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## Workforce Diversity: A Key to Improve Productivity

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### Abstract

Workforce diversity means similarities and differences among employees in terms of age, cultural background, physical abilities and disabilities, race, religion, gender, and sexual orientation. No two humans are alike. People are different in not only gender, culture, race, social and psychological characteristics but also in their perspectives and prejudices. Society had discriminated on these aspects for centuries. Diversity makes the work force heterogeneous. In current scenario, employing diversified workforce is a necessity for every organization but to manage such diversified workforce is also a big challenge for management. This paper critically analyses the workforce diversity and its impact on productivity of an organization. The researcher after examining the literature and various research papers, concluded that workforce diversity is strength for any organization but people still stick to their views related to caste, religion etc and so consider diversity as a problem but if managed properly, can increase the productivity.

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*Keywords:* Diversity; Interpersonal relations; Workforce; Productivity

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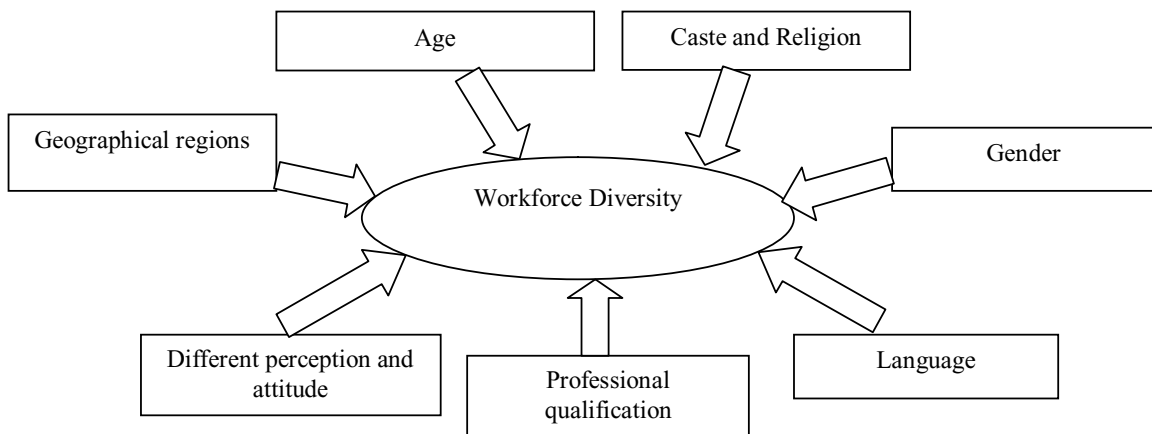
### 1. Introduction

As we enter the 21<sup>st</sup> century, a fundamental shift is occurring in the world economy. We are moving towards a world in which barriers to cross border trade and investments are tumbling, perceiver distance is shrinking due to advances

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in transportation and telecommunications technology in short we can say that day by day the world is becoming a global village due to globalization. In this interdependent global economy, an American might drive to work in a car designed in Germany that was assembled in Mexico, components made in the United States and Japan that were fabricated from Korean steel and Malaysian rubber. From Indian perspective also, the world has now recognized India as one of the prime economic driver in the global scenario. Various companies are coming India to explore this opportunity. In order to survive in this type of cut throat competitive world the organizations have to hire an effective an efficient workforce that can handle such competitive environment. Employing diversified workforce is a very essence for every organization. In the current scenario the organizations that employ quality and competitive workforce regardless of their age, attitude, language, gender, religion, caste can only compete at the marketplace. Human resource is an important asset for any organization. Capital and physical resources, by themselves, cannot improve efficiency or contribute to an increased rate of return on investment. On the basis of above statement, researcher has prepared the following model.



**Fig.1 Workforce Diversity**

It is through the combined and concerted efforts of people that monetary or material resources are harnessed to achieve organizational goals. But these attitudes, efforts and skills have to be sharpened from time to time to optimize the effectiveness of human resources and to enable them to meet greater challenges. Without employees, the organization cannot move an inch. Therefore, the management of this resource is also an important issue. Human resource management is concerned with managing ‘human aspect’ of the organization in such a way that organizational objectives are achieved along with employee development and satisfaction. When the organizations employ human resource having different age, gender, perception, attitude, caste, religion, region then it will be very

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