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Module Title: INTRODUCING the MODERN WORKPLACE

**Assignment Title: Organisational Structure and Culture of
TESCO**

Module Code : LCBB4003

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A Reflective Report on the Analysis of Different Tasks and Skills a Manager Can Apply to Ensure Operational Effectiveness in TESCO

Introduction

The purpose of writing this individual reflective report is to represent a critical reflection of the chosen topic. The report will stress individual perception and critical view of why a manager needs to apply his/her skills to ensure operational effectiveness. It will highlight individual experience and a critical view of an individual on the topic. Also, the report includes a discussion of personal recommendation.

Use of Gibb's reflection model for individual reflection report

Gibbs reflection model is considered the best way to discuss and explain the individual experience. The model will help an individual to explain the learning outcomes from the project. The Gibbs reflection model will break the report into several pieces and represent it in the step-by-step guide form. Gibbs reflective model is divided into six important parts; namely description, feelings, evaluation, description, conclusion and action plan (Adeani *et al.* 2020). The model simplifies the report and helps the audience to understand the issue easily. It only reflects the important individual experience and makes report organized, precise and easy-to-understand. Also, it represents one's understanding and critical views in the best possible manner

Description

The Gibbs model is used to explain the experience and learning outcomes from a report that analysed different tasks and skills a manager of a large-scale organization like TESCO can use to improve operations. TESCO is one of the largest retail brands in the world and it follows a hierarchical organizational structure to manage operations and other activities. The manager working for a large organization like TESCO, needs to be very dynamic and should come with multiple organizational skills required to achieve organizational goals. The report highlighted different tasks and skills like supporting organizational objectives, research and analysis,

studying market trends, analysing competitors, assessing threats and opportunities applying organizational skills, leadership skills, and communication skills to improve operations (Aomrc, 2021). The report highlighted and discussed key tasks and skills of a manager. It explains how a manager can use his/her skills to deal with adverse situations. It discussed how a manager serving a large-scale organization like TESCO can perform important tasks to ensure operational efficiency. It tells how a set of professional skills of a manager can motivate and encourage the workforce to give their best

Feelings

The report has chosen retail giant TESCO for the case study and explained some key job roles of a strategic manager. TESCO is one of the largest retail brands in the UK and the report tried to simplify the key tasks and skills of a manager by relating them to the issues faced by TESCO. TESCO is a company that values customers' satisfaction and concerns more than anything else and it designs its plans and strategies accordingly. Hence, a strategic manager working for the organization needs to be aware of company, mission, vision and the best practices. A manager is an employee who interacts and communicates with all stakeholders including board members and sales executives. The tasks and skills mentioned in the report are quite important for a manager especially when he/she is managing a large organization like TESCO that has more than 4000 outlets across the UK. TESCO is an ideal example for this report and it has highlighted all major tasks and skills a manager needs to perform and apply to improve operation and ensure success (Expert Program Management, 2021). TESCO is an ideal brand to refer to as an example. The report has highlighted all key tasks and skills of an efficient manager. The reference of TESCO has made it easier for the audience to understand the issue easily. Key skills mentioned in the report can be applied to any large-scale or mid-scale enterprise

Evaluation

The report is all about the key tasks and skills a strategic manager of a large organization like TESCO can perform and apply to improve operation. A large organization like TESCO operates its business in multiple locations and it works to maintain same quality and standard of its services and offerings across all outlets. To make its existing customer happy and attract more potential customers, TESCO introduced personalized offerings and services. The outcome can experience preparing the report can help an individual to learn more about different aspects and nature of managerial work. One of the best outcomes of this experience

is that it can help an individual to learn about effective management skills required to manage a large organization (Expert Program Management, 2021). The report identifies and highlights different aspects of managerial work. It explains how to manage issues and motivate employees to work for organizational goals. It helps to learn about management and leadership skills and explains how a large company like TESCO manages its employees across all its outlets

Description

The chosen topic of the report can help an individual to gain in-depth knowledge about managerial tasks and skills. It has focused on the importance of specific professional and organizational skills a manager requires managing a large organization like TESCO. For TESCO, it has multiple layers for managerial posts lead by regional managers and store managers. For a new and inexperienced manager, TESCO can be an excellent platform to improve his/her professional, organizational and interpersonal skills. The experience and outcomes of the project can help students pursuing management courses and getting ready for managerial jobs. An individual can learn how an efficient manager can manage a large organization with his/her professional and interpersonal skills (Sekarwinahyu *et al.* 2019). The example of TESCO will help individuals to learn how to apply key skills to manage a large-scale company

Conclusion

The report is written perfectly and it covers most of the aspects required for learning outcomes. It is explained how a manager can play an important role in improving the operations of a large company like TESCO and how some specific skill sets can help a manager to execute many important tasks and help the organization to achieve targets (15 Writers, 2021). The report is well-organized and precise and it covers all important areas of managerial work. The report has highlighted all key areas and explained them in clear and simple language. The report has not included anything unnecessary

Action plan

Writing a report on managerial tasks and skills is a great practice for individuals pursuing management studies and getting ready for managerial jobs. Such reports can be prepared again with no stress and confusion on the topic. Here, TESCO is chosen as an example of a large organization, while such tasks can be performed and those skills can be applied to any other mid-size and large-scale companies (Aomrc, 2021). The project has helped me to identify my

weaknesses like staff management and communication skills. In the next six months I will work hard to address my weaknesses. I will work to excel in all above mentioned tasks and skills to improve professional skills and employability as well

Conclusion

The individual reflective report has highlighted all major outcomes of the main report. It has explained why the main report is important for students preparing for managerial jobs. The report is informative, precise and well-organized. It has explained if anything can be done to make the report more effective.

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MARIUS MOLDOVEANU PART 2

Organizational Behavior

Introduction

This section is going to deal with an Reflective model on the prospect of the organizational structure and its influence on organizational performance. The reflection will highlight various personal experience regarding the importance and various aspects of organizational structure along with organizational performance.

