

**Comparative Study**

## **A Comparative Study on Workplace Stress, Happiness & Resilience among Generation X and Generation Z**

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### **ABSTRACT**

This study compares the levels of life satisfaction, happiness, and professional stress among Generation Z versus Generation X. For the study, a sample size of 200 persons was gathered, divided into two groups: Generation Z and Generation X. 100 adults make up the sample size for each group. Every respondent is an individual in the workforce. Given that the study is comparative, the data was analysed to determine the t-test, or the significant difference in workplace stress, happiness, and resilience between Generation X and Generation Z. According to the descriptive statistics, Gen X and Z had average workplace stress scores of 31.6 and 15.47, respectively, and average happiness scores of 4.49 and 3.32. Furthermore, Gen Z and Gen X have mean resilience scores of 2.37 and 3.17, respectively. The results showed that generations X and Z have a substantial t-value of 37.6 for occupational stress. Additionally, it shows that when it comes to occupational stress, Generation X outperformed Generation Z. Happiness in generations X and Z has a noteworthy t-value of 20.35. It also shows that, in terms of happiness, Generation X outscored Generation Z. Furthermore, it is noteworthy that generations X and Z have a resilience t-value of 2.37. Additionally, it shows that Generation Z had lower resilience scores than Generation X.

**Keywords:** *Workplace Stress, Happiness, Resilience, Generation X, Generation Z*

### **WORKPLACE STRESS**

People in a range of industries and professions are impacted by the pervasive issue of workplace stress. In today's fast-paced and competitive work environment, employees routinely deal with a range of stresses that can compromise their physical, mental, and emotional well-being (Sutaro & Vania, 2022).

Workplace stress is the negative emotional and physical responses that occur when an employee's needs, resources, or abilities are not satisfied by the demands of their position. It's a complex phenomenon that depends on several internal and external factors. According to the Greek philosopher Aristotle, happiness is the ultimate human want and all other desires are only means to that end. J. (Leoni and Owen,2023).

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The CDC and APA have highlighted the following as some of the factors that contribute to workplace stress:

**Low morale:** When morale is low, workers often feel powerless. As a result, they become complacent, which reduces output. Among the most demanding jobs are those of a secretary, waiter, middle manager, police officer, and editor. All of these occupations have a service component to their work: professionals in these areas have to meet deadlines and fulfil requests from people they don't have much control over. Poor work descriptions, a lack of authority, and unjust labour practices are characteristics of these professions.

Another factor to take into account in high-stress work conditions is management style. Employees who are excluded from decision-making processes and have poor communication with their employers and coworkers feel unsupported. Additionally, the lack of family-friendly regulations may increase stress levels by obstructing

**Workplace responsibilities:** One of the main factors contributing to workplace stress is how tasks are assigned and done (Stitch, 2020). This entails a great deal of work, little breaks, extended hours and shifts, regular tasks that are meaningless, undervaluing employees' abilities, and more. When job objectives are ambiguous or conflicting, employees feel they have too many "hats to wear" and too much responsibilities.

### *Risks Associated with Workplace Stress*

There are two types of stress-related dangers associated with the workplace.

- 1. Workload and pace:** involves working under time constraints, doing too much or too little; working hours: involves long, unsocial, unpredictable shift systems that are rigid or inflexible; participation and control: involves not taking part in decision-making; monotony, understimulation, meaningless tasks, lack of variety, etc.
- 2. Career development,** The work environment encompasses status, compensation, and the role that the employee plays within the company, any roles that conflict, insufficient, considerate, or unsupportive supervision, strained relationships with coworkers, bullying, harassment, and violence, isolated or solitary work, etc., as well as organizational culture, which includes subpar leadership, subpar communication, a lack of behavioral guidelines, and a lack of clarity regarding the goals, structures, and strategies of the company (Stitch, 2020). Included are conflicting pressures from work and home, a lack of assistance for domestic concerns, and work-life balance.

## HAPPINESS

People have been looking for happiness since the beginning of time. This concept has been introduced into scientific research by positive psychology in an effort to better understand meaningful life and general wellbeing. Hartmann, 2020: Whether at the individual or planetary level, the pursuit of happiness is becoming more and more well-liked and accepted by science.

Four factors could be used to categorise happiness: happiness from instant gratification, happiness from comparison and achievement, happiness from fulfilment, and happiness from making positive contributions. Subjective well-being, or happiness, has two main components:

**The equilibrium of emotions:** Everybody goes through phases of feeling good and bad. Generally speaking, happiness is associated with having more pleasant emotions than negative ones (Dhingra, 2021).

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**Life satisfaction:** Life satisfaction is the degree to which you are content with many aspects of your life, such as your relationships, career, accomplishments, and other significant aspects. Diverse viewpoints exist about the definition of happiness. For example, the Greek philosopher Aristotle distinguished between two types of enjoyment, hedonic and eudaimonia.

### ***Theories of Happiness Desire Theory***

Desire is a better concept than hedonism. The secret to happiness, according to wish theories, is to allow your desires guide your actions and achieve your goals (Gryphon, 1986). Desire theory engulfs hedonism when our desires are for immense pleasure and minimal suffering. Just like with hedonism, want theory explains why an ice cream cone is preferable to a poke in the eye. On the other hand, hedonism and desire theory often clash.

### **Objective List Theory**

The Objective List theory (Nussbaum, 1992; Sen, 1985) places happiness outside of feelings and onto a list of "truly valuable" things in the real world. This theory holds that happiness is the outcome of a person's life fulfilling specific objectives from a list of admirable endeavours. Friendship, professional achievement, civic engagement, beauty, education, love, wisdom, and a clear conscience are a few examples of these objectives. Consider the hundreds of impoverished children who reside in Angola's capital, Luanda.

Enjoyment is the source of hedonic satisfaction. It is typically associated with living life to the fullest, taking care of oneself, following one's passion, and feeling content. Eudaimonia: This state of contentment results from pursuing virtue and significance. Having a feeling of worth, significance, and purpose in life is essential for eudaimonic well-being (Sharif, 2016). It is more strongly associated with honouring one's own moral convictions, fulfilling commitments, investing in long-term goals, and demonstrating concern for the welfare of others.

