



# A Study on Workplace Diversity Management in Oracle Consulting Solution Centre, Bangalore

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**ABSTRACT:** Diversity in the workplace is defined as a trait of company culture wherein the workforce composition includes employees of different genders, age, sexual orientation, religions, languages, abilities, professional backgrounds, socioeconomic backgrounds, and educational backgrounds. The objective of the study is to analyse managing diversity in the work place: an analysis of best practices in Oracle Consulting Solution Center, Bangalore. The sample of the study is 120. Descriptive research design and convenience sampling method has been used. Questionnaire has been used as a primary data. Simple percentage analysis, chi-square analysis and correlation statistical tools have been applied to reach the findings of the study. It is found that 34.2% of the respondents said that good towards collaboration among employees from different backgrounds leads to creative solutions. There is significant relation gender of the respondents diversity training programs. There is positive relationship between education qualification of the respondents and leadership commitment to diversity. It is suggested that to ensure fairness and get rid of any potential biases, the interview process has to be examined and improved on a regular basis. To meet diversity and inclusion goals, the company must periodically review and revise its recruiting procedures. The business could improve its diversity training initiatives by adding interactive learning opportunities and real-world scenarios. It is concluded that that diversity in the workplace is essential for encouraging creativity, employee involvement, and overall business success. Lack of diversity can result in narrow viewpoints, less innovation, and a lack of inclusion, all of which have a detrimental effect on worker morale and output.

**KEYWORDS:** Workplace, Diversity Management, Diversity Training Programs and Leadership Commitment

## I. INTRODUCTION

Diversity in the workplace is defined as a trait of company culture wherein the workforce composition includes employees of different genders, age, sexual orientation, religions, languages, abilities, professional backgrounds, socioeconomic backgrounds, and educational backgrounds. Workforce diversity is the collective mixture of employees' differences and similarities (including individual characteristics, values, beliefs, experiences, backgrounds, preferences and behaviors).

In the modern, globally connected society and market, workplace diversity is becoming a necessity rather than a banner companies wave to show their commitment to embracing differences. Most of the modern companies can sell their products all over the world, reaching many different groups of people. In order to successfully create, present and sell their products in this global market, companies need a diversified workforce. Enabling diversity in the workplace simply means making an effort to employ a broad cross-section of people from different demographics. Workplace diversity may be defined as a trait of company culture wherein the workforce composition includes employees of different genders, age, sexual orientation, religions, languages, abilities, professional backgrounds, socioeconomic backgrounds, and educational backgrounds.

Workplace diversity is defined as a diverse workplace containing employees who have visible or non-visible differences. The differences here can be defined by sex, age, background, sexual orientation, personality, culture, religion, race, etc. Workplace diversity is the term used for the workplace composed of employees with varying characteristics, such as different sex, gender, race, ethnicity, sexual orientation, etc.

### OBJECTIVE OF THE STUDY

- To analyse the managing diversity at the work place in Oracle Consulting Solution Centre, Bangalore
- To assess the inclusive hiring practices in attracting and retaining a diverse workforce within the organization
- To evaluate the diversity training programs on enhancing cultural awareness and reducing biases in the workplace
- To analyze the leadership commitment in fostering an inclusive organizational culture and driving diversity initiatives
- To explore the enhancement of innovation and creativity in organizational processes and outcomes

### II. REVIEW OF LITERATURE

**Aman, R., Alothmany, R., Elo, M. and Emontspool, J. (2022),** This study aims to explore actors and factors empowering female talent to work and achieve managerial positions and run their businesses in two countries with patriarchal social and cultural norms, Saudi Arabia and Kazakhstan. Based on the qualitative interview data collected from 15 female managers and entrepreneurs working in the healthcare sector, we explore the conditions under which women can start their businesses and get promoted to managerial positions in the organizations. Our findings indicate that individual agencies and structural factors in female talent capacity building and empowering women to achieve higher hierarchical positions in organizations form together important dynamics that foster more inclusive practices and internalized schemes. Furthermore, the findings also demonstrate the importance of female talent empowerment in achieving gender diversity in managerial positions in healthcare organizations. Hence, by stating that increased female talent participation in the upper-echelons of the organization and entrepreneurship contributes to the decent employment of women in countries with male-dominated social and cultural norms and promotes the more inclusive and sustainable economic growth of these countries.

**Waseem, M., Khan, K., Kiran, R., Bint-e-Sohrab, S. and Iqbal, M. (2024),** This study explores the effect of inclusive leadership (IL) on organizational commitment (OC) in Pakistan's telecom sector. Psychological safety (PS) and perceived organizational support (POS) are taken as mediators to explore the interplay of the constructs. The study aims to contribute to the existing literature by providing insights into the critical role of inclusive IL impacting OC through PS and POS as mediators. This study uses a quantitative methodology and a cross-sectional survey of 289 employees of the telecom sector working in the front office dealing with customer services. Using confirmatory factor analysis and structural equation modeling, the study tests hypotheses on the critical role of OC in Pakistan's telecom sector. With the aid of SPSS v27 and AMOS v23 for structural equation model construction and path analysis, a time-lagged data collection method was used to avoid common method bias. According to the research paper's findings, evidence supports the hypotheses, suggesting that IL has a positive direct and indirect impact on OC via PS and POS.

