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*Had any one ever thought or even possible at work place to perform all the tasks by one common individual it's an imagination thought or is it completely possible to depend on automation or machines in production unit that can operate themselves without human resource?*

*Any organization can only run with Human resources. Without which an organization cannot exist itself. Basically these HR groups have different geographical locations, age, gender, ethnicity, sexual orientation, socio-economic status, Physical abilities, religious beliefs, political belief and other ideologies etc. The organization looks each individual as a unique resource for its organization and uses its employee's maximum possible extent to derive fruitful result by recognizing individuals along with their teams. All this is possible only with the help of Diversity and Inclusion, because it is a step towards promoting employees to overcome out of comfort zones and to participate in all the activities and increase their competence. This article focus on "The best practices that are followed to promote diversity and inclusions in the organizations, why it is important from organization point of view, how gender diversity is maintained inclusive LGBT, how an employee develop himself over a period of time, how it promotes his networking or connecting people across the globe in a given point of time. How it improves communication, promotes culture, overcome any barriers if any. Does it apply to all levels of people in organization, why HR mainly focus on Diversity and inclusion? Is it only required for organization or in routine life of people, how this is adapted over a period of time, future oriented and sustainable in organizations.*

***Key words:*** *Diversity and Inclusion, Development, Organization, Human Resources*

## **1.Diversity and Inclusion in Indian context**

Gender Diversity is of course the big piece, beyond which there are also generational and cultural diversities, including the entire paradigm of recruiting and enabling a career path for differently abled people and LGBTs.

For a long time in corporate India, Diversity initiatives equaled initiatives to remove gender bias and promote equality of the sexes in terms of opportunity, pay, career growth & everything else. Simply put an organization which consciously or unconsciously creates a preference or prejudice towards one gender over another practices gender bias. Unfortunately, in India where women comprise only about 28% of the organized workforce the bias is against them. It is factually correct to say that having greater women participation will positively impact the GDP of India. A 2015 study stated that increasing women's labor force participation by 10 percentage points could add \$700 Bn to India's GDP by 2025. Unlike the western world, we are still in the early stages of removing gender bias and efforts are centered around three pillars – Hiring Women across roles, Equal Pay for Equal Work and Participation/Representation in leadership forums.

One of the most significant areas to remove gender bias is Hiring. There are roles which are considered more suitable for men than women, example – sales or shop floor jobs in manufacturing plant. It is important to match job requirement with candidate skills and not gender. Unfortunately, at times the hiring manager's perception & assumptions negatively impact the decision. 48.5% of India's population is female however they constitute only about 28% of the workforce and this is an important indicator of how prevalent this bias is.

Equal pay for equal work is a fundamental right; however, a 2017 report by the Ministry of statistics & program implementation indicates that women in urban areas with a graduate or higher degree earn 24% less than their male counterparts. For an organization to remove any gender bias & encourage inclusion it is important that all employees feel equally valued and are paid in line with their performance & not their gender.

Participation of women in forums which are involved in critical decision-making is yet another measure of an organizations success in eliminating gender bias. This could be in the form of

women being part of the CXO level, Board of Directors or special decision-making bodies of an organization. Having a gender diverse leadership team ensures diversity of thought which is critical to building a creative, vibrant & thriving workplace. When we have diverse voices at the table and honor and acknowledge different perspectives during decision making, better choices are made. Data indicates that companies with greater gender diversity outperform those with less often by as much as 30%.

Progress is being made, however slowly. Gender parity is not just good for women, it's good for societies & economies. Ensuring we have gender supportive workplaces and hence societies needs to be everyone's priority.

## **2.Statement of problem**

The working environment changes are seen every now and then, wherever the employees work in the organization. All the organizations are moving with the concept only change is "CONSTANT". At this dynamic and complex environment the employees are thrown at workplace with people having different demographics, hierarchies, cultures and many. An employee sometimes comprises within themselves and faces conflict of interest but never so "NO" at workplace. The acceptance of diversity and social inclusion is also an important aspect to grow, acceptance and respect, gender equality, language and communication in recent times (LGBT, Transgender and Physically handicapped) are provided opportunities like others. Is organizations really providing such opportunities and how they are been utilized with the help of diversity and inclusion.

