

UKS30235_plag

by Aaaaaaaaaaaaaaaaaaaaaa Fghfh

Submission date: 19-Apr-2023 10:04AM (UTC-0500)

Submission ID: 2069381768

File name: Fwd__UKS30235_plag_2.docx (662.67K)

Word count: 7737

Character count: 41831

Abstract

The aim of this research paper is to analyse the impact of the diversity of employees on their performance related to jobs and how diversity helps in the growth of the business of the organisation. One of the important goals of the organisation is to achieve diversity in the workplace. The word diversity means various ranges of differences that exist in humans, such as diverse cultural backgrounds, different educational backgrounds, and abilities. When such diverse cultures get an opportunity to mix up in an organisation that gives a positive response and opens opportunities for the business to grow more creatively and rapidly.

The concerned research paper is formulated by the means of using a mixed data collection method. With respect to this, both the primary and secondary set of data has been utilised in order to have a better and more in-depth understanding of the concerned research topic. By the means of having a mixed data analysis, the research has acquired a wide range of pieces of information which can be easily understood by any individual. However, the major ethical principles have been followed throughout the entire research paper in order to maintain the confidentiality of the sources of datasets over here.

From the findings of the research work, it is easier to understand the necessary perspective involved in the internal base of an organisation. Determination of interview approaches as a part of primary data collection is going to analyse in the research work which helps in the representation of proper aspects of influencing diversity in the workplace are going to be helpful while judging the performance level of the individual employee and also analysing the growth of the organisation. The diversity in an organisation helps in promoting a culture of understanding. It allows workers to get to know about different experiences from each other and learn from them.

Acknowledgement

Chapter 3

3.1 Introduction

Methodology is considered to be the collection of the various tools and techniques that are involved in the entire process of data collection and analysis of the same. In this respect, it can be stated that there are various tools and techniques involved in the data collection process. With respect to this, the concerned chapter of the research determines the various tools and techniques that are involved in the concerned research paper. Apart from this, a timeline of the research will also be drawn over here in terms of delivering a graphical presentation of the time that will be taken to complete the entire research paper.

3.2 Research Onion

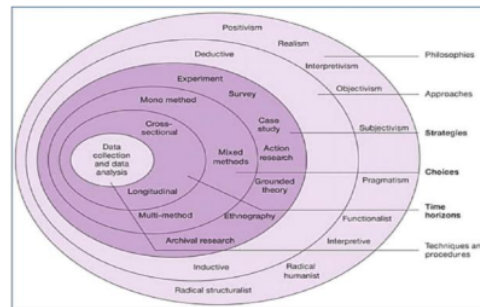


Fig: Saunder's Research Onion

(Source: Saunders *et al.*, 2012)

Research Onion is an effective tool to design the research methodology in research work. It illustrates the various stages of development in the research work and was developed by Saunders, *et al.*, 2007. The various layers of the onion will give the details of the various stages that are involved with the process of research. For the proper formulation of a methodology, it is important for the researcher to start from the outer layer and then enter the inner layer of the onion as described by the developer. The first layer of the research onion is research philosophy and the last one is the timeline required will be elaborated on next.

3.3 Research Philosophy

In research methodology, research philosophy is an approach based on certain beliefs and the assumption of how the research work will be done. It is the process that evaluates how the data will be collected and analysed and it helps in the development of knowledge (Research methodology, 2023). There are three main parts of the research philosophy that are significant to the process. An ontology is based on the reality that strikes while conducting the research process. Epistemology is based on scientific research and the researcher can use that without any doubt. This philosophy is further divided into positivism, realism, and interpretivism. Axiology is based on the values and opinions of the people collected through sampling.

In research philosophy, positivism is the most important as it helps to get factual knowledge through observation that includes measurement, which is the most trusted and reliable method (Alharahsheh, and Pius, 2020). In the positivist philosophy of research data collection

and interpretation is the basic work of the researcher and they distance themselves from putting opinions. The study basically depends on the quantifiable method which is the statistical analysis of research it is the most dominant form of the research methodology. The study of the positivist research philosophy depends on the fact that science should be free from values and opinions and it must be judged through logic.

3.4 Research Design

A framework for conducting the methods of the research and the techniques that are chosen by the researcher to conduct the research is known as the Research Design (Sileyew, 2019). It is an infrastructure that helps the researcher in the scientific investigation of research. It helps the researcher to take decisions regarding the research through the three methods involved in research design that are data collection, measurement, and analysis of the data. This Research Design is made to evaluate the impact of the diverse workforce on the performance of the employee as well as the growth of the business.

