

1 – ORGANISATIONAL

STRUCTURE &

CULTURE

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INTRODUCTION

Organizational culture is the basic expectations that one can have within the business establishment. These are stated as unwritten rules and regulations that dictate the attire, work ethic and the overall structure of any business organization. A new employee will often have to learn and understand the rules that are perfectly fit into the business and have to follow the culture of the organization in the most effective manner (Olynick and Li, 2020). Business culture in some or other way defines the organisational structure as it is the framework for the culture that is to be implemented within the workplace.

In order to describe the concepts of culture and organizational structure, Tesco has been selected as a firm which is British multinational retailer organization headquartered in England. It is the third largest retailer firm within the market place.

This report will highlight the notion of Tesco culture and structure that can influence organizational performances along with different factors according to behavioural approach that can influence individual behaviour at work place.

MAIN BODY

1. Organizational culture and structure that can influence the organizational performances

An organizational structure is highly dependent upon its size, sector in which Tesco operates in public as well as private or even in the charitable sector, the number of people it employs and its physical resources. The organizational structure can be classified into two different styles of structure such as functional managerial constitution and divisional directorial arrangement. Functional organizational structure are organised according to the technological regulations (Meng and Berger, 2019). Older practical managers are accountable for allotment of possessions but the responsibilities for the total manufactured goods is not owed to one individual person but rather to a elder organization collection of individuals. Products offered by the firm that requires high level of specialists knowledge requires a functional structure.

On the other hand, divisional organizations are majorly divided into different smaller units of operations with each division associated to production and sales unit with supporting departments such as HR, finance, sales, production, marketing and many more under the departmental executive but in charge to the component administrator and then their uphill management. The organisational structure followed within the Tesco are based completely on

geographical location, share a sense of friendliness, the empowerment of employees are high, decentralised arrangement, deconcentrated decision making, elastic operational surroundings and mutual standards and philosophy that highly impacts the performances of the employees within the organization. With the help of flexibility within the environment it has been seen that the employees are highly adaptable towards the changes within the firm.

The directorial civilization stands for the precise pre determined policies that offer directions to the workforce and provides them directions. It is a complicated scheme that contains the shared values, viewpoints, assumptions and governs the behaviour of workers within the firm. Tesco is a worldwide trade name of grocery trade as it has varied number of clientele with diverse faith and traditions. This cultural pattern affects behaviour, needs and demand. Management of Tesco requires focus on their consumers demand in order to analyse their culture too. Organizational culture also affects the pattern of Tesco in order to handle their functions within and outside the establishment. Culture is highly significant in order to make a background within the firm to work frequently with the employees. If the workers get the optimistic environment to work, the outcome also becomes bigger as ever. Tesco administration extremely put their focus on the civilization and surroundings to stimulate their workers in order to do employment in better conditions (Nuryanto and et.al., 2020). From various researches it has been evaluated that Tesco has the strongest team of administration and have highly impacted the firm employees' performances.

After arrangement a particular scheme it is necessary to organise the elements and resources in combined manner to direct the functions according to the plans and decisions taken by the authority. Proper directions from the top management people help in order to find out correct ways on which the meanings are necessary to be completed. The directions are also required in order to divert the mindset of employees from negative things to the positivity within the workplace through which they are able to fulfil the tasks in most effective and appropriate manner. The directions are required in each and every stage of the operations administration (Farrukh and et.al., 2017). Thus, it shares the ability of the leaders to provide effective directions to the employees effectively. The leaders within the firm are authoritative kind of people who are able to direct their employees or followers in their long term assignment and apparition of the firm. They have the skills to identify the future requirements and provide effective directions in an approach which automatically influences the performances of employees within the Tesco.

An authoritative leader are efficient enough to measure the final results from the measurement of input in terms of time and money which creates different options for their employees to adapt best possible method of completing their work and thus enhances their productivity level within the establishment.

Although leaders also follow democratic leadership styles as this fosters the commitment level within the team members of the Tesco. This procedure encourages the employees to raise their voice and completely share their views while participating in decision making within the organization. **Within this concept, team constituents have complete ability to say their personal opinions about any task or assignment on the subject of effective supervision.** This helps to increase the self-assurance level among the employees and affects the performance level of employees in positive manner (Krupskyi and Kuzmytska, 2020). With the effective leadership, the firm are able to satisfy their employees and put them together to work for the betterment of the organization. The company follows various programs such as reward system which motivate their employees and hence encourages them to perform better for the accomplishment of personal as well as organizational goals. The proper and on-time feedback system also influences the leaders and employees to perform better and thereby coming up with new and innovative processes of making the whole work easier.

