

S.S.m.22. HARIKUMARAN NAIR, K.B.—Management of the Postal Services in India : A study with reference to Kerala Circle—1987—Prof. P.R. Poduval

The focus of the study was on problems relating to the organization and management of the postal services, customer satisfaction and perception of employees of Kerala Postal Circle on Human Resources Management Practices. The evolution of the postal system in Kerala with reference to the objectives, functions and structure has been analysed.

The method of the study has been descriptive and analytical. the researcher goes into detail on the organization and management of Kerala Postal Services and the various problem areas. The empirical data on the perception of the employees of Kerala Postal Circle on Human Resource Management Practices followed by the department are presented, analysed and discussed.

The recommendations of the researcher include:

1. Objectives of the department should be clearly spelt out and transformed into goals and targets and communicated to the officers at different levels.
2. Internal communication system needs to be strengthened.
3. Proper structural set up to be built up for handling adhoc and seasonal enormous increases in traffic.
4. Better systems and methods to be evolved for processing of mails.
5. Proper grievance handling machinery to be set up.
6. Wage structure to be revised.