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Areas of Worklife Survey and MBI Human Services Survey for Medical Personnel

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Section 1

Please use the rating scale below to indicate the extent to which you agree with the following statements.

Strongly Disagree — Disagree — Hard to Decide — Agree — Strongly Agree

Items marked by * are required.

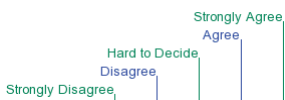
Workload



- 1 1 I do not have time to do the work that must be done.* I do not have time to do the work that must be done.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 2 2 I work intensely for prolonged periods of time.* I work intensely for prolonged periods of time.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 3 3 I have so much work to do on the job that it takes me away from my personal interests.* I have so much work to do on the job that it takes me away from my personal interests.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 4 4 I have enough time to do what's important in my job.* I have enough time to do what's important in my job.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 5 5 I leave my work behind when I go home at the end of the workday.* I leave my work behind when I go home at the end of the workday.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree

Items marked by * are required.

Control



- 6 6 I have control over how I do my work.* I have control over how I do my work.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 7 7 I can influence management to obtain the equipment and space I need for my work.* I can influence management to obtain the equipment and space I need for my work.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 8 8 I have professional autonomy/independence in my work.* I have professional autonomy/independence in my work.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 9 9 I have influence in the decisions affecting my work.* I have influence in the decisions affecting my work.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree

Items marked by * are required.

Reward



- 10 10 I receive recognition from others for my work.* I receive recognition from others for my work.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 11 11 My work is appreciated.* My work is appreciated.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree
- 12 12 My efforts usually go unnoticed.* My efforts usually go unnoticed.* Strongly Disagree Disagree Hard to Decide Agree Strongly Agree

required, I do not get recognized for all the things I contribute.
13 13 I do not get recognized for all the things I contribute.* I do not get recognized for all the things I contribute.*

Items marked by * are required.

Community



required, People trust one another to fulfill their roles.
14 14 People trust one another to fulfill their roles.* People trust one another to fulfill their roles.*

required, I am a member of a supportive work group.
15 15 I am a member of a supportive work group.* I am a member of a supportive work group.*

required, Members of my work group cooperate with one another.
16 16 Members of my work group cooperate with one another.* Members of my work group cooperate with one another.*

required, Members of my work group communicate openly.
17 17 Members of my work group communicate openly.* Members of my work group communicate openly.*

required, I don't feel close to my colleagues.
18 18 I don't feel close to my colleagues.* I don't feel close to my colleagues.*

Items marked by * are required.

Fairness



required, Resources are allocated fairly here.
19 19 Resources are allocated fairly here.* Resources are allocated fairly here.*

required, Opportunities are decided solely on merit.
20 20 Opportunities are decided solely on merit.* Opportunities are decided solely on merit.*

required, There are effective appeal procedures available when I question the fairness of a decision.
21 21 There are effective appeal procedures available when I question the fairness of a decision.* There are effective appeal procedures available when I question the fairness of a decision.*

required, Management treats all employees fairly.
22 22 Management treats all employees fairly.* Management treats all employees fairly.*

required, Favoritism determines how decisions are made at work.
23 23 Favoritism determines how decisions are made at work.* Favoritism determines how decisions are made at work.*

required, It's not what you know but who you know that determines a career here.
24 24 It's not what you know but who you know that determines a career here.* It's not what you know but who you know that determines a career here.*

Items marked by * are required.

Values



required, My values and the Organization's values are alike.
25 25 My values and the Organization's values are alike.* My values and the Organization's values are alike.*

required, The Organization's goals influence my day to day work activities.
26 26 The Organization's goals influence my day to day work activities.* The Organization's goals influence my day to day work activities.*

required, My personal career goals are consistent with the Organization's stated goals.
27 27 My personal career goals are consistent with the Organization's stated goals.* My personal career goals are consistent with the Organization's stated goals.*

required, The Organization is committed to quality.
28 28 The Organization is committed to quality.* The Organization is committed to quality.*

Items marked by * are required.

You may enter your views on any aspect of this organization or your work in this box. You may enter your views on any aspect of this organization or your work in this box. You may enter your views on any aspect of this organization or your work in this box.

Items marked by * are required.

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Areas of Worklife Survey and MBI Human Services Survey for Medical Personnel

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Section 2

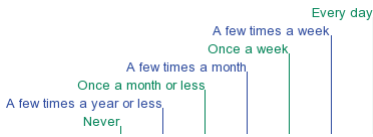
The purpose of the following survey is to discover how various persons in the medical professions view their job and the people with whom they work closely.

Instructions: Below 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, select the **Never** option. If you have had this feeling, indicate how often you feel it by selecting the option that best describes how frequently you feel that way.

The phrases describing the frequency are:

- Never
- A few times a year or less
- Once a month or less
- A few times a month
- Once a week
- A few times a week
- Every day

An example is shown below.



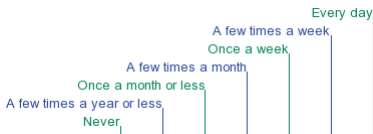
(Sample Question) I feel depressed at work.

