

## ROLE OF WORKING WOMEN IN PROMOTING SUSTAINABLE AND HUMAN-CENTRIC ORGANIZATIONAL DEVELOPMENT

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### Abstract

*In recent years, there has been a notable rise in the number of women joining the workforce, especially within the service sector. Their involvement has had a significant impact on workplace culture, decision-making, and management practices. Beyond their economic contributions, women in the workforce are crucial in fostering sustainable and human-focused organizational growth. This study explores how working women promote sustainable practices, enhance organizational development, and cultivate human-centered workplace environments. The research is conceptual and relies on secondary data from research articles, reports, books, and academic publications concerning gender diversity and workforce participation. The results show that female employees positively influence ethical decision-making, foster collaborative work settings, and encourage responsible management practices. Their participation also boosts innovation, employee engagement, and inclusive workplace cultures. The study concludes that increasing women's participation in organizations can lead to long-term sustainability and the development of workplaces that emphasize human values and employee well-being*

**Keywords:** *Working Women, Organizational Development, Sustainability, Gender Diversity, Human-Centric Management, Service Sector*

### Introduction:

In today's global economy, women's participation in the workforce has grown significantly. They are making substantial contributions across various fields, including education, healthcare, banking, information technology, hospitality, and consulting services. This increased involvement of women in professional roles has had a profound impact on organizational structures, leadership approaches, and workplace culture.

Modern organizations are placing greater emphasis on sustainability and management practices that prioritize human well-being. Sustainable organizational development focuses on long-term growth, responsible management, and ethical decision-making. Concurrently, human-centric organizations prioritize employee well-being, collaboration, inclusivity, and leadership based on values.

Working women often exhibit qualities such as empathy, effective communication, collaboration, and ethical awareness. These attributes positively influence workplace relationships and organizational culture. Their presence in leadership and managerial positions has also encouraged organizations to adopt more inclusive and responsible management practices.

In service sector industries, where human interaction and communication are crucial, the contribution of female employees is particularly significant. Their involvement aids organizations in enhancing customer relationships, strengthening

teamwork, and fostering supportive work environments.

Therefore, understanding the role of working women in advancing sustainable and human-centric organizational development is crucial for contemporary management practices. This study examines how female employees contribute to organizational sustainability, workplace development, and the establishment of human-centered organizational cultures

### Literature Review:

The role of women in organizational development and workplace sustainability has gained increasing attention in management research. Several scholars have examined how gender diversity contributes to improved organizational outcomes, ethical practices, and inclusive work environments.

Research by **Eagly and Johnson (1990)** observed that women often adopt participative and democratic leadership styles, which encourage collaboration, employee involvement, and effective communication within organizations. Such leadership approaches contribute positively to organizational effectiveness and employee satisfaction.

Studies on gender diversity have also indicated that organizations with greater representation of women tend to demonstrate improved decision-making and higher levels of innovation. **Adams and Ferreira (2009)** observed that gender-diverse organizations benefit from enhanced corporate governance and more balanced decision-making processes.

Similarly, research by **Hunt, Layton, and Prince (2015)** highlights that organizations with greater gender diversity are more likely to achieve superior financial and organizational performance.

The contribution of women to workplace relationships and teamwork has also been widely recognized. According to **Joshi and Roh (2009)**, workforce diversity improves team performance by bringing different perspectives, experiences, and problem-solving approaches. Women employees often contribute positively to communication, conflict resolution, and cooperative work environments.

Research on sustainable organizational practices has also emphasized the role of women in promoting socially responsible behavior. **Kabeer (2012)** notes that women's participation in economic and organizational activities supports inclusive development and responsible management practices. Women employees and leaders are often associated with greater social awareness, ethical sensitivity, and community-oriented decision-making.

The concept of **human-centric organizations**, which focuses on employee well-being, respect, and inclusivity, has gained prominence in modern management theory. **Robbins and Judge (2017)** emphasize that organizations that prioritize human values, employee engagement, and supportive work environments tend to achieve higher productivity and employee commitment. Women employees often contribute significantly to creating empathetic and collaborative workplace cultures.

In the Indian context, studies have also highlighted the growing role of women in organizational leadership and workforce participation. **Rani (2019)** observed that the increasing presence of women in professional roles has contributed to organizational innovation, leadership development, and inclusive workplace cultures.

Overall, existing literature suggests that the participation of women in organizations positively influences organizational development, sustainable management practices, and the creation of human-centric workplaces.

### **Objectives of the Study**

The present study is conducted with the following objectives:

1. To examine the role of working women in promoting sustainable organizational practices.
2. To study the contribution of working women to organizational development in the service sector.
3. To study the role of women employees in developing human-centric workplace cultures.