**Kundu, S.C. and Mor, A. (2025),** The purpose of this paper is to examine the relationship between employee perceptions of diversity (i.e. significance of diversity and diversity management, and value of diversity practices employed) and perceived organizational performance. It also attempts to examine whether the perceptions of diversity vary among employees from different diversity backgrounds (i.e. across gender and categories) in Indian IT industry. Primary data based on 402 respondents were analysed using statistical tools like factor analysis, correlations, analysis of variance, means, grand means, and regression. Results indicated that employees irrespective of their diversity backgrounds positively acknowledged diversity and diversity management. However, limited but significant differences were observed among employee perceptions regarding valuing the diversity practices employed based on their diversity backgrounds. Further, employees' perception of promotion of gender diversity was found to be positively related to perceived organizational performance.

### III. RESEARCH METHODOLOGY

In this study, Descriptive research design has been used. The objectives of the study is to analyse the managing diversity at the work place in Oracle Consulting Solution Centre, Bangalore. The convenience sampling method has been used. Primary and secondary data were gathered for the study. The sample is 120. The data gathered was categorized, tabulated, and analyzed using the following statistical tools: Simple Percentage Analysis, Chi-Square Analysis and Correlation Analysis

IV. DATA ANALYSIS AND INTERPRETATION

DEMOGRAPHIC PROFILE

Variables	Categories	No. of Respondents	Percentage (%)
Gender	Male	83	69
	Female	37	31
Age	Below 25 years	11	9.2
	25–35 years	57	47.5
	35–45 years	17	14.2
	45–55 years	16	13.3
	Above 55 years	19	15.8
Educational Qualification	Higher Secondary	15	12.5
	Graduate	7	5.8
	Post Graduate	67	55.8
	Diploma	11	9.2
	Others	20	16.7
Salary	Below Rs. 15,000	34	28.3
	Rs. 15,000–20,000	46	38.3
	Rs. 20,001–25,000	25	20.8
	Above Rs. 25,000	15	12.5
Marital Status	Married	82	68.3
	Unmarried	38	31.7

The consolidated table indicates that the majority of the respondents are male (69.0%), belong to the 25–35 years age group (47.5%), and possess a postgraduate qualification (55.8%). Most respondents earn a monthly salary between Rs. 15,000 and Rs. 20,000 (38.3%). Regarding marital status, the majority of the respondents are married (68.3%), while 31.7% are unmarried. Overall, the demographic profile reveals that the respondents are predominantly married male employees aged between 25 and 35 years, with postgraduate qualifications and a monthly income ranging from Rs. 15,000 to Rs. 20,000.

**CHI SQUARE ANALYSIS: RELATIONSHIP BETWEEN GENDER OF THE RESPONDENTS AND DIVERSITY TRAINING PROGRAMS**

**Null hypothesis (H0):** There is no significant relationship between gender of the respondents and diversity training programs.

**Alternative hypothesis (H1):** There is some significant relationship between gender of the respondents and diversity training programs.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	45.975 <sup>a</sup>	18	.000
Likelihood Ratio	50.005	18	.000
Linear-by-Linear Association	13.281	1	.000
N of Valid Cases	120		

a. 30 cells (78.9%) have expected count less than 5. The minimum expected count is .31.

**INTERPRETATION:**

As per the above table, it is inferred that the Pearson Chi-Square value is 45.975 and significant P value is .000; it is not significant to 5% (0.05) significant level. Thus null hypothesis is rejected and it is concluded that there is significant relation gender of the respondents and diversity training programs.

**CORRELATION: RELATIONSHIP BETWEEN EDUCATION QUALIFICATION OF THE RESPONDENTS AND LEADERSHIP COMMITMENT TO DIVERSITY**

**Null hypothesis (H0):** There is no significant relationship between education qualification of the respondents and leadership commitment to diversity.

**Alternative hypothesis (H1):** There is some significant relationship between education qualification of the respondents and leadership commitment to diversity.

<b>Correlations</b>			
		<b>EDUCATION QUALIFICATION OF THE RESPONDENTS</b>	<b>LS</b>
<b>EDUCATION QUALIFICATION OF THE RESPONDENTS</b>	Pearson Correlation	1	.053
	Sig. (2-tailed)		.566
	N	120	120
<b>LEADERSHIP COMMITMENT TO DIVERSITY</b>	Pearson Correlation	.053	1
	Sig. (2-tailed)	.566	
	N	120	120

**INTERPRETATION:**

The above table indicates that, Pearson Correlation value is .053 and significance P value is .566. It is below 1. So there is positive relationship between education qualification of the respondents and leadership commitment to diversity.

**V. SUGGESTIONS**

- The interview process must be designed and periodically updated to ensure fairness for all candidates.
- The company should actively explore new strategies to enhance diversity through its hiring practices.
- The company should maintain and expand diversity training programs to further improve understanding of different cultures.
- Employees need ongoing support to build confidence in addressing diversity-related issues.
- Diversity training should continue to be enhanced to further reduce biases in the workplace.
- The organization must integrate diversity training as a key component of professional development initiatives.
- The company should encourage behaviors that reflect learning from diversity training across all teams.

**VI. CONCLUSION**

Oracle Consulting Solution Centre, Bangalore, demonstrates a strong commitment to workplace diversity, with inclusive hiring practices, diversity training programs, and leadership involvement effectively fostering an inclusive organizational culture. Employees perceive that initiatives aimed at promoting diversity are positively influencing attitudes, enhancing understanding across cultural differences, and creating a fairer work environment. The integration of diversity into recruitment, training, and leadership practices reflects the company’s dedication to building a workforce that values and respects differences. Diversity in the workplace contributes significantly to innovation and creativity within the organization. By encouraging varied perspectives, collaboration, and inclusive problem-solving, the company is able to generate more innovative strategies and solutions. Overall, the management of workplace diversity at Oracle has not only strengthened organizational culture but also enhanced team performance, creativity, and organizational effectiveness.

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