## **RESILIENCE**

The concepts of resilience theory focus on how individuals respond to and manage difficult situations such as risk, loss, change, and adversity. Numerous disciplines, including psychiatry, change management, and human development, have examined resilience theory (Poormahmood et al., 2017). Resilience theory states that resilience is a talent that can be acquired rather than a fixed attribute.

Furthermore, it's not always the same; you might be highly resilient in the face of one stressor but find it more difficult to be resilient in the presence of another (Rao et al, 2018).

## **ELEMENTS**

Resilience theory states that the following additional elements contribute to resilience development:

### **Social assistance**

According to the study, a person's social networks—which could include their friends, neighbours, immediate or extended relatives, and organizations—help them build resilience in the face of adversity or calamity. (3) Self-worth When faced with obstacles, it helps to have a strong sense of self-worth and confidence in one's abilities rather than feeling powerless. Research on the connection between self-esteem and resilience was released in *Frontiers in Psychology* in November 2020. Flexible methods Having the ability to cope and

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solve problems comes in handy when one must face hardship and triumph over it. It has been demonstrated that constructive coping techniques, such as optimism and sharing, increase resilience more than negative ones.

### **Buffering**

Resilience reduces the harmful effects of workplace stress by acting as a buffer. People with high resilience are more assured of themselves and capable of handling stress in a positive way. Additionally, they are more adept at utilising the resources in their immediate surroundings and maintain a positive attitude under pressure. They also recognise the impact of adverse conditions. This makes individuals more capable of managing stress at work than others who lack resilience. Despite difficulties and stress, workers should have a positive outlook on the future. Hope gives employees the self-assurance to make the greatest choices at work. Those that are optimistic at work can succeed more. In a healthy work atmosphere, employees' internal resources will be strengthened. This study emphasises the importance of resilience and hope in the workplace as a way to increase employee productivity. Companies could reduce workplace stress by putting in place a variety of resilience-building strategies.

### **Relationship**

Hope and optimism are internal psychological resources that are linked to happiness and pleasure at work. We conclude that a positively oriented strategy to well-being promotion and consideration of positive contributing aspects are necessary to keep the focus on employee well-being in the years to come.

Practical applications are also discussed and recommendations are given. In 2019 Kun and Gadanecz

## **GENERATION X**

Although many sources give somewhat varying dates, the term "Generation X" refers to the generation of Americans born between 1965 and 1980. It has been referred to as the "middle child" generation on occasion since it was born between 1981 and 1996, which is Generation Y, before the millennial generation and after the well-known baby boomer generation (Curtis et al., 2018). Due to the fact that its members were born at a time when the baby boomer generation's high birth rates started to fall (mostly as a result of the birth control pill's debut, which saw its release in the early 1960s), The term "baby bust" has also been used to describe Generation X. It is a smaller generation than Gen Y and Gen Z, which are described as people born between 1997 and the beginning of the 2010s. This is one of the things that makes Generation X appear to be overlooked or forgotten while talking about generations.

### **Experience**

Gen Xers grew up in a time when there were more single-parent households, dual-income families, and divorced children than there were boomer generation members. Because of this, many Gen Xers grew up as latchkey kids, returning home from school to discover their parents had left for work. Gen Xers are technologically savvy because they were the first generation to have grown up with personal computers to some extent (Saraswati & Indayti, 2022). They were the first generation to have regular access to cable TV growing up. MTV is a cable television network that debuted in 1981 and initially played music videos every day. Because so many Generation Xers adored MTV Generation, the network has come to represent the generation.

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### **Mindset**

Unlike previous generations, such as Gen Z, Gen X is not easily impressed by power and authority. Saying "Tell me what you can do for me" is one way to handle this rather than complying with traditional hierarchical structures. Generation Xers view their work as an integral aspect of who they are, regardless of whether they meet or exceed expectations (Alameeri et al., 2020). Keep in mind that not every member of Generation X will possess the aforementioned work ethic. However, this information can also be used to acknowledge the past, draw lessons from it, and improve the working conditions for Generation Xers who are still alive.

### **GENERATION Z**

The generation of Americans born in the late 1990s and early 2000s is referred to as "Gen Z". Some publications include the specific year range of 1997–2012 because it might be difficult to discern between different generations and their zeitgeists; nonetheless, the years covered are sometimes contested or questioned. Generation Z, sometimes known as the millennial generation or Generation Y, is the first generation to receive letters, following Generation X. The first generation to receive a Greek letter, Generation Alpha, comes after Generation Z in the Latin alphabet (Bohlich & Axmann, 2020).

### **Experience**

It is undeniable that Generation Z, or Gen Zers, have been profoundly impacted by both the COVID-19 pandemic and the Great Recession of 2007–09. The two things they grew up with were the iPhone, which debuted in 2007, and the U.S. Department of Homeland Security, a government body founded in 2002 in response to the September 11 attacks. They are mostly too young to recall the past (Meechan & Wonglorsaichon, 2020). That's why Gen Z was first called "iGeneration" and "Homelanders." They witnessed important cultural changes early in life, such as the election of Barack Obama, the country's first Black president, and the legalisation of same-sex unions.

### **Mindset**

We think that as Gen Z's professions progress, they will be able to ask for more personalisation. For companies to attract and retain the best and brightest of the future generation, a change in mindset will be required. Companies that wish to attract Generation Z employees need to be ready to change with the times and adapt quickly enough to be relevant. This means developing training and leadership initiatives that are truly and visibly focused on diversity. Develop a strong personnel profile, provide internal apprenticeship programmes, or employ intelligent, talented people and assign them to suitable positions within the organisation (Mahapatra et al, 2020). One way to boost the number of female applicants for IT positions is to work with universities to hire outstanding female talent.

### **DIFFERENCE BETWEEN THE GENERATIONS**

Generation X is more accustomed to using traditional communication methods like phone calls and emails, but Generation Z prefers more contemporary ones like social media and messaging apps.

