

# CONTENTS

	Page No.
<b>Preface</b>	i-v
<b>Contents</b>	vi-vii
<b>List of Tables</b>	viii-x
<b>List of Figures</b>	xi
<b>Abstract</b>	xii-xv
<b>Chapter-I: Introduction</b>	<b>(1-31)</b>
1.1 Introduction	1
1.2 Origin of job stress	3
1.3 Statement of problem	6
1.4 Objectives of the study	10
1.5 Research Hypotheses	11
1.6 Research Methodology	16
1.7 Collection of data	25
1.8 Plan of the study	26
<b>Chapter-II: Survey of Existing Literature</b>	<b>(32-70)</b>
2.1 Introduction	32
2.2 Personal Characteristics	33
2.3 Environmental contribution	41
2.4 Process Phenomena	45
2.5 Human consequences	48
2.6 Organizational consequences	54
2.7 Adoptive response phenomena	56
2.8 Time Phenomena	57
<b>Chapter-III: Indian Postal Employees: A Profile</b>	<b>(71-98)</b>
3.1. Introduction	71
3.2. Genesis	73
3.3. Colonial legacy	77
3.4 Present set-up.	79
3.5 Different Commissions	90
3.6 Postal Employees' Unions	93
3.7 Physical Infrastructure	95
3.8 Summing Up	96

<b>CHAPTER – IV: Causes of Job Stress and Organizational Role Stress (ORS)</b>	<b>(99-130)</b>
4.1 Introduction.	99
4.2 Analysis of Response	100
4.3 Organizational Role Stress	106
4.4 Different ORS Variables	112
4.5 Measures of ORS	121
4.6 Summing Up	127
<b>Chapter-V: Consequences of Stress</b>	<b>(131-181)</b>
5.1 Introduction	131
5.2 Physiological Consequences	133
5.3 Psychological Consequences	138
5.4 Behavioral Consequences	147
5.5.ORS and Stress Consequences	154
5.6.Burnout Symptoms	160
5.7 Testing of Hypotheses	167
5.8 Summing Up	176
<b>Chapter VI: Management of Job Stress</b>	<b>(182-214)</b>
6.1 Introduction.	182
6.2Job Stress and employees' performance	183
6.3Findings of role related stress by various other researchers	185
6.4Adoptive Response of Management of Stress.	189
6.5Generic Managerial Strategy	191
6.6Organisational Managerial Approach	199
6.7Subjective Monotony	204
6.8.Summing up	206
<b>Chapter: VII: Concluding Observation</b>	<b>(215-239)</b>
7.1. Introduction	215
7.2. Problems of the Postal Employees	216
7.3. Major Findings	218
7.4. Limitations of the Study	221
7.5. Conclusions	222
7.6. Suggestions and Recommendations	226
Bibliography	232-239
Appendices	240-290