

Assignment title: Problem Solving and Decision making

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Introduction

The report is all about an organization named National Healthcare Service. National Healthcare Service is one of the biggest publicly funded healthcare organization that provide the free medical service on the basis of necessary. In the report, the complex problem of shortage of employee of National Healthcare Service will be discussed. After that, a PESTLE analysis will be presented to understand the contribution of different macro-environmental factors to the complex problem. The reasons behind the problem will be discussed by using the fishbone diagram method. After that, the possible solutions will be evaluated and the best solution will be implemented following a Gantt chart. Finally, there will be a conclusion part with some recommendations.

Nature and impact of the complex problem on employees and their organization

A complex problem refers to a problem that might have more than one solution. A complex problem is a barrier for the employees of a business as well as for the business. But the complex problem in a business organization helps to think the employees more critically when solving the complex problem than simple problem-solving time (Plone site. 2022). As it is mentioned in the module, NHS is facing problems of the shortage of employees. The organization's different groups are also facing problems due to the shortage of employees. And normal operational processes are also being hampered. It is a complex problem for the National Health Service because the problem has multiple solutions that will be discussed later.

Macro environmental factors contributing to the complex problem (PESTLE Analysis)

Political factors

Uncertainties of BREXIT are one of the major political factors in the contribution of the complex problem of the National Health Service. The consequences of Brexit are very notable. As a result of BREXIT, the United Kingdom is facing the problem of bringing different kinds of medical equipment and medication from the European Union. Moreover, there were so many staffs that were originally from other European countries (Gheibi, et al., 2018). So, as a result of BREXIT, the United Kingdom and the National Health Service are facing a shortage of staff.

Economic factors

Economic underdevelopment is a prominent economic factor that can affect an organization like National Health Service. Moreover, measures of austerity are another factor in the contribution of the complex problem in the National Health Service. For example, National Health Service faced a huge economic downturn in 2008, and the NHS was facing difficulties in operating the organization at that time (TURAN, et al., 2022). Moreover, there was a huge shortage of qualified employees, which was also a consequence of economic underdevelopment. But the government at that time takes some austerity measures to decrease the economic downturn. As a result, NHS got the economic advantages indirectly.

Economic Factors	Effects
Economic underdevelopment	1. Face difficulties in operating the organizational activities. 2. Face the issue of employees shortage
Austerity measures	1. The economic underdevelopment was decreased. 2. Operational activities were continued properly.

Table: Economic factors and their effects in NHS (TURAN, et al., 2022)

Sociocultural factors

The aging population and the high expectations of the patient are two prominent factors in the contribution of the complex problem. NHS is trying to provide better medical treatment day by day. As a result, the aging population is increasing. The aging population also suffers from different dangerous diseases like diabetes or cancers (Akman, 2020). So, their expectations for the treatment become high because of having better treatment. It is a positive side that the NHS can provide better medical treatment, but it is also a challenge for the organization to fight the new diseases and provide the treatment for the diseases.

Sociocultural factors	Contribution
Aging population	People are getting aged due to having better medical treatment.
High expectations of patients	High expectations are helping NHS to better their treatment by facing different challenges.

Table: Sociocultural factors and their contribution in NHS (Akman, 2020)

Technological factors

There are two essential factors that are part of the technological factors contributing to complex problems. Improved healthcare and better education are the two prominent factors contributing to the complex problem of NHS. The healthcare of NHS is being improved due to the use of advanced technologies. A better education system of healthcare is also a blessing of advanced technologies (Christodoulou and Cullinane, 2019). As a result of a better healthcare system, the National Healthcare Service is able to get better employees that are advanced with the technologies. Moreover, technology has helped the whole medical sector by providing so many advantages. Today, a patient can easily make an appointment staying at home using the technology, and there are so many examples like this in the medical sector.

Technological factors	Contribution
Improved healthcare	Improved healthcare has speed up the organizational tasks for NHS.
Better education	Better education has helped the NHS to find out skilled and qualified employees to provide a high quality treatment.

Table: Technological factors and their contribution in NHS (Christodoulou and Cullinane, 2019)

Legal factors

Litigation is one of the most important legal factors that helps the unsatisfied patient to claim against the healthcare they are given by a healthcare service center. National Healthcare service is an organization that is funded with the contribution of mass people (Nandonde, 2019). So, if the patient takes the step of litigation, then the overall expenditure will be increased, and that will affect the medical treatment expenditure of the National Healthcare Service.