## **3.OBJECTIVE**

The purpose of the study is to know the acceptance of diversity and inclusions at the workplace which includes gender diversity, acceptance of LGBT and transgender, physically challenged people are accepted and treated equally without any biases and contributes to develop employees and benefit overall growth of the organization.

**4.METHODOLOGY**

**4.1 Research design :** A detailed questionnaire was designed keeping in view the objectives of the study and was administered to the sample respondents of employees working in various organizations. The questionnaire has 15 questions out of which 2 were open ended questions, the responses were rated using 5-points scale, where 1 refers to strongly disagree, 2 refers to disagree, 3 refers to neutral, 4 refers to agree, 5 refers to strongly agree.

for the same some secondary source data is referred and the details are listed below.

**4.2 Sampling frame:** The sampling unit consisted of employees from different organizations.

**4.3 Sample size:** A sample of 44 responses was considered for this study, although the questionnaire was sent to 100 respondents. Hence the response rate was 58.6%. All the employees of the companies were sent an online questionnaire through google docs. The respondents were mostly men. The work experience of the majority of the respondents varied from 0-5 years as shown in the table.

**4.4 Table 1 Showing Demographic variables of the respondents (N=44)**

Demographic variables	Characteristics	Numbers	Percentage(%)
Gender	Male	24	54.54
	Female	16	36.36
	Others	4	9.10
Age group (in years)	18-25	26	59.09
	26-32	8	18.18
	33-39	06	13.63
	40-45	03	6.81
	46 and above	01	2.27
Work experience (in years)	0-3	20	45.45
	4-7	20	45.45
	8-12	04	9.09

In the conducted research the demographic variables are Gender, Age Group and Work Experience. The total Male (54.54%), Female (36.36%) and other respondents including LGBT or Transgender (9.10%). The age group varies from 18 - 45 and above. The 18-25 age group respondents were highest being (59.09%), 26 – 32 age group respondents were (18.18%), 33 – 39 age group respondents were (13.63%), 40 – 45 age group respondents were (6.81%), 46 and above age group respondents were (2.27%). Considering the work experience as a major factor to determine the acceptance of LGBT at work place so the work experience of the employees varies from 0- 12 years, 0 – 3 years experienced employees are 45.45%, 4 – 7 years of experienced employees are 45.45%, over 8 years experienced respondents were 9.9%.

**Table 1.2 : Description of Questionnaire and the Percentage of Ratings**

Sl No	Questions	Ratings(%)					Most weighted
		1	2	3	4	5	
1	Are you aware of gender diversity and inclusion at workplace.	2.3				97.7	5
2	Gender diversity is maintained at your workplace inclusive of LGBT in the organizations.		11.4	20.4	45.5	22.7	4
3	Diversity and social inclusion is required for an organization.				52.3	40.9	4
4	Does organizations make recruiting efforts supporting a diverse culture		2.3	27.3	56.8	13.6	4
5	Executive Leadership Team is committed to diversity and social inclusion.		4.5	20.5	52.3	22.7	4
6	Does your organization conduct events to promote Diversity and Inclusion ( frequency of event time )					45.5	
7	Gender biased difference is maintained that effect their pay scale or paid low	15.9	27.3	22.7	27.3	6.8	5
8	Are you comfort in organization to work with a member who is LGBT or Physically Challenged in a Team					47.7	
9	LGBT and Physically Challenged people are treated equally at work place without any bias				45.5	25	
10	Diversity and Inclusion promotes brainstorming and brings best innovations in the organization		4.6	13.6	56.8	25	4
11	Employees are provided promotion oppertunities irrespective of gender biase, who has potential and capabilities				56.8	15.9	4
12	Do you notice Diversity and Inclusion only at workplace or everywhere in our society	6.8	9.1	31.8	50	2.3	4
13	Diversity and Inclusion promotes network with people, improce professional development and contribute to overall growth of you			11.4	63.6	25	4

**5. Graphical representation of the Questionnaire**

Are you aware of Diversity and Inclusion at Workplace ?

44 responses



Gender Diversity is maintained at your workplace Inclusive of LGBT in the Organizations.

