Appendices
MASLACH BURNOUT INVENTORY (M.B.I.)

INSTRUCTIONS:

These are 22 statements given below. Please read each statement carefully. For every statement, you have to give your response by writing the number, anyone of the given response categories on the 7-point scale showing how much you feel about it. For example, if you feel that response "moderate" is applicable to you, put (4) in the space provided for it. If "very strong" is applicable for you, put (7). If never is applicable to you, write zero (0).

0 1 2 3 4 5 6 7
(Never) (Very mild) (Mild) (Somewhat moderate) (Moderate) (Somewhat strong) (Strong) (Very strong)

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 to face another day on the job. (   )
4. Working with people all day is really a strain for me. (   )
5. I feel burned out from my work. (   )
6. I feel frustrated by my job. (   )
7. I feel I am working too hard on my job. (   )
8. Working directly with people puts too much stress on me. (   )
9. I feel like I am at the end of my rope. (   )
10. I feel I treat some students/subordinate, as if they were impersonal "objects". (   )
11. I have become more callous toward people, since I took this job. (   )
12. I worry that this job is hardening me emotionally. (   )
13. I don't really care what happened to some recipients. (   )
14. I feel students/subordinate blame me for some of their problems. (   )
15. I can easily understand how my students/subordinate feel about things. (   )
16. I deal very effectively with the problems of my students/subordinate. ( )
17. I feel I am positively influencing other people's lives through my job. ( )
18. I feel very energetic. ( )
19. I can easily create a relaxed atmosphere with my students/subordinate. ( )
20. I feel exhilarated after working closely with my students/subordinate. ( )
21. I have accomplished many worthwhile things in this job. ( )
22. In my work, I deal with emotional problems, very calmly. ( )
ORGANIZATIONAL ROLE STRESS (O.R.S.)

INSTRUCTIONS:
People have different feelings about their roles. Statements about their roles. Statements describing some such feelings are given in the attached list. Please read each statement and indicate below how often you have the feeling expressed in the statement in relation to your role in your organization. Use the number given below to indicate your feelings.

Write 0 if you never or scarcely feel that way
1 if you occasionally (a few times) feel that way
2 if you some times feel that way
3 if you frequently feel that way
4 if you very frequently or always feel that way

STATEMENTS

1. My role tends to interfere with my family work. ( )
2. I am afraid I am not learning enough in my present role for taking up higher responsibilities. ( )
3. I am not able to satisfy the conflicting demands of various people over me. ( )
4. My role has recently been reduced in importance ( )
5. My workload is too heavy. ( )
6. Other role occupants do not give enough attention and time to my role. ( )
7. I do not have adequate knowledge to handle responsibility in my role. ( )
8. I have to do things in my role that are against my better judgements ( )
9. I am not clear on the scope and responsibilities of my role. ( )
10. I do not get information needed to carry out responsibility assigned to me ( )
11. My role does not allow me to have enough time with my family. ( )
12. I am too preoccupied with present role responsibilities to be able to prepare for taking higher responsibilities. ( )
13. I am not able to satisfy the conflicting demands of various peer level people and my juniors.

14. Many functions of what should be a part of my role have been assigned to some other role.

15. The amount of work I have to do interferes with the quality I want to maintain.

16. There are not enough interactions between my role and other roles.

17. I wish I had more skills to handle the responsibilities of my role.

18. I am not able to use my training and expertise in my role.

19. I do not know what the people I work with, expect of me.

20. I do not get enough resources to be effective in my role.

21. I have various other interests (social, religious, etc.) who remain neglected because I do not get time to attend to these.

22. I do not have time and opportunity to prepare myself for future challenge of my role.

23. I am not able to satisfy the demands of students/subordinate and others since these are conflicting with one another.

24. I would like to take more responsibilities than I am handling at present.

25. I have been given too much responsibility.

26. I wish there were more consultation between my role and other roles.

27. I have not had pertinent training for my role.

28. The responsibilities I have are not related to my interest.

29. Several aspects of my role are vague and unclear.

30. I do not have enough people to work with me in my role.

31. My organizational responsibilities interfere with my extra organizational roles.

32. There is very little scope for personal growth role.
33. The expectations of mine seriously conflict with those of my friends.

34. I can do much more than what I have been assigned.

35. There is a need to reduce some parts of my role.

36. There is no evidence of involvement of several roles (including my role) in joint problem of solving or collaborating in planning action.

37. I wish I had prepared well for my role.

38. If I had full freedom to define my role, I would be doing something different from what I do now.

39. My role has not been defined clearly and in details.

40. I am rather worried that I lack of necessary facilities needed in my role.

41. My family and friends complain that I do not spend time with them due to heavy demand of my work role.

42. I feel stagnant in my role.

43. I am bothered with the contradictory expectations different people have from my role.

44. I wish I had been given more challenging tasks to do.

45. I feel overburdened in my role.

46. Even when I take initiative for discussions or help there is not much response from other roles.

47. I feel inadequate for my present work role.

48. I experience conflict between my values and what I have to do in my role.

49. I am not clear as to what are the priorities in my role.

50. I wish I had more financial or other resources for the work assigned to me.
ORGANIZATIONAL CLIMATE QUESTIONNAIRE (O.C.Q.)

