Maslach Burnout Inventory* (MBI-GS) scales. In order to track and make sense of this information, you may wish to consider your results in three separate but related phases.

**Phase I: What Does the Data Say?** This crucial first phase of your process is devoted to data gathering and collecting. Resist the temptation to rush through or gloss over this phase to see your bottom-line results. Instead, try to stay as impartial and objective as you can. Ask yourself the following questions:

- How did you rate yourself on the various MBI-GS scales?
- Were your self-ratings similar to or different from what you expected?
- If so, were the differences large or small?
- How do your percentile scores compare to those of your norm group? Are they higher or lower?

In this first phase, stick to the data as closely as you can. Look for trends, consistencies, and inconsistencies.

**Phase II: What Does the Data Mean?** The second phase of your process is concerned with making sense of your numbers. This is the interpretive step of the process that requires you to drill down to answer the question: what are the implications of my results, if they are true? It is at this second interpretive phase that you should initially consider and evaluate whether your results are favorable or possibly unfavorable, important or trivial, accurate or misleading.

**Phase III: What you can do about burnout.** Begin by assembling a list of key issues, according to your MBI-GS Report. Against this context of your sense of your Exhaustion, Cynicism, and Professional Efficacy, what might be one or two key opportunities to improve your situation? There are many things you can do to decrease burnout if you are experiencing it:

- See the following sections of this report: "6. Some Responses to Burnout", "7. General Guidance: Can You Make It Better?", and "8. Suggestions for Reducing Job Stress."
- To take action on burnout, this report is best used in conjunction with the book *Banishing Burnout: Six Strategies for Improving Your Relationship with Work* by Michael P. Leiter and Christina Maslach published by Wiley: Jossey-Bass, [www.wiley.com](http://www.wiley.com).
- You can take the *Areas of Worklife Survey* (available through Mind Garden) which will provide suggestions for changing work environment to decrease burnout.

## 6. Some Responses to Burnout

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## 7. General Guidance: Can You Make It Better?

When your work situation is not all that you want it to be, there is a natural tendency to seek out what is wrong and point the finger of blame, either at yourself or at the organization. Although there may be some cathartic good that comes from assigning blame, it is not a good strategy for improving a troubled relationship.

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[www.wiley.com](http://www.wiley.com)

You may also wish to purchase the *Areas of Worklife Survey*, to explore which areas of your environment may be causing a mismatch.

## 8. Suggestions for Reducing Job Stress

If you are working on decreasing your frequency of burnout through coping and changing your relationship with your work, some immediate suggestions for reducing job stress are listed below:

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## 9. All Items by Scale

Your scores on all MBI-GS items are listed below by scale. Within each scale, the items are sorted by frequency score in order of possible contribution to burnout: Exhaustion and Cynicism scale items are listed from higher to lower frequency; Professional Efficacy scale items are listed from lower to higher frequency.

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

### Exhaustion

Score	Scale	Item
6	Exhaustion Score	I feel emotionally drained from my work.
5	Exhaustion Score	
5	Exhaustion Score	
5	Exhaustion Score	
5	Exhaustion Score	

Complete information appears in actual report

## 9. All Items by Scale (cont.)

### Cynicism

Score	Scale	Item
6	Cynicism Score	I doubt the significance of my work.
5	Cynicism Score	
5	Cynicism Score	
5	Cynicism Score	
5	Cynicism Score	

Complete information appears in actual report

## 9. All Items by Scale (cont.)

### Professional Efficacy

Score	Scale	Item
0	Professional Efficacy Score	In my opinion, I am good at my job.
1	Professional Efficacy Score	
2	Professional Efficacy Score	
3	Professional Efficacy Score	Complete information appears in actual report
4	Professional Efficacy Score	
5	Professional Efficacy Score	