



Effect of Workplace Politics in Multicultural Organizations in India

A study in a Software industry in India

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Abstract

This study aimed to identify the factors that lead to workplace politics, explore how it impacts employees, examine how organizations deal with it, and provide recommendations for promoting a more encouraging and peaceful workplace. Using mixed methodology approach, this study collected quantitative data from 104 employees through an online survey and qualitative data from 6 manager's through in depth interviews. The findings indicate that workplace politics exists to some extent in all organizations and primary cause is lack of fairness and transparency in decision making process and the impact can be seen in form of decreased motivation, job satisfaction and overall well-being of employees and found that organization's techniques for managing workplace politics were found to be limited and ineffective. Overall, this study highlights the need for organizations to address workplace politics and made recommendations create a more inclusive and harmonious work environment to reduce workplace politics.

Introduction

Workplace politics is a term used to describe the use of power and persuasion to advance one's own interests at the expense of those of others. India is a multilingual, culturally, and religiously diverse nation. Multinational corporations have significantly increased their presence in India during the past few years. Employees from various backgrounds may have divergent values, views, and expectations in a multicultural workplace, which can make negotiating and managing workplace politics challenging. This research identifies the factors that lead to workplace politics, the effects on employees, and examines methods used by companies to deal with them. This research will focus on creating a harmonious work environment by examining the problems which are faced by multicultural organizations in India. Furthermore, the findings of this study can assist companies in developing effective ways for managing workplace politics, as well as improving employee motivation, job satisfaction, and overall organizational success.

Research Questions

1. Explore the nature and factors contributing to workplace politics in multicultural organizations in India?
2. What is the impact of workplace politics on employee motivation, job satisfaction, and overall well-being in multicultural organizations in India?
3. What strategies do multicultural organizations in India adopt to manage workplace politics?
4. What recommendations can be made to multicultural organizations in India to create a more inclusive and harmonious work environment and effectively manage workplace politics?

Methodology

The mixed methodology was identified to be suitable research methodology for studying the effect of workplace politics in multicultural organizations in India. This methodology uses both quantitative and qualitative research methods to collect and analyse data. To collect quantitative data survey questionnaire was created with close-ended responses and distributed to low-level employees in Indian organizations and collected significant amount of data up to 104 responses and qualitative data was collected by conducting in depth interviews with six managers which lasted for 40-60 minutes. Further, the data is analysed based on the responses received from both employees and manager's.

Findings

The survey results identified that workplace politics exists to some extent in all organizations, the primary cause is lack of fairness and transparency in decision-making and workplace politics have a negative impact on employee morale and productivity. Most organizations have a system in place for reporting conflicts or politics, but not all of them use it effectively.

Based on the six interviews conducted with managers from various organizations. All the managers agreed that workplace politics can negatively impact employee job satisfaction and poor performance and everyone believed that it is not possible to eliminate politics but they can be minimized and used in positive way.

Discussions

The survey results indicated that workplace politics is prevalent in multicultural organizations, and managers also reported the same during the interviews. However, the managers' responses provided more detailed information on the causes of workplace politics, the strategies used to manage politics, and the impact of politics on employee job satisfaction and productivity. Further, the discussions of this study suggest that workplace politics is prevalent in multicultural organizations in India, and in most cases, it shows negative affects employee job satisfaction, productivity, and organizational performance. Therefore, organizations must create a culture of openness, trust, and collaboration to reduce the prevalence and negative effects of workplace politics.

Conclusion

In conclusion, this thesis have highlighted the unique cultural context of India and its impact on political behaviours. This study has also demonstrated the critical role of leadership and management practices in shaping the political climate of an organization. This research has implications for managers and organizations that operate in multicultural contexts, highlighting the need for transparency, fairness, and clear communication in managing workplace politics.

Recommendations

1. Develop code of conduct: which clearly defines acceptable workplace behaviour.
2. Provide regular training on diversity for managers and employees.
3. Encourage open and transparent communication channels.
4. Implement fair and transparent performance evaluation.

Aknowlegements

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