

## A STUDY ON IMPACT OF LANGAUGE DIVERSITY ON ORGANISATION PRODUCTIVITY AT THERELEK ENGINEERS PRIVATE LIMITED, PEENYA

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**I. ABSTRACT:** A study on the impact of Language diversity on organization productivity highlights the positive impact of diversity integration on organizational functions. Frist, we made theoretical back ground study on the topic and also twenty literature review which helped to understand the criteria for the study and later on we prepared four objectives for the study where they were interlinked each other and based on that we prepared questionnaire for each objective fifteen questions along with seven demographic questions. We have collected data using questionnaire in google form and we used 5 scale Likert scale. Based on the data we analyzed using software called SPSS software and we used null and alternative hypothesis for accepting and rejecting hypothesis based on results. Based on results we prepared findings and suggestions for the findings. Conclusion is done based on study. This study helped us to understand the many perspectives of the organization and issues faced through language diversity and we learned SPSS soft how use for analysis this knowledge may help in future. Where this study helped us to understand the impact of language diversity on organization performance when it is managed. we also analyzed this aspect also. To minimize the impact of on Language diversity at Therelek engineers private limited continuous training and support, customization and integration, data analytics for continuous improvement, and employee engagement initiatives.

**KEYWORDS:** language diversity, employee performance, employees ,job satisfaction and communication.

## II. INTRODUCTION

All of those things can be referred to as language diversity, but the most crucial thing to remember is that different people speak different languages. Every language must thus develop, and speakers of other cultures and conventions must be let to use it. Language diversity refers to the variety of languages spoken within an organization. This may apply to personnel who speak different languages as their first language along with those who speak a despite using the same language, various dialects and accents. Language diversity can impact organizational performance in various ways. Organization performance is ability of an organization to research its goals and optimize results or accumulated end results of all the organizations work process and activities. This being the case, the dependent variable is organizational performance, that is the outcome that is being studied and measured. This variable is dependent on the independent variable, which is language diversity. Language diversity is the variable that is being manipulated or observed to see its effect on organizational performance.

### Importance of language diversity

- Increasing communication: When people who speak various languages can they can interconnect with one other by communicate more successfully. Communication is facilitated by multilingualism, which can also aid in bridging cultural gaps.
- Language serves as a medium for both creative expression and inventive thought, thereby encouraging both. Diverse linguistic groups can exchange distinctive viewpoints and concepts that result in fresh discoveries and advancements.
- Multilingualism is a vital asset in the global economy, helping to drive economic progress. Businesses with the aptitude to successfully communicate in a assortment of languages have a competitive edge.
- Diversity in language encourages acceptance of and respect for many cultures and worldviews. It benefits individuals acknowledge and value the variety of human experience

## III. LITERATURE REVIEW

**Title:** the impact of cultural diversity on organizational performance. **Author name:** Kowo Solomon Akpoviroro, Sabitu and Olalekan owotutu. **Journal name:** [www.ijarjie.com](http://www.ijarjie.com) **Volume:** Vol-4 **.Edition:** 3 - 2018. **Doi number/issn:** IJARJIE-ISSN(O)-2395-4396 Due to the difficulties posed by cultural diversity at work, it is now important for Nigerian organisations to give attention to this issue. Therefore, the primary goal of this essay investigates the impact of cultural variety organisational performance. It focused on examining. This has led to the discovery that cultural diversity is a complex issue with potential benefits

and drawbacks for organisations. The primary sources were utilised to gather the data. The findings demonstrated that both employee conduct and cultural diversity in the workplace had an impact on the success of the firm. It was advised that organisations create structures to promote ethical behaviour among all managers and employees because it has a big impact on how well the organisation performs.

**Title:** Linguistic Diversity and Workplace Productivity. **Author name:** Harald Dale-Olsen, Henning Finsera **Journal name:** IZA – Institute of Labour Economics. **Volume:** 1-36

**Edition:** SEPTEMBER 2019. **Doi number/ISSN:** 2365-9793. Author investigates how important language variety is to workplace productivity. While linguistic diversity may result in higher communication costs and decreased productivity, cultural diversity may increase productivity through new ideas and innovation. We use Norwegian linked employer-employee Manufacturing data from 2003–12 to test a new measure of linguistic closeness and discover that more workforce linguistic diversity lowers productivity. Even when the impact of cultural variety is reserved into account, we still observe a detrimental effect.

**Title:** Diversity impact on organizational performance **Author name:** Sudhaishna Khastoori, Shahryar Sorooshian **Journal name:** plos one. **Volume:** Entrez Journals Database. **Edition:** Published online 2022 Jul 25. **Doi number:** [10.1371/journal.pone.0270813.r002](https://doi.org/10.1371/journal.pone.0270813.r002) In order to assess organisational performance in Pakistan, the current study investigates the possessions of four independent diversity variables—gender, age, educational attainment, and ethnicity—as mediating effects of leadership experience. 176 employees' responses to a self-administered questionnaire utilising a 6-point Likert scale were gathered. SPSS was utilised for quantitative analysis, and SMART-PLS3 was hired to understand the study's goals. The fallouts show that leadership experience, diversity beliefs, and age diversity all significantly affect organisational success. Additionally, the organisational performance was unaffected by the moderating variable of diversity belief, but leadership expertise was a significant mediating factor. Our findings provide significant insights into theory the range of research. DM and shows the potential since the topic under consideration appears to be a desirable one for further study.