44 responses



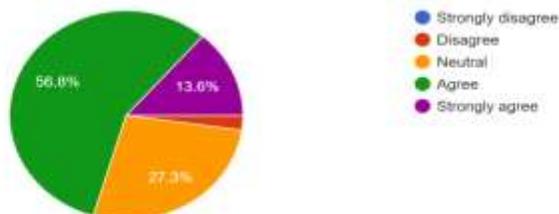
Diversity and Social Inclusion is required for an organisation.

44 responses



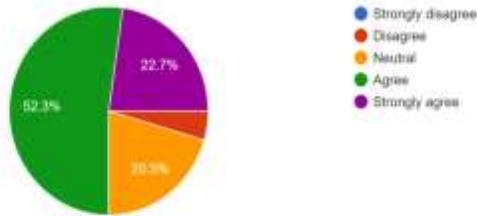
Does organisations make recruiting efforts supporting a Diverse culture.

44 responses



Executive Leadership Team is Committed to diversity and Social inclusion

44 responses



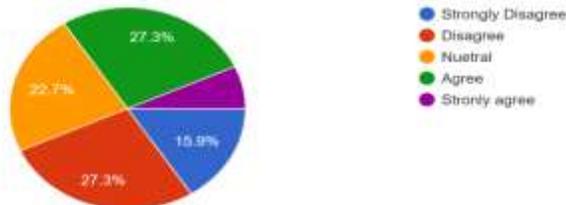
Does your organization conduct events to promote Diversity and Inclusion ( frequency of event time )

44 responses



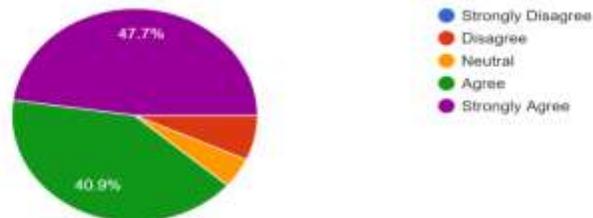
Gender Biased difference is maintained that effect their pay scale or paid Low.

44 responses

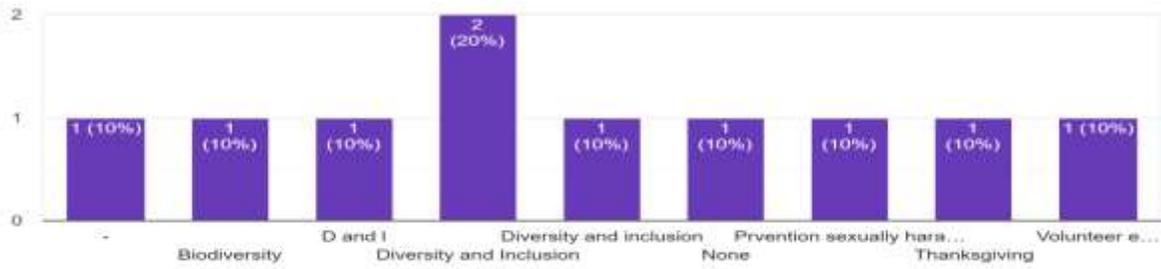


Are you comfort in organization to work with a member who is LGBT or Physically challenged in a Team.

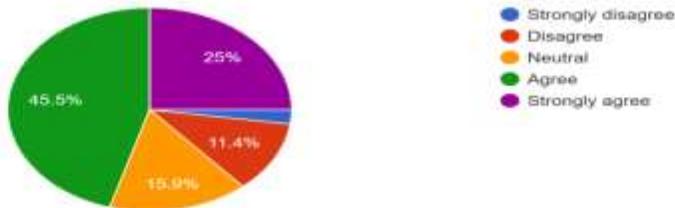
44 responses



Could You please mention a name or Title of the event your participated in diversity and inclusion.  
10 responses

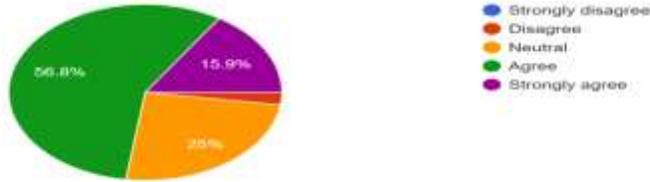


LGBT and Physically challenged people are Treated equally at work place without any bias.  
44 responses



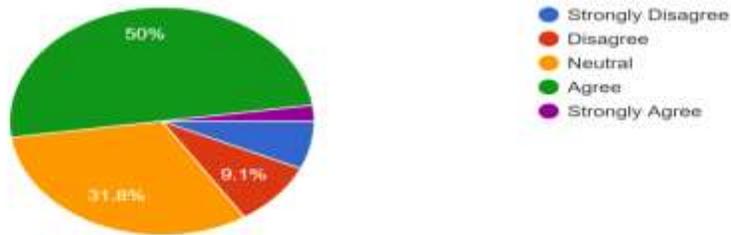
Employees are Provided promotion opportunities irrespective of gender bias, who has potential and Capabilities.

