Significance of Diversity and Inclusion on the Organizational Life with reference to MNCs in India

[1]Dr. Sandip Sane,

Director,MBA, PhD (Mkt-Mgt), ASM's Institute of Business Management and Research, Pune

[2]Prof. Laxman Kumar Tripathy,

PhD(HRM),PhD(Phil),Director, Kirloskar Institute of   Advanced Management Studies, Pune

Abstract

Diversity management is one of the very important topic of corporate world. Top companies of the world were working on this topic and make various commitments towards giving value to diversity and woks on their inclusion practices. For this study one of the top Multinational Company. Infosys private limited was taken into consideration which is one of the leading IT company of the world and it also tries a lot on these practices. 200 employees from Infosys private limited, Pune region were randomly selected. The purpose of the study was to analyze the diversity and inclusion practices followed in the organisation and to analyze the effect of these practices on the overall development of the employees. This study also reviews the literature on diversity and inclusion management through a variety of strategies and practices followed in Human Resource departments. The paper basically attempts to focus on the practices related to diversity and inclusion adopted by the corporate for the enhancement of the organisation. Gender and inclusion topics are very sensitive but they need to occur if an organisation really want to create a true diverse team for better working. The company adopted various policies such as diverse recruitment and selection policies, various training programs were organized, various diverse audit groups were taken into consideration and organisation has made various support groups for maintaining the diversity.

Keywords- Diversity Management, Corporate World, Multinational Company, Diversity and Inclusion practices, Human Resource.

Introduction

Diversity is the combination of individuals of the society while inclusion is allowing that combination to come together and work well for the organisation. Diversity recognizes that everybody is diverse, some differences are born with them and some are made by the society, but these differences are important for the development of an economy if every person will be same and there thinking is same then how the economy will develop nobody will think out of the box and diverse conditions only make the people successful and unsuccessful in their fields.

Inclusion force public to dump many old beliefs or practices. Lack of inclusion has led to be short of exposure in different thoughts and perspectives. It is the most excellent way to make sure that such people will add the most in making an organization improved. Diversity and Inclusion refer to the set of strategies, policies, and missions adopted by a company to make and support an comprehensive place of work that attracts a varied team of talent from a variety of cultural backgrounds.

Diversity initiatives improve creativeness, improvement and worldwide understanding, flexibility and output in any organization give birth to competitive advantage. Maintaining a diverse workforce in the organisation helps in developing a good business approach and helps in enhancing the growth and productivity of any

organisation. with the currents changes across the globe, management of diversity has become an important tool in increasing organizational effectiveness and efficiency. Diversity management has become a burning topic around the world.

Workforce diversity can be internal, external, organizational or world view. Internal diversity includes differentiation on the basis of caste, color, marital status, disability, social status, education, language etc. whereas external diversity includes education, skills and proficiency, religion, socio-economic status, experiences, citizenship, geographical locations etc. organizational diversity includes location of job, current position in the organisation, level of seniority, status of management, job function and many more. whereas worldwide diversity includes social beliefs, cultural beliefs, political beliefs etc.

Infosys is one of the leading multinational company in India and it was started by 7 engineers in Pune, with primary capital of 250 dollar in 1981. Its headquarter is in Bangalore. The company changed its name to Infosys Technologies Private Limited in April 1992 before it was registered as Infosys Consultants Private Limited on 2 July 1981. It was then renamed to Infosys Limited in June 2011. It is an Indian Multinational IT company which provides services in various sectors like technology services, consultancy services, outsourcing services all over the world. Infosys is the second-largest Indian IT company by 2020 and its rank in global market is 2000.

In today's world diversity administration is a growing conception. Managing differentiation is a proactive approach, it enables a diverse personnel to perform with their full potential and in equality environment, therefore to administer diversity efficiently and competently the organisation should not just accept and accommodate individual differences but also maintain, raise and make use of these differences for the best of the organisation.

