

REPORT: INTRODUCING THE MODERN WORKPLACE

Module code: LCBB4003

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INTRODUCTION

The Modern workplace is a focus on how company have deigned their structure at their workplace and how they are maintaining culture at their workplace to get better outcomes from their employees (Correll., 2017). The modern workplace is a focus on how users can work from anywhere, on any device with both the consumer and the corporate body being ensured that productivity, security, and capability is not degraded.

This report will cover case study of Marks & Spencer company which is one of the top retailer company in whole UK. They are dealing with the products such Clothing, food products and Kitchen appliances. This report will analyze the relationship between the structure culture, people, and organizational performance. It will also briefly be explaining the essential role of leadership and management in an organization. In the end of this report will evaluate the behavioral approaches to the management and factors which affect the behavior of individual employees.

MAIN BODY

Relationship between Structure, people culture and organizational performance.

Structure, Culture, people, and organizational performance are the part of the company which helps to run their day to day business activities. This all factors allow organizational to take competitive advantages in a market where they are operating their business. Marks & Spencer company who have properly maintained their company structure, their people and culture and their companies perform which is affecting the productivity, this all factors interlinked with each other and focus to increase the productivity and create good environment at the workplace of the Marks & Spencer company (Katz., 2017).

Structure - Marks & Spencer company has maintained their structure by simplifying their structure. Their company structure is very simple which allow employees and top management to communicate with each other, and they can send useful information to each other without having any barrier. Flow of communication at the workplace increase the efficiency of the employees. Structure of the company also effect on the Culture, people, and organizational performance so this is important for the organization to make their structure simple to make their working environment better fort the employees.

People- employees are the most important part of the company because they help Marks & Spencer company to achieve their objectives and their set goals so company can increase

profitability of their business. It is necessary for the company to keep their employees motivated to get better results from them to management of the Marks & Spencer provide their employees reward for their motivation, and they get better results. Reward management also affect the performance, create good culture (Khan Farooqi and Ali., 2019). Marks & Spencer company also provide training to their employees so they can increase their skills which directly effect on the company's performance and help them to take competitive advantages, and they can show their presence in the market effectively. Performance of the company can be increase if they their workforce is skillful, and company look for their training and their motivation.

Culture- Marks & Spencer is operating their business at the international level and employees at their workplace come from the different culture and places. Different culture at the workplace create conflicts situation at the workplace because most of the worker does not want to accent their culture so leaders and management of the M&S company run group activities at their workplace to maintain culture at their workplace. This also create good relationship between the employees, and they can work in a team. Employees can also understate each other's culture which decrease the conflict situation at their workplace.

Organizational performance- Organizational performance is interlinked with all the factors - structure, people, culture. Leaders and managers of their Marks & Spencer company are responsible to maintain the workplace culture, people and make polices about the structure of the company to enhance performance of the company which help them to take competitive advantages, and they can show their presence at the top emerging brand at the global level. Without maintain workplace of the company , they cannot maintain the performance of the organization and which can lead the to the failure in their business and other companies who are their competitors can overtake them in the business and take their place (Koehler, and Sturm., 2018). It is important for the Marks & Spencer companies to maintain their employees, implement simple structure and run management activities to maintain performance of the employees which will help this company to increase their profitability.

Role of leadership and management of the company in workplace

Leadership and management of the company play necessary role to achieve companies' objectives of the Marks & Spencer company. Management of the company manage the employee's performance and maintain the organizational activities while leadership is the skill of the leaders to lead their team effectively to achieve set goals and their objectives to make

company successful. Management is the process of guiding the development, maintenance, and allocation of resources to attain organizational goals. Managers are the people in the organization responsible for developing and carrying out this management process. Management is dynamic by nature and evolves to meet needs and constraints in the organization's internal and external environments. In a global marketplace where the rate of change is rapidly increasing, flexibility and adaptability are crucial to the managerial process (Malin and Ginsberg., 2017). This process is based in four key functional areas of the organization: planning, organizing, leading, and controlling. Although these activities are discussed separately in the chapter, they form a tightly integrated cycle of thoughts and actions. Managers of the M&S can use some theories which can help them to manage, plan, organize the activities and take competitive advantages.

