



Workforce Diversity's Effect on Employees' Performance

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ABSTRACT :

The General purpose of this study was to determine the impact of workplace diversity on an organization's organizational performance. In this study, we look for to achieve three specific goals of the organization. Cultural differences are experienced as essential, natural and enjoyable Allows organizations to enjoy diversity. These demographic changes pose new challenges for us. Management especially in public sector organizations because now day the government is hiring the huge number of employee who are comes from different culture and different background and society. Most Organization corporate organizations fail Working as a team of diverse workers has been ineffective in terms of policy, training, exposure and approach.

Key takeaway:

- Diversity: It means understanding that each person is unique and recognizing our individual differences.
- Workforce: People who work or can work in a country or region, or in a particular company or industry.
- Workplace diversity.
- Organizational effectiveness.
- These multiple factors include employee beliefs, values, and behaviors that vary by gender, race, age, lifestyle, and fitness.
- Differences in people in terms of age, class, ethnicity, gender, physical and mental abilities.
- Organizational performance

1. INTRODUCTION

Introduction Workforce diversity is the collective mixture of employees' differences and similarities (including individual characteristics, values, beliefs, experiences, backgrounds, preferences and behaviors). But having a diverse workforce has its benefits as well as its challenges, and so the researchers say that if one a diverse workforce is recruited and managed very methodically and effectively and the issues arising there from are handled smoothly, it will definitely have a positive impact on employee performance.

As a leader or manager, you need to ensure that your workforce is diverse and inclusive as it promotes equality, improves employee engagement, builds working relationships employee engagement and job satisfaction. The top five benefits of diversity in the workplace are: I. Better decision making Diverse employee groups draw on more sources and experiences.

Diversity in the workplace occurs when companies focus on hiring people with different characteristics, such as ethnicity, religion, cultural background, sexual orientation, and gender. This will be done by conducting a literature review and identifying factors that may affect employee performance, then the aim is to study the issues of each factor within the organization and the industry.

2. REVIEW OF LITERATURE

I. Workforce diversity and employee performance: a case of commercial banks in Pakistan University of Sindh, Pakistan

By - Tania Mushtaque

1st May 2021

The main objective of this study was to examine the effects of WFD on PE. According to the results, age diversity had a significant positive effect on PE. The results also show that Pakistani banks take many forms. The results indicated that ethnic diversity had no significant effect on PE. Despite this, most

employees agree that they get along well with colleagues of different ethnicities. This ensures that including workers of different ethnicities in the same group will not lead to stress, regardless of language barriers. Companies also need to devote more resources to diversity management to improve employee morale, which will ultimately help achieve company goals.

II. Workforce Diversity and Employee Performance: Ethnic and SocioCultural Diversity in Kenya

By - Rose Jeruto Bor,

Kenyatta University, Kenya

Apr. 2019

Ethnic diversity is important to the overall performance of employees. Sociocultural groups are very common in our workplace. Social class, job group and social age group have a positive influence on the number of customers served. Sociocultural diversity has increased Kenya has about 44 tribes and needs to work together. Research results indicate that language differences, cultural diversity, and differences in norms and beliefs have a positive impact on accountability in service delivery. He also found that ethnic diversity within an organization greatly contributes to organizational accountability and transparency. It shows that it has affected the number of customers. Therefore, socio-cultural diversity affects employee performance.

III. Impact of Workplace Diversity on Employee Performance A Case of Some Selected Private Universities in Ghana

By - Juliana Serwaa Andoh,

Kwame Nkrumah University of Science and Technology, Ghana

December 2019

A diverse workforce is a sign of a changing world and market. Based on overall scores, workplace diversity affects employee performance, while educational diversity has a larger impact on college employee performance than other variables. Age and educational diversity had a significant impact on college staff performance, while gender and ethnic diversity did not.

To avoid communication difficulties and ethnic conflicts, the study recommends that universities use a common language such as English to accommodate all different ethnic groups.

IV. Workforce Diversity and Employee Performance: Ethnic and SocioCultural Diversity in Kenya

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V. The impact of workplace diversity –benefits and challenges

Sonia Goel

Assistant Professor ,

P.G. Department of Commerce R.S.D. College, Ferozepur

June 15, 2018

In the era of economic globalization, many companies are trying to diversify their workforce, in order to appoint employees from different backgrounds to bring tangible and intangible benefits to the business. Karma. Diverse workgroups bring tremendous value to companies. An increasingly diverse workforce presents both opportunities and challenges for businesses. Workforce diversity poses new challenges related to respectful communication, team dynamics, and dysfunctional conflict. If not handled properly, it can lead to higher turnover, more difficult communication and more interpersonal conflicts. If you want your business to compete and succeed in this new world order, you need to carefully weigh the pros and cons of diversity in the workplace. Managers must learn to respect diversity.

