



# **A Study of Managing Diversity in Institutions of Higher Learning**

**ABSTRACT**

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By

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## ABSTRACT

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Institutions.

In the contemporary world, affirmative action, inclusions, equity, are the buzz words in creating a favorable environment for the stakeholders. It has become important to manage diversity effectively and efficiently so that the standard, quality and creativity etc are maintained. This study has conceptualized managing diversity in the functioning of the institutions. Beyond functioning of the institution, it investigated the existing beliefs or perceptions or views prevailing on Organizational Climate for Diversity among the stakeholders (Faculties, Students and Non-teaching staff). In this study, background variables like gender, religion, position, experience, Socio Economic Status, University and educational status were used. The study also analyzed the status of Special Cells within these three Universities on the basis of structure, functions and issues and challenges. Hypotheses were formulated to compare the differences of dimensions of Organizational Climate for Diversity, attrition rate and satisfaction level among the Universities.

A multistage sampling method was used to collect the data from faculties and students in three Universities in Delhi. In this study, qualitative and quantitative analysis was done.

The main findings are summarized below:

- Overall, the Universities had an affirming climate for diversity among faculties and students. However, the study found that A3 University has a more favorable climate for diversity among students and faculties when compared with other two universities.
- In particular, the personnel policies on recruitment, promotion and career advancement is another major area where discrimination was quite visible. It basically reflects the personnel policies adopted by the Institutions require careful planning and execution.
- The attrition rate was low among students. However, the students belonging to lower family income showed high attrition rate.
- The non-teaching staff perceived a favorable Organizational Climate for Diversity. However, most of the respondents felt that personnel policies such as recruitment, promotions and transfers left a lot to desire and grievance handling mechanism existed on paper with weak implementation.
- The major hindrance in the effective functioning of the Internal Complaint Committee was the variation in awareness and the confusing nomenclature of the Cell. The members of the Cell were nominated in case of A1 and A2 University, whereas in A3 University, the members were elected. In A3 University, Gender Studies and Women Studies were coordinated with the Cell to develop sensitization programmes. But it was lacking in other two Universities.

This study reiterates the importance of inclusive environment to use diversity to the advantage and harness its potential. The findings indicate that there is a continuing need for effective management and creation of supportive environment for stakeholders to play an irreplaceable role in this regard.