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# ***LCBB5004 Managing People***

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## INTRODUCTION

Management of people refers to the activities which consist of recruiting the people, give them training, engaging with them and retaining the people or individual in the organisation as employees to optimize their talent and maximize their productivity(Crook, H., and et. al., 2021). People managers handles all the activities and actions that are needed their engagement. People management is important, due to the effective management of people can help boost retention employee engagement and the organisation can be proved effective by this, because by appointing the efficient people in the management of the organisation can increase its efficiency as well as the rate of production(Day, M., 2020).

## MAIN BODY

### Issues and challenges faced by Tesco.

Tesco faces various kinds of issues like poor consumer services and horse meat scandal the accounting scandal. The horse meat scandal was happened in year 2013(Duan, L. and et. al., 2020). In this scandal the horse meat entered the the supply chain of Tesco as beef and used in most of the products which consist of beef and sold as the beefed product. This was caught and been identified in Ireland, this scandal was stretched all across the Europe and beyond this. The horse meat was used in numerous amounts of products and the organisation needed them to withdraw them from all across the Europe and beyond(DuBrin, A.J., 2020). This all scandal was caught by the Irish authorities and revealed that they have founded the horse meat in burgers which were supposed to contain only beef. The discovery was done in various products of the goods which are supposed to made with the beef but they were made by the meat of the horse. The other issue is poor consumer services. This issue is complained by most of the people who have done business with Tesco. Some compliments say that due to some technical issue the company have cancelled some of the online orders and due to this, the consumers need to face the problem of inconvenience(Feinstein, M.J., and et. al., 2019). They are lacking in keeping up with the current market trends like fashion, clothing, and the quality is also low and degraded due to that. Tesco also provides the goods and services at a higher cost then the usual which the most of the buyer and the public cant seem to afford, this also created a issue and raised a question on the quality standards as well as the questioned the cost efficiency of the organisation and because of this issue the satisfaction level of the consumers were effected.

The challenges which were faced by Tesco are operation management related problems as well as in the marketing sector, the strategic related issue, research issue and finance related issue. Tesco still dominates the market by their grocery and general merchandise, they are facing the challenges in market due to the drastic increase in the number of competitors and hence they need to do the research for introducing the new and exclusive products under their name, so they can again capture the market share. The other is operation management. Tesco is facing this problem due to the lack of communication in between the departments which are operating in this like the quality is not good and . Marketing problem , because of this Tesco is considered as the second worst performed company in the United Kingdom. According to this Tesco also lose their market share as well the other organisation have gained a advantage of this. Tesco is at disadvantage in the marketing because there is no clear strategy for the marketing activities and lack of time as well as the resources and inability to adapt to new trends(Jyoti, K., 2019).

#### Approach of recruitment and selection

The recruitment and selection procedure in Tesco

HR approaches to recruitment – This consists of attracting the right candidates then approaching them by the details which are provided on their profile or portfolio by which the HR team has approached and then the human resource team will shortlist the candidates and they will further do the telephonic interview and after that shortlisting further from that the organisation they will call the candidate for the offline or the store interview round(Kremen, C. and et. al., 2018).

Recruitment approaches are used to make this procedure a simpler version because there are various and several methods that can used to make this procedure a lot more simpler then it is and these are some of the approaches that are used by Tesco for their recruitment and selection procedure(McDonagh, T.A., and et. al., 2021).

- **Advertise the vacancy of job** – Tesco first needs to advertise the job vacancy and the qualifications that are needed to fulfil the title of the job. Advertising can make the half of the work done or the recruitment or the HR department. Through the newspapers, or online application that are being used by the organization, they need to find the employees who are qualified and most suited for the job because if it is not the reason that is why the organisation is facing this issue and they need to recruit more employees

which is costing the organization more than the usual. Tesco can give in their job advertisement the qualities like should be graduated or done this specialization and the maximum number of applicants should be 10 or 20 and given experience that already excludes the fresher's in that particular field of job. The contract should be of 6 months till 1 year. The transport facility is available or not.

- **Check the application** – Tesco needs to check the application when the deadline and the last date of the applying session is over, because they need to hire the most eligible candidate for the positions which are vacant of all the departments. Then they need to update the job description as per the job profile and then the applicants can send the C.V. and the Human resource department can shortlist them on the basis of the qualities and the qualification which were decrypted in the job vacancy(Mukhtar, S. and et. al., 2020). Tesco needed a experienced employee and they can also put the specification of how much time of experience they need in that, it can be 1 year or 5 years as per the responsibility and the vacant job position.
- **Telephone interview** – The Human resource team give the shortlisted candidates a call to further shortlist the employ and then takes interview over the call or phone. Usually this step takes minimum 10 minutes but sometimes it can take over 15 minutes and they will ask and enquire about the qualification and the experience of the previous job as per the applicant C.V. and the skills that they acquire and other things that can be essential as per the job needs(Schiff, M. and et. al., 2019).
- **Final store interview** – Based on the previous step the candidates for this step is shortlisted further. In this the candidates come for a face to face and an offline interview in the office or the store as per the interviewer's details provided. In this step the human resource department or the interviewer asks basic questions regarding the job like what are the basic consumer services and from what the consumer can probably be satisfied by the store and the products and services of the organisation.

