



Introducing the Modern Workplace (LCBB4003) Term 3, Group 1

Assessment 2

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- General merchandise retailer
- British multinational grocery
- The Tesco name first appeared in 1924, after Cohen bought a shipment of tea from T. E. Stockwell and
- combined those teas with his own produce to create the Tesco brand
- public limited company in 1947
- First profit in 1954. In 1954
- Merged with Kroger in 1997
- Bought Ahold in 2014

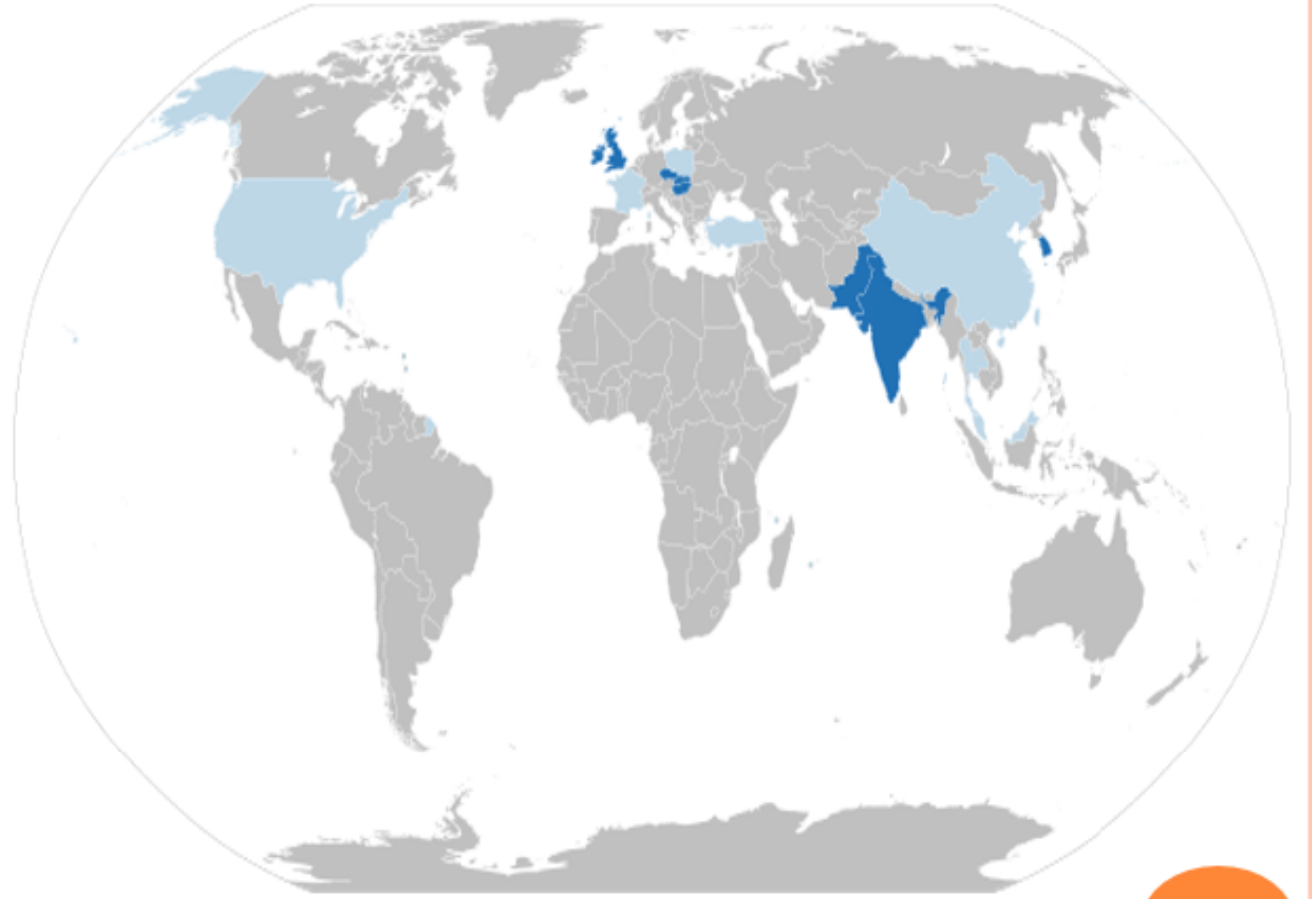


HISTORY



BACKGROUND

- Third-largest retailer in the world
- Has stores in 12 countries in Asia and Europe
- Revenue 123 billion and net profits of £15.2 billion
- Primary Listing on the London Stock Exchange and is



