summary master thesis

Topic: Diversity and inclusion Management: A case study based on the luxury hospitality industry

Research Question: How do employees perceive diversity and inclusion management in a family business? What effect has employee origin and education on their understanding of diversity and inclusion? How is diversity and inclusion management related to the employees' perception of his or her job satisfaction?

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1   problem definition

- The need for diversity management has been recognized and implemented by prominent and international hotel chains.

2   results

Diversity and inclusion Management

- They benefit from an efficient diversity/inclusions Management
- The level of applied diversity Management is strongly linked to the leadership style, the awareness level, and the personal mind-set of the leader.
- The awareness of the topic is still low amongst employees.
- The primary barriers to diversity management relate to language and employee respect.

3   recommendations for family businesses

- The study shows that in family businesses, even with all their socioemotional intelligence, a diversity management is needed and could contribute to greater employee satisfaction.
- For this change-management process, it is essential that the owner family integrate the topic in the organizational culture, in their values and their leadership style. Only then, will the right diversity and inclusion management be communicated to the department managers and effectively implemented in the business.

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