The process of the Research Design should be in a systematic manner while conducting the research it is important to ensure that the methods are reliable and valid and gives meaningful outcome. In this research data will be collected with the help of a survey method based on the research question. The research design is the critical method in the research and is classified into Qualitative research and Quantitative research. Quantitative research design provides more accurate data and it is widely used by the organisation as it is necessary for growth(Bloomfield and Fisher, 2019).

3.5 Research Approach

A research approach is a proper strategy through which research work is conducted in an efficient way. The research approach is the method through which the data is collected and analysed in a general way, there are three categories of the research approach they are deductive, inductive, and abductive approaches (Islam and Aldaihani, 2022). A deductive approach is based on the theories that are existing, on the other hand, an inductive approach depends on the emergent theories' general factors, while the abductive approach is based on the sudden facts that arise in the process of research.

For conducting this particular research work inductive approach has been used, it helps to gather information from the collected data in order to build a new theory, however, this

inductive approach does not create impediments for the researcher to using the theory that is already existing in order to formulate the research question (Walter and Ophir, 2019). The inductive approach uses the collected data that are gathered from the various interview conducted among the employees of a diverse workforce and helps the researcher to evaluate the importance of the diverse workforce for the growth of an organisation. The approach is flexible in nature which enables the researcher to adopt other ways to collect the data which will help in the particular research work.

3.6 Research Method

The research method is considered to be the overall technique or process by which the required pieces of data are acquired within a particular research paper. ² With respect to this, it can be stated that the research method reflects the ultimate process by which the new information is being discovered for analysis within a particular research paper. In the concerned, research paper the mixed research method is to be utilised in order to acquire the required piece of both the qualitative and quantitative data are to be acquired ⁷ over here. In this method, both qualitative and quantitative data will be collected for the research paper. The reason behind focusing on both the qualitative and quantitative pieces of data is to deliver a wider range of information from both segments in the concerned research paper (Baran, 2022). The utilization of the mixed method in the concerned research paper will be formulating the quantitate result from various areas. Moreover, the qualitative data will be collected by the means of the primary mode of data collection. As a result of this, the research paper will be having a wide piece of information in order to deliver a better result from the same.

3.7 Research Data Collection

The concerned research paper will be focusing on both the primary as well as secondary data. This indicates that here both the primary and secondary datasets will be collected for a wider section of analysis. In this context, it can be stated that the main purpose of collecting both ¹³ primary as well as secondary data in the research is to generate a better understanding of the concerned research topic. The primary data collection method is associated with the collection of data from primary sources like interviews and surveys (HR, 2022). With respect to this, an interview will be conducted having three candidates who will be asked five questions that will be associated with the concerned research paper. Whereas on the other

hand, the secondary data will be collected by the means of collecting existing pieces of information from different areas. Apparently, it can be ascertained over here that the concerned research paper will be delivering a combination of both the primary and secondary data collection methods in order to generate a wider understanding of the research. Considering this, it can be stated that the concerned data collection process will provide a better understanding of the importance of diversity over the growth and performance of the job of an individual.

3.8 Research Sampling

Random sampling is to be done for the collection of secondary data for the research paper. In order to collect the secondary data, the journals and articles that are published after the year 2019 will be considered over here. The reason behind the utilization of the recent resources is to deliver the recent point of view of the research topic. In simple words, it can be stated that in case the data are collected after the year 2019, it will be providing a recent background of the concerned research topic. Whereas, on the other hand, for the primary data, an interview is to be conducted wherein three participants will be there to answer five sets of questions.

3.9 Research Data Analysis

In order to analyse the data that has been collected for the research a thematic analysis will be done for the the secondary data that has been collected for the concerned research paper. In this context, separate themes will be prepared to segregate the understanding of each of the secondary data that has been collected. The themes will be providing a clear explanation of a particular secondary datasets that has been collected over here for analysis. The main reason behind choosing the thematic analysis for the secondary data is to provide a clear and in depth understanding of the concerned data. Moreover, for the primary data that has been collected a qualitative analysis is to be made over the same in order to have a clear understanding of the point of view of the candidates that has participated within the interview.

