

**ANALYSIS OF WOMEN EMPOWERMENT AND ITS
IMPACT ON CAREER DEVELOPMENT: A STUDY OF
EMPLOYEES IN INFORMATION TECHNOLOGY
COMPANIES IN CHENNAI**

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*By
B. PUNITHA*

*Under the Guidance and Supervision of
Dr. B. SUDHA, M.Com, M.Phil, Ph.D.
Associate Professor, Research Guide and Supervisor
Anna Adarsh College for Women, Chennai 600 040.*



**UNIVERSITY OF MADRAS
CHENNAI – 600 005**

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CHAPTER - V

FINDINGS, SUGGESTIONS / RECOMMENDATIONS AND CONCLUSION

5.1 SUMMARY

The present chapter gives an overview about the whole research work carried out by the researcher and the results of the analysis along with findings obtained through the research. The chapter will assist the reader of this research thesis to get a clear idea of the research work conducted by the researcher during the study period. The objective of this chapter is to present the result in summary, provide the implications, offer the suggestions and recommendations based on the results, admit the limitations, provide the direction for further research and present the conclusion.

5.2 FINDINGS OF THE RESEARCH

The major findings drawn from the analysis of data are given below:

The basis of the study was to discover the factors which influence the women empowerment in Information Technology companies in Chennai and analyze the impact of women empowerment on career development and to identify the relationship among personal factors, work related factors, work environmental factors in women empowerment.

FINDINGS FROM DESCRIPTIVE ANALYSIS

5.2.1 DEMOGRAPHIC PROFILE OF THE RESPONDENTS

- ❖ The Sample size of the present research is 520. 520 employees working in various companies in Information Technology Industry, Chennai district are taken for this research.

- ❖ The research covers female respondents only. The range of Age of the female respondents is between 20 years – 46 years.
- ❖ More than (84.50%) of the female respondents fall in the age group of 20 years – 30 years.
- ❖ Most of the respondents are Under Graduates and Post Graduates (82.10%).
- ❖ Majority (48.50%) of the respondents draw Salary up to Rs.25, 000.
- ❖ More than (60.60%) of the respondents are unmarried.
- ❖ Majority (59%) of the respondents belong to Nuclear family.

5.2.2 COMPANY / JOB PROFILE OF THE RESPONDENTS

- More than 50% of the respondents belong to ITES Companies.
- More than 72% of the IT/ITES Companies are taken from South Chennai.
- The range of Job Experience of the respondents is 1– 15 Years.
- Majority (93%) of the respondents have 1 – 7 years' experience in their present job.
- 62% of the respondents are working in big companies where more than 300 employees are working.
- (86%) of the respondents are receiving formal training. 69% of them are in same job position. 36% of the respondents do not get promoted to a new position.

- More than (50%) of the respondents said that they may be in a higher position in the same organization after three years.
- (36.50%) of the respondents agree that the best way for empowerment and career development is ‘Going on challenging Assignments’ followed by Self-assessment or Self-reflection.

FINDINGS BASED ON THE OBJECTIVES/HYPOTHESIS

This research aims to examine the various factors that influence women empowerment and its impact on Career Development in IT/ITES Companies in Chennai.

5.2.3 OBJECTIVE 1

To study and analyze the Organizational factors that affect Women Empowerment in Information Technology Companies in Chennai.

FINDINGS FROM DESCRIPTIVE ANALYSIS

- It is found that Organizational Factors that influence Women Empowerment is above the average level.
- From the research it is also found that out of three Organizational Factors that influence Women Empowerment, Organizational Support is considered best ($M = 20.40$) and Management Policy is observed lesser ($M= 19.16$) when compared to Organizational Culture.

FINDINGS FROM INFERENTIAL ANALYSIS

- There is significant difference among the demographic and Job-related variables of employees with respect to the Organizational factors that influence Women Empowerment.

- From the research, it is found that Unmarried respondents have better opinion about Organizational Factors that influence Women Empowerment than the Married respondents.
- The respondents belonging to Joint Family have more insight on the Organizational Factors that influence Women Empowerment than the respondents belonging to Nuclear Family.
- The respondents belonging to ITES Companies agreed more that Organizational Factor influence Women Empowerment than the respondents belonging to IT Companies.
- Qualification, Working Shift, Age and Job Experience of the respondents influence respondent's opinion about Organizational Factors which influence Women Empowerment.
- Respondents having varied salary have different opinion about Organizational Factors that influence Women Empowerment.
- From the Multiple Regression Analysis, it is found that out of three Organizational factors, Organizational Support is the strongest influencing factor while predicting Women Empowerment.
- Respondents have similar opinion about the impact of Management Policy and Organizational Culture and their influence on Women Empowerment.

