ABSTRACT

This thesis ‘A study on the dimensions of workforce diversity in India’ explores workforce diversity in Indian IT and ITES sector in the context of the Indian environment. The diversity dimensions included in the study are Gender, Disability, Nationality, Sexual Orientation, and Religion & Caste. Along with providing a report on the current state of inclusivity in IT and ITES sector it probed into the factors and circumstances that led to the present state. To attain this, the role and influence of legal, economic, social and cultural aspects of the environment in shaping the diversity pattern in case of diversity dimensions under study is explored. Then the focus is concentrated on the inclusivity endeavours in IT and ITES organizations to address these workforce diversity dimensions. The perspective of the employees is also probed to have a composite view on the subject.

Research strategy adopts exploratory research design. The qualitative and quantitative data were collected through both primary and secondary sources. A combination of research methods like survey – organizational, focus group interviews of IT & ITES employees, structured interviews with HR Managers, in-depth interviews with researchers, experts, people belonging to particular group of diversity dimension, review and analysis of secondary sources were used during the research. The thesis provides theoretical validation that the inclusivity status of a sector is not a standalone phenomenon but is cumulative effect of different variables like the Environment – Social, Cultural, Economic and Legal, Inherent characteristics of the Industry, Organizational Outlook and Interested third party associations.

The findings and analysis of the diversity dimensions under study – Gender, Disability, Nationality, Sexual Orientation, Religion and Caste contributes in enhancing the current literature along with having implications at organizational level. The research through studying the background, the trends, analysing the perspectives of the employees, collecting and scrutinizing the organizational inclusivity endeavours, and analysing the role of industry and third party associations will help to better understand the dynamics of the diversity dimensions, identify the areas that warrants deeper study and needs improvement and devise strategies to address the intricacies involved.