



The interaction of self-efficacy and demographic characteristics in occupational burnout

Cao XUAN HAI

Hong Duc University, Thanh Hoa City, Viet Nam

Le DUY HUNG

Ho Chi Minh City University of Education, Ho Chi Minh City, Viet Nam

Lan DOAN NGOC HOANG

WINECO Agricultural Investment Development and Production Limited Liability Company, Ho Chi Minh City, Viet Nam

Pham QUANG DAO

ORCID: 0000-0002-4622-9199

Ural Federal University named after the first President of Russia B. N. Yeltsin, Yekaterinburg, Russian Federation

Abstract. Occupational burnout is a pervasive issue impacting professionals, with self-efficacy, demographic factors, and job fit playing key roles in shaping individuals' burnout experiences. *Purpose.* This research investigates the interplay of self-efficacy, and demographic factors in shaping burnout experiences. *Study design.* A cross-sectional survey was conducted on 327 workers working in Vietnam. *Findings.* ANOVA results highlighted gender differences that males exhibited higher self-efficacy and lower burnout than females. Participants with over 10 years of work reported the lowest burnout and highest self-efficacy. Those working with humans and ideas faced lower self-efficacy and higher burnout. The interaction among self-efficacy, gender, work experience, and work domain significantly associated with occupational burnout. *Implications for practice.* Our results suggest that interventions aiming to enhance self-efficacy, address gender-specific patterns, and consider individual differences in years of work to decrease burnout in the workplace may be effective.

Keywords: occupational burnout, self-efficacy, demographic factors, moderating factors.

Introduction

In the dynamic and competitive economic landscape of Vietnam, the phenomenon of burnout has become increasingly prevalent. Characterized by emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment (Maslach, Jackson, 1981), burnout poses a significant threat to the mental health and productivity of Vietnamese employees. Occupational burnout describes a long-standing social issue that has persisted across various countries and is gradually being studied with increasing complexity (Maslach et al., 2001; Schaufeli et al., 2017). Occupational burnout has been studied from various perspectives. Numerous researchers have investigated this

phenomenon in different professions, including workers, lawyers, police officers, and nurses (Cordes, Dougherty, 1993). Additionally, studies also have investigated occupational burnout in fields such as telecommunications, information technology, business, and sports (Maslach, Schaufeli, 1993). Among these, the service industry experiences the highest level of occupational burnout because this profession demands significant interaction with people (Maslach, Jackson, 1984).

Self-efficacy is an individual's belief in their capacity to execute behaviors necessary to produce specific performance attainments (Bandura, 1977). High self-efficacy enables employees to approach work-related challenges with greater confidence, enhancing their ability to manage stress and reducing the likelihood of experiencing fatigue (Prahara, Indriani, 2019). In contrast, individuals with low self-efficacy are more susceptible to burnout, as their diminished belief in their capacity to handle difficulties can lead to feelings of helplessness, increased stress, and reduced motivation in their professional roles (Jerusalem, Schwarzer, 2014). The above findings suggest that self-efficacy may play a crucial role in reducing occupational burnout.

Some research has examined the phenomenon of burnout and its related factors such as job satisfaction and quality of life in Viet Nam (Hong, Ngo, 2021; Uyen, 2022). However, the specific relationship between self-efficacy and occupational burnout remains underexplored. Therefore, this study aims to explore the relationship between self-efficacy and occupational burnout in Viet Nam. Furthermore, it investigates how self-efficacy interacts with various demographic variables, including gender, years of work, and job characteristics, in relation to occupational burnout.

The impact of self-efficacy on occupational burnout

W. Schaufeli with colleagues suggested that burnout in the workplace "originates from an unhealthy relationship between the job and the individual performing it" (Schaufeli et al., 2017). Prior studies have demonstrated that burnout is positively associated with the intention to quit or change jobs and negatively associated with productivity, effectiveness, and job satisfaction (Hoboubi et al., 2017; Pacheco et al., 2023; Turato et al., 2022). According to self-efficacy theory, individuals with high self-efficacy are more capable of accomplishing tasks effectively (Bandura, 1977). This confidence in their abilities enables them to handle challenges and stress more efficiently. Previous studies have found that self-efficacy can be positively related to employees' perceived ability to overcome difficulties and their work motivation (Çetin, Aşkun, 2019; Rhee et al., 2017; Wallin et al., 2022). Individuals with high self-efficacy are likely to experience reduced stress and anxiety when facing challenges (Meyer et al., 2022).

Research indicates that self-efficacy may have a negative relationship with occupational burnout (Yu et al., 2014). Individuals with low self-efficacy may feel overwhelmed by tasks, leading to increased stress and anxiety, which in turn results in emotional burnout (Edú-Valsania et al., 2022). Additionally, when employees lack confidence in their problem-solving abilities, they may struggle to find solutions to work-related issues because they focus excessively on stressors. This may result in procrastination, subsequently increasing workload and pressure, thereby contributing to heightened stress and burnout (Dearmond et al., 2013; Sirois, 2023). Therefore, we hypothesize that self-efficacy is negatively related to occupational burnout among Vietnamese workers.

