

MANAGING PEOPLE REPORT

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INTRODUCTION

Management is the process of organising all the resources which are available in the business organisation to increase the potential to achieve objectives. Increase in the competition in the market it is very essential for business to develop effective human resource policies which helps to provide better management of employees in the organisation. This report provides brief study on Tyrone Superstores Ltd which is in UK and has many stores in the country. Report discusses importance of HRM policies in the business to increase performance and explanation about training and development and employees engagement to develop effective management strategies and increase efficiency of the company to compete in the market and attain core competency effectively.

QUESTION 1

Importance of HR Policies and Practices

Every business needs to develop rules and regulations which help to maintain a system in the business organisation effectively (Christopher, 2019). It is very important for business to develop policies which helps to manage the employee's activities and provide effective guidelines. HR policies also improve the organisational culture to increase the performance of employees and achieve objectives effectively. Tyrone superstore has also developed effective policies which help the company to increase the number of employees and provide effective opportunity for the company to grow by achieve the objectives. Tyrone also must focus on employee relations who help to increase the productivity of the business and provide better working environment to develop potential employees effectively. Customer experience is also indirectly related to the Hr policies of the business which helps to increase their experience in the store and increase their satisfaction effectively (Blom et al., 2019). HR policies help to provide effective communication in the organisation to develop effective structure and increase the innovative ideas and promote more employees for their performance. Innovate culture also increases the motivation of the employees and support them to increase the efficiency according to their skills and knowledge. Human resource policies are also formulated according to legal factors, laws, and acts of government to reduce any legal complication. It safeguards business from any malpractices done by the employees. Liability of any illegal activity done by employees is not protected with the help of employer and employee contract. With the help of

HR policies organisation also develop effective ethical standards in the organisation to communicate and treat each other effectively. Training and development of employees is done with the help of proper policy formulation as it is very essential to increase the performance of employees to achieve the objectives of the company effectively. This also helps to increase the performance consistency to formulate effective strategies to manage all the employees effectively. However, there is lack of potential human resources in the superstore ltd which also decreases the quality of performance of the company to increase customer relation and experience effectively. There are also many factors which impact the working pattern of the store. Due to increase in the completion and technology advancement it is very essential for company to develop effective human resources policies (Van Berkel et al., 2017). The main requirement of Tyrone Superstore is effective information system which provides support top level Hr managers in decision making and formulating effective strategies to increase the productivity of business to increase sales and compete in the market effectively. Human resource management is very effective for the organisation which helps to increase the overall productivity by appointing right person at the right job at the right time which also helps the business organisation to increase the profit margins and compete in the market effectively.

Employee Engagement, Training and Development

Tyrone must develop human resource policies which help to increase the potential of their employees to increase customer satisfaction effectively (Guerci et al., 2017). As the company is dependant of the part time employees and students which also impact the ethics and morale of the business organisation. It is very important for the permanent managers provide effective training and development to all the employees by recruiting full time employees in the organisation. As part time employees also increases the cost and impact the workflow negatively. Tyrone Superstores also is also impacting the brand image of the business in the market. Due to lack of effective skills and knowledge of the employees the company is declining its goodwill and reducing the potential to earn more profit margins. Human resource managers of each store had to develop effective strategies to attract more potential employees and design proper training and development activities to increase the potential to attain core competency and increase customer satisfaction effectively (van Harten and et al., 2017). The organisation has already grown in the local market which is why they must increase the productivity of the products and

provide better services. Increases in the technology integration with the training activities also provide effective approach to increase the organisation culture of Tyron Superstore Ltd effectively. Development of effective policies with proper digital tool will provide managers to conduct job analysis and create job description to recruit human resources which are required according to needs of the stores to achieve the objectives effectively.