Environmental factors

The medical industry is an industry that polluted the environment with so many wastes. NHS is also part of the industry. But the National Healthcare Service is maintaining some steps to do waste management. National Healthcare Service is also trying to do some social activities as they are

liable to society. And the most important thing is that they have taken the proper steps to reduce the emission of toxic waste (Walsh, et al., 2019). As a result, nature will get back its beauty again, and the world will be livable for the upcoming generations.

A research-informed cause-and-effect analysis of the complex problem (Fishbone diagram)

In the module, it is said that the National Healthcare Service is facing the issue of a shortage of employees. An organization like National Healthcare Service can face the problem of a shortage of employees for many reasons. There are so many methods to find out the causes of a particular problem. Fishbone diagram is one kind of method that will help the National Healthcare Service to find out the problems of shortage of employees. A Fishbone diagram is a diagram that consists of two-part. One is the part of the cause, and the other one is the effect part (Coccia, 2020). So in the cause's part, different types of causes are presented in the diagram, and in the second part of the effect, mainly the problem is presented in the diagram. From the diagram, it is clear that they are six most notable causes that are the reasons for the shortage of employees. There may be more causes, but these six causes are very notable. The first cause is Brexit. The United Kingdom has come out of the European Union because of Brexit. As a result, the national Healthcare Service is facing the issue of a shortage of employees because most of the employees of the organization are from other European countries. The economic downturn is another reason for the shortage of employees for the national Healthcare service (Arif Ardianto and Wilarso, 2021). Because of the economic downturn, the national Healthcare service cannot provide the proper Quality Services to its patients. As a result, their employees are reduced. The third reason for the shortage of employees is providing less payment. Because of the economic downturn, if a national Healthcare Service pays less payment to its employees, then there will be a shortage of employees. The working environment is also an important factor. If the working environment is not so good for the employees, then there will be a shortage of employees. The employees of an organization like to do less work. If the working hour of an organization is more than other organization, then there will be a shortage of employees in the organization. Finally, human resource management is one of the prominent factors (Yusdinata and Bora, 2018). If the human resource manager cannot do the human resource management properly, then definitely there will be a shortage of employees. Here are some causes of the shortage of employees in the National Health care Service.

Fishbone Diagram

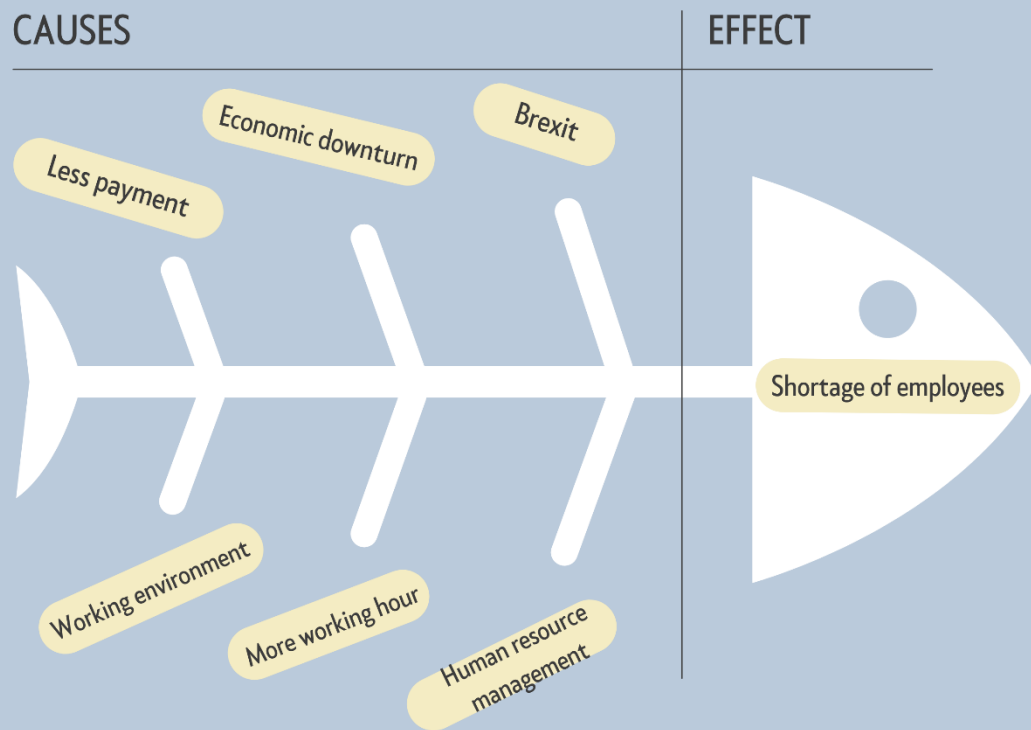


Table: Fishbone diagram of National Healthcare Service (Arif Ardianto and Wilarso, 2021)