Review of Literature

In 2005 Jamison and Miller analysed the impact of change in an organization's culture is not an easy task and for this careful and important planning is must. As members of the business plan and implementation strategies for changing the culture, it is very important to have support of all the leaders, managers, staff members so that the changes made in the organisation become more inclusive and helps in gaining and understanding the behaviors and experiences which are occurring in the organisation for reaching the targets.

Labelle in 2008 analysed the effect of the performance of the firm on the percentage of female managers and found that the firm's performance was enhanced when the firm had high ratio of women employees on the management position.

Kreitz in 2008 studies that to value diversity and to build up a culture which helps in supporting different initiatives of diversity. Important parameters for an effectual management of diversity is the basic capacity of understanding between the teams of the organization and between the three levels of management so that they can manage the differences prevailing among the employees in the organisation.

Campbell in 2009 studied about the temporary stock market impact on the appointment of female panel in the board of members in Spain. He analyze that if board members are female then it will help the stock market to react positively and investors also believe that it add value to the organization if they appoint female board members.

Pavilion in 2009 studied how company reputation depends upon the inclusion of diversity in their organisation and found that when the organisation includes the persons from various culture then it helps in increasing their performance and reputation in the market.

In 2012, Rui and Cumming studied that how diversity in gender affects the corporate boards in Chinese market. He shows a relationship between the gender and scam exist in the organization.. They found organisations with high female board members have lower frequencies of fraud and had less cases of scam. In addition to this study they also found that there are less cases of fraud in stock market in the companies who are having high percentage of female board of members and female directors.

In 2013 Nielsen studied that how diversity at the top level of management affects the company performance and found that diversity in nationality works for the enhancement of any organisation and organization's performance increased with the inclusion of diversified people in the organisation and also suggested that individual differences in the organization should not only supported but should be nurtured and utilised in better way for the enhancement of the organisation and for organization's benefit.

Need and Scope of the study

The existence of differences in a particular place is diversity and making them diverse conditions and situations to come together for the betterment of any organisation is inclusion and in the workplace equality is very important for the employees so that they can give their best to the organisation. obtainable literature connected to diversity and inclusion areas of the employees or at education level. This study will help in finding out the problems facing by the employees in inclusion or what they feel about diversity and inclusion in their organisation and also tries to find out various tools and techniques which their organisation is using for matching their diversity and is it helpful in their work culture. Ultimately it will be helpful for the organizational growth and as well as the growth of the employees of the organisation. at the same time it will be helpful for them to develop various effective strategies in their organisation to manage the diversity of the employees which will help in enhancing the performance of the employees and will positively impact on the overall growth of the organization

Objectives of the Study
- To study about the significance of diversity and inclusion practices in Infosys.
- To analyze the impact of these practices on the overall development of the employees and as well as on the overall development of the Organisation.
- To study about the employees point of view regarding these inclusion practices in the Organisation.

Significance of the Study

The reason of this study was to study about the impact of diversity on the overall performance of the employees and to study and find out various inclusion strategies the organisation use to follow for the development of the employees and as well as the overall development of the organisation this study will also help in determining the relationship between the diverse conditions and overall performance of the organisation as we all know managing diversity helps in gaining competitive benefit by recruiting the different people.

Research Methodology

For successful completion of the study both the data primary and secondary taken into consideration. Primary data has been collected with the help of questionnaire which was distributed among the randomly selected 200 employees of Infosys private limited Pune region and side by side detailed discussion was also done with the employees selected randomly for the study. PIE charts, bar graphs and weighted average chart were prepared for analyzing the collected data and for secondary data various research publications, books, magazines survey and literature was taken into consideration.