5.2.4 OBJECTIVE 2

To study and analyze the Work Environmental factors that affect Women Empowerment in Information Technology Companies in Chennai.

FINDINGS FROM DESCRIPTIVE ANALYSIS

- It is found that Work Environmental Factors that influence Women Empowerment is above the average level.
- Factors that influence Women Empowerment, Work Environment is considered to have higher impact and Co-workers support is having lesser impact on the role of Women Empowerment.

FINDINGS FROM INFERENTIAL ANALYSIS

- There is significant difference among the demographic and Job-related variables of employees with respect to the Work Environmental factors that influence Women Empowerment.
- Comparatively, Unmarried respondents have better opinion about the Work Environmental Factors that influence Women Empowerment than the Married respondents.
- There is statistically no significant difference between the respondents in Joint Family and Nuclear Family with respect to the Work Environmental Factors that influence Women Empowerment.
- The respondents belonging to ITES Companies are more convinced with the Work Environmental Factors that influence Women Empowerment than the respondents belonging to IT Companies.

- Qualification, Salary, Working Shift, Age and Job Experience of the respondents have varied opinion about Work Environmental Factors that influence Women Empowerment.
- From the Multiple Regression Analysis, it is found that out of three Work Environmental factors, Work Environment is the strongest influencing factor for Women Empowerment. Inter-personal relationship does not affect Women Empowerment significantly.

5.2.5 OBJECTIVE 3

To study and analyze the Work-Related factors that affect Women Empowerment in Information Technology Companies in Chennai.

FINDINGS FROM DESCRIPTIVE ANALYSIS

- It is found that Work-related Factors that influence Women Empowerment is above the average level.
- From the research it is also found that out of three Work-related Factors that influence Women Empowerment, Equal Treatment is considered higher and Job Training is perceived lesser when compared with Autonomy.

FINDINGS FROM INFERENTIAL ANALYSIS

- There is a significant difference among the demographic and Job-related variables of employees with respect to the Work-related factors that influence Women Empowerment.
- The analysis confirmed that unmarried respondents have better opinion on the Work-related Factors that influence Women Empowerment than the Married respondents.

- There is statistically no significant difference between the respondents belonging to Joint Family and Nuclear Family with respect to the Work-related Factors that influence Women Empowerment.
- The respondents belonging to ITES Companies have additional awareness on the Work-related Factors that influence Women Empowerment than the respondents belonging to IT Companies.
- Qualification, Salary, Working Shift, Age and Job Experience of the respondents have a wide-range of opinion on the Work-related Factors that influence Women Empowerment.
- On the source of Multiple Regression Analysis, it is found that out of three Work-related factors, Equal Treatment is the strongest influential factor while predicting Women Empowerment.
- Autonomy and Job Training also influence opinion about Women Empowerment significantly but lesser than Equal Treatment.

5.2.6 OBJECTIVE 4

To study and analyze the Personal factors that influence Women Empowerment in Information Technology Companies in Chennai.

FINDINGS FROM DESCRIPTIVE ANALYSIS

- It is found that Personal Factors that influence Women Empowerment is above the average level.
- From the research it is also found that out of three Personal Factors that influence Women Empowerment, Managing Problem Solving and Critical Thinking is observed higher.
- Glass Ceiling is observed lesser when compared with other factors.

FINDINGS FROM INFERENTIAL ANALYSIS

- There is significant difference among the demographic and Job-related variables of employees with respect to the Personal factors that influence Women Empowerment.
- From the research, it is found that Unmarried respondents have additional awareness on the Personal Factors that influence Women Empowerment than the Married respondents.
- The respondents belonging to Joint Family have contributed more on the Personal Factors that influence Women Empowerment than the respondents belonging to Nuclear Family.
- The respondents belonging to ITES Companies have agreed more on the Personal Factors that influence Women Empowerment than the respondents belonging to IT Companies.
- Qualification, Salary, Working Shift, Age and Job Experience of the respondents have different impact and views about the Personal Factors that influence Women Empowerment.
- From the Multiple Regression Analysis, it is found that out of three Personal factors, Leadership is the strongest influential factor while predicting Women Empowerment.
- Managing Problem Solving and Critical Thinking and Glass Ceiling also influences the Women Empowerment significantly but lesser than Leadership.

