Relationship between Social Support and Burnout among Working Individuals: Mediating role of Co-rumination.

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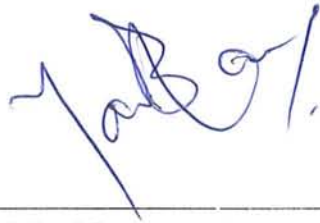
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Supervisor

"DEDICATED TO MY PARENTS

WITHOUT WHOM NONE OF MY

SUCCESS IS POSSIBLE"

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Working Individuals: Mediating role of Co-rumination.

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ABSTRACT

The current study aimed to explore the relationship between co-rumination, social support, and burnout among working individuals. Moreover mediating role of co-rumination in the relationship between social support and burnout was also found. Further the current study also investigated the role of demographic variables such as age, gender, job duration, working hours, organizations, and education along study variables. For this purpose convenient sample of 200 working individuals were collected from various organizations of Islamabad. Three measures were used in the study. Co-rumination Questionnaire (Rose, 2002) measures the co-rumination in working individuals, Copenhagen Burnout Inventory (Kristensen & Borritz, 2011) measures the level of burnout, and social support in co-workers is measured by O'discrol Measure of Social Support (O'discrol, 2000). Scales has satisfactory alpha reliabilities. Pearson's correlation, *t*-test, ANOVA, and mediation analysis was computed to test the hypotheses. Results showed that there is a significant positive relationship between co-rumination, social support, and burnout in working individuals. Co-rumination mediated the relationship between social support and burnout. At the end limitations, implications, and recommendations for future research are discussed.

INTRODUCTION

INTRODUCTION

Organizational life is ruined by stress and burnout. Workers investigated elevated level of stress and emotional exhaustion because of every day interaction at their work place. In order to reduce their stress and burnout, they try to look for social support as a medium. In fact, according to American Psychological Association, work is the main origin of stress and burnout. Rosch (2001) reported that 69% of workers have strain and burnout in their organizational lives. Many researchers have found the way in which harmful effects of burnout and stress could be buffered. In buffering activities, most beneficial is social support (Cohen & Wills, 1985). Social support is primary remedy which could buffer the effects of strain and burnout. Mostly we perceive social support as a positive construct. Not all social support is positive (Craven, Geary, Rose, & Ponzi, 2008). When people think about the "social-support", something positive came into mind. But by recent researches, it has been found that social support is not always positive and all social support is not also always beneficial. People discuss their problems with their friends or social support in order to gain support but when they engage in negative content called co-rumination (Rose, 2002), social support then do not buffer the effect of burnout, rather than it increases burnout.

Co-rumination

Co-rumination is a new construct which was first introduced by Rose (2002). It refers to discussing negative content again and again and focuses on negative feelings discussing it with peers. It is a construct in which friends spend time together, in order to encouraging each other to excessively discussing problem in which the content is negative. It increases the relationship between friends but also brings out internalizing symptoms like depression (Schrandt, 2014). There is not much work on co-rumination, because it was introduced in 2002.

Co-rumination was first explained as a connection of friendship between boys and girls that explained differences based on gender related to depression and anxiety. Since people perceive friendships as a protective factor (Kendler, Prescott, & Myers, 2005), and it was concluded in the study that females are more likely to perceive

friendship closer as compared to males and it also seems that females experienced greater level of symptoms related to depression and anxiety. As Schrandt (2014) described in his study that co-rumination is about disclosing one's self to another person, which includes many things like a person share his/her inner personal beliefs and affections, and it is more intense and have negative effects like rumination. Because opening to someone and sharing your beliefs and affection makes the relationship close and engaging on negative talk is linked to the stress and burnout (Rose, 2002). Co-rumination is not either perfectly adaptive or maladaptive. It may be strengthen by improving the quality of relationship (Rose & Waller, 2010). It may be identified as novel, compelling, and most important in developing social process which also contributes to psychopathology (Bukowski, 1994).

Rose (2002) found the co-rumination in friendship of boys and girls in her study. As girls have closer friendships than boys and it is assumed that it protects against emotional difficulties, but it has been also found that it does not buffers the effect of anxiety and depression. By discussing problems, a person discloses him/herself in front of another person due to which they became closer to each other. Self-disclosure leads to close relationships. Co-rumination is a single construct which has both positive and negative consequences. On positive side, it strengthens the relationship and on negative side, it leads to emotional difficulties. Results indicate that girls co-ruminate more than the boys. It was also noted that self-disclosing is more in girls than the boys particularly in adolescents. Rumination was also higher in girls then the boys, also girls reported higher positive friendship then boys.

In another study Boren and Jhonson (2013) demonstrated that co-rumination is a construct which slightly mediates the relationship between social support and emotional exhaustion among graduate students. As graduate students reported high level of stress and burnout. Many students use social support to buffer the effect of stress. This study focused on engaging into negative communication, co-rumination (Rose, 2002) and the effect it has on burnout and social support. Co-rumination has both positive and negative effects. If there are two person discussing problems, there are two possibilities. One, it may increase relational closeness and secondly it increases symptoms of depression and anxiety (Rose, Carlson & Waller, 2007).

Results indicated that co-rumination do partly interferes the relationship between emotional exhaustion and social support.

To see the consequence of co-rumination at work place, Haggard, Robert, and Rose (2010) reported about the males and females in trade-offs who took part in discussing about problems again and again at the workplace. They also explore on the type of the social support. Not all social support has positive effect; some has negative effects. The study explained the adjustment problems which occurs due to increase or decrease in social support. It also examined whether co-rumination between co-workers affect adjustment outcomes which also included the quality of their relationship, emotional adjustment and workplace outcomes. Results indicated the positive correlation between relationship satisfaction with a friend and also to a job satisfaction. It also has been reported that co-rumination is positively related to depression but is not significant. Co-rumination is also positively related to work to family conflict.

Bergeron (2013) explored the relationship between co-rumination and depressive symptoms. It was assumed that co-rumination is positively related with depression. A particular pattern of interpersonal behavior which is co-rumination that could be responsible for relationship between depression and friendship. It was reported in the study that males had lower level of depression as compared to females. It was also reported that higher the co-rumination, higher will be the social support. Results indicated positive relationship of co-rumination and depressive symptoms. It also has been indicated that females have high level of co-rumination, social support, and depressive symptoms than male.

To see the relationship between co-rumination, burnout, stress, and social support among working individuals, Boren (2013) concluded that workers reported higher level of burnout and stress due to work, it has been noted that they seek social support in order to decrease the level of stress and burnout. Recent researches have noted that not all social support is beneficial, when they bounded in negative talk and the social support which was beneficial before is now converted into negative social support (Haggard et al., 2010). Excessive negative talk leads to high level of stress and burnout. This study concluded that all social support is not positive. Some are negative due to engaging in process of co-rumination. Results indicated two findings.

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It was reported that co-rumination is a variable which interferes with both relationship, whether it is between social support or the between social support and perceived stress.

Rudiger and Winstead (2013) explored the co-rumination in context of body image. The study found the connection between adjusting psychologically, attitudes related to eating and body image. They examined how negative talk about body is associated with adjusting psychologically and attitudes related to eating and body image. Negative talk about body image leads to dysfunctional cognitions and is also related to disordered pattern of eating. Results indicated that there is no advantage in co-ruminating about body, benefits of both individual, and relationship is in accepting themselves and also be positive about their body image.

Social Support

Social support is defined as an expressive and non expressive transmission between receiver and giver that decreases the doubts about the situation, about self, the other person or the relationship and function that strengthen the realization of personal control in experiences of their life (Adelman & Albrecht, 1987). In the described definition, the most important component is transmission, decreasing the doubts, and strengthening of the realization of personal control. As it is defined by the definition that the social support is a transmission that aids people to perceive the circumstances more determine and hence feel as they are having more authority towards the circumstances. Social support is as support which is available in variety that people receive from others. It can be emotional, financial or instrumental. Social support is the most important element in any relationship.

The definition written above is somehow limited because it focuses on supportive communication that reduces uncertainty. It may ignore other communications that could be proved helpful, but it may not reduce uncertainty. Mostly we respect our social support we receive from others. According to Norris and Kaniasty (1996) there are two types of social support, one of the social support type is about accepting the support in manner of what is considered by the other person which is also called actual social support. Another type of social support is about an

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assumption of a person that there is support which will be available for him/her in time of need, this is also call perceived social support.

Social support is also defined by Gottlieb (2000) in terms of a procedure in which there is a interaction which improves the relationship and many other elements such as how to cope, enhancing esteem, belonging, and improving competence with the help of real or perceived trading of many resources which may be physical or psychosocial. The most important component of this definition is the process of interacting, esteem, ability to cope, belonging, exchange, and competence.

People receive support from various domains. There is the distinction between both gender in receiving social support, which may include work-related or non-work related social support (Daalen, Willemsen, & Sanders, 2005). It is reported that generally females receive more social support as compared to males and females rely more on social support than men. It was reported that mostly males receive more support from their life partner (Reevy & Maslach, 2001).