3.10 Ethetical Consideration

Consideration of ethical principles are one of the major aspects of a particular research paper. In this respect, it is necessary that the major principles are maintained within a particular research paper. In this context, the concerned research paper will also be following some of the major esthetical principles throughout the completion of the same. In terms of ethical principles, the confidentiality of the candidates will be maintained by the means of maintaining their personal information disclosed. This implies, that none of their confidential

information will be disclosed without their concern. In addition to this, the candidates will also be set free towards leaving the interview in case they are willing to do so. Further, none of the candidates will be forced to interview without their respective consent for the interview. Whereas, in terms of the secondary data it can be stated that all the data sets will be collected from authentic resources and none of them will be having misinformation about the concerned research topic. In a broader sense, it can be stated that the secondary data that will be collected for the research will be having all the authentic pieces of information.

3.11 Research Timeline

Task/Week	Week: 1	Week: 2	Week: 3	Week: 4	Week: 5
Introduction					
Literature Review					
Methodology					
Data Analysis					
Conclusion					
Submission					

Table No 1: Research Timeline
(Source: Created by self)

3.12 Conclusion

From the above-mentioned information, it can be concluded that the process of data collection gives a wide opportunity for the researcher to get an insight into the organisation for which the investigation is going for research work. The positivist research philosophy helps the researcher together accurate data as it is based on scientific analysis. Furthermore, research design helps the researcher to set a proper method to collect data and evaluate it. The research approach inductive method helps the researcher to explore new theories with the help of the data collected through the process of survey or interview.

Chapter 4. Data analysis

4.1 Introduction

In this chapter on data analysis is discussed the application of the primary qualitative method where the data are collected through the interview process with three corporate employees. The interviews will begin with five closed questions from the question years and five questions generates five different things as a part of thematic data analysis which will be taken apart for the research of the work and also participating in the data collection process. The role of the thematic analysis helps the researcher together in the information and views regarding the research work and can avail the desired outcome from the study.

4.2 Interview findings

4.2.1 Positive Impact of Diversity on Improving the Performance of Employees in the Organisation

From The necessary conversation after analysing the interview session with the three employees working in an organisation has achieved information that positive impacts are available in the workplace which helps in improving the performance level. After interacting with employee 1, it is analysed regarding the positive thinking towards diversity in the workplace which helps to improve the performance level. Diversity in the workplace is enhanced with learning session and provide the opportunity for employees to understand different religion and cultural belief which helps to interrogate other peoples and it helps to improve the work balance and approach to success in the workplace.

Interaction with employee one provided a positive regarding diversity in the workplace, while employee 2 provided less interaction and interest regarding diversity in the workplace in terms of improving the performance level. As per conversation with employee 2, the experience which has been shared includes negative towards diversity, as the employees join from other nations to the organisation doesn't show any interactive measures which create an insult for the employee through which differences as create and it never improve the work balance in the organisation. Based on this conversation, it is understandable that due to a lack of experience regarding the various natures of diversity which is necessary to provide in the organisation gap has been arising between the employees for influencing diversity in the workplace.

However, it represents a positive nature as per the conversation that arises with employee 3, it provides a positive nature as employee 3 has arrived from a different country to work in another country and according to the work management, it is helpful to settle down with the

employees due to the understanding of diversity and various cultural aspects which represent improvement towards the work. Approaching diversity in the workplace are involved various policies, rules and regulations which provide a positive towards the innovation strategies in the organisation which directly improves the performance level (Hossain *et al.*, 2020). Furthermore, according To the conversation gathered from employee 1 and employee 3, there are various positive impacts towards diversity in the workplace has helped to provide an environment through which the employee can improve their performance level which directly helps the organisation to gain success.

4.2.2 Implementation of strategies helpful for engaging diversity in the workplace

This question has provided different Views From the different employees who participated in the questionnaires. Employee 1 has provided logic over understanding the various strategy which is necessary to engage in the workplace which enhances the diversity policy in the organisation and it directly helps to interact with other people and engages work performances. Through this conversation is easier to recognise that employee 1, has the knowledge of engaging strategies which involves various aspects of balancing the work diversity in the organisation. However, the intentions of employee 2, fail to educate regarding the strategies involved in the organisation for balancing diversity in the work.

As per the conversation, it is recognised that strategies fail to provide proper diversity in the workplace as it is necessary to change the behaviour of the employees through which the necessary factors of diversity can be understood and approached accordingly. However, based on the conversation it is achieved that diversity plays an important role and it is engaged with strategies which help to increase the involvement of the employees and the team while working in an organisation throughout the world. Engaging strategies in the organisation is necessary to involve rely on the diverse workforce which provides differences to get success during a complex and challenging environment (Bocquet *et al.*, 2019). Strategy rises with positivity in the organisation which provide proper training through which the culture and tradition of the different nation which is connected with the organizational work context distribute higher performance level and deliver desirable approaches which helps the employee to work in the proper environment and improve the working quality.

