Merits and Demerits of Workforce Diversity in Work Place

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Abstract- In recent times the workforce is more diverse than ever. Employees in an organization now are of different gender, race, ethnicity, style, education, background, and other differences. Diversified people working within a group must have both positive and negative outcomes. Because of this, employees experience the diversity and express their likes and dislikes. When the negative outcomes are addressed, it is easy to enhance positivity. Understanding the positivity and negativity is the key to lead the Success. This paper provides the details of advantage and disadvantages of workforce diversity within the workplace. Based on the details this study gives some suggestions to overcome disadvantages. By allocating resources and defining strategies to overcome disadvantages and managing workforce diversity is being very effective and efficient. Then, it allows capitalizing on benefits and minimizing disadvantages.

Keywords: Merits, Demerits, Workforce diversity, Ethnicity, Background etc.,

I. INTRODUCTION

The concept of Diversity means understanding that each one is unique and recognizing and understanding their individual differences. These can be dimensions, “age, gender, race, ethnicity, marital status, socio-economic status, physical abilities and disabilities, religious beliefs, political beliefs, geographical location, parental status and other ideologies”. Workplace diversity means the heterogeneous mix of people working under the same log. In order to survive in the Competitive environment, it is necessary to hire an effective and efficient workforce. In the 21st century to meet the challenges and changes of globalization and to sustain in the business world, employing a diversified workforce is very essential. Similarities and differences among the employees are called as workforce diversity. A workforce consisting of a broad mix of workers from different racial, ethnic and political backgrounds of different age, gender, and religious of different domestic and national cultures. Diverse groups of people addressing their different lifestyles, family needs, and working styles. Managing diversity in the workplace is a big challenge for the management. The workforce is properly managed then it gives a positive outcome.

If anything goes wrong it gives negative impacts. Recognizing as well as understanding the workforce diversity and its advantages and disadvantages only define the approaches and strategies to manage a diversified workforce effectively. In this fast-track environment diversity is the norm of the workplace, not the exception.

Advantages of Workforce Diversity within a Workplace

Now a day’s embracing diversity within a workplace is the first step to derive benefits from a globalized business world. First and foremost employee benefits and organizational benefits are started within a workplace.

Team work: A different mix of people working together as a team for a common goal is called teamwork. It encompasses the participation and performances. Each individual gets an opportunity and takes part an important role in teamwork. It enhances the employee performance, functional expertise, skills, knowledge, learning capability, opportunity, flexibility and adaptability.

Creativity and innovation: Workforce diversity is very important in the workplace. People of different races, age, gender, skills, education, region, religion, language and culture working together in an environment and they all are trying to achieve a common goal. When putting them together their individuality and knowledge is outburst and they create new ideas and innovations for the wellness to attain the goal. For idea sharing and innovations the workload is reduced. It gives the cost effectiveness too.

Productivity: In the workplace, productivity is the result at the end of the day. It is the undeniable truth. Diversified workforces have different kind of knowledge, skills, cognition, experience and their own views and perceptions. Each one is experts in each work. They work together and play dynamic roles and use their knowledge and skills and their expertise to enhance productivity. If train and motivate them properly the productivity result comes out of abundance. It thrives satisfaction, commitment, and competence achievement.

Cross-Cultural Understanding: Stereotype groups may naturally get along better relationship
together. But in a diversified workplace understanding cultural, beliefs and values are very important to create a comfortable working environment and a better organizational climate. It enhances the working relationship, employee relationship, cohesion, and sustainability.

Decision making and problem solving: Different kind of peoples with different experiences, perceptions, and views is helping to identify the problem easily. Heterogeneous peoples used to have out of box thinking than homogeneous groups and they took better decisions to resolve the problems. They share ideas and perspectives to discuss the biases of the problem, possibilities, and evidence when making decisions. Based on the decisions they overcome the hurdles and solving the problems in business and work.

