

Effective Interrelationships at the Workplace

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Ms. Melanie Boulden
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Dear Ms. Boulden,

This letter is to address a glaring concern in the company's operations that I have noticed with increasing apprehension. This issue is concerning the company's human resource management and efficiency. The human resource management of any company or organization is crucial to the efficient and successful operations of the organization. An organization can scarcely ever hope to be at its peak operating levels sustainably if structures and measures are not put in place to secure their human resource. There are a few problems I have personally identified with human resource management and its efficiency here at Coca Cola Inc.

Concerning the issues, I have noticed. I have come up with a report that highlights these problems. The report also proposes possible solutions to each one of these pertinent issues with the hope that they shall, at the very least, be considered and perhaps modified for the greater good of the company. All of this shall be discussed in detail in the report, which is included below.

It is my firm belief that through the measures I shall suggest and put forward, we at Coca Cola Inc. can improve the relationships between the employees and thus, be at a position to improve the working relationships between the company and the customers as well as investors.

Seeing as how substantial a change in the relationship between the workers can be for the company, this is a high-priority issue and should, therefore, be treated as such.

I would, therefore, request that your office looks into these matters in collaboration with the Human Resource Department of the company. This will go a long way in fostering inclusivity in the company and will help the proposed recommendations be implemented in an even more effective and optimal way that promotes productivity of the employees.

Respectfully,

Raed I. Khalaf.

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1)State name of document and why it's being delivered
2)Brief preview (try to sum up the problems briefly)
3)Goodwill sentence

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Executive Summary

The human resource department, often overlooked, is in many ways the cornerstone of all company operations. It relates closely to a company's performance management (PM) programs (Shrouf et al., 2020). It is integral for businesses to ensure their human resource departments are functioning optimally. A company, whose human resource department is thriving will, in turn, also thrive. Similarly, a company or organization whose human resource department or managers are doing a poor job, will itself also not achieve optimal performance of its operations. Unfortunately, however, some many companies and organizations neglect their human resource sector. Company sales will represent this negligence. Businesses generally fail when the human resource department is neglected (Bhatia, 2016). While the company's concern and resources are poured into the other departments to ramp up sales, and thus profitability, the human resource sector remains the Achilles heel of many organizations. Seeing as how this is the case, putting measures in place to strengthen and empower this department, ultimately prove to be the right decisions for an organization.

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- 1) Problem
- 2) Methodology: how problem was explored
- 3) Recommendations (with bullets)

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1.0 Introduction

The growth of a company cannot be separated from the professional growth and development of its employees (Nouri, 2019). Without their own personal growth, they cannot grow in their productivity and thus in their department's performance, which ultimately translates to stunted growth of the entire organization. It is important to note that there are many facets involved in the personal and professional growth of people who work in an organization. Focusing on their professional growth is just as important as focusing on their personal growth as people. It must be underscored that an employee is a person, a human being, and human beings can be complicated social beings with varied and specific needs. When the managerial division of an organization implements measures to address these personal facets of life, as well as addressing the professional aspect just as passionately, then they foster an environment that leads for the growth of their employees. These measures are strategic dynamics of human resources and are part of the company's strategic management (Bratton & Gold, 2017).

When these employees realize that their superiors care about their professional, as well as their personal growth, they are encouraged and find the morale to give their very best efforts in doing their jobs. It is at this point, where employee appreciation turns into diligence, that the importance of the human resource department is best seen. With a majority, if not all, employees giving their best for the overall good of the company, the organization prospers, and it is not an unheard-of thing for companies of this type to hit record all-time sales records and break them in a matter of months. They are perfect examples of the power of human unity and oneness in pursuing a common objective. The path that a company must take to select and hire the best people to do the jobs needed to be done, and to get those people to give all of themselves to their work with passion and self-driven motivation, is a function of the human resource department.

Thus, the importance of the human resource department cannot be overemphasized. It is the diagnostic element in the machine that is the organization, capable of identifying problems with staff members early enough to do something about it for the overall good of the company.

Interestingly, the larger an organization is, the larger the burden on its human resource department. Given that this is the case, it is only logical and reasonable that with expansion and growth, a company should always consider growing and expanding its human resource department. To reiterate, the most successful companies have very well developed and well evolved human resource departments, they are certainly not neglected. They are upheld and given as much support as they need. It has been shown that Perceived Organizational Support (POS) does boost employee satisfaction which leads to higher organizational productivity (Mayes et al., 2017). In this way, these companies can always have professionally qualified staff for every job within the organization. They also focus heavily on team spirit and morale levels at the workplace, something very many companies are not concerned with.

