IMPACT OF WORKPLACE DIVERSITY ON WORKFORCE RELATIONS IN IT SECTOR

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1.Abstract:

Purpose: A varied workplace is an essential asset since it recognises each employee's distinctive skills and potential. In the end, valuing each other's distinctive qualities is what binds us all together and can be the key to a prosperous company with a fair work culture.The spirits of staff members will rise as a result of having diversity in the workplace, and this will motivate them to do their jobs more effectively and efficiently. Your company's production will soar as a result. Workers will feel appreciated and welcomed in a working atmosphere that promotes diversity and inclusion. As a student, studying about and comprehending the diversity of the workforce can help you better recognise the differences and team up with them to complete tasks.

Design/methodology/approach: A survey was completed by 150 respondents from the IT Industry. The questionnaire consisted of items with basic demographic questions with items from previous researches were adopted. The selection of respondents was based on convenient sampling

Findings: Findings reveal that the respondents believe that workplace diversity is very important to maintain a distinctive workplace culture.They also believe that understanding the diversity and different cultures helps in establishing better workplace relations The Chi-Square test also revealed the likelihood ratio on the higher scale.

Research limitations/implications: This study was conducted only in a particular city in a particular state, which limits to generalization. There is a possibility of bias towards the products they have bought from the store.

 Practical implications: The paper offers recommendations to theHuman Resource Managers, students and researchers who are interested in knowing about the impact caused by workplace diversity. This research will throw light on topics as to how it is important to focus on workplace diversity and its importance

Originality/value: This article makes a significant contribution on and about the concepts of diversity and its importance . It emphasizes impact and how to create an inclusive workplace culture

2. Introduction

Workplace diversity is the term used for the workplace composed of employees with varying characteristics, such as different sex, gender, race, ethnicity, sexual orientation,
Enabling diversity in the workplace simply means making an effort to employ a broad cross-section of people from different demographics. Workplace diversity may be defined as a trait of company culture wherein the workforce composition includes employees of different genders, age, sexual orientation, religions, languages, abilities, professional backgrounds, socioeconomic backgrounds, and educational backgrounds.As the global population becomes increasingly mobile, diversity is now a critical factor in most communities. The World Economic Forum (WEF) noted Opens a new window that some of the world's most prosperous business centers like New York, Dubai, London, and Singapore have one thing in common: they all boast of a high degree of diversity.At a micro-level, diversity brings in varying points of view and disruptive thought processes, preventing companies from stagnating or becoming complacent. A 2019 survey of 6,600+ AmericansOpens a new window found that a sizable 75% believe it is very/somewhat important for companies to promote racial and ethnic diversity.Together, diversity, inclusion, and equity Opens a new window help to build a workplace that's conducive and welcoming to every employee – opening the company up to the best talent out there, without bias.A company with workplace diversity is a company who has employees with a wide range of characteristics and experiences.A diverse workplace adds new ideas and inputs. This diversity of talent means a broader range of skills among employees and a variety

of experiences and perspectives, which increases the potential for increased productivity. As various cultures and backgrounds work together, the opportunity for creativity increases. Here are the two most cited statistics related to the benefits of workplace diversity.According to McKinsey's research, racially and ethnically diverse companies outperform industry norms by 35% According to a survey conducted by Glassdoor, 67% of job seekers said a diverse workforce is important when considering job offers and 57% of employees think their companies should be more diverse.There are many different types of workplace diversity. In the beginning, the term diversity was used primarily to address racial and ethnic diversity.

Characteristics of Diversity

- Race
- Ethnicity
- Gender
- Age
- Geographical location
- Physical Abilities and Specially Abled
- Sexual orientation
- Political beliefs
- Education
- Socioeconomic background
- Geographical orientation
- Language
- Culture

- Military service.

3.Literature Review

Al-Jenaibi, B. (2012), has been conducted to critically analyze the benefits organizations enjoy and the challenges they face in the diverse workplaces of the United Arab Emirates. Chrobot-Mason, D., & Aramovich, N. P. (2013). Has conducted the research to analyze how diversity creates a positive impact over relationships.Dike, P. (2013) has conducted the research to understand whether workplace diversity contributed to organizational success.Foma, E. (2014) wants to study about the impact of diversity in the workplace on a positive note.Hye Kyoung Kim, Ung Hee Lee, Young Hyung Kim (2015).The purpose of this paper is to, first, examine gender differences in response to the presence of diversity management and in the level of organizational commitment.Osborne, S., & Hammoud, M. S. (2017).Disengaged employees typically cost U.S. corporations $350 billion annually. The purpose of this case study was to explore strategies that some communication business leaders use to engage their employees.Goswami, S., & Goswami, B. K. (2018). Exploring the relationship between workforce diversity, inclusion and employee engagement. This paper aims to analyze the relationship between workplace inclusion (WI) and employee engagement (EE) and the effect of workplace diversity, managerial support, and trust in the leader on workplace inclusion.Chernyak-Hai, L., & Rabenu, E. (2018).Changes in workplace characteristics over the last few decades may affect work relationships and call for adjustments in the traditional theoretical framework used to understand them

4.Methodology

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find customer satisfaction based on product. This time research methodology is framed for understanding the impact of workforce diversity in workforce relations.Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study. A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

- Sample size- 150
- Period of the study- 2 months
- Location and Targeted people of the study- Chennai city.