Analysis of Data

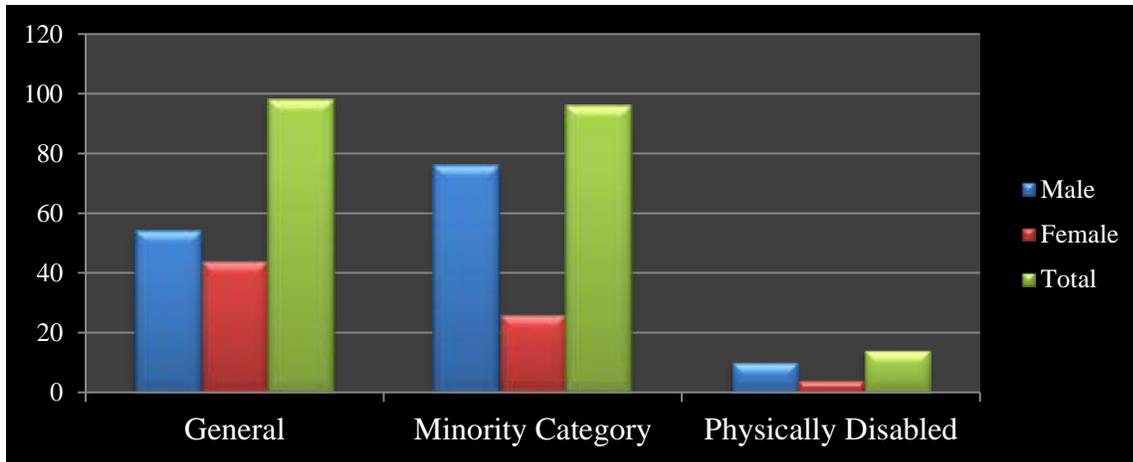Various questions were asked to the employees of Infosys for the study like:-

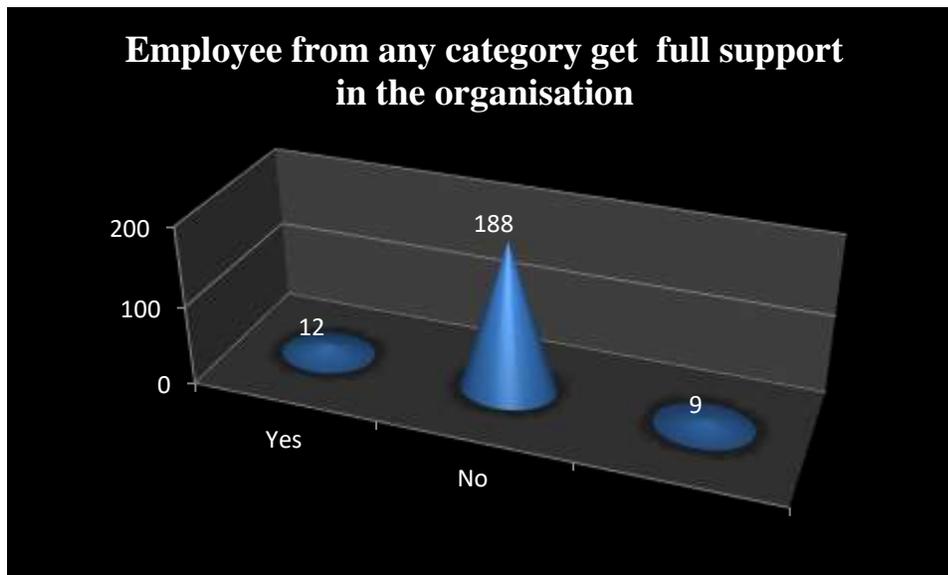- Categorization on the basis of gender of the employees

