

Chapter: five

Conclusion

5.0 INTRODUCTION

During the process of collecting data, the researcher's primary emphasis was on determining the overall impact that having a diverse workforce had on the performance of the business. In order to accomplish this goal, various types of data, including primary and secondary data, were gathered, and after being accumulated, they were presented in chapter four to create an overall picture of the data that was obtained. The researcher presents the Summary of the Problem Statement, as well as the RQ, RO, and methodology, in this chapter. A rundown of the research results in A discussion of the results gathered, including a summary of the implications, suggestions, and conclusion, was achieved by linking the findings collected to the goals of the research.

5.1 SUMMARY OF THE PROBLEM STATEMENT

Workforce diversity improves corporate and employee success. Ineffective diversity initiatives may lead to employee dissatisfaction and poor organizational performance. Dahabshiil Bank offers training to assist new employees to perform their duties. Despite the bank's development measures, Dahabshiil Bank employees haven't accomplished their goals (Elmi, 2009). These current challenges affect employee performance and development programs:

1. Although Dahabshiil Bank offers promotion chances, many Somalian firms, notably remittance companies, have failed to meet their objectives due to poor employee performance.

Even if Dahabshiil Bank offers growth, this is true.

2. Since Somalia's central banks collapsed in 1991, remittance organizations have grown, but worker diversity and poor employee performance have not been addressed.

3. After the collapse of the central government, the Central Bank of Somalia and the Mogadishu Postal Service, both of which were state-run and experienced major damage during the fighting, have raised worries about their worker development programs.

5.2 SUMMARY OF RESEARCH QUESTIONS

1 Does gender affect worker performance? The gender breakdown of respondents. According to the summary table, 70.8% of respondents are male and 29.2% are female. Participation was 70.8% male. The responses were analysed. Every professional level has workers of all ages. Data summary tables reveal respondents' ages. The table shows that 66.4% and 29.0% of respondents are 20–25 and 30–35 years old, respectively. The others contribute less than 2%. Working with varied ages improves my performance. According to the table above, 49.6% of respondents agree, 37.4% slightly, 6.9% disagree, 5.75% agree, and 4.16% strongly disagree. This suggests a consensus. Since everyone gets along, the crew has little generation gap. The table above shows that most responders agree. 45.5% strongly agreed, 24.1% slightly agreed, 17.9% disagreed, and 11.6% absolutely disagreed. 1.1% agreed.

2. Does age affect career success? I always improve my company and firm.

According to the table above, 38.7% of respondents agree, 41.4% disagree, 13.5% agree, 4.4% disagree, and 3.3% strongly disagree. I do well with my job responsibilities. According to the table above, the great majority of respondents agree (27.2%), although underneath agree respondents think (41.4%) stated somewhat, (11.4%) disagree, (4.5%) where, and strongly disagree (1.1%). Most group members earn good marks. The majority do well. The chart above shows that 21.9 percent of respondents agree, while 52.6% stated somewhat, 14.9% disagree, 9.1% where, and 4.5 percent strongly disagree. In my experience, inclusive workplaces enhance productivity. Diversity also boosts productivity. According to the chart above, the great majority of respondents (31.9%) agree, while the underlying agree respondents feel that 43.4% disagree somewhat, 16.8% disagree (6.7%), and severely disagree (3.3%). Diverse workforces stimulate creativity. Diversity boosts employee creativity. According to the table above, 38.9% of respondents agree, while 44.2% stated somewhat, 9.7% disagree, 6.7% where, and 2.2% severely disagree. 3. Does staff education affect performance? 43.4% of bachelor's degree holders had master's degrees or took postgraduate courses, according to the results table. The data below shows 39.8% of respondents have higher education. Ph.D. holders say (4.5%), whereas diploma, formal education, and high school holders say (5.6%). Seniority in the company trumps outside qualifications. According to the table above, 28.6% of respondents agree, whereas 33.9% stated slightly, 19.6% disagreed, 26.5% disagreed severely, and 15.2% agreed. Most responses agree. This company employs people with diverse educational backgrounds. According to the table above, 33% of respondents agree, while 56.3%) stated

