

ABSTRACT

This organizational study aimed at investigating various psychological variables at individual and organizational level, e.g., job satisfaction, organizational commitment, job stress, work values and employee performance, of Pakistan Post Office (PPO) and TCS employees in private-public setting context. Customer satisfaction was also measured through a self developed Customer Satisfaction Form from both the organizations. The sample for desk staff (N = 80) and customers (N = 600) was taken from 20 branches each of PPO and TCS in Lahore city. Immediate supervisors from each organization rated the performance of their employees on the self-developed Performance Appraisal Form. The questionnaires were used in Urdu to gather responses from employees of both the organizations, including; Job Satisfaction Scale, Organizational Commitment Questionnaire, Job Stress Scale and Work Values Questionnaire. The self-report score of both the organizations were comparable on organizational commitment, work stress and work values, indicating no difference between PPO and TCS on these characteristics, except for their job satisfaction, where PPO desk staff was more satisfied than the TCS desk staff. On the contrary, customer satisfaction was higher in TCS customers than the PPO customers. Results are discussed while defining commonalities and differences between the two organizations at organizational, employee and customer levels. Suggestions for future research and limitations of the present study are also discussed in the study.