The interaction of gender, years of work, and job characteristics on the relationship between self-efficacy and burnout

Gender may directly affect the relationship between self-efficacy and occupational burnout. Research has shown that men and women may experience burnout differently and these differences can be attributed to societal and cultural expectations, as well as biological factors (Artz et al., 2022). For instance, women may be more susceptible to burnout due to the dual burden of work and family responsibilities, and societal expectations of nurturing and caregiving roles. On the other hand, men

may experience burnout due to societal pressures to succeed and provide the stigma associated with expressing emotions and seeking help. Furthermore, the relationship between self-efficacy and burnout may also be linked gender. For example, women with high self-efficacy may be more resilient to burnout compared to their male counterparts, as they are more likely to seek social support and employ effective coping strategies (Tifferet, 2020). Conversely, men with high self-efficacy may not experience the same protective effects, as societal norms may discourage them from seeking help or expressing vulnerability (Tifferet, 2020). Therefore, we hypothesize that gender may play a moderating role in the relationship between self-efficacy and burnout.

Years of work are not merely the passage of time in one's career but also about the cumulative experience that shapes professional growth. Beyond the duration spent in a profession, years of work reflect the breadth of roles, skills honed, and challenges faced, which together form the essence of experience. The depth of these accumulated experiences often leads to a stronger sense of self-efficacy, as individuals gain confidence through achievements as well as lessons learned from setbacks (Shoji et al., 2016). This growing self-assurance helps professionals better manage stress and adapt to the demands of their jobs, reducing the risk of burnout (Zhang et al., 2024). In this way, years of work become not merely a marker of time but a vital contributor to professional resilience.

However, the impact of work experience on self-efficacy and burnout is not uniform for everyone. Women may accumulate work experience differently due to career breaks or part-time work related to family responsibilities in Viet Nam. Despite these variations, years of work can still act as a buffer against stress, promoting behaviors that sustain career well-being and satisfaction over time (Peng et al., 2021). More experienced individuals are generally better equipped to handle job-related pressures, and they are more likely to engage in strategies that support long-term career fulfillment (Dobrow et al., 2016). Conversely, limited years of work can leave individuals feeling ill-prepared and less capable of coping with job-related stress, potentially leading to higher levels of burnout.

It is important to note, however, that simply accumulating years of work doesn't always guarantee increased self-efficacy. When significant shifts occur in an organization, role, or industry, prior years of work may lose their relevance. Faced with new challenges, individuals may feel uncertain or anxious about their ability to adapt, which can erode self-efficacy and contribute to burnout (Hotamış, 2024). In such cases, the once-beneficial years of work may no longer support effective performance, leading to heightened stress and pressure. The inability to adjust to new demands, particularly when working in unfamiliar environments or with substantially different organizational cultures, can diminish productivity and increase the risk of burnout. Thus, it is only through sustained work experience in a stable role that self-efficacy can reliably grow. This study explores years of work from this angle, proposing that it moderates the relationship between self-efficacy and occupational burnout.

When considering different labor groups, significant psychological differences during the work process have been documented. There is notable psychological variation between manual laborers and knowledge workers. Manual laborers primarily rely on physical strength and health, combined with experience, skills, and habits. Their job-related needs often revolve around safety and physical well-being, with a focus on income and workplace stability rather than personal development. In contrast, knowledge workers predominantly engage in cognitive tasks, with less physically demanding tasks. They have more opportunities to access new ideas, knowledge, and experiences. However, knowledge workers often face higher job-related pressure and stress (Kazmi et al., 2008). Additionally, their desires for advancement, development, and recognition create intense competition in the knowledge work environment (Anh, 2020). Consequently, knowledge workers tend to encounter more mental health issues related to work stress than manual laborers. Therefore, it can be hypothesized that in occupational fields characterized by manual labor, the impact of self-

efficacy on occupational burnout is lower. Conversely, for knowledge workers, self-efficacy has a greater impact on occupational burnout.

Based on these foundations, this study proposes the following hypotheses.

Hypothesis 1: There are significant differences in occupational burnout and self-efficacy across gender, years of work experience, and job characteristics.

Hypothesis 2: Self-efficacy is negatively associated with occupational burnout and its facets among workers in Ho Chi Minh City.

Hypothesis 3: Gender moderates the relationship between self-efficacy and occupational burnout.

Hypothesis 4: Years of work experience moderate the relationship between self-efficacy and occupational burnout.

Hypothesis 5: Job characteristic moderates the relationship between self-efficacy and occupational burnout.

