

BMMB7007

HUMAN RESOURCE MANAGEMENT

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Introduction

The following report will discuss the **performance management and Employee Engagement of Tesco**. The Human Resource Management team of Tesco looks after the employment team and instructs along with directions to the employees for achieving the organisational goals of the employees. The Human Resource Management team of Tesco is Soft HRM. In the organisation, the employees are treated as an important asset for the growth and profit of the organisation. The following report will discuss the strategic management in the human resource department of Tesco. The issues in Human Resource Management and the "IHRM" of Tesco will be discussed in the report. The influence of Human Resource Management on the fulfilment of the strategic aims of Tesco along with employee engagement, benefits of employee engagement along with the benefits, weaknesses, and the impact of employee engagement will be discussed in the report.

Strategic human resource management at Tesco

Tesco follows soft HRM in Human Resource Management Team. They follow this strategy to give employees better feedback about the management system. In the soft HRM strategy, the employees are considered the main and important asset of the organisation and are responsible for its profit and the improvement of its reputation (Roslizam *et al.*, 2020). The reputation of the company Tesco mainly depends on the products and services offered by them all over the world. The products which Tesco produces mainly depend on the employee's power and their quality of work. Therefore, the organisation thinks the employees are the main assets for the company's future growth (Tian and Hynes, 2021). The strategic Human Resource Management system of Tesco focuses on the long-term goals for the company's growth; therefore, the strategic management of the Human Resource Management team of Tesco focuses on the training of the fresher employees for a better outcome of the services offered by them. The Human Resource Management System of Tesco focuses on planning the company's success; therefore, the company also prioritises employee benefits. The capabilities of the Human Resource Manager and requirements are fulfilled by the organisation, which is needed for the organisation's benefit (Zhao, 2021). The organisation, Tesco, uses its online website to recruit employees, and the recruitment is done properly without any influence external forces, which can corrupt the recruitment process of Tesco (Ajibola, 2022). Tesco focuses on the feedback

process through which the employees' feelings can be understood clearly about the company, its services, and its work culture.

Tesco uses the “**Mayo Theory**”, which focuses on the communication power between the employees and the communication between the employees and the leaders, which is very important for the employee's and employers' motivation (Jones *et al.*, 2021). The brand “**Tesco**” itself is famous for recruiting and getting the best employee feedback. The manager of the Human Resources Department of Tesco is “**Christopher Roper**”, the “**Corporate Director of Human Resources**”. The motivation of the employees is very important for them to improve satisfaction of the employees and the outcome of better work (Islam and Uddin, 2019).

Issues in HRM and IHRM in Tesco

The challenges and issues faced by the “**Human Resource Management**” and “**International Human Resource Management**” of Tesco are as follows:

- Technological challenges,
- Diversity in the workforce,
- Political issues,
- Economic conditions,
- Social issues.

The implementation of the technology has reduced the work of the human force. Implementing human resource management software has increased the use of technological power of the work in the department of Human Resource Management. Software and technology have increased recruitment in huge quantities, but it has also reduced recruitment in the Human Resource Department and started unemployment in the Human Resource Department. The influence of strong political power has also increased corruption in the recruitment process, but at the same time, this corruption is controlled by Tesco (Monte, 2021). Social issues are also faced by the company Tesco, but good feedback can control the increase in the social issues which are made by the rivals of the company. The company's rival, Tesco, tries to destroy the organisation's good reputation; at the same time, it is also controlled by the company's goodwill and reputation. The economic issues, company loss, and capital loss (Tian, 2023). The fund for the events sometimes are found in fewer amounts, which the organisation faces as a challenge, and the employees also need help with the work.