### **Research Methodology**

The study adopts a **conceptual and descriptive research design**. Secondary data collected from Sources:

- Research journals and academic publications
- Books related to human resource management and organizational behaviour
- Government and institutional reports on women workforce participation
- Published studies related to gender diversity and organizational development

### **Scope of the Study**

The study focuses on the contribution of working women in **service sector organizations**, particularly in relation to organizational development, sustainability, and workplace culture. The analysis is based on secondary literature

### **Role of working women in promoting sustainable organizational practices**

Sustainable organizational development entails implementing responsible management strategies that foster long-term growth while taking into account social, economic, and environmental considerations.

Studies show that female employees often exhibit a strong sense of ethics and social responsibility in organizational decision-making. Their participation in management processes encourages organizations to embrace transparent governance and socially responsible policies.

Organizations with a higher representation of women tend to prioritize corporate social responsibility, employee welfare, and community involvement. Women leaders frequently advocate for management strategies that prioritize the long-term health of the organization over immediate profits.

Many organizations have introduced diversity and sustainability initiatives that promote women's involvement in leadership and decision-making roles. These initiatives support responsible resource management, inclusive policies, and ethical business practices.

Thus, the involvement of women in organizations is crucial in enhancing sustainable management practices and fostering socially responsible organizational behavior.

### **Contribution of working women to organizational development in the service sector**

The service industry is heavily dependent on interpersonal interactions, communication, and managing relationships. In these sectors, female employees play a crucial role in boosting organizational efficiency.

Research shows that women in the workforce have a positive impact on teamwork, managing customer

relationships, and organizational communication. Their interpersonal abilities enable organizations to forge stronger connections with clients and stakeholders.

Gender diversity also fosters creativity and innovation within companies. When people from varied backgrounds and experiences collaborate, organizations gain from a wide range of ideas and viewpoints. This diversity enhances decision-making and problem-solving skills.

The growing number of women in managerial and leadership positions has further bolstered organizational development efforts. Women leaders often promote participative management, employee involvement, and inclusive leadership practices.

Consequently, the increasing involvement of women in service sector organizations has led to enhanced organizational performance, innovation, and workforce development.

### **.Role of working women in developing a human-centric workplace culture**

Human-centric organizations focus on creating work environments that prioritize employee well-being, respect, and collaboration. Such organizations emphasize supportive leadership, work-life balance, and inclusive workplace practices.

Women employees often contribute to building empathetic and cooperative workplace cultures. Their communication skills and collaborative approach support positive relationships among employees and management.

Research suggests that women leaders frequently adopt participative leadership styles that encourage open communication and employee involvement in decision-making processes. These leadership approaches help create trust and mutual respect within organizations.

Women employees also advocate for policies related to work-life balance, flexible work arrangements, and employee welfare. Such policies contribute to employee satisfaction and organizational commitment.

Therefore, the participation of women in organizations plays an important role in developing human-centered workplace cultures that support both employee well-being and organizational success.

### **Data Analysis**

The analysis of data indicates that women employees contribute significantly to organizational sustainability and development.

Studies related to workforce diversity show that organizations with higher participation of women employees often demonstrate stronger commitment to ethical practices and socially responsible

management. Gender diversity also supports inclusive decision-making and balanced organizational policies.

Research on service sector organizations highlights that women employees contribute to improved communication, teamwork, and customer service. Their interpersonal abilities strengthen coordination and cooperation within organizations.

Research also suggests that the presence of women employees supports the development of human-centric workplace cultures. Their emphasis on empathy, collaboration, and employee welfare helps organizations create positive and supportive work environments.

Overall, the analysis indicates that women's participation in organizations positively influences sustainability, organizational development, and workplace culture, work-life balance initiatives, which contribute to creating human-centric organizations.

### **Findings**

- Working women make a substantial impact on sustainable organizational practices by engaging in ethical decision-making and socially responsible management.
- Female employees enhance organizational growth through strong communication, teamwork, and innovation.
- Diversity in gender boosts creativity and elevates problem-solving abilities within organizations.
- Female Employees are crucial in fostering human-centric workplace cultures that prioritize empathy, collaboration, and employee well-being.
- Companies that promote women's involvement in leadership positions are likely to cultivate more inclusive and supportive work environments.

### **Conclusion**

The rising involvement of women in the labor force has emerged as a crucial element in contemporary organizational progress. Female employees not only enhance economic output but also foster the creation of sustainable and people-centered work environments. Their participation in organizational functions encourages ethical management strategies, collaborative workplace cultures, and inclusive leadership models. Furthermore, women in the workforce drive innovation, boost employee engagement, and promote responsible governance within organizations. The results of the research indicate that gender diversity and the engagement of women significantly influence the advancement of sustainable organizational development. Organizations that champion equal opportunities

and advocate for the professional advancement of women are more inclined to attain enduring success and organizational sustainability. Consequently, it is essential for organizations to implement policies that promote gender equality, leadership development, and inclusive practices in the workplace to fully harness the potential of women employees in the context of organizational growth.

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