

Hrm activities of tesco plc



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This report is going to describe about Human Resource management activities of Great Britain's largest grocery retailer of Tesco Plc, and what are the methods they use to recruit people for organisational activities. Even though it has a lot of features compile with this recruitment and selection process.

This report starts with giving a good explanation about the Tesco Company and its activities. It has a mission statement to explain the companies' present and potential activities, it gives sense of the track in the direction of its overall ambitions and goals. Objective of Tesco give a brief explanation stating about their goods and services, affordable price of the consumers, good relationship with their suppliers, manufacturing new goods, investment on innovating technology and development of products. And then it provides business activities of organisation such as number of segments. Then it describe about the main part of recruitment activities. It consist nine steps to recruit employees in to an organisation. Selection process tells, what the method uses are while selecting a candidate based on their curriculum vitae. What is the impact through performance appraisal? And it gives staffing activities. This company have to improve in some places, recommendations tell what they are. This report concludes with over all conclusions.

Introduction of the Tesco Plc

Tesco is United Kingdom's leading grocery merchant, consumer goods, telecoms and financial services of public limited company. They are the one of the top three grocery sellers in the globe, based on their annual revenue and profits. They operate more than three thousand and seven hundred

stores worldwide, and more than four hundred and forty thousand employees are working. Tesco operates their retail activities in thirteen countries outside the Britain such as United States, China, etc... It has founded in 1919 at East London, headquarters located in Hertfordshire. They sell their own brand products in cheaper price, its affordable for their all kind of consumers. They manufacture quality products of their Tesco brand. Tesco group do many things to protect environment as well as their valuable consumers for instance, they do charity, recycling process and responsible disposal. They provide enough places for customer vehicle parking, and they park nearly two hours at the same place, this is the plus point for them to do better business and encourage more consumers.

Mission statement of the Tesco

A mission statement expresses the reasons for the company's existences and purpose of the company (W. H. Hill 2010). The mission statement of Tesco is " to create value for customers to earn their life time loyalty".

Tesco's successfulness is on the customers hand and the employees as well. Customers are very much found of Tesco's customer services and the offers. Tesco is having a rewarding program called club card. When a customer buys goods they earn points as well. At the end of each month they get vouchers for the previous month spending. This is a very good example of how Tesco values their customers.

Objectives of Tesco

Objectives are company's long term goal. Objectives are measurable and provide the direction to achieve the company's mission. The objective are

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set with a time scale, this has to be achieved within the time limit. Some of the main objectives of the company are;

Offer the goods and services to the customers at an affordable price.

Closely work with suppliers to maintain a good business relationship.

Meeting the customer needs by improving the product quality and innovating new products.

Distributing the shareholders returns in an appropriate manner, and further investment on new technology and product development.

Business activities of the Tesco

Tesco's activities of business can be categorised into six main segments such as Tesco direct, Finance & insurance, online stores, phones & broadband, Groceries & wine and Entertainment and books. This company acquires their whole products from well-known branded manufacturers except bread, which they manufacture themselves. Tesco's expert manufactured goods are food and drink, it sells a vast and various range of foods like no artificial, lower fat and overseas foods. Tesco is very speedy to take action on the change in consumer's taste of the food. The managing director of Tesco said, they supply for the demand for each social economic group. This is the reason of this company's incredible cheaper price products they sell for their valuable consumers.

Recruitment process at Tesco

Recruitment involves in the process of attracting a pool candidates who are qualified for the required job field. HR department is having the responsibility for recruitment process. Steps of recruitment process are as follows.

Set-up Selection Criteria

Advertise the job vacancy (Employer)

Contact with the suitable candidates.

Perform a shortlist and screening to select the most suitable candidates.

Call for the interview

Psychometric Assessment test

Reference Checking

Recruit the successful candidate.

Employer and employee agree on the terms and conditions of the company.

TESCO dose it's recruitment in two ways, which are internal recruitment and external recruitment.

Internal recruitments are taken place within the company itself. Provide promotions to the suitable employees, or look out for the employees who want to move to another department which is having vacancies.

External recruitment take place, when there is no suitable candidates available within the company. Tesco advertise for the vacancies through the

Tesco careers website (www.tesco-careers.com) or places the vacancies notes on the notice board at the Tesco outlets.

Recruitment process for the managerial positions, the candidate needs to apply via online or send the application through post and the interview is taken place at the Tesco assessment centre. The outlet recruitment is done at the individual outlets. Candidate can submit the CV by hand to the manager or apply through the Job centre plus in their area.