44 responses



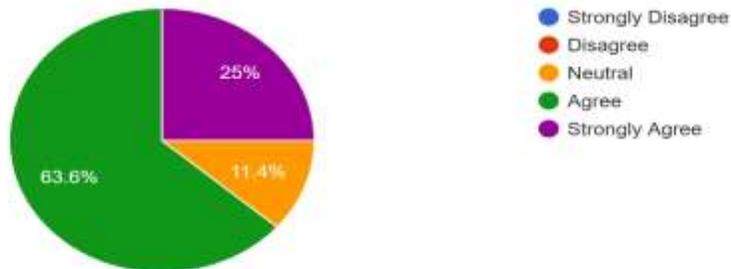
Do you notice diversity and only at workplace or everywhere in our society.

44 responses



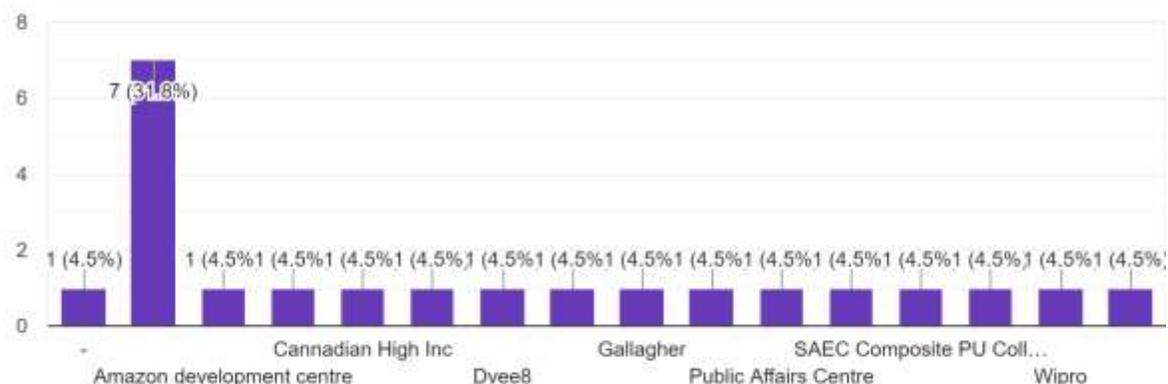
Diversity and Inclusion Promotes network with people, improve professional development and contribute to overall growth of you.

44 responses



could you please mention your Organisation Name

22 responses



## 6. Best practices followed in the workplace for diversity and inclusion

The Society for Human Resource Management (SHRM) explains diversity as the collective combination of differences and similarities that includes individual and organizational characteristics, values, beliefs, experiences, backgrounds, races, ethnicities, genders, age, religions, disabilities, sexual orientations, education, personalities, skill sets, knowledge-based preferences, and behaviours.

While considering the topic of inclusion, it is often perceived as closely related to diversity but is independent. SHRM explains it as the procurement of an environment in which fair treatment and respect, equal access to opportunities and resources and contribution to organizations success completely is evident.

**Some of the best practices for diversity an inclusion in the workplace are to be:**

- Access to opportunity must be equivalent.
- Teamwork and alliances
- Innovation and creativity should be of focus.
- Organizational flexibility, responsiveness, and agility
- Conflict resolution processes that are mutual.

- Leadership's commitment to diversity and inclusion should be evident (e.g., appointing a Chief Diversity / Equality Officer).
- Diversity representation should be present at all levels of organization, including internal and external stakeholders.
- Education and training regarding the diversity and inclusion in the workplace

## 6.1 Make Employees Feel Important

For employees to bring their best foot forward, it's essential to build a sense of belonging. Being open about belongings and encouraging discussions make them feel they can be themselves. It helps foster better social bonds and creativity in the workplace.