Analysing the response of employee 3 has provided a positive response towards the implementation of strategy in the workplace for enhancing diversity and also suggested the perspective through which the employees can easily provide interest towards other nations while working with other cultural people. Educating and teaching each other regarding the different cultures and traditions help to interact with other people and it also mitigates the

issues such as poor communication between each other. Diversity in the workplace is also necessary to distribute concerning responsibilities as per skills and capabilities (Hökkä *et al.*, 2020). It is helpful to increase the performance level of the respective work and also enhance promotion towards proposing a positive in enhancing workplace diversity.

4.2.3 The impact of workforce diversity towards the growth of the business

The impact of workforce diversity towards the growth of the business provides importance in implementing creativity and innovation, increasing the ability to recruit a diverse pool and provide higher employee retention which directly helps to improve the business. Conversation with employee 1 provided information with positive regarding the impact of diversity in the workplace which helps to sustain the growth of the business. Employee 1, also shares that engaging the policy of work diversity helps to increase the performance level which directly enhances the growth of the business. However, the conversation with employee 2, provides information about a diverse mindset where agreement towards work diversity helps in improving the business is present and also provides essential information regarding that dependency on workplace diversity is not the only possibility to depend on which helps in growing the business.

Determination of both conversations of Employee 1 and employee 2, included positivity towards engaging workforce diversity in the growth of the business. Various report has represented that diversity in the workplace directly increases the morale of the employee which determine the desirability towards the work and effective output can get the which greatly influence the productivity of the business. The business outcomes are completely dependent on the workforce diversity in various nations (Gomez and Bernet, 2019). Conversation with employee 3 pointed out negativity towards engaging diversity in the workplace especially estimating the growth of the business.

As per conversation with employee 3 it is analysed that, the role of diversity in the work helps in connecting an engaging workforce towards the work and it also enhances connectivity between the employee through which working in a team can evolve. However, the growth of the business and not completely dependent on the diversity of the workplace, many more activities are associated with the business which is necessary for analysing the growth of the organisation. At the time working in an organisation, There are involvement of various demands from the external stakeholders which are necessary to implement through which it is necessary to include diversity in the workplace, corresponding to this issue work diversity plays an important role in which working with different people from different

countries to help provide creative ideas for completing the project work. Hence, the role of diversity in the workplace is important at this moment.

4.2.4 Identification of challenges evolved with diversity in the workplace

Various benefits involved with diversity in the workplace where is at the time of presentation of ideas, opinions, strategies and many more rises issues. At that time determination of the challenges while engaging diversity strategies and policies in the workplace create a huge disturbance while working in a team. From the conversation analysed, by employee 1, it is highlighted that communication issue is one of the major problems which create a huge challenge in involving diversity in the workplace. As per employee 1, the communication issue increases at the time of working from different regions with different time zones where language barrier unable to approach the understanding of the project work which creates a huge disturbance is on completing the work.

Response from employee 2, provided information that due to the discrimination and harassment among the various communities, the challenges rises on approaches with diversity in the workplace. Various reports have established that almost 61% of worker has experience discrimination and harassment in the work environment which is completely based on gender, race, age and LGBTQ+ communities. There is the presence of various policies although proper monitoring is not available in the organisation which create an increase of discrimination and harassment among people from different culture which directly affect diversity in the workplace.

Analysing the response of employee 3, it is determined that cultural misunderstanding is one of the challenges which is faced during the implementation of diversity in the workplace. Misunderstanding is one of the common aspects during interaction with cultural propaganda and it became offensive for people working from different nations hence it is necessary to educate all the employees through which work diversity can be engageable by reducing the challenges and misunderstanding. Challenges represent one of the trends in digital workplaces where more diversity is seen and improving and providing importance to the diversity of the work can provide resolution to the challenges which arise (Brahma *et al.*, 2021). Determination with the responses gathered from employee 1, employee 2 and employee 3, analyses the various challenges while working in a diverse workforce, and it is necessary to inform the higher authorities regarding the challenges through which proper strategies and business models can involve in the organisation which changes various aspects that is necessary for the incorporation of diversity in the workplace and provide resolution for any future challenges.