Reflection.

In this section I am going to highlight my various sort of learning and understanding about organizational structure and organizational performance using the reflective model of Gibbs. Gibbs reflective cycle is one of the most effective way to write a reflection and it was established in the year 1988 in the book named as learning by doing. The cycle comprises of five basic steps to represent the reflective process (Mindtools, 2021).

Step 1 Description- I am working as a strategic manager in an organization since the year 2020 in the United Kingdom. During this course of time I learnt a lot of organizational performance and organizational structure and got various knowledge about it from my seniors officials and through experience as well. My seniors taught me a lot about such aspects of organizational performance and culture and their respective importance and interrelation as well. During this phase of the time I learnt about the use of organizational structure and how it impacts the organizational performance of a business organization. I have seen that a proper structure adds a lot to the performance and helps to achieve the tasks more appropriately from my personal experience.

Step 2 Feelings- I basically felt pretty nervous before joining the organization and gradually gained confidence in my respective job role. My seniors and my colleagues helped me a lot get comfortable which was really nice of them and got all sort of support from them and also, learnt a lot about the aspects of organizational performance and structure and how it helps each other and how it can be implemented effectively within an organization. My seniors told me that such aspects are the primary part for any business organization as without a proper structure a business organization cannot perform effectively and efficiently.

Step 3 Evaluation- The positive aspects of gaining the various issues of such prospects is that it has improve my knowledge of organizational behavior and how it functions. Although there were some negative aspects as well as the organization I am working in is very established and has a global perspective so it was pretty difficult for me at the first to adapt their organizational structure and how they implements such aspects to the performance. But things went quite well when the my seniors taught me about the aspects. Organizational structure has a lot of types to deal with which has different aspects on the performance of an organization and their workforce. There are mainly seven basic types of organizational structure (Lucidchart, 2021). Through my experience I have witnessed that such aspects bring efficiency and effectiveness to the organizational prospects and processing. The aspect which didn't go so well at first was that I and my colleagues who had joined with me were having lack of communication with the higher level managers which created a gap between the workforce and the high authority thus, had caused poor organizational performance as the head of the structure were not cooperating well thus, had a major impact on our performance. We then tried to solve the issues with the higher authority thus, bringing in efficient organizational performance as both the aspects of organizational structure and performance are interrelated to each other form a lot of aspects.

Step 4- Conclusion- The aspect could have been more effective if the higher authorities would have taken the initiative of teaching us the importance of organizational structure and their relation to organizational performance. If I had some previous experience I would have approached the higher officials to make some arrangements to foster various aspects of organizational performance and their relation to organizational structure. I need to be very adaptive in nature also, should gain more knowledge about how such aspects works and what are the skill sets required to foster such prospects as well. Although through this phase I have learnt a lot about employ relation as well and how which is a part of organizational performance and how it affects organizational structure in terms of the organizational perspective but I also, feel that I need to develop more appropriate knowledge to make the organization and the aspects way more effective.

Step 5- Action Plan- In order to write my action plan I am going to use SMART goals which is an effective way to sketch out how things can be achieved effectively (Corporate Finance Institute, 2021). The aspect comprises of 5 prospects such as-

Specific	Measurable	Achievable	Realistic	Time
To progress my understanding of	Can be measured	Achievable through various	Realistic as the organization has	The time period required will be

organizational performance and organizational structure even more	properly through work monitoring and experiences	live experiences and work experience also, through various online courses available on the social media.	potential staffs and higher officials to help me out for a better understanding.	from 21.07.2021 to 1.08.2021
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Table: SMART objectives

Source: Self-created

The action plan highlighted above will help me out to gain more skills and knowledge about organizational structure and organizational performance. I can monitor my myself through my work process and experience. My seniors and my colleagues may also, help to foster the aspect even more and I may also take help form various online classes as well. The process will require a time frame of around from 21.07.2021 to 1.08.2021.

Conclusion

This section deals with a reflection model of Gibbs and various aspects of learning about organizational structure and organizational performance within an organizational perspective. Gibbs reflective cycle is one of the most effective way to highlight various aspects of a reflection and it has helped me a lot to highlight my part of reflection through its various aspects such as description, evaluation, feelings, conclusion and finally action plan which has helped me to understand the whole process regarding how I may improve my understanding about the aspects of organizational performance and various prospects of organizational structure as well.

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Analyse the different tasks and Skills, a manager can apply to ensure operational effectiveness within Tesco Plc

Introduction

The term 'Manager' refers to a certain professional individual who is in a position of being responsible for establishing and maintaining proper control and administration over the human resources and the operations of a business organisation (Heizer et al., 2019). The individuals who are equipped with a managerial role serves as the driving force of an organisation (Daniels, 2013). Especially within one of the largest multinational retail chains and supermarket organisations such as Tesco Plc, the role of a manager holds the most significance.

To manage or administrate various critical operations of a business, the managerial authorities must exhibit a set of professionalism, competency and set crucial skills (Williams, 2014). These certain sets of skills are required to effectively carry out managerial practices and responsibilities as well as sustaining operational effectiveness at Tesco Plc.

As Tesco Plc is one of the largest retail organisations that operate on a global scale, and as one of the managers of Tesco, my work practices must reflect a higher standard of skill set and operational competencies (Tesco Plc, 2021). Without the role of a manager, the operations of a business such as Tesco's can turn into unorganised chaos (Williams, 2014). Through implementing these skills and talents, I had carried out a managerial role as well as managing the resources and operations according to the existing organisational objectives (Reddin, 2009).

Analyse the different tasks of a Tesco manager

Planning- Planning is regarded as one of the key managerial tasks. It is the first and foremost responsibility of a manager. Within the context of Tesco, as one of their manager, the primary task for me was to set individual goals and objectives of different operations of the organisation and developing a pre-determined path to achieve those objectives. I had utilised appropriate strategies and policies to meet set organisational objectives.

