

(110)

.(2004/2003)

.(22)

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189



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.(Burnout)

(Psychological stress)

Maslach & Jackson, )

.(1991

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(Gold & Roth, 1994)

" (Aithken & Schloss, 1994)

" (Selye, 1983) ."  
(Selye, 1983) ."

(Greenberg& Baron 1990)

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(Maslach, 1991)

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(Dunham, 1992)

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(Hattok, Emrson, Rivers, Mason and Kiernan, 1999)

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(Razza, 1993)

(Jenkins, Ross and Lovell, 1997 )

(Dyer, S & Quine, 1998)

(1999)

(1997)

(181)

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(1993)

(Farber, 1994)

(2000)

(1994)

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1994

Razza, 1993 & Rose 1995; Quine, 1998; Hatton 1990 1997  
Rose, 1993; Bromely & Emerson, 1995: Emerson, 1993; et al, 1999; Hatton &  
: .Jenkins et al, 1997; Qasir, 1997

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(Maslach, 1977)

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Cedoline, ) ."

(1982

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( Maslach & Jackson, 1981)

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Cooper, 1993; Boyle et al, 1995; Quine,

(1993 1998; Hatton et al, 1999)

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(Dyer, S & Quine, 1998)

(1993)

(308)

(1997)

(1995)

(457)



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(1995)

(184)

(1183)

(1986)

Borg & )

5-9

(Flazon, 1989

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10-6 : \* 5-1 : \*

15 : \* 15-11 : \*

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2004/2003

(68) (42) (110)

( %39.3) :

(%76) 100      100      (%24)

-6 (%11.6) 5-1

(%11.5) 15      (% 22.3) 15-11      (%54.5) 10

(1)      .26 39 45

**(1)**

39.3	42		
60.6	68		
24	35	100	
76	75	100	
54.5	60	5-1	
22.3	25	10-6	
11.6	13	15-11	
11.6	12	15	
32.6	36	( )	
38.4	42		
13	14		

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Semi-structured interviews) )

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, MBI)

Maslach & )

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( Maslach Burnout inventory

( Jackson, 1981

.(1995 )

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) 7 ( ) 1 7-1 (

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(Emotional Exhaustion) .1

9

( Depersonalization) .2

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(Low personal accomplishment) .3

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(2)

.(Maslach & Jackson, 1981)

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\*(2)

9	20·16·14·13·8·6·3·2·1	
5	22·15·11·10·5	
8	18·17·12·9·7·4 21·19	
22		

(Maslach & Jackson, 1981) : \*

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(Maslach & Jackson, 1981)

Maslach and )

.Jackson, 1981 and Kyriacou, 1987)

.(1993) (1995)

.(1 )

(3)



(3)

0.61	
0.42	
0.60	

(3)

0.60 0.61

.0.42

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(Maslach & Jackson, 1981)

(4)

(Cronbach Alfa)

(4)

0.87	0.90	
0.76	0.79	
0.73	0.71	

Cronbach )

(1995)

0.86

0.72

0.83

(Alfa

(Cronbach Alfa) -

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(5)

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(5)

0.84	
0.63	
0.78	
0.66	

-0.63

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0.84

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(6)

1.34	3.59		1
1.24	3.43		2
1.02	3.40		3
1.37	3.37		4
1.67	3.32		5
1.67	3.30		6
1.40	3.29		7
1.25	3.28		8
1.40	3.19		9
1.35	3.12		10

(6)

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(7)

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(7)

* ( )				
4.53	9.78	28.08		
	8.57	24.29		
0.23	7.41	11.12		
	7.9	10.20		
1.33	6.54	40.13		
	7.28	38.27		

0.05 =  $\alpha$  \*

0.05

(7)

(4.53) ( )

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(8)

(8)

1.3	92.2	116.9	38813.5	233.8		
1.3	92.2	116.9	38813.5	233.8		
0.021	17.6	0.4	7400	0.8		
0.6	28.4	18.1	11961.5	36.3		
0.28	42.3	11.6	17730.1	23.3		
0.33	56.9	18.3	23957.8	36.6		

(8)

"

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(9)

(9)

