

Impact of Workplace Diversity on the Employees' Performance in Private Banks

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As a multi ethnic country, it is obvious that Sri Lankan organizations have diverse mix of employees with various personalities for their business activities. Nowadays, Competition for acquisition of best talents with multiple skills has become a common practise in private banks of Sri Lanka. Diversity can be described as differences in culture, gender, age, religion, language and etc. Effective management of this diverse workforce is essential responsibility of every organization. Because, workplace bias to treat the diverse employees will damage the quality of employees' performance. Diversity among employees can enhance organizations' market share and customer base whereas lack of diversity work force leads to poor attraction of workplace. On this regard, main objective of this study was to investigate the impact of workforce diversity's dimensions on employees' performance of Private Banks in Batticaloa. Hypothesis was developed to measure the relationship between independent variable, workplace diversity and its dimensions, Gender, Age, Ethnicity and Education with dependent variable, Employees' Performance. Structured questionnaires were distributed among a sample of 150 employees which was selected by convenient sampling technique. However, response rate was 81.33%. SPSS 22.0 was used for the Univariate analysis and Multi-variate data analysis. The result revealed that, there is a positive relationship between workplace diversity and employees' performance. However, among those four dimensions, 63% of variance in employees' performance can be explained using age, gender and ethnicity. Therefore, researcher concluded that, workplace diversity in terms of Age, Gender and Ethnicity are the predictors of the performance of employees and effective management of the diversity can create positive environment which facilitates employees to do their work better.

Keywords: Workplace diversity, Employees' Performance, Gender, Ethnicity, Education