In the present chapter, the obtained findings have been interpreted and discussed in the light of theoretical framework of the subject and the research studies already conducted in the field. It is pertinent to note that results of the study appear to lend substantial support to the hypotheses formulated.

Stress is a universal phenomenon. It has become an unavoidable part of human life. Because of the pervasive effects of stress on all the aspects of life, health psychologists have started concentrating on the specificity of its nature, rather than studying stress in general. Hence, the recent trends in stress research have shifted from general to more specific types of stresses, such as a role stress, life stress and work stress.

Work stress itself is a complex phenomenon a result of the interplay of many personal and socio-psychological factors; and they were Abdel (1997) and Sharma (2002) who showed that certain personal and social factors (e.g. Social support, Family support, well-being) play significant role in work stress. Ghosh (1981) pointed out that occupational stress factors are related to variables like role ambiguity, role conflict, role overload and job satisfaction.

In the last few years numerous studies have been conducted on work stress with different variables among employees working in different organizations. Therefore, present study was planned to conduct on working women in banking sectors.

The obtained findings have been interpreted and discussed in the light of available evidence and observations. Discussion has been taken up hypothesis wise (see Chapter No.II).

A total sample of 300 working women in banking sector was studied (Table No.3.1). It was expected as mentioned in the first hypothesis that there would be negative relationship between work stress, psychological well-being and job satisfaction amongst working women. The obtained findings are in
lines of the proposed hypothesis and results reveal that work stress bear negative relationship with job satisfaction and psychological well-being (as show in Table No.4.2). It means that working women in banking sector having higher level of work stress have low level of job satisfaction and well-being.

A good number of such studies (Ahmad, 1999, Ling and Cooper, 1998; Paramjeet, 1990; Kohan and Conner, 2002) conducted in different fields have also found similar results. It has been reported that increase in job stress would result in decrease in job satisfaction (Chaplain, 1995) and also decreases women’s physical and mental health (Barnett, 1993 and Long & Khan, 1993). Wine field (1993) also reported that the payment of low salary, lack of support from co-workers, identity and over working hours lead to work dissatisfaction and low psychological well-being. Deborah & Michalle (1993) have reported a negative relationship between job satisfaction and role ambiguity, role conflict, lack of participation, factors intrinsic to nature of job, poor peer relationship at work, lack of career development and inadequate organizational and structural climate. It means that high amount of work stress has a debilitating impact upon job satisfaction and psychological well-being of female clerks.

In the second and third hypothesis, it was expected that there would be positive relationship between marital adjustment, self-efficacy, psychological well-being and job satisfaction amongst working women in banking sector. The obtained findings are in lines of the proposed hypothesis and results reveal that the marital adjustment and self-efficacy bear significantly positive relationship with job satisfaction (as show in Table No. 4.2). It means that working women in banks having higher level of job satisfaction have better marital adjustment and high self-efficacy beliefs. Kasl (1978) however, linked both higher marital as well as job satisfaction with better mental health. Cooper (2005) reported that self-efficacy was positively related to job satisfaction. Judge et.al. (1997) also reported that generalized self-efficacy affect job satisfaction through its association with practical
success on the job. Because individuals with high self-efficacy deal more effectively with difficulties and persist patiently to face the failure (Gist & Mitchell, 1992). They are more likely to attain valued outcomes and thus derive satisfaction from their jobs. In factor analysis (Table No. 4.9), self-efficacy, marital adjustment and job satisfaction loaded on the same factor (F₄) Confirming the view that working women’s self-efficacy beliefs enhance their marital adjustment and job satisfaction.

The obtained results though showed the negative relationship between marital adjustment, self-efficacy and psychological well-being (as shown in Table No. 4.2). But marital adjustment and self-efficacy have positive connotation with psychological well-being (because of the scoring procedure of well-being, i.e., high score on this variable refers to less feeling of well-being and vice-versa. It shows that female clerks having high feelings of well-being have better marital adjustment and high self-efficacy beliefs. Pearlin and Johnson (1977) strongly suggested that marriage plays an important role in producing or maintaining psychological well-being under the conditions of stress. If there is more strain and stress, it leads to low well-being and marital disharmony.

In general, self-efficacy cognitions are conceptualized as the key to performance, achievement and psychological health. Self competence beliefs mediate stress – burnout relationship resulting in enhancing mental health of individuals (Leitter, 1992). Jex and Bliese (1999) reported that respondents with strong self-efficacy related less negatively in terms of psychological and physical strain to long work hours and work overload than did those reporting low levels of efficacy.

In fourth hypotheses, it was hypothesized that there would be positive relationship between marital adjustment and self-efficacy amongst working women. The obtained findings are in lines of the proposed hypothesis and results reveal that working women in banks have highly positive significant
relationship between marital adjustment and self-efficacy. It means that increase in self-efficacy beliefs would lead to increase in marital adjustment level too. It has been empirically confirmed that working women who posses positive evaluation about themselves exhibit high marital adjustment.

