

PREFACE

Stress in modern age is not something new nor are people engaged in different profession unaware of it. In fact, western world has been witnessing various stress problems in their society severely. Stress related coronary attack, psychological breakdown, and other serious physiological problems are very common in the western world. India, though a country of tolerance and sacrifice but the space of life with the development of various economic activities has been rapidly increasing. People engaged in different organizations either public or private have been reporting about the adverse effect of job stress. The organizational contribution for generation of stress cannot be simply ignored. In fact negligence on the part of organization along with psychological frame of the focal employee causes work place stress among the common working people. Perpetual sense of insecurity, bad and poor working environment, heavy supervisory pressure, massive and diversified workload etc. have become inevitable in our country. Both public and private sector employees are facing same sorts of problems.

In the whole country at present there are 1,56,000 post offices and 5,80,000 employees including departmental and extra-departmental staff are working in the establishment. It is evident from the information available that the number of employees of the postal department is being reduced day by day at the same time the numbers of offices are increasing. Employees are overloaded with massive and diversified works at the same time two different sets of employees (viz. departmental and extra-departmental) are being promoted with a high level of discrimination between them. At this backdrop an attempt has been made to asses the causes, consequences and remedies of job stress faced by the Indian postal employees.

The whole study has been divided into seven different chapters. The first chapter looks into the introduction of the research problem and analyzed the objective of the stress research for the employees engaged in an organization

like Indian postal department. This chapter also encompasses the methodological issues and elaborates the basis of different methodological techniques adopted in the study.

The second chapter is completely framed on survey of existing literature. In this chapter a review of existing literature and the studies already done in the field of assessment of human stress are also discussed.

The third chapter deals with the present profile of the Indian postal employees. The historical backdrop is analyzed and considered here so as to understand the present scenario of the department. Mainly the employee related issues are given importance in this chapter. The structure of the employees, their job classification, their workload, their social status, their pay and other facilities etc. are also discussed in this section.

The fourth chapter delves into the search of organization related causes of human stress. Many interrelation of organizational stress with other employee related factors are also found out in this chapter. This chapter mainly manifests the fact that in what extent the employees are stressful due to various role factors.

The consequences of the stress among the postal employees are the matters described in the fifth chapter. The consequences here include all three types i.e., physical, psychological and behavioral consequences. All these perceived effects on human being have been measured and analyzed on the basis of self-report of the sample employees. Various coefficients of correlation have been also measured to understand the interrelationship between role variables and human consequences.

Chapter six in this study is designed to deal with different management options of the stressful employees as well as for the organization. In this chapter

an attempt has been made to explore different options of management or remedies of stress of the affected postal employees.

The seven or the last chapter includes concluding observations and major findings of the study. The limitations of the study and few constructive suggestions are also accommodated in this chapter.

I deeply feel privileged that in the course of this research work I have received guidance, advice, encouragement and criticism of course both critical and positive from many of my friends and academicians. It is a never-ending process and I must convey my thanks to all of them for their contribution towards accomplishing this research work, names of all of them could not be mentioned as it happened in most of the cases.

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Ajoy Adhikari