Gender difference depends on how they perceive stress and also depends on consequences (Taylor, Klein, Lewis, Gruenewald, Gurung, & Updegraff, 2000). It was concluded that in male, there are more chances of flight or fight response in conditions that provoke anxiety or strain as compared to females. Females respond in pattern of caring and love when their spouses or children are in stress full situation and there are more chances that females bond to social groups in order to increase the protection of mental health, in contribution of reducing vulnerability, and contributing to the social gatherings for the interchange of facility, resources, and responsibilities. Social Support that is received from family and friends was not related to depression in women, but was negatively related to depression in men (Daalen et al., 2005).

Types of social support. Social support can be expressive or non expressive transmission. There are many other categories of social support (Schaefer, Coyne, & Lazarus, 1981). These include emotional social support, esteem social support, network social support, informational social support, and tangible social support. Details are as follow

Emotional support. It is the type of communication which fulfills the individual's emotional needs. These are expression which shows caring of someone.

Like telling to the other person that they are feeling bad for their situation or telling them about their importance in one's life. Expression of emotional social support may not solve the problem directly but it may help to lighten the mood. The person may feel relax and not tense or angry.

Esteem support. It is the type of communication in which a person strengthens another person's abilities and also develops trust regarding their abilities so that it would be helpful in completing any task. It helps an individual to prepare to take an action with confidence that they can pass through difficulties.

Network support. It is not like esteem support or emotional support which involves emotion or self-concept. It is connected to a network that reminds of social support. That network is reminding them that they are not alone in the situation; they don't have to stand alone. In this network, its member's offers different type of supports, but the main emphasis is only on providing social support.

Information support. It is the type of communication in which useful information is provided. Whenever there is a challenging or difficult situation, information is needed so that a person could take decision. Without knowing the details of the problem or sources of the problem.

Tangible support. Any physical aid which is provided by others. Sometimes people needs material goods in challenging situations, it also involve that. This type of support is not thought to be communicative because it does not involve exchanging of word.

Role of social support in reducing burnout. Functions of social support are not limited to the solving of problems but it is also beneficial for health which includes over all good health of a person. That may be psychological or physical. It also represent that social support is also necessary for good shape life style. There are many studies which connects good health with social support (Albrecht, Goldsmith, & Thompson, 2003). Social support can be result into many components which includes self acceptance, management of unpleasant events, coping with disease, getting better from any ailment, and also decreases death rate (Hall & Mattson, 2007).

Different researches have been conducted about consequences of social support on good physical condition. Mortimore (2008) explored about recovery of individual from breakage of hip bone. The patients having less interaction socially and also have less support from others have chances of being die five times more as compared to those who have more social contact and support. The study was conducted by Anderson, Winett, and Wojcik (2007) which concluded that higher the social support, high will be the self acceptance in preparing most healthy food full of nutrients. The support of significant other helps them to provide information about eating healthy and avoiding unhealthy food (Hall & Mattson, 2007).

Stress buffering role of social support. There are many theories which concluded that social support is necessary for physical health. Psychological health is also depended on physical health. According to stress buffering hypothesis, under some conditions social support reduces or buffers the negative effects of burnout (Farmer & Sundberg, 2010). For the buffering hypothesis one condition is needed to be fulfilled, which is, individual must experience high level of stress. Those individuals who have high level of stress could be suffer from over eat or under eat, and they can even use drugs or alcohol. Some symptoms which are related to physical health includes increased blood pressure, sore head, pain in back bone muscles, reduced resistance from diseases, and also insomnia. Social support helps to minimize stress, the side effects which are related to body, and related to unhealthy behaviors could also be reduced. When people have supportive environment or surrounding, they can have financial support which could help them to recover from any illness. For example, cancer patients need pick and drop facility; those patients who are nearly recover from surgery need facilities like cooking, house cleaning etc. Those individuals who have no access to tangible support cannot fully recover because they may not take proper rest or medication (Hall & Mattson, 2007).

Benefits of social relationships and social network. Having supportive relationships helps in enhancing mental health, improved efficacy, coping better in stressful situations, and recovery (Kendall, 2011). Social relationships provide following benefits which include personal control, self acceptance, considering their self worthy of living, and also generate feelings of being protected. Accepting one's self refers to social networks that provide a support on which person can rely on

another person. Increased self of worth includes care from family, friends, and siblings. Feelings of security are gained by social networks which provide advice, information and guidance whenever needed.

Social support seeking. There are the behaviors which are related to social support seeking behaviors. Barbee and Cunningham (1995) have defined the types of social support seeking behaviors. Verbal and non-verbal ways of communication is also described in direct and indirect ways. Direct method of social support seeking behavior involves such as giving details which are related to the problems, they gave more positive outcome as proved more helpful because individuals who are providing support in this phase are completely sensible about their issue and also realize to present their support. Another method is indirect method involves such as a person is crying, it could be not understood properly or also could not get enough attention or may be ignored because there are precise ways in which a person can tell that there is a problem behind the crying behavior (Hall & Mattson, 2007).

Social support groups. These are the various ways in which social support could be given or receive. Social support is the type of group in which individuals share common stressors in life and come close to provide mutual support and information (Miller, Considine, & Garner, 2007). They may suffer from same type of health issue, problems in their relationship, physically or psychologically challenged or any type of disturbance in their life such as death of loved one or financial loss. Further common points they share is stressors in life, more they provide support to each other and are closer to each other. More the homogenous group, more it will be supportive. That's why support groups are created for very special conditions. If there are too many members in group then it will be difficult to have a meaningful relationship and communication.

This social support group provides support when it is not available from other social network. It is not necessary that members of social support have same experiences and challenges in their life. In this situation, they are not able to provide helpful information about their problem (Hall & Mattson, 2007).

Social support at work place. Social support at workplace refers to support provided to an employee by one or more individuals. It is perceived as source of

coping to reduce occupational stress. An important distinction concerns the sources of social support. Support may be given to individuals within the organization by co-worker for example, supervisors, subordinates, coworkers, or even customers. It can be given outside the organization like from family and friends.

Social support is also necessary for employment well being (Cohen & Wills, 1985). Blakely, Andrews, and McKee-Ryan (2007) concluded that there is a lot of impact on employees from outcome of organization such as employee's productivity, ability to make decisions and attendance. Wright and Bonnet (2007) also explored the progressive evident which point out the good physical and mental health of employee with due to social support. It has been studied that psychologically a person feels good and perceive environment as less stressful, and more positive when receive social support from co-workers or supervisors (Karademas, 2006).

According to Eisenberger and Rhoades (2002), support at the work place also helps to reduce stress and uncertainties, through communication which could be verbal or non-verbal which may transmit emotions, referral or information. Parallel to this point of view, there is another finding by Sundin (2006). Social support can also be perceived as emotional, instrumental or informational help. It was also explained that at workplace, working individuals expects from their supervisors that they will provide support by making the work environment comfortable and healthy and also by proving them feedback regarding to their work.

Social support from co-workers can be receive in different ways such as an advice support, assistance, listening, sharing information, concern, and interests in other lives. Co-worker social support is a network in which its members believe that other members are willing to provide help related to work issues or in accomplishing the task. But engaging in co-rumination can also buffers the effect of this social support. Cureton (2014) explained the importance of co-worker social support as a resource of occupation is focused on mode of structures of workplace and accomplishing the task in groups and more creative workplace. At every workplace, people have co-workers that are involved in interaction related to accomplishing task, social support or social gathering. At the co-worker level, social support effects engagement level due to interaction (Chiaburu & Harrison, 2008).

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Burnout

Burnout was first introduced by Freudenberger (1974). He characterized set of symptoms that result in emotional exhaustion from work. Burnout is a syndrome which is consists of three components which include decreased personal accomplishment, exhausting emotionally, and depersonalization (Maslach & Jackson, 2001). It is also defined as a syndrome related to emotional fatigue and stress that mostly arise in people who are connected to each other professionally (Montgomery & Rupp, 2005).

Maslach (2004) viewed burnout as a serious issue which affects many people especially in work place. He also described about job burnout that it is an extended response to persistent interpersonal and emotional stress on job. Due to burnout, even motivated and highly committed people change their attitude with reduced personal accomplishment and depersonalization.

Signs of burnout. Robinson (2015) presented following signs of burnout;

Severe exhaustion. According to this sign, the person has no desires to start or complete a task that requires any type of effort. Even idea of doing work running in mind can make the person sick.

Excessive workload. When there is a lot of work, it may trigger stress and do not let the body to recover physically, and mentally. It can cause insomnia, disturbed pattern of eating, and unrelieved stress.

Cynicism. At this point there is no sense of accomplishment. Everything seems pointless.

Emotionally draining work. If work demands emotionally involvement, then continuously involvement in stress may effect on adrenal glands due to which a person may feel serious tiredness and deficiency of chemicals that's help in reducing stress response.

Reduced positive emotions. Everything seems meaningless, even the person enjoys outside the work.

Catastrophic thoughts. Burnout phase lead to terrible thoughts. Everything seems dark. The person's mind follows irrational beliefs and no coping resources are found.

Lack of support or rewards. When people do their duty according to the demands of their organization and no rewards are provided, it may also cause burnout. On the other hand, lack of social support at work place also causes burnout.