System management theory- System management is one best approach which is alternative to the management and planning of the company. The system theory proposes that the business, like the human body, consist of the many components of the business that work harmoniously is that the function of the M&S run optimally. Workers of the company are most necessary component and some of the other components crucial to provide success to the company are business units, departments, work group etc. In a practice, managers of the Marks & Spencer company need to evaluate the communication and group practices at the workplace to determine the best management practices or approaches, This way, they are able to collaborate on different programs so that they can work as a collective whole rather than as isolated units.

Leadership – Leaders play major role at the workplace because they are responsible to maintain the group, and they lead their employees to achieve companies' mission and objectives. For an effective leadership leaders need to implement some leadership theories which can help them to manage their group, and they can motivate their group members and become transpiration (McCone, Cordonnier and Moore., 2017). One of the best leadership theories which can be applied by the Marks & Spencer company is situational leadership style.

Situational leadership Style- In this leadership Style leaders of the company change their style according to the situation at the workplace or their company. Leaders need to have knowledge about all the leadership theory, so they can use situational leadership theory. They must take knowledge, and they can use this effective theory. It will increase their power of decision-making and they can help company to overcome from the different situation.

Situational leadership is a leadership style that has been developed and studied by Kenneth Blanchard and Paul Hersey. Situational leadership refers to when the leader or manager of an organization must adjust his style to fit the development level of the followers he is trying to influence. With the help of this theory of leadership leaders can change their style, not followers to adapt to the leadership. In this style, style may change continually so company can meet their organization needs and their demand which can be based on the situation of the company (Nami., 2018). For example- situations like conflicts at the workplace is big problems and democratic leadership can be best at that time to handle the situation at that time. Leaders of the M&S company can use it during the conflict situations at their workplace.

Evaluate behavioural approaches to management and factors affecting individual behaviour

Behavioral management has their focus on the behavior of their employees and provide motivation to the employees. This theory is totally concerned with how to manage productivity by understanding the behavior of the employees. Which can include motivation, interest, group practices etc. this theory sometimes refers to the human relations movement due to their total focus on the human dimension of work (Sakelaris, And et.al., 2016). One of the famous theories is Maslow's theory which can help M&S company to understand their employee's behavior and provide them motivation by understanding their needs and demand.

Maslow's Hierarchy of needs - This Author has classified the bottom four levels of the Pyramid as a Deficiency needs of the employee's nothing that the person does not feel anything if they are met, But anxious if they are not." He classified the fifth level "a 'growth need' because it enables a person to 'self-actualize' or reach his fullest potential as a human being.

Physiological Needs - there are some requirement of the employees who are working in a M&S company and their basic needs are food, shelter, sleep, and clothing. It is important for the managers and leaders of the M&S company should provide the comfortable working environment to the employees, reasonable working hours and necessary breaks between their work, so they can take their food, water and other things such as bathroom etc.

Shift needs- shift is also an important need of the employees (Sawyer and Thorough good., 2017). Without having shift at the workplace of M&S company create fear in their employee's mind during the work. Leaders and managers of the company should provide them shift so employees can work freely and effectively. This will increase the efficiency of their employees.

Social needs - employees are also human, and they also feel something alone, and they want to meet their friends and family so management of the Marks & Spencer should provide them some occasionally leave to employee, so they can spend some time with their friends and their family. Superiors of the company can also communicate with their employees and them about problems they⁶ are facing, so they can feel good.

Esteem needs - Esteem needs refer to the need for self-esteem and respect, with self-respect being slightly more important than gaining respect and admiration from others (Sundstrom., 2019). As a manager, you can account for the esteem needs of your employees by offering praise and recognition when the employee does well and offering promotions and additional responsibility to reflect your belief that they are a valued employee.

Self-Actualization needs - This need describe employees need to reach their full potentials. This is dream of every employee who are working in a Marks & Spencer to become capable of something which is highly personal. This can be done by the management through providing challenging work to the lower level of employees so they can understand the importance of the work and responsible work will increase their efficiency, and they can easily achieve their goals and target,. This will also motivate them, and they will give their best to achieve their target and work to provide success in their task.

CONCLUSION

As per the report has been analyzed the case study of Marks & Spencer company. It has been explained the importance and relationship between the companies' structure, people, culture, and organizational performance. It has been concluded r the role of management and leadership in a company and explain theory the management theory and leadership style. In the end of this report has been briefly analyze the behavioral approaches to the management and also has been concluded the Maslow's Hierarchy of needs to understand Behavioral of the employees and what are their needs from the company and how M&S can fulfill their needs.

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