Male	Female	Total
130	70	200
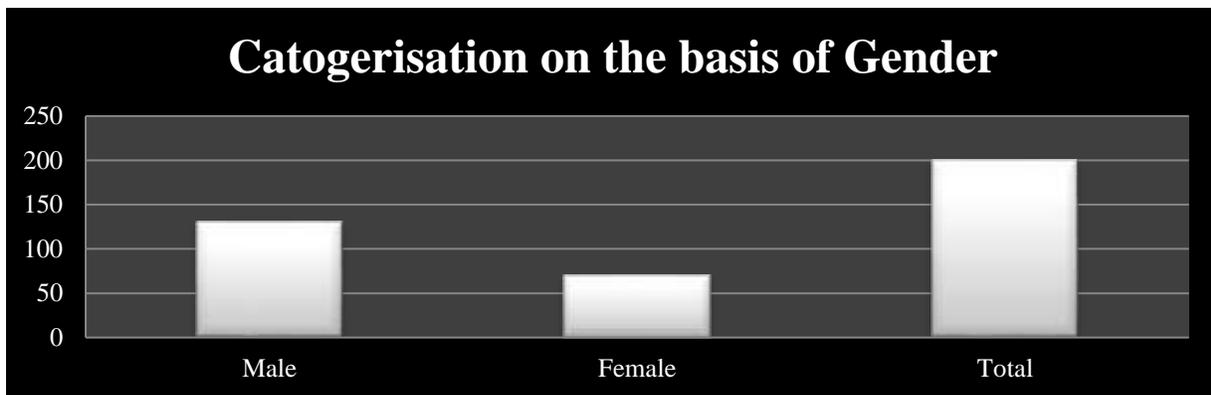
- Categorization on the Basis of Minority and Disability and general category

Gender	General	Minority Category	Physically Disabled
Male	54	76	10
Female	44	26	4
Total	98	96	14

- People of any culture and category get full support in the Organisation

Yes	No	Can't Say
178	13	9

- Is there any discrimination on the basis of gender, caste or color

Yes	No
12	188
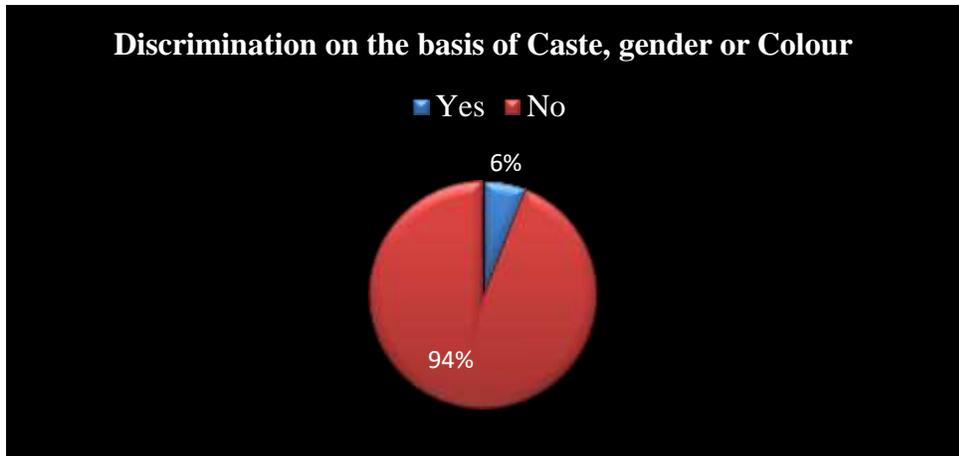
- Does Organisation offers equal opportunity for growth in the career.

Yes	No	Can't Say
184	16	0
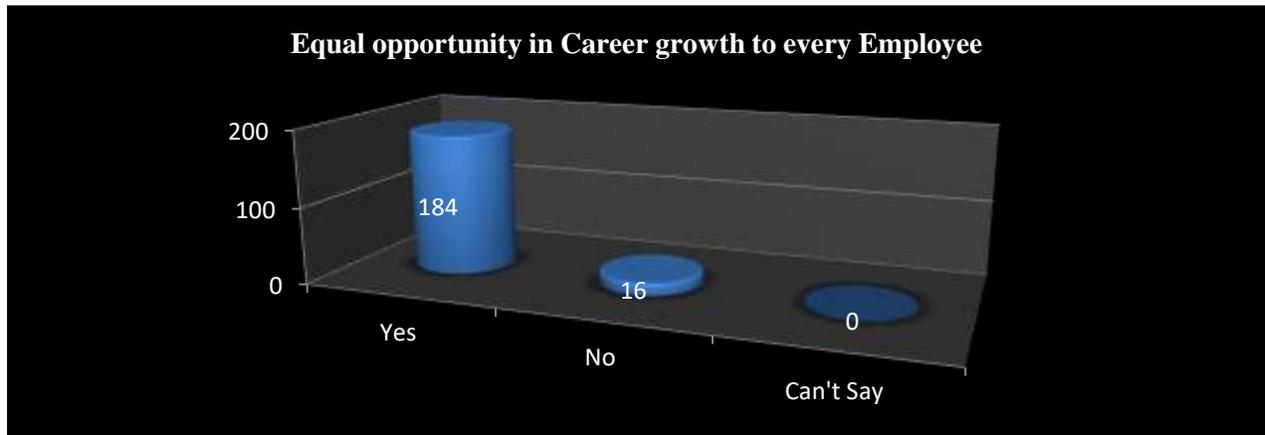
- Please rank the statements from 1-5

