

Diversity & Inclusion Study 2019

At the most simple level, diversity means variety. When it comes to the workplace, this can often mean consideration of employee and job seeker heritage, background and demographics; through factors such as age, race, ethnicity, culture, nationality, sexual orientation and religion, among others.

Diversity and inclusion therefore go hand in hand; a workplace cannot be seen as diverse if employees outside of a dominant group do not feel like they belong.

Diving into reality in the workplace, **Glassdoor's Diversity & Inclusion Study 2019**, conducted via an online survey by The Harris Poll during July 2019¹ and [Glassdoor Economic Research](#)² from August 2019, found that almost half (49 percent) of employed adults across four countries (**United States, United Kingdom, France, Germany**) have witnessed or experienced racism/ageism/gender or LGBTQ discrimination in the workplace:

- Just over a third of employees across these countries (34 percent) have witnessed or experienced ageism at work
- A third (33 percent) have witnessed or experienced gender discrimination at work
- Three in 10 (30 percent) have witnessed or experienced racism at work
- Almost a quarter (24 percent) have witnessed or experienced LGBTQ discrimination in the workplace

While Glassdoor's survey demonstrates the extent to which employees are exposed to discrimination at work, over seven in 10 (71 percent) employed adults across the U.S., UK, France, and Germany say that their company employs a diverse workforce. In addition, over half (56 percent) of employed adults across those countries believe their company is investing more in diversity and inclusion (D&I) now than they have in years past. This is reflected in data from the Glassdoor Economic Research team that shows 36% growth year-over-year in job openings related to D&I roles across the same countries.

1. For the purpose of this release, adults refers to adults in the U.S., UK, France and Germany

Key Findings

Glassdoor's report reveals the discrimination reported to be taking place within workplaces across four countries, with striking differences between each, and how companies are responding.

- Employed adults in the **U.S.** are more likely to have experienced or witnessed discrimination based on race/age/gender/LGBTQ status (61 percent) than those in the **UK** (55 percent), **France** (43 percent) and **Germany** (37 percent).
- Forty two percent of employed adults in the **U.S.** have experienced or witnessed racism in the workplace; the highest percentage of the four countries surveyed (37 percent in the UK, 30 percent in France, 24 percent in Germany).
- Employed adults in **Germany** are least likely to report witnessing or experiencing discrimination based on race/age/gender/LGBTQ status (37 percent vs. 61 percent in the U.S., 55 percent in the UK and 43 percent in France).
- Ageism appears to be more prevalent in the **U.S.** and **UK** – 45 percent of **U.S.** employees and 39 percent of **UK** employees have experienced or witnessed this form of discrimination (compared to just 29 percent of **French** employees and 22 percent of German employees).
- Half (50 percent) of employed adults across the four countries believe their employer should do more to increase diversity and inclusion.

Discrimination in the Workplace

	All Countries	United States	United Kingdom	France	Germany
I have witnessed or experienced discrimination based on age, gender, race or LGBTQ status in the workplace	49%	61%	55%	43%	37%
I have experienced or witnessed ageism in the workplace	34%	45%	39%	29%	22%
I have experienced or witnessed gender discrimination in the workplace	33%	42%	37%	30%	24%
I have experienced or witnessed racism in the workplace	30%	42%	31%	28%	21%
I have experienced or witnessed LGBTQ discrimination in the workplace	24%	33%	25%	22%	15%

In Depth Findings

Men more likely to witness or experience LGBTQ discrimination than women at work

- In the **U.S.**, employed men are more likely than employed women to have experienced or witnessed discrimination related to sexual orientation/identity at work: 38 percent of men vs. 28 percent of women.
- In the **UK**, employed men are more likely to have experienced or witnessed discrimination related to sexual orientation/identity in the workplace than employed women: 31 percent vs. 19 percent.

Younger employed adults are more likely to experience or witness some forms of discrimination at work than their older peers

In some countries, the percentage of employed adults witnessing or experiencing different forms of discrimination (gender, race, age, LGBTQ) decreases with age.

