



## POSTURAL DISCOMFORT FACED BY EMPLOYEES WORKING IN POST OFFICES ACROSS GENDER

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**ABSTRACT** Posture is usually defined as the relative arrangement of the parts of the body. Postural discomfort is common in workers who work in Post Office. It was observed that Post office workers worked continuously in one posture for long hours. Constantly, they suffered from discomfort in different parts of their body, especially in the shoulders, knees, back, lower back and upper back, which mainly prevent them from continuing their work. **Objective:** With this background, this study was carried out with the objectives to assess the postural discomfort faced by employees working in post offices across gender. **Methods:** The sample size was 120 Post Office Employees and sample was collected from Lucknow city using Interview Schedule along with **A technique for measuring postural discomfort** scale prepared by Corlett, E.N. & Bishop, R.P. (1976). The collected data was coded, scored, tabulated and analyzed by using relevant descriptive statistics frequency, percentage, mean and standard deviation and relational statistics like correlation. The sample was collected through random and purposive random sampling technique. The data calculated was analyzed using frequency, percentage and correlation. **Result:** It was found that there is highly difference between gender and postural discomfort of respondents.

**KEYWORDS :** Post office, gender, postural discomfort

### 1. INTRODUCTION

'India Post' is the brand name of Indian Postal Service. India Post is a Government operated post service in India and mostly referred as 'The Post office'. In India, Postal Service has a long tradition of the postal system since it was created as a replacement for all separated postal systems of the Indian Union Pre-Independence. Postal services were opened for public on 1st April 1774. Postal services were divided into three postal circles servicing the country namely Madras, Bombay, and Bengal. Today we have 22 + 1 postal circles in India.

Work related musculoskeletal disorders (WMSDs) are one of the major occupational injuries. WMSDs are associated with repetitive tasks. In the automotive industry, there are many jobs that still require workers to perform repetitive tasks and expose to the risk of injury due to WMSDs. A body posture is simply a collection of joint positions for each major joint of the body. As a result, the same variables of static hold time, body endurance, strength requirements, and task exposure time will still apply towards the development of body discomfort (Kee and Karwowski, 2004). Posture is the way your muscles and skeleton hold your body erect. The word 'Posture' in most common usage almost exclusively refers to the way a person sit or stand, and is generally termed 'Good Posture'. Employees are advised to stand up straight but they generally use to slouch and hunch over their desks. Good posture is generally understood as standing with the head balanced effortlessly above the spine which is straight and vertical except for the slight natural curves in the lower back and neckline. Discomfort is a perception phenomenon related to pain, fatigue and perceived effort and has been used as a subjective outcome for short-term effects (Hamberg et al., 2008). It can be defined as the threshold level below where a worker can continue performing the task (Corlett & Bishop, 1976). Its evolution to chronic musculoskeletal pain suggests discomfort as a WMSD (work-related musculoskeletal disorders) predictor (Hamberg et al., 2008).

Postural Discomfort are mainly common as sitting without back support for a long time, excessive pressure on eyes, excessive pressure on the shoulder, bending of the knees for a long time, long sitting and standing hours and fatigue. There are many types of Postural Discomfort like – shivering in body, pain in joints, pain in spinal cord, poor sleep, visual problems, pain/burning sensation in feet/toes, pain in wrist, headache, pain in muscles, pain in arm, asthma, shoulder pain, neck pain, fatigue, numbness in finger, lower back pain, upper back pain, knee pain. Post Office though occupies a small area in a city but carry several functions. It could be that due to lack of staff that the available staff has to be engaged in multitasking which increases the work pressure and can cause workload stress as well as while performing a task in the same position for long hours can cause postural discomfort.

### 2. OBJECTIVE

To assess the postural discomfort faced by employees working in post offices across gender.

### 3. MATERIAL AND METHODS

The research design of the present study was descriptive in nature. The sample size was 120 Post Office Employees and sample was collected from Lucknow city using Interview Schedule along with **A technique for measuring postural discomfort** scale prepared by Corlett, E.N. & Bishop, R.P. (1976). The sample was collected through random and purposive random sampling technique. The data calculated was analyzed using frequency, percentage and correlation.

