

CHAPTER -10

OBSERVATIONS, CONCLUSIONS, AND LIMITATIONS

10.1: Observations:

In this research study the observations from responses of the participants, data on achievement and growth of different sectors of the State economy and role profiles of Mamata Banerjee clearly indicate her abilities and skills pertaining to Charismatic Leadership and mass management. Statistical measurements tests also turn strong evident in support of our proposition.

The dimensions or the predictors selected in the study are the indicators of the charismatic quality of a leader as it has been established in Chapter 6. The leader may represent any area of activity, as in the present case, leading towards a change in social system through political battles. Obviously, the charismatic quality of a leader can be experienced by the followers.

It is observed that the respondents of this study had given their unbiased feedback and the mean scores earned by each predictor is quite significant and relevant.

The average score earned by each dimension is lying around 15 in a 4-20-point scale. Respondents in majority support the charismatic abilities of Mamata Banerjee. The percentages of scores earned by all the dimensions fall in favour of the mass leader Mamata Banerjee.

Our analysis has proved that Mamata Banerjee is not only a Charismatic leader but she is achievement oriented. She is a pragmatic leader possessing significantly People Management qualities. The necessary and relevant characteristics that a leader is to possess are possessed in high order and high value by Mamata Banerjee which is truly evident from feedback of respondents and corresponding analytical study.

Also the traits, as evidently is possessed by such a leader of high people management capacity that turn the leader to a Charismatic leader are adequately and significantly possessed by Mamata Banerjee. In a nutshell, Mamata Banerjee is a charismatic, achievement-oriented mass leader.

10.2: Conclusions

However, a society with its social systems never remain stagnant, instead it is subjected to constant order of change. In the society there are constructs of social systems which go on in ever changing phases.

These inherent changes expect changes from its leader in respect of need and expectations of followers of leaders who come from the social system and this social and the society thereof is the premises where the leader operates. Accordingly, the leader is required to take into considerations the need of the changing horizon instead of taking this into consideration as a static system.

The present research work has been undertaken in the context of an exhaustive work over the characteristics and features of different styles of leadership. As is in general studied in the existing concept of leadership styles and practices the different constituent elements of leadership practices has been studied. On the basis of these elements several predictors of the charisma and charismatic leadership abilities has been identified.

Upon each of such predictor or dimension several questions has been generated and thus a questionnaire consisting of 48 statements has been formed. The questionnaire has been used for collecting primary data from 350 respondents. The respondents had been asked to give their feedback unbiasedly.

On the basis of mathematical and statistical analysis of the feedback of respondents which has been termed as data analysis in this research work, it is observed that most of the respondents have favoured Mamata Banerjee in all dimensions of charismatic leadership abilities. *Mamata Banerjee is truly a successful charismatic leader.*

Such pattern of feedback is something unique in nature. It states the absolute alignment of the expectation of respondents who are the mass or people at large in large number in the state or area of functioning of the leader or the people whom the present leader understudy leads. This alignment of expectation from the leader and achievement from the leader is something which is unexpectedly high and very rarely observed in study of leadership and leadership practices.

Consequently, as noted in observation, Mamata Banerjee, the mass leader understudy and also the charismatic leader under study is something unique in nature and in performance. It has been observed that the charismatic ability of the leader is something rarely observed who is performance-oriented too.

The charismatic abilities as is observed in Chapters 7 and partially in Chapter 8 and Chapter 9 of this research work have taken the state to its present position with an exponential rate of growth. It is the charismatic ability of the Leader Mamata Banerjee which has given Government of West Bengal and Ministry of Railways new dimensions. It is her leadership which has made Railways Ministry and West Bengal more competent and confident in nature.

Specifically, Chapter - 8 identifies sector wise growth rate of the State under the leadership of Mamata Banerjee. The data thus observed in the Tables from 8.1 to 8.18 are self-explanatory to justify that what could not been in last half of the century by

different predecessor has been done by present leader Mamata Banerjee in the period in between 2011 to 2019. *Mamata Banerjee is successful in developing her qualities for making high achievement for mass.*

The findings of the study indicate that Mamata Banerjee is different from other women leaders of India. Most of the women leaders in India be it in the field of politics or in the fields of corporate, education, social service, art and literature are limited in their abilities. Very few of them in recent past have become the leader of the mass like Mamata Banerjee. Many of these women leaders are having ability, capability, quality and efficiency but in practical field they have not been able to demonstrate them as they have been demonstrated by Mamata Banerjee, the leader of the mass. The research has revealed that she is in limelight since her studentship in College and University. At a very young age she defeated a veteran communist leader. She is a prominent figure in the national politics of India for more than 40 years. During the parliamentary election in 2019 a substantial portion of the people of India wanted her to be the Prime Minister of India.

In this context it is to be mentioned that she is the only women chief minister heading a state in India at present. Her people centric approach, management and administration are being highly appreciated by the people of country. As the chief minister of West Bengal, she has taken the administration nearer to the people by arranging ‘Administrative Meeting’s at different parts of West Bengal on regular basis. She has handled the present Covid-19 crisis very timely and efficiently. She has taken a very important step in this respect by converting the Calcutta Medical College into a Covid-19 Hospital only. She is regularly monitoring the situation in the state. These successes for years have given Mamata Banerjee a name and fame also. In

present time Mamata Banerjee is a popular name in India. Leaders of the South Asian Association of Regional Countries (SAARC) are also acknowledging the charismatic leadership of Mamata Banerjee now. *Mamata Banerjee is a mass leader with enormous people management capabilities.*

In different international programmes and conferences, she is given invitation and due regard. The world community are seeking her opinions on different global matters and issues. People of the other countries are also appreciating her charismatic ability of leadership. Different global agencies are highly appreciating her works and contributions for the people of India. All these are indicative of her becoming a National Leader. The research study has clearly indicated that she is one of top five political leaders of India, the largest democracy in the world now. She is at present number one women leader in the country.

10.3: Limitation of the Study

The present research work has been undertaken in the context of an exhaustive over the characteristics and features of different styles of leadership. As is in general studied in the existing concept of leadership styles and practices the different constituent elements of leadership practices has been studied. On the basis of these elements several predictors of the charisma and charismatic leadership abilities has been identified.

Such pattern of feedback is something unique in nature. It states of the absolute alignment of the expectation of respondents who are the mass or people at large in large number in the state or area of functioning of the leader or the people whom the present leader understudy leads.

Statistical table used in indicating the state growth and development are taken for a period of 2011 to 2019. The cascading effect of the initiatives taken before her State leadership as Chief Minister and after 2019 are not considered in the study.

Though the leadership abilities of Mamata Banerjee has been tried to capture in the given research framework, many issues and her interventions to control those issues remain untouched. The State Government and Central Government chemistry and international socio-political-cultural influences are not considered in analysing all instances.