OPERATIONS

- Groceries
- General merchandise
- Financial services
- Groceries accounts for two-thirds of Tesco's total revenues
- Groceries employs around 117,000 people
- The general merchandise division consists of one-third of Tesco's total revenues
- The general merchandise division employs 38000 people



TESCO

COMPETITORS



TESCO ORGANIZATIONAL STRUCTURE

The organizational culture of Tesco PLC prioritizes three main values: **customers, communities and the planet.**

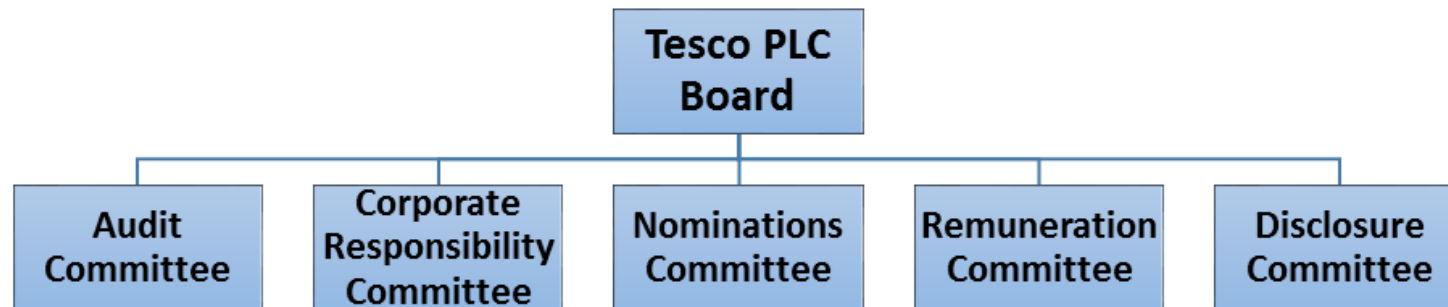
Tesco has a tall structure. This organization is big and has multiple levels within.

The company's hierarchical, product-based, and decentralised structure has both pluses and minuses.

TESCO ORGANISATIONAL STRUCTURE

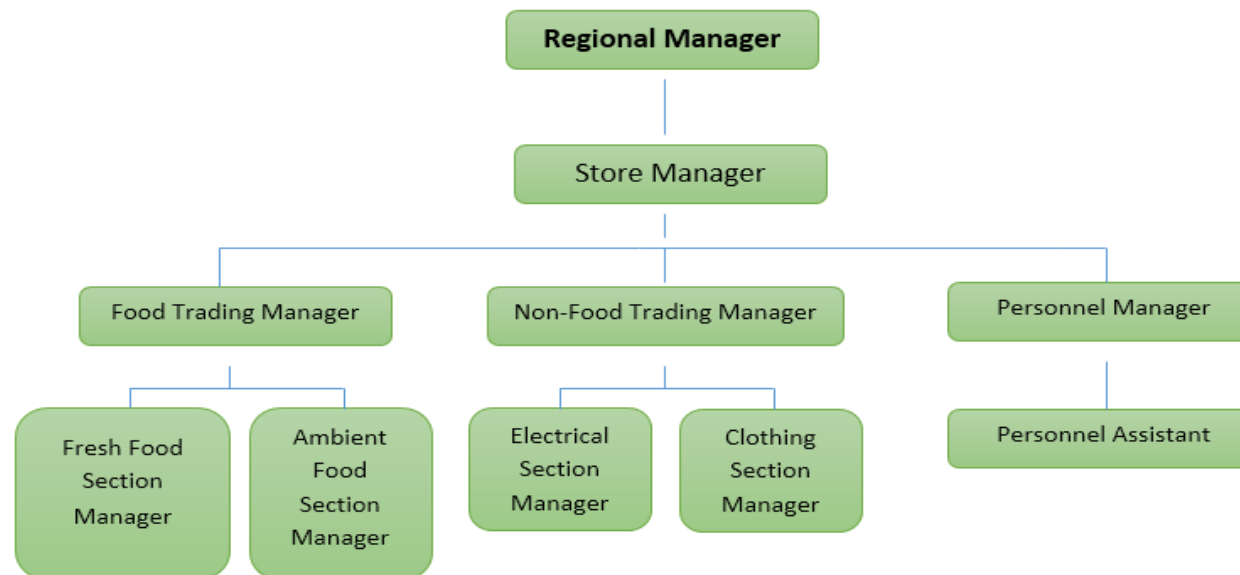
TESCO'S ORGANISATIONAL STRUCTURE IS HIERARCHICAL.