### 4. RESULT AND DISCUSSION

Findings of the study, as obtained after analysis of the data collected by the Interview Schedule along with standardized scale are described and discussed in this part of paper.

**Table 1: Distribution of the respondents on the basis of gender of the respondents. N=120**

S.No.	Category	F (%)
1.	Male	99(82.5)
2.	Female	21(17.5)

Data in table 1 discussed distribution of respondents according to gender. The table showed that 82.5 percent were males and 17.5 percent were females selected for the study.

**Table 2: Distribution of the data on the basis of pain/discomfort according to body mapping scale across the Gender.**

S. No.	Have you ever had pain/discomfort in your body part	Yes		No	
		Male	Female	Male	Female
1	Neck	20(20.2)	5(23.8)	79(79.8)	16(76.2)
2	Upper back	1(1.0)	1(4.8)	97(98.0)	20(95.2)
3	Lower back	36(36.4)	12(57.1)	63(63.6)	9(42.9)
4	Shoulders	35(35.4)	12(57.1)	64(64.6)	9(42.9)
5	Elbows	6(6.1)	0(00.0)	93(93.9)	21(100.0)
6	Wrist/Hands	13(13.1)	2(9.5)	86(86.9)	19(90.5)
7	Hips/Thighs	1(1.0)	0(00.0)	98(99.0)	21(100.0)
8	Knees	2(2.0)	0(00.0)	97(98.0)	21(100.0)
9	Legs	9(9.1)	5(23.8)	90(90.9)	16(76.2)

Data in Table 2 - Data showed that 20.2 percent males and 23.8 percent of females employees experienced neck pain, 1.0 percent male and 4.8 percent of female have experienced upper back pain, 36.4 percent male and 57.1 percent of female experienced lower back pain, 35.4 percent male and 57.1 percent of female employees have experienced shoulder pain, 6.1 percent male experienced elbow pain, 13.1 male and 9.5 percent of female employees have experienced wrist/hands pain, 1.0 percent of male employees experienced hips/thighs pain, 2.0 percent of male employees experienced knee pain, 9.1 percent male and 23.8 percent of female employees have experienced leg pain. None of the female employees have suffered from the pain in hips, elbow and knees.

**Ho1: There is no relation between gender and postural discomfort**

Particular	Mean	Standard deviation	R	P	Conclusion
Gender	1.1750	.38156	.236**	.005	Rejected
Postural discomfort	1.3500	.80597			

Data in Table 4 showed that as  $p < 0.05$  this indicate that highly significant differences were found between gender and postural discomfort of respondents. Therefore the null hypothesis was rejected. Thus there is highly significant difference in the gender and postural discomfort of the respondent.

### CONCLUSION

Posture is defined as the manner, in which the body is held upright against gravity as its sitting down or standing up. Post Office Personnel are always at the verge of stress either mental or physical. They have to devote long working hours in one posture which results in posture discomfort. The main purpose of the study is to analyze the health status, work efficiency, task performed, which type of postural discomfort faced and impact of postural discomfort on work performance of employees working in Post Office. Modern life is bad for posture and the chances are that any new employee may have musculoskeletal problems. If this is tackled at its roots, management time is saved; each employee be giving better value for money, and the employer achieves an advantage over its competitors who fail to act in this area. Enabling a positive approach to posture is a serious competitive advantage. Good posture and the individual at work in the workplace, many employers believe that nothing is wrong because no one has complained. In fact, because people suffer in silence - the 'grin and bear it' affect - they are not working to full efficiency. Significant differences were found between gender and postural discomfort of respondents. It means that there is highly significant difference in the gender and postural discomfort of the respondent. Therefore the null hypothesis was rejected. It means that postural discomfort effect work performance of the respondent. Future research should aim to acquire a comprehensive understanding of postural discomfort among employees working in post offices for the development of programs to manage this problem and its consequences.

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