Influence of HRM in the fulfilment of strategic aims of Tesco

The Human Resource Management Team of Tesco focuses on employee training and employee development. The Human Resource Manager of Tesco is very successful in fulfilling the strategic aims of the company, Tesco. The Soft HRM or the Soft Human Resource Management Team of Tesco gives importance to the employees, and the management team prioritises employees of the organisation as the most important asset for the company's growth and economic development (Fadeyi, 2020). And at the same time, the company gives priority to its reputation of it along with its products and services of the company. The reputation attracts customers to the company and increases the popularity of the brand of Tesco. Tesco is improved with the brand name, and the company's management team looks after the employees' work performance and takes measures regarding this. The Human Resource Management Team of the company focuses on the long-term goals of the company's profit which helps to improve the company in long-term goals. The Human Resource Management team focuses on planning the success of the company. HRM look after the comfort of the employees and communicate directly with them, discuss the issues they are facing, and solves them. The company trains the employees, and the freshers are also welcomed with proper training by the Tesco Human Resource Management team. The Human Resource Department of the Tesco team is very responsible for their duty.

Employee engagement

Employees are an integral part of any business organisation. They have important roles in generating effective sales and profitability for any organisation. The engagement and efficiencies of the employees help any organisation to operate and manage different parts of its business effectively. Employee engagement is a human resource concept that keeps employees attached to their job. This concept says how an employee feels about working in any organisation (Fadeyi, 2020). The level of enthusiasm and dedication of an employee is described in this concept of employee engagement. Proper employee engagement develops effective measures to assume employees' preferences on different factors of the business. It helps to understand the employees' perspectives during different critical organisational situations. Proper employee engagement helps the employees invest their energies and

efficiencies to positively develop the sales and profitability of any business organisation (Ajibola, 2022). An engaged employee helps in the development of any organisation highly. There are different frameworks for implementing employee engagement in business practices properly. As employee engagement ensures the success of an organisation, different organisations need to use different frameworks. Among various frameworks, 5c's framework is the most effective strategy for increasing employee engagement. The 5c's are:

Care: The management of any business organisation should show proper care to its employees. It helps the employees to feel that the management thinks about them as well and that increasing profitability is not their only concern.

Connect: The management of any organisation should develop an effective connection with the customers. Proper connection helps to clear different confusions, thoughts, and experiences (Awadari and Kanwal, 2019). The management should also develop informal communication with the employees to get effective knowledge about their conveniences and inconveniences.

Coach: Coaching and guiding the employees is essential. A proper leader coaches and guides their fellow employees to make an effective team. Proper coaching helps the employees to develop their skills and increase their position in the organisation.

Contribute: Employees should be encouraged and convinced to make effective contributions to the different functionalities of the organisation. Different contributions help an employee to be an inseparable part of business management.

Congratulate: The management should monitor the employees and congratulate them on their success. It makes the employees feel proud and motivated to perform better (Klakhaeng, 2021). Tesco uses this 5c strategy in its business management to keep its employees engaged. They practice the strategy positively in their business management and effectively increase employee services. Among all c's, the management of Tesco emphasises communication. They develop different effective communication with their employees. They develop different communication channels with their employees (Azan and Karimah, 2022). It helps the management of Tesco to understand the differences in the employees' ideas. Proper communication makes the employees feel free to share their ideas which helps develop the business.

Benefits of employee engagement

It is desired by every manager to work with a bunch of efficient and dedicated employees. Employees who are dedicated and committed to their work help increase the organisation's

productivity (Utama et al., 2022). This is why employee engagement is important for any business organisation. The benefits of employee engagement are huge in any organisation. Some of the benefits are:

- **Efficient teamwork:** Proper employee engagement helps in developing effective teamwork. It is important in any organisation to develop proper teamwork for the development of the organisation effectively. The interpersonal relationship between the employees and management maintains effective teamwork. Proper teamwork helps in the development of the organisation highly (Peeroo, 2019).
- **Increased productivity:** Efficient and dedicated employees help in the development of the productivity of any organisation. They act in the proper progression of the business.
- **Proper achievement of objectives:** Efficient teams help in achieving business objectives effectively. When the employees work together in proper harmony, it becomes easy for the organisation to achieve different organisational objectives easily.
- **Lesser stressed workplace:** Proper communication, teamwork, and teamwork help the employees to release their stress. They can develop efficient communication with each other, which helps them share different ideas and solve problems. It helps stress the workplace less (Salathiyan and Sunny, 2022).
- **Lowering burn-out risks:** Employees often get affected by workplace stress, which may affect their health highly. Employee engagement helps in reducing the negativity of workplace stress which helps in the development of business practices.
- **Lesser absence at the workplace:** Proper employee engagement increases the current ratio of the employees in the business. Employees feel attracted to visit the workplace regularly, which helps to increase their attendance in the organisation. It gives more chances to the employees to increase their connection with their work, which helps develop their productivity (Benghezal and Izadi, 2022).
- **Higher employee retention:** Proper employee engagement helps in employee retention effectively. Employee retention is one of the positive signs for an organisation to develop the business effectively.
- **Lower operational cost:** Employee retention helps lower the organisation's operational costs. Lower operational costs help in increasing the profitability level highly.
- **Strong employer background:** Proper employee engagement helps employers to increase their values in the competitive market. Job seekers look for efficient employers who have an effective employee engagement plan.

