

PROBLEM SOLVING AND DECISION MAKING

MODULE: BMSW4004

REPORT

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STUDENT NAME: MERIEM AZIL FECHTAL

STUDENT ID: 1917245

LECTURER'S NAME: YAJESH KUMAR

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Introduction

The Number of employees is increasingly unhappy with their current working conditions. Today, some companies don't value listening to their workforce, and others don't bother involving junior workers in the decision-making process. Most employees are forced to leave their jobs to look for better opportunities somewhere else within the UK. A few of them decide to remain in the unfriendly work environment, but end up offering low-quality works. As a result, their dissatisfaction finally affecting companies because they lack motives, and have negative attitudes towards what they do every day. Unless employers take immediate action to motivate their employees, they will finally lose the best, productive workers.

Complex Problem

The UK workforce is already in crisis for lack of satisfaction with their work environment. At least 50% of the overall workforce opt to look for a new job by now and 66.7% of them dreaded to return to work after a small break. According to the survey conducted on 12000 individuals by Investors in people, a quarter of the workforce are aggressively finding new jobs due to unpleasing work conditions. Moreover, the accreditation organization discovered that 75% of the workforce felt stressed about what they do, where 64% reported that their job had impacted their sleeping patterns. Others complained to have been pressured to do their work past the normal working hours and cannot switch off from their job. The complex problem here is that all of these workers are beginning to find a new better work environment somewhere else leaving organizations with less workforce. Further to the problem, the remaining workforce is never productive to the companies, thus impacting their overall productivity.

Information Analysis

The case verifies that at least half of UK employees want to look for another job because of the unfriendly working environment. However, companies in the UK should be concerned with identifying the major cause of dissatisfaction. According to the case, the accreditation organization found that 64% of workers complained about their jobs having impacted their sleeping patterns. Overworking workers has the potential to reduce their overall productivity and reduce their work-life balance in their lives (Hammerwold 2015). When employees work for long hours, it negatively impacts their capability to perform the job and to manage their time. Overworked laborers are at risk of diseases that resulted from a stressful work environment. Distress result in increased anxiety and blood pressure, which elevate the risk of an employee suffering from heart and mental related illness (Hammerwold 2015). Therefore, those workers reporting that their job impacts their sleeping pattern will most likely lose sleep or get headaches due to work stress.

The case approved increased stress as the main cause of job dissatisfaction. Stress in the workplace impact both the employee and the overall performance of a company. The impact related to overworking is evident in the behavior, mental health, and physical health of employees (Hammerwold 2015). An employee who feels they are put in work for long hours are mostly angry and irritable. Increased work hours interfere with their normal life and end up having no work-life balance. Employers who put their workers in work for long hours to the point where work takes over their personal life may make employees have the feeling of resentment towards their employers (Hammerwold 2015). These aren't what employers should seek in their star workers but instead improve their managerial skills.

As a modern world, we don't need to agree with being overworked as the way of the world. Employers in any company are committed to developing healthy workplaces for their workers (Hammerwold 2015). It means acknowledging the indicators of being overworked and changing the workplace. Another thing employers should consider is leading by example and avoid putting them in longer hours. Once a worker observes the manager at their office sitting comfortably in the evening hours, they will most likely assume that this is all they expected (Hammerwold 2015). Further, once an employer notices messages of workers during night hours, he is supposed to communicate with the worker and allow them to understand that messages can wait up to the following day instead of ignoring them. Like any other person, the employee also needs time to recharge and refresh, and cannot do the same while still working more than fifty hours a week with no break(Hammerwold 2015).

Alternative Solutions

Employers are responsible for the stress resulting from overworked workers, and they should take responsibility to help them reduce stress. Employers should allow workers to communicate freely with other coworkers (Yearwood 2019). It is the case because, in a company where workers can chat freely, both problem-solving and productivity become fully enhanced. They should also provide workers sufficient control over how they perform their duties as employers become more productive and capable of coping with stress whenever they have suppleness in the way they do their work (Yearwood 2019). Moreover, employers should make sure that the expense budget and staffing budget are enough as too much work can elevate turnover and reduce productivity. Employers should talk openly with workers by giving them chances to speak out their issues to management. If workers have to remain in their job for longer hours, the employer must take responsibility to support their efforts (Yearwood 2019).

This is because employees are more able to deal with heavy tasks whenever the management is encouraging, understanding, and motivating. Therefore, an employer taking responsibility to listen to their workers and addressing their concerns will most likely serve as an alternative solution to stress.

Companies and managers can examine their workers and the environment they create for them to deal with their feeling of being undervalued. They should ensure they provide an office that best fits their workers' meaning of not stressed (Yearwood 2019). Most workers feel valued when they think that their supervisor is looking out for their wellbeing in the workplace. To address concerns surrounding adjusted sleep patterns, the manager can allow for remote working and flexible hours (Yearwood 2019). Therefore, managers should help workers to understand that their job is described by the timeliness and quality of their work but not after punching the clock. This kind of freedom is abundant for workplace morale, and policy confirms to workers that their employer trusts them instead of watching them every time.

