

# Maslach Burnout Inventory Questionnaire Scoring

Maslach Burnout Inventory Christina Maslach, PhD, discusses “Burnout: An Overview” SDS 622: Burnout: Causes and Solutions — with Christina Maslach Identifying \u0026amp; Managing Burnout Maslach Burnout Inventory vs. the Areas of Worklife Survey Tutorial de como evaluar el test Maslach Burnout Inventory - General Survey For Students Mbi-Gs S Christina Maslach: The Burnout Challenge Christina Maslach, PhD, discusses “Six Factors that Contribute to Burnout” Christina Maslach: Avoiding Career Burnout Is Oncology Pharmacy Right For You? 4 Years after BURNOUT. This is what I would tell you. How to fool your brain to exercise beyond exhaustion (aka the science of “shut up legs”) SREcon24 Americas - Meeting the Challenge of Burnout Why are checkboxes bad for progress notes? Writer Burnout and Energy Pennies - The QuitCast for Writers (1.11)(Burnout #1) How to Deal with Burnout as a PhD Student - Coping with Stress I Quit Bullet Journaling and Found Something Better 3 signs that you’ve hit clinical burnout and should seek help | Laurie Santos How to fix the exhausted brain | Brady Wilson | TEDxMississauga SPSS: How to Analyse and Interpret LIKERT-SCALE Questionnaire Using SPSS Understanding Job Burnout - Dr. Christina Maslach Understanding Job Burnout - Dr. Christina Maslach Ep. 43. What To Do About Workplace Burnout With Dr Christina Maslach Win the Battle Against Burnout: Transform Your Workplace with 6 Key Factors | Christina Maslach Tutorial de cómo evaluar el cuestionario Maslach Burnout Inventory (MBI) Meeting the Challenge of Burnout with Christina Maslach, PhD Energy Accounting - Interview about Stress Management and Burnout Recovery Understanding burnout in 15 minutes Healthcare Burnout (Derrick) Overcoming Healthcare Burnout Part 3 Interpreting Statistical Findings: A Guide For Health Professionals And Students Burnout at Work Evaluating Stress Uncertainty Induced Emotional Disorders During the COVID-19 Handbook of Occupational Health and Wellness Emotional functioning and post-traumatic outcomes in the aftermath of a traumatic event Couple Burnout Emotion, Motivation, and Self-Regulation Military Psychiatry Issues in Nursing Research, Training, and Practice: 2013 Edition The Burnout Companion To Study And Practice Burnout and Job Satisfaction in New Zealand Psychiatrists Burnout Attribution Theory in the Organizational Sciences Workplace health promotion, volume II Medical Bulletin of the European Command From West to East: Recent Advances in Psychometrics and Psychological Instruments in Asia Professional Burnout Effects of Optimism on Soccer Coaches' Leadership Behavior and Burnout Characteristics Business Research Methods Coronavirus Disease (COVID-19): Psychological, Behavioral, Interpersonal Effects, and Clinical Implications for Health Systems Issues in Nursing Research, Training, and Practice: 2011 Edition

Maslach Burnout Inventory  
Questionnaire Scoring

OMB No. 1127343259869 edited by

**MANN WALSH**

## INTERPRETING STATISTICAL FINDINGS: A GUIDE FOR HEALTH PROFESSIONALS AND STUDENTS

Frontiers Media SA

The only book on the market to cover palliative care for both adults and children, Pediatric and Adult Palliative Care and Support Oncology offers an easy-to-read, interdisciplinary approach to supportive oncology as well as end-of-life care. Ideal for oncologists, residents, fellows, nurse practitioners, and physician assistants, the fifth edition provides important updates for conventional topics while also featuring several brand new chapters. Covering everything from dermatologic toxicity of cancer treatment to running family meetings for setting goals of care, this unique title is a source of both help and inspiration to all those who care for patients with cancer.

**Burnout at Work** Psychology Press

A rapidly growing number of people experience psychological strain at their workplace. In almost all industrialized countries, absenteeism and turnover rates increase, and an increasing amount of workers receive disablement benefits because of psychological problems. This book, first published in 1993, concentrates on a specific kind of occupational stress: burnout, the depletion of energy resources as a result of continuous emotional demands of the job. This volume presents theoretical perspectives that had been developed in the United States and Europe, discusses methodological issues, and examines organisational contexts. Written by an international group of leading scholars, this book will be of interest to students of both psychology and human resource management.