Organising- The goal of organizing is to bring together all of the organisational functions such as human resources, capital, equipment, operation and resources etc meet the organisational goals (Hunger and Wheelen, 2019). The organizing tasks that I was assigned to carry out included developing internal support for existing set plans of Tesco and uniting the personnel and the financial resources.

Staffing- The staffing of human resources is a crucial managerial function. Only through staffing, the managers of Tesco can acquire and hire talents to carry out their work responsibilities to achieve organisational effectiveness. Through interviewing and evaluation, I had selected the right staff for the right job to sustain an increase in productivity (Dyson and Foster, 2010).

Directing- The employees and workers of Tesco Plc are considered invaluable assets of the organisation. As Tesco is a retail business, the organisation can't run without the contribution of its human resources. Directing these talents is crucial for ensuring a high performing and effective work environment. As a Tesco HR manager, I needed to provide necessary guidance and serve as a mentor to its employees.

Motivating- Arguably one of the most vital responsibilities of a manager is to motivate its employees and workers. Through the proper utilisation of motivational theories, models and practices, I was able to inspire, encourage, empower and direct towards the achievement of Tesco's goals. I came to understand the potential of motivation in terms of enhancing employee job satisfaction as well as retaining talent (Williams, 2014).

Controlling- Controlling refers to the managerial process of evaluating the standard of workforce performance, analysing the causes of the deviated course of result and conducting necessary corrective action for eliminating the issues, lacking or errors. My role at controlling operation included- problem identification, performance evaluation, identifying deviations, analysing causes and taking actions. The tasks were overwhelming at first. My superiors supported and guided me in every step.

Communicating- Within a massive scaled organisation such as Tesco, I came to realise the role and significance of communication in terms of transferring critical information, order, visions and goals, responsibilities, knowledge, understanding as well as feedback from a person to person (Wood, 2018). Proper communication and employee-employer engagement ensure a positive, interactive, cooperative and high performing work environment with Tesco plc. It was mandatory in teamwork.

Delegating- As a human resource manager within Tesco Plc, I was to exhibit a proper utilisation of role delegation. I had to regularly observe, analyses and evaluate the performance of the employees as well as delegate the most suitable & appropriate tasks to the right personnel. The significance of task delegation is critical as it is a tool to differentiates the successful managers of Tesco from the mediocre managerial authorities.

Analyse the different skills of a Tesco manager

To ensure and sustain operational effectiveness and as a manager of Tesco, I was required to exhibit the following set of managerial skills and competencies-

Conceptual Skills- The term 'Conceptual Skills' refers to the ability to evaluate & visualize the organisation as a whole, exhibiting a wider understanding of the organisational function and component (Heizer et al., 2019). I came to grasp a wider understanding of the value of conceptual skill in terms of managing the operations of Tesco Plc. The development of conceptual skills had enabled me to evaluate every situation and produce backup courses of action.

Technical Skills- Technical skills refers to a unique skill set that enables a managerial individual to implement specialised and effective processes, methods, strategies, tools and techniques for sustaining organisational effectiveness (Hunger and Wheelen, 2019). The significance of having technical skills are prominent within the lower and middle-level managers of Tesco. By exhibiting technical proficiency, I was able to ensure productive operation management.

Interpersonal Skills- In a massive organisation like Tesco plc, the existence or the development of interpersonal skills are considered integral. To sustain organisational success, I was required to demonstrate managerial qualities and authority. Having a proper set of interpersonal skills were critical for inspiring the workforce as a whole as well as earning respect on a professional level (Reddin, 2009).

Communication & Motivation skills- The significance of communication, interaction and motivation within a human resource oriented large scale organisation such as Tesco is crucial.

By establishing daily interaction, employee engagement and accepting and providing performance feedback, the work environment remains united (Wood, 2018). It is also an exemplary motivational tool. Implementation of effective motivational strategies, policies were significant for me as a Tesco manager in terms of sustaining a productive, satisfied and retained workforce.

Decision-making- The decision that a manager makes, reflects a critical impact on the operational functions of an organisation as a whole. Therefore, the importance of the proper strategic decision-making skills is the highest demand within a massive organisation such as Tesco. The management of Tesco is required to exhibit an exemplary track record of effective decision-making due to their experience and learning from mistakes. Initially, due to my lack of experience, my decision-making skills were not up to the standard. By practising and seeking out guidance from my superiors, I was able to master decision making.

Critical thinking and Analytical skills- Critical thinking and analytical skills directly interrelate with strategic decision making. Critical thinking and analytical thinking are vital for problem-solving through visualizing the best possible outcome to an issue (Williams, 2014). After conceptualizing the best approach, the initiation of the decision-making process took place. And through critical thinking skills, I ensured sustainable operational effectiveness within Tesco.

My overall managerial experience as a manager within Tesco was one of a kind journey. The role of a manager is not an easy role by any means. It is also arguably one of the most significant roles within any organisation, especially that of the scale of Tesco's. Due to my lack of work experience within an organisation of such a scale, I had faced some difficulties and barriers along the way. Thankfully, my superiors guided me and provided support whenever I struggled to perform my duties as a human resource manager. Through practising and learning from my failures, I was able to master the necessary managerial skills that are required for performing the tasks and the operations of a manager within Tesco. The learning experience was a step in the right direction for sustaining a successful career progression.

Conclusion

The value of managerial skills and operational tasks are crucial for driving the organisational resources towards the achievement of company success (Hunger and Wheelen, 2019). By meeting the requirement of managerial skills, I will be able to manage and administrate the business operations accordingly to meet the business goals. Managerial skills and competencies have enabled me to successfully attain, recruit, train, motivate, evaluate and retain the talents of the company and direct them towards ensuring business success as well as maximising profitability and operational effectiveness. These experiences will enable me to sustain a fruitful career progression.