The tools used to analyze the sample are Anova and Chi Square analysis

5. Results

S.NO	MOTHER TONGUE	NO OF RESPONDENTS
1	Tamil	75
2	Telugu	26
3	Malayalam	26
4	Hindi	17
5	Kannada	2
6	Sindhi	2
7	Marathi	1
8	Punjab	1

It is inferred that 50%of the respondents have tamil as their mother tongue. 17.3% of the respondents have telugu as their mother tongue. 17.3% of the respondents have malayalam as their mother tongue. 11.3% of the respondents have Hindi as their mother tongue. 1.3% of the respondents have Kannada as their mother tongue. 1.3% of the respondents have sindhi as their mother tongue. 0.7% of the respondents have marathi as their mother tongue

S.NO	LEADERSHIP AND DIVERSITY	NO. OF RESPONDENTS
1	STRONGLY DISAGREE	2
2	DISAGREE	4
3	NEUTRAL	13
4	AGREE	45
5	STRONGLY AGREE	86

It is inferred that 1.3% of the respondents strongly disagree that their leaders encourage diversity. 2.7% of the respondents disagree. 8.7% of the respondents are neutral .30% of the respondents agree. 57.3% of the respondents strongly agree.

S.NO	COMPANY RESPECTS INDIVIDUALS AND VALUES THEIR DIFFERENCES	NO. OF RESPONDENTS
1	STRONGLY DISAGREE	2
2	DISAGREE	5
3	NEUTRAL	16
4	AGREE	49
5	STRONGLY AGREE	78

It is inferred that 1.3% of the respondents strongly disagree.3.3% of the respondents disagree. 10.7% of the respondents stand neutral.32.7% of the respondents agree and 52% of the respondents strongly agree that the company respects individual differences

S.NO	EMPLOYEES APPRECIATE OTHERS WHOSE BACKGROUNDS, BELIEFS AND EXPERIENCES ARE DIFFERENT FROM THEIR OWN	NO.OF RESPONDENTS
1	STRONGLY DISAGREE	2
2	DISAGREE	6
3	NEUTRAL	13
4	AGREE	46
5	STRONGLY AGREE	83

It is inferred that 1.3% of the respondents strongly disagree.4% of the respondents disagree. 8.7% of the respondents stand neutral.30.7% of the respondents agree and 55.3% of the respondents strongly agree that employees appreciate others whose backgrounds, beliefs and experiences are different from their own

S.NO	EMPLOYEES OF DIFFERENT BACKGROUNDS INTERACT WELL IN THIS COMPANY	NO OF RESPONDENTS
1	STRONGLY DISAGREE	1
2	DISAGREE	7
3	NEUTRAL	10
4	AGREE	44
5	STRONGLY AGREE	88

It is inferred that 0.7% of the respondents strongly disagree,4.7% of the respondents disagree,6.7% of the respondents stand neutral, 29.3% of the respondents agree,58.7% of the respondents strongly agree that employees of different backgrounds interact well in this company.

6.Discussions

Workforce diversity refers to the individual characteristics employees have that make them unique. The workforce diversity definition can include gender, race, ethnicity, religion, age, sexual orientation, physical abilities and ideologies. Diversity also includes employees' life experiences, how they solve issues and socioeconomic status. It is inferred that 60.7% of the respondents feel that getting to know people with backgrounds different from my own has been easy at this company.It is inferred that 60.7% of the respondents believe that the company's policies or procedures encourage diversity, equity and inclusion.It is inferred that 55.3% of the respondents strongly agree that employees appreciate others whose backgrounds, beliefs and experiences are different from their own.It is inferred that 62% of the respondents feel that their experiences at this company have led me to become more understanding of differences among my coworkers.

As workforce demographics shift and global markets emerge, workplace diversity inches closer to becoming a business necessity instead of a banner that companies wave to show their commitment to embracing differences and change. Employees reap tangible and intangible benefits from workplace benefits, not the least of which include respect from co-workers and business gains.

7.Implications of the study

The respondents are restricted only to one company only.Due to policy restrictions the study could be conducted only on the basis of the online tools.Due to storage of time and other constraints, the study has been limited to 150 respondents only.The data collected for the research is based fully on primary data given by the respondents. There is a chance for personal bias. So the accuracy is not true. The research could have been conducted in multiple companies. The sample can be collected from different levels of management.We can focus on various factors of diversity as here language was the primary factor of diversity.

8.Conclusion

A recent Pew Research Center study found that the U.S. will no longer have a single racial or ethnic majority by 2055. Diverse populations will have a significant impact on the workforce and how organizations address diversity.In the coming years, organizations that understand how to manage diversity in the workplace effectively will hold a distinct advantage when recruiting and hiring talent. This post outlines how organizations can best approach and manage diversity in the workplace with actionable tips and adviceWorkforce diversity means similarities and differences among employees in terms of age, cultural background, physical abilities and disabilities, race, religion, gender, and sexual orientation. No two humans are alike. People are different based on their gender, culture, race, social and psychological characteristics but also in their perspectives and prejudices. Society discriminated on these aspects for centuries. Diversity makes the workforce heterogeneous. In the current scenario, employing a diversified workforce is necessary for every organization. The management of such a diverse workforce is also a challenge. This paper analyzes the impact of workforce diversity on an organization's productivity. Upon reviewing the literature and examining various research papers, the researcher concluded that workforce diversity is a strength for any organization. However, people still adhere to their views regarding caste, religion, etc., and therefore perceive diversity as a problem. However, when properly managed, diversity can increase productivity as well.

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