Components of burnout. Following are the components;

Emotional exhaustion. Emotional exhaustion is component of burnout that quickly react to nature and intensity of work that trigger stress. It was concluded that people reported severe work related stress, feelings of tiredness, not satisfying with their work, and also feeling irritated when they are emotionally exhausted. Exhausting emotionally is founded to be connected with increased rates of becoming sick, fatigue, drug abuse, not feeling comfortable most of the time, feelings of being depress, and fractiousness (Ducharme, 2008).

Exhausting emotionally is most common response of burnout in working adults. Burnout can cause loosing of energy, enthusiasm, and confidence. Emotional exhaustion is caused mostly because of stress at work place. Some of the stressors include overloaded work, having not enough skills that are required or interpersonal conflicts. Emotional exhaustion is most affective part of burnout that can also be a reason of depersonalization (Greenglass, 2000).

Depersonalization. A psychopathological process in which a person withdraws from relationship and started developing negative attitude (Hartney, 2008). Depersonalization is also called cynicism. It refers to feelings which are changed due about those under control. It is a defense mechanism where an individual maintain a distance from other people. Through such response the individual tries to create an emotional response that buffers the effect created between oneself and the imposed job demand (Cordes & Dougherty, 1993). Meta-analysis researches showed that depersonalization has significant impaired consequences, which implicit substantial costs for both the organization and its members. Because of depersonalization, individuals stay away from work without any good reason

(Maslach & Jackson, 1981) and faces reduced job satisfaction, reduced commitment, and turnover intentions (Halbesleben & Buckley, 2004).

Lack of personal accomplishment. Burnout is a component that affects personal accomplishment. It is a tendency that people evaluates themselves negatively in terms of their work. Hartney (2008) defined reduced or decreased personal accomplishment as a perception of effectiveness and competence that lead to feelings of low self esteem which produces burnout. Lieter and Maslach (1988) defined lack of personal accomplishment as decline in feeling of one's competence and successful achievement. They noted that individuals who are experiencing reduced or decreased personal accomplishment tend to limit their cognition that they are successful and they are capable of accomplishing their task with their effort at work. This affects the individual's self esteem. Individuals in this situation of burnout think of themselves that they are not able to perform well at the workplace and also limit their capability to have positive interactions (Cordes & Doughetry, 1993).

Phases of burnout. It was theorized by Freudenberg (1998) that burnout process is consist of twelve stages. According to them burnout does not happen overnight. These stages are not essentially followed in sequence. Many victims skip some of the stages then reach to the stage of burnout but some pass through all stages. It depends on mental capacity.

Compulsion to prove oneself. In this stage the person is obsessed in demonstrating his worth. The person tries to exaggerate their potential, and they are willing to work tirelessly. As reported by Sorgaard (2007), the person desire is to prove him/her, at the work place which increases urge in them to do so.

Working harder. In this stage, people have tendency to just focus on their work. It is an inability to switch off from work. As they work more and more, they feel that their problems are too big to overcome. When people ignore their fears, they blame others, they criticize the system a lot, they also loss interest in their work, and then they have doubt on their own qualities. At this point, they want to quit all the activities and they are already feeling irritable.

Neglecting their needs. Because people devote their time and energy toward work, so they don't have any time left for themselves. People may be disappointed

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and unmotivated. As people have no time for themselves, they have to forget about friends and family, sleeping early, and so on (Moore & Cooper, 1996).

Displacement of conflicts. At this stage, individual may feel threatened. They may feel whatever they are doing is not feeling right, but they can't find the reason of problems they are suffering. To deal with such source of problems, they may suffer through crises and it is a threatening condition. Physical symptoms are emerging at this stage.

Revision of values. The main focus is only on work. No values are given to friends, family and the hobbies are also seen as irrelevant. Their perception towards basic physical need is also changed. No value is given to them. They give value only to work related matters. They become increasingly emotionally blunted. They also change their quality of work. The work expends all the energy, value and time they had for their friends and family and also themselves.

Denial of emerging problems. At this stage, intolerance is developed in people. They perceived their co-workers as stupid and demanding. They feel that their social contact is not bearable now. Aggression is more visible in them. They now observe that the source of their increasing problems is time pressure and pressure of work they have. The individual starts to get biased.

Withdrawal. At this stage, they are socially isolated now. They feel like they have no hope or direction. They work obsessively on rules. Many individuals move towards alcohol or drugs. Social contact is minimum.

Obvious behavioral changes. Obviously their social circle cannot ignore the changes that are seen clear in their behavior. They are now feeling worthless. The once lively and engaged victims of overwork have become fearful, shy, and apathetic.

Depersonalization. People in this phase have no contact with themselves. They have no values for themselves or others. They even don't perceive their own needs. Life becomes a series of functions which are being performed by machine and nothing more.

Inner emptiness. At this stage their inner emptiness spreads intensely. To avoid this feeling they need badly some activities in which they could engage themselves. They may indulge in negative activities which include sexuality, overeating, and drug or alcohol use emerges. If they have free time, they feel terrible.

Depression. In this stage burnout syndrome associates with depression. The people become different, having no hopes; they become emotionally exhausted and see their future black. They see no hope in their future. Depression symptoms may exist in them. Symptoms of depression may also exit in them. For them life loses its meaning.

Burnout syndrome. When people reach this stage, they mostly have suicidal thoughts. They think by attempting suicide, they can escape from the problem. Some people attempt suicide. They suffer total psychological and physical collapse. Patients in this phase need immediate medical attention.

Antecedents of burnout. Burnout comes from various situations such as stressors in environment or from daily interaction at workplace. There are many attributes which could bring it as an outcome. These are as follow;

Individual characteristics. There are typical pattern which comes from association between anxiety, burnout, and gender. As a result, mostly reduced accomplishment is found in females. It has been explored through study that there is a connection between extended time decreased levels of depersonalization (Kumar, 2007). It has also been found by Leary and Brown (1995) that medical caretakers who spent time in extra training in spite of having their personal capabilities are less likely to move toward consuming sincerely as compared to those who do not go for further preparing. Various attributes of personalities have been found which increases the level of anxiety and burnout.

Moore and Cooper (1996) conducted a study which involves characteristics of behavior related to Type A personality. This type of personality has qualities like spending extra time which is not always needed, they are always focused about their task, they are also impatient and anxious which is a sign of burnout. On the other hand, these people are identified with reduced tolerance in many situations which brings the anxiety and exhaustion as an outcome. In an examination of the

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measurement Maslach Burnout Inventory (Maslach, Leiter, & Jackson, 1996), which distinct that reduce tolerance best predicted enthusiastic depletion and being anxious and low self power is best prediction of (Rowe, 1997).

Client characteristics. Burnout also depends on client characteristics especially in case of those who working in managing human services. Working in human services management the people have to spent time in dealing the clients with many serious problems, which also involves sometime intense emotions that is susceptible to anxiety and if this anxiety prolonged, it leads to burnout. Examining the psychological health of working individuals, mostly the central point of focus is on few things which include interaction among them, characteristics of work they are doing, and burden of work. Greater work burden is associated with feelings of fatigue, emotionally exhausted and reduced personal accomplishment.

Cushway and Tyler (1996) have founded that original origin of stress for psychological health medical caretakers were possibly undermining customers. Anxiety of the staff and burnout is likewise by the kind of customers issues. Some customers may have issues that are not pleasant for staff than others. It may lead to problem for members to do work with individuals and observe modification whether customers are responding in a way which provoke stress and anxiety in them. Mostly it is normal to receive negative reactions from the customer than the positive response.

Work related factors. Environment of workplace demands high cohesion to do work from confinements of laborer chance and de-stressing for the load of work is linked with higher burnout. Situations at work have uncertain job needs with many objectives to fulfill and management at work place and with low comfort and preparing themselves for new scenarios are identified a huge burnout. Maslach et al. (1996) studied that reduced power on hierarchal level is similarly inclined to have consequences on burnout. Fagin and Carson (1995) reported that key features of mental health includes less staff members, mental health of administration, more absentees from administration staff, and unconscious development.

Theory of burnout.

The job demand resource model. Bakker and Demerouti (2007) studied the prediction of burnout in working individuals and performance at workplace. The model assumes that in every job there are many risk factors that produce stress and anxiousness at job. The model assumes that every work place has their respective reasons of their workers' psychological health which can be divided into two main domains such as demands at work place and resources available to fulfill those demands. The model predicts the job burnout, commitment to the organization, work enjoyment, and work engagement. The model also predicts the effects of these experiences which also includes sickness absentees and performance at the job. Demands at the job consist of physical, mental, social, and reliable parts of employment that supported mental and physical effort.

There are various studies and researches which show that job has many effects on psychological well being of the person depending upon the type of job. Many studies have shown that job characteristics have an intense effect on well being of employee. Likewise there are many studies which showed that demanding jobs such as which requires more time to accomplish task, in which there is great pressure of work, which also demands emotions, and people who are not sure about their role in work place. These type of factors lead to many issues such as related to sleep, emotionally exhausted, and disturbed health (Halbesleben & Buckley, 2004), whereas resources that are available at work place such as social support, admiring the performance of job and may initiate an encouragement procedure which extends to learning at work place, commitment to the work and many other factors (Demerouti, 2001).