*Evaluating Stress* Maslach Burnout Inventory Recognized as the leading measure of burnout, the Maslach Burnout Inventory (MBI) is validated by the extensive research that has been conducted in the more than 25 years since its initial publication. 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. Burnout and Job Satisfaction in New Zealand Psychiatrists Background Burnout is a prolonged response to chronic emotional and interpersonal stressors on the job and is particularly prevalent in human services professionals. Three dimensions of burnout have been described: Emotional Exhaustion, Depersonalisation, and reduced Personal Accomplishment. Low levels of Job Satisfaction in some professional groups have been reported to be associated with high levels of burnout, but not in psychiatrists. New Zealand Psychiatrists may be at a higher risk for burnout. No study has been conducted on its prevalence, causative, or protective factors for burnout in this population. The relationship between Job

Satisfaction and burnout among New Zealand psychiatrists is also poorly understood. Research is needed to understand what aspects of psychiatric practice contribute to burnout in psychiatrists. Finally, the long term stability of burnout and Job Satisfaction as constructs need to be investigated. Methods and Materials This was a questionnaire-based prospective study of all vocationally registered psychiatrists in New Zealand. It was conducted in three phases over a three-year period. For Phase 1, three questionnaires (Socio-Demographic Questionnaire, Maslach Burnout Inventory (MBI), and Job Diagnostic Survey (JDS) were mailed out to the subjects. Data on the prevalence of burnout and level of Job Satisfaction were collected, and relationships between socio-demographic variables, Job Satisfaction, and burnout were ascertained. Phase 2 of the study aimed at elucidating the relationship between sources of stress in psychiatric practice and burnout. A Sources of Stress Questionnaire (SOS-Q) was developed for the purposes of the study by conducting a selective literature review. Findings from the review were categorised under those factors having predisposing, precipitating, perpetuating, and protective effects on burnout in psychiatrists. The Sources of Stress Questionnaire was piloted on six psychiatrists selected by purposive random sampling from Phase 1 of the study, and results were qualitatively analysed and the Sources of Stress Questionnaire refined. The final version of Sources of Stress Questionnaire containing 45 factors was mailed out to the study cohort. Phase 3 of the study aimed at investigating the longitudinal stability of burnout and Job Satisfaction, and the ability of burnout scores to predict Job Satisfaction and vice versa. Maslach Burnout Inventory and Job Diagnostic Survey were re-administered in Phase 3, and the scores between Phases 1 and 3 compared using paired t-tests. Correlation coefficients and Chi-square tests were performed to study the relationship between Job Satisfaction in Phase 1 and burnout scores in Phase 3 and vice versa Results Phase 1: Two-thirds of all psychiatrists in the Phase 1 of the study were found to experience medium to high levels of Emotional Exhaustion, with a similar proportion describing low levels of Personal Accomplishment. Yet Job Satisfaction appeared high, evidenced by the following median scores on the five dimensions of Job Diagnostic Survey: Skill Variety=18 (range 3-21), Task Identity=15 (range 3-21), Task Significance=17 (range 3-21), Autonomy=16 (range 3-21), and Feedback about results=14 (range 3-21). The median total Job Satisfaction score was 62 (range 13-83). Overall Job Satisfaction decreased with increasing Emotional Exhaustion and Depersonalisation, but increased with increasing Personal Accomplishment. Phase 2: Emotional Exhaustion scores from Phase 1 were used to study the relationship with Sources of Stress Questionnaire scores from Phase 2 (n=131). Factor analysis identified 11 non-correlated factors of Sources of Stress Questionnaire, which were further analysed using Chi-Squared Automatic Interaction Detection (CHAID). Four factors emerged as associated with burnout in psychiatrists in New Zealand: too much work, working long hours, an aggressive administrative environment, and lacking support from management. Two factors were negatively correlated with

