



FINAL PROJECT

PROBLEMS FACED BY METRO HABIB CASH AND CARRY DUE TO COMMUNICATIONAL GAP IN THE ORGANIZATIONAL HEIRARCHY

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DECLARATION

We hereby declare that the project work entitled “**Problems faced by Metro Habib Cash and Carry due to Communicational Gap in the Organizational Hierarchy**” submitted to the SCHOOL OF PROFESSIONAL ADVANCEMENT, is a record of an original work done by us under the guidance of Ms.FarhaNaz, Head Human Resource Dept., University of Management & Technology, and this project work is submitted in the partial fulfilment of the requirements for the award of the degree of Master in Human Resources Management. The results embodied in this thesis have not been submitted to any other University or Institute for the award of any degree or diploma.

ABSTRACT

This project is aimed towards finding out how the communication structure can have an effect on the working of an organization as a whole. For this purpose, a company from the service industry was chosen to get a vast area of research. The research was conducted at METRO Cash and Carry, which is a leading international company in its self-service wholesale. The whole organizational hierarchy was observed and was linked with the communication structure, thus outlining the problems that incurred. Thus the problem statement that was formed was “Problems faced by Metro Habib Cash and Carry due to Communicational Gap in the Organizational Hierarchy”.

A point of view of both the employees of the organization and the customers of the company was taken to determine this gap. Surveys and interviews were conducted, and as per the findings, the following problems came under attention. It was noted that the hierarchy of Metro Cash and Carry is although clearly defined but it is not followed. The hierarchy works top down, and the instructions are delegated from the top management but they are overlooked by the lower management. The main reason is because the instructions are not in documented form. The responsibilities are unclear to each level of management, resulting in extra burden of responsibilities on the department managers. Metro also has its own standard operating procedures (SOPs) but they are not clearly defined and implemented. Urgent and important matters within the organization are also not clearly communicated which results in employees giving more priority to the urgent matters and the important matters are ignored. This

communication gap not only affects the performance of all levels of employees but also affects the customers directly and indirectly.

Certain solutions are proposed to address these problems and to rectify the communication error. Firstly, it is attempted to clearly redefine the hierarchy, eliminating all communication gaps. Secondly, it is proposed that all instructions and responsibilities should be documented in form of reports so the probability of them being overlooked is reduced. Urgent and important matters should also be clearly defined and followed so employees can prioritize tasks according to their importance as well and not only based on urgency. Communication workshops are also suggested for employees to enable them to cover the communication gap that exists in Metro. The frequency and the mode of instructions given by the top management should be identified and should be sent to several employees. The communication problems can also be dealt by assessing the intrapersonal relationships between employees and evaluating the level of communication. New communication methods should also be developed and the employees should be trained accordingly through training seminars. A follow up can be very helpful here to ensure that the communication gaps have been resolved.

Addressing these problems and implementing the solutions can not only help Metro retain its customers but also help improve the overall work performance as the communication gap is having an effect on the overall organizational work.