The models accept two different types of psychological methods. In the vivacious methodology, job demands empty representative's mental and physical vitality and accordingly help passionate depletion. In motivational methodology, the non appearance of occupation assets effects worker's inspiration and hence helps separation and withdrawal (Bakker & Demerouti, 2007). Since absence of resources keeps workers from objective fulfillment and self improvement, they have a tendency to isolate themselves from occupation through depersonalization and perspective their work adversely.

Different studies help the model and its underlying methodologies in the burnout methodology, occupation requests have been connected primarily to fatigue, while work resource have been joined principally to depersonalization and particular achievement. Different studies have been recommended that job resources are included in vigorous process and occupation requests in the motivational methodology (Lee & Ashforth, 1996).

An emotional energy may be exhausted not only because of job demands but also because of absence of benefits for employee, which can inhibit workers from huge work objectives. It was explored by Hobfall and Freedy (1993) that when resources are limited to employees, burnout came out as a result. Self determination theory by Deci and Ryan (1985) also supported this in evidence of the fact that work environment includes situations, that motivate the fulfillment of necessary mental needs which are very basic mental needs for animating practices (Deci & Gagne, 2005). As psychological needs of workers are prevented either by putting on job demands or by holding back the resources from employees, the resulting outcome is burnout only.

As the model provide the link between burnout and job demands, the exploration to date has not completely inclined to the part of mental instruments to clarify how various employment requests and benefits independently anticipate the distinctive segments of burnout. Few studies have showed the psychological benefits intervene the connection between employment benefits and vigorous components of burnout (Bakker & Demerouti, 2007).

Burnout among working individuals. The study of the burnout is most popular over past three years. The most common component of burnout is emotional exhaustion which is first sign of burnout. Burnout can occur in any job. It has been found that people reported being twicely exhausted, as they reported now. 50% of the people report that they are exhausted due to work. From two decades, 32% has been increased (Higuera, 2017).

As workers have to interact with work on daily basis, they reported high level of stress and burnout. To reduce the harmful effect of burnout, they seek social support. Burnout can limit success for employees. There are three dimensions of

burnout which included reduced personal accomplishment, exhausting emotionally and depersonalization (Maslach, Schaufeli, & Leiter, 2001). Workers had reported complaints regarding to burnout in which they face many problems and difficulties in fulfilling the tasks achieving the goals. Therefore they connect the cause of burnout with stress at workplace. Working individuals reported that when they are emotionally exhausted, they feel like loss of connection with other co-workers and find themselves unable to fulfill the tasks and achieve their goals. Across all the work places, burnout is most commonly reported in jobs which are related to presenting human services, which is greater in adults and found more common in working adults who have daily interaction with students, clients, sufferer of a disease, and consumer or buyer (Schaufeli & Bakker, 2004).

People at job place don't experience burnout suddenly. Everything at the job begins to annoy them. When people are new at the work and they are passionate about it, they are excited about the work. When by overload of work, burnout happens. They seem to lose their interest in work which ere they fond of. They may feel that they have done a lot and it is not been appreciated. This negative attitude leads to the burnout. After that they quit giving energy to their job work, because they still need appreciation. They may skip work or may arrive late at the workplace. Their level of motivation becomes low and they are not able to concentrate. The working individuals may feel that their life is not balanced. Some people are not ready to admit that there may be psychological or physical affect on their health. But it is important to check on health, there may be the signs that can lead to the burnout. If people keep thinking about their work or work related issue while eating, sleeping, or anything, it can cause burnout. Whether people realize or not, they can encounter many issues related to physical health like obesity, elevated blood pressure, insomnia or depression. Burnout can also affect our personal life. People may become short tempered inside or outside the office. It can interfere your personal relationships (Higuera, 2017).

Relationship between Co-Rumination, Social Support, and Burnout

Current study has an attempt to identify if positive effect of social support decreases when engaged in co-rumination. In order to this investigation, it also investigated that there is not only positive social support. New research on social

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support has concluded that, context of social support does matter and has effects on health and burnout (Boren, 2013). To build healthy relationship at job or organization and to decrease the stress, the main element is communication of social support. Discussion of the social support has also its importance, especially when people are looking for its positivity or benefits. What is being discussed in the social support is also very important, especially when considering its positive benefits. Co-ruminating with social support is related with increased level of physical and psychological stress. It also increases the level of adjustment, depression, and emotional adjustment (Rose, 2002). When social support is engage in negative messages, it is said to be the process of co-rumination. Social support has the ability to reduce the effects of burnout and co-rumination itself.

Mostly high level of burnout and stress is found in workers because they have daily interaction with work. As a defense mechanism they seek social support from their co-workers at workplace. Social support helps to diminish the consequences of stress and burnout (Boren, 2013). But many studies have shown that not every social support is good or helpful. Of all the activities with reduces the burnout, social support is one of the best way to reduce stress and burnout (Ganster, Fusilier, & Mayes, 1986). There are many researches which relate the social support with health and with resistance to illness function (Segerstrom & Miller, 2004) and heart diseases (Brough & Pears, 2004).

When individuals have goal to support others, they communicate in which they engage in socially supportive transaction (Boren, 2013). Messages which contain socially supportive transaction, helps them in complicated situations (Zimmermann & Applegate, 1994). Social support helps the individual to cope with such stressful and complicated situation. It is a support that leads to positive health (Boren & Veksler, 2011). Co-workers when communicate with each other, their goal is to provide social support, but instead of positive messages, they co-construct negative messages about the organization in which they work, and the members of organization or their focus is on any particular issue related to work. Co-rumination is an element of social support process because it involves two people who are engage in mutual support.

As we know, social supportive messages should be able to provide solution to problem or to reduce its negative effects but because of co-ruminative messages, problem increases rather than reduces and there is small or no focus on solution. Due to co-rumination, small problem could be converted into bigger one. All organizations have problems related to emotional expression, but in some workplaces individuals excessively talk about their professional problems and personal problems which are noted as emotional catharsis (Sandelands & Boudens, 2000). Co-rumination has both favorable and unfavorable outcomes. On positive side, it my increases the closeness in relationship but on negative side, it may lead to internalizing problems such as depression (Rose et al., 2007). Co-rumination is positively related with social support. More the social support more will be the co-rumination. Co-rumination also increases the burnout (Haggard et al., 2010). It has also been proved that co-rumination represses the relationship between burnout and social support.

There are many health benefits of social support, both physically and psychologically, but when social support contains co-ruminative messages, social support changes from being positive into negative. Due to this type of social support, there are many chances of burnout in a person. Relationship between social support and burnout should be negative. More the social support we have, lesser will be the burnout. But due to co-rumination social support gives negative messages due to which burnout increases. Therefore, co- rumination partially mediates the relationship between social support and burnout (Boren, 2013).

Rationale of the Study

Work is very important source for employed people. They work hard for social positions. There are many things at workplace which make it complex. As Roodbar and Jamshidian (2016) explained that transformations and changes such as increasing competition, the effect of technology, redesigning the business procedures and developing service sections affect work world (Ferris, 2000). One of which is also burnout. Burnout is an important construct which need to be paid attention. Working in organizations is sometimes challenging, especially when there are a lot of demands at job which is necessary to fulfill. Excessive work of any kind has many side effects, which also depends on the type of the job, its demands and resources. These factors also vary from place to place. Through many studies, it is indicated that burnout has many negative effects on people. Burnout is a construct which makes performance at workplace low, increase the chances of heart diseases and also many psychological problems. Mostly people encounter two burnouts constantly. Chronic burnout is linked to cognitive dysfunctions like attention and memory. Another burnout is occupational burnout, which includes thoughts to quit the job, absence from the workplace, and not completing the task at time.

People seek social support to avoid burnout. They need social support when they have any problem. As many researches has concluded that more the social support we have, less will be the burnout and the workplace problems seem smaller or not a big issue. But thinking that social support will definitely reduce the burnout is wrong. Sometimes social support increases burnout. The message that is conveying in social support is the most important part because it helps to develop healthy relationship between co-workers and reduces the harmful effects of stress. Content of the social support is very important. Because burnout all depends on what is being discussed in the socially supportive transitive messages. Individuals communicate with each other in order to provide social support but instead they engage in a negative talk rather than positive (Boren, 2013).

The reason of this type of burnout is co-rumination, an excessive discussion about the problem. The purpose of the current study is to explore co-rumination with association with burnout and social support in working individuals. Before co-ruminative messages, social support was a positive variable and it reduces the burnout

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but now when it engages in co-rumination, it increases the burnout. As the co-rumination is negative construct, it changes the relationship between social support and burnout. Co-rumination affects the relationship between social support and burnout, because of the type of social support. The purpose is to explore co-rumination as a variable that interfere the relationship between social support and burnout among working individuals. It reduces the beneficial effect of social support (Boren, 2013).

Demographics in the current study include age because co-rumination mostly exits in younger adults. Gender is also important to ask because it has been concluded in previous studies that women co-ruminate more than the men. The current study also explored the role of job duration and working hours in the relationship between co-rumination, social support, and burnout. Because more time at workplace and longer duration lead to co-rumination which results burnout.

