Linking Workforce Diversity to Turnover Intentions: The mediating role of Perceived Organizational Support

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Abstract

Around 563 data collection was made randomly from private bank employees working in NCR (National Capital Region) of India. To test the proposed direct and mediating hypotheses, hierarchical regression was administered. On the basis of analysis, it was being found that POS partially mediates the association between workforce diversity and turnover intentions. The impact of workforce diversity on turnover intention was found to be statistically significant ($\beta = 0.636, p < 0.01$), but with the introduction of POS, beta value of independent and dependent variable had a decreasing effect ($\beta = 0.432, p < 0.01$), thereby, representing a partial mediation. This research study indicates that managers at every level should realize the importance of promoting diversity and inclusive climate in the organization. Diversity is essential for making continuous innovations and sustainable growth of the organisations.

I. Introduction

THE PRESENT BUSINESS scenario is characterised by chaos, dynamism and global competitiveness which is coupled with recession and financial crises (Pasternack and Viscio, 1999). In order to sustain long lasting success, organizations have to manage diverse workforce with due care (Behery Salam, Mohammad and Sai, 2016). Due to the increasing workforce diversity, researchers have tried to study its impact on organizational outcomes and people experience. The researches have shown a mixed effect, where workforce diversity has positive impact on performance of organization ranging from improved profits, enhanced status and creativity (Shore, Chung-Herrera, Dean,
References


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