

## DIVERSIFICATION OF WORK FORCE NEED OF ENTITY OR COMPULSION OF CORPORATE ENVIRONMENT

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### ABSTRACT

*Diversity is a major aspect of organizational results. Workplace variety is a journey of searches on personal, group and organization levels. Evaluating diverse persons is a different aspect of each level to analyze. Diversity is defined as the person's similar and different brains. A similar person connects to meet the organizational purpose. The different person faces the differences between each other. Diversity has been broadly classified in primary and secondary forms. Primary factor is demographic such as age, gender, breed, ethnicity, culture etc. Secondary dimensions are different in geographical areas, marital status etc., define the variety as four layers, organizational factor, internal factor, external factor, personal factor. Some research has been defined as a primary / internal dimensions, secondary / external dimensions, tertiary / organizational dimensions. A deep literature has been reviewed to know the relationship between workforce diversity and organizational performance. Diversity variable shows both positive and negative effects on organizational performance. If diversity is forwarded to some extent, then it takes towards the negative aspect on the outcome's result. Diversity is also maintained in the sense of persons, which produces productivity, innovation and competitive environment. The implementation of the HR strategy is inspiration to increase the performance of the employees. For the last 40 years, many researches has been done in various domains to detect the effect of age, gender, personality, education, the term on the group's performance. Diversity increases organizational performance and gives benefits in an organization it is called value in diversity while others are considered harmful to the firm.*

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**Keywords:** Workforce, Productivity, Innovation, Performance, Organization, Dimensions, Diversity.

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### Introduction

In today's organization, Diversity is the double-sword sword that is in the form of a challenge. Understanding the theoretical base of diversity has been classified into social classification, equality / attraction, informative diversity and decision making. In social classification, the difference between the groups depends on demographics affect the group process. Each person has a social identity based on the identity that is compared to either a person or member of a group. Social classification is in the form of in-groups and out-group. The group is associated, stable and trustworthy, while the members outside the group are less trustworthy, honest and less affiliates. Inside and outside group, prejudices, stereotypes and cognitive prejudices have negatively impressed on the performance of the group process, struggle problems, dangers and groups. For concern of equality / attraction, similar members shared a general goal and culture that eventually produces effective communication and increases organizational performance, better decision making, better implementation, while uneven members

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always affect group process and organizational performance. Regarding informative / decision making, the diverse person takes skills, capacity, knowledge, creativity, which leads to the approach of the problem solving compared to homogeneous groups, it has a positive effect on the group of group processes and group performance. Also from the Indian perspective, the world has now been recognized as the major economic driver in the global scenario. Different companies are coming to explore this opportunity.

To be survival in this kind of follicle world, organizations will have to appoint an effective skilled workforce, which can handle such competitive atmosphere. Employment to diverse workforce is a very essence for every organization. In the present scenario, the organization who appointed the quality and competitive workforce regardless of their age, approach, language, gender, religion and caste, they can only compete in the market. Human Resources are an important property for any organization. Capital and physical resources cannot improve efficiency in ourselves, or cannot contribute to the increased rate of return on investment. It is used by joint and solid efforts of people that monetary or physical resources are used to achieve organizational goals. But to optimize the effectiveness of human resources and to enable them to face large challenges, these approaches, efforts and skills will have to speed up with time. The firm cannot move even an inch without employees. Therefore, the management of this resource is also an important issue. The human aspect of the human resource management organizations is related to manner in such a way that the organizational objectives are obtained along with the development and satisfaction of the employees. When the organization employs human resources of various age, gender, perception, perspective, religion, then the management will be very difficult to manage and adjust the environment for employees. Managing the workforce is a big challenge for any firm.