Method

Participants

The study was conducted on a sample of 327 workers in Ho Chi Minh City, representing 14 occupational fields. Participants' tenure ranged from one to 10 years, and their ages ranged from 23 to 55. Workers were invited to participate in the study through paper-based questionnaires. All participants were informed about the purpose and content of the research and the survey. All participants were informed about the purpose of the study, their right to confidentiality, and their freedom to withdraw at any time. Written informed consent was obtained from all participants. In terms of work experience, 107 workers (32.7%) had 3–5 years of experience. Those with less than one year accounted for 7.6%, 76 workers (23.2%) had 1–3 years, 87 workers (26.6%) had 5–10 years, and 32 workers (9.8%) had more than 10 years. In terms of gender, there were 169 (51.7%) males and 143 (43.7%) females, with the remaining 15 (4.6%) identified as other genders. By job characteristics, 154 participants (47.1%) worked with people, 86 (26.3%) with machinery, 40 (12.2%) with ideas, and 47 (14.4%) with data.

Measurement scales

First, we asked several questions about the demographic information of survey respondents including occupational field, years of work experience in the current field, age, gender and job characteristics (nature and subject of work). Then, we employed two main scales: "The Occupational Burnout Scale" (Uyen, 2022) and "The General Self-Efficacy Scale" (Schwarzer, 1981).

The Occupational Burnout Scale was used to assess the level of occupational burnout. This scale was developed by N. H. Uyen with burnout manifestations expressed through three facets: emotional exhaustion (10 items), depersonalization in work (10 items), reduced personal accomplishment (10 items) (Uyen, 2022). Participants responded on a 5-point Likert scale (1 — "Never", 2 — "Rarely", 3 — "Sometimes", 4 — "Often", 5 — "Very often"). Higher total scores on the scale represent higher levels of occupational burnout. This scale has a Cronbach's Alpha coefficient = 0.94, which indicates good reliability. This scale retains the three-dimensional framework of traditional burnout instruments such as the Maslach Burnout Inventory (Maslach, Jackson, 1981). However, unlike earlier scales that were primarily designed for Western contexts, this scale was systematically adapted to the Vietnamese cultural and occupational setting. Item wording was refined to capture local workplace norms, interpersonal dynamics, and stressors that are particularly salient in the Vietnamese labor market. This cultural adaptation enhances both the semantic clarity and contextual validity of responses. As such, while structurally consistent with established measures, the Occupational Burnout Scale (Uyen, 2022) provides greater cultural sensitivity and practical relevance for assessing burnout in Vietnam.

The General Self-Efficacy Scale was used to assess participants' overall belief in their ability to cope with challenges and accomplish tasks effectively (Schwarzer, Ierusalem, 1995). This scale consists of 10 items. Participants responded on a 4-point Likert scale ("Very inaccurate" — 1; "Inaccurate" — 2; "Accurate" — 3; "Very accurate" — 4). Higher total scores on the scale represent higher levels of self-efficacy. This scale has a Cronbach's Alpha coefficient = 0.85, which indicates good reliability. This scale has been translated and culturally adapted for use in Vietnam (Hanh et al., 2024). It has been applied in various studies with different Vietnamese populations (Hien, 2023; Vu, 2022). Evidence from these studies shows good reliability and validity for the Vietnamese version of the scale.

Data analysis

We conducted all statistical analyses using IBM SPSS Statistics version 20. To begin, descriptive statistics were calculated to provide an overview of the sample's demographic characteristics, including means, standard deviations, frequencies, and percentages. These analyses offered a clear picture of the distribution of participants across occupational fields, years of work experience, gender, and types of labor. In the next step, ANOVA was performed to examine whether there were statistically significant differences in self-efficacy and occupational burnout across demographic subgroups. After establishing the basic patterns of variation, we proceeded with inferential analyses to test our hypotheses. A univariate general linear model was employed to assess both the main effects and the interaction effects of self-efficacy and demographic variables on occupational burnout. The threshold for statistical significance was set at $p < .05$ for all tests.

Results

Descriptive statistics on study variables and demographic characteristics

The ANOVA statistics reveal significant differences in professional burnout and self-efficacy among groups with different genders. Specifically, male participants exhibit higher self-efficacy ($p < 0.001$) and lower professional burnout ($p < 0.001$) compared to female participants. However, it's worth noting that the group with the highest self-efficacy and lowest professional burnout consists of individuals with a different gender.

Table 1. Demographic information of participants and descriptive statistics of study variables

Variables	N	%	Self-efficacy			Occupational burnout		
			Mean	SD	P value	Mean	SD	P value
Sex								
Male	169	51.70	32.59	3.79	<i>p</i> < .001	59.15	17.69	<i>p</i> < .001
Female	143	43.70	30.22	4.04		71.35	15.74	
Non-identify	15	4.60	34.40	5.44		57.27	21.67	
Years of work								
Less than 1 year	25	7.60	28.96	4.96	<i>p</i> < .001	81.56	18.10	<i>p</i> < .001
1 – 3 years	76	23.20	30.11	3.86		69.75	14.16	
3 – 5 years	107	32.70	31.81	4.41		64.13	18.32	
5 – 10 years	87	26.60	32.97	3.50		56.98	16.01	
More than 10 years	32	9.80	33.16	3.11		59.34	18.83	
Job characteristics								
Human	154	47.10	30.70	4.02	<i>p</i> < .001	69.13	15.53	<i>p</i> < .001
Machine	86	26.30	32.65	3.79		56.81	17.45	
Idea	40	12.20	30.83	4.17		66.35	19.72	
Data	47	14.40	33.53	4.47		61.11	20.67	

Note: N = 327.