1.6	92	151.7	38724.9	303.4		
1.6	92	151.7	38724.9	303.4		
1.7	17.4	29.9	8356	59.9		
3	28.1	84.1	11678.2	168.1		
0.3	32.1	12.9	1878.6	25.9		
0.012	75	0.67	23485.1	1.3		

(9)

0.05  
(3) ( )

(10)

(10)

5.4	11.9	5-1
5.3	11	10-6
5.1	10.5	15-11
5	10	15+

(10)

(5-1)

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100

100

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( )				
1.100	12.44	32.49	100	
	13.07	20.94	100	
1.28	2.61	4.31	100	
	2.56	3.70	100	
2.66	6.39	16.02	100	
	6.41	12.92	100	

0.05

(11)

(2.66) ( )

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Dyer & Quine, (1998); Hatton et (1995) (1997) (1993)

.al (1999); Bromely & Emerson (1995)

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(1991)

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.(Dyer, S & Quine, 1998)

(Jenkins, Ross and Lovell, 1997 )

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Farber, )

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( Borg & Flazon, 1989)

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(Hatton et al, 2000)

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.62 -78 <b>18</b>	_____ .	.4
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. 57- 96 <b>1 21</b>	/ _____ :	.6
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·	(1999) .	.9
	.195-227 15 _____	
	.(1986) .	.10
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	.9-43 3 _____	
_____ .(1992) .		.11
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	.(1990) .	.12
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	.(1997) .	.13
_____ .		
	.(1995) .	.14
.345-375 2 5 _____ .		
	.(2000) .	.15
.179-213 16 _____		
	.(1995) .	.16
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1·2·3·4·5·6·7	1·2·3·4·5·6		1
1·2·3·4·5·6·7	1·2·3·4·5·6		2
1·2·3·4·5·6·7	1·2·3·4·5·6		3
1·2·3·4·5·6·7	1·2·3·4·5·6		4
1·2·3·4·5·6·7	1·2·3·4·5·6		5
4·5·6·7 1·2·3	1·2·3·4·5·6		6
1·2·3·4·5·6·7	1·2·3·4·5·6		7
1·2·3·4·5·6·7	1·2·3·4·5·6		8
1·2·3·4·5·6·7	1·2·3·4·5·6		9
1·2·3·4·5·6·7	1·2·3·4·5·6		10
1·2·3·4·5·6·7	1·2·3·4·5·6		11
1·2·3·4·5·6·7	1·2·3·4·5·6		12
1·2·3·4·5·6·7	1·2·3·4·5·6		13
1·2·3·4·5·6·7	1·2·3·4·5·6		14
1·2·3·4·5·6·7	1·2·3·4·5·6		15
1·2·3·4·5·6·7	1·2·3·4·5·6		16
1·2·3·4·5·6·7	1·2·3·4·5·6		17
1·2·3·4·5·6·7	1·2·3·4·5·6		18
1·2·3·4·5·6·7	1·2·3·4·5·6		19
1·2·3·4·5·6·7	1·2·3·4·5·6		20
1·2·3·4·5·6·7	1·2·3·4·5·6		21
1·2·3·4·5·6·7	1·2·3·4·5·6		22

**ملحق (2)**:  
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0.641	0.437	0.402	0.760	1-1
0.583	0.351	0.395	0.790	1-2
0.601	0.293	0.302	0.823	1-3
0.552	0.334	0.472	0.691	1-6
0.591	0.480	0.501	0.688	1-8
0.638	0.413	0.558	0.762	1-13
0.505	0.446	0.435	0.613	1-14
0.570	0.493	0.533	0.809	1-16
0.533	0.375	0.482	0.702	1-20
0.552	0.409	0.612	0.431	2-5
0.433	0.465	0.583	0.345	2-10
0.360	0.332	0.523	0.468	2-11
0.375	0.412	0.564	0.399	2-15
0.419	0.335	0.597	0.400	2-22
0.622	0.673	0.492	0.551	3-4
0.546	0.583	0.478	0.491	3-7
0.604	0.715	0.570	0.494	3-9
0.534	0.672	0.410	0.447	3-12
0.670	0.743	0.583	0.628	3-17
0.567	0.717	0.395	0.430	3-18
0.541	0.660	0.492	0.394	3-10
0.451	0.593	0.338	0.441	3-21

.2005/4/6