INSTRUCTIONS:

Below are given 50 statements for several aspects of the work culture or climate of the organization. Where you are operating. For each statement you are required to give response in either of the four categories namely,

- Definitely disagree
- Inclined to disagree
- Inclined to agree
- Definitely agree

Please give most suitable number given below that indicate your own feelings. Answer the items in the order given below:

Write 4 If you definitely agree
3 If you inclined to agree
2 If you inclined to disagree
1 If you definitely disagree

Area Structure

1. The job in this organization are clearly defined and logically structured. (    )
2. In this organization it is sometimes unclear who has the formal authority to make a decision. (    )
3. The policy and organizational structure of the organization have been clearly explained. (    )
4. Red-Tape is kept to a minimum in the organization. (    )
5. Excessive rules administrative details, and red-tape make it difficult for new and original ideas to receive consideration. (    )
6. Our performance/productivity suffers from lack of organization and planning. (    )
7. In some of projects I have not been sure exactly who my boss was. (    )
8. Our management/staff is not so concerned about formal organization and authority. But concentrates instead on getting the right people together to do the job. (    )
Responsibility (Willing to take)

9. We do not rely too heavily on individual judgements in this organization almost everything is double checked.

10. Around here management recent your checking everything with them, if you think you have got the right approach you just go ahead.

11. Supervision in this organization is mainly a matter of setting guidelines for your subordinates, you let them take responsibility for the job.

12. You would not get ahead in this organization unless you stick your neck out and try things on your own sometimes.

13. Our philosophy emphasis that people should solve their problems by themselves.

14. There are a lot of excuses around here when somebody makes a mistake.

15. One of the problems in this organization is that individuals would not take responsibility.

Reward (Positive)

16. We have a promotion system here that helps the best to rise to the top.

17. In this organization the reward and encouragements you get usually out weights the treats and the criticisms.

18. In this organization people are rewarded in proportion to the excellence of their job performance.

19. There is a great deal of criticism in this organization.

20. There is not enough reward and recognition given in this organization for doing good work.

21. If you make a mistake in this organization you will be punished.

Risk (Willing to take)

22. The philosophy of our management is that in the long run we get ahead fasted by playing it slow, safe and sure.
23. Our job-task/business has been build up by taking calculated risks at the right time.

24. Decision making in the organization is too cautious from maximum effectiveness.

25. Our management is willing to take a chance on a good idea.

26. We have to take some pretty big risks occasionally to keep ahead of the competition in the job/task, business we are in.

Warmth

27. A friendly atmosphere prevails among the people in this organization.

28. This organization is characterized by a relaxed easy going working climate.

29. It is very hard to get to know people in this organization.

30. People in this organization tend to be cool and aloof toward each other.

31. There is a lot of warmth in the relationships between management and workers in this organization.

Support

32. You do not get much sympathy from higher ups in this organization if you make a mistake.

33. Staff/Management makes an effort to talk with you about your, career aspirations within the organization.

34. People in this organization do not really trust each other enough.

35. The philosophy of our management emphasizes the human factors, how people feel, etc.

36. When I am on a difficult assignment I can usually count on getting assistance from my boss and co-workers.

Standards

37. In this organization we set very high standards for performance.
38. Our management believes that no job is so well done that it could not be done better.

39. Around here there is a feeling of pressure to continually improve our personal and group performance.

40. Management believes that if the people are happy performance/productivity will take care.

41. To get ahead in the organization it is most important to get along than it is to be an efficient performance/a high producer.

42. In this organization people do not sum to take much pride in their performance.

43. The best way to make a good impression around here is to steer clear of open, arguments and disagreements.

44. The attitude of our staff/management is that conflict between competing units and individuals can be very healthy.

45. We are encouraged to speak our minds even if it means disagreeing with our superiors.

46. In staff/management goal is to arrive of a decision as smoothly and quickly as possible.

Identity (Loyality)

47. People are proud of belonging to this organization.

48. I feel that I am a member of well functioning team.

49. As far as I can see, there is not very much personal loyalty to the company.

50. In the organization people pretty much look out for their own interest.
SOCIAL SUPPORT SCALE (S.S.)

INSTRUCTIONS:

Here is a list of statements each of which may or may not be true about you. For each statement we would like you to circle. "T" if the statement is probably or certainly false or not true about you.

You may find that many of the statement are neither clearly true not clearly false. In this cases try to decide quickly whether true "T" or false "F" is the most accurate description of you. Although some questions will be difficult to answer, it is important that you choose one of two alternatives. Remember to circle only one the alternatives for each statement. Now read each item carefully & respond:

1. There is at least one coworker whose advise I really trust. T/F
2. There is really no one among my coworkers whom I can trust to give me good financial advice. T/F
3. There is really no one among my coworkers who can give me objective feedback about how I am handling my problems. T/F
4. I feel that there is no one among my coworkers with whom I can share my private worries and fears. T/F
5. If a family crisis arose some of my coworkers would be able to give me good advice about handling it. T/F
6. There is someone among my coworkers I could turn to him for advice about problems related to my job. T/F
7. There are several different people among my coworkers. T/F
8. I do not often get invited to do things with my coworkers. T/F
9. If I wanted to have lunch with someone I could easily find one of my coworkers to join me. T/F
10. When I feel lonely there are several of my coworkers. I could call and talk to them. T/F
11. I regularly meet or talk with my coworkers. T/F
12. I feel that I am on the fringe in my circle of coworkers. T/F
13. If were sick and needed someone to drive me to the doctor, I would have trouble finding someone among my coworkers. T/F
14. If I needed a quick emergency loan of Rs. 100.00 there is someone among my coworkers I could get it from. T/F