- In the **U.S.**, over four in ten (43 percent) employed adults between the ages of 18 and 34 report LGBTQ discrimination in the workplace, falling by over half to 18 percent of those aged 55+.
- At the same time, over half (52 percent) of employed **U.S.** adults between the ages of 18 and 34 report gender discrimination at work, falling to three in ten (30 percent) of employed adults aged 55+.
- In the **UK**, all four forms of discrimination decrease with age:
 - Ageism falls from almost half (48 percent) of 18-34 year old employed UK adults to a much smaller, but also significant, quarter (25 percent) of employed adults aged 55+.
 - Gender discrimination is reported by almost half (47 percent) of employed 18 - 34 year olds in the UK, falling to less than one in five (17 percent) employed UK adults aged 55+.
 - Racism is reported by more than four in ten (42 percent) employed adults between 18 - 34 years old, compared to 12 percent of employed UK adults aged 55+.
 - LGBTQ discrimination falls from 39 percent of UK employees between 18 - 34 years old to nine percent of employed UK adults aged 55+.
- Gender discrimination is a prevalent form of discrimination witnessed/experienced in both **France**, with three in ten (30 percent) employed adults having witnessed or experienced it, and **Germany**, where almost a quarter (24 percent) have experienced or witnessed it. However, the number drops sharply with age:
 - **France**: Almost half (48 percent) of employed adults aged 18 - 34 say they have experienced or witnessed gender discrimination at work, compared to 13 percent of those aged 55+.
 - **Germany**: 37 percent of employed adults between 18 - 34 years old report having witnessed or experienced gender discrimination, compared to a much smaller proportion of 12 percent of those aged 55+.
- Racism in workplaces in **France** and **Germany** also sees a big drop by age:
 - **France**: four in ten (40 percent) employed adults between 18 - 34 have witnessed or experienced racism at work, compared to 11 percent of those aged 55+.
 - **Germany**: a third (33 percent) of 18 - 34 year old employed adults have experienced or witnessed racism at work, in contrast to just over one in 10 (13 percent) of employed adults aged 55+.

How Companies Are Tackling Diversity & Inclusion

	All Countries	United States	United Kingdom	France	Germany
My company employs a diverse workforce (i.e. a workforce with a range of people from different ethnic backgrounds, ages, genders and sexual orientations are represented)	71%	77%	75%	71%	62%
My company is investing more in diversity and inclusion now than it has in years past	56%	64%	61%	53%	47%
My company should do more to increase diversity and inclusion	50%	55%	54%	48%	44%

In Depth Findings

Businesses across all four countries are on the right track, yet there's more to be done

- Over three-quarters (77 percent) of **U.S.** employees say their company employs a diverse workforce; though over half (55 percent) believe their company should do more to increase D&I. Over six in 10 (64 percent) U.S. employees say their company is investing more in D&I now than it has in years past.
- Three-quarters (75 percent) of **UK** employees believe their company employs a diverse workforce and just over six in 10 (61 percent) say their company is investing more in D&I now than it has in years past. However, over half (54 percent) say their company should do more to increase D&I.
- Over half (53 percent) of employed adults in **France** say their company is investing more in diversity and inclusion now than it has in years past, while just over seven in ten (71 percent) believe their company employs a diverse workforce. Nearly half (48 percent) believe their company should do more to increase D&I.
- More than 3 in 5 (62 percent) of **German** employees say their company employs a diverse workforce; while 44 percent believe their company should do more to increase D&I. Nearly half (47 percent) say their company is investing more in D&I now than it has in years past and a similar proportion (44 percent) feel their company should do more to increase D&I.

Millennial³ employees feel the strongest about diversity and inclusion investment

Half of employees (50 percent) across all countries surveyed believe their company should do more to increase diversity and inclusion, with younger employees in each country more likely to express the need for change than some of their older counterparts.

- More than six in 10 (62 percent) **U.S.** millennial employees (ages 18-34) believe their company should do more to increase diversity and inclusion, falling to less than four in ten (38 percent) among those aged 55+.
- More than six in 10 (62 percent) **UK** millennial employees believe their company should do more to increase diversity and inclusion, falling to less than half (44 percent) of those aged 55+.
- More than half (57 percent) of millennial employees in **France** believe their company should do more to increase diversity and inclusion, falling to just over four in ten (41 percent) of those aged 55+.
- More than half (54 percent) of **German** millennial employees believe their companies should do more to increase diversity and inclusion, falling to less than four in ten (36 percent) of those aged 45-54.