Communication: Different language speaking peoples working in the same workplace is a boon for the business and the employee groups. Company’s participating business in global market language diversity is essential to communicate and attract the customers and understanding their ideologies and feedbacks. And the other hand learning other language is easy in that environment. It is an additional benefit for employees and company.

Profitability: Diverse teams give more profit than the homogeneous group. Globalization needs workforce diversity to satisfy the diverse needs of customers. Through this, they create the global market and market share.

Better Governance: Group and individual efficiency of a diversified workforce attain the goal through the sense of participation and competitive achievement. Loyalty and commitment increase the effectiveness. The effectiveness of the management system creates the better governance.

Social enrichment: Nowadays working in a diversified workplace is a pride and social status. Such organizations are able to recruit and retain the talents for their talent pool. This kind of Multi-cultural working environment gives Excessive reputation and enrichment in society.

Disadvantages of workforce diversity within a workplace

Workforce diversity in workplace also has some drawbacks. It also gives some negative impacts.

Discrimination: People with different background have the big barrier within a group. Acts of racism, sexism, color, creed, and homophobia discrimination happen all the time. Majorities oppressed the minority people. Sometimes minorities assimilation prejudice and they face derogatory comments and interventions.

Communication issues and Miscommunication: A different person perceives a message in a different way creates misconceptions. A language is a tool for communication. In a diversified workforce, every individual is different in their language. It is very difficult to understand and express. Miss match communication creates clashes and defeats. So they are unable to cooperate with others. It brings lack of confidence, lack of participation and dissatisfaction.

Group cohesiveness and conflicts: In the certain period of time lack of acceptance, interpersonal difference, oppressed feel, prejudices are creating stereotype groups and subgroups. Less hormoney, tolerance, value differences, criticism, and internal resistance are fabricating less cohesiveness and conflicts within a group. These are the reasons behind absenteeism, lack of working, less participation, performance issues, employee tensions, clashes, and stress.

Glass Ceiling: This term is used to describe the limitations for a gender/minority. Glass ceiling is an invisible barrier. It affects the women and minorities to reach higher heights in managerial or executive level.

Manage diverse population: Manage a diverse population is a challenged one. Managing diverse populations are a greater proportion of women, minorities, multicultural peoples, subgroups and others. Breaking rules, interpersonal conflicts, tardiness, and deceptions are made the management inefficient. Without proper approaches and strategies to manage diverse population is very difficult.

Competition: Competition is good to drive success and productivity. When employees do not accept others, they are competing against each other. It collapses the members and their works within a team. This shows negative impacts on business.

Training Cost: The Organization provides usual training programs for employees is normal. Apart from that, they invest in seminars, programs, and lectures to promote diversity in the workplace. These programs are essential for employees to understand the diversity. This one occupies major investments and costs.

II. OVERCOME DISADVANTAGES

To overcome the demerits, management needs to take initiative relating to manage work force diversity effectively.

- Creating awareness about diversity in the workplace and explaining the advantages and core values of diversity to employees;
- Encourage teamwork and dynamism;
- Avoid discriminations and differences among them;
- Augment cohesion and cohesiveness;
- Enhance commitment and loyalty among them;
- Organize cost-effective training programs, workshops, seminars, etc.;
- Provide committees and recreational clubs for diverse members;
- Follow common language for communication;
- Motivate the employees to participate and work in diverse groups;
- Resolve employee complaints and problems;
- Build employee relationship within a group and organization;
- Create a better working environment;
- Celebrate cultural festivals to understand others cultures and values;
- Define rules and strategies to overcome workforce diversity issues;
- Arrange counseling, indoor and outdoor games for employees to manage stress.

Attempts should make the diversified workforce as unite work groups. This will result in effectiveness and efficiency of an organizations.

III. CONCLUSION

Effective management system needs the clarity about diversity and to manage a diverse population in the workplace. Recognizing and understanding the differences is a major challenge. Identifying advantages and disadvantages are key factors to improve management. To rectify the disadvantages and manage a diverse people in a correct way to optimize the organizational effectiveness.

REFERENCES