



COMPETENCIES OF MIDDLE MANAGERS: A CASE STUDY OF NANDOS-INSCOR INC. UG LTD

ABSTRACT

The purpose of this study was to establish the roles, competencies and challenges of middle managers at Nandos Inscor Inc. Ug Ltd, basing on the following objectives: to establish the roles of middle managers at Nandos food center, to know the key competencies of good and excellent performers at Nandos food center, to establish the challenges faced by the middle managers at Nandos Food Centre, and to suggest solutions to the challenges faced by the middle managers at Nandos Food Centre.

A pre-interview was carried out at Nandos Food Centre to establish the main roles of the middle managers. A Competence profile (Appendix 3) was done to identify the roles of middle managers at Nandos Food Centre. The roles of poor performers plus those of excellent performers were recorded. The research was carried out using the descriptive study design which involved the use of both qualitative and quantitative methods of data collection. The sample size of 49 respondents was selected. These include 10 middles managers, 2 people in top

management and 37 customers. Questionnaires were used to obtain information from, respondents. Qualitative data collected was cleaned, edited, categorized, coded and summarized. Quantitative data was analyzed using SPSS package of descriptive statistics.

Most managers encourage having organized work stations plus displays; bill handling in order that employees best utilize their skills and abilities, and train new employees in customer care, company policies also the company objectives plus the human resource policies as per the hr manual. More so, most middle managers work in cooperation with the other staff members to aligning both company policies to the needs of the employees and guide all staff to care for customers professionally. Besides that, most challenges faced by the middle managers at Nandos Food Centre include; staffs arrive at work by 5:30am, and leave the work place by 2:00am, there are mistaken orders, rejection of wrong orders made, and the level of motivation being too low.

It was recommended that more branches within the same location need to be opened up to reduce customer congestions thus increasing the speed of serving customers. More shifts need to be created so that the business can operate day and night. This would reduce on the time the staffs spend in the business per shift and also the long hours worked for.