The current study has also a reason to explore the variable "co-rumination" because it may be required in our culture. It needs to be paid attention. This study will contribute to our culture. It will give ideas and chance to other students to further explore the variable.

METHOD

MEHTOD

Objectives of the Study

The broader objectives of study are;

1. To determine the relationship between co-rumination, social support, and burnout among working individuals.
2. To find the mediating role of co-rumination in the relationship between social support, and burnout.
3. To identify the role of demographic variables age and gender in the relationship with study variables.
4. To explore the role of job duration and working hours in co-rumination, social support, and burnout among working individuals.

Hypotheses

Based on the literature review, following hypotheses have been formulated;

1. Co-rumination is positively associated with social support and burnout among working individuals.
2. Social support is negatively associated with burnout among working individuals.
3. Co-rumination, social support, and burnout are higher in females as compared to males.
4. Co-rumination is higher in young adults, social support is higher in middle adults whereas burnout is higher in older adults.
5. Co-rumination mediates the relationship between social support and burnout among working individuals.

Operational Definitions

Co-rumination. Co-rumination is a process which includes social manifestation of rumination that involves such tradeoffs. Co-rumination is defined as an extreme form of negative self-disclosure in which individuals extensively discuss their problems within a dyadic relationship (Rose, 2002).

It is operationally defined as the scores on Co-rumination Questionnaire (Rose, 2002) that higher the score on the scale would show higher co-rumination and vice versa.

Social support. Social support is process in which we interact with others while engaging in a relationship which improves us by acknowledging how to cope, improving our esteem, enhance our belonging and the competence through actual or perceived exchanges of physical and psychosocial resources (Gottlieb, 2000).

Social support is operationally defined as the scores on O'Driscoll's social support scale (O'Driscoll, 2004) that higher the score on scale would show higher social support and vice versa.

Burnout. Burnout is a breakdown of the psychological defenses that a worker uses to cope with intense job related stress. It is a syndrome in which workers feel emotionally exhausted or fatigued, withdraw emotionally from their clients, and perceive a diminution of their achievement or accomplishments (Dwyer, 2011).

Burnout is operationally defined as the scores on the scale of Copenhagen Burnout Inventory (Kristensen & Borritz, 2001) that higher the score on the scale indicates higher burnout and vice versa.

Instruments

Co-rumination Questionnaire. Co-rumination Questionnaire is originally developed by Rose (2002). It is available in English language. The scale has excellent internal reliability which is $\alpha = .97$. It has total 27 items, which were organized for the purpose of measuring co-rumination in friendship of boys and girls. But the current study is about co-rumination at workplace. As there was no need of all 27 items in co-rumination at work place, the nine-item measure of co-rumination at work was

utilized (Haggard et al., 2010). The reliability of nine-item measure was also excellent $\alpha = .96$. The items in this measure are related to co-rumination at workplace. It is related to relationship with co-workers. Each of the nine items are presented on five point Likert scale from "not all true (1) to very true (5)". The purpose of the measure is to assess social support as being co-ruminative interaction. The measure was designed as one-dimensional measure of co-worker co-rumination.

O'discrol Measure of Social Support. O'driscrol measure of social support is widely use measure. It is originally developed by O'driscrol (2004). It is composed of four items. The scale has excellent reliability which is $\alpha = .92$. The sample items included "My colleagues provided helpful information or advice about my work" and "My colleagues provided sympathetic understanding and advice". Main focus of this measure is on social support which is available or not available from co-workers. The measure also focused on practical assistance of work. The measure is based on 6-point Likert scale, containing responses from "Never (1)" to "All the time (6)".

Copenhagen Burnout Inventory (CBI). CBI was developed by Kristensen and Borritz (2001). It has three dimensions, which includes personal burnout, client related burnout and work related burnout. The scale has good reliability which is $\alpha = .90$ for personal burnout, $\alpha = .87$ for work related burnout and $\alpha = .86$ for client related burnout. There are total 19 items. It is base on five point Likert scales, which means "0 indicates never" and "4 indicate always". It has three subscales in which items are divided. The basic purpose of this questionnaire is exhaustion and fatigue. On a personal burnout subscale, there are six items and these items are made on the basis of comparing individuals, regardless of occupation. For example, young people who are even unemployed, early retired or pensioners etc. Work related burnout is consisting of seven items and these items which measures burnout related to work pressure or demands. This subscale measures the fatigue and tiredness in individuals. It can also be applied to non-worker factors such as health problems or family demands. Client related burnout consist of six items which measures the burnout related to client factors. Items are showing the connection between clients and the people at work.

Sample

The sample consisted of 200 working individuals out of which 100 were male and 100 were females. These working individuals were from different offices or workplace which included National Assembly of Pakistan, Statistic Bureau, and Islamic Bank of Islamabad. The demographic variables of the sample included age, gender, education, job duration, working hours at work place, and the organization name in which they work. Age range was from 21 to 59 (M = 21.18, SD = 9.86). Minimum education was from Matric and maximum education was M.phil. Mostly people belonged to MA/MSC and BA/BSC level in present study. The sample was also asked about their working hours and job duration at workplace.

Table 1

Sample demographic description for study (N=200)

Demographic Variables	f	%
Gender		
Male	100	50
Female	100	50
Age		
Young Adults	71	35.5
Middle Adults	70	35.0
Old Adults	59	
Education		
Matric	1	.5
FA/FSC	9	4.5
BA/BSC	61	30.5
MA/MSC	96	48
M.Phil	33	16.5
Duration of Job		
Less than 3 years	108	54.0
Above than 3years	92	46.0
Working hours		
Less than 8 hours	120	60
More than 8hours	80	40
Organization name		
National Assembly of Pak	61	30.5
Pakistan Statistical Bureau	77	38.5
Islamic Bank Of Pakistan	62	31.0

Procedure

Data was collected from the Islamabad, Pakistan. It was collected from various organizations of Islamabad. It was collected in time span of one month. After taking the permission of organization authority, employees were provided questionnaires. After the individuals read the inform consent, in which it was assumed that their responses will be kept confidential, they agreed to the consent form by signature, they moved toward the questionnaires in which they gave responses mentioned on each questionnaire. Participants were informed that if they wanted to withdraw from participation, they could but full contribution will be highly appreciated.

RESULTS

RESULTS

The aim of the study was to explore the relationship of co-rumination, social support, and burnout in working individuals. Differences among various demographic variables (i.e. gender, age, education, job duration, working hours, organization) were also explored. The Cronbach's alphas of Co-rumination, Social Support, and Burnout along with its subscales (personal burnout, work related burnout and client related burnout) were determined as reliability of the scales. To check the normality of the data descriptive statistics were also computed. To study the relationship between Co-Rumination, Social Support, and Burnout, correlation coefficients were also computed. Independent sample *t*-test were computed to check the mean differences among education and gender on Co-rumination scale, Social Support scale and Burnout scale along with its subscales. To examine the differences in age groups and in organizations, ANOVA was computed. To explain the mediating role of co-rumination in the relationship between social support and burnout simple regression analysis with mediation analysis were computed. The results are presented in tabular form with further details.

Table 2

Alpha Reliability Coefficients and other Psychometric Properties of the Scales and their Subscales used in the Main Study (N=200)

Scales	n	M	SD	A	Actual	Potential	Skew
COQ	9	27.49	9.09	.95	9-45	9-45	-.11
SSS	4	16.36	5.40	.82	4-20	4-24	-.48
PBO	6	17.49	5.75	.67	6-30	6-36	.28
WBO	7	19.73	6.69	.77	7-35	7-35	.10
CBO	6	15.17	5.29	.73	6-30	6-30	.47

Note. COQ = Co-Rumination Questionnaire, SSS= Social Support Scale, PBO = Personal Burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, α = Cronbach's alpha, *M* = mean, *SD* = Standard Deviation, *n* = number of items.

Table 2 depicts the number of items of scales, alpha reliability of scale Co-rumination Questionnaire, Co-worker Social Support Scale, and Copenhagen Burnout Inventory Scale which also has further three subscales as personal burnout, work related burnout and client related burnout. Table 2 also indicates that all scales and subscales have satisfactory alpha reliabilities. Alpha reliability for Co-rumination Questionnaire is α= .95, for Social Support Scale is α= .82, and for Copenhagen Burnout Inventory sub-scales have also satisfactory alpha reliability which is α= .67 for Personal Burnout Subscale, α= .77 for Work Related Burnout Scale, and α= .73 for Client Related Burnout Subscale. Table 2 also illustrates the mean and standard deviation. The Table 2 also shows that all scale's standard deviations are less than mean which indicates that more data is clustered around the mean. Moreover the Table also displayed the range values which includes actual and potential. Skewness is also shown in this table which shows if the distribution is normal or not. Co-rumination Questionnaire and Social Support Scale has negative skewness (-.11 & -.48), which shows more data is on left side of the distribution and mean is also at the left of the peak. Other values of skewness of burnout, personal burnout, client related burnout, and work related burnout is positively skewed, which indicates that the data is on right side of the distribution Negative skewness also indicates that mean is less than the median.