One of the significant roles of the human resource (HR) department, is to provide a holistic work environment that enables each employee to work to their fullest potential, a difficult feat considering each employee has different needs, ambitions and potential (Nouri, 2019). A positive and constructively sustained workplace culture will help current employees maintain their jobs and decrease the company's employee turnover. Such an environment also translates to a better quality of products that the organization manufactures which is a benefit as quality management practices that are HR-related have been shown to support business expansion by promoting new product development (NPD) (Kaynak et al., 2018). If a suitable work environment is lacking then not only is it likely that company operations will be hampered, but there might be interpersonal tension and friction between employees. All these conditions

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combined together to form a powerful vicious cycle that in many ways, accelerates the downfall of an organization. This report shall focus on the specific problems that assail the human resource department at Coca Cola Inc. and propose potential solutions to dealing with these issues effectively in such a way that the human resource department will thrive. Thus, the company itself will ultimately also thrive.

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2.0 Company Problems

2.1 Inter-relational Problems Faced at Coca Cola Inc.

The path to building a successful business can be rocky and paved with several hindrances and roadblocks. From a human resources standpoint, it is therefore vital for organizations to be able to not only identify the elements within it that are responsible for the problems but also to have the resources necessary to do what is best for the company at large by letting go of these harmful elements. A company's management should invest heavily in improving its HR department to ensure that the people hired as employees understand the company's vision and are aligned to work towards it. Those found hindering the productivity of others and not being productive themselves should be discarded and fired as swiftly as possible to protect the productivity of the organization at large. Keeping these harmful elements ultimately proves harm to the company.

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2.1.1 Favoritism and Bias Shown to Superior Employees While Deserving Inferiors Are Unfairly Looked Over

In most organizations, problems facing the HR department revolve around interpersonal relationships between employees. Using a survey that was disseminated to the entire working staff at Coca Cola Inc., I have managed to isolate and identify a myriad of these problems. I

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shall, within this discourse, also put forward proposed solutions for each of these issues. A copy of the **survey** I used for this process has been annexed at the tail end of this report. One of these problems is the showing of favoritism to superior employees even when lower-ranking or inferior employees also qualify for or deserve the very same privileges. **This** has been a significant issue at Coca Cola Inc. as it has led to animosity, separation of work staff into social tiers and high levels of tension and friction between superior employees and their inferiors. In the past, this unfair bias has been seen by certain superior individual employees receiving raises in their salaries. At the same time, more diligent and hardworking inferiors are passed over by these raises. Furthermore, the annual funded vocational trips have always gone to superior employees such as the managers and the directors while inferior and ordinary employees are once more, passed over by such opportunities.

Over time, all these discrepancies remain etched in the minds of those who were initially motivated by them, and they slowly but surely get discouraged. Ultimately, despite the initial diligence and hard work that these inferior employees exhibited, they hit a slump and slow down. Yet these were stellar employees with some of the highest rates of productivity, who did not value instant gratification but were able to plan themselves and their work and its execution; one of the hallmarks of successful employees (DeCenzo, 2016). Their productivity decreases (significantly decreasing the company's productivity as well) and they lead average careers, barely ever progressing **in** the staff ladder despite their evident commitment and **diligence** towards the company. This unjust system has to change. Had these individuals been rewarded for their hard work, diligence and dedication, they would have served as excellent examples for others to emulate and look up to and to walk in their footsteps. The ultimate consequence of all this would have been higher overall productivity of the company.

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It is, therefore, my proposal that measures be taken to promote an equal sense of importance to all employees. All employees of Coca Cola Inc. should be granted the dignity of knowing that they are equal in importance to the success of the company as their superiors. This sense of importance can only be bestowed upon them by the managerial staff. I propose regular meetings to be held in which the opinions of the average common employee are given priority and heard and written down to be read and reviewed by the managerial staff. This action will provide a voice to the overall staff body and boost their morale and subsequently, their productivity.

2.1.2 Inadequate Appreciation of the Role of the Human Resource Department

Another problem that has hindered productivity at Coca Cola Inc. as relates to the HR department is the insufficient appreciation of the Human Resources department in general, and its importance in the successful operations of the company. All too often, the senior corporate executives of the company downgrade the HR department and do not give it as much emphasis as it deserves. This has been shown by the unfair treatment of the HR manager, Mr. David Alonzo, who has not been included in several managerial activities with the other managers. He is treated as though he is somehow less of a manager than the other managers and department heads. This unfair treatment has slowed down his efficiency as his morale has been almost visibly seen to diminish. He used to be a cheery and bright individual always ready to do his work but is nowadays resigned to a more indolent disposition, noticeably bothered whenever required to perform a task.

As a solution to this issue, I propose the commencement of a training program with various sessions for all departments to ensure every employee attend whereby the importance of the HR department is made known to the employees and general staff. It will also be useful for the entire staff body to know how they can collaborate with the HR department to ensure the

successful and optimal execution of operations by the company. For instance, some staff may not be aware that it is, in fact, their duty to report any misdemeanors that may have been done against them unethically by any other staff member to the HR department. Staff members may be unaware that they have the protection of the company in doing so and should therefore not be afraid to approach the HR department with any incriminating news as long as it is accurate and backed by evidence.