4.2.5 Resolution for the shared challenges on diversity in the workplace

Every challenge evolved with a proper resolution which is necessary to introduce which helps to mitigate the challenges and provide respective workflow. According to the response provided by Employee 1, includes the resolution that communicating in the common language which is English helps to reduce the communication issues between employees working from different countries. However, the majority of the people speaking in the English language it is necessary to consider it as one of the important languages and the organisation must provide training to the employees who have less knowledge of the English language. Communicating with people who have less grip on the English language with slow approaches and speaking clearly helps to feel comfortable and the work can be done on time. As per conversation with employee 2, The resolution provided for the discrimination and harassment issue which is seen in the organisation through engaging in proper code of conduct and rules and regulations helps to control the issues.

It is necessary to monitor individual employees by the higher authorities such as managers, team leaders and many more through which the harassment and discrimination approaches do not exist in the organisation and proper rules for implementing diversity in the workplace can engage. Workplace bullying and bullying behaviour are identified are which creates stress in the workplace which is necessary to reduce through engaging in proper policies and a code of conduct (Shorey and Wong, 2021). According to the response of employee 3, the suggestion proposed approach with proper training and an inclusive workplace helps to mitigate the issues of cultural misunderstanding. Building an inclusive workplace helps to offend the team members and identify the various misunderstanding while working which directly increases the confidence in working in a team in respect to having various differences and it provides benefits on working in the organisation.

Providing proper training regarding the different cultures where the organisation is connected and people working in the same organisation from different nations helps in reducing conflict and increasing diversity platform in the workplace. Through cultural education, the conflict of cultural discrimination reduce down and the employees feel confident to work with any country at any time zone. However, utilising proper theory and models helps to reduce various work disturbances and challenges associated with diversity in the workplace. It is also necessary to implement gender diversity, religious diversity and many more aspects in the workplace through which harassment and discrimination can be reduced and the employees can focus on the performance level directly helpful for the organisation to sustain its growth.

4.3 Analysis of the findings and discussion

From the responses of the employees related to the positive impact of diversity that place an active role in improving the performance of employees, it has been understood that different employee has a different experience in their respective workplaces. Therefore, it is not necessary that all the employees will have a uniform sort of experience while working in a diversified environment. On the other hand, employees get to establish an understanding of the different beliefs, cultures, social norms and even about the societal stereotypes associated with the backgrounds of the quality of the employees. They become capable of learning from each other which continues the overall personality development (Roberson, 2019). It enables them to handle different situations effectively and make informed decisions regarding issues in the workplace.

A diversified environment also helps in improving the work balance as well as contributes towards the success factor in the workplace. The experience of the different employees is consistent with the *Social Identity Theory of Diversity*. According to this theory, workers need to feel included in the workplace (Scheepers and Ellemers, 2019). This leads to positive outcomes for the employees when they are capable of identifying with others in the workplace and are appreciated for their differences. This not only contributes to the development of a positive environment in an organisation but also has the organisation overcome social discrimination enabling the workers to keep moving forward and putting more effort into their responsibilities. The theory also highlights the formation of subgroups in a diversified environment at the workplace. This can have a negative impact on the organisation in terms of engagement with discriminatory practices and engaging with prejudices.

However, the theory also emphasises the fact that when employees become capable of identifying the particular behaviour and attributes that are a derivative of the diversity of the employees, they become more understanding and are able to appreciate the differences in their bodies. This enables the establishment of a peaceful and more comprehensive environment which enables the workers to identify with the broader group and make more efforts toward meeting the ultimate objectives of the organisation in which they are working (Wickes *et al.*, 2022). One is the most positive impact of diversity in the workplace is that it is due to a diversified understanding of employees and their attitudes, they become capable of

contributing to the organisation in different ways. This comprehensively contributes to the betterment of the organisation and its ability to meet the needs of the consumers in the market. The differentiated skills and knowledge assets possessed by these employees will enable the organisation to reap the highest benefits by making affected use of the skills of the employees.

The response of the employees in terms of implementation strategies in terms of engaging a diverse group of employees in the workplace aligns with the Critical Race Theory (CRT). According to CRT, the framework puts emphasis on the intersection of race, the law in society and power. One of the central themes of the CRT is the fact that racism just does not impact the attitude and actions of an individual but also shapes the social structure, political and economic structure of society. These structures formulate the racial inequalities which lead to oppression even though the society was not previously designed to operate in such a manner (Lawrence and Davis, 2019).

The theory further focuses on the importance of the intersectionality of individuals and their races. This refers to the ways in which individuals belonging to different social identities such as gender, class, sexuality, religious belief and even physical abilities and disabilities influence others (George, 2021). For example, while working with a female employee, a male worker will most likely try to be polite and respectful towards them. On the other hand, while working with a male counterpart, the worker is more likely to be competitive and show a brotherly attitude towards them. Hence, diversity has a huge impact on the way an individual behaves in a workplace and is certainly influenced by the social identity of the individual they are dealing with.