slightly, 6.7%) disagree, 4.4%) where, and 2.2%) strongly disagree where agree. The majority of responders agree. Educational differences do not generate conflict. According to the table above, 20.2% of respondents agree, while 47.4% stated somewhat, 14% disagree, 14% where, and 5.7% severely disagree. Most responses agree. Performance has improved when I began dealing with diverse educational backgrounds. According to the table, 26.1% of respondents agree, while 55.9% stated slightly, 9.0% disagree, 7.7% where, and 3.3% strongly disagree where agree. The company treats everyone equally, regardless of education. According to the statistics in the table above, the majority of respondents (21.4%) agree, while 49.1% stated slightly, 13.4% disagree, 10.7% disagree, and 7.8% disagree severely. Most responses agree. Staff with different education and experience often have ego problems. The table above shows that 18.6% of respondents agree, 46.9% somewhat, 15% disagree, 13.3% strongly disagree, and 7.9% disagree. Employee tenure is more important than education. According to the table above, the majority of respondents agree (20.4%), while the underlying agree respondents consider (39.8%) stated somewhat, (18.6%) disagree, (14.2%) where, and strongly disagree (7.1%).

4. How does diversity affect employee success? Because of their strong bonds and good communication, mixed-gender teams were successful. The table above shows that 30.4% of respondents agree, while the underlying agree respondents think that (41.7%) stated somewhat, (14.8%) disagree, (11.3%) where, and strongly disagree (2.3%) where agree implies that most respondents agree. The typical employee has worked with the company for five years. According to the data above, 18% of respondents agree, 44% disagree, 22.5 % disagree, 13.5% disagree, and 2.2% strongly disagree. Most responses agree. Long-term employees are respected. According to the table above, 35.1 percent of respondents agree, 43.9 percent disagree, 8.8% disagree, 12.5% disagree, and 3.4% strongly disagree. Most responses agree. Performance, not tenure, determines promotions and increases. According to the table above, 34.8% of respondents agree, while 41.1% stated slightly, 12.5% disagreed, 10% disagreed, and 3.3% severely disagreed. Most responses agree. seniors and juniors like me. According to the table above, the majority of respondents (30.4%) agree, even while below agree respondents think (49.1%) said somewhat, (12.5%) disagree, (3.3%) where, and strongly disagree (2.2%) where agree. Working with long-term staff improves performance. The table above shows that 28.6% of respondents agree, 49.1% disagree, 10.7% disagree, 7.8% disagree, and 6.7% strongly disagree. Most responses agree.

5. What makes Dahabshiil bank staff successful? The Dahabshiil Group has grown and developed new concepts without straying from its core ideals of trust, honesty, and accountability. These ideals underpin the firm. The company's founder,

Mohamed Saeed Duale, created these basic values, which are now part of its culture. Our goal is to deliver the greatest banking services, maximise our beneficial impact on the community, and optimise our investment returns. We focused on responsibility, honesty, and profitability to succeed. World-class people, procedures, and technology provide accountability. We also promote a solution-focused culture that rewards top performers. Adhering to Sharia's precepts—which we perceive as universal values that benefit our clients—maintains honesty. Our platform, which has a large market share in each of our core geographies, allows us to provide inclusive and socially responsible banking services to clients outside our usual clientele.

5.3 SUMMARY OF RESEARCH OBJECTIVES

The primary objective of this research is to give an understanding and comprehensive knowledge of the ways in which the diversity of the workforce of an organization can impact job satisfaction inside a corporation. The subsequent This research aims to determine whether or not demographic factors have any bearing on the relationship between whether or not factors such as age, gender, and educational background have a role in how well employees do their duties in a business.

5.4 SUMMARY OF THE METHODOLOGY

Research methodology matters while doing the study. The dissertation's methodology chapter must examine the research's demographic. This investigation was quantitative and descriptive. It would examine how workforce diversity (age, gender, and education) affects employee performance in a company, focusing on Dahabshiil Bank. Using a questionnaire, primary data, and secondary data from relevant studies, papers, and journals. Additionally, this study will concentrate on organizational performance in the private market (banks) in Mogadishu, Somalia, and data will be collected from workers of various branches. This examination also focuses on Mogadishu bank employees' performance. This study also seeks to determine whether employee performance affects company performance.