Emotional Exhaustion: Job Satisfaction and/or enjoyment, and low pay compared to other countries. Phase 3: The number of psychiatrists in the study cohort who scored low, medium, and high on the three sub scales of Maslach Burnout Inventory, and high, medium, or low on the five dimensions of Job Diagnostic Survey did not change over the three-year period. Similarly, mean score of Emotional Exhaustion did not change, but Depersonalisation increased and Personal Accomplishment dropped over the study period. Two subscales of Job Diagnostic Survey in Phase 1 were correlated with three subscales of Maslach Burnout Inventory in Phase 3 (Task Significance positively with Personal Accomplishment and Emotional Exhaustion, Feedback about results with Personal Accomplishment, and negatively with Depersonalisation). Maslach Burnout Inventory subscales in Phase 1 also showed correlations with Job Diagnostic Survey subscales in Phase 3 (Emotional Exhaustion negatively with Task Identity and Task Autonomy, Personal Accomplishment positively with Task Identity and Task Significance). Conclusions and Study Implications The high prevalence of burnout in New Zealand may have significant implications for mental health service provision. Service planners and policy developers may need to be aware of the impact of burnout on psychiatrists and their ability to care for patients. Unique aspects of psychiatric practice associated with burnout have been identified, and will need to be replicated by future studies. While the proportion of psychiatrists scoring as high, medium, or low on Maslach Burnout Inventory and Job Diagnostic Survey may not change in a cohort with time, individual scores may vary. Longitudinal studies should therefore report group and individual scores on Maslach Burnout Inventory and Job Diagnostic Survey. Occupational Stress

The psychological concept of burnout refers to long-term exhaustion from, and diminished interest in, the work we do. It's a phenomenon that most of us have some understanding of, even if we haven't always been affected directly. Many people start their working lives full of energy and enthusiasm, but far fewer are able to maintain that level of engagement. Burnout at Work: A Psychological Perspective provides a comprehensive overview of how the concept of burnout has been conceived over recent decades, as well as discussing the challenges and possible interventions that can help confront this pervasive issue. Including contributions from the most eminent researchers in this field, the book examines a range of topics including: The links between burnout and health How our individual relationships at work can affect levels of burnout The role of leadership in mediating or causing burnout The strategies that individuals can pursue to avoid burnout, as well as wider interventions. The book will be required reading for anyone studying organizational or occupational psychology, and will also interest students of business and management, and health psychology.

**Uncertainty Induced Emotional Disorders During the COVID-19** Nelson Thornes

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individual scores on Maslach Burnout Inventory and Job Diagnostic Survey.

*Handbook of Occupational Health and Wellness* Psycho Information Technologies

Deals with a different dimension of workplace psychology, which is the basis of fulfilling, productive work.

*Emotional functioning and post-traumatic outcomes in the aftermath of a traumatic event* IAP

Recognized as the leading measure of burnout, the Maslach Burnout Inventory (MBI) is validated by the extensive research that has been conducted in the more than 25 years since its initial publication. 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.

*Couple Burnout* John Wiley & Sons

In this thorough revision, updating, and expansion of his great 2007 book, *Empathy in Patient Care*, Professor Hojat offers all of us in healthcare education an uplifting magnum opus that is sure to greatly enhance how we conceptualize, measure, and teach the central professional virtue of empathy. Hojat's new *Empathy in Health Professions Education and Patient Care* provides students and professionals across healthcare with the most scientifically rigorous, conceptually vivid, and comprehensive statement ever produced proving once and for all what we all know intuitively – empathy is healing both for those who receive it and for those who give it. This book is filled with great science, great philosophizing, and great 'how to' approaches to education. Every student and practitioner in healthcare today should read this and keep it by the bedside in a permanent place of honor. Stephen G Post, Ph.D., Professor of Preventive Medicine, and Founding Director of the Center for Medical Humanities, Compassionate Care, and Bioethics, School of Medicine, Stony Brook University Dr. Hojat has provided, in this new edition, a definitive resource for the evolving area of empathy research and education. For those engaged in medical student or resident education and especially for those dedicated to efforts to improve the patient experience, this book is a treasure trove of primary work in the field of empathy. Leonard H. Calabrese, D.O., Professor of Medicine, Cleveland Clinic Lerner College of Medicine of Case Western Reserve University The latest edition of *Empathy in Health Professions Education and Patient Care* grounds the clinical art of empathic caring in the newly recognized contributions of brain imagery and social cognitive neuroscience. Furthermore, it updates the accumulating empirical evidence for the clinical effects of empathy that has been facilitated by the widespread use of the Jefferson Scale of Empathy, a generative contribution to clinical research by this book's author. In addition, the book is so coherently structured that each chapter contributes to an overall understanding of empathy, while also covering its subject so well that it could stand alone. This makes *Empathy in Health Professions Education and Patient Care* an excellent choice for clinicians, students, educators and researchers. Herbert Adler, M.D., Ph.D. Clinical Professor of Psychiatry and Human Behavior, Sidney Kimmel Medical College at Thomas Jefferson University It is my firm belief that empathy as defined and assessed by Dr. Hojat in his seminal book has far reaching implications for other areas of human interaction including business, management, government, economics, and international relations. Amir H. Mehryar, Ph.D., Emeritus Professor of Behavioral Sciences and Population Studies, Institute for Research and Training in Management and Planning, Tehran, Iran *Emotion, Motivation, and Self-Regulation* McGraw-Hill Education (UK)

