

Strategic Role of Diversity, Equity, and Inclusion in Conflict Mitigation and Talent Retention: A Systematic Review of the IT Industry

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Abstract: This study analyzes the strategic significance of Diversity, Equity, and Inclusion (DEI) in reducing workplace conflict and strengthening employee retention within the IT sector. Through a systematic review of scholarly literature, industry analyses, and corporate disclosures, the research incorporates perspectives from the Resource-Based View, Social Identity Theory, and Psychological Safety Theory. The findings demonstrate that inclusive leadership, fair HR systems, and structured DEI initiatives play an essential role in minimizing dysfunctional conflict and improving retention outcomes. The paper also explores emerging developments such as AI-enabled DEI practices, inclusion in hybrid work environments, and governance aligned with ESG frameworks. Overall, DEI is framed as a strategic organizational capability rather than merely a compliance requirement.

Keywords: DEI, Talent Retention, Conflict Management, IT Industry, Psychological Safety

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