5.2.7 OBJECTIVE 5

To examine the Women Empowerment in Information Technology Companies in Chennai.

FINDINGS FROM DESCRIPTIVE ANALYSIS

- It is found from the research that the respondents' opinion on Women Empowerment in Information Technology Companies is **above the average level (81%)**.
- It is also found that the Women Empowerment is higher in case of the variable - "*I have sufficient skills and knowledge to perform my work*" when compared with others.
- Women Empowerment is less in case of the variable - "*I believe women are as capable as men of serving in senior executive position*".

FINDINGS FROM INFERENTIAL ANALYSIS

- There is a significant difference among the demographic and Job-related variables of employees with respect to the women Empowerment.
- Unmarried respondents have more awareness on Women Empowerment than the Married respondents.
- The respondents from Joint Family have contributed more on Women Empowerment than the respondents from Nuclear Family.
- There is no significant difference between the respondents belonging to IT and ITES Companies with respect to the Women Empowerment.

- Qualification, Salary, Working Shift, Age and Job Experience of the respondents influence the view on Women Empowerment in Information Technology Companies.

5.2.8 OBJECTIVE 6

To identify the relationship among Organizational Factors, Work Environmental Factors, Work Related Factors, and Personal Factors with Women Empowerment.

- It is found from the research that there is a significant relationship among the Organizational Factors, Work Environmental Factors, Work Related Factors and Personal Factors with respect to Women Empowerment.
- Out of three Work Environmental Factors, Work Environment has more relationship with Women Empowerment and Inter Personal Relationship has less relationship with Women Empowerment than Co- Workers Support.
- Out of three Work related Factors, Equal Treatment has more relationship with Women Empowerment and Job Training has less relationship with Women Empowerment than Autonomy.
- Out of three Personal Factors, Leadership has more relationship with Women Empowerment and Glass Ceiling has less relationship with Women Empowerment than Managing Problem Solving and Critical Thinking.
- Out of four major factors, Personal factors have more relationship ($r = 0.887$) with Women Empowerment and Organizational Factors have less

relationship ($r = 0.727$) with Women Empowerment than Work Environmental Factors and Work-Related Factors.

- There is significant inter-relationships among the Organizational Factors, Work Environmental Factors, Work Related Factors and Personal Factors. Among the three major factors, Work Environment Factors have more relationship ($r = 0.811$) with Work related Factors. Organizational Factors has less relationship with Personal Factors (0.686).
- From the Multiple Regression Analysis, it is found that Personal Factors (0.528) have the strongest influence while predicting Women Empowerment.
- Work Related Factors (0.322) and Work Environmental Factors (0.104) also predict the Women Empowerment significantly but lesser than Personal Factors.
- Organizational Factors (0.040) do not predict Women Empowerment significantly.

5.2.9 OBJECTIVE 7

To analyze the impact of Women Empowerment on Career Development in Information Technology Companies in Chennai.

FINDINGS FROM DESCRIPTIVE ANALYSIS

- It is found from the research that the respondents' insight on **Career Development of women in Information Technology Companies is above the average level (79%)**.

- It is also found that the Career Development is higher in case of the variable

“The organization has career development activities that help employees identify/improve their abilities, goals, strengths and weaknesses” when compared with others.

FINDINGS FROM INFERENTIAL ANALYSIS

- There is significant difference among the demographic and Job-related variables of employees with respect to the Career Development due to women empowerment.
- Unmarried respondents have found Career Development to contribute more towards women empowerment than the Married respondents.
- There is no significant difference between the Joint Family respondents and Nuclear Family respondent's opinion with respect to Career Development due to women Empowerment.
- The respondents belonging to ITES Companies have agreed that Career Development provides them opportunities for Women Empowerment whereas the respondents belonging to IT Companies do not agree to that extent.
- Qualification, Salary, Working Shift, Age and Job Experience of the respondents influence more on Career Development due to women empowerment in Information Technology Companies.
- There is significant relationship between the Organizational Factors, Work Environmental Factors, Work Related Factors, Personal Factors and Career Development due to Women Empowerment.

- Out of four Factors, Personal Factors have more relationship ($r = 0.658$) with Career Development and Work Environmental Factors have lesser relationship ($r = 0.621$) with Career Development and Women Empowerment.
- There is a large positive correlation between the Women Empowerment and Career Development ($r = 0.692$) in IT and ITES Companies.
- From the Multiple Regression Analysis, it is found that Personal Factors (0.417) is the strongest influencing factor for Career Development.
- Work Related Factors (0.147) and Organizational Factors (0.138) also predict the Career Development significantly but lesser than Personal Factors.
- Work Environmental Factors (0.040) do not contribute much to Career Development.