To be cost effective the company could not advertise on Medias such as Television, radios and on popular magazines. These medias will charge higher amount of price for an advertisement.

The company should ensure, the recruitment process is reviewed periodically by the HR management, so that it will be more effective. The company needs to ensure the best and appropriate person has been selected for the job. The recruitment process should be biased and equal opportunity should be used at the interviews.

Selection process

Selection occupies with picking the most appropriate person from that submitted application for an available job. This process involves with employment rules and regulations. The first process of screening is very important in the selection part, because it makes sure that selected candidates have suitable knowledge to meet the job requirements. In this first step of the screening part, Tesco selectors will take in to their careful consideration every applicant's curriculum vitae. The Curriculum vitae gives a clear explanation of applicant's up to date educational history and

employment history. This well written curriculum vitae assists Tesco to measure whether a candidate suits the correct person requirement for the occupation.

This corporation provides an occupation type match tool on its occupation network folio. After analysing candidate's educational qualifications and employment histories, which is meet the Tesco's job requirements then they will call for interview. These people ask some questions relates with applied job, some personal experience and future careers. After completing interview they will pick the suitable person for the job and selected candidate will call by Tesco Human Resource department people to attend assessment centre. They send the letter for unsuccessful candidates. Then Human Resource Group of internal assessment centre will call the selected candidate for second interview. Then they will send the offer letter and agreement of contract successful applicants.

Tesco have a policy while selecting a suitable employee for their vacated job, Tesco do not have favouritism or recommendations of other people and they follow employment ethical issues of the laws and regulations of United Kingdom.

The about diagram show the steps of selection process at Tesco. (Source: The times 100)

Performance appraisal

After joining with Tesco, the new employee starts to work, after completing a period of six month Tesco manager do performance appraisal for new join employees like analysing their performance of work, how much time take to

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do a particular work and so on. If they perform well they will promotion, if not they will give more training to improve a lot. Promotion means an employee reach a chance to move a higher position it caused to increase salary, overtime work, bonus, etc... Employees get promotion based on their effort, performance and seniority.

Staffing Activities

Training and development

Training and development is important for the staffs who are working at the company. Tesco provides two type of training one is for newly recruited employees and other one is for employees who are already serving the company. Training and development should be carried in the company on a regular basis. This will help the employees to update their knowledge and increase the performance productivity. Training will give motivation to the employees to perform the job very comfortably. Due this TESCO's productivity rate is very high.

Disciplinary actions

Disciplinary actions are taken by employer over the employees. IF the employer does not take the actions against the employee, the behaviour of those employees will spoil the corporate image. There are several occasions Tesco's HR department take disciplinary actions against the employees. Few reasons for disciplinary actions taken by Tesco are listed below;

Leaving from the work early or coming to the work without prior notice.

Defective or inadequate work performances

Breaking the safety rule and regulations.

Refuse to carry out legitimate work assigned by their supervisors.

Inappropriate personal appearance.

If any of the employees committed in appropriate behaviour, they need to go through the disciplinary actions. The disciplinary actions are informal talk, oral warning, written official warning, suspension and termination.

Recommendations

Improve interview techniques

Tesco needs to ensure their HR managers are trained with a good knowledge of interview skills and with the latest techniques of the interview. And they need to act more like professionals. Improve their decision making skills on choosing the right employee. Structure the interview questions. The interviewer should have a questionnaire on their hand before conducting the interview and ask the same question for every candidate. Scenario based questions will improve the effectiveness of the interview.

Design of the training program

The training should be effective because company spend huge amount of money on training and development. The managers need to update their knowledge on the area which they are going to provide training. If the employee asks any doubts it has to be cleared on time. At the end of the training, do a survey with people who attend the training and get their comments. The comments will help to improve the training process.

Conclusion

Recruitment and selection process is long term and wide range of activity. This is the biggest part of a company. Tesco is a big company it has many subsidiaries worldwide. If a trade meet its potential requires for Tesco's employees. There is a requirement to have to administer the human resources in the altering atmosphere paved the way for the materialization of the Human Resource officeholder place. It permits a trade time to guide already working employees to acquire on new responsibilities and to employ new workers to fill vacancies or to gather skilfulness shortages.

Tesco is the biggest international trade corporation with a lot of work opportunities. There is a need for Tesco to have employees with right ability and behaviours to maintain its enlargement and present and future development. If they consider the recruitment and selection process in a proper way they will succeed in future.