- The people at the top of the business have the most accountability and control
- This type of structure aids in the institution of specific roles for everyone, preventing chaos and confusion.
- It also adheres to a functional organizational structure rather than a geographical one



TESCO CORPORATE GOVERNANCE STRUCTURE

- Tesco operates nearly 4,000 stores in the United Kingdom. It is also present in Asia and Europe
- It would be unthinkable for the board to oversee operations in all locations. As a result, the board and committees would be powerless to intervene.
- This is the responsibility of regional managers in charge of different areas and store managers of individual shop operations throughout all locations



ADVANTAGES AND DISADVANTAGES OF TESCO'S ORGANIZATIONAL STRUCTURE

Advantages

- Tesco's employees are highly motivated and have a strong sense of responsibility.
- Store and regional managers can make decisions that are appropriate for their local region and customers.
- Better career and professional development opportunities.

Disadvantages

- The long chain of command makes any organizational changes take a long time to result.
- Employees are assigned to a specific department without consideration of their skills.
- They are not always directly involved in the tasks they excel at, and frequently lack the skills required for certain projects they need to complete.

Introduction

- Tesco is a multinational retailer based in Welwyn Garden City in, England.
- Tesco faces significant competition from other companies
- Ken Murphy is the Chief Executive Officer (CEO) of the Tesco Company.
- The CEO is a skilled and revolutionary leader with the zeal to ensure the company thrives.



Decision Making Skills

- Ken Murphy decision-making skills are top-notch.
- Murphy gathers and analyses information and makes decisions centered on it.
- He is also confident when making decisions, enabling his employees to trust and be confident in his choices.



Communication Skills

- Communication skill is an essential leadership skill that affects the general performance of Tesco company.
- Through communication, Ken Murphy can show their employees and customers what they strive for.
- Also, through communication skills, Ken Murphy shows how leaders can develop trust in their employees.



Mental Toughness

- Mental toughness is the ability to overcome short-term setbacks as long as they are done efficiently, ethically, and responsibly.
- It is an essential skill for a leader, especially when you are confident in your product and service.

What is the meaning of leadership and the leadership theories?

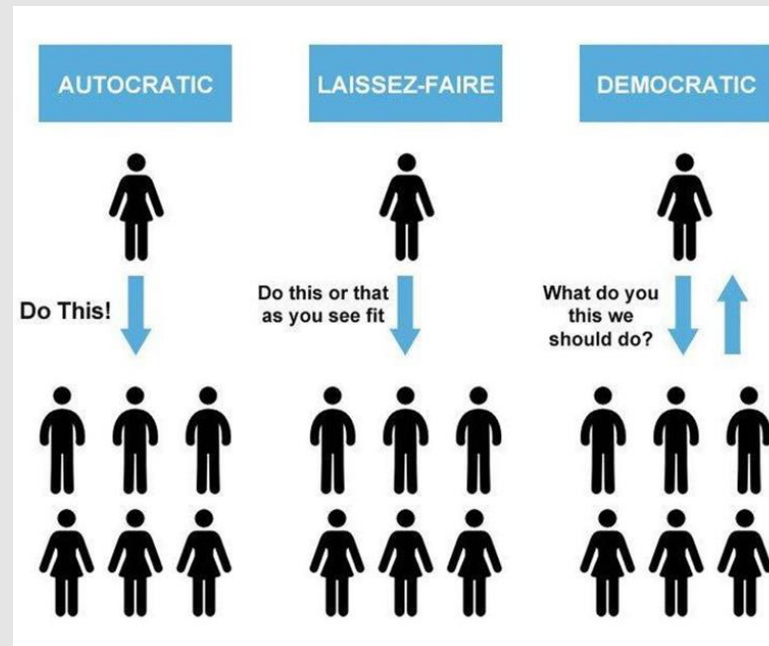
- ▶ Leadership involved influencing other and it involves goals achieve.
- ▶ These goals are shared by leaders and their followers.
- ▶ The psychology of leadership has increased over the last 100 years and there are many new theories that have been introduced .
- ▶ Leadership theories seeks to provide an explanation on how and why some people rise to leaders.
- ▶ They attempt to identify what type of behaviors a d own abilities they should project in different situations.