Though, these changes aren't always linear and may take time. You have to work hard and focus on diversity plus be proactive about inclusion so you can establish belongings

## 6.2 Be an Empathic Leader

Diversity and inclusion often go hand in hand. But for driving successful change, every individual leader needs to believe in the sense of belonging — both logically and emotionally. When the leaders come forward to own diversity and inclusion, the company's D&I practices will succeed.

Leaders often need to put themselves in the shoes of others to understand their experience. The more a leader is understanding, the more it will be helpful to encourage a diverse and inclusive working culture.

## 6.3 Automate the Inclusive Process

Setting goals for hiring may expand diversity in numbers, but this won't automate an inclusive culture. Sometimes, leaders practice D&I improperly on the talent pipeline, but employee experience continues beyond an appointment letter. To retain and foster elite talent, you need to take a proper look at the complete employee experience, to promote inclusion daily and measure its impact.

## 6.4 Remember That Inclusion Is a Continuous Process

Just teaching your employees the meaning of inclusion isn't enough. Like any other behaviour change, inclusion needs people to identify key moments required to build new habits. And when these behaviours are applied in an environment supporting open and healthy conversations, valid change becomes possible.

### **6.5 Make Better Connections**

Individuals tend to react with fear and doubt when someone challenges their beliefs. While fear can act as a strong motivator, it also inspires people to restrict their perspective — the conflicting effect for creating an inclusive workplace. Finding ways to overcome challenges with the scope of possibilities and uplifting the power of team efforts make way for positive change.

Besides, support your employees so they can actively execute inclusion and take actions to address their specific needs. Set up employee matching programs allowing them to support important causes financially, and provide them with the volunteer time off so they can physically support significant causes. Also, you can strengthen communication through timely meetings and appreciate the idea originator. It builds confidence and trust-factor between you and your employees.

### **6.6 Help Individuals Thrive**

The criterion, structures, and prejudice in society can also affect an organization, resulting in hiring, training, and benefiting people who fit the best. Develop a culture that helps employees contribute their skills in your organization. The best-fit for your workplace will be an individual who is capable of bringing to life your mission, values, and purpose with their hard work and dedication. You have to help bring the best out of them.

### **6.6 Understand Your Purpose**

In an attempt to build a diverse and inclusive work culture, it's crucial to connect the dots between what's happening inside and outside your organization. What your brand says about who you are as a culture? Why isn't your employee base and customer base on the same page? Are the experiences being misunderstood? Inclusion is all about the way an organization operates, works, communicates, and contributes

**7. Some of the key strategies of diversity and Inclusion in the workplace framework include:**

- An aim and strategy should be developed at the CEO/COO/CHRO level
- Assignment of a top executive whose responsibilities entail leading and sponsorship of the diversity and inclusion program
- Creation of behavioural standards and ensuring that leaders are held accountable for the results
- Training should be given at all levels that particularly cover topics such as unconscious bias
- Strategies integrating diversity and inclusion should be promoted in recruitment, management, leadership assessment and training.
- Development of employee networks such as employee resource groups, community outreach groups
- Development of scorecards that are transparent and accessible to measure progress (e.g., metrics for recruiting, promotion rates, compensation levels, turnover, participation in ERGs, and supplier diversity) that employs inclusive language.

The domination of diversity and inclusion in the workplace will continue to be as influential as the makeup of workforces changes significantly. In order to ensure the maintenance of talent continuity and to broaden the appeal in various segments of the market, there must be more clarity regarding the two concepts and how they fit together. The benefits of such a workforce that entails diverse individuals who are motivated to positively contribute to a company's success are proposed to be numerous such as higher financial performance, novel problem solving and easy employee retention.

**8. Importance of diversity and Inclusion at workplace in company's point of view**

Diversity and inclusion have become more than just something HR can check off a list; they've grown into a cultural phenomenon that—when executed correctly—have a direct effect on the

bottom line. These days, it's more crucial than ever to ensure that the workplace is properly utilizing and embracing diversity and inclusion.

Whether your employees are part of the LGBTQ+ community, belong to minority groups based on gender or ethnicity, or come from a variety of different educational or cultural backgrounds, it is just as important for them to be included and supported in the day-to-day workplace for their personal successes, as well as those of the company. But why, exactly, is a strong diversity and inclusion program something to welcome and emphasize.