### Performance management and employee engagement in Tesco

The performance management system is a medium to make sure that business and the monthly targets of the organisation are able to being met by the employees or not. This is a tool of strategy which can help the organisation to being focused on their employees as well as the organisation. The management of Tesco believes that the organization should be able to perform the management function at the very least, but the system of the performance management should be effective and efficient at the same time. The performance management which is used by Tesco is an all inclusive procedure which can comprehend the goals of the organization by strategic goal and individual and group's performance and capabilities. Tesco follows the technical methods for this as well as the employee engagement(Stewart, G.L. and et. al., 2019).

Employee engagement is a very important tool and this is also a human resource concept that states and describes the level of enthusiasm and dedication which is felt by the worker or employee towards the organization. Engaged workers have been proved more productive as compared with those who are not engaged with the organization. Employee engagement is the very crucial and very critical activity for the organization and the success of the organization(Wilkinson, C., and et. al., 2019). This can encourage the workers for communicating their expectation very clearly in front of the higher management and the organization or company to offer them valid rewards and promotions as per their expectations, so that the worker can work more efficiently and keep up their excellent work and keep the employees informed about the position and current condition of the company. Employee engagement is considered a part of management theory since year 1990 and ever since that it is only being widely spread across the world.

### Impact on Tesco of above challenges, approaches and employee engagement.

Tesco has faced several kinds of issues due to the techniques and negligence it has faced from past years and they are effecting the organization in a very negative form and due to that it has sivial effects on the goodwill of Tesco like incidents of the horse meat scandal. The approaches which were being used in the process of recruitment and selection. The employee engagement as well as the performance management needs the upgradation and the management of Tesco also needs some qualified and experienced staff in higher level of management so they can easily and efficiently fulfil the needs and necessity of the organisation and can make it

profitable for the shareholder's and the higher management of the organization. The lack of these things and strategy have cost Tesco loss of consumer's due to the horsemeat scam and down the market share of Tesco and due to this the net worth of the organization was being effected drastically (Wilton, N., 2022). Tesco needs to cover-up for that by making the brand image from the beginning and from the start, due to the inefficiency of the approaches and it can be made efficient by following some of the strategies and the approaches which are being pointed out and suggested further for the betterment of the organisation.

What are the best practises, approaches, initiatives that were taken by Tesco to ensure the effectiveness of these procedures

In this the management of strategy can be proved more efficient in the terms of productivity of the organisation and can be also said as Tesco organisation. Tesco has expanded its business in other countries and outside of Europe and in different Asian countries. Tesco needs to practise and hold the leadership that they have maintained and for that to happen the organisation needs to analyse the market for grabbing more opportunities and from doing that they can get a hold of their leadership and management both by applying these practises (Wirtz, J. and et. al., 2021).

- **Click and collect** – Tesco has dropped their previous strategy of bricks and mortar to bricks and clicks and can be also said as the online system of shopping and collecting the money through the online banking system. Applying this strategy to their daily and regular basis style it has made shopping for groceries to necessities made simplified procedure of shop for their daily needs.
- **Implementation of digitalized in store experience** – It is implied to make and increase the efficiency in the operating model of the organisation by investing in digital in-store initiatives and products that can possibly make the experience of the consumer better than the previous one and less time consuming. This can result in proving the model and practise proved to be cost saving which the organisation needs because of the horse meat scandal the organisation have lost their loyal consumers as well as the consumers who were going to be loyal in the future and do the business on the daily and regular basis with the company as well as the organisation was not able to retain their consumers due to the inefficiency in their manufacturing and the production department.

- **Developed Tesco club-card** – Tesco came up with the idea of providing the consumer discounts and allotting points for the purchase that was done by them and the points can be used as discounting in the future, like who have club cards of Tesco they have points till a date and after that they will expire and will be unable to use (Zimbudzi, E., and et. al., 2018). These cards can also provide the consumer coupons of various kinds which are only be used at their stores and not at any another store, this also has improved the yearly sales of the Tesco.

## **CONCLUSION**

The above report consists of analysis of the issues that are being faced by Tesco and challenges, approaches of recruitment as well as the performance management and employee engagement. Furthermore their impacts and the best practises which can be utilized for overcoming these initiatives and approaches that can use to ensure effective recruitment and selection process, performance management and employee engagement organisation.

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