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GEORGIANA ILIE PART 4

REFLECTION ON HOW LEADERSHIP SHOULD MOTIVATE AND INSPIRE STAFF MEMBERS TO IMPROVE PERFORMANCES

Introduction

The purpose of the research is to reflect on the topic- the way leadership should motivate and inspire workers to improve the performances. For this purpose, the research will apply Gibbs' Reflective Cycle. It is one of popular cyclical reflection models lead by 6 stages exploring the experience. This offers the framework to examine the experiences as well as provided cyclic nature lends specifically well to repeat the experiences, also allow planning and learning from

the things either went well or also did not go well. This reflective cycle has 6 stages include descriptions, the feelings, the evaluation, the analysis, the conclusion and the action plan (The University of Edinburgh, 2021).

Description

As the University student I have analyse leadership skills of the firm that helps leaders to motivate and inspire organisational staffs and make them the best for the firm. From the research I have determined that leaders should motivate staffs by providing them the purpose and also set the goal, on the job opportunities of learning, lead through example, properly introducing the innovation, fostering the personal growth and many more. It is happened while analysing leader's role to motivate staffs at TESCO. The overall outcome of the situation is good as I have properly completed my tasks of collecting data on leaders motivate staffs at TESCO and it provides me current and authentic data (The University of Edinburgh, 2021).

Feelings

During the situation I was felt that within the guidance of proper leader's organisation as well as staffs will deliver the better result. I was felt happy to collect the relevant data as per my tasks and analyse thoroughly. I was feeling too nervous to interact with the leaders at TESCO before situation but after the situation I was feeling happy and learnt various things from that which I can also implement in my professional and personal life. I was thinking as the biggest retailer, how TESCO's leaders play major role to guide and motivate staffs so that they can deliver the best possible services to the customers. Now I have understood that effective leadership can create huge difference and proper leadership skills will make tasks simple along with easy through providing clear purpose (Pieper *et al.*, 2021).

Evaluation

Good thing of the situation is that I have able to communicate with the top leaders of TESCO and understand their mind-set how they guide as well as motivate staffs simply and easily so that they can boost up their performances. On the other hand, the bad thing is that due to my poor coordination and conversation skill I have failed to determine how leaders charge themselves up to encourage others all the time to bring actual potentiality. During collection of data I have observed entire TESCO's operation and also learn how leaders of this organisation simply make staffs' understand about the entire operations (Yaacob and Asraf, 2021). On the

other hand, understanding how leaders motivate themselves to boost their staff's performance up so that they can deliver proper customer services. So, how leaders lead by the example could not determine well. I have contributed in understanding the way leaders in TESCO introduce innovation and fostering the personal development.

Analysis

The things go well because I have directly interacted with the leaders and gather authentic data from them on TESCO's staff's performances. Even due to lack of coordination I have failed to ask them the way they are encourage themselves before encouraging others. I have also researched some journals on TESCO's leaders and also understand from direct conversation to make of this situation. I have determined that leaders should motivate and inspire both individual and groups staffs to work hard as well as provide the best in ensuring the bigger success (Pieper *et al.*, 2021).

Conclusion

I have learn various things from the situation such as how leaders effectively train, motivate and encourage to make staffs the better salesperson and boost them up for the organisational success. I have also learn how leaders provide the purpose as well as set the goal, on the job learning opportunities to fee highly nervous along with leading through example. I have also learnt how they introduce the innovation. Even I have also determined my personal strengths and weaknesses. From the research I have determined that I should develop my proper coordination and communication skills for handling the situation at better manner. Even to improve my coordination and communication skills I should join some professional course or taking the professional's help to improve the weaknesses (Pitts, 2021).

Action Plan

Improving the coordination skill is my first priority. To improve the coordination I should learn the way to become the clear communicator as well as I should learn to be the good listener. For this I should have the clear roadmap of group's goals as well as define the each member's role within the group. It will help me to understand individual's role and complete the work within the given timeline. For this purpose the relation between group will be alright and the coordination will increase. I am required to learn the way to deliver feedbacks and receive the feedbacks as well. In the end I should be focus on properly managing the deadline also. So, in

this case I can properly improve all my skills by practising at continuous manner. It will take 3-4 months for me to improve my coordination level by learning and continuous practising. On the other hand, I should improve my interaction skills by staying as well as simplifying on the message as well as engage to the readers and listeners. I should also take the time to respond and also ensure other persons are understood what I have tried to say. This will help the conversation meaningful. I should also develop my listening skills as well as maintain the proper eye contact. For this purpose I should take professional's help and also doing the continuous practise. This will take 4-5 months for me to improve my communication (Garfinkle, 2021).

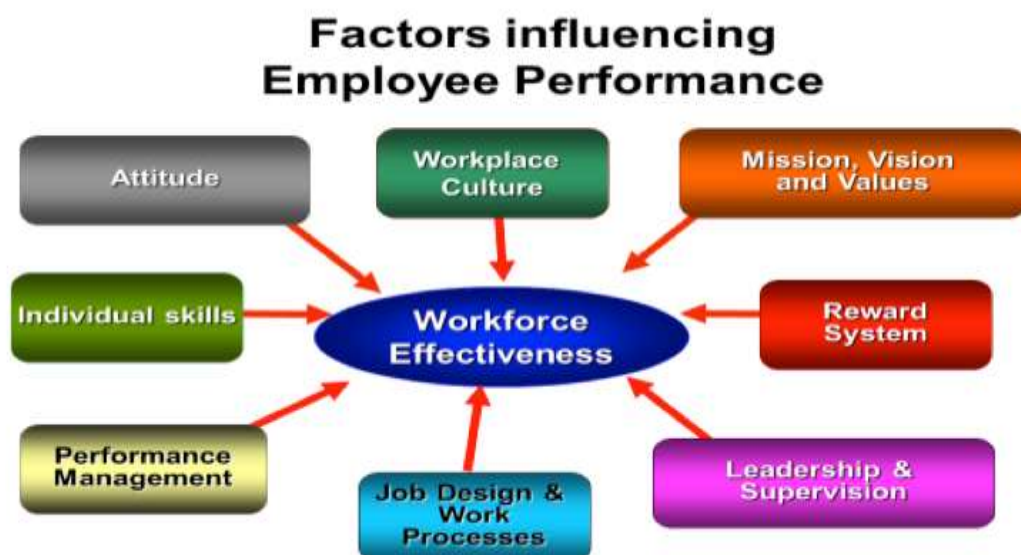
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An analysis of factors influencing Group and team behaviors