#### **Why there is Need of Workforce Diversity**

Each person is different from each other due to their different religion, educational background, which they related to age and perception. In the one place, when various types of people come together to work in terms of thinking, perception, generation, then certain conditions can come where all different types of people do not agree on the same point. At that time, it is about to affect the reciprocal relationships between the people. The researcher has taken some aspects, which are a part of the diversity between the workforce they are the age, the gender, the caste, the experience, the professional qualification and the employees coming from various geographical areas can see us due to the increased rate of globalization, privatization and liberalization. We also see the changes, they were days when the same age, similar commercial qualifications, similar experiences and similar religions came together to work together in an organization. Today's women are also working in the equal proportion of men. Therefore, researchers are focusing on these important aspects of diverse workforce, which affect the employees' work. The next aspect is affecting the work environment. Due to different geographical areas, people can speak different languages on the workplace, which they are related to the workplace. People who have a little problem, Employees with different geographical areas create their contradictions between employees with their different mentality. On the Indian workplace, Gender discrimination is also a big issue. Combined mutual relationship between employees is one of the major components of an organization's smooth functioning. The organization is a network of people who work together to achieve some common purpose and if there are some flaws in this network, then it will be very difficult to obtain those objectives for any organization. Productivity shows whether the activity of an organization is efficient and effective or not. Although words like productivity, efficiency and effectiveness is used together and in practice sometimes alternate their meaning, although we should not identify productivity with efficiency and / or effectiveness.

Efficiency and effectiveness for productivity requires both, because a certain activity will not be productive if it is only efficient, but not effective, or is effective, but not efficient. Productivity in economic situation is defined as the relationship between output and input. In an organization, the input element contains the resources used in the product construction process, such as labor, materials, energy. The product, service and both the amount of the production is included in the output. The amount of output per unit of the inputs (labor, equipment and capital). A person, one measure of the efficiency of the machine, Factory, system, etc., input is known as the productivity in converting into useful output. There are many different ways to measure productivity. For example, a factory can be measured based on the number of hours of producing a good production, while productivity in the service sector may be measured by the revenue generated by an employee divided by his or her salary.

### Literature Review

This study tries to assess the effect of workforce variation on productivity. Over the past years, many researchers have not only studied various aspects of workforce diversity in various organizations and various other areas at the same time level at the All India level. Different conclusions of previous research to hire various factors used in the study were very helpful for the researcher. This review also helped to know the differences between previous research and current research on the same topic. Let's take a look at the first research.

**(Kearney & Voelpel, 2012)** Deferred demonstration (gender, age, and cultural background) with jobs related to work factors (tenure, functional background and education) and how the variety of satisfaction teams and team performance. It also exposes the intermediary variables such as the expansion, social classification and work type as a moderate variable, Interdependence time, diversity mentality Leadership, team member personality, business demographics, and industry setting. The results told the positive effect of diversity on the organization's performance.

**(Ashok Chanda, Dec 2006)** In this article, the author says that workforce diversity in every organization of the current scenario is a hot and vivid issue. Each human resource manager has to take care of the management of this diversity and finally he concluded that the lack of awareness of the variety management approach is not a lot of knowledge and qualifications for managing a variety of workforce.

**(Sharbari Saha, Dewpha Mukherjee Patra, 2008)** In the authors, the authors have focused on the requirements due to the benefits of the globalized market and workforce diversity and further said that if the organization is not employed to workforce, then the organization is not quite competitive and the sales manager can make effective and capable of providing training to its diverse workforce.

**(Asmita Jha, 2009)** In this article, the author said that the most important assets of any firm is a variety of workforce because the diverse workforce problem is good in the solution because they provide different and creative ideas and give competitive advantage to the organization. Apart from this, the author focuses on making workforce by the proper understanding of the expectations and requirements of each person.

**(Bamber, Bartram, & Stanton, 2012)** The purpose of the study is to increase the awareness of the staff, the strategy to increase the performance, expand the diversity, obstructing the variety, the strategies for the inclusion, and the variety. It also identifies the discrimination in the workplace such as racism, victim blaming, stereotyping, victimization, backlash. It further mentions strategies for inclusion. Age, gender difference was investigated to increase awareness about workplace variety in the study. Sample is of 300 IT employees of India. The results suggest that if diversity is managed, then it should have greater financial performance, greater results and greater commitment in the firm.