Table 3

Relationship between Co-rumination, Social Support and Burnout among working individuals (N=200)

Sr.no	Measures	1	2	3	4	5	6
1	CO		.56**	.41**	.37**	.24**	.28**
2	SS			.19**	.23**	.20**	.07
3	BO				.91**	.95**	.80**
4	PBO					.86**	.54**
5	WBO						.64**
6	CBO						

Note. CO = Co-Rumination, SS= Social Support, BO = Burnout, PBO = Personal Burnout, WBO = Work Related Burnout, CBO = Client Related Burnout.
$^{**}p < .01$, $^{*}p < .05$.

Table 3 shows Pearson correlation between co-rumination, social support, and burnout variables. It shows that there is a significant positive relationship between all variables. So the hypothesis 1 is supported that co-rumination is positively associated with social support, and burnout. Which means that co-rumination is positively related with social support. More the social support more will be the co-rumination. Co-rumination also increases the burnout. More co-rumination increases level of burnout. Hypothesis 2 is not supported as stated as social support is negatively associated with burnout. This may be because when social support engages in co-rumination which is negative construct and co-rumination plays a negative role, which is discussed later in this section. All the components of burnout, which includes personal burnout, work related burnout, and client related burnout is also found positively significant.

Table 4

Correlation of demographic variables with study variables (N=200)

	Measures	1	2	3	4	5	6	7	8	9	10
1	Age	–	-.01	.61**	.24**	.02	-.06	.07	.05	.08	.06
2	EDU			-.07	-.04	-.08	-.10	-.11	-.10	-.07	-.12
3	JD				.15*	.08	-.03	-.01	-.06	.02	.02
4	WH					-.02	-.05	.03	.03	.03	.03
5	CO						.56**	.41**	.37**	.42**	.28**
6	SS							.19**	.23**	.20**	.07
7	BO								.91**	.95**	.80**
8	PB									.86**	.54**
9	WBO										.64**
10	CBO										–
	M	32.18	15.65	60.19	8.34	27.49	16.36	52.85	17.94	19.73	15.17
	SD	19.86	1.55	67.58	1.28	9.90	5.40	15.81	5.75	6.69	9.17

Note. EDU = Education, JD = Job Duration, WH = Working Hours, CO = Co-rumination, SS = Social Support, BO = Burnout, PB = Personal burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, *M* = Mean, *SD* = Standard Deviation.

**p < .01, *p < .05.

Table 4 describes the relationship of demographic variables (age, gender, education, job duration, and working hours) with study variables such as co-rumination, social support, and burnout along with its subscales. Age is positively related with burnout and its subscales, which means as age increases, burnout also increases. There is a significant positive relationship of age with job duration and working hours. Job duration is positively correlated with working hours and this relationship is significant. As the Table shows, job duration is also positively correlated with co-rumination and burnout. Which indicates that as people's job duration increases at the work place, co-rumination, and burnout also increases. Working hours is negatively associated with co-rumination.

Table 5

Gender differences on co-rumination, social support, and burnout among working individuals (N=200)

Variables	Male		Female		t	p	95% CI		Cohen's d
	M	SD	M	SD			LL	UL	
CO	24.59	9.87	30.39	9.08	.43	.24	-8.44	-3.15	0.61
SS	15.13	5.52	17.59	5.00	3.30	.13	-3.93	-.99	0.47
BO	47.12	15.14	58.59	14.37	5.49	.72	-15.58	-7.35	0.78
PBO	15.69	5.22	20.20	5.38	6.01	.51	-5.98	-3.03	0.85
WBO	17.26	6.17	22.21	6.28	5.62	.60	-6.68	-3.21	0.79
CBO	14.17	5.22	16.81	5.18	2.73	.49	-3.46	-.55	0.39

Note. CO = Co-rumination, SS = Social Support, BO = Burnout, PBO = Personal Burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, *M* = Mean, *SD* = Standard Deviation, *t* = t-statistic, *p* = Significance values, LL = Lower Limit, UL = Upper Limit.
**$p < .01$, *$p < .05$.

Table 5 depicts the mean differences between male and females on co-rumination, social support and burnout along with its subscales. In co-rumination female's mean ($M = 30.39$, $SD = 9.08$) is higher than male's mean ($M = 24.59$, $SD = 9.87$). This means our third hypothesis is proved that is, females co-ruminate more than the males but there is non-significant difference. In social support, females' mean ($M = 17.59$, $SD = 5.00$) is higher than the male's mean ($M = 15.13$, $SD = 5.52$), which also shows that there is non-significant relationship. It means females seek more social support as compared to males, as stated in our hypothesis. In burnout female's mean ($M = 58.59$, $SD = 14.37$) is however greater than male's mean ($M = 47.12$, $SD = 15.14$). Because females co-ruminate more, so the level of burnout is also greater in females. And more co-ruminating leads to higher burnout as proved in first hypothesis and show non significance difference.

Table 6

Mean, standard deviation and t- values for level of education with study (N=200)

Variable	Below GL		Above GL		t	p	LL	UL	Cohen's d
	M	SD	M	SD					
CO	27.94	10.06	27.24	9.84	.48	.63	-2.18	5.59	0.07
SS	16.47	5.44	16.29	5.40	.23	.82	-1.39	1.76	0.03
BO	53.01	16.17	52.77	15.67	.10	.92	-4.37	4.86	0.01
PBO	18.00	6.06	17.91	5.60	.10	.92	-1.59	1.76	0.01
WBO	19.47	6.63	19.87	6.74	.40	.70	-2.35	1.55	0.06
CBO	15.53	5.42	14.97	5.22	.71	.48	-.98	2.10	0.10

Note. GL = Graduation Level , Below graduation level = Matric to BA/B.SC, Above graduation level = M.SC/MA to M.Phil CO = Co-rumination, SS = Social Support, BO = Burnout, PBO = Personal Burnout, WBO = Work related Burnout, CBO = Client Related Burnout, *M* = Mean, *SD* = Standard Deviation, *t* = t-statistic, *p* = Significance Values, LL = Lower Limit, UL = Upper Limit.
***p* < .01, **p* < .05.

To find the mean differences between the education groups, t-test was run. Table 6 shows the mean differences between education groups which include below graduation level and above graduation level. The values show that there is no significant difference. That indicates level of education does not matter for co-rumination, social support, and burnout.

Table 7

Age differences in the level of co-rumination, social support, burnout, personal burnout, work related burnout and client related burnout in working individuals (N=200)

Variables	Young adults (n=71)		Middle adults (n=77)		Old adults (n=52)		F	p
	M	SD	M	SD	M	SD		
CO	28.13	9.19	27.13	10.29	27.15	10.38	.23	.80
SS	16.52	5.39	16.54	5.25	15.94	5.64	.24	.80
BO	53.83	15.41	50.50	15.40	54.47	16.68	1.22	.30
PBO	18.59	5.75	16.93	5.38	18.37	6.10	1.72	.18
WBO	20.14	6.29	18.71	6.44	20.45	7.38	1.29	.28
CBO	15.10	5.22	14.85	5.48	15.64	5.19	.36	.70

Note. CO = Co-rumination, SS = Social Support, BO = Burnout, PBO = Personal Burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, *M* = Mean, *SD* = Standard Deviation, *F* = F-statistic, *p* = Significance Values, LL = Lower Limit, UP = Upper Limit.
**p < .01, *p < .05.

Mean differences among young adults, middle adults and late adults are displayed in Table 7. Results shows that mean of young adults ($M = 28.13$, $SD = 9.19$) is higher than the middle adults ($M = 27.13$, $SD = 10.29$) and old adults ($M = 27.15$, $SD = 10.29$). Table 7 also shows that social support is higher in middle adults ($M = 16.54$, $SD = 5.250$) as compared to younger ($M = 16.52$, $SD = 5.39$) and older adults (M = 15.94, SD = 5.64), similarly burnout is higher in old adults ($M = 54.47$, $SD = 16.68$) as compared to young and middle adults. These findings indicate that our hypothesis 4 is accepted. But the relationship is not significant.

Table 8

Organization differences in the level of co-rumination, co-worker social support, burnout, personal burnout, work related burnout, and client related burnout in working individuals (N=200)

Variables	NAP (n=71)		PSB (n= 77)		IB (n=52)		F	p
	M	SD	M	SD	M	SD		
CO	25.85	9.35	28.37	9.41	27.80	11.73	1.25	.29
SS	15.18	5.29	17.08	5.13	16.37	6.02	2.37	.10
BO	49.69	14.81	54.35	15.75	53.97	17.07	1.72	.17
PBO	16.72	5.36	18.35	5.63	18.80	6.43	2.09	.13
WBO	18.49	6.54	20.39	6.70	20.00	6.89	1.57	.21
CBO	14.47	4.90	15.60	5.52	15.17	2.29	.86	.42

Note. NAP = National Assembly of Pakistan, PSB = Pakistan Statistical Bureau, IB = Islamic Bank, CO = Co-rumination, SS = Social Support, BO = Burnout, PBO = Personal Burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, n = number of individuals, M = Mean, SD = Standard Deviation, F = F-statistic, p = Significance Values.
**p < .01, *p < .05.

