Analysis of HR-Related Issues and Their Solutions

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**Executive Summary**

Human resource department is established as the necessary part of the entire working perspective of the company. It is crucial to identify different concerns or issues relevant to the broad idea of human resource management. The global food organisation of Nando’s is selected to identify the particular issues of HRM. This form of consideration further helps to identify how these concerns can be effectively catered in future. The organisation of the Nando's going through with various forms of transition that come up with different forms of HRM concerns. It is observed that workers of the company greatly facing the issue of a lack of sense of belonging. Lack of promotion, and low motivation level. All these concerns exist due to the existing gap between the staff members and the department of HRM. There is offering proper involvement of all the stakeholders to handle the concerns of human resource management effectively.

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# Introduction

 The department of human resource management in any organisation recognised as one of the key aspects of success. Today, organisations invest huge form of their capital on the development of the prospect of human resource. This form of consideration eventually helps the management of the organisations to achieve their desired outcomes in the case of both short-run and long-run. It is worthy to mention that there are different and crucial issues relevant to the overall paradigm of resource management with an organisation (Armstrong, 2006). It is one core objective of the department to timely observe prevailing concerns and take necessary measures to ensure better organisational performance in the end. The approach of human resource closely linked with the different issues of employees that hinder their required level of performance. The proactive role of the human resource department of the organisation is necessary to assess the problem and implement effective solutions timely. When it comes to the particular issues of human resource management then it appears in many different forms. Here the particular focus is to select the organisation of Nando's as the case study to identify different challenges of human resource and discover viable solutions to handle these concerns properly.

# Discussion

 Human resource management is a complex phenomenon that linked with the different forms of considerations. The major task for the department of the human resource in an organisation is to ensure proper involvement of all the departments to meet organisational targets. Dealing with human beings is not an easy task because every individual comes up with different identities and skills. The major responsibility of the HRM department is to identify the qualities of the employees and helps them to achieve a higher level of performance (Boxall & Purcell, 2011). Different issues of HRM can better apprehend by considering the example of a real-life organisational scenario.

## 2.1 Brief Introduction to the Organisation

 Nando’s is an internationally recognised restaurant chain operating in different parts of the world. Originally, this business of food belongs to the region of South Africa but it marked its great position due to the assurance of quality food for its customers. Gradually, the management of Nando’s expands its business in different countries by introducing the unique flavour of food to potential customers. It is worthy to notice that the food market of Australia is one of the great destinations for the organisation of Nando’s. The higher management of the food company invests a huge amount of resources in the region and established it as the great target market. When it comes to the approach of human resource then there is a great set up established by this organisation. A great team of the employees associated with the business approach of Nando’s. It is crucial to figure out how the department of human resource management works for the company (Hunter, 2007). This form of consideration further assists to identify the specific issues relevant to the approach of human resource management. Exploration of the specific human resource concerns or challenges is essential to propose better practical solutions for the future.

## 2.2 Human Resource Management at Nando’s

 It is essential to comprehensively understand the overall structure of human resource management in the organisational setting of Nando’s. This form of understanding will help to identify the specific issues of human resource management in the context of Nando’s. This form of understanding will also reveal the actual causes of the prevalence of these issues and how these challenges can be overcome in future. The department of human resource management is established as the great form of consideration in case of Nando’s concerning the overall growth of the business. The organisation of Nando’s established as the great food business with the specialisation in chicken specifically in the form of peri-peri chicken. The higher management of the organisation has to focus the department of human resource management to ensure the sustainability of the excellence of the business.

 The department of human resource management in the company greatly perform its responsibilities to ensure proper engagement of all the crucial shareholders. When it comes to the proper development of different HRM activities then undoubtedly, the management is facing some forms of major challenges. There are some significant HR strategies adopted by the department of HRM to better deal with the overall prospect of human resource management. All the considered HR strategies of Nando’s eventually reflects the value for its customers (Stewart, 2010). The entire domain of the business of Nando’s comprised of fiver core forms of pride, passion, courage, integrity, and a sense of family for all its customers. The main aim of the department of HRM is to ensure the relevance of all the applied HR activities with these core domains to achieve actual business objectives effectively and efficiently. The prospect of human resource management in the company mainly appeared in the forms of recruitment, training, and reward system for its workers.

 When it comes to the recruitment of the potential workforce than the approaches of both internal and external applicants is considered by the HR department of the company. Different forms of recruitment are adopted to ensure the selection of suitable employees for the organisation. Training and development is another core form of consideration for the overall approach of HRM of Nando’s. The department of the organisation is keen to provide different chances of employment development for its workers and enhance their working approach to meet the higher standards of performance. Different rewarding systems in the form of various incentives and promotions are also continuously offered for the workers to recognise their efforts for the company (Madinga & Maziriri, 2018). Now, it is crucial to observe particular issues or concerns that have to face of the department of human resource management of the company. This form of exploration is obligatory to identify the areas of improvement and offer better practical measures for the future.

## 2.3 Main Issues of Resource Management in Nando’s

 It is worthy to assess the main concerns for the department of human resource management operating for the organisation of Nando’s. This form of exploration will help to identify the area of improvement and find possible solutions. The major issue that exists in case of human resource prospect of the company that it is lacking in the form of proper recognition of its workers. There are many different areas when the department of human resource needs to establish a better position according to the actual requirements of all its workers. It is identified that there is a huge form of gap exist between the managerial perspectives of the company and the personal domains of the workers. There is a need for offering better intervention perspectives to ensure the desired form of human resource management in the organisation. Comprehensive assessment of the functioning of the human resource department of the Nando’s reveals that lack of promotion, high turnover of staff members, and the low motivation level of the employees appear as the major concerns or issues in the form of human resource management of the organisation. It is important to keenly discuss all these issues separately to ensure a better understanding of these concerns and offer feasible solutions accordingly.