Sometimes, especially in professional situations, this preference gap causes misinterpretation. For example, a Gen Z employee might rather get a message from a Generation X management via social media than via email. This could lead to miscommunications or a delay in responses.

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Every generation has its own lingo and colloquialisms. Generation X is known for using formal language and avoiding it, but Generation Z is more comfortable with slang and informal language. Sometimes this linguistic difference can lead to misunderstandings and confusion, especially in work environments.

For example, a Gen Z employee may use slang when communicating with Gen X management, which could be interpreted as unprofessional or unfriendly (Sharif, 2016).

A wider variety of flexible work arrangements have been made possible by the gig economy and the rise of remote employment. However, this has also highlighted the differences between Generation Z and Generation X. Generation X tends to value stability and commitment, but Generation Z is more concerned with flexibility and work-life balance. Additionally, one generation can impart knowledge to the next, as noted by Sharif et al. Generation Z, for example, can learn to value commitment and stability, whereas Generation X can learn to be more adaptable and flexible.

### **REVIEW OF LITERATURE**

1. Akgunduz et al (2023). This study examines the mediating role of work devotion in the relationships between workplace stress, happiness, and perceived organisational support (POS), drawing on the Conservation of Resources Theory (COR), Spillover Theory, and Social Exchange Theory (SET). The investigation's conclusions show a favourable correlation between worker dedication and satisfaction and POS. Stress at work has a negative correlation with employee satisfaction but a good correlation with job dedication. Job devotion acts as a partial mediating factor in the relationships between job stress and happiness as well as POS and happiness.
2. Leoni & Owen (2023). The first section of this chapter provides a comprehensive scientific and evolutionary explanation of how and why stress develops in response to threats or changes in a person's life experience. After that, it talks about how to help people become resilient or learn coping skills for difficult situations. In this age of increasing complexity, the chapter emphasises the importance of this in handling circumstances that are constantly changing and constituting a threat to both people and the entire human species. Significant research in the field has been referenced and examined in terms of variable factors, such as the body of historical data pertaining to stress reactions and the distinction between genders as stressors. The various therapeutic and educational approaches that can be applied to address the symptoms and underlying issues brought on by short explanations of the various developmental phases' exposure to stressful conditions are provided. Finally, there are examples of positive strategies for enhancing resilience through community networks.
3. Saraswati & Indayti (2022) Human resources are separated into generations based on age. Gen Z is the largest generation in Indonesia, making of approximately 75.49 million individuals, or 27.94% of the country's total population, who were born between 1997 and 2012. Indonesia is home to 270 million people. Gen Z is beginning to join the workforce; they grew up in an era of rapid technological advancement. The non-physical work environment and workplace stress both have an impact on job performance. By providing details on job stress and the non-physical work environment, this study intends to develop a conceptual framework for future research that will examine how these variables directly impact Gen Z's productivity at work using reliable online resources. A purposive sample of 150 respondents will be used to select respondents for the online survey.

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4. Mahapatra et al (2022) The similarities and differences in the work values and job preferences of generations X, Y, and Z are demonstrated by this study. The authors concentrate on India in their attempt to comprehend the work ideals and employment preferences of Generation Z because cultural context is a significant factor in creating generational disparities (Gen Z, Generational discrepancies Between India and the US, Harvard Business Review). Despite academics' portrayals that generational values often start in formative years, this essay seeks to understand the birth of Generation Z in light of the COVID-19 epidemic and how it correlates with or calls for modifications in fundamental developmental theories. These findings might be the starting point for more research and have implications for individuals, groups, managers, and communities.
5. Dhingra (2021). Work-life balance is influenced by a wide range of factors, including gender, overtime compensation, schedule flexibility, and work hours. This descriptive study looks at how doctors' subjective happiness with work-life balance is affected by their unstructured work hours. 206 doctors are included in the sample. The results were analysed using AMOS and SPSS. The study documents the role stress experienced by female clinicians as a result of meeting professional demands for time management. When necessary, they must answer calls from the patients. The doctors are unable to avoid answering certain emergency calls at strange hours.
6. Karundadhi & Chitra (2021). The purpose of the current study was to develop and evaluate the efficacy of a resilience training programme by examining its impacts on psychological well-being, job satisfaction, resilience, and occupational stress. A sample of 250 female police officers from Southern India were recruited for the study. The study employed a pre-post-follow-up research design. Resilience training, which included components like self-awareness, a good attitude, emotional control, and interpersonal skills, was especially created for this study and is based on the protective model of resilience. A sample of 250 female police officers from Southern India were recruited for the study. The study employed a pre-post-follow-up research design. Resilience training, which included components like self-awareness, a good attitude, emotional control, and interpersonal skills, was especially created for this study and is based on the protective model of resilience. Sixty-three female police officers were randomly assigned to one of two groups, the experimental group (n = 33) or the control group (n = 30), based on the predetermined criteria. The experimental group got resilience training three times a week for nearly two months, while the control group got no instruction at all. For the purpose of gathering data, three time points were chosen: one week after training, two months after training, and before training.
7. Roveri et al (2021). This study focused on individuals from the State of Sao Paulo and looked at the connection between occupational stress and work satisfaction in Brazilian Millennials (Generation Y). A validated Job Satisfaction Scale (JSS) and a validated Work Stress Scale (WSS) were used, along with descriptive and inferential statistical approaches for data treatment. The respondents' satisfaction with leadership ( $4.96 \pm 1.83$ ) was notable in contrast to their dissatisfaction with compensation ( $3.83 \pm 1.72$ ) and promotions ( $3.72 \pm 1.73$ ), and the sample had a low degree of occupational stress ( $1.64 \pm 0.82$ ). Stress and work satisfaction have a statistically significant negative link, according to Spearman's correlation test. This implies that in order to enhance Millennials' satisfaction and, as a result, lower their stress levels, corporate cultures, policies, and practices that promote a cooperation in a pleasant work environment should be encouraged.