Description

The main purpose of this reflective report is to research, how the behavior of a team/group can be impacted by a lot of things, from how well do they go on with each other to who is their leader or how well they perform the tasks they are being given. Several different factors are serving effective influence on group performances. Some are big and significant some are small and not so important but can have a big influence on the group/team behavior. Detailed analysis of the gathered knowledge on some of the different factors is presented below.



Credit: Alliance for Innovation:

Factors influencing employee performance.png

1. Organizational success

Organizational success often depends on the efficiency of the teams working for the organizational goals. Even a large and experienced team can fail miserably if it is not motivated and encouraged. It is very important for the organization to monitor team

behavior and take care of the factors influencing team behavior and performances. There should be a sense of close affiliation, dedication, and cohesiveness among team members so that the organization can utilize its potential capabilities and bring out the best in its workforce.

2. Mutual Dependency

Mutual dependency or interdependency is one of the most influencing factors for team behavior and performance. If the members of a group are not interdependent they can hardly enjoy affiliation and cohesiveness. If a team member is more efficient than others and he/she chooses to work independently, it goes against the natural behavior and attitude of a team. Each team member should have a contribution to the team's performance and overall outcomes. For example, retail giant TESCO emphasizes interdependency and encourages its employees to work as a team. A retail outlet cannot be operated with people who focus on individual activities. Hence, mutual dependency is an influencing factor and if all the team members are dependent on each other, it can lead to greater cohesiveness (Courses, 2021).



Credit:Lucidchart

5 organizational factors to consider when determining team structure

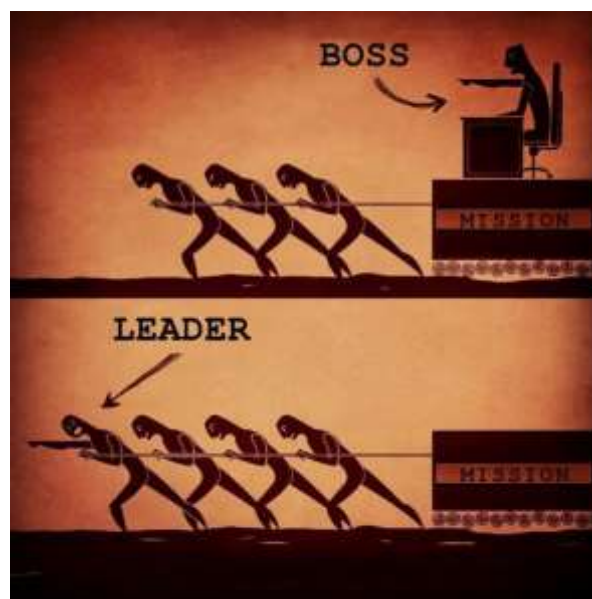
3. Task Complexity

The level of task complexity given to the team often influences its behavior. If a team or a group of employees gets a complex task to solve, it should work with different approaches. Sales promotion and inventory management are some of the challenging tasks for retail shops and large-scale retail companies like TESCO should manage them efficiently. For example, if

the task of inventory management is given to an inexperienced employee, there will be a huge chance of making mistakes. Important and complex tasks like inventory management and sales promotion should be given to trained and experienced employees. TESCO conducts training and skill development programs for its employees so that all its employees can execute important and complex tasks efficiently (Courses, 2021).

4. Poor Leadership

Poor leadership is one of the major influencing factors and it can impact team behavior and performance in many ways. When a leader lacks the skills or ability to guide, motivate or direct a team, the performance and efficiency suffer. Retail giant TESCO focuses on the quality of leadership and ensures that each of its employees is happy and satisfied with the jobs. Coordinating group activities is one of the key job roles of a leader and the leader should know how to assign the right tasks to the right employees. Poor leadership can lead to disagreement within the team, poor team chemistry, poor communication, lack of vision and goals, poor productivity and team performance, and high employee turnover (Ibrahim et al. 2019).



Credit: **Lighthouse:**

Good Leader vs. Bad Leader: 5 Situations You Face Every Day

5. Organizational structure

The structure and culture of the organization can influence team behavior and performance in many ways. For example, if a team is built on an egalitarian structure, it may find it difficult to function within an organization built on a hierarchical structure. For example, even though TESCO is a large organization, it emphasizes team performance to run its outlets. It encourages its employees in every store to work as a team and help the company to achieve its goals. The company provides personalized support, resources, and recognition to its employees across all its outlets and encourages them to work as a team (Courses, 2021).

6. Technological Factors

Technological factors refer to the external factors that can influence team behavior and performance. TESCO used various types of advanced tools and technologies to operate its stores across the UK. Barcode scanner, receipt printer, register screen, payment terminal, cash drawer, etc are some of the tools the company uses to make operation fast and smoother. Digital payment methods, advanced data storage systems, and biometric time and attendance systems are some of the examples of how technologies have influenced the daily operations and activities of TESCO employees across its outlets (Fuentes *et al.* 2017)



Credit: Indianmoney

Future of E-Commerce in India

7. Management Behaviour

Behavior and attitude of the management or manager is also an influential factor that can impact team behavior and performance. For example, a manager can influence team performance by creating an unhealthy competitive environment for employees. Reputable companies like the retail giant TESCO takes care of the environment under which their employees will work. They focus on the quality of leadership and the wellbeing of employees so that each of its employees feels connected and performs spontaneously for the organizational goals. As a part of its employee wellbeing strategy, TESCO has initiated several programs to motivate and encourage its employees (Courses, 2021).