**(Saumya Goyal, Aug 2009)** In this article, the author has depicted four models to understand the dimensions of diversity, they are diversity cycle. The author has classified the model in two dimensions in the first element, which is the first element, age, gender, mental / physical capabilities, caste, ethnic heritage, sexual orientation and secondary dimensions include geographical position, work experience. Income, religion, first language, organizational role and level, communication style, family status, work style, education, military experience. The next model has four layers of diversity it connects two more layers with the writer variable cycles. They are individuals in the original and in the outer dimension, work area, division, seniority, work location, union affiliation, management status, organizational dimension. The third model variation is iceberg in it. the author has added an dimension in the variety cycle, which are tertiary dimensions such as beliefs, perceptions, perceptions, approaches, Price, group criteria. And the final model is the kaleidoscopic perspective of the person the author describes various features like age, field, ender, qualification, caste, family status.

### Advantages of Diversified Workforce

An organization depends on the ability to adopt the success and competition diversity and feel the benefits. When the organization actively assesses dealing with issues of workplace diversity, developing and implementing diversity plans, many benefits are reported as:

- Diversity encourages innovation and productivity and creates a world-class culture that can compete.
- A multicultural firm is better to serve diverse external customers in a rapidly growing global market. Alike firms have greater understanding of the needs of the legal, political, social, economic and foreign countries' cultural environments (Adler, 1991).

- In the research-oriented and high-tech industries, the basic base of talent and a tension generated by an end-based organization becomes an invaluable benefit. "Creativity is firm on diversity" (Morgan, 1989).
- Multicultural firms have been found better in the issues solution, they have a better potential to remove the extended meaning, and there is more likely to display many approaches and interpretations in dealing with complex issues.
- The organizations that can be able to supply a large variety of solutions in the organization of sourcing, sourcing, and allocation of resources.
- Different background, employees of adoption of the staff are flexible in adopting demand for fluctuations, and customers demanding the tips.
- A diverse collection of skills and experiences (such as languages, cultural understanding) allows a company to provide customers on global basis.
- A diverse workforce that feels comfortable in communicating different approaches: gives a huge pool of ideas and experiences.

#### **Statement of the Problem**

Diverse workforce is the latest and current trend in every organization today. Apart from this, major concerns for each firm is to improve their productivity because the organizations are economic activity and can only survive their competition by competing in this competitor world. People are facing a lot of problems on the workplace due to diverse workforce in some way. As a variety of workforce may experience less than one colleague, but to achieve organizational goals, each member should be effective in the context of his functioning in the special department. However, there is no firing solution. The main consent of this research is to seriously examine the effect of workforce diversity on the productivity of the organization from previous research. The second contribution of this chapter is to suggest ways to manage various workforces in such a way that people can work easily with the diversified workforce and bring full contest results.

#### **Findings & Suggestions**

In order to improve the diversity of workplace, the suggestions include the importance of providing and training, which can provide training and other personality development programs and motivate employees. Management of diversity of the workplace is important, if it is not well managed, then it takes towards the conflict, reduces organizational performance, and reduces organizational efficiency. It is favorable that the implementation of diversity practices at a person, organizational, social level, is discriminated and conservative issues in an organization. It is also believed that the inclusion is being done properly managed on the leadership support, Employee empowerment and proper behavior in the firm. Literature also detected that women's involvement leads to high performance work standards staffing and recruitment, performance evaluation, compensation, reward, training and development, which is a workplace variety management. In addition, employee motivation, building customer connections, reducing turnover costs, absenteeism are vital for improving effectiveness in a firm. The diversity of the workplace is affected by innovative employees who perform their skills, capabilities and capabilities in a firm which leads to improvement, growth and development. Apart from this, leadership affidavit also attacks the attitude, helps in making decisions, employee empowerment and work in the work of diversity. Literature it also mentioned that diversity management affects organizational efficiency through cultural diversity, conflict management, employee work attitude, employees' perception and teamwork. The relationship between variety management and corporate performance has been investigated the result has shown that the workforce is an important inverse in diversity. Effects on corporate performance from the previous studies, it has been analyzed that most research on diversity are made in the United States, Canada and other European countries. Therefore, there is a need to research more in India because it is a diverse nation where a person is related to different cultures, languages, religions. Future studies will be more pragmatic, thorough, taking into account other variables for better results.

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