

# Job Engagement and Organizational Commitment at Diversity and Inclusion Promoting Casual Dining Restaurants: A Quasi-experimental Evaluation Study

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## **Abstract:**

**Purpose** – The purpose of this paper is to evaluate the impact of diversity and inclusion policies and practices on casual dining restaurant workers’ work engagement, management trust, and organizational commitment.

**Design/methodology/approach** – The design was quasi-experimental with pre- and post-measurement with unequal controls. Measurement was made at the restaurants selected for this experiment. N=119.

**Findings** – Participants differed from the control group in the post-measurement by reporting higher levels on work engagement and management trust.

**Research limitations/implications** – Using secondary data is one of the limitations of this study. Also, the findings of this experiment, which was specific to casual dining restaurants employees, might be generalized to other sectors. However, this study adds to the body of knowledge regarding casual dining restaurants employees and confirming the importance of diversity and inclusion policies and practices.

**Practical implications** – Adopting diversity and inclusion policies and practices lead to employee work engagement, trusting relationships, and organizational commitment.

**Keywords:** Diversity, Inclusion, Work engagement, Management trust, Organizational commitment, Casual dining restaurants, Hospitality.