The key leadership theories

There are 3 leaderships styles and 5 main leadership theories.

Styles of leadership

- Authoritarian (autocratic) style
- Democratic style
- Laissez-faire (genuine) style



Main Leadership theories

- ▶ **The Great Man Theory** - This theory became popular in the 10th century and it was believed that leadership is inherent quality. This theory states that leader are born with natural qualities of intelligence, confidence, and intuition.
- ▶ **The Trait Theory** - This theory recognized particular personality and behavioral characteries collectively shared by leaders. It emphasizes leaders attributes - personality, motives, values and skills.
- ▶ **Contingency Theories** - Effective leadership is depends of the situation.
- ▶ **Situational Theories** - According to this theory, leaders are able to analyse the situation and take immediately decision.
- ▶ **Behavioral Theories** - These theories is based on how leaders behave,that can be learned.



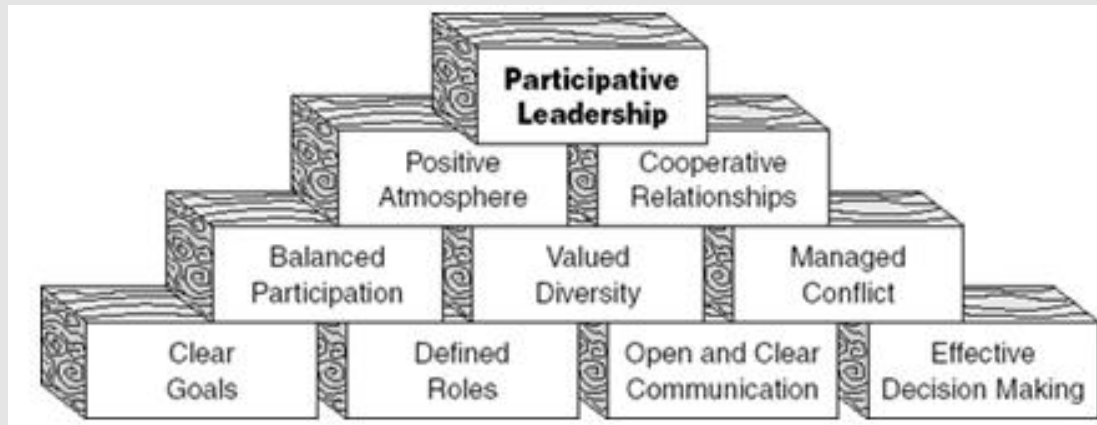


Tesco is one of the largest supermarket leader in the UK. If the company is not managed properly it could lose its competitive advantage.

Adopting effective leadership style would help TESCO to continue to enjoy it's current competitive level against competitors.

