Analysis of HRM-Related Issues And Their Solutions

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**Executive Summary**

Nando’s is a famous chain of restaurants having more than 1000 branches all over the world. The nature of the restaurant is of a franchise. The restaurant has an estimated over 30,000 employees. The report describes the mission, vision and value statement of the franchise. The report also identifies issues that are faced in HRM. Additionally, the report suggests ways to solve these issues. The issues that are highlighted in this report are human resource planning, recruitment and diversity. In the face of growing turnover due to the employees seizing upon bigger and better opportunities, human resource planners are faced with the issue to maintain a steady pool of employees. Recruitment in today’s world is particularly a difficult job. From job posting to hiring the right and a qualified candidate is indeed a task that demands transparency from the end of hiring managers. Lastly, maintaining diversity in the workplace is essential for any organization to thrive in a challenging world of today.

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# Selecting a Workplace

The field that has been chosen for this report is hospitality. The restaurant in the discussion is Nandos. Nando’s is a Portuguese/Mozambique-themed restaurant that started in 1987 in South Africa. Till now Nando’s has spread over thirty-five countries having more than one thousand branches.

# Mission Vision and Value Statement

The mission statement of the Nando’s restaurant is following. “Our mission at Nando’s is to always deliver Nando’s experience to our customers”. The Nando’s experience is taking the customer to a whole new journey of discovery. Nando’s experience is all about experiencing the traditional hospitality. Customers would experience the unique tastes from Portugal.

The vision statement of Nando’s is following. “Our vision is to be the premier provider of chicken to our customers with superior product and outstanding services.”

The value statement of Nando’s is following. To uphold paramount standards of brilliance for service and food. In making sure of that, we are dedicated to hiring staff that share the same values as ours. These values are respect, integrity, quality, hospitality, teamwork, enthusiasm and gratitude.

# HRM Related Issues in the Workplace

Ever transforming business landscape suggests there are ample human resource management issues that would continue to crop up in years to come. Human resource management issues reduce productivity, decrease employee morale, and curb a business from expanding. HRM professionals are a vital component of any business. Whether it is a small business or a large corporation, the role of HRM professionals is undeniable. HRM professionals, along with the rest of their tasks, make sure to assist employees with their requests and address compliance issues routinely. Of all the issue arising in the HRM, HR planning, Recruitment and diversity are of particular importance. These issues are further analysed in this report.

## HR Planning

Human resource planning (HRP) is the continuous process of systematic planning ahead to achieve optimum use of an organization's most valuable asset—quality employees (Kispal-Vitai & Wood, 2018). In order to ensure the organization or the corporation does not run short of manpower or does not accumulate a surplus, human resource planning is done. Human resource planning ensures that the organization stays productive and profitable. Human resource planning enables corporations and organization to plan for the future. For instance, maintaining a supply of relevant employees. Human resource planning enables companies to recognize their needs and plan before time to address those needs. To meet the short term staffing challenges, human resource planning should be adaptable to an evolving environment (Kispal-Vitai & Wood, 2018). Human resource planning initiates from assessing the current volume of human resources. There are multiple challenges and issue that arise in human resource planning. For instance, an employee contracting flue, or an employee getting promoted, or an employee going on a long vacation, demands from human resource professionals to ensure that best fit and relevant employees are always available. Running short on employees or accumulating a surplus of employees is avoided by human resource planners. In order to ensure the smooth flow of operations in the organization, HR planners are tasked with some objectives to reach. These objectives are:

* Find and hire relevant and skilled employees
* Train new employees
* Manage absent employees
* Dealing with conflicts amicably
* Promote employees

The best decision a company can take is to invest in human resource professionals (Kispal-Vitai & Wood, 2018). In a hospitality business, the need for human resource planners is immense. There is frequent turn over of employees as they find bigger and better opportunities. Human resource planners make sure they get in newer staff that has relevant experience and suitability for the job. Training employees is another key aspect of human resource planners in the hospitality business. This suggests that the role of human resource professionals is indispensable. The issues arising in human resource planning are dealt with by human resource planners in a way that productivity and profitability of the organization do not decrease.

## Recruitment

In order to recruit for only a handful of posts, human resource managers have to go through hundreds of resumes of the applicants (Horak, 2017). Human resource managers often have to make hirings quick. They have to verify and validate the credentials of the hired candidate. These are some of the issues that human resource managers face while recruiting. To gain a broader understanding of the challenges and issues faced by human resource managers, the issues are explained further. After a job vacancy is posted online. Thousands of candidates that are not relevant to the post may also apply against that opening. In order to attract the right candidates, human resource managers need to be precise, concise and specific regarding the job posting (Horak, 2017). Another issue faced by human resource managers is to engage with the candidates that are rightly qualified. Candidates that have acquired unique and rare skills are contacted comprehensively by various human resource managers at the same time (Horak, 2017). In order to attract the candidate, human resource planners have to be aware of the motivation of the candidates. In this way, the right candidate could be lured away from their current employer. With rapidly growing and evolving businesses, empty or vacant seats means that they are costing the organization. That is why human resource managers are faced with an issue of hiring a newer candidate as quickly as possible. With fast recruiting comes a stigma of nepotism. It is widely believed the notion that human resource managers favour candidates that are related to them in any way. Although human resource managers are legally bound in some countries to ensure fair hiring process, maintaining transparent hiring often proves to be fruitful for the organization (Horak, 2017).

## Diversity

The world's expanding globalization pattern demands more collaboration between individuals from various societies, cultures, and beliefs than the past (Bhattacharya, 2016). Today, individuals do not live and work in a protected and insulated work centre (Bhattacharya, 2016). Actually, they are currently part of an around the world economy with rivalry originating from almost every point of the globe (Bhattacharya, 2016). Consequently, organizations should be available to change and acknowledge the idea of diversity to turn out to be increasingly inventive. In day by day discussion, the expression of "diversity" has the importance of contrasts or variety (Bhattacharya, 2016). In any case, in the business world and in the business journals, diversity frequently alludes to the numerous distinctions present among individuals today in the working environment just as the commercial centre that was not aware of the diversity before. Diversity is regularly alluded as recognizing, understanding, tolerating, esteeming, and commending contrasts among individuals as for age, class, ethnicity, sex, physical and mental capacity, race, sexual direction, profound practice, and open help status for better work environment execution (Bhattacharya, 2016). The term diversity demonstrates the usage of procedures or arrangements to weave a system of people from various background together into a dynamic work power.

# Conclusion

Taking into account the discussion above, one can conclude that there are multiple issues related to human resource management. In order to make sure the organization does not run in losses, human resource managers manage the operations of the organisation in a way that that the organization does not suffers due to its human resources. Considering an example of human resource planning required for managing the smooth flow of operations, it can be deduced that human resource planning is a comprehensive process. Although it requires large costs to hire top quality human resource managers, the results it can bear are uncountable. Next issue that human resource managers encounter in their duties is recruitment. The recruitment process is a challenging process for both the human resource manager and the candidate. Human resource managers have to post jobs and announce vacancies on the right platforms. Posting a job with a clear and concise description would attract the relevant candidates. Failing to do so can result in making the hiring process longer. Another issue related to hiring is transparency during the recruitment phase. Failing to make the hiring process fair and transparent render the entire process questionable. Lastly, the importance of diversity cannot be denied. Be it gender, cultural, racial or ethnic diversity. In order for an organization to thrive, it should promote diversity. Diversity fosters tolerance, acceptance, and embracing people coming from various backgrounds. Organizations that fail to observe diversity in the workplace are often subjected to detrimental consequences.

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