### **8.1 Diversity and inclusion give your company a better competitive edge**

Companies that embrace diversity gain a higher market share and a competitive edge in entering new markets, according to a study by the Center for Talent Innovation (CTI). Inclusive behaviors in the workforce can unlock the innovative potential of a diverse workforce, enabling companies to not only increase their share of existing markets, but also open brand-new ones.

### **8.2 Diversity often means higher financial performance**

In addition to gaining a larger market share and competitive edge, diversity often means higher financial performance, in part due to the diversity of thought within the organization. In the 18th annual global CEO survey by PwC, 85% of the surveyed CEOs whose companies have a formal diversity and inclusiveness strategy said it improved their bottom line. In addition, two reports from McKinsey noted that a 10% increase in racial and ethnic diversity on the senior executive team resulted in a 0.8% rise in earnings in the U.S., while a 10% increase in gender diversity resulted in a 3.5% rise in earnings in the U.K. Their research showed that companies that are more gender diverse are 21% more likely to outperform others; those which are ethnically diverse are 33% more likely to outperform others.

### **8.3 Diversity and inclusion often signal adaptability**

A greater variety of backgrounds, talents and experiences enable businesses to have higher flexibility in adapting to dynamic markets. Diversity enables unique thinking and improved

decision-making through a deeper and more comprehensive worldview. Adaptability means faster and more effective planning, development and execution of business strategies.

#### **8.4 Diversity promotes creativity and innovation**

While homogenous groups may be susceptible to groupthink, diverse teams can leverage a greater variety of perspectives and are likely to consider information more thoroughly and accurately. Teams are as much as 158% more likely to understand target consumers when they have at least one member who represents their target's gender, race, age, sexual orientation or culture. Diversity is a key ingredient for better decision-making among teams due to different viewpoints or thinking styles, which helps solve problems faster. In a study on the decision-making behaviors of board directors, "deep-level diversity," differences in background, personality and values, contributed to a higher degree of creativity.

#### **8.5 Diversity and inclusion lower employee turnover**

The recruiting, hiring and onboarding process for a company takes a significant amount of funds, so when employee turnover is high, it can really have a negative impact on company profit. By emphasizing diversity and inclusion, employees feel respected, heard and valued. Employees who feel their voices are heard at work are nearly five times (4.6x) more likely to feel empowered to perform their best work. Employees who say they are able to be their authentic selves at work are nearly three times (2.8x) more likely to say they are proud to work for their company—and more than four times (4.4x) more likely to say they are empowered to perform their best work.

#### **8.6 Diversity can close the talent gap for businesses and has benefits for society as a whole**

Today, one of the biggest concerns for CEOs worldwide is not having the right people to run and grow their businesses. So, they're starting to look to diversity as a way to address this issue. In addition, 86% of millennial females and 74% of millennial males consider company policies on

diversity, equality and inclusion during their job hunt, which is especially important because millennials are now the largest generation in the U.S. workforce. Regarding society as a whole, the nonprofit organization Catalyst found that increasing the level of female employment could help raise GDP by 5% in the U.S., 11% in Italy and 27% in India, even before you start to quantify the positive social impacts that would also arise from this increase.

The importance of diversity and inclusion within the workplace is not something that can be understated. Diversity in surface-level features, as well as “deep-level” diversity, greatly impact businesses every day. To ensure that your business stays competitive, consider diversifying your human capital.

## **9. Importance:**

Diversity in the workplace means that a company employs a wide range of diverse individuals. In other words, a diverse workforce includes people with different characteristics. Diversity in the workplace means that a company’s workforce includes people of varying gender, age, religion, race, ethnicity, cultural background, sexual orientation, religion, languages, education, abilities, etc.

**9.1 Variety of different perspectives** - Diversity in the workplace ensures a variety of different perspectives. Since diversity in the workplace means that employees will have different characteristics and backgrounds, they are also more likely to have a variety of different skills and experiences.

Consequently, employees in a company with higher workplace diversity will have access to a variety of different perspectives, which is highly beneficial when it comes to planning and executing a business strategy.