Businesses are stepping up investment in diversity and inclusion

According to [Glassdoor Economic Research](#), as of August 2019 there were 1,003 job openings on Glassdoor for diversity and inclusion jobs. An increase of 37 percent year-on-year.

- Jobs in the **U.S.** increased 30 percent over the same period the year before.
 - Businesses in education, financial services and healthcare have the most openings for diversity and inclusion related roles.
 - Washington, D.C. is the metro with the largest number of job openings, with 12 percent of total job openings.
- Jobs in the **UK** increased 106 percent over the same period the year before.
 - Businesses in government, financial services and education leading the way in investment in diversity and inclusion related roles.
 - Over a third (34 percent) of job openings are for senior manager level and above.
- Jobs in **Germany** increased 79 percent over the same period the year before.
 - Businesses in education, government and manufacturing have the most openings for diversity and inclusion related roles.
- Jobs in **France** increased 53 percent over the same period the year before.
 - Businesses in manufacturing, government and financial services lead the hiring for diversity and inclusion related roles.

Summary

True diversity and inclusion means empowering employees and job seekers by respecting, embracing, and even celebrating, what makes them different. Businesses must stay alert to bias and unfair practice within the workplace and provide clear channels of communication for employees that may be being unfairly discriminated against.

Interestingly, ageism is a prominent form of discrimination across all countries represented in this study and significantly more younger workers across the UK and France report experiencing or witnessing this type of discrimination than their older peers. With Generation Z entering the workplace, and people working longer before retiring than ever before, we are seeing a significant range of ages within companies. Businesses must ensure they treat all employees as individuals — no matter their age — in order to get the best out of their workforce.

Laws exist in each country in this study to protect employees from discrimination, yet it is overtly clear that more needs to be done. Country differences are made very clear in the research: employed adults in the U.S. report witnessing or experiencing each of the four types of discrimination in the workplace significantly more than the three European countries surveyed, with Germany reporting the lowest percentages of discrimination (see table on [page 2](#)).

While **Glassdoor's Diversity & Inclusion Study 2019** reveals potentially disturbing findings into the extent of discrimination in the workplace, it also shows confidence from employees that businesses are taking steps to employ a more diverse workforce. This, combined with data from Glassdoor Economic Research showing an uptick in roles related to diversity and inclusion, gives hope that the numbers of employed adults witnessing or experiencing discrimination at work may fall. There are encouraging signs that we will begin to see more diverse workforces as investment and effort from companies pays off.

1. This survey was conducted online within the United States (U.S.), United Kingdom (UK), France and Germany by The Harris Poll on behalf of Glassdoor from July 29 - 31, 2019 among 5,241 adults aged 18 and older, among which 2,028 are in the U.S., 1,071 are in the UK, 1,052 are in France, and 1,090 are in Germany. Furthermore, among all countries, 3,137 are employed full-time/part-time/self employed, 1,113 are employees in the U.S., 725 are employees in the UK, 654 are employees in France, and 645 are employees in Germany. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated. For complete survey methodology, including weighting variables and subgroup sample sizes, please contact pr@glassdoor.com 2. Glassdoor Economic Research analysis is based on a large sample of online job postings and search logs on Glassdoor during August 2019. To measure the number of job openings, Glassdoor Economic Research performed a text search of Glassdoor's real-time job openings database for any job posting with a job title containing English keywords related to diversity and inclusion (D&I). Searches were also made for equivalent terms in German, French, Spanish and Portuguese. To determine job seeker interest, searches conducted using the same D&I-related keywords were counted. Job titles and seniority levels were grouped into a smaller set of Glassdoor-defined canonical titles and levels using a proprietary machine learning model. To reduce the effects of week-to-week volatility, all data was smoothed using a four week trailing average. 3. 'Millennial' employees classed as those between 18 - 34 years old in this context.