INTRODUCTION AND DESIGN OF THE STUDY

1. Introduction to the Study

Stress has become one of the most common terms in everyday language, significant to most of people from every sect of the society; rural or urban; military or civil; industrial or non-industrial, etc. It not only describes ‘pains and aches’ of various levels or put it ‘a vague yet often sense of disquiet’ but also indicates towards a legitimate concern of our modern lifestyle.

For both, common people and researchers, work stress is indicative of the ‘natural limit’ of human endurance and resilience; good or bad, constructive or destructive; overall an unavoidable part of life. Stress, in one aspect, affects psychological well-being and overall physical health of a person/employee at an individual level, whereas, in another aspect, it affects the productivity of any corporate unit/organization involving huge sums of money, hence, immensely influences nation’s economy.

Employees at the grass-root level experience a sense of frustration because of low level of wages, poor working conditions, unfavourable terms of employment, in human treatment by their superiors and the like where as managerial personnel feel frustrated because of alienation over their conditions of employment, inter-personal conflicts role conflicts, job pressures, lack of freedom in work, absence of challenging work etc.

Certain values were attributed to work in the past work was worship and people had sincerity and commitment to work. But today’s employee would not believe in such values of work. He works for his salary. He works hard if the conditions of work are conducive and congenial and terms of employments are favourable to him. As such the work norms have been charging from time-to-time.

Work place norms in modern industrial society indicate that (i) employee’s role in industry is different from his role in the family, (ii) superior knows the best and he has the right to impose on the subordinates, (iii) rules are for employees and they have to follow them, and (iv) employer has the right to layoff the workers due to marketing and technological factors. The success of any organization is highly dependent on how it attracts, recruits motivates and retains its workforce. Today organizations need to be more flexible, so that they are equipped to
develop their workforce and enjoy their commitment therefore, organisation’s are required to adopt a strategy to improve the employees Quality and reduced stress in work life’ to satisfy both the organisational objectives and employee needs. Effective quality of work life and less stress work place practices in organisation’s can be obtained through the impact on employee performance and the overall organization performance.