Chapter- 6

Contributions, Limitations and Further Research Scope

*The best single predictor of an individual’s behaviour, will be a measure of his/her intention, to perform that behaviour.* - Fishbein and Ajzen 1975, p.369.

6.0 Introduction

This chapter undertakes reflections on the contributions of the research, limitations faced on way, and exploring avenues of further research scope for validations and onward large scale generalizations.

6.1 Contributions of the research to nation

India is a fast developing country. Public and private banks are facing diverse organizational and environmental complexities. The banks are confronting tough competition and new challenges in the wake of liberalization privatization and globalization. Hence, the complex bank organizations are becoming a great source of mounting organizational role stress (ORS) for its executives.

Large number of executives experience unacceptable levels of role-stress. Identification and addressing of organizational role stressor(s) is useful for enhancing the bank-executives performance and effectiveness leading to the superior banking profitability, growth and thereby adding wealth to the nation.

The study has explored, isolated and enlightened on ORS causative factors and HRD-Climate (HRDCL) factors. The study has also empirically found that organizations should focus on the development of their HRD-Climate to moderate and mitigate the ORS impacts, boost organizational performance and also to cultivate an environment of happy, healthy, aligned, and productive work force. The study will serve valuable insights to the top managements of public
and private banks on better ORS and HRDCL conceptualizations, to recognize the direct and indirect costs of "organizational role-stress" on their organizations for appropriate interventions, policy and strategy framing and thereby to add in national economy.

6.2 Contributions of the research to knowledge

This research is a focused exploratory, analytic, consolidative and systematic refining attempt to make significant research inputs to the current knowledge pool on the below enlisted diverse sectoral avenues covered in the study.

1) In depth explorations on the concept of organizational role stress (ORS) and its dimensions right from its earliest reference in literature for developing up-dated conceptual and dimensional preciseness.
2) Explorations on the implications of ORS on bank executives.
   Explorations on the implications of ORS on public bank executives.
3) Explorations on the implications of ORS on private bank executives.
4) Exploration of the concepts of culture and climate.
5) Exploration of the concept of HRD.
6) Exploration and development of the concept of HRD Climate (HRDCL).
7) Mapping of ORS in public and private banks.
9) Mapping of HRDCL.
10) Researching the interplay of ORS and HRDCL.

6.3 Contributions of the research to society

Organizational role stress is impacted by HRD-climate. Their inter-influences in context of public and private banks have been duly investigated in the present research study. Banks and executives are but a segment of society. The relationship between a person and his work is a basic element of social life. A business organization is a socio-economic system. Role stress is an inevitable consequence of socio-economic complexity. Stress causes psychological
disorders viz., mood swings, irritation, anxiety, depression; and physiological ailments like headaches, palpitations, blood pressure, asthma, acidity, loss of appetite, loss of libido, cardiac problems etc. Stress has big economic repercussions due to loss of man-days, reduced performance, poor quality, employee turnover, and loss of concentration leading to accidents. Individual and organizational role stresses result in deep societal adverse impacts. The present study explores and suggests ways to harness dysfunctional stress. If role-stress is managed in organizations it will invariably lead to not only lowering of stress at work and domestic front but also in society at large. The present study acts as a potent effort and humble contribution to society.

6.4 Limitations of the study

Every research study faces some limitations. It is an inseparable accompaniment. The challenges and limitations of the study should invariably be taken into account while interpreting the research findings. Hence, the validity of research findings must be viewed in the light of the limitations.

Needless to say that the researcher undertook all the pains and precautions to make this study most scientific, accurate and relevant to its research objectives. The study has confronted following limitations due to some inherent and uncontrollable factors:

1) Methodologically, the present study adopted stratified random sampling technique for data collection. Though it is an ideal technique, yet it too can be viewed to have some inherent limitations, which might influence the findings of the study. However, the sample size was robust (n=592) and constituted about 30% of the total executive populace to marginalize any such limiting effect.

2) The study covered four banks. Two each from public and private bank category. One bank each was selected from old and new bank category.
Data was collected from 18 branches of each selected bank. Stratified sampling method was used to have the most representative sample. The banks selected happened to be the leading one. A robust study sample size of 592 bank executives was selected. Despite this best set-up endeavour and sufficiency for a meaningful research, there always exists an insatiable desire and scope to further broaden the sample size. Due to lack of time and resources further enlargement of the data was limited.

3) Some respondents in personal interviews were found hesitant to give information on sensitive matters and aspects of the study. This difficulty was overcome to a great extent by fully convincing them that the information received will be duly kept anonymous and strictly confidential and that it is going to used exclusively for research purposes.

4) Another limiting factors may be indicated as scarcity of time, paucity of resources, and some incomplete responses (which had to be rejected).

5) Being an empirical research the rating method of Organizational Role Stress and Organizational-climate, can only be subjective as these can only be recorded by self-report of the respondents. It is a common practice in social science researches. But, in the domain of physical sciences it is not a fool proof method.

6) Experience of role stress and HRD-Climate is individualized and perceptual.

To confront these limitations, all due precautions were undertaken by the researcher to ensure their negligible impact on the research results and its findings.

6.5 Further research scope

Suggestions for further research substantive areas, are outlined below::
1) The geographical scope of the present study was confined to the public and private banks in the NCR of Delhi. Further researches may cover other larger areas, regional or national.

2) The sample size was conveniently appropriate and manageable for the present study. It could advantageously be further enlarged for bigger validation studies in the field.

3) Further research studies can advantageously cover other banking sectors viz., commercial banks, cooperative banks on a regional or national basis. The population could be larger and more diverse to improve the generalization of the findings.

4) The present study may be replicated in diverse sectors of economy like industry, aviation, hospitality, education etc. to map and mitigate organizational role stress levels among employees and to understand and generalize the impacts of HRD Climate.

5) Interplay of Organizational role stress with organizational HRD climate, could be further examined in the light of other contextual factors such as: Personality factors, Coping behaviour, Perceived Quality of Work Life, Role efficacy, etc.

6) The present study was conducted in public and private banks which is one of the service industries. The results of this study may have been influenced by sector specific variables. Extension of the study into other service sectors is desirable so that generalization across sectors may be attempted. It would also be conducive to draw distinctions between services and manufacturing sectors.

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[328]