13. LIMITATIONS

13.1. Limitations of the Study

In the research work ‘A study on the dimensions of workforce diversity’ I have directed my efforts towards realizing the objectives and finding the answers to the research questions set forth at the beginning of the research. Inferences have been reached by analysing diversity focus of organizations in the study, information from secondary sources and employee perspectives. There was reluctance on the part of many organizations to which the questionnaire was sent to part with diversity specific data. Also satisfactory responses were not given to some questions in the questionnaire. It is my belief that access to satisfy all the queries in the questionnaire would have helped to build a more composite picture.

The research being exploratory in nature relied much on qualitative data and secondary sources. To mitigate the bias that may be present in these, efforts have been done to draw inferences by collating data collected through different sources. As a starting point, while attempting to study or conduct research in diversity the researcher has to rely on assumptions. This is true in the case of this research study too.

In this research I have concentrated on five diversity dimensions – Gender, Disability, Nationality, Sexual Orientation and Religion and Caste. These diversity elements aren’t exclusively responsible for the diversity patterns. The interplay of other dimensions also exist along in the environment. The decision to concentrate on these diversity dimensions was done taking into account the industry that was chosen for study and the environment in which it exists. I am not discounting the importance of other diversity dimensions but for the research to have a structure and finality I had to limit myself to these dimensions.

While acknowledging these limitations every effort is done to portray the manifestations of the diversity dimensions in IT and ITES sector and investigate the factors that influence the level of inclusivity.