The intersectionality of cultures and other societal identities of individual help in establishing an understanding of the ways in which people belonging to the discriminated and marginalised sections of society behave (Wilson *et al.*, 2019). It also shows cases like the experience they have in terms of their personal as well as professional careers. It also highlights the ways in which they navigate through oppressive incidents and respond to them differently in comparison to those who have not experienced such oppression or discrimination earlier. CRT also emphasises another key concept of “whiteness” which refers to the basic privileges and advantages that come to those individuals who belong to the racially white category. The theory states that the whiteness of an individual is often seen as a

normal characteristic. On the flip side of the situation, a non-white individual is forced to experience social injustice and racial discrimination.

Diversity in the workplace has a huge impact on the growth of a business organisation. From the interview responses, it can be implied that diversity invites creativity and innovation in an organisation (Chaudhry *et al.*, 2021). This in turn increases the chances of an organisation providing better products and services to the customers and comparison to a situation when an organisation does not have diversity in terms of its labour force. Hiring individuals belonging to different cultural understanding and backgrounds and retaining them improve the chances of attaining not only knowledge assets but also developing organisation activities based on the determination of the strengths of the individuals. Hence, the above situation aligns with the *cultural diversity theory*. The basic idea of the theory revolves around the fact that cultural differences among workers influence the behaviour of their colleagues, communication styles and attitudes (Qodirova, 2022). Establishing an understanding of diversity in terms of the culture of the employees and at the same time value in the differences helps the organisation poster of positive culture within the organisation. This creates an atmosphere of learning and inclusivity as well. Creating an inclusive workspace adds to the productivity and innovation of the organisation.

In case the, workers in an organisation feel included and appreciated, they are more likely to open up to new ideas and share their thoughts openly with others in the organisation (Ely and Thomas, 2020). This creates a chain reaction which influences everyone in the organisation to inculcate a positive attitude within themselves and share their thoughts with the workers enabling the organisation to move towards making use of new ideas. This helps in creating an innovative product for the organisation which enables it to reach out to a larger group of customers and satisfy their demands.

The theory also classifies diversity into different categories which include non-visible, visible, value-based and institutional. Non-visible characteristics signify the education, language age and work experience of employees based on which they are differentiated (Gil Gallegos, 2022). According to visible diversity, the workforce within an organisation is differentiated on the basis of visible characteristics such as ethnicity, gender, race and physical attributes. Value-based differentiation in terms of diversity among the workers includes attitudes, values and beliefs. These are attributes that an individual develops over a

period of time which basically involves the influence of the cultural backgrounds of the workers. Last but not the least, institutional diversity signifies policies norms and practices that exist within an organisation. These factors are caused by influences of the cultural factors residing within the organisational culture. Overall this theory emphasizes the benefits of cultural diversity in a workplace that contributes to the development of new ideas and perspectives which ultimately improve employee engagement and retention within the organisation.

The expectancy theory suggests that individuals within an organisation feel motivated in order to perform based on their personal beliefs as well as the beliefs of their peers (Udeze and Opara, 2022). This motivation directly contributes to the enhanced performance of the employees due to the fact that becomes motivated to put more effort into their work performance. As a result of this, the organisation becomes capable of delivering better output into the market which contributes to the development of growth opportunities for the organisation. Diversity in an organisation results in the motivation of employees to take complete engagement with the diversified workplace (Khassawneh and Mohammad, 2022). The response provided by employees highlights the challenges of communication in a diversified workplace. These challenges In communication ultimately contribute to the lack of understanding between the employees which further backfires upon them in terms of establishing coordination among the members while working in a team.

The workers also come face to face with challenges such as language barriers and cultural differences. These contribute to the difficulties in understanding each other in the workplace (Canning *et al.*, 2020). In order to develop good products by employees that can help an organisation to grow, the workers need to be able to establish a certain level of understanding and they also need to be cooperativity with each other in their job responsibilities. They need to be considerate of each other and help each other in times of difficulty. In all these activities, speaking in a common language and understanding each other's culture is one of the first and foremost criteria that will lead to desirable results. However, in absence of these, employees can get frustrated with each other and feel demotivated which leads to lower-quality performance. Another challenge involved with diversified employees in a workplace is the discriminatory behaviour of employees towards each other and harassment. While working in a diversified organisation culture, employees experience derogatory remarks

about them based on their cultural background (Tereshchenko *et al.*, 2020). They are often subjected to harassment based on their gender, sexual orientation and others. These factors decrease the motivation of employees and even lead to legal proceedings against those who engage in such behaviour. This can lead the organisation to have a negative impact on the brand identity and reputation in the market. Hence the expectancy theory suggests organisations take active measures and develop policies that are capable of controlling such unpleasant behaviour within an organisation.