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8. Sharma et al(2021).The purpose of this study is to gather the body of knowledge regarding the connection between role stress, resilience, and job satisfaction in the nursing profession. The findings demonstrated a negative correlation between nursing stress and job satisfaction, with resilience acting as a moderator in this association. The degree of resilience, role stress, and job satisfaction varied between different work contexts and demographic groupings. The results showed that job satisfaction and nursing stress were negatively correlated, with resilience serving as a mediator in this relationship. Role stress, resilience, and job satisfaction varied between work contexts and demographic groups.
9. Badu et al(2020).Finding and gathering information about resilience and job stress among Australian nurses was the aim of this integrative study. The published literature was searched using the following databases: Web of Science, Scopus, PsycINFO, MEDLINE, CINAHL (EBSCO), and EMBASE. The search was limited to items that were published in English between January 2008 and December 2018. In the review, data from both qualitative and quantitative sources were merged into a single synthesis. Of the 41 papers that met the inclusion criteria, 65.85% (27/41) used quantitative data, while 29.26% (12/41) used qualitative data. Relatively few empirical studies on workplace interventions concentrate on resilience; most studies on resilience deal with the organisational resources and human traits that go into building resilience. Our analysis indicates that research focus should be on educational interventions in order to achieve long-lasting improvements in nurses' mental health and wellness.
10. Bohlich & Axmann (2020) Employers now have to deal with a growing number of Gen Z workers who have earned college and high school diplomas, but they do not know what this generation needs or wants. This study validates current perceptions about Generation Z through a quantitative, two-part German analysis. 48 business professionals were questioned about their assumptions about the preferences of the youngsters after 103 members of Generation Z were asked about their opinions about their work. Therefore, generalisations about young adults and their employers' (lack of) knowledge about Generation Z could be formed. Therefore, conclusions about young adults could also be drawn about the level of knowledge—or lack thereof—that their employers have regarding Generation Z. The stereotype that the younger generation wouldn't take criticism well, wouldn't want to balance work and personal obligations, and wouldn't be career-focused was false. Actually, it seems that Generation Z is a motivated group of people who are committed to advancing their careers. Employers have demonstrated a commendable degree of tolerance for their younger employees, despite the fact that there seem to be a few misconceptions.
11. Foster et al(2020). The most difficult workplace stressors faced by mental health nurses, as well as their psychological well-being, workplace resilience, and degree of caring behaviours, were all intended to be described in this study. Additionally, the relationships between these factors were investigated, and variations in workplace resilience according to sociodemographic characteristics were described. in a convenience sample-based descriptive correlational analysis. Nurses reported a lower degree of psychological well-being, with pressures connected to consumers and carers being their biggest obstacle. Workplace resilience and caring behaviours did not correlate, however there were beneficial relationships between resilience and psychological well-being that ranged from mild to moderate ( $r = 0.306$  to  $r = 0.549$ ). Workplace resilience was lower ( $P < 0.05$ ) when comparing younger nurses to those over forty years old and less experienced nurses to those with over five years of experience.



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12. Harttman (2020). We critically review the literature on workplace resilience for individuals and teams in order to address these discussions. We list the different ways that resilience has been conceptualised and explain how resilience has been measured in previous quantitative research. Furthermore, we provide a comprehensive literature analysis of empirical work on the causes and effects of resilience at the individual and team levels, as well as a review of studies that have used resilience as a moderator or mediator. We highlight the theoretical models that have been applied to the study of resilience in the workplace. Based on our review of the existing empirical work on resilience, we develop a research roadmap for the future. In particular, we pinpoint relevant theoretical frameworks that facilitate our understanding of the mechanisms underlying the genesis and implications of resilience and highlight opportunities for the empirical expansion of the corpus of knowledge.
13. Chareewan et al (2020) This study looks at the job expectations and career objectives of Generation Z, the newest generation to enter the workforce, and Generation Y, the largest generation currently employed, within the context of Croatia, a developing European market. To collect data for this empirical study, graduate and undergraduate students from two large state universities in Croatia—representing Generation Y and Z, respectively—were given a survey. It was shown that a person's gender had a moderating effect on their work aspirations, with women in Generation Y displaying noticeably higher career goals than men in the same generation. Additionally, by narrowing the topic, a poorly defined "work expectations" scale that had previously been published was improved to create a more suitable "expectations of electronic communication at work" scale.
14. Meechan and Wonglorsaichon (2020) This study set out to ascertain three things: 1) how employees felt about their working environment; 2) how burnt-out employees were; and how the work environment affected employee burnout. The sample for this study comprised 400 individuals from the Gen-X, Gen-Y, and Gen-Z demographics. One-way analysis of variance, multiple regression, and Pearson's correlation coefficient were among the statistical techniques used by the researcher to look at individual data on opinions regarding the workplace and burnout. The results showed that: 1) There were statistically significant disparities between the opinions held by individuals in various age groups. The opinions of Gen-X on work-from-home policies, compensation, professional development, and workload differed from those of Gen-Y and Gen-Z.
15. Nathani & Bendre (2020) Examining the relationship between the notion of psychological capital, reported job satisfaction, and workplace well-being regarding teachers' psychological resources was the goal of the study. We used both quantitative (test battery) and qualitative (open-ended questions) approaches to look into the link between the various parts. A content analysis of the responses from our qualitative survey revealed that goal achievement, feedback, having a purpose for their work, and social connections were the factors that most strongly correlated with teachers' job satisfaction. Our quantitative investigation's findings revealed a relationship between inner psychological resources—hope and optimism in particular—and job happiness and well-being. We conclude that in order to maintain the focus on employee well-being in the future, a positively-oriented approach to well-being promotion and consideration of positive contributing elements are required.
16. Bataineh (2019). The purpose of this study is to investigate the connection between work-life balance, employee satisfaction, and performance. As a result, a questionnaire-based survey was developed to evaluate the previously mentioned model utilising information from 289 workers of Jordanian pharmaceutical and medical supply

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companies (Med Pharma). Multiple regression was utilised to assess the study hypotheses. The results demonstrated that work-life balance and happiness have a positive and significant impact on employee performance. However, job contentment has no bearing on an employee's performance. The conclusions have important implications for the pharmaceutical sector in Jordan.