Evaluation

Based on the overview of the entire scenario I feel that within the organizational structure there is the requirement of mutual dependency of the employees on the other members within teams. The presence of mutual dependency among team members can help to serve potential influence on the behavior and performances of team members towards the achievement of organizational success (Baptiste, 2019). In that regard, I noticed that the management team of Tesco has already imposed their focus on the maintenance of team activities within the company. It delivers scope in front of them to establish interdependence within the organization and the process helps to encourage its employees to work within teams. I feel that without the maintenance of team efficiency retailers like Tesco cannot operate their retail cabin by satisfying the needs as well as requirements of customers.

Conclusions

Clear analysis of the business reports of different companies stated that the presence of poor leadership operations can deliver the most effects on the behavior as well as performances of the employees. In that case, I can conclude that engagement of effective leadership style within the organizational structure is required to maintain successful performances among employees. Within large organizations like Tesco, leaders have multiple responsibilities. With this regard, leaders in large organizations must focus on conducting group activities as it would deliver scope in front of the leader to lead the organization's works towards the achievement of success (Shamim *et al.*, 2019).

Outcome

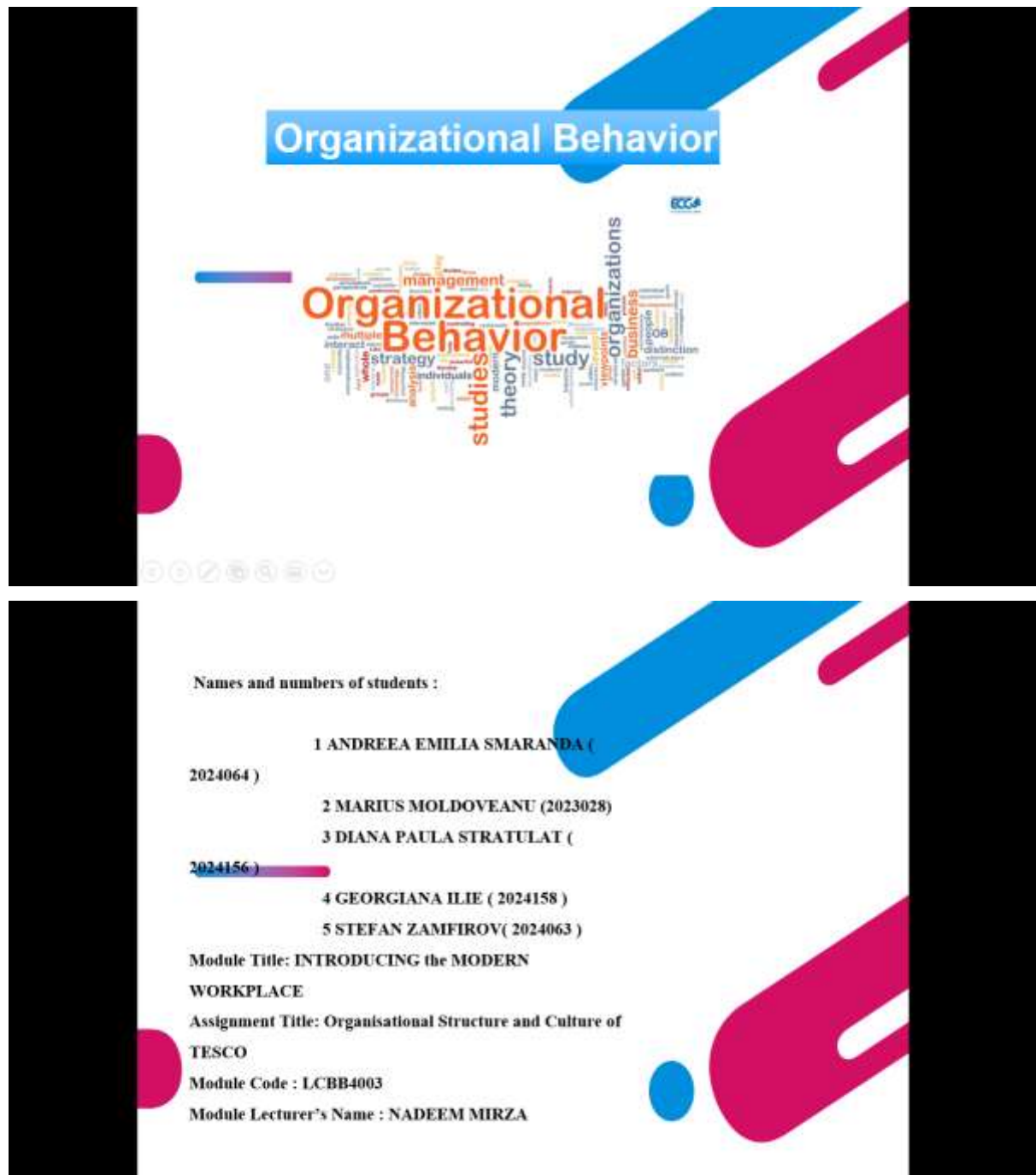
With the adoption of a clear understanding of the importance of leadership skills of the leaders, I think I should develop my leadership skills and problem-solving. Based on the development of my leadership skills in problem-solving, I can handle complex situations within the organizational structure. Therefore, I also will develop my communication skills as through the development of that skill I can establish healthy communication with the team members. It must deliver affected parts in front of me to lead team operations effectively and efficiently (Brunetto *et al.*, 2018). Furthermore, I have to serve my active focus on the establishment of a healthy culture in the organization. The presence of effective culture within the organization can help me to achieve future growth based on the developed workforces of the employees.