Statements	RANK
Diversity and Inclusion is one of the priority in the organisation.	1
Practices related to inclusion and diversity helps in enhancing the performance of the Employees	2
comfortable in talking about background, cultural and social experience with the colleagues.	3
Management helps in meeting the needs of the employees	4

jokes on gender, category, ethnicity are not tolerated in the organisation	
	5

- How could you rate Diversity and Inclusion in the Organisation.

EXCELLENT	AVERAGE	POOR
154	39	7

Diversity and Inclusion rating by the Employees in the Organisation

	EXCELLENT	AVERAGE	POOR
Series1	154	39	7
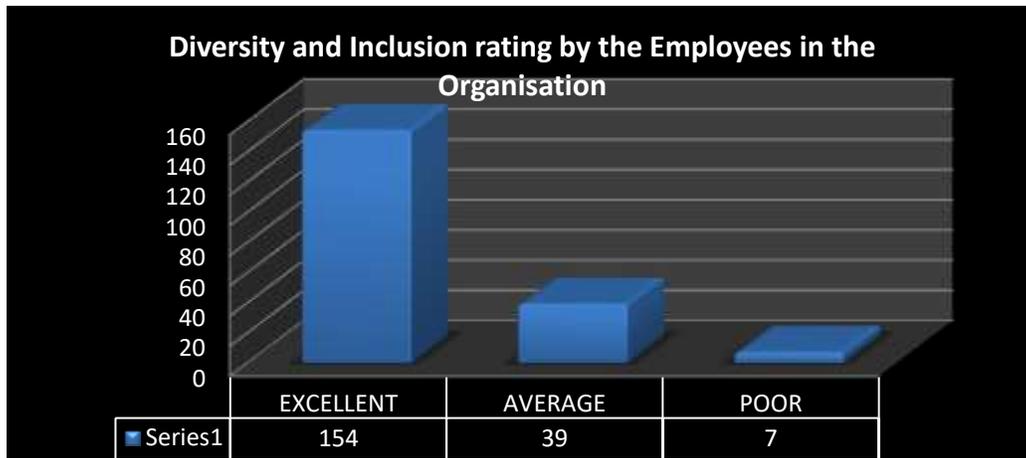
Findings and Suggestions

- 200 employees were randomly selected form the organisation for the study and when they are categories on the basis of gender then it is found that 65% were male who were working in the organisation and 35% female employees in the Organisation. In male category it is found that 54% were form minority category, 39% were from general and 9% were physically disabled with some small disabilities and in female employees 60% were form general category, 35% were from minority section and only 5% were physically disabled.

- when people were asked that organisation give support to all the people of any culture or community then 89% were agree with the statement that the person from any background or any community get full support in the organization and 6% were not agree with the view and 5% were in the confusion zone.

- When employees were asked that is there any discrimination on the basis of caste color or gender in the organisation than 94% were said that there is no discrimination in the organisation and every employee is treated equally in the organisation and 6% of the employees believe that there is discrimination among the employees on various grounds.

- Employees were asked that does the organisation offers equal opportunity to every employee in the growth of their career then 92% of the employees were agreed on the statement that every person is treated with equality and get equal chance to enhance their career in the organisation and only 8% believes that there is discrimination among the employees to develop and enhance their rank.

