

## Copenhagen Burnout Inventory (CBI)

**The CBI is a screening measure that asked employees about their level of burnout with respect to three categories: Personal Burnout, Work Burnout, and Client/Customer Burnout.**

The CBI was used in the Project on Burnout, Motivation, and Job Satisfaction (PUMA) study to measure the level of burnout in employees working in the human service sector. The mean score results have been displayed below.

**22.2%** of employees in the PUMA study screened positively for **PERSONAL BURNOUT**. Employees who gained an average score of 50 or higher (range: 0 to 100) are likely to have Personal Burnout which is defined as “the degree of physical and psychological fatigue and exhaustion experienced by a person”..

**19.7%** of employees in the PUMA study screened positively for **WORK BURNOUT**. Employees who gained an average score of 50 or higher (range: 0 to 100) are likely to have Work Burnout which is defined as “the degree of physical and psychological fatigue and exhaustion that is perceived by the person as related to his/her own work”.

**16.6%** of employees in the PUMA study screened positively for **CLIENT/CUSTOMER BURNOUT**. Employees who gained an average score of 50 or higher (range: 0 to 100) are likely to have Client/Customer Burnout which is defined as “the degree of physical and psychological fatigue and exhaustion that is perceived by the person as related to his/her work with clients.”

A positive response to the screen did not necessarily indicate that an employee had burnout. However, a positive response did indicate that an employee may have symptoms of possible burnout and further investigation of symptoms by a mental-health professional might be warranted.

The following table displays mean scores from the PUMA study for the three categories of burnout.

	Personal Burnout (n=1898)	Work Burnout (N=1910)	Client/Customer Burnout (n=1752)
<b>PUMA study - Mean scores n=X</b>	<b>35.9</b>	<b>33.0</b>	<b>30.9</b>