On the other hand, negative relationship exists of work stress with job satisfaction, psychological well-being, marital adjustment and self-efficacy amongst working women, (Table No. 4.2), which means that if work stress is high then job satisfaction, marital adjustment, feelings of well-being and self-efficacy beliefs would be low. This lends support to hypothesis fifth and sixth of the study. Cooper (2005) reported that work stress has an inverse relationship with self-efficacy. Steff (1986) also supported the obtained findings in relation to work stress and marital satisfaction. The higher the work stress, the low would be the marital satisfaction.

Yoge and Sora (1986) administered a questionnaire of 136 married couples with children and dual employment situation to study the relationship between perception of stress and marital satisfaction. Data showed that there is significant negative relationship between perceived stress and marital satisfaction, i.e. the more the stress the low is the marital satisfaction. Individuals who posses positive beliefs about their competence visualize stressful situations non-threatening and generally adopt problem focused strategies. Chawalisz et.al (1992) found that subjects with lower self-efficacy used inadequate strategies to cope with problematic situations and were also found having greater amount of work stress.

As per the fifth objective, stepwise multiple regression was done to examine the contribution of work stress, marital adjustment and self-efficacy in the determination of job satisfaction and psychological well-being. Our hypotheses (as in chapter No.2, 6th and 7th) are that there would be significant contribution of work stress, marital adjustment and self-efficacy in the determination of job satisfaction and psychological well-being. In the present
study, there were a total of 3 predictor variables (total work stress, marital adjustment and self-efficacy) and 2 criterion variables (job satisfaction and psychological well-being.

In the light of 2 criterion variables, when job satisfaction was taken at a criterion variable its 2 components emerged as significant contributors (showing in Table No.4.10 (a)) i.e, work stress and self-efficacy. Judge and Bono (2001) supported the obtained findings. They found that generalized self-efficacy was significant predictor of both job satisfaction and job performance. Cooper et.al. (2005) suggested that self-efficacy was positively related to job satisfaction.

Deborah and Michalle (1993) studied that role ambiguity and role conflict, as negative predictors of job satisfaction and well-being but work overload did not emerge as significant predictors. Graning (1993) suggested that women have to combine their family roles and job roles, shouldering the major responsibilities in two domains. Where there is more stress in making this harmony, the high job dissatisfaction has been found.

Secondly when psychological well-being was taken as a criterion variable, marital adjustment emerged as a significant predictor (showing in Table No. 4.11 (a)). This result is consistent with findings of Kasl (1978). He studied that marital satisfaction has been stronger predictor of mental health.

The obtained results are very surprising to the fact that none of the variables, i.e., work stress and self-efficacy did not emerge to play any active role in psychological well-being, irrespective of number of studies reporting the role of individual/personal factors in the determination of psychological well-being (Marshall & Barnett, 1993, Colbry, 1995, Lu, 1997, Sharma et.al., 2002, Tong et.al., 2004). It means that there might be role of some extra organizational and personal factors contributing to psychological well-being (social support, nature of occupation, organizational climate, self-efficacy etc.)
CONCLUSIONS:

- There is prevalence of work stress on female clerks in the public banking sector.

- Work stress has emerged as a 'global factor' in public banks.

- The more the work stress is there, the lower has been the well being and job satisfaction of female clerical employees.

- Marital adjustment has been found positively correlated to job satisfaction and well-being.

- Self-efficacy has also been found bearing a highly significant relationship with the performance variables, i.e., job satisfaction and well-being.

- Work stress has been found negatively correlated to marital adjustment and self-efficacy.

- Self-efficacy and marital adjustment have emerged as significant contributors in the determination of job satisfaction in factor analysis. While work stress has not emerged as a contributor in the factorial structuring.

- Work stress and self-efficacy have emerged as significant predictors of job satisfaction.

- Marital adjustment has emerged as significant predictor of psychological well-being.
IMPLICATIONS:

The aim of present investigation is to study the relationship between work stress, marital adjustment and self-efficacy (psychodynamics) with job satisfaction and psychological well-being (end variables). The obtained results have the following implications:

Work Stress has been found to have negative impact upon the job satisfaction and psychological well-being of working women in Banks. Similarly the same variable is showing its negative impact upon their marital adjustment and self-efficacy beliefs. It is clear from our findings that work stress in banks should be reduced to enhance the marital adjustment amongst these women. It is because, the female have dual roles i.e at home and in their work set up. They have to make the balance between these two compartments. Our findings should be communicated to all the authorities of public banks (in the form of authorities) as to partially reduce their work overload, so that their evaluation about oneself and performance would improve.
Limitations and Suggestions

- The banking sector is a very large industry. The economy of entire nation is dependent upon it and it absorbs a large number of human resources. This research study would have fetched more fruitful deliberations, if the larger sample i.e. app. 500-700 subjects would have been taken.

- In this research study only public sector banks have been taken up. The study would have been more informative if a comparative analysis between private and public sector's female bank employees would have been taken, as the private sector of banking industry is in great demand in this era of globalization.

- The research would have been more informative and pragmatic if the gender differences (Male and female) would have been studied in relation to independent and dependent variables.

- The present research has focused only at clerical staff, but as we know that the managerial staff has more work stress and pressure, the research would have been more enlightening if both the cadres, i.e., managerial and clerical would have been taken.