17. Hartmann et al(2019)cite several conceptualizations of resilience and explain the methods used to quantify resilience in existing quantitative research. Furthermore, we provide a comprehensive literature analysis of empirical work on the causes and effects of resilience at the individual and team levels, as well as a review of studies that have used resilience as a moderator or mediator. In doing so, we highlight the theoretical positions that have been adopted in the study of workplace resilience. Based on our review of the existing empirical research on resilience, we develop a research plan for the future. In particular, we pinpoint relevant theoretical frameworks that facilitate our understanding of the mechanisms underlying the genesis and implications of resilience and highlight opportunities for the empirical expansion of the corpus of knowledge.
18. Kun & Gadanez(2019).The purpose of the study was to investigate how teachers' psychological resources relate to reported workplace enjoyment and workplace well-being, as well as the psychological capital hypothesis. We used both quantitative (test battery) and qualitative (open-ended questions) approaches to look into the link between the various parts. A content analysis of the responses from our qualitative survey revealed that goal achievement, feedback, having a purpose for their work, and social connections were the factors that most strongly correlated with teachers' job satisfaction. The results of our quantitative investigation indicated a relationship between job satisfaction and well-being and inner psychological resources, specifically hope and optimism. We conclude that in order to maintain the focus on employee well-being in the future, a positively-oriented approach to well-being promotion and consideration of positive contributing elements are required.
19. Curtis et al (2018) The impending entry of millions of Gen Z workers into the workforce will provide new challenges and demands for companies and their corporate real estate (CRE) holdings. This generation, which was born within the previous 20 years, is more tech-savvy than any other and is more likely to collaborate with others to complete a task. These skills do have certain drawbacks, though. Because of their inclination to always be connected, Gen Z is among the most emotionally and physically unhealthy generations. In order to integrate this new generation (and provide them the same value as their Baby Boomer, Gen X, and Millennial coworkers), changes will be made that allow Gen Z to focus in the workplace.
20. Rao et al (2018). In this study, faculty members with three years of experience who were chosen from STEM departments at a private higher education institution with an NAAC rating were asked to rate their level of intrinsic, extrinsic, and work-life pleasure. The happiness factors were separated into two categories: intrinsic factors, which include things like self-actualization and self-esteem, which derive happiness from within, and extrinsic factors, which include things like compensation, work environment, health, and work-life issues related to flexibility, adjustment, and counselling between work and family. The three variables of happiness—intrinsic, extrinsic, and work-life issues—as well as profile and employment characteristics, were investigated through the use of mean analysis and ANOVA statistical techniques. Age is a significant element that affects how happy employees are at work. Work-life conflicts are important early in a career, and as one gets older, outside concerns become more important.

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21. RN (2018) To look into the perspectives of mental health nurses involved in the mental health services-initiated "Promoting Adult Resilience" programme. An exploratory qualitative study was carried out. Numerous qualitative data were analysed thematically, including focus groups, semi-structured interviews, open-ended replies, and interviews. Twenty-nine registered nurses from a metropolitan mental health programme participated in the study. Four topics came to light: overcoming hardship; building resilience; fortifying resilience; and applying resilience techniques in the workplace. This study presents the perspectives of mental health nurses on a resilience curriculum for the first time. Resilience training can improve nurses' self-efficacy, correct appraisal of stressful situations, and control over their emotional reactions to others.
22. Naseem (2018) To further understand these consequences, this study modifies the link between job stress and employees' pleasure and life satisfaction using emotional intelligence. The survey involved 350 telecom workers, of whom 63% were men. The age range of the responders was 23 to 37, with 27 being the highest age. A self-reported emotional intelligence questionnaire developed by [1], job stress [2], happiness [3], and life satisfaction [4] was used to collect the most data, yielding a mean score of [29.21 and a standard deviation of 3.36. The questionnaire on emotional intelligence trait measure was filled out by telecom professionals. The subjects completed the perceived stress scale and the life satisfaction and enjoyment scale three weeks later. The study's findings also suggest that employees with better emotional intelligence will be happier, perceive stress less, and have higher levels of life satisfaction. It was also shown that married men used emotional intelligence to manage stress more effectively than married women.
23. Kumar & Priyadarshani (2018) People in Generation Z and Y experience high levels of stress as a result of sedentary lifestyles, social media, and online applications. This study tries to find out what these people think they are capable of in terms of gender, age, and educational level. In order to achieve this, participants will be able to evaluate the questions and submit their comments through the use of a subjective assessment questionnaire. This study focused on students who would shortly be starting their careers. The goal of the study was to ascertain whether there was a positive correlation between students' self-efficacy, self-esteem, and overall quality of life. This study focused on students who would shortly be starting their careers. The goal of the study was to ascertain whether there was a positive correlation between students' self-efficacy, self-esteem, and overall quality of life. The study also considered age, gender, and educational achievement, but because self-efficacy was shown to vary very little with respect to those parameters, these factors did not show a significant link with self-efficacy.
24. Poormahmood et al (2017) to investigate the relationship between Iranian primary school teachers' perceived levels of work stress, happiness, and psychological well-being. Methods This cross-sectional survey was carried out in Bandar Abbas, Iran, between September 23, 2014, and May 22, 2015. The sample size was established using the Morgan table and consisted of 330 individuals. The information was gathered using three questionnaires: the Oxford Happiness Scale, assessments of psychological well-being, and perceived work stress. The mean age of the participating teachers was  $32.58 \pm 7.48$  years. Life satisfaction ( $p < 0.01$ ,  $r = -0.81$ ), spirituality ( $p < 0.01$ ,  $r = -0.64$ ), happiness and optimism ( $p < 0.01$ ,  $r = -0.52$ ), personal growth ( $p < 0.01$ ,  $r = -0.48$ ), positive interpersonal relationships ( $p < 0.01$ ,  $r = -0.74$ ), autonomy ( $p < 0.01$ ,  $r = -0.4$ ), and overall psychological well-being ( $p < 0.01$ ,  $r = -0.8$ ) were found to be significantly correlated negatively with employment-related stress.