2. The ways in which different factors influences the individual behaviour at workplace

An employee's behaviour within the workplace is the result of many things that affects even the performance level within the establishment (Felizzola Cruz and Anzola Morales, 2017). The behaviour can be driven by various factors like skills and talent of employees, their attitude towards the work, their perception along with their nature, demographic factors as well as the presentation of the firm.

- **Individuals' ability and the experience:** This is the most significant factor which influences the each and every employee behaviour within the work space. Tesco is seeking for the employees who are highly productive and skilled in order to fulfil the task in an innovative and creative manner. Thus, it has been identified that employees' abilities and their experiences play a vital role in order to decide their position as well as their behaviour within the organization. Tesco expects minimum the starting level of knowledge within the candidates so that it can be clear to meet the company objectives.

- **Socio-economic factors:** This is the second most important factor as it reflects the employees origin, beliefs, gender, caste, race, etc. which also affects the behaviour of individual employee within the work premises. However, the Tesco believes in providing equal opportunities in order to encourage their employees to make best usage of all the given resources along with diversified advantage of provided opportunities in equal manner (Abdul-Halim and et.al., 2019). For example, it has been seen that female staff members are not interested in playing the role of supervisors because of their gender as well as their origin of work. Thus, under such cases the factors are rarely changed.
- **Positivity:** positive attitude of employees towards their leaders as well as the tasks that has been given to them in order to finish them in appropriate manner motivates them to work efficiently towards the fulfilment of personal as well as managerial objectives. Employees' approach towards the personality of employment and company arrangement come to a decision about the overall behaviour of employees towards the workplace. Negativity within the attitude towards working kills the existing skills among the candidates and thus reduces their performance level while the positive or optimistic attitude of employees helps them to work or perform their best and hence received the expected results (Kalwani and Mahesh, 2020). Positive employees are most valuable and significant assets for Tesco to decide the company culture and structure in a collaborative way which also affects the employees' behaviour.
- **Perception:** It is a means or ability of employees to better understand the operations within the establishment. The more appreciable the perception of employees, the more effective the results are able to expect within the work space because perception ability helps the employees in order to get rid of the mistakes and wrong doings in works and enhances the efficiency in a unit time period (Janićijević, Nikčević and Vasić, 2018). Tesco anticipate good and suitable insight towards the trouble that arises within the work so that cut down and best ever solutions can be recognized to resolve the struggles. Association give confidence to the employees those are superior in awareness to donate their part in the conclusion construction procedure of the firm.
- **Personal presentation within the workplace:** It describes the ways in which the employees present themselves in front of the organization. Management whether knowingly or unknowingly monitors the behaviour and the personality of employees

along with their perspective towards the fulfilment of task (Burgess, Adkins and Suniga, 2021). Management people always attracts towards the effective and well mannered personalities and always interested in promoting them for higher positions so that they are able to represent the organization in most effective manner within the firm as well as outside in front of other competitive firms. Personal representation of employees reflects their attitude towards their job profile and their seriousness towards the tasks or assignments at work premises.

Apart from this it has been evaluated that there are nature if groups also affects the behaviour of groups or individuals within the Tesco as it has highly contributed towards the achievement of business objectives. According to various analyses, Tesco have two groups that are classified into official and casual groups within the firm that are accountable purely for supervising the commerce actions according to the defined arrangement as well as civilization within the firm. The team associates are responsible to perform the activities or tasks given by the top supervision people according to their abilities and proficiency lay down of employees along with that the behaviour of employees also stipulates the company goals in optimistic manner. For example, the formal group of Tesco defines the accounts department which is the major art of the firm that are performing the assignments according to the pre defined structure of company. Due to this, the level of communication and coordination within the workplace are high along with high amount of interests among the employees to perform better (Ahmetoglu and et.al., 2018). This approach helps the firm to achieve success and maintain positive relations within the employees and their subordinates. However, informal groups are not building up in formal manner and build according to the employees' interests or for social assistance. These groups are not officially designed but have significant impacts the employees' behaviour within the work space.

CONCLUSION

From the above report it has been concluded that Tesco organizational culture describes that the successful organization does not accepted fully cultural orientation but try their best to find out correct balance to develop effective culture. Thus, Tesco has productively created a sturdy managerial society that is widely accepted by their employees in most effective manner. Apart

from this, the study was also illustrates that managerial actions has important crash on the procedure of operational and management of process bearing in mind the objectives and goals of the firm. At the end of the learning, the factors had been explained in detail that promote the employees behaviour within the establishment for better functioning if the organization along with their different departments with proper team handling and functioning.

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