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POWER POINT PRESENTATION



The image shows a presentation slide for 'Organizational Behavior'. At the top, the title 'Organizational Behavior' is in a blue box. Below it is a word cloud with 'Organizational Behavior' as the central, largest text. Other words in the cloud include 'management', 'strategy', 'studies', 'theory', 'study', 'organizations', 'business', 'interaction', 'individuals', 'whole', 'parts', 'analysis', 'process', 'distinction', 'structure', 'culture', 'performance', 'effectiveness', 'change', 'innovation', 'learning', 'development', 'motivation', 'commitment', 'engagement', 'well-being', 'diversity', 'inclusion', 'equity', 'justice', 'ethics', 'responsibility', 'sustainability', 'social impact', 'community', 'stakeholders', 'partnerships', 'collaboration', 'networks', 'ecosystems', 'platforms', 'digital transformation', 'artificial intelligence', 'automation', 'robotics', 'data science', 'analytics', 'big data', 'cloud computing', 'cybersecurity', 'privacy', 'digital marketing', 'e-commerce', 'social media', 'mobile devices', 'wearables', 'Internet of Things (IoT)', 'blockchain', 'cryptocurrency', 'virtual reality (VR)', 'augmented reality (AR)', 'mixed reality (MR)', 'extended reality (XR)', 'metaverse', 'digital twins', 'digital marketing', 'e-commerce', 'social media', 'mobile devices', 'wearables', 'Internet of Things (IoT)', 'blockchain', 'cryptocurrency', 'virtual reality (VR)', 'augmented reality (AR)', 'mixed reality (MR)', 'extended reality (XR)', 'metaverse', 'digital twins'. The slide also features a small ECGA logo. Below the word cloud is a navigation bar with icons for back, forward, search, and other presentation controls.

Names and numbers of students :

- 1 ANDREEA EMILIA SMARANDA (2024064)
- 2 MARIUS MOLDOVEANU (2023028)
- 3 DIANA PAULA STRATULAT (2024156)
- 4 GEORGIANA ILIE (2024158)
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Module Title: INTRODUCING the MODERN
WORKPLACE

Assignment Title: Organisational Structure and Culture of
TESCO

Module Code : LCBB4003

Module Lecturer's Name : NADEEM MIRZA

Introduction

Key roles and responsibilities of a strategic manager
Company profile of TESCO
Various organizational discussions



Retail sector organizational profile

TESCO public limited is a retail organization
Its the third largest retailer of the world
Has a market share of 28.4%

TESCO





Save yourself a trip.

We've price matched hundreds of products.

TESCO

Large aspect of operation
Name appeared on 1924
Brand was created in 1931



Witnessed major growth in 1939
Global expansion in 1990
Diverse areas



Repositioned themselves
Listed on London stock exchange
Huge capitalization



Son of migrant
Founded in 1919
Wall Street Market





Purchased Williamson's shop
Motive to sell cheap
Took large chain of supermarket



Relationship of organizational performance and organizational structure.

Organizational structure is the way of operation
Organizational performance is the way of performance
Both are interrelated

ORGANISATIONAL PERFORMANCE



Sound organizational structure
Helps to achieve goal
Business strategies



Makes effective performance
Five segments
Eleven members



Ten respective members
Major change
Experienced CEO



Experienced managers
Effective organizational structure
Third largest organization



Operating lines
Role and responsibilities
Aims and objectives



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Analyse the different tasks and Skills, a manager can apply to ensure operational effectiveness within Tesco Plc

- The individuals who are equipped with a managerial role serves as the driving force of an organisation (Daniels, 2013). Especially within one of the largest multinational retail chains and supermarket organisations such as Tesco Plc, the role of a manager holds the most significance.
- To manage or administrate various critical operations of a business, the managerial authorities must exhibit a set of professionalism, competency and set crucial skills (Williams, 2014).

Analyse the different tasks of a Tesco manager

To sustain operational effectiveness, a managerial authority must properly carry out certain critical tasks, roles and responsibilities. The significance of the managerial responsibilities is critical as it ensures the achievement of organisational goals and maximization of profitability through directing the organisational resources (Williams, 2014).

- Organizing
- Controlling
- Staffing
- Delegating
- Directing
- Motivating



Analyse the different skills of a Tesco manager

As Tesco Plc is one of the largest retail organisations that operate on a global scale, the managers of Tesco are highly required to reflect a higher standard of skill set and operational competencies (Tesco Plc, 2021). Through implementing these skills and talents, a managing authority can manage the resources and operations according to the existing organisational objectives (Reddin, 2009).

- Conceptual Skills
- Technical Skills
- Interpersonal Skills
- Communication & Motivation
- Decision-making
- Critical Thinking & Analytical



Conclusion

- The value of managerial skills and operational tasks are crucial for driving the organisational resources towards the achievement of company success (Hunger and Wheelen, 2019).
- By meeting the requirement of managerial skills, the managers of Tesco Plc can manage and administrate the business operations accordingly to meet the business goals as well as sustaining operational effectiveness.

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Introduction

The leadership of an organisation is responsible for leading its workforce for achieving organisational goals. Therefore the leadership puts its efforts to inspire and motivate the employees and other staffs so that the motivated employees put their full efforts to achieve organisational goals set by the leaders. Considering this concept this presentation has discussed the strategies, skills, and tasks that the leadership of Tesco Plc takes or can take to achieve its organisational goals.

Introduction of the Tesco Plc

What is a Tesco?

- ❑ The largest retailer in the UK and a leading multinational retailer.
- ❑ Having around 3,400 stores across the country.
- ❑ It has more than 360,000 employees
- ❑ Its aim is to serve the customers everyday with affordable, healthy and sustainable food.
- ❑ It has market share of 28.40% in the UK market.

