

Diversity management: is it an important issue in hotel industry in Egypt?

Abstract

Diversity management has become a critical aspect of operating a business. Continued developments in organizational globalization and the increasing workforce participation rates of diverse groups put diversity issues at centre stage. Literature of human resources emphasized that the cost of replacing a manager is \$48000, and other staff member is \$12000. Calculation of turnover costs of \$75000 for females in a professional service firm, included replacement costs associated with searching for and interviewing new applicants. Diversity management has a great positive effect upon minimizing employee turnover and absenteeism. The study tried to explore the overall picture of managing human resources diversity in five star hotels in Cairo and Luxor positively shared the study. The study reveals a positive and supportive employment culture, a strong sense of advancement among the workforce where specific managerial issues need to be enhanced and entitled parties should bear their responsibility. This paper contributes to the body of knowledge in diversity management literature. Policy makers and institutions might benefit from this research by understanding the effect of internal organization culture on diversity related issues. This article provides an understanding of specific diversity supported issues interrelated impacts that hotel organization could employ.

Key words: Hotels, Egypt, diversity management, delayering, human resources management, discrimination.