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**Subject Contemporary issues in WFD.**

**MBA 1.5**

**Question no 3.**

**Work Force diversity Definition**

Workforce diversity means similarities and differences among employee in term of age, culture, physical abilities and disabilities, race, religion, gender and sexual orientation. No two humans are alike people are different in not only gender, culture, social, religion etc but also in their perspective and prejudices. Society had discriminated on these aspects for centuries. Diversity makes the workforce heterogeneous.

The dimension included below.

## Most common dimensions of diversity

## Primary dimension it mainly includes inborn differences such as age, race, ethnicity, gender, physical ability and sexual orientation.

## Secondary dimension it mainly includes education, religion, believes, marital status, family background and work culture.

**1. Age**: people of different ages give different value to the company: the younger employees can keep the company up-to-date with the latest technology and ideas and older employees can draw on a much broader range of experiences.

**2. Race and ethnicity**: research shows that companies with the most racial and ethnic diversity are 35% more likely to have above-average financial returns.

**3. Gender**: companies should be aware of the male-female employment ratio as each gender brings valuable perspectives.

**4. Sexual orientation**: companies in which people feel safe enough to express their sexual orientation enable employees to be more productive and achieve more in their careers.

**5. Disability**: modern, up to date companies should work on hiring people with disabilities and treat them equally.

**6. Education level**: by demanding unnecessary qualifications companies are excluding people who may actually be ideal for the job. They're also making your workforce more homogeneous and less diverse.

**Q2:**

**Ans:**

**Discrimination in workplace:**

Discrimination is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age or sexual orientation

**Personal experience:**

My personal experience about discrimination is that once SAMI pharmaceuticals announce vacancy I applied and pass the test and interview they told me that we will call you after few days but later on I came to know that the position has been filled. The manager give that position to his cousin even my education was BBA and he was BA. This is my personal experience people do discrimination in Pakistan for money as well.

**Suggestion:**

Workplace discrimination remains a major concern for Pakistan businesses. To help, we have produced some tips to help you promote equality in your organization.

Under the Equality Act 2010, employers have a responsibility to their workers to protect them from any form of harassment, discrimination and bullying in the workplace. However, we know that workplace discrimination is still a major concern - across all industry sectors.

To help, we have produced some best practice tips for promoting equality and combating workplace discrimination.

**1. Put equality policies in place:**

Everyone should be treated fairly in all day-to-day activities and work-related decisions (recruitment, training, promotion, allocating work, pay, etc.). We should be embracing people's differences. A more diverse workforce is more profitable too!

**2. Mind your language:**

Check that all your communications are free of discriminatory and sexist language Careless or sloppy language and stereotyping, however unintentional, can create a perception of inequality and make people feel vulnerable.

**3. Use objective criteria:**

When recruiting, training, and promoting, ensure you have clear, objective criteria so that you always make decisions based on merit and aren't influenced by bias. Encourage group decision-making or conduct audits if there is a concern about a particular team, manager or business unit.

**Q1:**

**Ans.**

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**Body**:

Incontrovertibly, the 21st century has witnessed numerous diversity reforms worldwide. In developing countries, such as India, the idea of diversity has become more relevant owing to rocketed globalization, demographic shift in societies, and transition in labour markets (Kundu, 2003; Kundu et al., 2015).

Public sector organizations are not exempted from this perspective (Choi & Rainey, 2010).

This study is an extensive attempt to explore the differences in the perceptions of diverse employees towards workforce diversity through a study of a large Indian telecom public sector organization, that is, Bharat Sanchar Nigam Limited (BSNL). BSNL is an Indian state-owned telecommunications company headquartered in New Delhi. It was incorporated on 15 September 2000.

**IMPORTANCE AND OBJECTIVES OF THE STUDY**

This study is an attempt to seek answers for the following questions:

● how do employees’ perceptions across gender and categories differ on the ‘promotion of diversity’?

● how do employees’ perceptions across gender and categories differ on the issue of ‘development opportunities for diverse workforce’?

● how do employees’ perceptions across gender and categories differ on the issue of ‘organizational support for diverse workforce’?

**Promotion of Diversity**

The public sector organizations have been at the forefront of valuing diversity (McDougall, 1996; Soni, 2000; Hur & Strickland, 2012). However, the attitudes and perceptions of diverse employees about organization’s efforts to promote diversity still largely remain unanswered in public sector (Soni, 2000; Kundu, 2003). Study found that men, women, minorities and people of colour perceived alike working environment in differing ways (Fine, Johnson, & Ryan, 1990). Females were more positive towards diversity than their male counterparts (Ebie & Djebarni, 2011; Veldsman, 2013).

**Development Opportunities for Diverse Workforce**

Employees may have different perceptions, regarding access to development opportunities in different categories. For example, Kundu (2004) established that female employees, as compared to males, positively perceived that their organization should work towards ensuring full access of development opportunities to women.

Soni (2000) had similar findings, which stated that women and minority employees had a perception of discrimination regarding the access to development opportunities, which might be due to the lack of mentoring programs, feedback systems and informal social networks in the organization.

**Organizational Support for Diverse Workforce**

Despite extensively prevailing AA and EEO laws (Sipe, Johnson, & Fisher, 2009; Veldsman, 2013), the principle of equal opportunities regarding salary, career advancement, promotion and working facilities was often violated (Kundu, 2003; Ngo et al., 2003).

In addition, employees across various categories may have varying perceptions regarding the fairness and support provided by the organization (Veldsman, 2013) based on their personal experiences at the workplace (Soni, 2000).

**Result**

The purpose of the research was to examine the perceptions of employees across gender and categories regarding workforce diversity status in an Indian public sector organization, namely BSNL. Findings indicated that females valued the efforts of an organization to promote diversity and provide developmental opportunities to diverse workforce more than males. In line with this finding, Patrick and Kumar (2012) observed that females recognized accepted and valued diversity more as compared to their male counterparts in Indian organizations.

Similarly, studies of Kundu (2003, 2004) stressed out that males see less value in diversity efforts compared with females.

**Future suggestion**

Comparative cross-industries and cross-cultural studies can be steered by the future researchers in order to fetch a comprehensive picture.

This case study is in line with several other studies, which highlighted the prevailing discriminations and stereotypes against females, minorities, disabled and socially disadvantaged.