

Copenhagen Burnout Inventory

Normative data from a representative Danish population on Personal Burnout

and

Results from the PUMA* study on Personal Burnout, Work Burnout, and Client Burnout

(PUMA: Project on Burnout, Motivation, and Job Satisfaction)

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Copenhagen Burnout Inventory

NB: The questions of the CBI should *not* be printed in the questionnaire in the same order as shown here. In fact, the questions could very well be mixed with questions on other topics. This is recommended in order to avoid stereotyped response patterns.

Part one: Personal burnout.

(First edition. February 2004)

Definition: Personal burnout is a state of prolonged physical and psychological exhaustion.

Questions:

1. How often do you feel tired?
2. How often are you physically exhausted?
3. How often are you emotionally exhausted?
4. How often do you think: "I can't take it anymore"?
5. How often do you feel worn out?
6. How often do you feel weak and susceptible to illness?

Response categories: Always, Often, Sometimes, Seldom, Never/almost never.

Scoring: Always: 100. Often: 75. Sometimes: 50. Seldom: 25. Never/almost never: 0. Total score on the scale is the average of the scores on the items.

If less than three questions have been answered, the respondent is classified as non-responder.

Part two: Work burnout.**(First edition. February 2004)****Definition: Work burnout is a state of prolonged physical and psychological exhaustion, which is perceived as related to the person's work.****Questions:**

1. Is your work emotionally exhausting?
2. Do you feel burnt out because of your work?
3. Does your work frustrate you?
4. Do you feel worn out at the end of the working day?
5. Are you exhausted in the morning at the thought of another day at work?
6. Do you feel that every working hour is tiring for you?
7. Do you have enough energy for family and friends during leisure time?

Response categories:

Three first questions: To a very high degree, To a high degree, Somewhat, To a low degree, To a very low degree.

Last four questions: Always, Often, Sometimes, Seldom, Never/almost never.

(Reversed score for last question).

Scoring as for the first scale. If less than four questions have been answered, the respondent is classified as non-responder.

Part three: Client burnout.**(First edition. February 2004)**

Definition: Client burnout is a state of prolonged physical and psychological exhaustion, which is perceived as related to the person's work with clients*.

***Clients can be: patients, students, children, inmates, or other kinds of recipients.**

1. Do you find it hard to work with clients?
2. Do you find it frustrating to work with clients?
3. Does it drain your energy to work with clients?
4. Do you feel that you give more than you get back when you work with clients?
5. Are you tired of working with clients?
6. Do you sometimes wonder how long you will be able to continue working with clients?

Response categories:

The four first questions: To a very high degree, To a high degree, Somewhat, To a low degree, To a very low degree.

The two last questions: Always, Often, Sometimes, Seldom, Never/almost never.

Scoring as for the first two scales. If less than three questions have been answered, the respondent is classified as non-responder.

NB: In these questions one should use the appropriate term for "clients" depending on the circumstances. E.g., in a questionnaire for nurses, the term patients should be used, while the term children or students should be used in a study of teachers' burnout.

Copenhagen Burnout Inventory

Scale for *Personal* Burnout

Response pattern for a representative sample of the adult Danish population

	Always	Often	Sometimes	Seldom	Never, almost never	Total	N.R.*
	(%)	(%)	(%)	(%)	(%)	(%)	N
1. How often do you feel tired?	3.6	20.7	51.4	17.7	6.7	100	3
2. How often are you physically exhausted?	1.8	11.9	39.3	35.0	11.9	100	0
3. How often are you emotionally exhausted?	1.1	8.9	32.0	39.6	18.4	100	2
4. How often do you think: "I can't take it anymore"?	0.4	4.1	12.0	36.3	47.1	100	0
5. How often do you feel worn out?	1.2	9.9	34.8	37.2	16.9	100	3
6. How often do you feel weak and susceptible to illness?	0.9	3.3	12.3	43.8	39.7	100	6

N=1,498 (15 persons answered less than 3 questions and were classified as non-responders for the whole scale).

Age: 20-59 years.

Response rate: 75% (telephone interviews).

