The concept of diversity of workforce in globalization

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In the modern epoch, under the diversity of the workforce, management needs to be able to improve the competencies of the management level that form and shape a comprehensive government contingency on cultural changes and diversity. It is not surprising if we critically look at people and process management in different countries, we find that in terms of the diversity of the workforce it is necessary to have a thorough knowledge of professional, religious and cultural variables affecting management functions and administrative decisions.

In the modern world, a great deal of attention is paid to the professionalism of the employee and their emotional intellect, because the emotional mood of the employee is directly proportionate to the final result, employers are trying to make the working environment as much as possible on a wide variety of workforce. Emotional intellect, is the sort of summary of individual skills that shape the personality. Nowadays it is used in the selection process of personnel. However, we must take into account that tests are not a panacea and we need to make complex steps to get the desired results.

Our objective is to get familiar with literary sources, make recommendations and managing decisions based on a specific situation.

Keywords: management, administrative decisions, professionalism, workforce.

Introduction

The diversity of workforce implies that organizations are gradually becoming more diverse in terms of gender, age, race, ethnic origin and sexual orientation. Various workforce includes women, colorful, physically disabled, elderly people, sexual minority representatives. The management of this diversity becomes a global problem. This change implies, for example, the development of diverse trainings and stimulation programs to meet the different interests of staff. When the diversity is not properly managed, the possibility of workforce loss, communication complication and the emergence of conflicts between people increases. Diversity can be discussed in many directions. It should be noted that all people are individual and different from each other. However, it often happens that they belong to different groups according to common signs and we are separating from each other.

It is obvious for everyone that focusing on the needs of market and consumers by organizations and adequate response to it, which is a very difficult process in the global world is challenge of the present world.

Results and discussions

The organizations in this case, as always, will be considered as open systems, which receive resources from the environment and transform them into the final product, which return to the environment in the form of goods and services. If everything works intentionally, then the environment evaluates the final product and and the it is demanded continuously. At present, special attention is paid to organizations that respond to the requirements of market and consumers; That is why the organization and its entourage are interconnected.

Organizations as open systems transmit human and material resources into goods and services. At this time the chain between the environment and the organization are developed, which strengthens the activity and enables the organization to survive and operate over a long period of time. But relationships between the organization and the environment can sometimes be misinterpreted. If the chain is broken and the services or products produced by the organization are becoming unpopular, then sooner or later the difficulties arise in relation to the necessary resources for its activities. In the worst case it ceases to exist. [N. Faresahvili, G. Qeshelashvili, 2010].

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Organizational behavior and management are important here. It is important here that the manager must take into consideration the most important issues of organizational behavior and the mission of the organization to achieve organizational tasks. Consequently, through organizational behavior, managers in parallel to the fulfillment of the tasks focus their attention on issues such as working satisfaction and loyalty to the organization.

In the XXI century, when we look at the difference between sex, racial and ethnic origins, age, physical abilities, and sexual orientation, the diversity of the workforce has become an important issue. Success in the new workplace depends on the ability to work with people of different culture, ages and sex, with different racial and ethnic backgrounds. To manage other people and work with them, to respect their individual peculiarities and to evaluate the diversity, we need to have sensitivity to interpersonal relationships and cultural peculiarities [N. Faresashvili, G.Qeshelashvili, 2010].

Managers' work, by considering its specificity and nature, is quite difficult, because the effectiveness of the personnel under their supervision is based on the decisions taken by them. They have to plan and to secure and also provide career advancement career, motivation, monitoring, fulfillment of diverse tasks of each employee; Also diversity of issues should be turned into a part of the organization strategy.

The Georgian legislation includes the Labor Code (which includes the provisions on prohibition of discrimination, working hours, and paid leave). Other guidelines for the integration of disabled people are provided in the Government's Gender Strategy and Action Plan. International instruments with influence on Georgian employers are: The European Convention on Human Rights, European Social Charter and Conventions of the International Labor Organization related to Georgia's accession to the World Trade Organization. Georgia's GSP status with EU and desire to become the EU member obliges Georgia to bring the legislation into line with EU requirements.

One of the most important problems faced by organizations is getting used to different people. To describe this problem we use the term diversity of the workforce. Globalization is interested in the difference between the peoples of different countries and the diversity of workforce in the countries of the world.

The diversity of workforce implies that organizations are gradually becoming more diverse in terms of gender, age, race, ethnic origin and sexual orientation. Various workforce includes women, colorful, physically disabled, elderly people, sexual minority representatives. The management of this diversity becomes a global problem. The opening of the borders of most countries has increased the diversity of workforce in active organizations.

Diversity of workforce has a significant impact on managers' activities. Managers have to change their principles and do not all behave equally, but realize the differences between the hired employees and act in accordance with these differences in order to maintain their employees and at the same time increase their productivity. This change implies, for example, a variety of trainings and improvement of benefits programs to meet the different

interests of staff. Diversity, if it is properly managed, can create creativity and innovation in organizations and improve decision making processes by reviewing different points of view. When the diversity is not properly managed, the possibility of workforce losing, communication complication and the emergence of conflicts between people increases.

Modern managers have realized that they should try to improve their quality and productivity with their employees. They should not only become the main force of the changes, but they should be actively involved in planning these changes.

Personal qualities are the sum of the means by which the person acts or interacts with others. It is often referred to as measurable properties manifested.

In recent years, researchers have paid special attention to personalities and their integration in the organizations. Since organizations are functioning in a dynamic and changing environment, they need staff who are willing to get the task changes in order and easily move to another working group. So it is more important that the personal qualities of the employer are in harmony with the entire organization's culture rather than any particular work.

The diversity of the workforce can bring the following benefits:

- Justice in the work (not discrimination);
- Reduction of costs by keeping the staff within long-term period;
- Reduced costs due to court proceedings conducted for the unfair dismissal and other violations;
- Strong motivation of employees to increase innovation, productivity and quality;
- High loyalty of employees;
- Training for staff;
- Reduced losses caused by stress and abstinence;
- Attracting talented personnel regardless of gender, race, ethnicity or age limit;
- The ability to use a wide variety of workforce and better act in a growing, diverse, global market, to enhance the company's positive image and reputation.
- When people feel valued regardless of their origin, they become more productive, respectively helping the organization to succeed and tackle challenges.
- Companies can increase profits and customer service quality through the involvement of multilateral workforce in the work processes. This will help the company to increase competitive advantage and attract more customers.
- The diverse work group is more creative than the homogeneous working group. Consequently, it is more profitable for the company, as it is possible to find different ways to deal with problems.

Conclusions

Finally, globalization affects all companies, regardless of its scale, because today any small firms have the opportunity to enter the international market and compete with multinational players. While planning a selection policy, management should be aware that a variety of workforce will help to overcome cultural differences and barriers.

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