5.2.10 FINDINGS FROM STRUCTURAL EQUATION MODEL (SEM)

- From the SEM (Path Model) it is found that out of four variables three variables relating to the factors influencing Women Empowerment (Work Environmental factors, Work-related factors and Personal factors) positively and significantly predict the Women Empowerment directly and Career Development indirectly.
- Out of four factors, Personal Factors contribute more to Women Empowerment than Organizational Factors, Work Related Factors and Work Environmental Factors.
- Organizational Factors contribute lesser to Women Empowerment.

- Women Empowerment contributes to Career Development considerably.
- Work related Factors have more relationship with Work Environmental Factors. Organizational Factors have less relationship with Personal Factors.
- Overall, from the analysis, it is found that the employees' opinion on the various factors that influence Women Empowerment is above the average level.
- Employees' awareness on Women Empowerment is commendable.
- Women Empowerment has a strong influence that leads to Career Development of employees in IT/ITES Companies in Chennai.

TABLE 5.1

Overall Women Employees opinion on Women Empowerment

	Demographic Variables	More observation	Lesser observation	Tools Used
Organizational Factors	Marital status	Unmarried	Married	T – Test
	Type of family	Joint family	Nuclear family	T – Test
	Type of organization	ITES	IT	T – Test
	Qualification	UG/PG	Professional	ANOVA
	Monthly salary	Above Rs. 75,000 & Rs 25,001 – 50,000	Rs 50,000 – Rs 75,000	ANOVA
	Working shifts	Rotating shift	General/Day shift	ANOVA

	Demographic Variables	More observation	Lesser observation	Tools Used
Work Environmental Factors	Marital status	Unmarried	Married	T – Test
	Type of family	Joint family	Nuclear family	T – Test
	Type of organization	ITES	IT	T – Test
	Qualification	UG/PG	School level/Diploma	ANOVA
	Monthly salary	Above Rs. 75,000	Rs 25,001 – 50,000	ANOVA
	Working shifts	Rotating shift	General/Day shift	ANOVA
Work Related Factors	Marital status	Unmarried	Married	T – Test
	Type of family	Joint family	Nuclear family	T – Test
	Type of organization	ITES	IT	T – Test
	Qualification	UG/PG	School level/Diploma	ANOVA
	Monthly salary	Above Rs. 75,000	Up to Rs 25,000	ANOVA
	Working shifts	Night shift	General/Day shift	ANOVA
Personal Factors	Marital status	Unmarried	Married	T – Test
	Type of family	Joint family	Nuclear family	T – Test
	Type of organization	ITES	IT	T – Test
	Qualification	UG/PG	School level/Diploma	ANOVA
	Monthly salary	Above Rs. 75,000	Up to Rs 25,001	ANOVA
	Working shifts	Night shift	General/Day shift	ANOVA
Women Empowerment	Marital status	Unmarried	Married	T – Test
	Type of family	Joint family	Nuclear family	T – Test
	Type of organization	ITES	IT	T – Test

	Demographic Variables	More observation	Lesser observation	Tools Used
Career Development	Qualification	UG/PG	School level/Diploma	ANOVA
	Monthly Salary	Above Rs. 75,000	Up to Rs 25,000	ANOVA
	Working shifts	Night shift	General/Day shift	ANOVA
	Marital status	Unmarried	Married	T – Test
	Type of family	Joint family	Nuclear family	T – Test
	Type of organization	ITES	IT	T – Test
	Qualification	UG/PG	School level/Diploma	ANOVA
	Monthly salary	Above Rs. 75,000	Up to Rs 25,000	ANOVA
	Working shifts	Night shift	General/Day shift	ANOVA

5.3 SUGGESTIONS AND RECOMMENDATIONS

Women can achieve their full potential at work and in other aspects of work and personal life. Women provide a key contribution to the economic success of any organization. Economic, social and political empowerment of women is more important for the development of any society. Working women play a key role in the development of the society, so empowerment of women is of utmost importance for the boosting up the economic, social, political status of women. One of the human resource practices in any organization is continuous development of all employees without any discrimination so that they can adapt and, in turn, perform well. This would offer a competitive advantage to the organization.