Scores on the scale for personal burnout: Mean: 32.7 SD: 15.7 Max: 100 Min: 0

Cronbach's alpha: 0.80

Item correlations with total scale: 0.49 - 0.65.

Inter-item correlations: 0.30 - 0.50.

* N.R.: Number of non-responders at each question (of the 1,498 responders).

Copenhagen Burnout Inventory

Scale for Personal Burnout

Response pattern for a representative sample of *employed* adult Danes

	Always	Often	Sometimes	Seldom	Never, almost never	Total	N.R.*
	(%)	(%)	(%)	(%)	(%)	(%)	N
1. How often do you feel tired?	2.7	20.4	51.7	18.8	6.4	100	2
2. How often are you physically exhausted?	0.9	11.6	40.2	35.3	11.9	100	0
3. How often are you emotionally exhausted?	0.9	8.2	31.6	41.1	18.2	100	2
4. How often do you think: "I can't take it anymore"?	0.4	2.6	10.5	36.8	49.7	100	0
5. How often do you feel worn out?	0.7	8.5	35.4	37.5	17.9	100	2
6. How often do you feel weak and susceptible to illness?	0.5	2.4	10.7	45.6	40.9	100	3

N=1,186

Age: 20-59 years.

Scores on the scale for personal burnout: Mean: 31.7

SD: 14.8

Max: 100

Min: 0

Cronbach's alpha: 0.78

Item correlations with total scale: 0.45 - 0.64.

Inter-item correlations: 0.28 - 0.48.

* N.R.: Number of non-responders at each question.

Copenhagen Burnout Inventory

Scale for Personal Burnout

Response pattern for a representative sample of adult Danes *without* current employment

	Always	Often	Sometimes	Seldom	Never, almost never	Total	N.R.*
	(%)	(%)	(%)	(%)	(%)	(%)	N
1. How often do you feel tired?	7.1	21.5	50.2	13.5	7.7	100	1
2. How often are you physically exhausted?	5.1	12.8	35.9	34.0	12.2	100	0
3. How often are you emotionally exhausted?	1.9	11.5	33.7	33.7	19.2	100	0
4. How often do you think: "I can't take it anymore"?	0.3	9.9	17.9	34.6	37.2	100	0
5. How often do you feel worn out?	3.2	15.1	32.8	36.0	12.9	100	1
6. How often do you feel weak and susceptible to illness?	2.6	6.8	18.8	36.9	35.0	100	3

N=312

Age: 20-59 years.

Scores on the scale for personal burnout: Mean: 36.6

SD: 18.3

Max: 95.8

Min: 0

Cronbach's alpha: 0.83

Item correlations with total scale: 0.52 - 0.67.

Inter-item correlations: 0.35 - 0.57.

* N.R.: Number of non-responders at each question.

Results from PUMA (Project on Burnout, Motivation and Job satisfaction)

The PUMA project comprises 1,917 persons (83% women) working in human service professions (social workers, hospital staff, prisons, home helpers, and institutions for chronically handicapped).

	Mean	SD	Max	Min	N
Personal Burnout	35.9	16.5	100	0	1898
Work Burnout	33.0	17.7	97.0	0	1910
Client Burnout	30.9	17.6	96.0	0	1752

Women

Personal Burnout	36.9	16.4	88.0	0	1574
Work Burnout	33.4	18.1	97.0	0	1585
Client Burnout	30.0	17.2	96.0	0	1471

Men

Personal Burnout	30.8	16.0	100	0	324
Work Burnout	31.3	15.7	89.0	0	325
Client Burnout	35.6	18.8	92.0	0	281

Proportions of the whole PUMA population with high degree of burnout, defined as 50 points or more:

Personal Burnout	22.2%
Work Burnout	19.8%
Client Burnout	15.9%

Results concerning internal reliability:

	Cronbach's alpha	Inter-item correlations	Item-scale correlations
Personal Burnout	0.87	0.40-0.63	0.56-0.76
Work Burnout	0.87	0.36-0.65	0.54-0.76
Client Burnout	0.85	0.37-0.67	0.52-0.69