3. OBJECTIVES

- ✓ To identify the factors of workforce diversity that may affect employee performance
- ✓ To study the diversity issues within each factor

- ✓ To investigate the impact of each diversity factor on employee performance
- ✓ To study the perception of employees towards impact of workforce diversity on their performance

4. RESEARCH METHODOLOGY

I. Sampling Method

In quantitative research, it is believed that if the sample is carefully obtained, then it is possible to generalize the results to the entire population. The researcher used simple random method for data collection.

II. Instrument For Data Collection

Questionnaires were chosen for their ability to limit any bias and to collect authentic data important for data analysis. The researcher used both closed and open questionnaires aimed at testing the effects of leadership styles on the performance of employees in an organization.

III. Research Design

Data will be collected and analysis based on a different categorical analysis. The study will use an exploratory and descriptive survey method, but it is not experimental. It will be based on the answers of respondents, which is aimed at assessing the influence of leadership style on the performance of employees in selected companies

5. DATA ANALYSIS

Analysis of responses The following chapter focuses on the results of perceived on impact of workforce diversity on employees performance obtained from the respondents through online questionnaire distributed by forms.

Table:5

Showing the Employee qualificaion status of the responded who are included in survey for giving their opinion.

Qualification	%	Frequency
Graduate	39.62	21
Post graduate	49.06	26
Diploma	3.77	2
Certificate course	0	0
Other	1.89	1

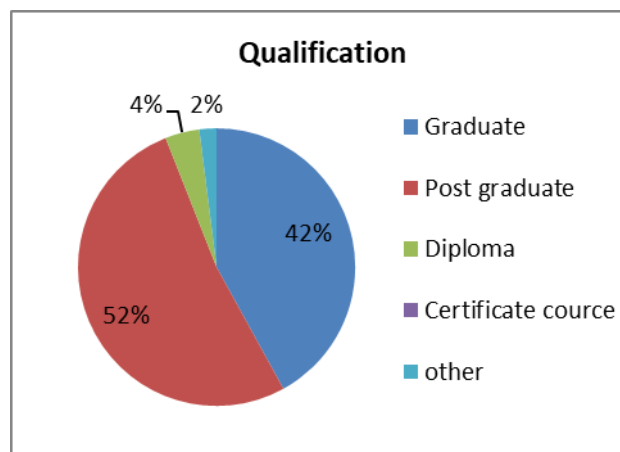


Fig.5

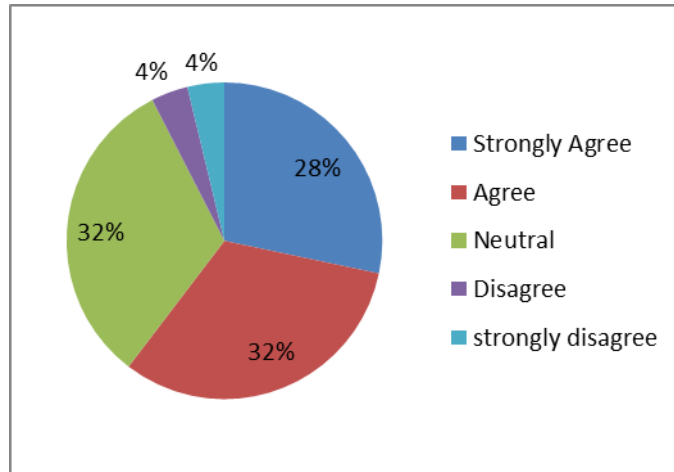
According to the above table shown that (n=21) 39.62% employees are Graduate, (n=26) 49.06% employees are post graduate, (n=2) 3.77% are diploma, (n=1) 1.89% are other.

Therefore we can conclude that majority of the respondents are post graduate with 49.06% who had responded in the survey.

Table 10 Showing that There is no gender bias during the performance appraisal process. Increments and promotions are purely given on the merit basis.

Response	Frequency	%
Strongly Agree	15	28.3
Agree	17	32.08
Neutral	17	32.08
Disagree	2	3.77
strongly disagree	2	3.77

Fig.10



According to the above table (n=15) 28.30% employee are strongly agree, (n=17) with 32.08 % employee are agree, (n=17) with 32.08% employee are neutral, and (n=2) with 3.77% employees are disagree, (n=2) with 3.77% employees are strongly disagree.

