

CHAPTER V

SUMMARY AND CONCLUSION

This chapter provides a summary, findings, conclusions, implications, limitations and suggestions for the future studies.

5.1 SUMMARY

The present chapter contains a brief summary of research problem, sample, tools used and the statistical analysis utilized in the present study. Also presented the conclusions drawn, Limitations observed, Implications of the research, suggestions attempted to devise and implement an intervention program to improve resilience of the working women in Information Technology and Information Technology Enabled Services sector. The investigation was carried out in three phases namely: Pre test, Intervention and Post test evaluation.

The present study has adopted an experimental design described as pre-post experimental single group intervention.

The study has been conducted in three phases namely Phase I, Phase II and Phase III.

Phase I: Survey and Pre-test assessment

Phase II: Intervention

Phase III: Posttest assessment

Initial survey was done to investigate the impact of psychological intervention on resilience amongst working women in Information Technology and Information Technology Enabled Services sector in Chennai. With regard to this, survey method was used to collect the personal data and BURS Scale (Bharathiar University Resilience Scale) to measure their present resilience level. The sample size of 320 female employees working in Information Technology and Information Technology Enabled Services sector were selected using stratified sampling technique. The women employees were clearly explained about the complete procedure and the consent was sought. 320 samples underwent basic line demographic assessment followed by BURS scale to assess their level of resilience which is a standardized psychological scale. This assessment was considered as pre training assessment. Out of 320 samples 147 women employees have scored less in resilience.

Out of 147 women employees only 55 women employees accepted to attend the resilience intervention program due to their project schedule and personal exigencies they were called as an experimental group. The selected 55 women employees were given resilience intervention program for 16 days during the weekends for 3 hrs. The intervention module covered all the dimension and has been bifurcated into three modules as Physiological skill development module, Psychological skill development module and Social skill and personal development module. Physiological skill development module was based on yoga, pranayama and meditation and psychological skill development module was based on Cognitive Behavioural model and Positive Psychology and Social and Personal skill development module was based on assertiveness, time management, interpersonal skill development and emotional intelligence model. After the completion of the program post assessments were made to see the effectiveness of the resilience program, once again requested to furnish their data on the same parameters of resilience using the same tool used previously in the study to assess their present level of the resilience score and the values were tabulated for analysis and interpretation. Tabulation and the graphical presentation were carried out using MS Excel, Descriptive and inference statistics were carried out using SPSS tool in order to test the hypothesis..

5.2 LIMITATIONS OF THE STUDY

It is factual to highlight that every research has its own limitations whether it is being conducted in any area of studies. It might be because investigator could not possibly bring the whole viewpoint of a particular area in one fine study. Therefore, it is very important to highlight that research itself is a learning process by which investigator tries to prove many conceptual and methodological issues pertaining to the research work. Hence, like other researches the present research also undergo some of the limitations, which is given below:

- This study was limited to Information Technology and Information Technology Enabled Services sector in Chennai and not applicable to other sectors,
- The study was based on the intervention program of resilience hence the sample was limited to small number.
- Male population is not included in the study
- Time constraint
- Intervention program could not be scheduled continuously due to their job nature

5.3 SUGGESTION FOR FUTURE RESEARCH

- A comparative study can be conducted to find out the efficiency of resilience intervention among groups with varied level of resilience. This will help them to know which group got benefit by the intervention module.
- Effect of gender characteristics on resilience intervention can be considered for future studies.

- Future studies can examine the impact by increasing the duration of the intervention program
- Future studies can consider long term assessment after the post test assessment to findout the efficiency of the resilience intervention.

5.4 IMPLICATION OF PRESENT STUDY

- Resilience intervention program can be conducted for fresh recruiters and also for the existing employees to equip themselves with better coping skills. This intervention program can not only be very useful to the women employees working in Information Technology and Information Technology Enabled Services sector but also indirectly beneficial to their family and community on a whole.
- Information Technology and Information Technology Enabled Services companies can initiate individual counseling service to their employees who are less in resilience as an interventional measure.

5.5 FINDINGS

In the present study, a total of 55 samples were subjected to statistical analysis and following findings were drawn:

- There is a significant improvement between pre-test and post-test results on resilience among experimental group as a result of intervention.
- There is a significant improvement in the resilience score of the working women in Information Technology and Information Technology Enabled Services sector with respect to their marital status as a result of intervention

- There is a significant improvement in the resilience score of the working women in Information Technology and Information Technology Enabled Services sector with respect to their religion as a result of intervention
- There is a significant improvement in the resilience score of the working women in Information Technology and Information Technology Enabled Services sector with respect to their community as a result of intervention
- There is a significant improvement in the resilience score of the working women in Information Technology and Information Technology Enabled Services sector with respect to their educational qualification as a result of intervention.