The purpose of this survey is to discover how various persons in the human services or helping professionals view their job and the people with whom they work closely.

Because persons in a wide variety of occupations will answer this survey, it uses the term recipients to refer to the people for whom you provide your service, care, treatment, or instruction. When answering this survey please think of these people as recipients of the service you provide, even though you may use another term in your work.

On the following page are 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about your job. If you have never had this feeling, write the number “0” (zero) in the space before the statement. If you have had this feeling, indicate how often you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

Example

<table>
<thead>
<tr>
<th>How often:</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
<td>A few times a year or less</td>
<td>Once a month or less</td>
<td>A few times a month</td>
<td>Once a week</td>
<td>A few times a week</td>
<td>Every day</td>
</tr>
</tbody>
</table>

How Often

<table>
<thead>
<tr>
<th>0–6</th>
<th>Statements:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I feel depressed at work.</td>
</tr>
</tbody>
</table>

If you never feel depressed at work, you would write the number “0” (zero) under the heading “How Often.” If you rarely feel depressed at work (a few times a year or less), you would write the number “1.” If your feelings of depression are fairly frequent (a few times a week but not daily), you would write the number “5.”
### MBI–Human Services Survey

<table>
<thead>
<tr>
<th>How often:</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
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<td></td>
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<td>Once a week</td>
<td>A few times a week</td>
<td>Every day</td>
</tr>
</tbody>
</table>

**How Often 0–6 Statements:**

1. ________ I feel emotionally drained from my work.
2. ________ I feel used up at the end of the workday.
3. ________ I feel fatigued when I get up in the morning and have to face another day on the job.
4. ________ I can easily understand how my recipients feel about things.
5. ________ I feel I treat some recipients as if they were impersonal objects.
6. ________ Working with people all day is really a strain for me.
7. ________ I deal very effectively with the problems of my recipients.
8. ________ I feel burned out from my work.
9. ________ I feel I’m positively influencing other people’s lives through my work.
10. ________ I’ve become more callous toward people since I took this job.
11. ________ I worry that this job is hardening me emotionally.
12. ________ I feel very energetic.
13. ________ I feel frustrated by my job.
14. ________ I feel I’m working too hard on my job.
15. ________ I don’t really care what happens to some recipients.
16. ________ Working with people directly puts too much stress on me.
17. ________ I can easily create a relaxed atmosphere with my recipients.
18. ________ I feel exhilarated after working closely with my recipients.
19. ________ I have accomplished many worthwhile things in this job.
20. ________ I feel like I’m at the end of my rope.
21. ________ In my work, I deal with emotional problems very calmly.
22. ________ I feel recipients blame me for some of their problems.

(Administrative use only) cat. cat. cat. cat.