

Relationship between Staff Punishment and Communication Opportunities on Employees' Job Stress Considering the role of Mediator of Employees Silence (case study: Guilan Province Tax Administration)

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Abstract Human resources are one of the most important assets of any organization. Considering the needs, concerns and problems of human resources, it is important for each organization to succeed. One of the most important issues and challenges that today's organization faces is the issue of job stress and organizational silence. In this regard, the present study was designed to investigate the relationship between staff punishment and communication opportunities on job stress among employees with regard to the role of silent mediator in the Tax Affairs of Guilan Province. The method of this research is descriptive and is considered as a practical purpose. The statistical population of this research includes employees of the Guilan Provincial Tax Administration, 273 of them were selected by simple random sampling as the statistical sample of the research. The method of data collection in this field survey is the questionnaire. The content validity method was used for validity and the reliability was determined using Cronbach's alpha coefficient. Finally, structural analysis modeling with Lisrel software 8.58 was used to analyze the data and test the research hypotheses. The results of data analysis showed that three variables of communication opportunities, punishment and organizational silence explain about 85 percent of the job stress variable. **Keywords:** communication opportunities, punishment, organizational silence, occupational stress

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