

DIVERSITY MANAGEMENT BY AHP TECHNIQUE

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ABSTRACT

Purpose- In a diligent workplace, a respite environment is necessary. An individual cannot work in isolation so the interaction among the diverse individual brings creative and innovative insights in an organization. Diversity Management is essential for an organization. Various factors are responsible for managing workplace diversity including inclusive environment, leadership style, and HR practices that encourage organizational performance, better commitment, and better decision making. The Analytical Hierarchical Process (AHP) technique is used in these studies. The result demonstrated that for managing diversity, several factors are needs to be addressed such as inclusive environment, leadership style, and HR practices. The sub-variables include increased productivity, value of opinion, free from discrimination, transformational, transactional, laissez-faire, recruitment, training, and performance appraisal which make a significant impinge on organizational performance.

Methodology- The Analytical Hierarchical Process (AHP) is used to assign the weights among highest favourable to least favourable variables for a better understanding of diversity and organizational performance.

Objectives- The objective of the study is to highlight prime factors including inclusive environment, leadership style, and HR practices that are prominent for managing workplace diversity by using Analytical Hierarchy Process that has made a significant impact on organizational performance.

Findings- The most important practice for diversity management is an inclusive environment with a weight achieved of 63.3%. The second most important element in diversity management is leadership with a weight of 26.1 %. The third most important element is human resource practices with a weight of 10.6%. For a better understanding, the sub variables weight is also measured for analysing the impact of diversity management on organizational performance.

Implication- The managerial implications of employees, leaders, and HR practices proliferate the organizational performance and helps in decision making.

Originality/Contribution- The previous studies have not mentioned the broad variables (inclusive environment, leadership style, and HR practices) of diversity collectively. The main aim is to understand the impact of diversity management variables on organizational performance. The broad diversity variables and their sub variables have been analysed by the AHP for a better understanding.

KEYWORDS: Diversity management, inclusive environment, leadership style, and HR practices

Received: Jun 15, 2022; Accepted: Jul 05, 2022; Published: Aug 06, 2022; Paper Id: IJBMRDEC20222