TESCO

Introduction of the Tesco Plc

Mission and Vision of Tesco plc

Mission: "We make what matters better together"

Vision: " To be the most highly valued business: by the customers we serve, the communities in which we operate, our loyal and committed colleagues, and of course, our shareholders"



Developing the suited organisational structure accepted by the staff members

Key types of organisational structure:

1. Hierarchical organisational structure
2. Functional organisational structure
3. Matrix organisational structure
4. Divisional organisational structure



Enabling leadership and management with training on tasks and skills required to motivate and inspire staffs

Different tasks of manager to ensure operational effectiveness:

- Planning
- Organising
- Leading and
- Controlling



Enabling leadership and management with training on tasks and skills required to motivate and inspire staffs

Different skills of managers to ensure operational effectiveness:

- ❑ Communication skills
- ❑ Problem solving skills
- ❑ Planning skills
- ❑ Decision making skills
- ❑ Motivating skills



Strategies that leadership can use to inspire and motivate staff members to improve performances

- ❑ Providing vision and purpose
- ❑ Setting clear goals
- ❑ Leading by being example
- ❑ Encouraging teamwork
- ❑ Being positive and optimistic
- ❑ Giving proper recognition and rewards to staffs

Impacting the group and team behaviours by the leaders to ensure organisational performance

- ❑ Leadership
- ❑ Team or group size
- ❑ Norms of the team or group
- ❑ Cohesiveness
- ❑ Diversity
- ❑ Goal or aim of the team or group



Summary of the discussion

- ❑ Tesco operates in a dynamic industry that is retail industry in the UK
- ❑ Developing suitable organisational structure
- ❑ The structure needs to be customer focused
- ❑ The leaders and managers need to have required managerial and leadership qualities and skills



Summary of the discussion

- ❑ The leaders of Tesco need to apply a set of strategies to keep its workforce motivated and inspired
- ❑ The strategies can range from setting clear goals, vision and mission to motivating employees
- ❑ The leaders of Tesco need to focus on developing better team and group work
- ❑ The leaders need to develop diversified team to develop a motivated workforce and to ensure higher organisational performance.

Conclusion

The leaders of the Tesco need to be dynamic and they always need to ensure that its employees are satisfied and motivated. Therefore they need to have set of skills and to do tasks to influence the employees toward the achievement of organisational goal. This can ensure that the employees are improving the performance of Tesco

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An analysis of factors influencing
Group and team behaviours



There are several different factors that are serving effective influence on group performances. Some are big and significant some are small and not so important but can have big influence on the group/team behaviour. From how well do they go on with each other to who is their leader or how well they perform the tasks they are being given.

1. Organizational success

- Organizational success often depends on the efficiency of the teams working for the organizational goals. It is very important for the organization to monitor team behaviour and take care of the factors influencing team behaviour and performances. There should be a sense of close affiliation, dedication and cohesiveness among team members so that the organization can utilize its potential capabilities and bring out the best of its workforce.



2. Mutual Dependency

Mutual dependency or interdependency is one of the most influencing factors for team behaviour and performance. If the members of a group are not interdependent they can hardly enjoy affiliation and cohesiveness. Each team member should have a contribution to the team performance and overall outcomes. Hence, mutual dependency is an influencing factor and if all the team members are dependent on each other, it can lead to greater results (Courses, 2021).



3. Task Complexity

The level of task complexity given to the team often influences its behaviour. If a team or a group of employees gets a complex task to solve, it should work with different approaches. Sales promotion and inventory management are some of the challenging tasks for retail shops and large-scale retail companies like TESCO should manage them efficiently. Important and complex tasks like inventory management and sales promotion should be given to trained and experienced employees.

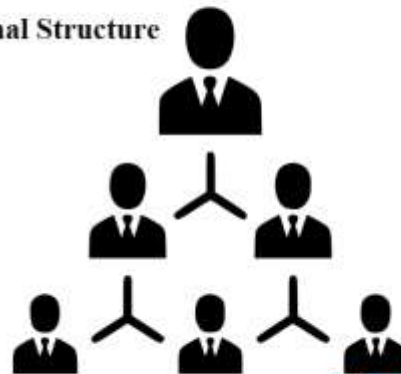
4. Poor Leadership

- Poor leadership is one of the major influencing factors and it can impact team behaviour and performance in many ways. When a leader lacks the skills or ability to guide, motivate or direct a team, the performance and efficiency suffer. Retail giant TESCO focuses on the quality of leadership and ensures that each of its employees is happy and satisfied with the jobs.



5. Organisational Structure

The structure and culture of the organization can influence team behaviour and performance in many ways. For example, even though TESCO is a large organization, it emphasizes team performance to run its outlets. It encourages its employees in every store to work as a team and help the company to achieve its goals. The company provides personalized support, resources and recognition to its employees across all its outlets and encourages them to work as a team (Courses, 2021).



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7. Management Behaviour

Behaviour and attitude of the management or manager is also an influential factor that can impact team behaviour and performance. . Reputable companies like the retail giant TESCO takes care of the environment under which their employees will work. They focus on the quality of leadership and the wellbeing of employees so that each of its employees feels connected and performs spontaneously for the organizational goals.



Conclusion

Based on the overview of the entire scenario I feel that within the organisational structure there is the requirement of mutual dependency of the employees and leadership on the other members within teams. The presence of mutual dependency among team members can help to serve potential influence on the behaviour and performances of team members towards the achievement of organisational success (Baptiste, 2019). In that regard, I noticed that the management team of Tesco has already imposed their focus on the maintenance of team activities within the company while they keep on improving their technology. It delivers scope in front of them to establish interdependence within the organisation and the process helps to encourage its employees to work within teams.

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THANK YOU !