Table 8 depicts the results of organizations. ANOVA is run and results are shown. There were three organizations from which data was collected. One organization was National Assembly of Pakistan (n= 71), other organization was Pakistan Statistical Bureau (n= 77) individuals data were collected and the last one was Islamic Bank (n= 52). Results do not indicate any statistically significance difference, which means there is no impact of organization in Co-rumination, Social Support, and Burnout.

Table 9

Regression analysis for mediation by co-rumination for the relationship between social support and burnout in working individuals (N=200)

Predictors	Model 1 B	Model 2 B	95% CI LL	95% CI UL
Constant	43.56***	36.14***	36.63	50.49
Social support	.57**	-.16	-.16	.30
Co-rumination		.44***	.45	.95
R^2	.04	.17		
F	7.74**	0.19***		
ΔR	.03	.16		
ΔF	7.74**	31.25***		

Note. B = Unstandardized Regression Coefficient, LL = Lower Limit, UL = Upper Limit.
*$p < .05$. **$p < .01$. ***$p < .001$.

To explore the mediating role of co-rumination in the relationship between social support, and burnout, mediation analysis by using simple regression was done. Table 9 illustrates that social support which predicted the burnout (B= .57) in Model 1. In Model 2 when co-rumination is added, social support become non significant (B= -.16). By this our fourth hypothesis is supported which stated that co-rumination partially mediates the relationship between social support and burnout.

Table 10

Mean, standard deviation and t- values for working hours (N=200)

Variables	Less Than 8 hours		More Than 8 hours		t	P	95% CI		Cohen's d
	M	SD	M	SD			LL	UL	
CO	27.17	19.60	27.61	10.40	.32	.75	-2.36	3.29	0.05
SS	16.32	15.22	16.42	5.69	.14	.89	-1.64	1.43	0.02
BO	52.15	15.81	52.80	16.43	.04	.97	-4.41	4.60	0.00
PBO	17.10	15.54	18.70	6.08	.49	.62	-1.23	2.05	0.07
WBO	19.68	16.56	19.81	6.92	.13	.89	-2.04	1.78	0.02
CBO	15.10	15.30	15.29	5.30	.14	.81	-1.69	1.32	0.03

Note. Less than 8 hours = 5 hours to 8 hours, More than 8 hours = 9 hours to 15 hours, CO = Co-rumination, SS = Social Support, BO = Burnout, PBO = Personal Burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, *M* = Mean, SD = Standard Deviation, *t* = t-statistic, *p* = Significance Value, LL = Lower Limit, UL = Upper Limit.
**p < .01, *p < .05.

Table 8 depicts the mean differences between working hours groups. As it is shown in the Table that Co-rumination is higher in working individuals who work more than 8 hours (*M* = 27.61, *SD* = 10.40) as compared to those who work less than 8 hours (*M* = 27.17, *SD* = 19.60). Because when people spend more time at work place, they will have a chance to Co-ruminate more. Similarly social support is also higher in working individuals, who work more than 8 hours (*M*= 16.42, *SD*= 5.69) as compared to who work less than 8 hours *(M*= 16.32, *SD*= 15.22). As it is shown in the Table 8, working individuals who work more at workplace has higher burnout (*M*= 52.80, *SD*= 16.43) as compared to those whose working hours are less (*M*= 52.15, *SD*= 15.81). Because spending more time in workplace and due to the pressure of work, burnout increases.

Table 11

Mean, standard deviation and t- values for Job Duration (N=200)

Variables	Less than 36 months		More than 36 months		t	P	95% CI		Cohen's d
	M	*SD*	*M*	*SD*			LL	UL	
CO	27.19	9.92	27.74	9.93	.39	.70	-2.23	3.32	0.05
SS	15.74	5.39	16.91	5.40	1.08	.28	-.68	2.33	0.15
BO	51.08	15.16	54.41	15.34	1.19	.23	-1.74	7.09	0.42
PBO	17.73	5.71	18.02	5.69	2.11	.04	.11	3.30	5.70
WBO	19.29	6.90	29.09	6.77	1.27	.21	-.67	3.07	0.18
CBO	15.03	5.94	15.33	4.87	.32	.75	-1.72	1.24	0.14

Note. CO = Co-rumination, SS = Social Support, BO = Burnout, PBO = Personal burnout, WBO = Work Related Burnout, CBO = Client Related Burnout, *M* = Mean, *SD* = Standard Deviation, *t* = t-statistic, *p* = Significance Value, LL = Lower Limit, UL = Upper Limit.
**p < .01, *p < .05.

Table 9 depicts the mean differences between job duration among working individuals. As it is shown that co-rumination is higher in working individuals whose job duration is more than 36 months (*M* = 27.74, *SD* = 9.93), as compared to those whose job duration is less than 36 months (*M* = 27.19, *SD* = 9.92). This indicated that, when people job duration increases with time, Co-rumination also increases. Social support is also higher in working individuals who spent more than 36 months at workplace (*M* = 16.91, *SD* = 5.40) and those who work less than 36 months have comparatively low social support (*M* = 15.74, *SD* = 5.39). Similarly burnout is also higher in individuals who have greater job duration (*M* = 54.41, *SD* = 51.08) as compared to those who have less job duration.

DISCUSSION

DISCUSSION

The aim of present study was to explain the relationship between co-rumination, social support, and burnout among working individuals. The current study also investigated the impact of demographic variables which included age, gender, education, and organization with study variables (co-rumination, social support, and burnout). The data was gathered by measuring Co-rumination Questionnaire (Rose, 2002), Co-Worker Social Support Scale (O'driscol, 2004), and Copenhagen Burnout Inventory (Kristensen & Borritz, 2001).

Alpha reliabilities of scales and subscales used in current study were figured out. The reliability coefficients demonstrated that Co-rumination Questionnaire has very satisfactory reliability (α= .95). Reliability of co-worker social support scale is also excellent (α= .82). Copenhagen Burnout Inventory subscales has also very good reliability which is (α= .67) for personal burnout, (α= .77) for work related burnout and (α= .73) for client related burnout (see Table 2).

First hypothesis of the research was that the co-rumination is positively associated with social support and burnout. This hypothesis was tested by using Pearson's correlation. Results showed that there is significant positive correlation between co-rumination, social support, and burnout (see Table 3). This confirmed the first part of the hypothesis. This finding is consistent with the previous study that was done on co-rumination, social support, and burnout in working adults. For instance Boren (2013) found that there is a positive relationship between co-rumination, social support, and burnout. At workplace we need social support to buffer our stress and effects of burnout. By having social support is not always beneficial. Sometimes it is harmful and causes burnout. This indicates that when people have social support, they discuss their problem with them. Not necessarily, social support is positive. When they discuss their problems with their social support, they engage in negative context. This negative context is co-rumination. Now having more social support means, they will discuss more. More social support we have, more co-rumination will exist. This leads to higher level of burnout because co-rumination is a negative construct. More co-rumination leads to more burnout. There is positive relationship between co-rumination and social support and the hypothesis is supported.

Second part of the first hypothesis is about burnout, which states that there is a positive relationship between co-rumination and burnout. As co-rumination increase, level of burnout also increases. When people discuss more problems with their social support, there will be more burnout. Because not all social support gives them a solution to their problem. Some engages in negative content (Rose, 2002). This is also a positive relationship which confirmed that hypothesis is supported (see Table 3).

Second hypothesis is that social support is negatively associated with burnout. This hypothesis is not supportable. This means if social support increases, burnout does not necessarily decreases. Social support is perceived as a positive construct because it thought to be decreases stress in stressful situation. But not in all situations. Those co-workers who have social support seem to rely on them for the moral support which decreases stress and level of burnout. Higher level of social support is associated with lower level of burnout (Russell, 1987). By testing the hypothesis, it has been confirmed that there is a significant positive relationship of social support and burnout (see Table 3), which explains if social support increases, burnout also increases. As we consider social support as a positive construct and it seems to decrease burnout and it has also been proved by the previous studies also that social support has a buffering effect on stress and burnout (House, 1981). Our hypothesis is not supported, may be because of co-rumination. Co-rumination suppresses the beneficial relationship between social support and burnout. This is also proven by previous latest studies. Boren (2013) mentioned in his study that co-rumination buffers the effect of social support on burnout. Co-rumination is introduced in latest previous studies which has a mediation effect.

Third hypothesis is female co-ruminate more than the males and social support and burnout is also higher in females as compared to males. This hypothesis is also supported (see Table 5). This is because females spends more time in dyads as compared to males and male spends more time in other activities like games and sports than girls. But the relationship is not significant. This finding is also consistent with previous findings. Rose (2002) studied on co-rumination in friendship of boys and girls. Her studies findings revealed that girls co-ruminate more as compared to boys. Because girls have more closer and higher quality friendship than the boys do (Bukowsti, 1994). Males have also higher quality friendship but they don't discuss

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problems as much as females do. That's also why females have more depressive symptoms as compared to males. *T*-test was computed to explain this difference. Female's mean is higher than male's mean (see Table 5).