It is very essential for the Tyrone to attract more potential employees in the store and motivate them to increase their job satisfaction and retain them in the market effectively (Ayentimi, 2018). There are also many factors which increased the employee's turnover in the organisation. Lack of effective ethical value of the business and increase the potential of business which increases shared value of the employees to integrate it with the vision of the company. This helps to increase the customer improve the customer satisfaction and increase the loyal customer. By developing hr policies company also will improve the employment benefits and increase the job satisfaction. This increases the retention power of Tyron Superstore and reduces the cost of the company to recruit new employees. However, employee retention of negative individual can impact the cultural efficiency and communication channel of the company negatively. It can also impact the quality of output of the stores and decline the sale negatively. Company needs to develop effective team which has all the skills to achieve objectives effectively. Hr managers has to develop effective skill gap analysis which helps to examine present and expected skill of the team members to achieve the set goals which increases the brand value of the company and compete in the market effectively. this also increases the motivation level of the employees which increases their participation. Increased participation of employees in the business activity develop opportunity to gather innovative ideas from employees to increase sales and gain more profit margins. With the help of technology HR manager can analyse the performance of employee and monitor them with the help of balanced scorecard effectively. due to increase in the potential of the employees of the superstore it will increase the efficiency to gain better information and develop better strategies to compete in the market (Cross, 2017). Human resource policies also include employee's safety and compensation benefits including their families. Employees also provide effective support to the company to develop strategies to increase the marketing of the products and attract more customers effectively. By appointing more potential employees in the organization company will increase the performance of their workforce to achieve the quality of services and provide high salaries to

increase the motivation of the employees to attain self-assessment and self-development to achieve their personal goals effectively (Goldstein and et al., 2017).

Requirements of HRM policies

Human resource management plays essential roles such as planning, organizing, coordinating, and controlling in the organization. In addition, they manage group of people at the workplace by motivating them effectively and supports them to improve working performance in the organization. Tyrone Superstore Ltd. Is a food supermarket which has built good brand image for quality foods in the food industry. There is various type of employee i.e. students, female workers, and others at the workplace so they help to understand customer psychology for the taste. Organization gives scheduled job facilities i.e. full time and half time so that easy to reduce employee turnover and motivates them to lead high productivity in their working. From the past few years Tyrone Superstore Ltd faces various issues at the workplace such as lack of customer satisfaction level, conflict due to low wage and poor discipline and grievance process at the workplace which reduces employee retention rate at the workplace. These issues interpret that organization has poor management activities or manager unable to understand needs of customers as well as employees within company (Leisinkand Knies, 2018). HRM policy is the best option to resolve all the issues and it helps manager to understand requirement of company on time. HRM policies are compensation benefits, training and development, workplace diversity, human resource research and others. These policies guide human resource to perform effective business operation as result gets high profitability. Training and development program are the part of HRM policy which denotes that human resource provides employment practices which improves working efficiency of the employee and influences customer services as well. Training and development program can interlink with HRM strategy as well. For example, human resource can conduct training and development program per quarter months that improves employee engagement and increase a set of skills which they can apply at the workplace. By the HRM strategy easy to meet employees' objectives and in return company can get high satisfaction level of the customer at the workplace through employees supports. HR can implement reward strategy which is an integral part of HRM policy. Incentive as reward attracts customer to give high efforts at the workplace and maintains their wellbeing within workplace. So, human resource can practice their strategy in their actions which supports to resolve

employee retention issues and assist to gain short-term goals in minimum time. Tyrone Superstore Ltd has workplace diversity because they want to meet each customer objective at the shop. But due to poor management unable to handle workplace diversity as result conflict issues faces by employees. So, HRM can offer anti-discrimination policy that ensures female labour and students to work safely without prejudice and maintains their wellbeing at the workplace. 360 feedback strategy is another HRM strategy which can improve employee engagement at the workplace. For example, 360 feedback strategies can support human resource to analyse individual employee performance at the workplace by gathering feedbacks from customers (Sanderson and Mujtaba, 2017). In addition, HR can gather feedbacks from the employee about strategy which gives values to them and improves their engagement at the workplace. Thus, HR can overcome all the identified issues through interlink HRM policy and HRM strategy within organization. It is very essential for the company to develop effective information about all the skills and talents in the market place and develop effective human resource policies in the company to develop effective structure and increase the communication channel and achieve the objectives to increase sales and improve profit margins effectively. HRM policies need to be developed according to the ethical consideration of employees and cultural values of local community which helps the company to increase their size and adopt with the new market effectively. Tyrone Superstores Ltd have effective understanding of benchmarking strategies which helps to increase the consistency of product and service quality and improve the brand image in the market to compete and attain core competency effectively.

CONCLUSION

This report concludes that it is very essential for business to analyse its internal and external factors of business environment to develop effective HRM policies and improve the efficiency of the company effectively. Report also provided information about different strategies which were linked to employment relations and engagement to increase market share of the retail chain in the market. With the help of effective internal factor audit it is also analysed that organisational culture, skills and knowledge of employees helps to increase the potential of the business to compete in the market and attain core competency effectively.

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