Organisational Behaviour: TESCO PLC

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Abstract
Organizational behaviour is determined by the combination of several factors that represent human behaviour. TESCO PLC was selected as a case study to examine the implementation of theories and models related to organizational behaviour. It is understood that various aspects highlighted in the context of an analysis and discussion section can affect managers. It should be noted that managers are often involved in managing simplified administrative tasks. In addition, each department head can determine what applies to them based on the results of the analysis area. In addition, the results can also be used to understand the organizational behavior of TESCO PLC, which can contribute to further strengthening in the long term.

It has been found that many theories and models of organizational behavior apply to all existing organizational behavior of Tesco PLC. As with any organization, however, a closer look at the existing structure can contribute to a more sustainable market position. TESCO PLC has proven particularly effective in many global companies, although some results suggest that the knowledge base of a particular region should be expanded. However, it is gratifying that TESCO PLC has successfully established itself on the international market thanks to the applied organizational management guidelines. Leadership in the form of related responsibilities is distributed in the organization’s operating model.
1. Introduction

Creed (2011) found that people and their relationships determine the workplace today. Organizations exist because of their needs, desires, functions, and relationships between people. He also found that the theory of planned behavior (TPB), in which intentions are perceived as the result of attitudes, perceives behavioral control and the subjective standard. The organizational structure and strategy must, therefore, be adapted to the relationships. TESCO PLC is a well-known supermarket which operates both within the United Kingdom and Internationally. Rowley (2005) found that TescoPLC has a reputation for innovation in both the use of technology and value-added approaches for customers. Each of the branches is therefore controlled and managed by the managers who act as heads of the respective branches. These managers work under the direction of the head office. The organization follows a very well-defined leadership style, which forms the basis for excellent organizational behavior. Johan and Stig (2010) concluded that an effective manager is based on a strong relational orientation. At the same time, this successful leader uses all three dimensions of behavior. Managers can change the two additional dimensions of the structure and direction of change based on situational factors. This conclusion implies that successful leadership behavior has universal and random elements.

Keene, A. (2000) also found that the space of complexity is the state that the system occupies, which is between order and chaos. A major influence on organizations when applying the concepts of complexity theory to organizational behavior is the way in which leadership is perceived and changes are required. As in any other organization, however, the behavior of the organization needs to be reviewed if further improvements are needed to continuously adapt to the changes. It is understandable that organizational behavior is linked to personnel management. Since then, effective human resource management could have a
greater impact on an organization's behavior. Catherine (2013) found that developing a general theory of human resources management (HRM) has long been concerned with how human resource management can improve performance outcomes. Essentially, it is assumed that employee performance reflects organizational behavior. It is important to mention that there are various components that can be considered as part of organizational behavior. Some of these components are the organizational culture, leadership style and activities that reflect human behavior within the individual professional responsibility of TESCO PLC. The risks must also be assessed regularly to ensure the proper functioning of the Tesco TESCO PLC. Smallman (1996) examined the critical factor of risk perception among managers and their impact on the implementation strategy. He pointed out that the types of risk strategy that an organization follows and its structure are defined using a variety of different factors. In this context, the known theories and the organizational behavior model are examined, which are applicable to the management and behavior of the selected organization. The rest of this work is organized as follows. Section 2 contains analysis and discussion, while Section 3 contains conclusions and implications for managers.

2. Literature Review
Keene, A. (2000) found that the study of complex adaptive systems, which explains the constant flow of living systems, aroused great interest as a paradigm and model for the study of organizational behavior and related disciplines. TESCO has a top-down management structure for monitoring messages and daily functions. The organizational structure is divided into different areas. Each of these sections is responsible for the respective function. For example, the finance department to manage financial transactions
such as supplier payments, employee salaries, and the training department to train employees. Each of these departments is essentially divided into different departments. These individual departmental areas operate similarly to the overall structure of Tesco Limited. Each of the services is managed by managers who manage the service through managers or sub-managers from different areas of the same service.