Based on the different responses of employees it can be understood that communication is an important factor that helps in establishing a good relationship with workers belonging to different cultures and backgrounds. Communication in a common language helps in reducing issues related to communication as well as reducing the chances of misunderstanding. This situation is an example of Social Dominance Theory (Lantz *et al.*, 2020). The dominating factor is a language that is spoken by individuals holding powerful positions in an organisation. This influences the workers to speak in a language which has a dominant effect on the diversified workforce of the organisation. For example, promoting English within an organisation as a common language can reinforce the dominance of those who are capable of speaking that language fluently. This causes marginalisation within the organisation in terms of those who are not so fluent or incapable of speaking in that particular language. This can lead to discrimination and harassment which is another mechanism of social dominance (Lewis *et al.*, 2020). Hence, from the above analysis, it can be understood that organisations should simultaneously develop policy as well as organised training in order to shape the culture of the organisation in a positive manner. This will help in curbing the issues faced by various workers as seen in the responses and enable the organisation to fasten its growth prospects.

4.4 Summary

From the above discussion and analysis of the responses of employees responses to the interview questions, it can be understood that different employees Can experience a common situation in a different manner. This is due to the fact that individuals have different levels of understanding and handle different situations based on their own personal understanding And cultural belief development over time. That is an individual belonging to the LGBTQ+ community will perceive a situation in a much more different manner than someone

belonging to the white community. This is due to their personal habits, attitude and values each individual takes different approaches to engage with a particular situation.

Chapter 5. Conclusion

5.1 Introduction

The part introduces the overall generating identities regarding the output of the research work on diversity in the workplace and its impact on the performance or growth of the organisation. However, it is going to represent the various analysis of the interview process which is conducted and provided the depth knowledge regarding the impact of diversity in the workplace. The limitation of the research process will disclose various aspects and the recommendation is going to provide proper strategies which help to improve diversity in the workplace which is necessary regarding the growth of the organisation. It also includes the future scope which provides the applicant regarding the research process for the identification of clear outcomes.

5.2 Linking with the Objectives

Objective No: 1

With respect to the object 1 of the concerned research paper it has been observed in the findings of the research that there is a positive impact of diversity over the performance of the employees of an oorganization. Both the the primary and the secondary datasets of the research paper are in favour of the aspect the diversity can enhance the overall performance of the employees within an organization. This indicates that the more diversified the workspace is the better is the performance is of the employees. For this reason, it is necessary to diversify the workspace to enhance the overall performance of the employees. Subsequently, the diversification within the workspace enhances the working capacity of the employees to deliver a better result. Apparently, by the means of having a diversified workspace the employees will be able to enhance their various skills by the means of associating with the different people that are associated with the same.

Objective No: 2

In terms of covering the objective two of the research, it has beeb ascertained over here that the major strategy for the improvrmnt of the performance within an organization is focus over the communication skill. With respect to this, it can be stated that it is necessary for an individual to enhance his or her communication skill so that it becomes easier for the employees to interact with any person in a diversified workspace. This indicates that communication plays a major role in terms of terms of improving the overall performance of

an organization. Apart from this, it has also been observed from the research that it is important to understand the requirement of each of the employees while working is a diversified workspace. This aspects helps in understanding the perspectives of each of the employees and modify the workspaces accordingly.

Objective No: 3

As per the findings and analysis of the concerned research paper, it has been observed over here that diversification within the workspace lead towards the increment in the technological sector. In other words, it can be stated that a diversified workspace is more liable to have a better innovative workspace as compared to the others. Moreover, in diversified workspace it has been observed that the employees are more creative and responsible towards their respective responsibility. The main reason behind this aspect is just that the employees came across various people that are having some same skills. Apparentl, it becomes easier for an individual to enhance the existing skills and creativity that they are having.

Objective No: 4

As per the findings and analysis in the concerned research paper it has been ascertained that there are basically two major challenges that are observed in a diversified workspces. The first one is of the communication issue. In a diversified workspace, it has been observed that the employees are having a huge variation in terms of the languages that they prefer to communicate with. This aspects leads towards a huge challenge within a diversified workspace. In addition to this, the cultural variation also acts as a majoe challenge in terms of working in a diversified workspaces.