5.3.1 SUGGESTIONS AND RECOMMENDATIONS FOR ORGANISATIONS

The management of IT/ITES Companies should consider and take the following steps to make their women employees more empowered and create more opportunities to career development. This would help the organization to achieve better work and organizational performance:

- From the research, it is found that demographic variables like marital status, age, qualification, salary, job experience, etc. have an influence on woman empowerment and career development of the respondents. The research showed that the women respondents with higher qualification (UG/PG) and with higher salary have scored better opinion on woman empowerment and career development than the respondents having school/diploma education and lesser salary income. Therefore, the management of IT/ITES companies should **formulate suitable policies** to improve the level of woman empowerment and career development of women employees especially which is preferred by women with school education and those who are drawing even less salary.
- The research shows that unmarried respondents felt woman empowerment was more due to career development and married respondents did not find career development as an option for Women Empowerment. Hence, the management of IT/ITES companies should insist on **policies for women empowerment** which is suitable and preferred by married and unmarried woman employees. Options like flexibility in working hours, option to work from home, avoiding gender bias can help in creating more interested women workforce.

- The research showed that the insight on woman empowerment and career development is better understood by the respondents working in ITES (BPO, Call Centre, etc.,) companies than the respondents working in IT companies. The management of Information Technology (IT) organizations should provide **adequate training for employee development** and give more opportunities for their career development thereby educating the respondents to understand better the scope for Women Empowerment.
- The research discovered that majority of the respondents (69%) have been working in the same position for the past two years. This indicates that they are not promoted to the higher position. Even though employees' opinion on equal treatment is more, the fairness in the promotion policy is not followed in IT/ITES organizations. Hence management of IT/ITES organizations should handle the woman employees' promotion decisions fairly. The organizations should come forward to provide **same rights and responsibilities to man and woman employees** within the organization along with same pay and benefits according to their experience and knowledge level and similar promotion practices should be followed thereby avoiding gender bias.
- The organizations should conduct **self-assessment survey** on their employees in order to identify the potential of the employees which would be more helpful to the management to promote the employees to a higher position.
- Usually women respondents do not find training important. **Proper training to educate and upgrade** women employees would benefit and encourage them to make best use of it.

- From the research, it is found that Work Environmental Factors (Work Environment, Co-workers support and Inter-personal relationship) do not predict Career Development significantly. Therefore, the management of IT/ITES Companies should provide a **favorable work environment** for their employees which would be helpful for career development of their employees.
- For women to advance in career it is important for organizations to invest in programs that build their **self-esteem and their tangible leadership skills.**
- From the research it is revealed that out of four major factors, personal factors contribute more to women empowerment as well as career development of employees. The contribution of Organizational, Environmental and Work-related factors to the women empowerment as well as career development of employees is lesser than Personal factors. Therefore, the IT/ITES organizations should provide more **organizational support, create a better work environment**, reduce the work related problems and conduct more and more women empowerment and career development programmes. Empowerment programs should be according to the international standard. Since most of the employees are working in Multi-National Corporations (MNCs), their knowledge and skills should be **enhanced efficiently according to the international standard.**
- IT/IES organisations should ensure that recruitment process and **promotion are fair and transparent**, and they should take steps to reduce unconscious bias that may contribute to discrimination.
- Developing and **retaining the skills and talents** of the employee and providing career advancement for their employees in the organization

are some of the important HR practices which should be followed in the organizations. This would make employees more committed towards their work and organization.

- The findings of the research pointed out a **strong relationship between Women empowerment and Career Development**. Hence, the management of IT/ITES organizations may use this information to conduct more empowerment programmes and assist their employees in dealing with demands and challenges in their career development.
- By personal observation, it is found that there is no separate training institution for woman employees in IT/ITES organizations for conducting training for their empowerment. Since the number of woman employees working in IT/ITES organizations is more or less equal to men, it is considered that they are also real assets and they are more vital and valuable in contributing to the success of the IT/ITES organizations. Therefore, the management of IT/ITES organizations should take steps to provide a **separate Training Centre for their woman employees**.

5.3.2 SUGGESTIONS AND RECOMMENDATIONS FOR WOMEN EMPLOYEES

- From the research, it is found that the best way for empowerment and career development are self-assessment or self-reflection and working with challenging assignments (More than 65% of the respondents agreed). Women should understand themselves clearly in terms of needs, abilities, desires, etc.
- It is found from the research that out of four major factors, the **Personal factors contributes** more to the empowerment and career development of women. And out of three Personal factors, **Leadership is the**

strongest influencing factor which predicting women empowerment and career development. Therefore, the woman employees should improve their leadership qualities, enhance the managing problem solving and critical thinking skills and break the glass ceiling which hampers their career advancement.