Johan and Stig (2010) found in their comments on the dimensions of leadership theory and their relationship to efficiency, productivity, quality, health and job satisfaction in organizations that leadership behavior plays an essential role in creating successful organizations. That may be understandable; For this reason, Tesco PLC maintains a general organizational culture that can vary from department to department. What includes organizational behavior is a combination of several aspects, including the culture of an organization. This culture is essentially defined and based on the vision and goals on which the foundation of an organization is based. Fink et al. (2011) found that organizational culture manifests itself in different meanings for different types of interactions between the organization and its environment and in different meanings for different types of information and work processes.

Customer relationships are essential both to promote a healthy corporate culture and to strengthen organizational behavior. Tesco PLC has always been looking for ways to ensure excellent customer relationship management. Customer relationship management in its current form has managed to retain existing customers and win new ones, which is evident from the growing number of customers on a regular basis. Tesco PLC as a part of organisation behavior practices has been adopting various ways to improve customer relationship management. One such initiative is the introduction of the Tesco club card.
Rowley (2005) examined the effects of the Tesco club card on customer relationships. He noted that the multi-dimensional approach of the Tesco Club for Relationships card creates a visible network of relationships that is central to brand marketing and communication for the Tesco brand. With such an approach, the brand’s web works on three levels: customer experience, community, and data and knowledge. Despite this, it could be more advantageous if existing ways of attaining customer perceptions about Tesco PLC products can be reviewed. Rossand and Harradine (2011) found that there is a clear difference in the way brands are designed and how they are perceived. These misalignments can have important implications. They also found that the brand owner had to effectively develop and communicate the brand identity element to improve the perception of the typical customer by others.

3. Analyses and Discussion

Organizational behavior in addition to the others can also be seen in the light of employee performance that has achieved a timely goal of reviewing an organization’s behavior. Catherine (2013) has completed several aspects of examining the relationship between organizational behavior and employee performance. She noted that there has only recently been an interest in a parallel flow of research into the relationship between employee engagement and performance that brought the two together to emphasize that engagement is the mechanism by which employees work, training human resource management, organizational impact, and individual performance to influence. It is generally accepted that employee performance is directly related to job satisfaction, which in turn is due to occupational safety. Gils (2008) found that the two most important variables in explaining business intentions are business vigilance and the importance of financial security. Fisher (2002) suggested, however, that the average real-time effect at work differs somewhat from job
satisfaction, but is not isomorphic. He also noted that the average positive and negative effects have slightly different stories and consequences. In addition, the type of work, the work environment, and the management style are other elements that are as important to employee satisfaction as others. In addition, the way managers ensure employee engagement helps improve overall performance. Employee engagement also depends on how employees are managed as a resource. Catherine (2013), commenting on the same observation, noted that engagement appeared as a controversial construction, the meaning of which is likely to "fix, shrink, stretch, and bend". In addition, it has not yet been critically examined in the HRM and the social and contextual effects of engagement in the HRM have not been taken into account. It should be noted that interacting with employees can help solve many problems faster. The same interaction could also help deal with changes in the structure of Tesco. Tesco could also help protect information resources, as suggested by Thomson and van Niekerk (2012). They found that protecting corporate information is a human problem. It is generally accepted that an organization's employees are the weakest link in protecting the organization’s information resources. It is often observed that the same does not focus very much on the general functioning of the organization. The same can also be confirmed by Thomson and van Niekerk (2012). They found that the fight against employee apathy and motivation to view information security as their problem is often not adequately addressed through "isolated" awareness-raising measures.