### 2.3.1 Lack of Promotion

 Inadequate opportunities for promotion are established as one of the major reasons that trigger workers to look for other jobs. When the performance of the employees is not properly acknowledged by the department of the human resource in the company then it eventually causes disappointment in workers (Cardon & Stevens, 2004). This form of consideration ultimately appeared in the form of a low-performance level of the workers. It can rightly be said that the issue of lack of promotion of employees ultimately causes many different relevant issues.

 Consideration of the human resource management perspective of Nando’s reveals that the management of the company greatly focuses its significant value system. The higher management of the company has some form of insecurities as they perceive that the workforce may not be able to sustain the perspective of family values in the business. The approach of restriction or insecurity eventually increases the problem of promotion concerns for the workers. It is established that management of the organisation has the reservation in case of new workers considering the objective of family values of the business. Existence of this form of the gap is the major cause of the issue of lack of promotion for all the new workers.

### 2.3.2 Lack of Sense of Belonging

 It is observed that new staff members of the organisation of Nando’s greatly suffer from the issue of the low level of sense of belonging. Currently, the organisation is going through with the period of great transition at the international level. This form of development requires the application of comprehensive measures to align workers’ values with the overall organisational culture of Nando’s. It is established that the management of the company never takes useful measures to conduct suitable training programs for the new staff members. Improper understanding of the cultural domains of the organisation is one major concern that negatively influences the performance level of the workers (Millar, 2012). It is critical for the human resource management department of the organisation to focus these particular perspectives and offer some practical measures to avoid any form of conflict in case of cultural values of the company. This form of consideration is important because of the inappropriate understanding of the actual culture of the company greatly decrease the sense of belonging for the employees.

### 2.3.3 Low Motivation

 The low motivation of workers in Nando’s is another major concern for the department of human resource management that requires necessary attention. There are different aspects of consideration that are associated with this particular issue. It is the core duty of the human resource department of the company to identify the major causes of the issue of the low motivation of the workers (Danish & Usman, 2010). It is perceived that there are minimal chances of promotion for the workers to achieve different levels of working.

 There is evidence of a very insignificant range of the employees who promoted from one position to another. This form of consideration helps to identify that company of Nando’s is suffering from the issue of the required form of a functional staff. This form of application ultimately reduces their motivation level to strive for a higher performance level. The ability to develop and training of others is immensely lacing in the case of managerial entities of the company. Improper involvement of the employees in the form of low motivation negatively impacts their performance level. When it comes to the specific issue of the low motivation of the employees of Nando’s then there are some significant aspects involves in the entire scenario. It is established that the company of Nando’s lacking individuals at managerial positions who can provide necessary training to the staff members. The inadequate approach of leadership talent is the major issue of consideration that ultimately linked with the issue of low motivation level of the workers.

# Conclusion

 In a nutshell, it is significant to indicate that the human resource management department is one of the core areas of consideration for the business organisation. The objective of the improved performance level of the workers can never achieve without considering different domains of HRM. There are different issues of HRM that exist in the organisational setting of Nando’s. A timely exploration of these concerns is essential to offer successful solutions for the future. It is important to offer some necessary solutions in the form of recommendations to effectively address different issues of HRM.

**3.1 Recommendations**

* It is utmost crucial for the management of the organisation to ensure the proper involvement of all the stakeholders and workers are established as major shareholders. The active intervention of the workers helps to identify their actual concerns and offer better solutions.
* Introducing different practical incentives can be a viable solution for the organisation to enhance the approach of promotion for all the workers. Consideration of monetary and non-financial incentive programs can be helpful for the workers to enhance their relatedness with the organisation.
* It is critical for the department of the human resource management of Nando’s to successfully develop healthy competition between the workers to encourage them for the better working domains in the form of an increasing form of promotion.
* Application of different programs of interaction can be helpful for all the staff members to establish their sense of belonging with the company. This form of consideration will help them to ensure their effective and strong connection with the unique culture of the organisation.
* It is suggested to offer better forms of recognition and reward system for the employees to enhance their overall level of motivation. It is the core responsibility of the HRM department to ensure the involvement of each staff member in the form of a unified team working for the company.

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# Appendix

Questionnaire

**What is the mission and vision statement of Nando’s?**

The mission and vision statement of the organisation is to always deliver the ‘Nando’s experience’ to the customers. We will take you on a journey, your own voyage of discovery. You will come to discover how special it is to belong to the Nando’s family. You will experience our traditional hospitality, warmth and fun.

**What is value statement of the Organisation?**

 The management of the organisation is focused to enhance its value of the main brand in the form of peri-peri chicken product for its customers.

**How many employees working for the organisation of Nando’s?**

 The organisation of Nado’s functioning is 23 different countries in the form of different restaurants. There are approximately 34,000 workers working for the organisation in different parts of the world. All the employees recognised with the title of Nandocas that indicate their connection with the Nando’s family.

**What is the nature of the business?**

 It is South-African restaurant operating in different parts of the world. Particular flavours is the identity of the business of Nando’s.

**Current performance of Nando’s**

 Currently, the organisation of Nando’s is expanding in different forms such as the enhancing range of its workers and the increasing form of business size.