2.1.3 Excessive Reliance on the Financial Resources of the Company

Another issue that reinforces the one just mentioned is the overwhelming emphasis placed on the financial resources of the company. In lieu of looking to solve some problems using the available human resources at the company's disposal, the managerial staff has been seen to rely on the financial muscle of the company to get things done, effectively making some of the staff irrelevant for certain projects. These actions have not been taken kindly by the staff. Beyond being a terrific waste of money and the company's finances, these actions would extract the sense of purpose from the concerned staff members. It would make them feel unimportant to the running of the company, a fact that would go a long way in discouraging these staff members and ultimately leading to less company productivity. For instance, when there was a leak in the company warehouse's plumbing system, an external plumbing company was contracted to repair the leak in the warehouse to prevent any loss of products.

While superficially, this may appear to be a prudent use of money, it was not. This is because Coca Cola Inc. has a professional team of plumbers and repairmen under its payroll; Mr. Alex Miller; part of the service team, who had already, began working on the repair before being ordered to stop by the warehouse manager. A solution to this issue would be for the management to find a balance between the utilization of the company's human and financial resources. It

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would also be considered to be the managers' duty to know the role of the employees that work under them in each of their departments and relegate work to them instead of contracting an external company when the job can be done in-house.

2.1.4 Weak or Strenuously Bureaucratic Communication Channels

A reliable communication channel in an organization can make all the difference while a weak communication channel can prove to be the onset of the downfall of an organization. Effective communication gives employees a voice, and when their views and opinions are heard and action taken towards their concerns, employees feel valued. All this serves to improve and boost employee morale at the workplace, which encourages productivity. At Coca Cola Inc., the communication channels are not well-established and barely prove useful, as mentioned in the Communication Inhibitors. The communication system is strenuous and bureaucratic at best.

The established communication channel, according to company policy, must start at the HR office department. However, the HR department is often busy dealing with other issues such that employee concerns are ultimately not dealt with and the few that do make it to the managerial desks, return with responses that are far from timely. Thus, improving the effectiveness of the communication channels between low-tier and high-tier employees can improve employee experience at work and thus increase employee satisfaction. With improved employee satisfaction, morale levels will be boosted, and a direct result of this will be increased productivity.

One of the ways whereby a robust communication channel can be secured at Coca Cola Inc. is by the incorporation of suggestion boxes in every department. First and foremost, the privacy of the employees will be ensured and valued as they can offer their suggestions or complaints anonymously. The suggestion boxes will be emptied for review on a departmental

basis. This measure will also ease the company-wide burden currently placed on the shoulders of the HR department and by so doing will allow the staff at the HR department to have more time to focus on other similarly essential HR tasks. In this way, the company will be able to run smoothly, and the operations of each department will be unhindered. If given the appropriate weight and priority, a refurbishing of the communication structure in the company can be the most impactful first step towards company-wide cohesion between the employees.

3.0 Conclusion

The implementation of the above mentioned proposed solutions will revamp the interpersonal relationships between the employees at Coca Cola Inc. and by so doing will boost the employee morale as well as the employee satisfaction at the company and subsequently see a rise in the productivity of the company's performance. The numerous changes that can be implemented and measures put in place shows how delicate the relationship between managers and employees is. It is also clear that the success of the company hinges not on one side or the other, but on both sides equally. The managerial staff cannot make the company a success on their own, and neither can the employees make the company prosper on their own. The two parties are mutually dependent on each other in many ways and for the optimal performance of the company; there must be a balance between the leadership structure of the company and the cohesion between the employees being directed.

As you revise, review the week 6 video on this report to see the breakdown of the structure and pieces of the report. You want to cover the required sections like Methodology, Results, etc. and more explicitly show the results of your primary research. Remember, these results are the evidence that's meant to support your argument. Also, cut the more vague, general material in favor of digging in more deeply to the situation at your specific company. You can continue to

use sources as support for your claims and solutions, but otherwise focus on Coca Cola. Be clear how the issues you describe are connected. Are they all issues of morale? Disparity between top level and entry level employees? Show the umbrella that goes over them all and if you can't, cut a point.

References

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- Nouri, C. (2019). Why HR is Important? Retrieved from: <https://pingboard.com/blog/why-hr-is-important/>

Commented [ES15]: Books should also have city of publication.

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4.0 Employee Survey

Commented [ES17]: Where are the results of this survey?
How was it disseminated?

1. Are you proud of working at Coca Cola Inc.? Please qualify your answer by giving a reason.
2. Would you recommend Coca Cola Inc. to a friend as a great place to work?
3. How often would you say you think about getting a job at a different place?
4. What do you wish was done differently here at Coca Cola Inc.?
5. Do you see yourself still working at Coca Cola Inc. two years from now? Five years from now?
6. Does Coca Cola Inc. motivate you to work more than you would in the same role at a different place?
7. In your honest opinion, does the leadership at Coca Cola keep employees informed about what is happening in the company?
8. Is your direct manager a good example to other employees?
9. Have the leaders of Coca Cola Inc. communicated the vision of the company well enough to get you motivated to work towards it on a daily basis?
10. Do you have sufficient access to the resources you need to execute your job functions effectively? Do you have access to learning, growth and developmental opportunities at Coca Cola Inc.? If yes, do these resources meet your expectations and are they sufficient and effective?