**9.2 Increased creativity** - Diversity in the workplace leads to increased creativity. People with different background tend to have different experiences and thus different perspectives. Exposure to a variety of different perspectives and views leads to higher creativity. When you put together people who see the same thing in different ways, you are more likely to get a melting pot of fresh, new ideas, thus improving the creativity of your workforce.

**9.3 Higher innovation** - Diversity in the workplace leads to higher innovation rate.

According to Josh Bersin research, inclusive companies are 1.7 times more likely to be innovation leaders in their market. In a diverse workplace, employees are exposed to multiple perspectives and worldviews. When these various perspectives combine, they often come together in novel ways, opening doors to innovation.

**9.4 Faster problem-solving** - Companies with higher workplace diversity solve problems faster. Harvard Business Review found diverse teams are able to solve problems faster than cognitively similar people. Employees from diverse backgrounds have different experiences and views, which is why they are able to will bring diverse solutions to the table. Thus, the best solution can be chosen sooner, which leads to faster problem-solving.

**9.5 Better decision making** - Workplace diversity leads to better decision making results. A white paper from online decision-making platform Cloverpop has found a direct link between workplace diversity and decision-making. Researchers found that when diverse teams made a business decision, they outperformed individual decision-makers up to 87% of the time. When employees with different background and perspectives come together, they come up with more solutions, which leads to more informed and improved decision-making process and results.

**9.6 Increased profits** - Companies with greater workplace diversity achieve greater profits. McKinsey & Company, a global management consulting firm, conducted research which included 180 companies in France, Germany, the United Kingdom, and the United States. They found out that companies with more diverse top teams were also top financial performers. Companies with diverse workforce make better decisions faster, which gives them a serious advantage over their competitors. As a result, companies with diversity in the workplace achieve better business results and reap more profit.

**9.7 Higher employee engagement** - Workplace diversity leads to higher employee engagement. Deloitte conducted a research which captured the views and experiences of 1,550 employees in three large Australian businesses operating in manufacturing, retail and healthcare. This research showed that engagement is an outcome of diversity and inclusion. The link between workplace diversity and employee engagement is pretty straightforward - when employees feel included, they are more engaged.

**9.8 Workplace diversity benefit** - Workplace diversity is beneficial for employee retention. Companies with diverse workforce are generally more inclusive of different individual characteristics and perspectives. Diversity and inclusion in the workplace cause all employees to

feel accepted and valued. When employees feel accepted and valued, they are also happier in their workplace and stay longer with a company. As a result, companies with greater diversity in the workplace have lower turnover rates.

**9.9 Better company reputation** - Workplace diversity boosts the company's reputation and brand.

Companies who are dedicated to building and promoting diversity in the workplace are seen as good, more human and socially responsible organizations. Workplace diversity also makes your company look more interesting. Finally, if you present a diverse workforce, you will make it easier for many different people to relate to your company and your brand, opening doors to new markets, customers and business partners.

**9.10 Improved hiring results** - Workplace diversity leads to better hiring results. Diversity in the workplace boosts a company's employer brand and presents a company as a more desirable place to work. Workplace diversity is an especially beneficial asset for attracting top talent from diverse talent pools. According to a survey conducted by Glassdoor, 67% of job seekers said a diverse workforce is important when considering job offers.

## **10. Findings**

The LGBT and Physically challenged people are well accepted in Organization to take up any positions if they are capable enough to justify the role. Along with other people in the organization.

The gender diversity is well maintained in the organization. The organization promotes events to promote diversity and Inclusion.

The mid and senior level people are strongly committed towards diversity and inclusion. Which is a win – win situation for employees and organization.

## **11. Limitations of the study.**

The research is carried out only in few organizations and the participants were not even five employees from the organizations . so there can be chances of differences in opinions who have not responded. The respondents were of age group of 18 – 25 which indicates they are pretty new to the organization. They might be mostly campus graduates they are aware of the survey

purpose. Even though, there are chances for misunderstand the orientation activities as diversity and inclusion for its employees. The middle, senior, and executive leadership responses are less or nil. We have to consider the most priority to know the death and intensity of diversity and inclusion in the respective organizations.

### **12. Conclusion**

It's not easy to develop or manage a diverse and inclusive workplace, but it is inspiring to see that many companies have already introduced D&I strategies. Following the best practices on diversity and inclusion, will bring innovation and revenue stream, eventually helping your organization leverage the benefits.

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