Weaknesses of employee engagement

Like all other factors, employee engagement has some issues or weaknesses that may hamper the purpose of employee engagement in business practices. Business organisations practise employee engagement to develop their products, but sometimes it hampers growth. Some of the weaknesses are:

- **Cost:** The training process and implementation of new strategies increase internal costs. It hampers the growth of the business highly. Business organisations use different platforms for the development of their strategy. It increases the costs as well.
- **Burnout:** Excessive exercise of the engagement plan increases the chances of burnout, which hamper the purpose of implementing this practice in the business efforts. Employment strategies and developments should be placed to reduce the negativity of the act from the organisation (Kar, Bansal and Mishra, 2021).
- **Goal:** The management strategy should be implemented in the business practices properly to generate effective goals for the organisation's development. Employee engagement methods should indulge in the technological transformation that may reduce costs and increase efficiency.
- **Time:** Employee engagement plans are highly time-consuming. It affects the normal growth of business practices. The management needs to initiate different essential plans to reduce negativity.
- **Subjectivity:** It is proven that the approaches to employee engagement differ in different generations. The brand needs to implement proper strategies that every generation can accept.
- **Unreliability:** Most responses towards employee engagement are for pleasing the managers, which is only true sometimes. It is important to seek authentic employee feedback to evaluate the management system's effectiveness.

Impact of the employee engagement

Employee engagement is an essential tool that helps develop different internal and external business factors. Different business organisations have different responsibilities for the business's development and the organisation's progression. Below are some impacts that help in increasing the efficiency of employee engagement highly.

- **Employee retention:** It helps in employee retention. When employees find working with a specific organisation comfortable, they develop a sense of dependency on that

organisation. The satisfied employees recommend the organisation to other job seekers as well. It increases the value of the employer.

- **Increased productivity:** The organisation's productivity is increased highly with the proper implementation of employee engagement plans. It helps an organisation retain eminent employees, which helps in the development of productivity highly (Monte, 2021).
- **Innovation:** Proper employee engagement helps develop different innovative business practices strategies. By implementing management plans, employees can share their ideas, increasing the chances of innovation.
- **Customer satisfaction:** Employee engagement helps in developing the satisfaction of the customers. It provides efficient customer services, increasing the organisation's efficiency in the market.
- **Profitability:** Efficient employees help in the development of the profitability of the organisation. Higher profitability helps increase the organisation's productivity (Jones and Comfort, 2020).

Conclusion

In conclusion, the relationship between employees and an organisation is very important. The employees and the organisation depend on each other for their development. With efficient employees, a business organisation can perform effectively. On the other hand, with an organisation, employees can develop their careers sufficiently. Any business organisation needs to retain employees and develop positive attitudes toward the organisation and its functions. In this report, the discussion is developed on the employee management structure of Tesco. It is one of the largest retail supermarket chains that operate effectively in the UK market. The report discussed the strategic human resource management of the organisation. There are different issues that the brand faces while implementing the HRM system in its business practices. The influence of HRM on fulfilling the brand's aims is also discussed. The importance of employee engagement in Tesco, along with the practice's benefits and weaknesses, is discussed thoroughly in this report. The impact of employee engagement in the development of a business of Tesco is also discussed in this report.

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