5.3 Recommendation

The research has tried to formulate a wider range of information by the means of considering both the primary and secondary pieces of data. Apparently, in the case of primary data that is the interview, it has been observed that only three candidates were interviewed over here and that also for only five questions. In this respect, it can be recommended over here that the research could have collected more primary data for analysis by the means of involving more number of participants as well as questions for analysis.

5.4 Limitations

The research was limited towards having a limited data of the primary sources that is the interview that was conducted. This aspect has provided a limited amount of data to be analysed within the research paper. In a broader sense, it can be statted that as per the research is restricted towards the present point of view of diversification within the

workspace. Apart from this, there is also limited number of secondary datasets acquired within the research for which the data analysis section of the chapter is quite narrow over here.

5.5 Future Scope

In terms of the future scope of the concerned research paper, it can be stated that a major focus can be done over the primary datasets over here. For this purpose, there must be more candidates in terms of the respondents of the interview for having a wider range of data. Apart from this, the research can also add some more questions related to the research topic so that the interviewers will be having more point of view to be shared. In addition to this, the secondary data of the research can also be further developed by the means of associating with more journals and articles.

5.6 Summary

The research has covered a wide range of information, in terms of having diversity within an organization. It has been observed in the research paper, that ⁹there is a positive relationship between the diversity and overall performance of the employees. In other words, it can be stated that the more diversified a workspace is the more productive the organization becomes. However, there are various issues faced in an organization in terms of having diversity within the same.

References

Appendix

Question 1: Do you think that the positive impact of diversity improves the performance of the employee in an organisation?

Response 1	Response 2	Response 3
Yes, I do think diversity in the organisation helps in improving the performance level as it provides an opportunity to learn various religions and cultural beliefs which helps to integrate with other people from different nations.	No, I don't think that diversity helps to improve the performance of the employee because the employee from different nations shows no interest to interact with us and conflict arises with them easily.	I have faced use impact due to the diversity implementation in the workplace as I have shifted from a different country to work with the employees and due to friendly behaviour, it helps me to improve my work in this nation.

Question 2: Do the implementation of strategies helpful for the incorporation of diversity in the workplace?

Response 1	Response 2	Response 3
There is the presence of various strategies according to my perspective which are essential for engaging diversity	Strategies never help to engage diversity whereas behaviour change is necessary	Learning about culture and tradition helps to get interact with more people.

Question 3: What do you suggest regarding the impact of workforce diversity towards the growth of the business?

Response 1	Response 2	Response 3
-------------------	-------------------	-------------------

Yes, it provides growth due to the engagement of diversity in the workplace	I believe that diversity helps to engage growth in the business however, it is not the only thing through which the workforce must depend	No, diversity helps to engage proper performance level but not the growth in the business
---	---	---

Question 4: Can you able to identify the challenges that evolved with diversity in the workplace?

<i>Response 1</i>	<i>Response 2</i>	<i>Response 3</i>
Communication issues	Discrimination	Cultural misunderstanding

Question 5: What are the resolutions will you like to share for overcoming the challenges?

<i>Response 1</i>	<i>Response 2</i>	<i>Response 3</i>
Using the common language of English helps to mitigate the issue.	Approaching with proper code of conduct and policies and monitoring people helps to reduce the issue	An Inclusive workplace and proper training is necessary

ORIGINALITY REPORT

4%

SIMILARITY INDEX

1%

INTERNET SOURCES

0%

PUBLICATIONS

3%

STUDENT PAPERS

PRIMARY SOURCES

1

Submitted to Gisma University of Applied Sciences GmbH

Student Paper

1%

2

Submitted to London School of Commerce

Student Paper

1%

3

Submitted to University of Central England in Birmingham

Student Paper

<1%

4

www.readbag.com

Internet Source

<1%

5

www.wecc.biz

Internet Source

<1%

6

Submitted to University of Kent at Canterbury

Student Paper

<1%

7

Submitted to University of Sheffield

Student Paper

<1%

8

scholarsarchive.jwu.edu

Internet Source

<1%

9

Submitted to University of Duhok

<1 %

10

usir.salford.ac.uk

Internet Source

<1 %

11

studylib.net

Internet Source

<1 %

12

[Submitted to University of York](#)

Student Paper

<1 %

13

peachyessay.com

Internet Source

<1 %

14

hdl.handle.net

Internet Source

<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off