

# **Enhancing Equality, Reducing Discrimination, and Improving Decision Making: The Impact of Diversity Management in South African Organizations**

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[https://doi.org/10.35609/gcbssproceeding.2023.1\(180\)](https://doi.org/10.35609/gcbssproceeding.2023.1(180))

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## **ABSTRACT**

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Research objective: The research aimed to examine the impact of workplace inequality and discrimination on individual development and organizational performance within the hotel industry in South Africa. Methodology: The study utilized four data sources, namely interviews, archival data, discussions, and observations. Semi-structured interviews served as the primary means of gathering information for this research. Findings: The interviews revealed four major categories: "Recruitment and Work Experience," "Emotional Factors in Hotels," "Workplace Inequality," and "Workplace Discrimination." These findings highlight the significance of diversity management in addressing and eliminating inequality and discrimination, as well as enhancing worker performance and decision-making. As a result, it is essential for the government to promote and support increased investment in implicit bias (or unconscious bias) training for both White and Black individuals.

**Keywords:** Diversity Management, Inclusion, Discrimination, Inequality