

A Study on Employee Diversity and Inclusion in The Workplace with Reference to Accent Techno Soft

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ABSTRACT

In today's globalized business landscape, fostering a culture of diversity and inclusion has become imperative for organizations to remain competitive. This study explores the diversity and inclusion initiatives undertaken by Accent Techno Soft, a leading IT services provider. Through a mixed-methods approach, combining surveys, interviews, and focus groups, this research examines the impact of Accent Techno Soft's diversity and inclusion strategies on employee engagement, job satisfaction, and organizational performance. The findings reveal that Accent Techno Soft's proactive approach to diversity and inclusion has resulted in a significant improvement in employee engagement and job satisfaction. The study also highlights the importance of leadership commitment, inclusive policies, and employee resource groups in fostering a culture of diversity and inclusion. This research contributes to the existing body of knowledge on diversity and inclusion in the IT industry and provides actionable insights for organizations seeking to create a more inclusive and diverse workplace culture.

KEYWORDS: Diversity, Inclusion, Employee Engagement, Job Satisfaction, Organizational Performance, IT Industry.

1.1 INTRODUCTION

As the modern workplace continues to evolve, diversity and inclusion have become essential components of organizational success. The IT industry, with its rapidly changing technology landscape and increasing demand for innovative solutions, is particularly well-suited to benefit from diverse perspectives and inclusive cultures. This study explores the diversity and inclusion initiatives implemented by Accent Techno Soft, a leading IT services provider, and examines their impact on employee engagement, job satisfaction, and organizational performance, with a view to identifying best practices for promoting diversity and inclusion in the IT industry.

1.2 STATEMENT OF THE PROBLEMS

The lack of diversity and inclusion in the workplace poses a significant problem, leading to decreased job satisfaction, increased turnover, and limited career advancement opportunities for underrepresented groups. Despite efforts to promote diversity and inclusion, many organizations struggle to create an inclusive culture, perpetuating unconscious bias, microaggressions, and exclusionary practices. This study aims to investigate the current state of employee diversity and inclusion and identify strategies to promote a more inclusive workplace culture.

1.3 OBJECTIVES OF THE STUDY

- 1.To assess the current state of inclusion in the workplace
- 2.To identify the challenges in the workplace
- 3.To offer valid suggestions based on the study.

1.4 LIMITATIONS OF THE STUDY

- The study was restricted to 124 sample size only.
- It is difficult to fill out the form from the respondents and gain information as they were busy with their work.
- The findings and suggestions are based on the information given by respondents.

1.5 HYPOTHESIS OF THE STUDY

H₀: There is no significant difference in employees' perceptions of workplace inclusion factors.

Personal factor: Education Qualification

Inclusion factors: Valued, Supported, Appreciated, Equitable.

1.6 RESEARCH METHODOLOGY

In this study Descriptive nature of research is used to attain the objectives framed and the sample respondents selected in a Convenience Sampling method were selected for the study. The total size of sample respondents was 124. The required primary data was collected through questionnaires. Secondary data was collected from different sources like the internet, journals, records, and reports. Here the researcher used Simple percentage analysis, ANOVA ,Descriptive Statistics, Ranking Analysis and Correlation for this study.

1.7 REVIEW OF LITERATURE

Yuen Yee Yen, Ong Jun Wei (2024)¹ An overview Businesses understood the value of workplace diversity. To yet, nevertheless, very few companies have created strategic plans to increase workplace diversity. These findings highlight how crucial it is to create an inclusive workplace culture and provide psychosocial assistance in order to improve employees' experiences of inclusion. Lastly, this study advances knowledge. In a multiracial, diverse culture, the findings are crucial for organizations, especially small and medium-sized businesses in Malaysia, to encourage employee participation.