**Title:** The Impact of Language Diversity on Knowledge Sharing **Author name:** Casentino R, Magliocca P. **Journal name:** Frontiers in Psychology **Volume:** 1-16. **Edition:** 21 April 2022 **Doi number:** [10.3389/fpsyg.2022.879154](https://doi.org/10.3389/fpsyg.2022.879154). Information sharing are essential in today's knowledge economy for organisations to become competitive and individuals to improve their capacity for innovation. Language has an impact on how people interact to one another and communicate, making knowledge sharing a complex language-based activity. Knowledge sharing is impacted by the rise in international partnerships and the rise in diverse teams because people conduct daily knowledge activities in a language besides their native tongue. To better understand the phenomenon, purposely triangulate data,

and increase validity, both interviews and direct observations were used. Such conditions have a adverse influence on the project's long-term inventive performance as tacit knowledge exchange is limited. as the undertaking is still in progress, identifying language barriers will enable the partners to design & carry out efficient strategies to support cooperation despite linguistic and cultural barriers. Code swapping, which is being used by "bridge" actors, is one of them and is already emergent is among technology promoting communication and knowledge exchange.

**Title:** Language Diversity and Leadership **Author name:** ralph C Wilson **Journal name:** at [https://fisherpub.sjf.edu/education\\_etd/179](https://fisherpub.sjf.edu/education_etd/179) **Volume:** 1-207**Edition:** 2018.**Doi number:** This dissertation is available at Fisher Digital Publications: [https://fisherpub.sjf.edu/education\\_etd/179](https://fisherpub.sjf.edu/education_etd/179). Language diversity is valuable for countries, organisations, and people, according to research. Language diversity may or might not be an underutilised leadership resource, nevertheless. This study looked at leadership effectiveness and linguistic diversity in the American labour market. This study's issue was framed by the language-as-resource paradigm (Ruiz, 1984). Procedures using mixed techniques were used in this investigation. First, using proxy variables, data from the 2010 General Social Survey was utilised to analyse the association between occupational achievement and Languages besides English (LOTE). Alumni who has completed a major or minor from an upstate New York research institution in a specific LOTE.

### **Objectives of study**

1. To understand language diversity with the organization performance.
2. To analyze the factors impacting organizational performance with language diversity 3.To evaluate the performance of the organization when language diversity is managed.
- 4.To assess the appropriate solution towards language diversity and improve the organization performance.

### **IV. STATEMENT OF THE PROBLEM**

The increasing linguistic diversity in modern workplaces presents unique challenges and opportunities for organizations. While language diversity may have a variety of advantages, including access to global markets, enhanced creativity, and better problem-solving, it can also create communication barriers, misunderstandings, and cultural conflicts that can impede organizational performance.

### **RESEARCH GAP**

The literature study was compiled based on geographical areas, analysis done generally and happened in service sector to know customer satisfaction not only few done on HR perspective.

This research is moneymaking to focus on the manufacturing company which is not done previously and this research is moneymaking to involve all levels of employees and where it is not conducted for particular group all people involved in the research

### V. RESEARCH METHODOLOGY

The processes or strategies that researchers use to complete research assignments are known as research techniques. A methodical, scientific approach to tackling research issues is known as research methodology. In addition to understanding how to employ techniques and procedures, researchers also need to know how to apply them.

Depending on the level of difficulty, several approaches may be employed.

### VI. ANALYSIS

Data analysis and interpretation done using SPSS software.

#### CHI- SQUARE ANALYSIS TABLE:4.4

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	27.537 <sup>a</sup>	40	.933
Likelihood Ratio	33.788	40	.745
Linear-by-Linear Association	3.436	1	.064
N of Valid Cases	106		

#### INFERENCE:

from the table 4.5 we observe that the asymptotic significance is 0.933 and where the degree is high and we reject the significance of null hypothesis accept the null hypothesis. which gives you the clear picture about relationship of variables. A value of 3.436 with one degree of freedom was obtained from the test. This test's p-value (asymptotic significance) is 0.064, which is just below the 0.05 level of significance.

