Preface

The purpose of this research was to extend the existing body of knowledge on the relationship between executive "organizational role stress (ORS)" and "organizational HRD Climate" into the context of select two public and two private banks in the NCR region of national capital of India. Based upon the review of available recent literature on the subject, a conceptual frame-work (research-model) was developed to study the interplay between the two constructs of role-stress and organizational-climate in the specific work setting of public and private banking sector with their comparative value.

The frame-work illustrates ten dimensions of role stress as proposed in Pareek's ORS scale to empirically investigate the organizational role stress faced by the bank executives. Two banks each were selected from public and private bank category. The sample base comprised of 592 executives. The overall response rate of bank executives was 81%. Statistical techniques, including percentile analysis, arithmetic-mean, standard deviation, variance, skewness, t-test, z-test, correlation analysis, etc. were used to test the hypothesis of the study. The study is significant, as there is a little research work in the area, and of the research insights it lends to the bank management to better appreciate the organizational role-stress inherent in the roles of their executive workforce and to take appropriate remedial policy decisions, and to upgrade their HRD climate.

Furthermore, this study develops an understanding on the need for development of HRD climate of their respective organizations to moderate the ill impacts or influences of ORS on employees health and happiness, alignment, growth, competitive advantages and excellence. The implications of the study is that the organizations should provide conductive working climate that will help the employees to reduce their role-stress.

The thesis is organized into following chapters. Chapter-1 is titled "Introduction" and sets stage for the thesis. It gives an overview of the study and presents overall framework of the concepts of "Organizational Role Stress"
and "HRD-Climate" as it is understood by different scholars. Chapter-II deals with the relevant "Literature Review". Here, prominent studies in Indian as well as international context are highlighted. Key insights of the studies are presented in order to help place the study in context, and develop a current perspective on the issues under discussion.

Chapter-III deals with the "Research Methodology" adopted in pursuit of the objectives of the study and converts those objectives into testable hypotheses. The chapter includes descriptions of the sample for the study, the instrument used for collection of data, the procedure adopted in the administration of the instruments, a list of hypotheses and brief descriptions of the statistical methods employed for data analysis and test of hypotheses.

Chapter-IV relates to "Data Analysis and Interpretations" and contains results and discussion. The chapter discusses and interprets the output obtained from the various analyses that were carried out on the data collected in the study. Chapter-VI relates to research "Findings, Conclusions and Suggestions" which emanate from the data analysis and interpretations of the previous chapter.

The final Chapter-VI relates to "Contributions, Limitations, and Further Research Scope". This research will provide useful insights to banking industry for needful policy decisions. It will also help executive development. Limitations of the study are discussed. Scope for further research is also outlined.

The central challenge of our age has become improving our organizations both private and public. Banks are no exception. Role is the first linkage of the employee with the organization. So, organizational role stress has to be minimized with ever increasing focus on human resource development climate for excellence in performance. Role-stress and HRD-Climate are nascent, vibrant and vital concerns in the study of organisational behaviour.

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