Prof. Radhika J, Prof. Mahalakshmi (2024)² In a world that is becoming more interconnected and globalized, creating a sense of belonging at work is crucial for both corporate effectiveness and employee well-being. According to the findings, promoting a sense of community among employees requires inclusive leadership, equitable policies, and diverse representation. Additionally, the study examines the difficulties and impediments that organizations have when promoting DEI and provides workable methods to Get past them.

Ujjal Sengupta, Dr. Anil Pande (2024)³ Inclusion is a culture where a diverse group of individuals can come to work, feel free to be who they are, and operate in a way that works for them and meets your needs as a business or service. The factors that have a major impact on employees' performance in the ITES industry were the main focus of this study. According to the researcher's statistical study, 91.1% of respondents support the idea that workplace diversity and inclusion have a major influence on employees' performance, while 4.6% disagree.

Ellen Delvaux, Marjan Meeuwssen, S. Vandenbroeck, Ellen Delvaux, T. V. Elst, Whitney Van den Brande, Lode Godderis (2024)⁴ Diversity has recently given way to inclusion in the organizational literature. Employees from diverse backgrounds must feel included if they are to thrive. Using MP, we performed a longitudinal autoregressive mediation model. Our research advances the scientific understanding of workplace inclusion and provides policymakers with information on ways to increase workplace inclusion.

1.8 ANALYSIS AND INTERPRETATION

1.8.1 SIMPLE PERCENTAGE

Gender	No. of Respondents	Percentage
Male	67	54.0
Female	57	46.0
Total	124	100.0
Below 25 years	47	37.9
25-30	46	37.1
30-45	26	21.0
Above 45	5	4.0
Total	124	100.0
Single	57	46.0
Married	67	54.0
Total	124	100.0
School Level	12	9.7
Under Graduate	51	41.1
Post Graduate	46	37.1
Professionals	15	12.1
Total	124	100.0

Source: Primary Data

INFERENCE

Majority 54 per cent of the respondents are Male and 46 per cent of the respondents are Female. Mostly 37.9 per cent of the respondents are below the age of 25 years and 37.1 per cent of respondents are between 25-30, 21 per cent of respondents are between 30-45 years, 4 per cent of respondents are above 45 years.

Majority 54 per cent of the respondents are Married and 46 per cent of the respondents are Single.

Mostly 41.1 per cent of the respondents are Under Graduate and 9.7 per cent of the respondents are School Level, 37.1 per cent of the respondents are Post Graduate, 12.1 per cent of the respondents are Professionals.

1.8.2 RANKING ANALYSIS

S. No	Factors	1	2	3	4	Total	Rank
1	Level of Inclusion in Workplace	44	96	81	20	241	IV
2	Work Environment	29	116	84	36	265	III
3	Appreciation	35	78	108	56	277	II
4	Effectiveness	28	88	114	56	286	I

Source: Primary Data

INFERENCE

Effectiveness is the first Ranked by the respondents that they are mostly satisfied. Appreciation shows that second rank, Work Environment shows that third rank, level of inclusion in workplace shows that fourth rank.

1.8.3 CORRELATION

IMPORTANT OD DIVERSITY AND INCLUSION, GENDER

		Gender	What do you think is the most important aspect of diversity and inclusion in the workplace?
Gender	Pearson Correlation	1	-.091
	Sig (2-tailed)		.317
	N	124	124
What do you think is the most important aspect of diversity and inclusion in the workplace?	Pearson Correlation	-.091	1
	Sig (2-tailed)	.317	
	N	124	124

Source: Primary Data

INFERENCE

The Pearson correlation result is correlation (-.091) between gender and important aspects of diversity and inclusion, the level of significance (2 tailed) is .317. It concluded that modern negative correlation.

1.8.4 ANOVA

Null Hypothesis(H₀)

There is no significant difference in employees' perceptions of workplace inclusion factors.

Alternative Hypothesis (H₁)

There is a significant difference in employees' perceptions of workplace inclusion factors across different groups.