Burnout is rampant. Recognize the signs and make the right changes. The always-on workplace and increasing pressures are leading to a high rate of burnout. Unmanaged, chronic work stress doesn't just lead to lower productivity and negative emotions—it can have dire personal and professional consequences. Are you and your team at risk? The HBR Guide to Beating Burnout provides practical tips and advice to help you, your team, and your organization navigate the perils of burnout and rediscover healthy engagement at work. You'll learn how to: Understand the difference between normal stress and burnout Keep your passion for work from leading to burnout Avoid working from home burnout Protect your high performers from burnout Help prevent burnout on your team—even if you're burned out Bounce back and regain your productivity and effectiveness Arm yourself with the advice you need to succeed on the job, with the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges.

#### MILITARY PSYCHIATRY

CRC Press

Inhaltsangabe:Abstract: Burnout is a multidimensional psychological syndrome that evolves as a reaction to chronic stress in the workplace. It results in an irrevocable depletion of a person's energies and emotional resources with various negative

consequences for individuals and organizations. In the past 30 years researchers tried to understand the burnout construct in its complexity and offered diverse answers to questions of why burnout appears and how it can be measured. But despite the broad academic research on burnout, the knowledge base is still lacking a comprehensive approach on how to prevent burnout from happening and how to alleviate organizations from its the negative implications. This thesis gives insights by integrating various research findings with tangible management techniques. A theoretical model is constructed for offsetting burnout and its consequences. A list of 12 multidirectional propositions is given that managers may apply to proactively decrease burnout and its effects. The implementation of effective individual, managerial or organizational patterns to deal proactively with burnout depends largely on manager's clear and accurate understanding of the burnout construct, before acting on its consequences. For that reason it is inevitable for managers to comprehend the burnout phenomenon in its multidimensional and holistic whole. Accordingly, chapter two will explicate the theoretical burnout construct to a managerial audience. A summary of the historical and empirical research activities will be given in section 2.1 in order to provide a better understanding of how the knowledge base on burnout evolved over time to its current state. Section 2.2 offers explanations for the three burnout dimensions, its construct validity, and the measurement of burnout based on Maslach's model, who, until today, happens to be the most influential scholar in this field. Chapter three will clarify the antecedents of burnout, identifying various individual and situational factors that have been significantly related to the different dimensions of burnout. The understanding of the psychological conceptualizations of burnout is of central importance, but it does not provide managers with clear and concrete tools to counter the appearance of the burnout phenomenon in their organizations. This has largely been neglected by most burnout researchers. Therefore, in chapter four of this thesis a theoretical model is constructed that can [...]

#### ISSUES IN NURSING RESEARCH, TRAINING, AND PRACTICE: 2013 EDITION

Oxford University Press

This book is aimed at those studying and working in the field of health care, including nurses and the professions allied to medicine, who have little prior knowledge of statistics but for whom critical review of research is an essential skill.

#### THE BURNOUT COMPANION TO STUDY AND PRACTICE

Lippincott Williams & Wilkins

In this book Michael P. Leiter and Christina Maslach, the leading experts on job burnout prevention and authors of the landmark book *The Truth About Burnout*, outline their revolutionary new program for helping everyone in the workplace overcome everyday stress and pressures and achieve their career goals. *Banishing Burnout* includes the authors' unique and highly effective Work Life self-assessment test and a customized plan for action that will help transform the individual's relationship with work and overcome job burnout. The authors outline their proven action plan, which shows how to establish core values, set a personal direction, engage other people, initiate a realistic plan of action, make an impact, and achieve career goals. The book is filled with illustrative case examples from a wide variety of organizations, including corporations, health care institutions, universities, and nonprofit organizations. Each case demonstrates how the use of the Work Life self-survey and the individualized action plan can result in dramatic changes in the daily workplace experience and advance career development.

