

Chapter 12

Diversity, Equity, and Inclusion: Impact on Multi-Generational Workforce Engagement and Productivity in the Post-Pandemic Era

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ABSTRACT

Over the past few years, the COVID-19 pandemic has severely impacted organizations' working culture. Many organizations have gone into transformations to manage their workforce remotely and obtain the best out of the situation. To an extent, this model has yielded results in a few industries in which coming to the workplace need not be a constraint, but a few other industries suffered huge losses. The post-pandemic scenario has brought more unexpected challenges in the workplace in terms of quality of employee engagement and the increased distance in in-person work environments. The multigenerational workforce is a common scenario in large-scale organizations with a good amount of legacy. Handling such challenges requires a great understanding of the field data and doing analytics to derive some insights used to make meaningful decisions.

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INTRODUCTION

The past few years' pandemics have severely impacted organizations' working culture. Many organizations have gone into transformations to manage their workforce remotely and get the best out of the situation. To an extent, this model has yielded results in a few industries where coming to the workplace need not be a constraint, but few other industries suffered huge losses. The post-pandemic scenario has brought more unexpected challenges in the workplace regarding the quality of employee engagement and the increased distance in in-person work environments (Madgavkar,2020). The multi-generational workforce is typical in large-scale organizations with a good legacy (Kyles, D.,2005). Handling such challenges requires a great understanding of the field data and doing analytics to draw some insights used to make meaningful decisions (Schmidt et al., 2021).

The chapter presents the impact of Diversity, Equity, and Inclusion- on the Multi-Generational Workforce Engagement and Productivity in the Post-pandemic time. The chapter provides an overall idea of how these factors will influence a variety of workforce and their impact on various performance measures of organizations, along with many challenges faced during implementation.

Diversity Equity Inclusion is prioritized while recruiting, hiring, and strategic decision-making. DEI comprehends people from diverse societies, capabilities, genders, incapacities, ages, beliefs, values, races, and sexual orientations. And also from varied experience, skill set, expertise, and background.

Diversity

It is a collective mix of employee differences and similarities for all aspects of personality and individuality. The various dimensions of diversity are individual language, characteristics, life experiences, expressions, values, backgrounds, beliefs, preferences, ethnicity, and behaviors. Adopting effective communication channels in an organization will help diversify the workforce, which will improve organizational performance, engage employees, retain the employees for a long time, promote creative work, generate new sets of ideas for business, and create new perspectives in business.

Equity

- It is a fair and impartial treatment for all the employees who work in an organization, so the organization's policies, practices, and norms are in place to ensure better workplace outcomes. This equity will give employees complete access to opportunities regardless of background and circumstances. It creates an inclusive working environment and allows everyone to share their ideas and be self-authentic. It will help in identifying and removing barriers that exist among employees. (Chantarat et al.,2023).

The equity of diverse groups ensures people have broad access and opportunities irrespective of context or circumstances. And maintaining an inclusive environment allows everyone to feel comfortable sharing ideas and being authentic.

Equity confirms that procedures, processes, plans, and programs are impartial and fair to get possible outcomes for everyone (Waples et al., 2023). Inclusion is about making people feel a sense of belongingness at work. Diversity is all about the occurrence of variances within a given setup.

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