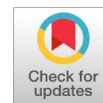


# Paradigm Shift in the Concept of Workforce Diversity: A Key to increase the Organizational Efficiency

Pooja Aggarwal



**Abstract:** Workplace diversity refers to the commonalities and contrasts among individuals at work in terms of class, nationality, age, ethnic heritage, academic background, physical capabilities and impairments, gender, interpersonal, and psychological variables. As a result, organizations must create an environment that is compatible with the diversification of their workforce in order to improve their efficiency in this globalised era. The goal of managing workforce diversity is to build and keep a favorable work environment where each employee's contributions are recognized. This research paper critically analyses workforce diversity and its paradigm shift over time in the context of an organization. Furthermore, this planned research intends to investigate of workplace diversity and its impact on an organization's efficiency. This study's research will be solely collected from secondary sources. The research study's findings will be beneficial to the organization since they provide some guidelines and recommendations that can be utilized to develop effective paradigms for managing diversity in the workplace. The proposed research study concludes with the belief that appropriate handling of workplace diversity may lead to more committed, pleased, and high-performing employees, as well as make the organization a more efficient workplace.

**Keywords:** Diversity, Organizational Efficiency, Workforce, Paradigms, Organization

## I. INTRODUCTION

The integration and esteem of each employee in the organization make up the concept of workplace diversity. It entails comprehending the fact that each individual is distinct and appreciating the differences among them. These ideologies can be categorised by caste, religion, gender, socioeconomic background, age, physical abilities, religious convictions, political preferences, or other factors. Workplace diversity is the process of building a supportive environment in which individuals' various abilities, cultural perspectives, and backgrounds are valued. A variety of factors, including age, ethnicity, gender, disability, language, religious views, gender identity, intersex status, life stages, and education, are responsible for shaping people's perspectives. It is the presentation of these disparities in a supportive, safe, and encouraging atmosphere. It's about getting to know one other and going beyond simple

endurance to embracing and applauding the many aspects of diversity that dwell inside each personality. Diversity is an array of conscientious practises that entails comprehending and appreciating the mutuality of compassion, civilizations, and the global ecosystems; acknowledging the diversity of not only ways of being, but also methods of understanding; demonstrating compassion and consideration for traits and experiences that are distinct from our own; Recognizing that social, communal, and institutional racism produces and maintains advantages for some while producing and maintaining disadvantages for others. Workplace diversity has a wide range of discrepancies exist among employees in a company. It considers ethnicity, gender, racial background, age, personality, psychological characteristics, tenure, linear programming, education, culture, and other factors.

## II. LITERATURE REVIEW

Due to increased globalization, greater workforce variety, and the increasing complexity of jobs, workforce diversity has had a crucial role in organizational life in the past decade (Williams and Reilly, 1998) [1]. While William and Reilly (1998) defined diversity as the level of variability amidst members of the team on selected demographic parameters, their theory attempts to explain how such diversity affects team effectiveness and strategies [2]. Thomas and Ely (1998) argue that diversity should be characterized as the diverse ideas and perspectives to work that members of various ethnic communities bring to the table. Multiplicity, according to Cox (2001), is "the diversity of social and cultural identities among people that want to live together in a particular employment or marketing context." Workforce diversity was studied by Henry and Evans (2007) to see how it affects an organization's success. According to Anda (2010), the effect of cross-culture management plays a very significant role in the efficiency of an organization. Different scholars consider workforce diversity management as shared [3].

## III. THE GAP IN LITERATURE

Up to this point, a large number of previous studies on the concept of labour force diversification had been carried out. Several studies have looked into managing diversity to examine if it improves organisational performance or effectiveness, as well as the challenges that come with workplace diversity. The concept of heterogeneity is an expansive one with many alternative perceptions. Various research scholars have described it in a number of ways [4].

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Regardless of the fact that multiculturalism looks to be gaining traction in modern organisations in recent years, few studies have examined its impact on business goals. According to Kundu and Mor, employees' attitudes of gender diversity promotion were favourably associated to organisational success (2017) [5]. Cultural diversity, team building, and group training, according to Dita and Egbule (2015), mediate the connection between corporate effectiveness and workforce diversity. As per the research study of Suri and Sharma in 2011, there is a significant relation between cross-culture management and its impact over the efficiency of the organization [6]. However, it's unclear whether any academia has looked into the impact of diversity management methods on organisational efficiency. However, none of the prior studies had sought to explain the advantages of workplace diversity, notably employees' contributions to operational productivity as a result of their diverse perspectives [7].

## IV. RESEARCH METHODOLOGY

This research of the theoretical model is solely based on secondary data acquired from a variety of sources. The information is produced from publicly available research from a lot of disciplines, which can be found on their websites and in their reports [8]. Data has been gathered from many books, research journals, research papers, articles, and other print media to the detailed understanding of the subject dependability of the information [9]. The researcher used standard, mostly unaltered data extraction forms to extract data automatically [10].

## V. FINDINGS AND RECOMMENDATIONS

It was created after evaluating and thoroughly studying the literary works as well as several research papers on workforce diversity and its impact on businesses from various writers, it has been determined that an organisation should handle diversity in the workplace adequately because of an incompetence to do so can lead to various issues within the organisation. Inability to effectively manage workforce diversity can be a source of job discontentment and a decrease in employee's performance. In this research study, it was discovered that while employing a multicultural workforce is critical in today's scenario, managing such a workforce is a major challenge. Hiring a diverse workforce will improve the organization's efficiency. After considering all of the data in this research study, it is necessary to recommend some appropriate ways to deal with the shortcomings. On the one hand, we say that we should incorporate new trends into HR policies, while on the other hand, Workplace diversity, for example, is seen as a concern in the most current fad. The study came up with a few recommendations that could help to limit the challenges that come with workforce diversity. However, by establishing a number of regulations, such as encouraging employees to use common language in the workplace, this problem can be remedied, and providing a variety of motivational and mentoring programmes for employees and last but not the least that Employees are required to participate in managerial activities and decisions of the organization. It's also crucial to remember that diversity in the workplace is all about justice. As a result, in order to promote efficiency, equality must be maintained throughout the organisation.

## VI. CONCLUSION

Managing workforce diversity quickly and successfully will undoubtedly be a winning situation for any organization looking to grow and succeed. Age, gender, and race aren't the only factors that contribute to cultural diversity at work. As a consequence, the ability of an organisation to effectively manage its diverse personnel is highly impactful in terms of organisational development and success. Since people are gifted differently, workplace diversity helps to facilitate communication in a variety of deficiencies in the workplace. Because one's weakness will be compensated by the strength of others among the organization's employees, this is a long-term process. An organisation that values diversity in the workplace will attract a broader range of candidates to its openings because it will be seen as a more progressive organisation that welcomes people from all walks of life. As a result, it's crucial to focus on each person's skills and collaborate with the rest of the team. As a result, a good mix of workforce diversity will establish a positive symbiosis for organisational efficiency [11].

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