*Burnout and Job Satisfaction in New Zealand Psychiatrists* CRC Press

This book argues that conventional interpretations of Freudian psychology have not accounted for the existence and complexity of death anxiety and its intrinsic relation to the creation of illusions and delusions. This book contends that there is sufficient evidence to support the view that death anxiety is not only a symptom of certain modes of psychopathology, but is a very normal and central emotional threat human beings deal with only by impeding awareness of the threat from entering consciousness. The immanence of the fear of death requires vigilant defensive and coping techniques, especially the distortion of reality through these defenses and fantasies, so that overwhelming terror does not psychologically cripple the organism. The fear of death is so horrific that human beings must insulate themselves in religious, social, and private illusions, rituals, obsessive pursuits, self-glorification, and myriad desperate attempts to lie about the quintessential nature of reality. Death is that terror that induces psychopathology. This book demonstrates that a careful reading of Freud reveals a copious amount of material supporting these propositions.

#### BURNOUT

Routledge

Issues in Nursing Research, Training, and Practice: 2013 Edition is a ScholarlyEditions™ book that delivers timely, authoritative, and comprehensive information about Nurse Practitioners. The editors

have built Issues in Nursing Research, Training, and Practice: 2013 Edition on the vast information databases of ScholarlyNews.™ You can expect the information about Nurse Practitioners in this book to be deeper than what you can access anywhere else, as well as consistently reliable, authoritative, informed, and relevant. The content of Issues in Nursing Research, Training, and Practice: 2013 Edition has been produced by the world's leading scientists, engineers, analysts, research institutions, and companies. All of the content is from peer-reviewed sources, and all of it is written, assembled, and edited by the editors at ScholarlyEditions™ and available exclusively from us. You now have a source you can cite with authority, confidence, and credibility. More information is available at <http://www.ScholarlyEditions.com/>.

*Attribution Theory in the Organizational Sciences* Frontiers Media SA

"The purpose of this research was to determine if any relationships exist between personality factors and burnout. It was hypothesized that persons measured with a low incidence of burnout as measured by the Maslach Burnout Inventory will score significantly different on one or more of the personality scales as measured by the California Psychological Inventory compared to persons measured with a high incidence of burnout (H1:G1-G2 [not equal to] 0). The sample was comprised of 31 females and two males; all were employees of hospice who volunteered to participate in the study. Each participant completed four instruments; a personal history/demographic information questionnaire, the Maslach Burnout Inventory (MBI), the California Psychological Inventory (CPI) and a brief questionnaire asking the number of personal support systems at home, work and the total of both. The data was analyzed using the Pearson Product-Moment Correlation Coefficient. Each of the 18 personality factors from the CPI was correlated with the subscales of burnout of the MBI. Correlational values were checked to determine which values exceeded the .05 and .01 levels of significance. Nine correlations were significant at the .05 level. The data was also analyzed using an Analysis Of Variance (ANOVA). The F test of significance showed significant variance between the personality factors, and it showed significant variance between the subscales of burnout. T-tests of difference on CPI scores between high and low MBI scorers were then performed. Four significant differences were found between high and low burnout scorers on the personality factors of Sense of Well-Being, Self-Control, Good Impression and Femininity scales. None of the demographic variables, nor any of the support system questions were found to be correlated to a significant degree with burnout. Some of the limitations of the study were small sample size, a 15 to one ratio of women to men, and an unrepresentative sample (only Hospice workers)"-- Document.

*Workplace health promotion, volume II* New York : Free Press  
Issues in Nursing Research, Training, and Practice: 2011 Edition is a ScholarlyEditions™ eBook that delivers timely, authoritative, and comprehensive information about Nursing Research, Training, and Practice. The editors have built Issues in Nursing Research, Training, and Practice: 2011 Edition on the vast information

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#### **MEDICAL BULLETIN OF THE EUROPEAN COMMAND**

Frontiers Media SA

"The New Attributional Style Questionnaire (NASQ), the Leadership Scale for Sports (LSS), and the Maslach Burnout Inventory (MBI) were administered to 100 soccer coaches. The NASQ scores were correlated with the LSS and MBI scores in order to assess whether coaches' explanations for bad events were associated with their leadership style and burnout level."-- Abstract.