- Employees were asked to rank some statements on diversity and inclusion in the organisation and with the help of weighted average method analysis has been done and found that employees ranked first the statement that diversity and inclusion practices are one of the priority in the organisation and employees believe that the practices related to inclusion and diversity followed in the organisation helps in enhancing the performance of the employees that's why rank second to this statement. Third ranking was given to the statement that the employees in the organization are comfortable in talking about their culture, backgrounds and social experiences with their colleagues and everybody take it in positive way. fourth ranking was given to the statement that management always help the employees in meeting their needs in the organisation and last rank was given to the statement that in the organization it is not tolerated that the people make fun or jokes on the caste, color or gender of the employees.

- When the employees were asked to rate the diversity and inclusion practices followed in the organisation then 77% of the employees feel that they are excellent, 19% feels that the practices are average and only 4% of the people believe that the practices followed by the organisation are poor.

- Having a diverse staff in the organisation helps in increasing the efficiency and effectiveness of the organisation and helps in enhancing the performance of the organisation. It is well known that diversity add in both physical and insubstantial values and that's why every organisation focus on enhancing the inclusion practices for the organisation. As organizations focus on offering high-quality services to consumers, remains globally competitive, and for producing better-quality products and for this they pay more emphasis on the diverse and inclusive work culture to be exist at the same time in the organization.

Conclusion

In the study a questionnaire was prepared and distributed among the randomly selected 200 employees of the organisation in which 65% were male and 35% were female. employees from different category like general, minority and physically disabled were included in the study. when people were asked that organisation give support to all the people of any culture or community then 89% were agree with the statement When employees were asked that is there any discrimination on the basis of caste color or gender in the organisation than 94% were said that there is no discrimination in the organisation and every employee is treated equally in the organisation. Employees were asked that does the organisation offers equal opportunity to every employee in the growth of their career then 92% of the employees were agreed on the statement Employees were asked to rank some statements on diversity and inclusion in the organisation and with the help of weighted average method analysis has been done and found that employees ranked first the statement that diversity and inclusion practices are one of the priority in the organisation and employees believe that the practices related to inclusion and diversity followed in the organisation helps in enhancing the performance of the employees that's why rank second to this statement. Third ranking was given to the statement that the employees in the organization are comfortable in talking about their culture, backgrounds and social experiences with their colleagues and everybody take it in positive way. fourth ranking was given to the statement that management always help the employees in meeting their needs in the organisation and last rank was given to the statement that in the organization it is not tolerated that the people make fun or jokes on the caste, color or gender of the employees. Employees rate the diversity and inclusion practices followed in the organisation then 77% of the employees feel that the organisation works excellently on these parameters. Having a diverse staff in the organisation helps in increasing the efficiency and effectiveness of

the organisation and helps in enhancing the performance of the organisation. It is well known that diversity add in both physical and insubstantial values and that's why every organisation focus on enhancing the inclusion practices for the organisation. As organizations focus on offering high-quality services to consumers, remains globally competitive, and for producing better-quality products and for this they pay more emphasis on the diverse and inclusive work culture to be exist at the same time in the organization. Infosys works a lot on diversity and inclusion practice, it is a participant to the UN Women's Empowerment Principles and their efforts on gender diversity in the organization give emphasis on the participation of women in management and technology. The policies and practices on the women's empowerment plays an important role in enhancing the performance of the women employees. Infosys also work for the LGBT community so that they get some respect in the society. For the enhancement of diversity and inclusion in the organization they should create diverse executive team, helps in acknowledging the religious and cultural practices in the organisation. create a diverse culture in the company, best way is to setup some communication channels in which the employees can present their grievances and concerns which to be included in the inclusion policy. the organisation should create diverse company culture. Gender and inclusion topics are very sensitive but they need to occur if an organisation really want to create a true diverse team for better working. the company adopted various policies such as diverse recruitment and selection policies, various training programs were organized, various diverse audit groups were taken into consideration and organisation has made various support groups for maintain the diversity.

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