Chapter 6: Findings, Conclusions and Suggestion

6.1. Findings

On the basis of the correlation tests applied for testing the hypothesis, following are the findings:

1. There is significant relationship between the Work Force Diversity and Work Environment.

2. There is no significant relationship between the Work Environment and Work Force Diversity Management Strategies.

3. There is significant relationship between the Work Force Diversity Management Strategies and Workers Perception and Attitude at Workplace.

4. There is significant relationship between the Work Force Diversity Management Strategies and Sense of Cooperation and Team Spirit at work.

5. There is significant relationship between the Work Force Diversity Management Strategies and Skill Development of Workers/ Employees.

6. There is significant relationship between the Work Force Diversity Management Strategies and Individual Performance and Motivation Level of Workers/ Employees.

7. There is significant relationship between the Work Force Diversity Management Strategies and Job Satisfaction Level of Workers/ Employees.

8. There is significant relationship between the Work Force Diversity Management Strategies and Support to Management in Problem Solution at Workplace.

9. There is significant relationship between the Work Force Diversity Management Strategies and Improvement on Production and Services of the Company.

10. There is significant relationship between the Work Force Diversity Management Strategies and Improvement in Business Performance and Overall Organisation Effectiveness.
11. There is significant relationship between the Work Force Diversity Management Strategies and Competitive Advantage to the Company and Market Share.

12. There is significant relationship between the Work Force Diversity Management Strategies and Improvement in Image of the Company in Global Markets.

13. There is significant relationship between the Work Force Diversity Management Strategies and Business and Reputation of Company in future.

**On the basis of the regression tests applied for testing the hypothesis, following are the findings:**

1. There is significant impact of work force diversity on work environment.

2. There is no significant impact of Work Environment on Work Force Diversity Management Strategies.

3. There is significant impact of Work Force Diversity Management Strategies on Workers Perception and Attitude at Workplace.

4. There is no significant impact of Work Force Diversity Management Strategies on Sense of Cooperation and Team Spirit at work.

5. There is significant impact of Work Force Diversity Management Strategies on Skill Development of Workers/ Employees.

6. There is significant impact of Work Force Diversity Management Strategies on Individual Performance and Motivation Level of Workers/ Employees.

7. There is no significant impact of Work Force Diversity Management Strategies on Job Satisfaction Level of Workers/ Employees.

8. There is significant impact of Work Force Diversity Management Strategies on Support to Management in Problem Solution at Workplace.

9. There is significant impact of Work Force Diversity Management Strategies on Improvement in Production and Services of the Company.
10. There is significant impact of Work Force Diversity Management Strategies on Improvement in Business Performance and Overall Organisation Effectiveness.

11. There is significant impact of Work Force Diversity Management Strategies on Competitive Advantage to the Company and Market Share.

12. There is significant impact of Work Force Diversity Management Strategies on Improvement in Image of the Company in Global Markets

13. There is no significant impact of Work Force Diversity Management Strategies on Business and Reputation of the Company in future.

6.2 Conclusions and Suggestions

From the findings of the research study, the following points are concluded:

1. It is concluded that due to globalisation, the workforce diversity took place. The major elements of workforce diversity are: age, gender, education level, economic background, castes and creeds, language, cultures and sub-cultures, religion, nationality, thinking and life style.

2. Due to globalisation the workforce diversity took place and it has affected the work environment in the selected companies. The main effects on work environment are: manpower composition affected, acceptance of new employees from different cultures, behaviour of new employees from different cultural backgrounds acceptable, facing discrimination from employees of different cultural backgrounds, female employees facing indecent remarks, employees learn and share cultural values of different cultures of colleagues.

3. Further, other elements are: organisational culture developed apart from the cultures of individuals, treatment with proper respect and dignity, employees provided with equal opportunities for training, development and promotion, conflicts taking place frequently between employees of diversified cultural backgrounds, treatment of all employees equally irrespective of their cultural differences, working environment of trust, openness, cooperation and team spirit exists and conducive to meet objectives, provides opportunities and challenges, challenges faced are tough competition, diversity of markets and manpower, and uncertain work environment.
From the above mentioned conclusions, the following suggestions are given:

1. Work force diversity is a critical issue and the managers should be well educated and trained more on workforce diversity issue. There is a scope for further improvement.

2. The knowledge of dealing managers regarding changing work environment should be updated to handle the related issues properly through workshops, seminars, conferences etc.

3. According to the prevailing work environment, the suitable policies are to be designed and implemented so that the impacts should be significant.

4. Timely and suitable modification in policies and clarification of job requirements should take place at the workplace to bridge the gap available.

5. Management should be impartial in dealing with employees from different cultural backgrounds. Unbiased approach should be used.

6. Special care should be taken by the management to carry out proper recruitment and selection process on the basis of merit. A wide gap can be overcome by this strategy.

7. Management should pay more attention in proper and timely communication with all employees. There is scope for further improvement in it.

8. Employees should be provided cross cultural education and training by the management at their workplace sincerely and on regular basis. Special focus is needed to deal with the critical issue of diversity.

9. Positively the diversity training for diversified workforce to be provided by the management at the time of joining and as and when needed.

10. Meticulously the guidelines of Supreme Court of India regarding prevention of sexual harassment have to be followed on daily basis in the companies at their work places to overcome the sexual harassments.
11. Orientation programme for new entrants coming from diversified cultural backgrounds should be conducted by the management on regular basis without fail.

12. In orientation programme for new entrants, the supervisors, peers, and head of departments may not be involved effectively. There is a scope for further improvement. They should do it promptly.

13. If the above mentioned suggestions are implemented sincerely and timely by the management of the companies, the impact of these suggestions will be tremendous on different aspects. These impact are on: workers perception and attitude, sense of cooperation and team spirit, skills development of employees, individuals’ performance and their motivation levels, job satisfaction level development, support in problems solution at work place, qualitative and quantitative improvement on production and service of the company, business performance and overall effectiveness of the organisation, competitive advantage to the company over its competitors and in market shares, improvement of image of the company in future, business and reputation of the company in future. Again suggested that timely and proper focus is needed from management side on strategies and their implementation in their respective companies.