Additionally, the study results from Table 1 indicate the following regarding years of work: Participants with over 10 years of experience reported the lowest levels of professional burnout and the highest self-efficacy. The group with 5 to 10 years of work followed closely. Next were those with three to five years, followed by participants with one to three years, and finally, individuals with less than one year of experience ($p < 0.001$). Furthermore, the group working with humans and ideas demonstrates lower self-efficacy and higher professional burnout ($p < 0.001$) compared to the group working with machines and data.

Correlation between study variables

The Pearson correlation analysis reveals that self-efficacy has a negative relationship with burnout ($r = -0.58, p < 0.001$). Additionally, self-efficacy is also negatively correlated with emotional exhaustion ($r = 0.54, p < 0.001$), depersonalization in work ($r = 0.52, p < 0.001$), and reduced personal accomplishment ($r = 0.59, p < 0.001$) (See Table 2).

Table 2. Correlations between self-efficacy and burnout

Variables	1	2	3	4	5
1. Self-efficacy	—	-.58*	-.54*	-.52*	-.59*
2. Burnout		—	.95*	.92*	.93*
3. Burnout (emotional exhaustion)			—	.80*	.83*
4. Burnout (depersonalization)				—	.80*
5. Burnout (reduced personal accomplishment)					—

Note: $N = 327$. * $p < 0.001$.

The interactive effect between self-efficacy and demographic characteristics on occupational burnout

Univariate analysis is conducted to assess the impact of self-efficacy, demographic factors, and the interaction between self-efficacy and demographic factors on occupational burnout. Our results indicate that self-efficacy significantly associates with occupational burnout ($p < 0.001$). Gender ($p < 0.001$) and years of work ($p = 0.019$) are also associated with occupational burnout. Job characteristics are not significantly associated with occupational burnout ($p = 0.805$) (see Table 3).

Regarding interaction effects, we observe that gender moderates the relationship between self-efficacy and occupational burnout ($p = 0.023$). Specifically, the impact of self-efficacy on burnout tends to be lower for females, moderate for males, and higher for the undefined group (see Table 3 and Figure 1).

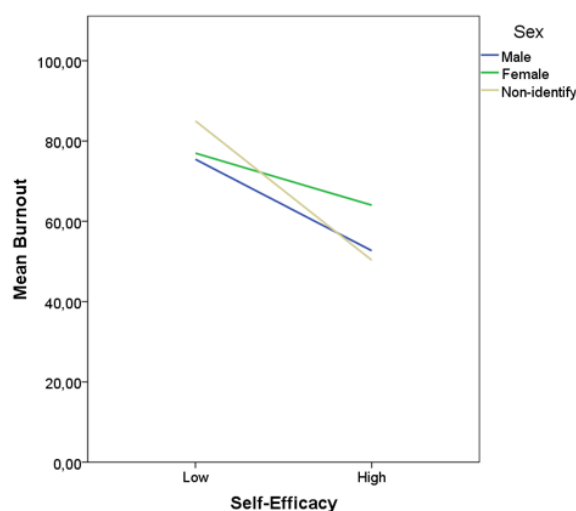


Figure 1. The moderating role of sex in the relationship between self-efficacy and occupational burnout

Years of work also moderate the relationship between self-efficacy and occupational burnout ($p = 0.005$). The strongest association is found in the group with 5 to 10 years of work, while the weakest is observed in the group with less than one year of work (see Table 3 and Figure 2).

Job characteristics also play a moderating role ($p < 0.001$). The strongest relationship is found in the group working with machinery and ideas, while a weaker relationship between self-efficacy and burnout is observed in the group working with humans and data (see Table 3 and Figure 3).

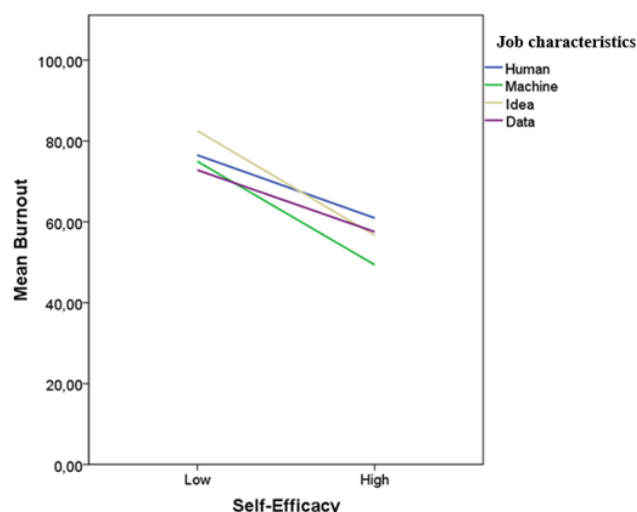


Figure 2. The moderating role of work experience in the relationship between self-efficacy and occupational burnout

