

CONTEMPORARY APPROACHES IN EQUALITY, DIVERSITY AND INCLUSION

Strategic and Technological Perspectives

Berk Kucukaltan

INTERNATIONAL PERSPECTIVES ON
EQUALITY, DIVERSITY AND INCLUSION

VOLUME 9

**CONTEMPORARY APPROACHES
IN EQUALITY, DIVERSITY AND
INCLUSION: STRATEGIC AND
TECHNOLOGICAL PERSPECTIVES**

INTERNATIONAL PERSPECTIVES ON EQUALITY, DIVERSITY AND INCLUSION

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DIVERSITY AND INCLUSION VOLUME 9

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EQUALITY, DIVERSITY AND
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EDITED BY
BERK KUCUKALTAN



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INVESTOR IN PEOPLE

I dedicate this book to my parents, and to everyone who has contributed to my life.

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LIST OF ABBREVIATIONS

AI	Artificial Intelligence
AR	Augmented Reality
BcHRMS	Blockchain-based Human Resources Management System
CPD	Continuing Professional Development
EBS	Edinburgh Business School
EDI	Equality, Diversity, and Inclusion
EU	European Union
GVC	Global Value Chain
HR	Human Resources
HRM	Human Resource Management
ICA	Internal Change Agents
IoT	Internet of Things
KPIs	Key Performance Indicators
LGBTQ+	Lesbian, Gay, Bisexual, Transsexual, Queer, and Others
LMX	Leader–Member Exchange
MBIs	Mindfulness-based Interventions
MBSR	Mindfulness-based Stress Reduction
ML	Machine Learning
NLP	Natural Language Processing
OECD	Organisation for Economic Cooperation and Development
R&D	Research and Development
SERP	Search Engine Results Page
SME	Small and Medium Enterprise
UK	United Kingdom
UNCTAD	United Nations Conference on Trade and Development
VILT	Virtual Instructor-led Training
VR	Virtual Reality
WTO	World Trade Organisation

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PREFACE

Equality, diversity, and inclusion (EDI) is a complex domain that must be integrated across all organisational areas since these concepts nurture organisational activities at different levels. Considering the fundamentals of these concepts and managing them effectively in the workplace contribute significantly to organisational performance. Indeed, as including and managing diverse talent is a strategic move in competitiveness, organisations need to have strong human resources to achieve effectiveness and dynamism in their processes. In this sense, when diversity is successfully managed in organisations, employee productivity can be enhanced and employee satisfaction can be increased, which in turn, can lead to improved organisational performance. Accordingly, given these arguments, it becomes evident that the concept of EDI cannot be discussed without incorporating strategic organisational factors, especially in the compelling new business order. From this point forth, in today's ever-growing digitalised and competitive business world, organisations strive to pay attention to their EDI approaches from different perspectives (i.e. technological and strategic).

With the recent changes brought by both Industry 4.0 on the technology side and the COVID-19 pandemic at the social end, how the EDI concept is approached in the workplace have remained vague since the primary focus of organisations has mainly been on the ways of surviving in profit. Under these circumstances, organisations have largely failed to fully integrate their strategic and technological developments relying on the principles of the EDI and, as such stunt the comprehension of the transformation of the EDI concept by means of contemporary approaches. In this respect, this book sets out to bridge the spread of disciplines in examining traditional and contemporary approaches in EDI from strategic and technological perspectives and aims to provide novel insights into the extant knowledge and practices in today's digitalised business world.