An evaluation of alternative solutions to the problem

In the module, it is said that the complex problem of the National Healthcare service is the shortage of employees. In the last part, a research-informed cause and effect analysis of the complex problem was presented using the fishbone diagram. From the fishbone diagram now National Healthcare service can find out the reasons behind the shortage of employees in the organization, and in this part, different types of solutions to the problem will be presented. And the alternative solutions will also be evaluated. It is very much simple that if the organization works with the reasons behind the shortage of employees, then the National Healthcare Service will find out alternative solutions to the problem (Graesser, et al., 2017). For example, if the National

Healthcare Service provides the proper payment to its employees, provides a proper working environment, and does the proper Human Resource Management, then the employees will always be satisfied with the organization and will never leave the organization (Pertiwi, 2021). As a result, the problem of shortage of employees will not arise again. So, thus the National Healthcare Service will be able to solve its complex problem of shortage of employees.

Implementation plan for solving the problem and its effectiveness

In the previous section, different types of solutions to the problem of shortage of employees have been discussed. After the evaluation of alternative solutions to the problem, it is clear that proper Human Resource Management is the best alternative solution to the problem because the other possible solutions are ultimately part of the proper Human Resource Management (Felgate, 2020). Human resource management is the process where an employee is nurtured from training and development to handling disciplinary actions. There are some steps that will help the National Health care service to implement the plan of proper Human Resource Management for solving the problem. At the beginning of the process, Human Resource Manager will need to train and develop the employee after recruiting. Proper training can make the employee most effective for the organization. After training, the human resource manager will need to create a good relationship between employer and employee. After that, the manager will need to make the employee maintain the company culture. Maintaining company culture is very important for an organization. Moreover, the organization will need to manage the benefits of the employee because the employee will give the best output to the employer if he gets his benefits. Another most important thing is to create a safe work environment for the employee (Burke and Morley, 2022). Finally, the manager will need to handle the disciplinary actions and monitor the employees whether the employees are maintaining discipline or not. Thus, NHS will be able to do the proper human resource management, and the human resource management will help NHS to solve the complex problem.



Gantt Chart

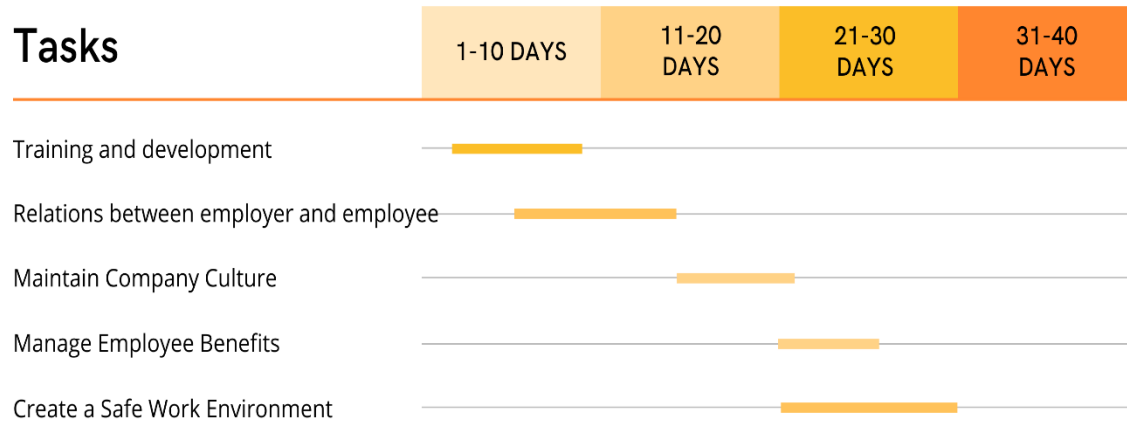


Table: Gantt chart of National Healthcare Service (Burke and Morley, 2022)

Conclusion

National Healthcare Service is an organization providing free services in the United Kingdom. But the organization faces the problem of a shortage of employees. So the business will need to solve the problem. That's why in the report, the reasons behind the problem and the solution to the problem have been discussed above. The NHS will need to follow the solution alongside its steps. The NHS will need to maintain a Gantt chart that will provide a clear overview of the progress of the tasks needed to be done to solve the problem. Thus, National Healthcare Service will be able to overcome the barrier of shortage of employees.

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