- Women should improve their **time management skill** to avoid work-family-life conflicts. When they manage their time properly, they can spend more time with family and improve work-life balance as well as reduce stress and burnouts.
- In India, women's lower education levels limit their access to career development, particularly in higher-paying technical or leadership roles. Therefore, women should **improve their qualification and skills** in order to achieve the higher positions.

5.4 MANAGERIAL IMPLICATIONS

One of the main issues in Human Resource practice is obtaining a high level of work performance. One way to achieve high work performance is through employee empowerment especially women empowerment as women's contribution to the success of the organizations is more in India. Women empowerment not only promotes productivity but also nurtures career development and increases their commitment towards the work and organization. The present research showed that empowerment of women leads to career development and found strong relationship between them. This research provides information that could benefit the human resources department of the IT/ITES industry in better understanding the needs and perception of employees with respect to women empowerment and career development.

The research findings have several practical implications. The present research identifies the current trends in women empowerment and career development in the IT/ITES Industry. IT/ITES organizations are providing IT solutions to its customers/clients globally. To maintain the international standard and quality level, the companies should empower their employees and build opportunities for career advancements which would in turn increase the commitment of employees and reduce the turnover intention. The findings of this research put forward the implications that IT/ITES organizations need to follow the modern trend of hiring and promoting a diverse workforce to stay globally competitive.

Women empowerment and their advancement in career in IT/ITES organizations are noteworthy and these organizations should realize the maximum potential of women in management and specifically, women should be advanced in management chiefly on their own merits, their knowledge and skills. IT/ITES organizations can assist women by implementing practices that ensure that women have access to and information on training and career developmental opportunities and encourage them to utilize the same.

The research findings are consistent with the previous research that organizational, environmental, work-related and personal factors have impact on women empowerment. The findings indicate that empowerment of women is positively related to the career development. Finally, the results of this research and those presented and discussed in this thesis could be useful in helping IT/ITES organizations determine what practices motivates employees to perform better at work place today and in the near future. This would create a better service environment which in turn would increase customer satisfaction and improve the organizational performance in the long run and also create a competitive advantage.

5.5 CONCLUSION

Women, especially Indian working women, face various challenges not only in performing their job better but also in their career development. Some of the challenges they face are within the organization while others are outside the organization. It is essential that women should tackle those challenges and develop strategies to overcome them. Even though women have challenges, they have opportunities within their environment which they need to identify to take advantage and make it favorable for them. Valuation of the challenges, supporting factors for empowerment and strategies for career development of women would assist woman employees in leadership positions in IT/ITES organization. They should learn how to perform their roles and strive in the midst of demands and expectations. This research will not only benefit those women employees who have already advanced in career, but also to the women who are still at the entry level in IT/ITES field and would provide a learning opportunity. Women Empowerment off late has been taken a new dimension. In spite of these changes Women Empowerment is not popular and gained much attention as is seen by very few women employees heading the companies.

Women Empowerment in India has gained importance after various organizations have come forward to support, educate and create awareness about welfare of women by providing the right environment and support.

From the study it is seen that the women employees' observation on the various factors that influence women empowerment is good. Their opinion on women empowerment and career development is also good. Women Empowerment strongly influences the Career Development of women employees in IT/ITES organizations as these companies have always been at the forefront looking at changes not only in technology but also providing a social and cultural climate. Many IT and ITES companies have taken initiatives

to include women in their board rooms and to hold top positions. Thus, we find increased awareness about Women Empowerment and very soon we would come across women leaders at the top and also many who are empowered.

“You can tell the condition of a nation by looking at the status of its women”

- Pandit Jawaharlal Nehru

5.5 DIRECTIONS FOR FUTURE RESEARCH

- The scope of research was restricted to the selected companies in IT/ITES sector in Chennai district only. Related research can be also carried out in the other parts of Tamil Nadu as well as other parts of India for comparison purposes.
- Most of the researches on human behavior, including the present research, have analyzed the issues from the point of employees only, advance research is required to study and analyze the employees from the point of view of employees as well as employers.
- To identify the steps taken by the government and NGO'S for women empowerment in IT/ITES sectors.
- To identify the various determinants/barriers of women empowerment in IT/ITES sector.
- A similar study can be done in other service sectors like banks, hospitality, health care centers.