



(110)

.(2004/2003)

(22)

:

189



:

.(Burnout)

(Psychological stress)

Maslach & Jackson,)

.(1991

(Gold & Roth, 1994)

" (Aithken & Schloss, 1994)

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

(Greenberg& Baron 1990)

:

: .1

: .2

:

"

(Maslach, 1991)

"

:

:

:

•

(Dunham, 1992)

:

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

:

(Razza, 1993)

(Jenkins, Ross and Lovell, 1997)

(Dyer, S & Quine, 1998)

(1999)

(1997)

(181)

)

(

(1993)

(Farber, 1994)

(2000)

(1994)

(1991)

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

: .1

: .2

: .3

: :

(Maslach, 1977)

"

Cedoline,) ."

(1982

:

.1

.2

.3

(Maslach & Jackson, 1981)

:

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

(1993 1998; Hatton et al, 1999)

:

(Dyer, S & Quine, 1998)

(1993)

(308)

(1997)

(1995)

(457)

(1995)

(184)

(1986)

(1183)

5-9

Borg &)

(Flazon, 1989

:



:

:

.1

.2

:



/

:

:

:

•

:

•

:

•

:

•

:

•

:

: . : .1

: : .2

* 100 * . 100 *

: .3

:

10-6 : * 5-1 : *

15 : * 15-11 : *

: : .4

:

()

2004/2003

(68) (42) (110)

:

, MBI)

Maslach &)

:

(Maslach Burnout inventory

(Jackson, 1981

.(1995)

:

22

(1)

) 6 () 1 6-1

) 7 () 1 7-1 (

:

(Emotional Exhaustion) .1

9

(Depersonalization) .2

5

(Low personal accomplishment) .3

8

(2)

.(Maslach & Jackson, 1981)

*(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) : *

:

(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

:

(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) -

50

(5)

)

.(2

(5)

0.84	
0.63	
0.78	
0.66	

-0.63

(5)

0.66

0.84

:

:

.1

.2

.3

:

"

"

(6)

(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)

()

(7)

()

(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 = α *

0.05

(7)

(4.53) ()

()

(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)

"

"

(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)

"

"

()

100

100

(11)

(11)

()				
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) ()

. 100

:

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

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

(1991)

.(2000)

.(2000)

.(Dyer, S & Quine, 1998)

(Jenkins, Ross and Lovell, 1997)

.(1986)

(1993)

(1995)

(1991)

(1993)

(1991)

(1997)

(1993)

(1995)

Farber,)

(1986)

(Borg & Flazon, 1989)

(1989

100

(Hatton et al, 2000)

100

:

.1

.2

.3

.4

.5

.6

4. Cedoline A. (1982). *Job Burnout in Public Education Symptoms, Causes and Survival Skills*. Teachers College, New York: Columbia University.
5. Cooper, C. & Kelly, M. (1993). Occupational stress in head teachers: A national UK study. *British Journal of Educational Psychology*. **63**, 130-143.
6. Dunham, Jack. (1992). *Stress in teaching*. 2nd edition, Biddles Ltd, Guilford and King's Lynn, Grate Britain.
7. Dyer S & Quine L. (1998). Predictors of job satisfaction and burnout among the direct care staff of a community learning disability service. *Journal of Applied Research in Intellectual Disabilities*. **II**, 320-332.
8. Emerson E, Remington, B., Hatton C. & Hastings R. (1995). Special Issue on Staffing. *Mental Handicap Research*. **8**, 215-339.
9. Farber, E. (1994). Stress. Levels among secondary school teachers. *Educational review*. **42**; 25-29
10. Gold, Y & Roth, R. (1994). *Teachers managing stress and preventing burnout: the professional health solution*. 2nd edition. The Falmer Press. London.
11. Hatton C., Rivers M., Mason H., Mason L., Emerson E., Kiernan C., Reeves D. & Alborz A. (1999). Organizational culture and staff outcomes in services for people with intellectual disabilities. *Journal of Intellectual Disability Research*. **43**, 206-218.
12. Jenkins R., Rose J. & Lovel C. (1997). Psychological well-being of staff working with people who have challenging behavior. *Journal of Intellectual Disability Research*, **41**, 502-511.
13. Kyriacou, C. (1987). Teachers stress and burnout: An international review. *Educational Research*. **3**, 146-152.
14. Maslach C & Jackson S. (1981). The Measurement of Experienced Burnout. *Journal of Occupational Behavior*. **2**. 99-113.
15. Maslach C. (1977). The Burnout Syndrome in the Day Care Setting. *Child Care Quarterly*, **6**. 100-113.
16. Qaisar, S. (1997). *Special Education Teacher's Attrition in Kentucky and its Reasons*. Paper presented at the Annual Conference of the Mid-South Educational Research Association, USA.
17. Razza N. (1993). Determinants of direct-care staff turnover in group homes for individuals with mental retardation. *Mental retardation*. **31**, 284-291.
18. Rose J. (1993) Stress and staff in residential settings: the move from hospital to the community. *Mental Retardation Research*. **6**, 312-332.

(1)

--	--

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)

:
:
:

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