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25. Sharif (2016) The phrase "happiness at work" refers to how satisfied people are with their lives and occupations. The idea of happiness is connected to an individual's subjective well-being. In any type of organisation, increasing worker satisfaction is critical to increasing production. Happier people are more productive, yet depressed people may not give any task their whole attention. Some scholars claim that businesses that can maintain and grow productivity are likely to have contented staff over the long run. As a result, in order to enhance employee satisfaction at work, they must be aware of the factors that could affect it. Nonetheless, prior research on employee satisfaction has been very sparse. The issue of workplace joy needs to be properly conceptualised in order to facilitate productive study on the subject. The issue of workplace joy needs to be properly conceptualised in order to facilitate productive study on the subject.

### **METHODOLOGY**

This section of the research focuses on the statistical analysis of the data, providing an overview of the study's design, participants, data gathering procedure, and analytic techniques. With the help of this description, the study aims to show how statistics were crucial to the research process. It is made up of the specific statistical tool that was used for the sample analysis as well as the chosen study strategy.

#### *Aim*

The goal of this research is to compare workplace stress, happiness, life satisfaction in Gen X & Gen Z.

#### *Objective*

- To examine the difference between Generation X and Generation Z in relation to workplace stress.
- To examine the difference between Generation X and Generation Z in relation to happiness.
- To examine the difference between Generation X and Generation Z in relation to resilience.

#### *Hypothesis*

- **H1:** The workplace stress will be higher in generation X as compared to generation Z.
- **H2:** The happiness will be higher in generation X as compared to generation Z.
- **H3:** The resilience will be higher in generation X as compared to generation Z.

#### *Design*

A comparative research design utilized to conduct this research which is a multidisciplinary approach that compares various study units to advance science and inform policy choices. Taking into account data structure, case and context definitions, and case selection techniques, it is a framework that helps researchers make wise choices when conducting cross-national comparisons. It is important to carefully consider several factors while crafting comparative study designs, as there is no universally applicable solution.

#### *Variables*

- Workplace stress
- Happiness
- Resilience

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### ***Procedure***

To guarantee a thorough and methodologically sound analysis, the protocol used for this quantitative research study, Workplace Stress, Happiness, and Resilience in Generation X and Generation Z, was carefully designed. To start, a thorough literature analysis was carried out in order to provide guidance for creating a customised survey instrument. The fundamental dimensions of workplace stress, happiness, and resilience were thoughtfully considered in the construction of this survey instrument, which drew from existing measures such as the

**Subjective Happiness Scale, Workplace Stress Scale & Brief Resilience Scale.** Stratified random sampling was used to provide a representative and varied sample. Respondents gave their informed consent after being asked to participate voluntarily, in accordance with institutional review board-approved ethical guidelines.

Due to their convenience and accessibility, both offline platforms were used predominantly for data collecting. The survey's quantitative data were rigorously statistically analysed using T-test and other approaches. The purpose of these analyses was to identify the key distinctions in resilience, happiness, and occupational stress between Generation Z and Generation X.

### ***Sample & its Selection***

A necessary method that is essential to all statistical approaches in behavioural and social science research is sampling. The aim of study in psychology is to gain knowledge about behaviours that are common to a population. The study being undertaken and the research issue the study is intended to address determine the group the researcher wishes to learn more about. In any field of study, every object is a member of a population or universe. "Population or universe" refers to "the entire mass of observations," which includes individuals of both the generational group from whom a sample is to be formed. As a result, in order to gather data for their study, the researchers interview a subset of the population. Sampling technique refers to the process of choosing the sample. The study's sampling, which offers details on the choice of sample population treatments and controls to be applied, forms the basis of the research design. A sample design, or plan for choosing the sample, is created by the researcher. A defined strategy for selecting a sample from a specific population is known as a sample design. It alludes to the method or process the investigator would use to choose objects for the sample (Kothari, 1990).

In the field of quantitative research, choosing a suitable sample is an essential step in guaranteeing the reliability and validity of the study's conclusions.

A varied sample of people from Generation Z (ages 41–56) and Generation X (ages 23–26). There were 200 people in the sample because 100 people from each of the Generations X and Z were included. To guarantee that the results could be applied to a wide range of cultures, efforts were taken to include people from these backgrounds. The careful thought and effort that went into choosing the research sample are representative of the commitment to methodological rigour. The population characteristics, the study goals, the resources at hand, and the need to obtain a representative and generalizable sample were all carefully considered while selecting the sample.

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### *Inclusion Criteria*

- Generation X Employees (41-56 years)
- Generation Z Employees (23-26 years)

### *Exclusion Criteria*

- Young Adults
- Unemployed Adults

### *Description of tools Employed*

The study used the **Subjective Happiness Scale** for measuring happiness, the **Workplace Stress Scale** for measuring workplace stress & **Brief Resilience Scale** for measuring resilience.

The subjective Happiness Scale has 4 items and uses a seven-point Likert scale, ranging from 1 to 7, which is used by the SHS. For each item, participants complete a sentence fragment by selecting one of seven possibilities. Every question has a separate set of options. Reverse code of the fourth item to get the scale's score. In other words, a 7 becomes a 1, a 6 becomes a 2, and so forth. After that, the answers to the four items are averaged to provide a final score that goes from 1 to 7.

The Workplace Stress Scale was developed by the American Institute of Stress (AIS) and the Marlin Company in 2001. The Work Stress Scale (WSS) comprises eight items that indicate the frequency of work-related stress. The demographic-specific WSS scores. Severe stress is indicated by a total score of 26–30, and possibly deadly stress is indicated by a score of 31–40. The stress level is more harmful the higher the score.

One instrument used to evaluate a person's capacity to bounce back from stress is the Brief Resilience Scale (BRS) which was developed by Bruce W. Smith. Both positively and negatively phrased items make up the unitary construct of resilience that the BRS was designed to examine. The six items of the BRS each have a 5-point Likert response scale, where 1 represents strongly disagree and 5 represents strongly agree. Three of the items have positive language (1, 3, 5), whereas the remaining three have negative language (2, 4, 6).

