

PROBLEM-SOLVING AND DECISION MAKING

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Assignment title: Problem-Solving and Decision-Making Role-Play and Report Table of Contents Task 1: The role play 3 Task 1: The role play

Unsatisfied employee: Marius

Management consultant: Alex

Samuel: May I come in sir?

Alex: Yes, Marius please come in.

Marius: Good morning sir.

Alex: Good morning, take your seat.

Marius: Thank you, sir.

Alex: Marius, the reason I have called you here is to have some discussion on a particular matter regarding employee dissatisfaction in the organization.

Marius: Yes please tell me, sir

Alex: I have been noticing that the issue is impacting the structure of the workforce as employees are being affected physically and mentally. There are certain employees who have joined the organization for six months, however, they are not satisfied with their job roles.

Marius: I totally agree with your point of view as I have also noticed that the majority of employees and staff in the organization are more concerned with their comfort and well-being. I think this is one of the core reasons they are not feeling satisfied with their current job role. From my perspective mental wellness is more necessary than the environment, job role, and salary benefits. In my job role, I have been facing issues in balancing my professional and personal life due to workload pressures. There are some of the reasons that lead to issues of dissatisfaction among the employees which are resulting in negative consequences such as an increase in the turnover rate of the employees.

Alex: I need to know more about the issues and their impact on the organization. Could you please illustrate the scenario with cause and effect analysis?

Marius: Yes Sir, as I told you in the initial discussion, the causes of the complex problems are the organizational environment and the operational structure of the company. Workload and long hours of work are leading to huge working hours for the employees. This is causing mental and physical pressures on the staff and workers isolating them from involving themselves in external activities. This is impacting their personal and domestic lives. The employees and workers are also getting frustrated which is directly affecting their relationships with their family members. On the other hand, lack of emotional support from the employer is also one of the causes of the complex problem faced by the company. Lack of support from employers is one of the reasons that is driving the dissatisfaction perception among new employees hoping the company is in a particular job role.

Alex: I have understood the issues and the reason behind the problems. Do you have any relevant solution to the problem?

Marius: Yes sir, as per my suggestions, the company needs to implement a strict policy where the employees are bound to work for the required working hours. The policy should be constructed in such a manner that operating beyond working hours should lead to penalties and strict action against the person in authority. Creating an employee engagement program is another solution that may reduce stress and anxiety among employees. Implementing wellness programs monthly may result in contributions and interest from the employees and staff.

Alex: I totally agree with your thoughts and opinion. According to my fish bone scheme I think the business needs to implement strict policies for employees and the senior officials. Implementing the policy will mitigate the impact of physical and mental stress among employees. This will also help in balancing the professional and personal lives of employees and staff. The solution will have a positive impact on the organization as it will increase productivity and will reduce employee and staff turnover in the business.