Evaluation

Solution 1: Making time for workplace wellness to reduce stress. Employers need to ensure that their workplace supports constant happiness over the day. Heavy workload requires a balance of life to be bearable. All people are never lucky enough to have a devoted home office, but there are some things one might do to have a gratifying workplace (Murphy 2016). However, this solution might not work for every worker; therefore, it may not be excellent.

Solution 2: Forming workable connections. Making a new friend in the workplace can be more difficult than expected. Time spent connecting at work can assist workers to make friendships, but having devoted quality time spent on team-building can speed up the process of

bonding (Murphy 2016). Employers can assemble a group of employees to utilize an asset to bring additional team-building time into an employer's office setting. However, this may not eliminate stress and make workers feel valued at the same time.

Solution 3: Getting enough sleep. Stress can be associated with chronic insomnia. With stress, workers are less productive in the workplace. Altered sleeping patterns may add up to stress. Inability to sleep is treated by conventional perception as a stress symptom (Murphy 2016). It is the case that a lack of enough sleep constrains an employee's capability to deal with general stress which they come across in the workplace. Consequently, this may negatively influence workers' outlook and mood to perform quality work (Murphy 2016). However, this solution cannot decrease stress when employers maintain their behavior to overwork employees as they will continue to be short-tempered from lack of enough sleep.

Solution 4: start exercising to reduce work stress. Daily exercises have the potential to increase employees' mood and motivation to provide quality work. Frequent aerobic exercise acts as a natural way to reduce stress (Murphy 2016). It would also assist most women who appear to be more stressed than men to get their minds off their stressful thoughts. Therefore, exercise can serve as active thought and calm one's mind and body by teaching one being in the moment and focus on body movements. As a result, stressed workers would begin to be more productive than before doing exercises. However, this solution may not work well for workers who don't switch off from work as it requires one to aim for a minimum of thirty minutes of daily activity.

Solution 5: Appreciating Workers. Most employees, in this case, suffer from being undervalued in their workplace. Some workers complained about not being told "thank you" to feel appreciated by the management. This drives them out of their current job to look for a new

job with a better work-life balance (Johnson 2016). The employer can decide to talk frequently with employees as they may have specific concerns that impact their satisfaction. Employees would be happy when they are listened to by their employers and in the decision-making process (Johnson 2016). However, this solution can only work with employers who are appreciative and willing to support their employees.

Solution 6: Prioritizing and Organizing. The feeling of being overwhelmed serves as a significant stressor. The best way to reduce stress in the workplace is by learning the main cause of stress. This way, employees will manage to find the best ways to cope with stress by organizing and prioritizing. I find this the most effective and practicable solution to improve employee productivity in the work setting by successfully reducing a major cause of stress.

Plan for implementing the solution "Prioritizing and Organizing."

Step 1: Clarify the goal. Set clear objectives before prioritizing. Employee to find time to sit with his or her employer to clarify those objectives. Ensure that day-to-day operations trackback at least one of those all-embracing objectives (Murphy 2016).

Step 2: Prioritize against objectives. Avoid setting priorities randomly. An employee can utilize his or her aims to evaluate the significance of each assignment.

Step 3: Concentrate on 2-3 things only. Pay attention to two or three things every week, which will have the greatest effect on employees' goals. It is the case as whenever the whole thing is a priority, then no priority (Murphy 2016).

Step 4: Set Limits. It is only those tasks with deadlines that will work. Therefore, without work limits, then it has to be pushed aside for those with deadlines. Every employee will need to set a truthful limit for every work they do, and they will have time to sleep.

Step 5: Utilize Calendar. Employees are required to plan their week in their calendar. This can help them reduce the limited time they have every week. Employers can also ensure they schedule work breaks because it puts employees in their calendar (Murphy 2016).

Communicating the Plan

As an employer, to effectively implement this plan, you have to

- a) Value your workers on over-exceeding or accomplishing their target.
- b) Grant your workers greater independence, more accountability, and meaningful feedback.
- c) Encourage the participation of workers in decision making.
- d) Encourage more communication in your company with workers.

As an employee, to effectively implement this plan, you must

- a) Prioritize and organize activities on the list and plan them accordingly.
- b) Struggle to meet your objectives.
- c) Have a positive approach concerning your work.
- d) Build strong social support.

Assessing Appropriate Monitoring and Review Techniques

Monitoring work performance and productivity. As a technique to ensure successful implementation of prioritizing and organizing solutions, monitoring assures employees of meeting their objectives. Monitoring demonstrates that an employee is performing to the highest

standard he or she hopes is possible. It is the most appropriate technique as it enables employees to discover ways to improve their performance.

Conclusion

Employees who feel stressed and undervalued in their workplace are less productive. Because they lack recognition, many employees consider finding a new job. Management should value the life of their employees by stopping overworking them. This way, employees will not have time to look for jobs elsewhere with better work-life balance. To cope up with stress that reduces productivity, employees should consider using prioritizing and organizing methods. Prioritizing would help employees set their goals and learn how to accomplish them. Finally, an organization that values appreciating and listening to their work they have made more profits.

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