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# DIVERSITY MANAGEMENT: A SURVEY AND STUDY OF THE ORGANIZATIONAL DIVERSITY DIMENSIONS IN INDIA

## NAMRATA KAPUR[1] & B JANAKIRAM[2]

[1]Reserach Scholar, Department of Business Studies, Msrit, Bangalore, India

[2]Professor, Department of Business Studies, Nitte Meenakshi Institute of Technology, Bangalore, India

## ABSTRACT

Diversity Management is not a one time implementation program but a process of systemic organizational change. Like any other change initiative in the organization managing diversity in the workplace requires building a strategy, creating a tactical plan, being accountable and implementing and tracking the process against the conceived plan. Organisational diversity performance depends upon workforce members effectively using their talents in sucha a cohesive way as to meet business goals and objectives in line with 'PEOPLE ARE THE ORGANISATION'. This paper highlights the various dimensions which affect critically in building the diversity management capability and initiatives in Indian context. First we need to find out the various external and organizational dimensions which constitute this diversity as much as the assumptions and beliefs existing about them. This will determine how well these diversity policies and plans work and collaborate with each other. This paper puts forth the key performance indicators (KPI) and factors affecting diversity management, their comparison and what needs to be created to check it's progress. By working proactively we can address issues before they become problems.Diversity management in comparison to its predecessors (equal opportunity legislation and affirmative action programs), is totally proactive and aimed at creating an organization wherein all members contribute and achieve their full potential.

## Introduction

There are three dimension of diversity at large namely the Internal, External and organizational dimensions of Diveristy. These dimensions help us define ourselves and perceive each others uniqueness far beyond our culture

## Primary/ Internal Dimensions

There are 4 main primary or internal dimensions of diversity which influence our early socialization process and have a sustained influence throughout our life cycle. These are more explicitly visible to others even before we open our mouth and hence when people are stereotyped on these dimensions they are less sensitive about it. These are;

- Gender

- Race

- Ethnicity

- Age

## Secondary/ External dimensions

There are 6 main external dimensions which play an important role in shaping our expectations and experiences. They are less visible to others around us, more variable in nature and less powerful as we keep on acquiring, discarding and

modifying these. But at the same time people are more sensitive when stereotyped on the basis of these. These are ;

- Education

- Income

- work experiences

- communication style

- Religion

- Language

**Organizational Dimensions**

The environment within the organization includes the major organizational dimensions which brings forth the benefits realized out of diversity. All employees should feel welcome and valued for what they bring to the organization.

- Department

- Geographical Location

- Tenure

- Grade level

**KEYWORDS:** Diversity, Dimensions, Performance, Tenure, Department