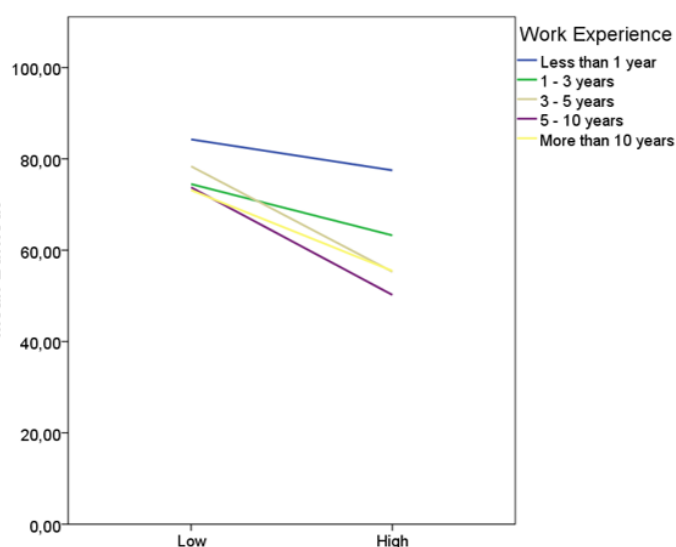


Figure 3. The moderating role of job characteristics in the relationship between self-efficacy and occupational burnout

Table 3. Interactive effects between self-efficacy and demographic factors on burnout

Independent variables	Partial Eta Squared	<i>df</i>	<i>F</i>	Sig.
Self-efficacy	.592	20	6.97	.000
Sex	.268	2	17.55	.000
Work experience	.115	4	3.11	.019
Work object	.010	3	.33	.805
Self-efficacy*Sex	.289	21	1.86	.023
Self-efficacy*Work experience	.474	46	1.88	.005
Self-efficacy* Job characteristics	.489	34	2.70	.000

Note: $N = 327$

Discussion

Our results reveal that the female group exhibits the lowest self-efficacy and higher levels of professional burnout compared to the other groups. This result supports our first hypothesis. To explain these findings, we observe that women tend to react to workplace pressures with a depressive cognitive style (Bianchi, Schonfeld, 2016). Additionally, their coping strategies for work-related stress may be less effective than those of men (Tamres et al., 2002). In Vietnam, women often face more pressure as they juggle household responsibilities and childcare while participating in the labor market. Despite some societal openness, traditional gender norms still influence a significant portion of the population, potentially eroding women's confidence in their abilities. On the other hand, men in Vietnam, although engaged in the workforce, often participate in various leisure activities outside of work hours and contribute less to family caregiving. The prevailing notion that "men build houses, women build homes" remains common in Vietnam.

Our study also shows that self-efficacy increases with years of work, while professional burnout tends to decrease. This can be attributed to the time individuals spend experiencing their jobs, demonstrating their abilities, and continuously improving their professional skills. In other words, individuals with more work experience tend to have higher confidence in problem-solving and facing challenges (Chen et al., 2001). These findings align with C. Maslach with colleagues, who suggested that initial career stages are associated with higher professional burnout, which gradually decreases as workers adapt to their roles (Maslach et al., 2001). However, simply accumulating years of work does not guarantee an increase in self-efficacy; the quality and relevance of that experience are what truly matter. Experiences that consistently challenge individuals and lead to positive outcomes in their specific roles are key to building self-efficacy. Without such continuous, relevant experiences, individuals may find it difficult to gain the confidence necessary to manage new tasks or adapt to changes in their work environment. Thus, it is ongoing, successful engagement in role-specific tasks that truly strengthens self-efficacy.

The negative correlation between self-efficacy and occupational burnout indicates that individuals with higher levels of self-efficacy are less likely to experience burnout in their work environment. This supports our second hypothesis. This finding highlights the importance of promoting self-efficacy among employees in Vietnam to help prevent and alleviate occupational burnout. Employers and organizations can consider implementing interventions and programs that focus on enhancing employees' self-efficacy beliefs to create a more supportive and resilient work environment.

Gender and years of work, job characteristics were identified as moderating factors in the relationship between self-efficacy and occupational burnout. These results support our third, fourth, and fifth hypotheses. The differential impact of these variables suggests that different approaches may be required to address the relationship between self-efficacy and occupational burnout based on individual characteristics. Gender significantly moderates the relationship between self-efficacy and occupational burnout, and understanding this influence is crucial in the Vietnamese context. Traditional gender roles often shape how men and women perceive and manage stress (Mayor, 2015). For example, societal expectations might lead women to experience and express stress more openly, while men may be encouraged to adopt a stoic demeanor. These differences can affect how self-efficacy impacts burnout. Women with high self-efficacy might manage stress more effectively and experience lower levels of burnout compared to their male counterparts (Roohani, Iravani, 2020), or vice versa, depending on the nature of the stressors and available support systems. Additionally, workplace expectations and roles, along with access to support and resources, differ by gender.