Fourth hypothesis is about age, that co-rumination is greater in young adults, social support is higher in middle adults, and burnout is higher in older adults. The hypothesis is supported and is consistent with previous findings in which Rose (2002) concluded that co-rumination is higher in younger adults as compared to middle and older adults. This may be because young adults has more diverse social network as compared to others (Barstead, Matthew, & Bouchard, 2013) and burnout is higher in older adults because burn out increases with age (Ahola, Honkonen, Virtanen, Aroma, & Lonnqvist, 2008), where as social support is higher in middle adults (Martin & Grunendahl, 2001).

Fifth hypothesis is co-rumination mediates the relationship between social support and burnout, which is supported (see Table 9). Many workers report higher level of stress. They have many stress related to workplace. To reduce or to cope with stress, they seek social support. Because if they do not seek social support, they go through emotional exhaustion which is sign of burnout. And if burnout occurs, it creates obstacles in our work and inhibits working individuals to achieve our goals and to accomplish our tasks. To avoid all this, workers need social support. As social support is a positive thing, we thought that it will decrease the stress and burnout. Not all social support is positive as we have discussed in detail. Sometimes social support is negative. Cause of this negativity is co-rumination, which is a negative construct (Rose, 2002).

The study also explored the role of job duration and working hours in the relationship with co-rumination, social support, and burnout. There is no clear evidence in the literature that exactly how many working hours and how many months at job causes co-rumination, but literature has evidence that more hours and more job duration leads to co-rumination, social support and burnout (Boren, 2013). But the relationship found in current study is not significant.

When a person is in problem, he/she will seek social support. They will discuss about the problem. Social support will help his/her to cope with problem by

providing any type of help which he/she needs at that time. That may be moral support or may be financial support. In result, it will reduce the stress of that person and will cope better. This is positive social support. But as we discussed, social support in not always positive. It will turn into negative when social support engages in negative content which increase the stress rather than reducing. They will discuss about the problem again and again. They will talk about it for longer period of time. They will discuss the problem in detail. They will discuss every part of the problem frequently. Then they will discuss about causes and consequences of the problem. Throughout the discussion, the focus will be on negative content (co-rumination). This increases level of stress which leads to emotional exhaustion. When a personal get emotionally exhausted, he/she reach to the level of burnout.

Limitations and Suggestions

There were some limitations to the present study which are discussed as below:

Primary limitation was that, current study is cross sectional study, hence longitudinal study is suggested. Future research studies should consider longitudinal effects of co-rumination and social support on burnout. Current study has not explained many variables, future research should consider other additional variables like global stress, organizational commitment, organizational environment, and physiological outcomes. The current study focuses on three dimensions of burnout which include personal burnout, work related burnout, and client related burnout. Future researches should also consider other aspects of burnout like emotional exhaustion, cynicism, and inefficacy.

Nature of effects of social support changes depending upon organizations and co-worker relationships. Current study has collected data from three organizations only, future research projects should consider as many organizations as possible. In this way they would be have diverse data and it may be able to generalize results.

Future study should also consider social economic status (upper class, middle class, and lower class) to see if it has effects on co-rumination, social support, and burnout. Future research studies should also consider multiple variables of stressors which may include work/family conflict and financial strife, to see the effects on

social support and burnout. From the measurement perspective, the current study is limited to self report measure. Future researches are suggested to take interviews of co-workers. Questionnaire method was used in this study, future studies are recommended to do observational study also in order to see the level of interaction and type of interaction between co-workers and environment of the workplace which may have effect on burnout and social support.

Implications of the Study

Despite of the limitations, there are some useful applied implications of current study. This finding can be used in developing intervention program which aims to reduce the burnout among working individuals. The finding can also help in organization management to manage the mental health of working individuals, in order to reduce burnout by various strategies such as maintaining less time limit of doing work, putting burden of work according to the age etc.

Although in west, research has been demonstrated to related its causes and consequences but such phenomenon in Asian countries has been least explored. With the researcher's knowledge, there is no data in Pakistan related to co-rumination. This study is also beneficial in cross cultural comparisons of results. This study will offer other researchers providing the theoretical foundations of the new construct co-rumination.

Conclusion

The present study results are helpful in identifying further causes of burnout. One of which is co-rumination. The study explored the relationship between co-rumination, social support, and burnout among working. The findings revealed that social support is not always positive, sometimes by engaging in co-rumination it could become negative. Results concluded that there is a positive relationship between co-rumination, social support, and burnout. Results also concluded that there is a mediating role of co-rumination between social support and burnout. And last females co-ruminate more than the males. These results are consistent with previous findings.

The results of the study informed us few important things. First, co-rumination does occur among co-workers. Second, co-rumination suppresses the beneficial

relationship between social support and burnout. Third, this research explores the content of socially supportive communication. Finally, social support is only useful when content is focused on problem solving rather than extensively discussing problem. A participant in socially supportive communication doesn't realize that they are reducing the health benefits of social support and also reducing the buffering effects of burnout by engaging in co-rumination. Exploring this concept further by evaluating potential ways to resolve this problem is useful to the study of social support at work. The study explores different type of social support. There is need to further explore that how the interaction of social support can help or harm the organization and workers. Entire picture of social support may still not clear. Further investigation is needed about how excessive negative talk can terminate positive benefits of social support.

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APPENDICES

CONSENT FORM

My name is Ayesha Inam. I am from Quaid-e-Azam University. The following research is related to working individuals and base on social perspective. Therefore it is requested you to give your honest response. Your responses will be kept confidential. The data you provide will be kept confidential. Thank You.

_____

SIGNATURE

DEMOGRAPHIC SHEET

Age:

Gender:

Year of education:

Organization name:

Job duration:

Working hours:

Employment status:

Scale A

Think about the way you usually are with your best or closest and circle the number for each of the following statements that best describes you.

Statements	Not At All True 1	A Little True 2	Somewh at True 3	Mostly True 4	Really true 5
When we have a problem at work, we talk to each other out it for a long period of time.					
f I have a problem at work, we will spend our time together king about it, no matter what else we could do instead.					
When my friend has a problem, I always try really hard to ep my friend talking about it.					
When I have a problem, my friend always tries to get me to every detail about what happened					
When we talk about our problem that I have at work, we uld talk about every part of the problem over and over.					
When we talk about our problem that I have at work, we a lot about the problem in order to understand why it pened.					
When we talk about our problem that I have at work, we a lot about different bad things that might happen because he problem.					
When we talk about our problem that I have at work, we try igure out everything about the problem, even if there are ts that might never understands.					
When we talk about our problem that I have at work, we nd a long time talking about how sad or mad I feel.					

Scale B

In this section we look at how often work colleagues provide you with support when you are having problems in your life in general.

Using the response scale shown below, indicate how often your colleagues provide you with each of the following in the **past three months.**

1- Never　　　　　　4- Often

2- Very Occasionally　5- Very Often

3- Sometimes　　　　6- All the time

How often did you get support from your colleagues?

Statements	Never 1	Very occasionally 2	Sometimes 3	Often 4	Very often 5	All the time 6
My colleagues provide helpful information or advice about my work.						
My colleagues provide sympathetic understanding and advice.						
My colleagues provide clear and helpful feedback about my work.						
My colleagues provide practical assistance at work.						

Scale C

Statements	Always or to a very high degree 5	Often or to a high degree 4	Sometimes or somewhat 3	Seldom or to a low degree 2	Never or to a very low degree 1
1- How often do you feel tired?					
2. How often are you physically exhausted?					
3. How often are you emotionally exhausted?					
4. How often do you think: "I can't take it anymore"?					
5. How often do you feel worn out?					
6. How often do you feel weak and susceptible to illness?					
7. Is your work emotionally exhausting?					
8. Do you feel burnt out because of your work?					
9. Does your work frustrate you?					
10. Do you feel worn out at the end of the working day?					
11. Are you exhausted in the morning at the thought of another day at work?					
12. Do you feel that every working hour is tiring for you?					
13. Do you have enough energy for family and friends during leisure time?					

14. Do you find it hard to work with clients?					
15. Do you find it frustrating to work with clients?					
16. Does it drain your energy to work with clients?					
17. Do you feel that you give more than you get back when you work with clients?					
18. Are you tired of working with clients?					
19. Do you sometimes wonder how long you will be able to continue working with clients?					

Kirsten Rydahl (KRY) <kry@arbejdsmiljoforskning.dk>

to me

Dear Ayesha Inam

Please feel free to use the Copenhagen Burnout Inventory in in your research.

And it would be nice for us, if you mention in your coming publication, that the questionnaire is developed by The National Research Centre for the Working Environment, Copenhagen, Denmark, and/or include a relevant publication about the questionnaire in the reference list.

Kind regards

Kirsten Rydahl

Kirsten Rydahl (KRY)

Communications Consultant, MA

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Ayesha Inam   Aug 12
Hi.. i am student of quaid e azam university.. i want to do research on co-ru...

Rose, Amanda   Aug 12
to me ▾

The measure is attached - let me know if you have questions! Best, Amanda Rose

From: Ayesha Inam <ayeshainam94@gmail.com>
Sent: Saturday, August 12, 2017 10:05:21 AM
To: Rose, Amanda
Subject: scale permission

W Co-rumination_R...

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