

MBI Human Services Survey Fact Sheet



What is the MBI Human Services Survey (MBI)? The Maslach Burnout Inventory Human Services Survey (MBI) is a 22-item instrument developed by Christine Maslach that is designed to assess the three aspects of the burnout syndrome: Emotional Exhaustion, Depersonalization, and Personal Accomplishment. Score from the instrument indicate the individuals perceived level of burnout and can be used to action plan ways to positively impact the work environment. Interventions can lead to increased employee satisfaction and productivity.

Who Should Take the MBI? The MBI is available to be used by any employee.

How Do I Sign-Up to Take the Survey? You may contact the VHA National Center for Organization Development (NCOD) at 513.247.4680.

Who Will See my Results? Your individual results belong to you. When the MBI is taken by a group, the group's results are shared with the entire group, but the individual results are only given to the respective participant.

Are my Results Tied to my Performance Appraisal? No, your results belong to you and should only be used for your individual development. The decision to share your results rests only with you.

How Long Does it Take to Fill-Out the Survey? The survey generally takes about a 10 minutes or less to complete.

How Much Does it Cost for me to Take the MBI? There is no financial charge to the participant or the facility.

Is the Intranet Site Secure? Yes. Results of the MBI are stored in a separate database at the VHA HPDM Program Office and the VHA National Center for Organization Development.

What Happens After I Receive my Results? You will have the opportunity to work with a coach who will assist in designing your personal development plan (PDP).

What is a PDP? PDP stands for personal development plan. A PDP allows you to target 1 or 2 focus areas of development at a time, and then to track your goals over time.