5.5 SUMMARY OF THE FINDINGS

Over the years, companies' diversity management has increased. Multiple factors must be in place to properly manage diversity. To examine the impact of workforce diversity on Dahabshiil bank employee performance, the researcher created this study. Without reduced

goals that focused the research, it would have been difficult to finish. The particular aims were to establish the nature of work diversity in Dahabshiil bank, determine the advantages and drawbacks of workforce dimensions on employee performance, and provide solutions to workforce diversity performance difficulties. A well-formulated research question was needed to guide the study toward the key goals. These precise goals were: What is the nature of work diversity at Dahabshiil bank? How do characteristics of workforce diversity impact employee performance? What are the constraints provided by workforce diversity on employee performance? educational levels, age, and gender was the most prominent kind of variety in Dahabshiil Bank, followed by demographic characteristics. The researchers also found that Dahabshiil bank has a diversity management approach to managing its diverse personnel, including diversity management policies, a diversity management department, and diversity management education. The responses reveal that most respondents knew that workforce diversity and performance are linked. For Dahabshiil Bank, respondents confirmed that the connection is favorable owing to the many benefits of a diverse staff. In the end, numerous problems were recognized as limiting efficient administration of the heterogeneous workforce in partnerships that were good owing to their many benefits. In the end, numerous problems were recognized as limiting the proper management of the varied workforce in partnerships, which is favourable owing to its many benefits.

5.6 SUMMARY OF IMPLICATION

This research found that workforce diversity at Dahabshiil Bank in Somalia affects employee performance. This research suggests diversifying Dahabshiil Bank's Somalia workforce to improve staff effectiveness. Diverse teams improve competitiveness. Diverse workers are needed to serve global customers. Diverse workforces boost innovation, skills, group problem-solving solving, and organizational performance, which is crucial for competitiveness. To attain objectives, an organization needs to build a diverse team.

5.7 SUGGESTION

Future studies can follow this study Our emphasis is on how gender, age, and education impact employee performance in a company. First, our finding only compares individual employee performance. Thus, more study in this field is possible. Second, researchers should reach an agreement on how workforce diversity is seen and produce a widely recognized definition of workforce diversity to enable greater study on the advantages and implications of workforce

diversity on organizational performance. Thirdly, measures and items from earlier studies should be modified for the current study. Measure validity should be tested. Future studies should increase the sample size to better reflect the population for more accurate findings. Finally, as our study only measures quantitatively, additional research in both quantitative domains is recommended. To further the study, workforce diversity's influence on employee performance should be studied.

5.8 CONCLUSION

studied worker diversity (gender, age, and educational background) and how it affects employee performance at Dahabshiil Bank, notably in Mogadishu, Somalia. According to the literature analysis and the research, law was the main factor affecting employees' performance in the age diversity of the workforce. The author learned from the literature evaluation that an age-diverse workforce boosts efficiency. This study suggests that employee performance and workforce diversity need additional investigation. The research concluded that age diversity is a strong determinant of worker performance. Research technique was used at every step of the process, including gathering, analysing, and interpreting the data. Computer technologies such as Google Forms were used in order to facilitate the process of carrying out the analysis and interpretation. To get started, a questionnaire survey is sent to a larger pool of potential responders in order to collect information that is more specific. In order for the researchers to have a more in-depth grasp of the issue that was the central focus of their inquiry, in addition to primary data, secondary data publications were examined. This included case studies and journals. This study examined age diversity in the workforce and its effects on employee performance.

The outcomes of the study indicated that, out of these three factors, gender and age were the two that had the most significant impact on employee performance. The outcomes of the research indicate that there is a significant positive impact that gender diversity has on the performance of workers. This effect was found to be rather beneficial. This demonstrates that the majority of the workforce is in agreement that there should be no discrimination between workers of different males and females in the workplace and that women have the same opportunities as men to advance their careers and develop their businesses. Additionally, this demonstrates that there should be no discrimination between workers of different sexes in the workplace