14. FUTURE RESEARCH

This research ‘A study on the dimensions of workforce diversity’ is exploratory in nature. The research was able to validate that inclusivity status of a sector is not a standalone phenomenon but is cumulative effect of different variables like the environment –social, political, legal and cultural, Inherent characteristics of the Industry, Organizational Outlook, Industry associations and interested third party associations. The research also provided a current status report on inclusivity in Indian IT and ITES sector in regards to the diversity dimensions – Gender, Disability, Nationality, Sexual Orientation, Religion and caste. The research was able to identify areas in which future studies and research need to be concentrated. The main areas that I think further exploration is warranted is outlined as follows

14.1. Gender Inclusivity Studies

Gender diversity studies in the sector are often conducted for enhancing and planning inclusivity measures. The purpose of these deliberations is to chart out and successfully incorporate measures in the form of policy and initiatives to address the intricacies posed by the dynamics of gender. Women employees are a resource which the organizations have to sustain and nurture. To achieve this deeper scrutiny into the gender associated factors should be done. Most of these factors are interrelated. So a more thorough and holistic approach is the call of the day. Gender Pay Gap, Career advancement, Attrition among women is some of the areas that future research has to focus. A deeper level enquiry into Gender gap and associated reasons has not been done in the industry. Efforts to study the effect of gender in career advancement and glass ceiling are also limited. Attrition of female employees, the subsequent implications and measures used to combat that should be re-evaluated .The effect of the present measures ( for e.g. – flexi time) though it helps in retaining women might not be the most optimum solution as it might lead to the decreased visibility of women. Such policies in the area of work-life balance are increasingly identified as being synonymous with female gender. A campaign to make such targeted policies more universal with options to exercise it without the accompaniment of gender connotation might lead to more fruitful results.
14.2. Sexual Orientation

The other diversity dimensions in which further exploration is warranted sexual orientation. With changing times and attitudes in our society, more people are likely to openly express their sexual orientation. Also Indian IT and ITES industry functions in the realm of a global environment. Most of the multinationals have their presence in different countries of the world. Studies should be done to understand the manifestations of this diversity dimension in the context of the country of operation. Due to the legal grey area that exists in India regarding sexual orientation companies are cautious while addressing this diversity dimension. To avoid a situation which can lead to discrimination and harassment due to the conflict of thoughts and expressions in sexual orientation, attempts to delve deep into the matter through researching this aspect of diversity and being prepared to address this diversity dimension in such a way that doesn’t violate the law but provides a harassment free work environment must be done.

I hope through my attempt to portray the manifestations of the diversity dimensions in IT and ITES sector and investigate the factors that influence the level of inclusivity in the sector I was able to provide a comprehensive picture on the workforce diversity dimensions and inclusivity in Indian IT and ITES sector.