CHAPTER – IV

CONCLUSION AND SUGGESTIONS
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The present study was an attempt to probe the relationships of job anxiety, personality characteristics, job burnout and their various facets, age and work experience with job involvement among the managers and clerical staff of nationalized banks. By elaborating the realm of present investigation it was also contemplated to see the influence of some of these three variables on job involvement. Keeping the objectives of present research in mind, thirty three null hypotheses were formulated and verified. The results obtained are concluded as under:

- Among the various facets of job anxiety, the self-esteem was found significantly related to job involvement. Whereas, security and human relation at work were found to show the inverse relationship with job involvement.

- The relationship between job anxiety and job involvement in case of managers were found very low positively related.

- Out of seven facets of job anxiety, the self-esteem was found significantly related with job involvement and recognition, future prospects and capacity to work were found positively related with job involvement. Though, the relationship is statistically insignificant whereas security, human relation at work, reward and punishment were found negat
• The coefficient correlation between personality characteristics and job involvement indicate that the empathy, ego-ideal, dogmatism and dominance were found significantly related with job involvement. Whereas, pessimism and neuroticism showed inverse relationship.

• In case of managers, the dominance emerged significantly related with job involvement. Empathy, introversion, need achievement, self-confidence, dogmatism were found very low positively related with job involvement and ego-ideal, neuroticism and pessimism showed very low inverse relationship.

• In case of clerical staff, the personality factor such as empathy, ego-ideal and dogmatism were found significantly related to job involvement. Whereas introversion, neuroticism, need achievement, self-confidence and dominance are also related positively though insignificant. The result showed that pessimism was found inversely related to job involvement.

• When coefficient correlation between various facets of job burnout and job involvement were calculated it was observed that the personal accomplishment was found significantly related to job involvement. Whereas depersonalization was found very low positively related but emotional exhaustion was found to show inverse relationship.
• In case of managers, personal accomplishment was found significantly related to job involvement and depersonalization, emotional exhaustion showed similar trend as in case of total sample.

• In case of clerical staff, personal accomplishment showed similar trend as in case of managers. Whereas depersonalization and emotional exhaustion were inversely related but emotional exhaustion showed insignificant inverse relationship.

• The relationship between age and work experience were found significant relationship with job involvement for entire sample. In case of managers, age was found significantly related but in case of clerical staff age and work experience showed insignificant relationship with job involvement.

• When mean job involvement of managers and clerical staff were compared, it was found that the managers scored significantly high on job involvement scale.

• When managers and clerical staff were compared in terms of job anxiety it was found that the two groups do not differ significantly.

• When managers and clerical staff were compared in terms of job burnout the result showed that job burnout was significantly high among managers than the clerical staff.

• The bank employees older and younger in age did not differ in terms of job involvement.
• Experienced did not emerged a significant factor of job involvement.

• Managers experiencing high job anxiety were found significantly more involved in comparison to the low job anxiety counterpart.

• The managers showing higher degree of job burnout were found more involved in comparison to the low job burnout counterpart. The two groups were found to differ significantly in terms of job involvement.

• Managers older in age scored significantly high on job involvement scale than the younger counterpart.

• Managers having high and low work experience do not differ significantly in terms of job involvement.

• The clerical staff showing greater degree of job anxiety were found more involved in their job in comparison to the low job anxiety group of clerical staff. The groups were found to differ significantly.

• The high and low job burnout groups of clerical staff did not differ significantly in terms of job involvement.

• Age emerged a significant factor of job involvement among managers but in case of clerical staff it is not. Hence, the clerical staff older and younger in age do not differ significantly in terms of job involvement.

• The work experience did not emerge a significant factor of job involvement in case of clerical staff too.
• When managers and clerical staff experiencing high job anxiety were compared in terms of job involvement, the result revealed that the managers experiencing high job anxiety, scored significantly high on job involvement scale. Thus, the two groups were found to differ significantly.

• The result showed that the managers and the clerical staff experiencing low job anxiety were found to differ significantly in terms of job involvement.

• The managers and clerical staff experiencing high job burnout do not differ significantly in terms of job involvement.

• The low job burnout group of managers and clerical staff do not differ significantly in terms of job involvement.

• The groups of managers and clerical staff older in age were found to differ significantly in terms of their mean job involvement. The managers were found more involved than the clerical staff.

• The managers and clerical staff younger in age, when compared in terms of job involvement it was found that the managers scored significantly high on job involvement scale in comparison to clerical staff.

• When managers and clerical staff having high work experience were compared, it was found that the two groups do not differ with regard to job involvement.
• The low work experience group of managers and clerical staff do not differ significantly in terms of job involvement.

Suggestions

Research in all disciplines is a continuous endeavour with definite objectives and drawing meaningful conclusions. Every research begins with certain objectives but many things do not come in the domain of investigation at a moment because of certain unavoidable limitations such as time, energy, expenditure and other resources so that many things remain unexplored. The present investigator made all possible efforts to cover the wider areas of this piece of research but after completion of this research project it was realized that this could not be the end and it will open new avenues for future research. If all the aspect of a research work is covered it means coming to a dead end. The things that remain unexplored provide a new direction for future research. Undoubtedly the present research is an extensive work but still needs more investigation by relating it with other variables by selecting samples consisting of the employees working in various financial sectors, medical college hospitals, railways and social service organizations.