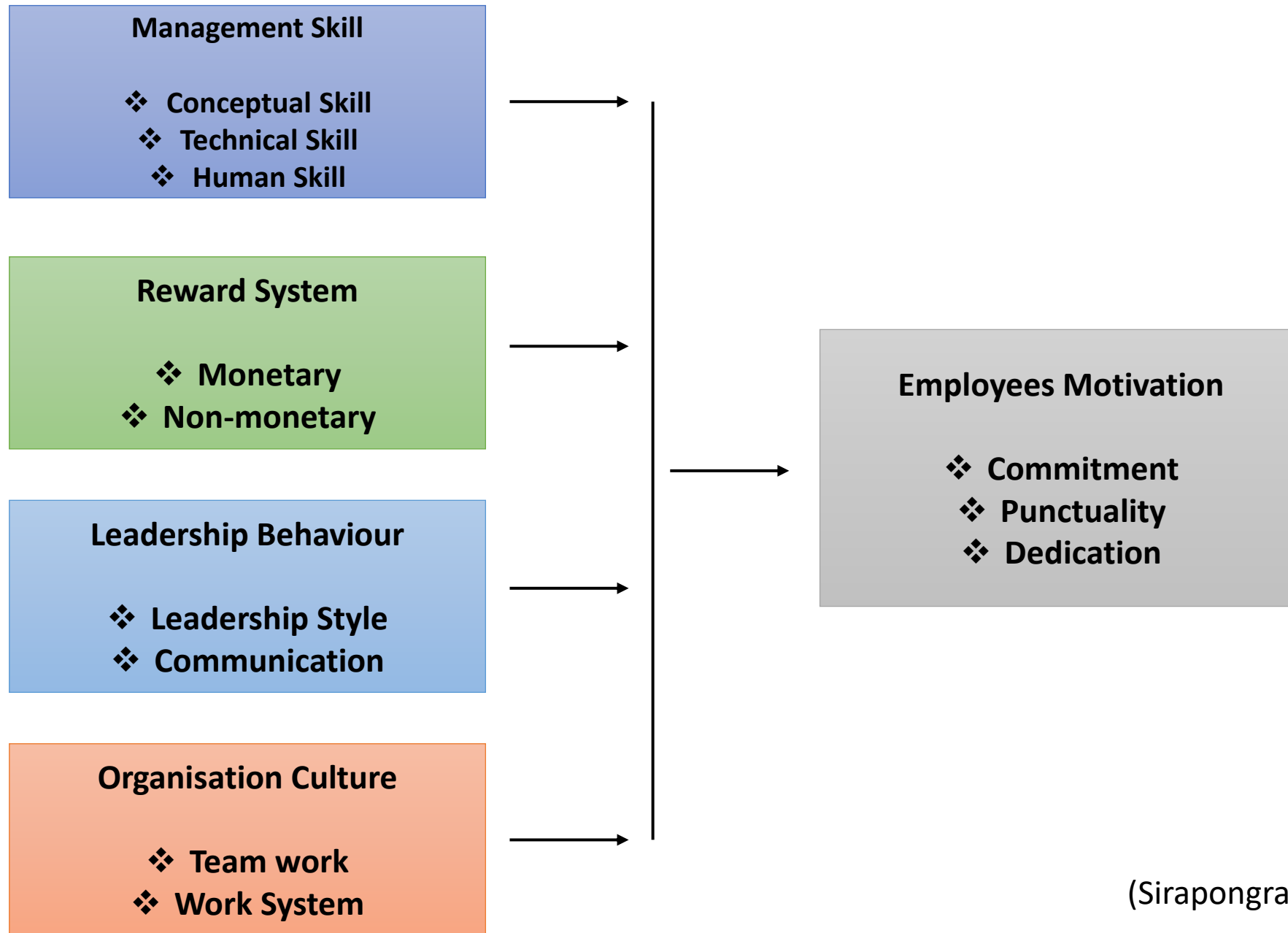
The company should portray its democratic style of leadership in order for all the members of stiff to have an equal chances of expressing their opinions and views.

Some theories, such as Contingency Theory can to predict if a person who has worked in one position will be effective in another position.



Factors that influence group and team behaviour

- ❖ Organisational structure
- ❖ Size
- ❖ Leadership/Management
- ❖ Cohesiveness
- ❖ Motivation of Group/Team members
- ❖ Norms and values
- ❖ Group/ Team roles
- ❖ The environment
- ❖ The group/team task



(Sirapongrapa, 2004)

Employee survey on the effect of non-monetary rewards

Does receiving non-monetary rewards improve your work performance

	Frequency	Percent	Cumulative Percent
Yes	80	66.7	66.7
No	15	12.5	79.2
Don't know	25	20.8	100
Total	120	100	

Which non-monetary rewards motivate you most

	Frequency	Percent	Cumulative Percent
Training	19	15.8	15.8
Praise	32	26.7	42.5
Flexible working time	22	18.3	60.8
Recognition	37	30.8	91.7
Holidays	10	8.3	100
Total	120	100	

(Titilayo, 2013)

Tesco Steering Wheel



Key factors related to motivation and positive team behaviour

- ❖ *Chance to get on to everyone*
- ❖ *Interesting and challenging jobs*
- ❖ *A manager ready to help*
- ❖ *To treat everyone fairly and with respect*

(Savkin, 2013)

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