### *Statistical Analysis*

The statistical analysis for this research endeavour was undertaken to decipher the significant difference between Generation X and Generation Z concerning workplace stress, happiness & resilience, employing a t-test to rigorously examine the data. These t-tests were used to compare the mean of all three variables between Generation X and Generation Z. A t-test, often called a Student's t-test, is a statistical instrument used in hypothesis testing to assess the means of one or two groups. A t-test can be used to determine if two groups differ from one another (an independent two-sample t-test), whether a single group differs from a known value (a one-sample t-test), or whether paired measurements show a significant difference (a paired, or dependent samples t-test).

The results obtained from these statistical analyses provided valuable insights into the relationships under investigation. A T-test was used as the significant difference between

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Generation X and Generation Z has to be recorded about Workplace stress, happiness levels and resilience.

Overall, the statistical analysis was an indispensable component of this research, enabling us to draw meaningful conclusions regarding workplace stress, resilience and happiness between stark generations.

### RESULT

This research aimed to compare workplace stress, happiness, and life satisfaction in Generation X & Generation Z.

The result showed that there is a significant difference between Generation Z and Generation X concerning workplace stress, happiness and resilience. T-test calculation reflected there is high workplace stress in Generation X as compared to Generation Z. In addition, the happiness levels of Generation X are higher than Generation Z and so are the resilience,

*Table 1: significant difference between Generation Z and Generation X concerning workplace stress, happiness and resilience.*

Variables & Generations	Mean	Standard Deviation	Standard Error Mean	T Value	Result
Workplace Stress					
Generation X	31.6	3.59	0.359	37.6*	Significant
Generation Z	15.4	2.31	0.231		
Happiness					
Generation X	4.49	0.82	0.823	20.35*	Significant
Generation Z	2.32	0.62	0.682		
Resilience					
Generation X	3.17	3.23	0.323	2.37*	Significant
Generation Z	2.37	0.91	0.917		

\*p<0.05

Homogeneity of variance was there between generation X and generation Z because the difference between the mean wasn't significant. There is a significant difference in the workplace, happiness, and resilience of Gen X and Gen Z. Gen X participants scored higher while Gen Z ones scored lower in all three aspects.

The findings show that generations X and Z had a substantial t-value of 37.6 for job stress. Additionally, it shows that Generation X outperformed Generation Z in terms of occupational stress scores, indicating that hypothesis 1 is supported. Happiness in generations X and Z has a noteworthy t-value of 20.35.

Furthermore, it shows that Generation X outperformed Generation Z in terms of happiness, supporting hypothesis 2. Furthermore, the t-value for resilience in generations Z and X is 2.37, indicating a substantial difference in resilience between Gen Z and Gen X, supporting the validity of hypothesis 3. Having said that, the descriptive statistics show that the mean stress levels at work for Generation X and Generation Y are 31.6 and 15.4 shows that Gen Xers have a greater stress score at work. In terms of happiness, Gen X and Gen Z score 4.49

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and 2.32, respectively, suggesting that Gen X is happier than Gen Z. The resilience of the older generation is 3.17, while that of the younger generation is 2.37 on average. Generations X and Z have standard deviations of stress of 3.59 and 2.31, respectively, and happiness of 0.82 and 0.62. The standard deviation of the resilience scores for each generation is 3.23 and 0.91, respectively.

### **DISCUSSION**

Finding meaningful differences between generation X and generation Z in terms of resilience, happiness, and stress at work was the goal of this study. We looked at three theories suggesting that generation X will experience more occupational stress than generation Z. In comparison to generation Z, generation X will be happier. Compared to generation Z, generation X will be more resilient.

The ubiquitous problem of workplace stress affects individuals across a wide spectrum of industries and professions. Employees regularly deal with a variety of challenges that might jeopardise their physical, mental, and emotional well-being in today's fast-paced and competitive work environment. Hope and optimism are internal psychological resources that are linked to happiness and pleasure at work.

We conclude that a positively oriented approach to well-being promotion and consideration of positive contributing variables are necessary to sustain the focus on employee well-being in the future. Practical applications are also discussed and recommendations are given. Eudaimonic well-being depends on having a feeling of value, meaning, and purpose as well as purpose in life. It has a closer connection to keeping your word.

We believe that Gen Z will be able to demand more customisation as their careers develop. Businesses will need to adopt a new perspective in order to draw in and keep the best and brightest members of the upcoming generation. Companies that want to draw in Generation Z employees need to be prepared to adapt at a pace that keeps up with external developments.

To achieve this, effective leadership and training initiatives must be created with a genuine, noticeable focus on diversity. Make a great people profile, start internal apprenticeship programmes, or hire smart, capable people and place them in appropriate departments inside the company. To increase the proportion of female applicants for IT jobs, think about collaborating with organisations to hire exceptional female talent.

In contrast to earlier generations like Gen Z, Gen X is not easily impressed by power and authority. Saying "Tell me what you can do for me" is a reasonable response rather than giving up to archaic hierarchical institutions. Members of Generation X consider their work to be an essential component of who they are, regardless of whether they succeed and surpass expectations (Alameeri et al., 2020).

Remember that not all members of Generation X will demonstrate the above-mentioned work ethic. On the other hand, this information may be used to acknowledge the past, learn from it, and improve the working environment for the surviving members of Generation X.

To guarantee a thorough and methodologically sound analysis, the protocol used for this quantitative research study, Workplace Stress, Happiness, and Resilience in Generation X



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and Generation Z, was carefully designed. To start, a thorough literature analysis was carried out in order to provide guidance for creating a customized survey instrument. The Subjective Happiness Scale, Workplace Stress Scale, and Brief Resilience Scale are just a few of the well-known measures that were consulted in the meticulous construction of this survey instrument, which was intended to capture the three main dimensions of workplace stress, happiness, and resilience. Stratified random sampling was used to provide a representative and varied sample. Respondents gave their informed consent after being asked to participate voluntarily, in accordance with institutional review board-approved ethical guidelines.