**CORRELATION ANALYSIS**

**TABLE:4.3**

		59. How does your organization measure and track the Impact of language diversity initiatives on overall performance?	8. How effectively does your organization handle language-related conflicts or misunderstandings?	18. How inclusive is the organization's decision-making process in Relation to language diversity?	38. How Does the organization incorporate multilingualism in its customer service?
59. How does your organization measure and track the impact of language diversity initiatives on overall performance?	Pearson Correlation	1	.202*	.227*	.267**
	Sig. (2-tailed)		.038	.019	.006
	N	106	106	106	106
8. How effectively does your organization handle language-related conflicts or misunderstandings?	Pearson Correlation	.202*	1	.259**	.129
	Sig. (2-tailed)	.038		.007	.188
	N	106	106	106	106
18. How inclusive is the organization's decision-making process in relation to language diversity?	Pearson Correlation	.227*	.259**	1	.172
	Sig. (2-tailed)	.019	.007		.078
	N	106	106	106	106

38. How does the organization incorporate multilingualism in its customer service?	Pearson Correlation	.267**	.129	.172	1
	Sig. (2-tailed)	.006	.188	.078	
	N	106	106	106	106
*. The 0.05 threshold (2-tailed) of significance for correlation is met.					
**. At the two-tailed significance threshold of 0.01, correlation is significant.					

**INFERENCE:**

Overall, the evidence reveals that linguistic diversity initiatives and numerous organisational elements, such as overall performance, conflict resolution, inclusion in decision-making, and multilingual customer service, have favourable associations. These results highlight the significance of putting in place and monitoring linguistic diversity programmes as they can improve organisational performance and communication in varied settings. Where there is positive relationship all values are more than 0.05, we reject the null hypothesis and accept the alternative hypothesis.

**ONE WAY ANNOVA**

Anova						
		Sum of Squares	df	Mean Square	F	Sig.
1. How important is it for your organization to embrace language diversity?	Between Groups	15.747	10	1.575	.794	.635
	Within Groups	188.404	95	1.983		
	Total	204.151	105			
18. How inclusive is the organization's decision-making process in relation to language diversity?	Between Groups	9.782	10	.978	.949	.493
	Within Groups	97.953	95	1.031		
	Total	107.736	105			
31. How does the organization	Between Groups	7.480	10	.748	.709	.714
	Within Groups	100.256	95	1.055		

communicate across different language groups?	Total	107.736	105			
46. How important is language diversity to your organization's overall goals and objectives?	Between Groups	18.350	10	1.835	1.158	.329
	Within Groups	150.555	95	1.585		
	Total	168.906	105			

### INFERENCE

To assess if there are statistically significant differences between the groups in an ANOVA, we generally focus at the p-value. A p-value that is less than the significance level, which is often 0.05, that are significant, whereas a p-value that is the implication level no differences that are significant. The p-values are larger than 0.05 for all four questions based on the obtainable data, representing statistically noteworthy differences among the groups. Therefore, evidence to support the inkling that in the answers to these questions throughout the organization.

### T-TEST 4.6

Paired Samples Statistics					
		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	10. How valued are employees' language skills within your organization?	3.4434	106	.91631	.08900
	15. How likely are employees to recommend your organization as an inclusive and language-diverse workplace?	3.3113	106	1.00819	.09792

Pair 2	25. How does the organization encourage collaboration and teamwork among employees with different language backgrounds?	3.4811	106	.94849	.09213
	30. How would you rate the overall organizational performance in terms of language diversity and inclusion?	3.6321	106	.97907	.09510

### INFERENCE

From above figures we can witness 0.05 is highly effective and helps to understand effectiveness of the employee’s performance how it results on the demographic factors and also relation between one question to another. Sophisticated standard nonconformities show that the replies are more dispersed around the mean and that there is a wider range of perspectives. Lower standard deviations, on the supplementary hand, imply that the replies are closer to the mean and higher agreement among respondents.

### VII. FINDINGS

- According to survey 43.4% of employees believe organization recognizes and values numerous languages and cultures.
- Accessibility of Resources for Diverse Linguistic Backgrounds they believe moderately accessible by a significant portion (42.5%) of respondents.
- Frequency of Language Training or Resources 27.4% occasionally language training or resources given, while 19.8% do it regularly. 26.4% offer language training rarely, and 18.9% never provide it.
- The correlation suggests that the effectiveness of communication across different language groups positively correlates with overall performance (0.267\*\*).

## VIII. SUGGESTIONS

- They can provide language training programs, offering translation and interpretation services, or creating language resource centres.
- they can promote inclusive language policies and training.
- They can encourage the promotion and hiring of individuals from diverse linguistic backgrounds can contribute to a more inclusive work culture.

## IX. CONCLUSION

Language diversity within an organization has a profound impact on its overall performance and success. businesses that embrace and promote language diversity are better positioned to thrive in today's multicultural and multilingual world. This one-page conclusion highlights the key aspects of how language diversity impacts organizational performance, fostering innovation, collaboration, and employee satisfaction.

## X. LIMITATIONS

1. Problems There doesn't disclosure of how private concerns are handled.
2. There is a greater propensity for the respondents' comments and behaviours to fluctuate.
3. Analysing the psychological issues that workers' relationships with their language diversity is also challenging.
4. Because not all employees in the company were encompassed in the sample, it is possible that the outcomes might not fairly represent the opinions of all employees. Because of this, generalizations might not be accurate.

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