(Sample Question) I feel depressed at work. Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

If you rarely feel depressed at work (a few times a year or less), you would select **A few times a year or less**.

If your feelings of depression are fairly frequent (a few times a week but not daily), you would select **A few times a week**.

Items marked by * are required.



1 1 I feel emotionally drained from my work.*

1 1 I feel emotionally drained from my work.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

2 2 I feel used up at the end of the workday.*

2 2 I feel used up at the end of the workday.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

3 3 I feel fatigued when I get up in the morning and have to face another day on the job.*

3 3 I feel fatigued when I get up in the morning and have to face another day on the job.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

4 4 I can easily understand how my patients feel about things.*

4 4 I can easily understand how my patients feel about things.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

5 5 I feel I treat some patients as if they were impersonal objects.*

5 5 I feel I treat some patients as if they were impersonal objects.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

6 6 Working with people all day is really a strain for me.*

6 6 Working with people all day is really a strain for me.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

7 7 I deal very effectively with the problems of my patients.*

7 7 I deal very effectively with the problems of my patients.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

8 8 I feel burned out from my work.*

8 8 I feel burned out from my work.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel I'm positively influencing other people's lives through my work.

9 9 I feel I'm positively influencing other people's lives through my work.* I feel I'm positively influencing other people's lives through my work.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I've become more callous toward people since I took this job.

10 10 I've become more callous toward people since I took this job.* I've become more callous toward people since I took this job.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I worry that this job is hardening me emotionally.

11 11 I worry that this job is hardening me emotionally.* I worry that this job is hardening me emotionally.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel very energetic.

12 12 I feel very energetic.* I feel very energetic.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel frustrated by my job.

13 13 I feel frustrated by my job.* I feel frustrated by my job.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel I'm working too hard on my job.

14 14 I feel I'm working too hard on my job.* I feel I'm working too hard on my job.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I don't really care what happens to some patients.

15 15 I don't really care what happens to some patients.* I don't really care what happens to some patients.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, Working with people directly puts too much stress on me.

16 16 Working with people directly puts too much stress on me.* Working with people directly puts too much stress on me.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I can easily create a relaxed atmosphere with my patients.

17 17 I can easily create a relaxed atmosphere with my patients.* I can easily create a relaxed atmosphere with my patients.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel exhilarated after working closely with my patients.

18 18 I feel exhilarated after working closely with my patients.* I feel exhilarated after working closely with my patients.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I have accomplished many worthwhile things in this job.

19 19 I have accomplished many worthwhile things in this job.* I have accomplished many worthwhile things in this job.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel like I'm at the end of my rope.

20 20 I feel like I'm at the end of my rope.* I feel like I'm at the end of my rope.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, In my work, I deal with emotional problems very calmly.

21 21 In my work, I deal with emotional problems very calmly.* In my work, I deal with emotional problems very calmly.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

required, I feel patients blame me for some of their problems.

22 22 I feel patients blame me for some of their problems.* I feel patients blame me for some of their problems.* Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Every day

Items marked by * are required.

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Areas of Worklife Survey and MBI Human Services Survey for Medical Personnel

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Section 3

Items marked by * are required.

1 1 What is your gender?*What is your gender?* Female Male Other Prefer not to say

Items marked by * are required.

2 2 What is your race/ethnicity?*What is your race/ethnicity?*

Items marked by * are required.

3 3 What is your age?*What is your age?* 20-29 30-39 40-49 50-59 60 and over

Items marked by * are required.

4 4 What is your job title?*What is your job title?* MP RMO RMO-P RMLS

Items marked by * are required.

5 5 How long have you worked for DoS?*How long have you worked for DoS?* 0-2 years 3-5 years 6-10 years 11-15 years 16-20 years 21 years or more

Items marked by * are required.

6 6 How long have you worked in your current profession (including in DoS and years before joining DoS)?*How long have you worked in your current profession (including in DoS and years before joining DoS)?* 0-5 years 6-10 years 11-15 years 16-20 years 21 years or more

Items marked by * are required.

7 7 What is the hardship differential at your current Post (only include the hardship differential, not the COLA or other allowances)?*What is the hardship differential at your current Post (only include the hardship differential, not the COLA or other allowances)?* 0% 5% 10% 15% 20% More than 20%

Items marked by * are required.

8 8 Are you currently serving in an SIP Post?*Are you currently serving in an SIP Post?* Yes No

Items marked by * are required.

9 9 What is the geographic region of your current Post?*What is the geographic region of your current Post?* Washington, DC WHA SCA EAP NEA EUR AF

Items marked by * are required.

10 10 What is your grade?*What is your grade?* FS-05 FS-04 FS-03 FS-02 FS-01 SFS

Items marked by * are required.

11 11 Are you the only USDH in the HU at your current Post?*Are you the only USDH in the HU at your current Post?* Yes No

Items marked by * are required.

Thinking about your job with DoS:

What is working well?What is working well?What is working well?

What suggestions do you have for improvement?What suggestions do you have for improvement?What suggestions do you have for improvement?

Items marked by * are required.

How can MED better support you?How can MED better support you?How can MED better support you?

Items marked by * are required.

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