*From West to East: Recent Advances in Psychometrics and Psychological Instruments in Asia* ScholarlyEditions

This book integrates the growing clinical research evidence related to the emerging transdisciplinary field of occupational health and wellness. It includes a wide range of important topics, ranging from current conceptual approaches to health and wellness in the workplace, to common problems in the workplace such as presenteeism/abstenteeism, common illnesses, job-related burnout, to prevention and intervention methods. It consists of five major parts. Part I, "Introduction and Overviews," provides an overview and critical evaluation of the emerging conceptual models that are currently driving the clinical research and practices in the field. This serves as the initial platform to help better understand the subsequent topics to be discussed. Part II, "Major Occupational Symptoms and Disorders," exposes the reader to the types of critical occupational health risks that have been well documented, as well as the financial and productivity losses associated with them. In Part III, "Evaluation of Occupational Causes and Risks to Workers' Health," a comprehensive evaluation of these risks and causes of such occupational health threats is provided. This leads to Part IV, "Prevention and Intervention Methods," which delineates methods to prevent or intervene with these potential occupational health issues. Part V, "Research, Evaluation, Diversity and Practice," concludes the book with the review of epidemiological, measurement, diversity, policy, and practice issues--with guidelines on changes that are needed to decrease the economic and health care impact of illnesses in the workplace, and recommendations for future. All chapters provide a balance among theoretical models, current best-practice guidelines, and evidence-based documentation of such models and guidelines. The contributors were carefully selected for their unique knowledge, as well as their ability to meaningfully present this information in a comprehensive manner. As such, this Handbook

is of great interest and use to health care and rehabilitation professionals, management and human resource personnel, researchers and academicians alike.

*Professional Burnout* Frontiers Media SA

This book presents a unique theoretical and practical overview of the issues relating to stress and burnout among healthcare professionals. Occupational stress offers guidance and advice on many subjects, including the maintenance of a healthy workforce.

#### **EFFECTS OF OPTIMISM ON SOCCER COACHES' LEADERSHIP BEHAVIOR AND BURNOUT CHARACTERISTICS**

Springer

Business Research Methods is the complete introduction to doing business research and is an ideal guide for students embarking on a research project. Developed specifically with business and management students in mind, this textbook explores the nature and purpose of business research and the issues it entails, while also providing students with practical advice through "Tips and skills" boxes. In addition to a broad range of relevant examples, the book features a substantial discussion of ethics, and a strong emphasis on the most frequent challenges faced by students, such as choosing a research question, planning a project, and writing it up. Fresh voices and perspectives run throughout this edition. New author, Bill Harley, further internationalizes the book's coverage, based on his expertise in the Australian business and management context. Also hear from Amrit, Jordan, Anna, Ed, and Alex - an additional five students whose personal insights and advice in the "student experience" feature help you avoid common mistakes, and follow their successful strategies when undertaking your own research project. This edition has been extensively revised, updated, and streamlined. Coverage of E-Research is now woven throughout the entire book to reflect the centrality of internet-based research methods. The book is accompanied by a suite of online resources that include: For students: \* Multiple choice questions \* Research Project guide \* Interviews with students \* Data sets \* Using Excel in data analysis (in Excel) \* Web links For lecturers: \* Test bank \* Discussion questions \* PowerPoint slides \* Lecturer's guide \* Case studies \* Figures and plates from the text \* VLE cartridge  
*Business Research Methods* Springer Science & Business Media  
This contributed book is based on more than 20 years of researches on patient individuality, care and services of the continuously changing healthcare system. It describes how research results can be used to respond to challenges on individuality in healthcare systems. Service users', patients' or clients' point of views on care and health services are urgently needed. This book describes the conceptualisation of the individualized nursing care phenomenon and the process development of the measuring instruments of that phenomenon in different contexts. It describes results from a variety of clinical contexts about individualized nursing care and explains factors associated with the perceptions and delivery of individualized nursing care from different point of views. This book may appeal to clinicians, nurses practitioners and researchers from many fields.

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