**Subject: Contemporary issues in WSD**

**Mid Assignment/Paper**

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**DEPARTMENT OF MANAGEMENT SCIENCES**

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**Attempt all questions in your own words.**

Q.No.1: Write review of the following paper.

WORKFORCE DIVERSITY STATUS ININDIAN PUBLIC SECTOR: A STUDY OF EMPLOYEES’ REACTIONS

# Subhash C. Kundu\*, Jahanvi Bansal\*\*, Archana Mor\*\*\*, Mukesh Pruthi\*\*\*\*

Answer:

**Review:**

**Abstract:**

This study illustrates the differences of the employees working in Indian sector organization i.e. Bharat Sanchar Nigam Limited and dimensions included gender (males and females) and categories (general, disabled, minorities etc). The sample of 619 respondents indicates that the discrimination exists at workplace.

**Introduction:**

Diversity means that individuals having differences that can be in terms of characteristics that reflects in one’s behavior i.e age, race, ethnicity, gender religion, ability etc. Diversity is when you accept that every person is unique and all have different personality.

**Brief introduction of BSNL:**

BSNL it’s an Indian owned telecommunications company situated in New Delhi. It began its operations on 15 September 2000. It is one of the huge company in India providing different telecom services. They have highly skilled labor i.e. employees that work in their workforce is 357,000(Bharat Sanchar Nigam Limited, 2018). Indian telecom sector play a huge and important role for the development of their country. BSNL is one of the major public sector players in the telecom sector of India. Public sector organization mainly follows the rules, regulations and the principles that are given to them by their workplace itself so therefore, they should support and promote workforce diversity that can help them in achieving their targets and goals of the businesses. BSNL telecom sector company have certain questions that needs to be answered i.e. how do employees respond to their perceptions in mind towards gender and different categories? How do their perceptions differ from one another?

**Promotion of Diversity:**

The public sector organizations hold an important value for any workforce diversity. Moreover the perceptions and abilities of the people perceptions still have no answer to these questions. This study found out that as compared to males females are more positive towards diversity.

**Development opportunities for diverse workforce:**

In any workplace all the individuals working there have different perceptions in their mind regarding diversity. Kundus (2004) elaborated that in comparison of males, females are more likely to respond positively to the organization’s work.

**Organizational support for diverse workforce:**

Based on the personal experiences of employees working in organizations, they had developed different attitudes and perceptions in their minds regarding the support and fairness provided by workplace. However women face more discrimination at their work as compared to males (Fine et al., 1990; Soni, 2000; Sipe et al., 2009).

**Recommendations:**

A diverse workplace is important for each individual and also for the company success. Organizations should be fair in recruitment and selection process for workforce diversity. Organizations should make each and every employee valued and encourage them so that they can help them to achieve their overall goals and objectives. Equity among all employees.

**Conclusions:**

Employer’s efforts to promote diversity and work was valued and of great importance for females as compared to males and valued least by general category employees compared with all other categories of employees. Disabled, minority and socially disadvantaged employees believed that they received no organizational support than that assumed by the other categories of employees respectively.

Q.No.2: Being an employee/business man/ student did you face any discrimination and at your work place due to your age/gender/race/cast. Kindly share your experiences in brief and tell me the solutions to overcome this discrimination and victimization.

Answer:

Being an employee/business man/student I didn’t faced discrimination but one of companion of mine got bullied by her coworker at the office. This made her working environment very uncomfortable for her and this made her in complex and her performance began lesser day by day. Due to this discrimination by her coworker she began to experience anxiety and stress when she was about to go to the same office.

Solutions for discrimination and victimization:

In order to cope up with the discrimination and victimization I can suggest that we need to focus more on our strengths and we should motivate individual to succeed in life. Speak up for our rights. And sometimes we can also take help from professionals. We need to discourage every individual for doing discrimination.

Q.No.3: Explain all the dimensions of Work Force Diversity and give examples from your experiences.

Answer:

**Workforce diversity:**

Diversity basically means that one person is different from another. Diversity is when you accept that every person is unique and all have different personality. Workplace diversity means when you bring different people altogether. Workforce diversity comprises of different characteristics that reflects in one’s behavior i.e. age, race, ethnicity, gender religion, ability etc. The main purpose of workforce diversity is that we can identify, attract and retain the capable and most suitable persons from a group. Providing a positive and favorable environment to the individual. Satisfying the needs of customer. Diversity is important it helps us to encourages individuals at workplace to promote new knowledge and information. Ensuring fairness in an organization can also help us to promote diversity in an organization.

**Dimensions of workforce diversity:**

**There are two main types of dimensions.**

1. **Primary dimensions**
2. **Secondary dimensions**

**Primary dimensions:** the primary dimension includes differences such as your age, race, ethnicity, gender etc. These are the by-birth differences that differentiate from person to person. Primary dimensions play an important role for an individual because they can make us true human beings.

**Age**:

Age diversity is when you accept different age groups people within the business organization or any workplace you are working in. every organization needs to adjust them having variations in age groups.

**Race:**

Race diversity is when people belongs to different groups and possess some factors and living in the same state or country. It includes physical attributes such as your skin color, appearance, etc.

**Ethnicity:**

It is associated to the culture and, norms and values of a person.

**Gender diversity:**

It basically represents the equal ratio of male and female. Gender diversity means that both male and female are equal, they are paid equally for the work they do, and hiring as well.

**Secondary dimensions:** secondary dimensions include education, religion, beliefs; culture etc. Secondary dimensions have a huge impact on a person’s core identity.

**Personality:**

Personality represents a person’s likeness and dislikes. By personality it means a person’s traits and characteristics that distinguish a person from another.

**Culture:**

Culture is defined as attitudes, beliefs and values of a person that helps a person to build positive and form relations with others.

**Conclusion:**

The main advantage in workforce diversity is that when different people work together that helps them in achieving organizational goals and they can come up with the creation of new knowledge that can help them in long-run.