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Diversity and its Impact on Organisational Performance: A Case Study of Uganda Martyrs University

Organisations worldwide are realising that embracing diversity is the way to go if they are to remain competitive in this changing work environment. This is clearly seen in the recruitment of employees in workplaces. Organisations look out for several characteristics which they believe contribute to organisational performance. This study was designed to find out if diversity had an impact on organisational performance. Four elements of diversity were looked at in the study and these were educational background, age, gender roles and cultural background. The study, therefore, sought to answer the following research questions: does diverse educational background have an impact on organisational performance? Does diverse age groups have an impact on organisational performance? Does diverse gender roles have an impact on organisational performance? Does diverse cultural backgrounds have an impact on organisational performance? Both qualitative and quantitative research methods were used. Questionnaires were used for data collection and three categories of employees were interviewed. These were the lecturers, administrative staff and support staff. In-depth interviews were also carried out with some heads of departments. The study found out that diverse educational backgrounds, diverse age groups, and diverse gender roles did have an impact on organisational performance. However, diverse cultural backgrounds did not have any significant impact on organisational performance. In the researcher's opinion, this could be so because organisation culture takes an upper hand in shaping employees attitudes towards work other than the individual cultures that the employees come from.

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Basing on the above findings, the following are the recommendations: the organisation should put in place performance management systems in order to benefit from diversity of its employees; the organisation should put in place diversity management systems and train employees to benefit from diversity.

Key Words: Diversity, impact, Organisational Performance, Uganda Martyrs University