Traditionally, gender expectations might place distinct pressures on men and women, influencing their self-efficacy and burnout levels. For instance, women may face additional challenges balancing work and family responsibilities, which can impact their self-efficacy and risk of burnout (Cavagnis et al., 2023). Conversely, men might experience pressure related to career success (Horta, Tang, 2023). These insights underscore the importance of implementing targeted strategies to support both women and men in the workplace. For women, flexible work arrangements and mentorship programs could enhance self-efficacy and reduce burnout. Meanwhile, for men, fostering a workplace culture that values well-being and encourages open discussions about mental health can alleviate pressures related to career success.

Years of work also play a pivotal role in shaping the connection between self-efficacy and occupational burnout, especially in Vietnam's rapidly evolving economic landscape. Consistent and relevant work experience enhances self-efficacy because repeated successes in overcoming challenges build confidence in one's abilities. This confidence not only helps them manage stress but also lowers the risk of burnout. In Vietnam, where economic growth and shifting job markets are the norm, employees with significant, applicable experience are better prepared to handle new challenges, preserving their self-efficacy. Moreover, in the Vietnamese context, opportunities for professional development and organizational support are crucial. As the job market changes, access to ongoing training and career advancement resources helps individuals continuously hone their skills and adapt to new job demands. This support system not only reinforces self-efficacy but also fosters a more resilient and engaged workforce, which is essential for navigating Vietnam's dynamic economic environment.

Limitations

While our research provides valuable insights into occupational burnout, it is important to acknowledge several limitations. First, the cross-sectional design, which captures data at a single point in time, restricts our ability to establish causal relationships or examine changes over time. Longitudinal or experimental designs would provide stronger evidence for understanding the dynamics of burnout and its predictors. Second, our sample consisted of 327 workers in Vietnam, which may limit the generalizability of the findings to other populations or cultural contexts. In addition, the use of convenience sampling introduces potential bias, as individuals who chose to participate may differ systematically from those who did not. Third, reliance on self-reported measures raises the risk of social desirability bias. Although anonymity was assured, this bias cannot be completely eliminated. Fourth, common method variance may have influenced the results because all data were collected through a single survey instrument. Finally, unmeasured variables such as organizational culture, leadership style, or workplace policies may also play an important role in occupational burnout but were not accounted for in the present analysis. Future studies should consider adding these variables to gain further insight into the relationship between self-efficacy and occupational burnout.

References

- Anh, N. T. (2020). *Định hướng giá trị nghề nghiệp của người lao động tại Công ty trách nhiệm hữu hạn một thành viên Đông Hải — Quân khu 7 trong giai đoạn cổ phần hóa doanh nghiệp* [Orienting professional values of employees at Dong Hai One Member Limited Liability Company — Military Region 7 during the equitization phase of the enterprise]. Ho Chi Minh City University of Education. (in Vietnamese)
- Artz, B., Kaya, I., Kaya, O. (2022). Gender role perspectives and job burnout. *Rev Econ Househ*, 20(2), 447–470. <https://doi.org/10.1007/s11150-021-09579-2>