	Source of variations	Sum of Squares	df	Mean Square	F	Sig.	Ho	NS/S
I feel valued and respected by my colleagues and supervisors.	Between Groups Within Groups Total	3.138 161.830 164	3 120 123	1.046 1.349	.776	.510	Accepted	NS
I have access to the resources and support I need to perform my job effectively, regardless of my background or identity.	Between Groups Within Groups Total	1.832 99.523 101.355	3 120 123	.611 .829	.736	.532	Accepted	NS
I have witnessed or experienced discriminatory Behaviour or microaggressions in the workplace.	Between Groups Within Groups Total	1.819 95.665 97.484	3 120 123	.606 .797	.761	.518	Accepted	NS
I feel that my unique perspectives and experiences are valued and leveraged in the workplace.	Between Groups Within Groups Total	2.183 112.551 114.734	3 120 123	.728 .938	.776	.510	Accepted	NS
I have opportunities for growth and development that are fair and equitable.	Between Groups Within Groups Total	4.670 132.451 137.121	3 120 123	1.557 1.104	1.410	.243	Accepted	NS

Source: Primary Data

INTERPRETATION

The ANOVA results indicate that there is no significant difference across respondent groups in their perceptions of various workplace factors. Employees feel similarly regarding being valued and respected by

colleagues and supervisors ($F = 0.776$, $p = 0.510$) and having access to resources and support required to perform their jobs effectively, regardless of their background ($F = 0.736$, $p = 0.532$). Perceptions about witnessing or experiencing discriminatory behavior or microaggressions in the workplace also show no significant variation ($F = 0.761$, $p = 0.518$). Additionally, there is no significant difference in how employees feel their unique perspectives and experiences are valued ($F = 0.776$, $p = 0.510$), and their perceptions of fairness and equity in growth and development opportunities remain consistent across groups ($F = 1.410$, $p = 0.243$). Overall, the analysis suggests that respondents share similar perceptions regarding respect, access to resources, treatment in the workplace, and opportunities for growth.

INFERENCE

The results show that employees have similar experiences regarding respect, access to resources, discrimination, recognition of perspectives, and growth opportunities. This suggests that workplace conditions are fair and consistent for all groups.

1.8.5 DESCRIPTIVE STATISTICS

	N	Minimum	Maximum		Mean	Std. Deviation
What are the biggest barriers to inclusion in the workplace?	124	1	4	301	2.43	1.014
What steps can we take to create a more inclusive work environment?	124	1	5	306	2.47	1.122
What strategies can we use to address microaggressions in the workplace?	124	1	5	292	2.35	1.083
Valid N (listwise)	124				7.25	3.218

Source: Primary Data

INFERENCE

The inclusive work environment factor leads the highest mean with 2.47 and standard deviation of 1.122, barriers has the mean is 2.43 and standard deviation 1.014, to address microaggressions is 235 and standard deviation is 1.083.

5.2 SUGGESTIONS

- Implement blind recruitment processes, diverse hiring panels, and structured interviews to reduce unconscious bias in hiring.
- Conduct regular workshops and training sessions to educate employees about cultural awareness, unconscious bias, and inclusive communication.
- Implement mentorship and sponsorship programs for underrepresented employees to support career advancement and leadership development.
- Set diversity goals, track inclusion metrics (e.g., employee surveys, representation data), and regularly update policies based on feedback and results.

5.3 CONCLUSION

Based on the findings, the study concludes that diversity and inclusion are vital for organizational success. The analysis highlights that factors such as effectiveness, appreciation, and work environment play a crucial role in employee experiences. The correlation and ANOVA results suggest that workplace conditions are generally

fair, while descriptive statistics indicate that an inclusive work environment and strong support systems contribute positively to employees' experiences. To enhance diversity and inclusion, organizations should implement inclusive hiring, provide training, celebrate diverse cultures, and encourage open communication. Ultimately, fostering an inclusive workplace leads to business growth, better decision-making, and a competitive advantage in the global market.

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