

Introducing the tool

Job burnout questionnaire: Maslach's standard burnout questionnaire was designed and validated. This tool is a questionnaire based on a new estimation of the phenomenon of tension or burnout. This 22-question questionnaire measures emotional exhaustion, depersonalization phenomena, and lack of personal success in the context of professional activity. This tool is specially used to measure burnout in professional groups, such as nurses, teachers, etc.

Table 1. Classification of questionnaire questions.

Components	Number of items	Number of items
Emotional exhaustion	9	1-2-3-6-8-13-14-16-20-23
Depersonalization	5	5-10-11-15-22
Lack of personal success	8	4-7-9-12-17-18-19-21

Scoring method

The spectrum used in the questionnaire is based on the five-choice Likert scale. This spectrum includes very little, little, somewhat, much, and very much, as shown in the table below.

Table 2. Rating scale of questionnaire questions

Selective option	Very little	Little	Somewhat	Much	Very much
Score	1	2	3	4	5

The analysis of this questionnaire can be used in two ways:

1. Analysis based on the components of the questionnaire
2. Analysis based on the score obtained

1. Analysis based on the components of the questionnaire

First, the questionnaires are divided among the statistical population under study, and after completing the questionnaires, the collected data is entered into the SPSS software. For more clarity, we will explain step-by-step how to work:

In the first stage, enter the information for all the questionnaire questions. Pay attention that you should act based on the Likert scale; for example, if a person has chosen question 5 of the questionnaire very little, you should put the number 1 (very little) in front of question 5 in the questionnaire.

Second stage. After entering the data of all the questions, compute the questions related to each component. For example, if the first component is X and its questions are 1 to 5, you must compute questions 1 to 5 to create the component X. In the same way, create all the components, and after this, finally, you must compute all the components you created together, so that this time the main variable of the research is created, which is, for example, the variable of knowledge management, etc.

Third stage. Now you have created the main components and variables of the research; now, you can take any test you want for this questionnaire (variable) from the analysis option. For example, you can take a descriptive test (mean, standard deviation, and variance) or a correlation test with another variable.

2. Analysis based on the score of the questionnaire

Based on this analysis method, add up the obtained scores and then judge based on the table below. Note that the following points are for one questionnaire; for example, if you have 10 questionnaires, you must multiply the following points by 10.

For example, the lower limit of questionnaire scores is obtained as follows:

The lower limit of questionnaire scores = $1 \times$ the number of question

s.

The lower limit of scores	Average score	The upper limit of the score
22	66	130

- If the questionnaire scores are between 1 and 22, the variable level is weak in this society.
- If the questionnaire scores are between 22 and 66, the variable level is at an average level.
- If the scores are above 66, the variable level is very good.

Maslach's standard burnout questionnaire (1981)

Row	Questions	Very little	Little	Somewhat	Much	Very much
1	I feel that work has taken my strength from a psychological point of view.	1	2	3	4	5
2	I feel taken advantage of at the end of the day's work.	1	2	3	4	5
3	When I wake up in the morning, I feel tired thinking that I have to go to work.	1	2	3	4	5
4	I can easily understand the feelings of my clients.	1	2	3	4	5
5	I feel that I deal with some clients as objects without human personality.	1	2	3	4	5
6	Working with people all day is exhausting.	1	2	3	4	5
7	I feel that I can easily deal with the problems of my clients.	1	2	3	4	5
8	I feel that my work has worn me out mentally.	1	2	3	4	5
9	Through my work, I positively impact the lives of the people who deal with me.	1	2	3	4	5
10	When I chose this job, I became more indifferent toward my clients.	1	2	3	4	5
11	I am worried that this job will make me callous and violent.	1	2	3	4	5
12	I feel full of energy.	1	2	3	4	5
13	My job has made me feel empty and useless.	1	2	3	4	5
14	I feel that I work very hard in my job, and I struggle a lot.	1	2	3	4	5
15	I really don't care what happens to some of my clients.	1	2	3	4	5
16	It is hard to face people directly, putting me under much mental pressure.	1	2	3	4	5
17	I can easily provide a relaxing environment for my clients.	1	2	3	4	5
18	After working directly and closely with my clients, I feel happy and energetic.	1	2	3	4	5
19	This job has brought me many valuable achievements.	1	2	3	4	5
20	I feel like I have reached the end of the line.	1	2	3	4	5
21	I deal with emotional and psychological problems very soberly in my field of work.	1	2	3	4	5

22	I feel that my clients blame and blame me for some of their problems.	1	2	3	4	5
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23	I feel that work has taken my strength from a psychological point of view.	1	2	3	4	5
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