- Bandura, A. (1977). Self-efficacy: toward a unifying theory of behavioral change. *Psychological Review*, 84, 191–215. <https://doi.org/10.1037/0033-295X.84.2.191>
- Bianchi, R., Schonfeld, I. S. (2016). Burnout is associated with a depressive cognitive style. *Personality and Individual Differences*, 100, 1–5. <https://doi.org/https://doi.org/10.1016/j.paid.2016.01.008>
- Cavagnis, L., Russo, C., Danioni, F., Barni, D. (2023). Promoting Women's Well-Being: A Systematic Review of Protective Factors for Work-Family Conflict. *Int J Environ Res Public Health*, 20(21). <https://doi.org/10.3390/ijerph20216992>
- Çetin, F., Aşkun, D. (2019). The effect of occupational self-efficacy on work performance through intrinsic work motivation. *Management Research Review*, 41(2), 186–201. <https://doi.org/10.1108/MRR-03-2017-0062>
- Chen, G., Gully, S., Eden, D. (2001). Validation of a New General Self-Efficacy Scale. *Organizational Research Methods — ORGAN RES METHODS*, 4. <https://doi.org/10.1177/109442810141004>
- Cordes, C., Dougherty, T. (1993). A review and an integration of research on job burnout. *Academy of Management Review*, 18. <https://doi.org/10.5465/AMR.1993.9402210153>
- Dearmond, S., Matthews, R., Bunk, J. (2013). Workload and procrastination: The roles of psychological detachment and fatigue. *International Journal of Stress Management*, 21, 137. <https://doi.org/10.1037/a0034893>
- Dobrow, S. R., Ganzach, Y., Liu, Y. (2016). Time and Job Satisfaction: A Longitudinal Study of the Differential Roles of Age and Tenure. *Journal of Management*, 44(7), 2558–2579. <https://doi.org/10.1177/0149206315624962>
- Edú-Valsania, S., Laguía, A., Moriano, J. A. (2022). Burnout: A review of theory and measurement. *International Journal of Environmental Research and Public Health*, 19(3).
- Hanh, T. T. H., Thanasilp, S., Pudtong, N. (2024). Psychometric properties of the New General Self-Efficacy Scale for Vietnamese persons with colorectal cancer. *Belitung nursing journal*, 10(5), 548–553. <https://doi.org/10.33546/bnj.3544>
- Hien, L.V. (2023). Niềm tin vào năng lực bản thân và học tập phát triển nghề nghiệp của giáo viên tiểu học trên địa bàn Thành Phố Đà Nẵng. *TNU Journal of Science and Technology*. 229(04), 111–116. <https://doi.org/10.34238/tnu-jst.8258> (in Vietnamese)
- Hoboubi, N., Choobineh, A., Kamari Ghanavati, F., Keshavarzi, S., Akbar Hosseini, A. (2017). The impact of job stress and job satisfaction on workforce productivity in an Iranian petrochemical industry. *Saf Health Work*, 8(1), 67–71. <https://doi.org/10.1016/j.shaw.2016.07.002>
- Hong, N., Ngo, V. (2021). Employees' psychological capital, burnout, and quality of work-life in vietnamese enterprises: Moderating effects of individual and organisational characteristics. *Asian Academy of Management Journal*, 26, 89–112. <https://doi.org/10.21315/aamj2021.26.1.4>
- Horta, H., Tang, L. (2023). Male and female academics' gendered perceptions of academic work and career progression in China. *Higher Education Quarterly*, 77(3), 515–536. <https://doi.org/https://doi.org/10.1111/hequ.12419>
- Hotamış, E. İ. (2024). *Exploring the relation between self-efficacy and uncertainty in the realm of collaborative learning tasks*. University of Twente.
- Jerusalem, M., Schwarzer, R. (2014). Self-efficacy as a resource factor in stress appraisal processes. In R. Schwarzer (ed.), *Self-efficacy* (195–214). eBook Published 11 June 2014, New York: Taylor & Francis. <https://doi.org/10.4324/9781315800820>
- Kazmi, R., Amjad, S., Khan, D. (2008). Occupational stress and its effect on job performance. A case study of medical house officers of district Abbottabad. *Journal of Ayub Medical College, Abbottabad: JAMC*, 20, 135–139.
- Maslach, C., Jackson, S. (1981). The measurement of experienced burnout. *Journal of Organizational Behavior*, 2, 99–113. <https://doi.org/10.1002/job.4030020205>

- Maslach, C., Jackson, S. (1984). Burnout in organization settings. *Applied Social Psychology Annual*, 5, 133–153.
- Maslach, C., Schaufeli, W., Leiter, M. (2001). Job burnout. *Annual Review of Psychology*, 52, 397–422. <https://doi.org/10.1146/annurev.psych.52.1.397>
- Maslach, C., Schaufeli, W. B. (1993). *Historical and Conceptual Development of Burnout*.
- Mayor, E. (2015). Gender roles and traits in stress and health. *Front Psychol*, 6, 779. <https://doi.org/10.3389/fpsyg.2015.00779>
- Meyer, N., Niemand, T., Davila, A., Kraus, S. (2022). Biting the bullet: When self-efficacy mediates the stressful effects of COVID-19 beliefs. *PLoS One*, 17(1), e0263022. <https://doi.org/10.1371/journal.pone.0263022>
- Pacheco, A., Alvarez, A., Peñaranda, C., Pineda, F., Quispe, J., Felix-Poicon, E., Ruiz, M. (2023). The effect of burnout syndrome on the job satisfaction of employees in the municipalities of South Lima: a cross-sectional study. *Ann Med Surg (Lond)*, 85(10), 4731–4738. <https://doi.org/10.1097/ms9.0000000000000790>
- Peng, P., Song, Y., Yu, G. (2021). Cultivating proactive career behavior: The role of career adaptability and job embeddedness. *Hypothesis and Theory*, 12. <https://doi.org/10.3389/fpsyg.2021.603890>
- Prahara, S., Indriani, N. (2019). Employees: Occupational self-efficacy and work stress. *Journal of Psychology and Instruction*, 3, 91–96. <https://doi.org/10.23887/jpai.v3i3.23178>
- Rhee, S.-Y., Hur, W.-M., Kim, M. (2017). The Relationship of Coworker Incivility to Job Performance and the Moderating Role of Self-Efficacy and Compassion at Work: The Job Demands-Resources (JD-R) Approach. *Journal of Business and Psychology*, 32, 1–16. <https://doi.org/10.1007/s10869-016-9469-2>
- Roohani, A., Irvani, M. (2020). The relationship between burnout and self-efficacy among Iranian male and female EFL teachers. *Journal of Language and Education*, 6, 157–172. <https://doi.org/10.17323/jle.2020.9793>
- Schaufeli, W., Shimazu, A., Hakanen, J., Salanova, M., De Witte, H. (2017). An ultra-short measure for work engagement: The UWES-3 validation across five countries. *European Journal of Psychological Assessment*, 35, 1–15. <https://doi.org/10.1027/1015-5759/a000430>
- Schwarzer, R., Jerusalem, M. (1995). Generalized self-efficacy scale. In J. Weinman, S. Wright, M. Johnston. Measures in health psychology: A user's portfolio. *Causal and control beliefs* (35–37). Windsor, UK: NFER-NELSON.
- Shoji, K., Cieslak, R., Smoktunowicz, E., Rogala, A., Benight, C. C., Luszczynska, A. (2016). Associations between job burnout and self-efficacy: a meta-analysis. *Anxiety, Stress, & Coping*, 29(4), 367–386. <https://doi.org/10.1080/10615806.2015.1058369>
- Sirois, F. M. (2023). Procrastination and stress: A conceptual review of why context matters. *Int J Environ Res Public Health*, 20(6). <https://doi.org/10.3390/ijerph20065031>
- Tamres, L., Janicki, D., Helgeson, V. (2002). Sex differences in coping behavior: A meta-analytic review and an examination of relative coping. *Personality and Social Psychology Review — PERS SOC PSYCHOL REV*, 6, 2–30. https://doi.org/10.1207/S15327957PSPR0601_1
- Tifferet, S. (2020). Gender differences in social support on social network sites: A meta-analysis. *Cyberpsychol Behav Soc Netw*, 23(4), 199–209. <https://doi.org/10.1089/cyber.2019.0516>
- Turato, G., Whiteoak, J., Oprescu, F. (2022). Allied health front-line manager perceptions of factors impacting workplace morale and burnout risk. *Journal of Health Organization and Management*, 36(7), 857–874. <https://doi.org/10.1108/JHOM-09-2021-0355>
- Uyen, N. H. (2022). *Mối liên hệ giữa biểu hiện kiệt sức nghề nghiệp và đặc điểm nhân cách của người lao động* [The relationship between occupational burnout and personality characteristics of workers] Ho Chi Minh City University of Education. (in Vietnamese)

