Human Resource Management: Case Study

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# Introdction

This case study will be discussing the “Case, You Can’t Get There From Here: Uber Slow On Diversity. Uber is a taxi service which is operating in more than 70 countries and the valued amount is approximately $4 billion all around the globe. Uber has been providing taxi services to people and this is the advantage people are taking from these services, while the independent contractors are able to earn by registering their vehicles including cars and motor-cycles with Uber. This service has provided inline services and created job opportunities to many people who were in need and it still continues. There are more employment opportunities to people, however there exist some harassment cases which are linked to the Uber services. Identification of these harassment cases have allowed the legislations and policy makers concerned with the Uber and other public services to formulate and pass laws. In fact, Uber itself is involved in ensuring safe services by developing new policies. This case study will be discussing the affirmative actions and analysis of the challenges and benefits to diversity and diverse workforce. After this, legal provisions will be discussed. Uber services have been recognized all over the world, however there are some workplace issues which need some laws, affirmative actions and it also needs to focus on diversity.

# Employment Law

Susan Fowler is an engineer who claimed that she was sexually harassed by a manager of Uber, but when she complained about this incident, the company tried to cover the manager. This case can be related to sexual harassment case in which she claimed that she was sexually harassed, while along with her, some other women also complained about this issue. Fowler’s case became a fight for gender all over the world and she got popularity as well. There are some institutions whether they provide taxi services or some online services they all have anti-harassment law and policies. These institutions and services in particular to Uber allow its employees to complaint about their services in a secret way. Ms. Fowler’s also utilized this service and filed a complaint about sexual harassment. As she compliant that she was harassed by sharing unethical and inappropriate message which may be considered as sexual harassment.

# Types of Harassment

In this case study there are two types of harassment: sexual harassment, cyber-bullying and discriminatory harassment. This sexual harassment case may be linked with the inappropriate text messages through which Ms. Fowler was harassed. Another is the discriminatory harassment is that the human resource manager tried to cover up the scandal and save the other employee from the issue. The third is the cyber-bullying, inappropriate text messages is the cyber bullying which further results in the psychological harassment, and personal harassment. This Uber case by a manager resulted in a number of harassment types which are being mentioned. The harassment cases portrays that when an individual is involved in harassment case then it also results in the other types of harassment types. While, in particular to this Uber case, the manager was saved from the punishment as he was considered as a “high performer”.

# Uber’s Action

The reviews after these employment related harassment cases were not what should have been expected by the victims. Those new employees who filed complaints were labeled as “brilliant jerks”. However, with the time the number of harassment cases increased that is why Uber got into trouble. It had to take some urgent actions against these cases, Uber apologized for the wrong actions by its managers, females provided testimonials to ensure conducive environment and formulated policies for the workplace.

# EEOC and Affirmative Action

After having an overview on the diversity report, it can be sated that Uber is in violation of Equal Employment Opportunity Commission (EEOC). The report includes that women and employees other than whites were not recognized and they were underrepresented. Uber did not made as such improvements in the racial discriminatory control and most of the jobs were given to men (Amin & Gumberidze, 2016). As the EEOC and affirmative actions ensures equality and conducive work environment o employees regardless of their race and ethnicity. Women population was very lesser as compared to men. This portrays that there are still issues whether they are harassment, discriminatory or any inequalities at their workplaces.

# Diversity Matters

Diversity is to accept all of the segments in the communities and societies with irrespective of their gender, race, religion, and ethnicities (Shore et al., 2009). Diversity promotes tolerance, unity and positivity in different societies and cultures, while these cultures may be organization or institutional and overall societal cultures. This enhances and promotes development of people in their regions with the help of communicational, material and other resource exchanges. While, discussing the case of Uber, diversity may help them to expand their services in more countries. It has to work without considering race, gender and religions. Uber has to involve more women because they can help to contribute in it is business by attracting more women to avail their services.

# Benefits and Challenges of a Diverse workforce

Uber has updated its policies by removing the conditions of language which has both positive and negative impacts. The positive impact is that it enables people of other cultures to avail employment opportunities, while the negative aspect is that drivers may feel difficulties in interactions (Slavulj, Kanižaj, & Đurđević, 2016). Another is the training process to all, this may help drivers, employees and other workers to acquire skills. But this is more costly that is why allowing diversity for jobs to all will result in more spendings by Uber.

# Legal Provisions of Uber Case

After an increase in the harassment cases and scandals, Uber had to implement new policies ensuring conducive environment and equal opportunities for all. However, the human resource management has ensured the recruitment of more women, educate and empower their employees, trainings and inclusion of underrepresented people.

# Conclusion

#  There have been harassment cases that are being linked to Uber, initially it tried to cover the unethical actions but the increase in such cases resulted in initiation of safety and equality policies ensuring to people. The human resource plays an important part in developing policies that assure people of all colors to avail services without being discriminated and harassed.

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