With the same observation, Keene, A. (2000) came to the conclusion that a new order of reality results from the constant interaction and coevolution of the elements of the system and their interaction with the system itself. It could also play an important role in improving employee performance, as noted by Fisher (2002). He noted that most people experience a strong relationship
between the current effect and the perceived accomplishment of the task within the person. The results of Thomson and Niekerk (2012) suggest important implications for marketers and their organizations. They suggested that people who identify with the organization can support it in different ways and promote identification in different ways. It is known that the ongoing risk assessment of an organization like Tesco is an important element in achieving long-term sustainability. This, in turn, depends on the structure of the management structure. Smallman (1996) found that organizations with a proactive or reactive approach to risk management are identified. He also suggested that by determining the nature and cause of the relationships between measures and factors, the relationship between organizational approaches to risk and organizational structure could be determined. Woods, Margaret (2008) conducted Tesco as a case study and found that despite some differences in communication channels, strategic controls and risks can be used to achieve a common goal. However, the introduction of such an integrated approach has an impact on the risk profile and overall risk culture within an organization. The approaches with which Tesco defines the organizational structure play an important role in the formation of an organizational culture since these two are linked. Smallman (1996) found that someone who identified the above organizational problem raised the question of whether the "choice" of the approach depended on the organizational structure or whether it was independent. Does the structure determine the approach or does the approach determine the structure? He also asked what the other important factors were. This clearly shows that further investigations into the practical implementation at Tesco Limited are necessary. Working in a foreign environment requires considerable effort to successfully enter the market. Despite the success of its activities,
according to Michelle and Neil (2009), Tesco still needs additional resources in time. They suggest that Tesco’s American experience is unusual both in terms of the innovative aspects of market entry and in reversing this conventional direction of knowledge transfer. It is not worth mentioning that Michelle and Neil’s (2009) conclusions are limited to Tesco USA, although Tesco has performed impressively in certain other regions, as the Neil and Yong (2013) conclusions show. They found that Tesco has quickly become one of the most successful retailers in South Korea since Tesco was launched in 1999. They also observed that a dynamic set of processes evolved over time and evolved depending on the changing competitive environment in the host market concerned.

3. Conclusion and Future Work
The conclusions and implications for the managers of TESCO PLC for this work are derived in the light of the analysis of organisational behaviour which is carried out in light of the reported results from the available literature. Some of the important aspects that were examined in relation to organizational behavior were management style, culture, customer relationship management, organizational structure, and employee performance. A top-down leadership management style was followed. A regular review of employee engagement can always be helpful to get better performance. It goes without saying that employee satisfaction can further strengthen the current organizational behavior of TESCO PLC. Procedures that could be used to maintain the interest and motivation of employees are important for the long-term operation of TESCO PLC. In this context, managers can play an important role. A continuous review of employee needs can always promote employee motivation and loyalty. The introduction of an appropriate management or leadership style is an important step for the active involvement of employees. In addition, the way in
which TESCO PLC can be transformed into a knowledge base is an important aspect that must be considered by management and the scales or managers of the respective departments.

The personnel training program also needs to be reviewed, as employees who are aware of the current trend in services and customers can continue to improve the organizational behavior of TESCO PLC. In the presence of many competitors, developing an effective customer loyalty program is a challenge for managers. Customer relationship management has been shown to play an important role in maintaining TESCO PLC’s solid organizational behavior. However, there can be no guarantee that no further improvements will be required in the future. With the launch of new products on the market, managers may find it difficult to find new ways to retain their customers. The same applies to the acquisition of new customers. The management style may also need to be adjusted. There are three different areas in which such a review of leadership style can be helpful. These areas are supply chain management, employee retention, and customer loyalty as well as encouraging new customers to buy. The competitive strategy must also be considered when developing strategies that are adapted to the competitive environment of each region. These strategies should not only focus on the availability of products and prices but should also take into account the logistical factor. Competitive strategies that take all small and large factors into account are likely to produce better results.

Customer loyalty may not be enough for a business to develop. The leadership of TESCO PLC could think about ways to expand the customer base with an accessible and better offer for customers. The culture of TESCO PLC can, therefore, be expanded at any time upon request. This in itself is a unique challenge for managers, as it may be necessary to continuously manage changes.
Note that managing changes is often seen as a difficult process. With a strong organizational culture and effective customer and employee engagement program, TESCO PLC is expected to provide a unique example for learning theories and models of organizational behavior in a practical environment. The future research can expand the findings of this work to monitor the practical implication in a real-life environment.

Reference


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