- Vu, L. H. (2022). Niềm tin vào tính hiệu quả của bản thân trong học tập ngoại ngữ thứ hai–tiếng trung quốc: trường hợp sinh viên ngành ngôn ngữ anh tại trường Đại Học Ngân Hàng Thành Phố Hồ Chí Minh. *Tạp chí Khoa học Trường Đại học Sư phạm TP Hồ Chí Minh*, 19(5), 760–760. DOI: 10.54607/hcmue.js.19.5.3342(2022) (in Vietnamese)
- Wallin, S., Fjellman-Wiklund, A., Fagerström, L. (2022). Work motivation and occupational self-efficacy belief to continue working among ageing home care nurses: a mixed methods study. *BMC Nursing*, 21(1), 31. <https://doi.org/10.1186/s12912-021-00780-3>
- Yu, X., Wang, P., Zhai, X., Dai, H., Yang, Q. (2014). The effect of work stress on job burnout among teachers: the mediating role of self-efficacy. *Social Indicators Research*, 122. <https://doi.org/10.1007/s11205-014-0716-5>
- Zhang, G., Feng, W., Zhao, L., Zhao, X., Li, T. (2024). The association between physical activity, self-efficacy, stress self-management and mental health among adolescents. *Scientific Reports*, 14(1), 5488. <https://doi.org/10.1038/s41598-024-56149-4>

Received 22.09.2024

Взаимодействие самооффективности и демографических характеристик в профессиональном выгорании

ХАЙ Као Суан

Университет Хонг Дык, Тханьхоа, Вьетнам

ХУНГ Ле Зуй

Педагогический университет Хошимина, Хошимин, Вьетнам

ХОАНГ Лан Доан Нгок

Компания WINECO (Общество с ограниченной ответственностью по инвестициям, развитию и производству сельскохозяйственной продукции), Хошимин, Вьетнам

ДАО Фам Куанг

ORCID: 0000-0002-4622-9199

Уральский федеральный университет имени первого президента России Б. Н. Ельцина, Екатеринбург, Российская Федерация

Аннотация. Профессиональное выгорание — распространённая проблема среди специалистов, при этом самооффективность, демографические факторы и соответствие работы играют ключевую роль в формировании выгорания у отдельных лиц. *Цель.* В данном исследовании изучается взаимосвязь между самооффективностью и демографическими факторами в формировании профессионального выгорания. *Дизайн исследования.* Было проведено поперечное исследование с участием 327 работников, работающих во Вьетнаме. *Результаты.* Результаты дисперсионного анализа (ANOVA) выявили гендерные различия: мужчины демонстрировали более высокую самооффективность и меньший уровень выгорания, чем женщины. Участники со стажем работы более 10 лет сообщали о самом низком уровне выгорания и самой высокой самооффективности. Те, кто работал с людьми и идеями, демонстрировали более низкую самооффективность и более высокий уровень выгорания. Взаимосвязь между самооффективностью, полом, опытом работы и сферой деятельности значимо коррелировала с профессиональным выгоранием. *Практические выводы.* Наши результаты показывают, что вмешательства, направленные на повышение самооффективности, учёт гендерных особенностей и индивидуальных различий в стаже работы для снижения выгорания на рабочем месте, могут быть эффективными.

Ключевые слова: профессиональное выгорание, самооффективность, демографические факторы, опосредующие факторы.