A necessary method that is essential to all statistical approaches in behavioral and social science research is sampling. The aim of study in psychology is to gain knowledge about behaviors that are common to a population. The study being undertaken and the research issue the study is intended to address determine the group the researcher wishes to learn more about. Every object in any subject of study is part of a population or universe. "The entire mass of observations," which include members of both the generational group from which a sample is to be produced, is what is meant by "population or universe." Studying the entire population is a challenging task. As a result, the researchers gather information from a portion of the population to use as participants.

Using a t-test to thoroughly analyze the data, the statistical analysis for this research endeavor was conducted to determine the major differences in workplace stress, happiness, and resilience between Generation X and Generation Z. The means of all three variables were compared between Generation X and Generation Z using these t-tests. A statistical tool used in hypothesis testing to evaluate the means of one or two groups is the t-test, sometimes known as a Student's t-test. A t-test can be used to determine whether two groups differ from one another (an independent two-sample t-test), whether a single group deviates from a predefined value (a one-sample t-test), or whether paired measures show a significant difference (a paired, or dependent samples t-test).

The result depicts that the t-value of workplace stress in generations X and Z is 37.6 which is significant. It also depicts that Generation X scored more than Generation Z in workplace stress which means hypothesis 1 stands verified. The t-value of happiness in generations X and Z is 20.35 which is significant. It also depicts that Generation X scored more than Generation Z in happiness which means hypothesis 2 stands correct. Additionally, The t-value of resilience in generations X and Z is 2.37 which is significant and shows Gen X are more resilient which means hypothesis 3 stands is verified. Being said that, the descriptive statistics, depicts that the mean of Generation X and generation Y in respect to workplace stress is 31.6 and 15.4 which indicates that Gen X have scored higher on workplace stress. The Generation X and generation Y concerning happiness levels are 4.49 and 2.32 which indicates that Gen X are more happier than Gen Z. The average mean of resilience of old generation and newer generation is 3.17 and 2.37 respectively. The standard deviation of stress in generation X and Z 3.59 and 2.31 respectively along with happiness being 0.82 and 0.62. The scores of resilience for both generations possess a standard deviation is 3.23 and 0.91 respectively.

To support this view Sutaro & Vania (2022) using quantitative research methods and quota sampling techniques, this study looked at the relationship between job demand and workplace well-being in Generation Z employees, with a total of 120 employees aged 21 to 24 working in an agency or company in Jakarta. The product-moment correlation analysis is

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the method utilised to analyse the data. The job demand measurement is built from components of the job demand owned, and the workplace well-being variables are measured using the workplace well-being index (Page, 2005). (Bakker, 2007). With a correlation value of  $r = -0.403$   $p < 0.05$ , the study's findings show a strong negative association between the variables of job demand and workplace well-being.

One of the researches aimed to study the happiness levels of generation X and Z with sample size being 185 individuals. The data was computed using correlational analysis and t-test. Correlational analysis was used to define the relation between the variables and t-test was used to compute the strength of the variables between the two groups. The findings revealed that generation ageing from 41-56 years scored more on the happiness levels compared to the generation Z as it's said "the youth is still exploring and battling with the volatile environment and changing policies".

### ***Limitation & Applications***

The study compares the resilience, happiness, and work attire of two groups. That being said, a correlational design could be used by researchers to comprehend and investigate the relationships between the variables. Furthermore, the phenomena might be observed by researchers in a variety of age groups and specialised fields of work. A longitudinal study could be conducted by the researchers to comprehend the long-term effects of the same.

The study can be utilised to comprehend the effectiveness of workers across age groups in order to raise organisational production. It also assists people in reflecting on their levels of hedonic and eudaimonic enjoyment and concentrating on enhancing their general well-being. Which generation is the most flexible and moldable can be determined by research.

This means that companies should consider the unique obstacles that Generation X employees face and implement strategies to support their well-being, such as offering flexible work arrangements, stress-reduction regimens, and supporting a good work environment. Companies stand to benefit from understanding what makes Generation X happy and incorporating those characteristics into workplace policies and practices. Additionally, it's critical to identify and address the root reasons of Generation Z workers' reduced job satisfaction.

This suggests that Generation X may be more equipped to deal with challenges and setbacks at work. Companies can benefit from Generation X's resilience in a number of ways, such as by providing chances for leadership and mentoring, fostering a culture that values failure analysis and change adaption, and more. HR policies, programmes, and projects can enhance employee engagement, happiness, and overall well-being by taking into account the unique needs and preferences of each generation. Creating a warm, supportive work environment where employees of all generations feel valued and respected can boost collaboration, creativity, and productivity. By identifying areas for improvement and implementing targeted interventions based on continual monitoring and evaluation of employee well-being measurements across generations, organisations can enhance workplace happiness and performance.

All things considered, these results emphasize how critical it is to acknowledge and resolve generational disparities in the workplace in order to foster an environment that is supportive and favorable to all workers.

## **CONCLUSION**

As the environment changes and the world is getting closer, workplace stress is inevitable and tends to take a toll on individuals. Different age groups tend to experience stress differently which impacts their happiness and resilience levels. This study explores how Generation X experiences organizational stress, happiness and resilience as compared to Generation Z. Through the research, the findings revealed that workplace stress is more prevalent in Generation X compared to Gen Z as they have more family and responsibility compared to generation Z who are on the quest to build their future. It is inferred that the average mean score of Generation X stands more than Generation Z's score in concern to resilience, happiness and workplace stress.

Gen X is less easily impressed by authority and power than previous generations, such as Gen Z. Rather than submitting to traditional hierarchical arrangements, one viable answer to this is to say, "Tell me what you can do for me." Members of Generation X believe that their work is an integral aspect of who they are, regardless of whether they meet or exceed expectations or produce exceptional outcomes (Alameeri et al, 2020). Do not forget that not every member of Generation X will possess the aforementioned work ethic. On the other hand, this information can be used to acknowledge the past, draw lessons from it, and improve the working conditions for Generation X's surviving members.

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### ***Conflict of Interest***

The author(s) declared no conflict of interest.

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