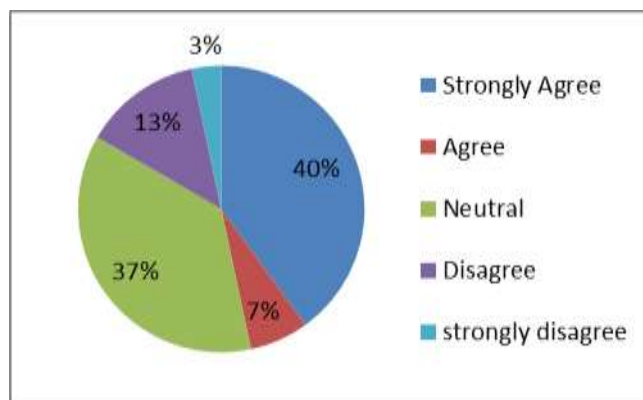
Therefore we can conclude that majority of the respondents are agree with 32.08 as well neutral with 32.08% who had responded in the survey

Table 20

Showing that the top management consists of employees from different religion.

Response	Frequency	%
Strongly Agree	12	22.64
Agree	2	43.49
Neutral	11	20.11
Disagree	4	7.55
strongly disagree	1	1.89

Fig. 20



According to the above table (n=12) 22.64% employee are strongly agree, (n=2) with 43.49 % employee are agree, (n=11) with 20.11% employee are neutral, and (n=4) with 7.55% employees are disagree, (n=1) with 1.89% employees are strongly disagree

Therefore we can conclude that majority of the respondents are agree with 43.49 who had responded in the survey

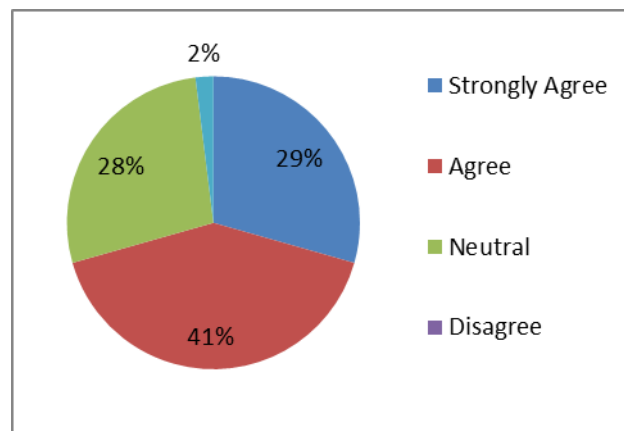
Therefore we can conclude that majority of the respondents are agree with 41.51% who had responded in the survey

Table : 29

Showing that Working in a diverse group helps me increase my Productivity.

Response	Frequency	%
Strongly Agree	15	28.3
Agree	21	39.62
Neutral	14	26.42
Disagree	0	0
strongly disagree	1	1.89

Fig. 29



According to the above table (n=15) 28.30% employee are strongly agree, (n=21) with 39.62 % employee are agree, (n=14) with 26.42% employee are neutral, and (n=1) with 1.89% employees are strongly disagree.

Therefore we can conclude that majority of the respondents are agree with 39.62% as well neutral with 32.08% who had responded in the survey

6. FINDINGS

Age : Majority of responded is from the age group of 20-30 yrs with highest of 39.64% with frequency of 21.

Gender : Majority respondents are belong to male with 77.36% who had responded in the survey.

Increments and promotions are purely given on the merit basis The majority respondents are agree with 35.85% on the statement There is no gender bias during the performance appraisal process.

Working with employees with varied organizational tenure helps me increase my performance : majority respondents are strongly Agree with 58.49% on the statement Working with employees with varied organizational tenure helps me increase my performance.

Employees from all the religions are involved in decision making process : majority respondents are agree with 47.17% on the statement Employees from all the religions are involved in decision making process.

Employees are treated in a fair & equal manner irrespective of the region / state they belong to : majority respondents are agree with 41.51% on the statement that the Employees are treated in a fair & equal manner irrespective of the region / state they belong to.

7. CONCLUSION

In the present study, an attempt was made to investigate the impact of workforce diversity on employee performance in the organizations. Employee perception of the impact of diversity in the workforce on their performance was also measured, and employee perception was also identified as one of the factors. But that doesn't always turn out to be a good decision. Organizations sometimes ignore or track issues that resulting from the diversity of the workforce and thus the diversity of the workforce does not bring the desired results and actually reduces the efficiency of the workers and the organization.

Most decisions are made with only seniors in mind. In the case of employees with equal experience, seniority is given more importance in most organizations.

8. SUGGESUON

While investing in workforce diversity, organizations must also put in place mechanisms to effectively operate and manage a diverse workforce.

There should be no gender bias when evaluating performance or promotion.

A new employee's record and experience should be given due consideration and their date of joining the organization should not be the sole criterion when making decisions and solving problems.

Organizations must give equal opportunities to every deserving candidate.

Each industry should research which diversity is highest in that particular industry and try to study its impact on employee performance.

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