

**PROBLEM SOLVING AND DECISION**

**MAKING /BMSW4004\_LON/**

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## **INTRODUCTION**

There is key role of solving the problem that are being faced by the employees of the organisation. The employees play an important role in the workplace and managing them in necessary for the business organisation (Villarta, Atibula, and Gagani, 2021). It is analysed that the employees of UK are facing the issue of job dissatisfaction that impacts the productivity of the employees. This report includes the tools and techniques that can be used by the company to solve the problem of employees. The proper alternatives that are available to solve the problem are being identified and best decision for the company is taken. After the solution is found out by the company, the implementation plan for the same is being analysed. Afterwards in the report, the plan is being communicated to the stakeholders to make them aware about the actions. In the end, proper monitoring and evaluation techniques are stated to keep track on the implementation of the solution.

## **MAIN BODY**

### Define a complex problem in the workplace including its scope and impact

Job dissatisfaction is one of the complex problem that is being faced by the employees nowadays. There are various issues due to which the employees are not satisfied with their job. The factors such as low pay demotivate the employees and they are unable to carry on the work effectively. There is need of providing them proper working environment where they can carry on the activity properly (Chen, et.al 2018). The employees must be given proper environment so that they are able to carry on their work in effective manner. They must be given with proper leaves and vacation time in order to manage the work. If the employees want leave and they are not provided, then it becomes problematic to carry on the work. The management of the company direct impacts the satisfaction and dissatisfaction among the employees. There is need of having proper management in the company so that the employees are able to carry on their activities properly. If the employees do not get proper support, then they are not able to work with efficiency and effectiveness.

The scope of employee dissatisfaction is huge and there is direct impact on the productivity of the company. It is necessary to carry on the work in such a manner that they are able to satisfy the employees and motivate them to work. The culture of the company must also

be motivating for the employees. The problem of employee dissatisfaction is faced by all the employees working in different organisations.

Analyse information on the identified problem, to help inform the decision-making process  
propose a range of alternative solutions to the problem

It is necessary to carry on proper research regarding the issues faced by the employees of the company. It is necessary to take feedback from the employees so that they are able to identify the problem of the employees (Kesireddy, Carrillo, and Baca, 2020). By knowing the proper information regarding the employees, management is able to solve the issues. After knowing the problem of the employees, the management is able to carry on the work effectively. The various alternative solutions are as follows:

**Motivate the employees:** The first and foremost option to reduce the job satisfaction is to enhance the morale of employees. By providing them reward and recognition the company is able to value them. If the employees feel valuable in the company, they are able to carry on the work properly. This enhances the performance of the employees and they are able to carry on the work better.

**Improve communication:** There is key role of communication in success of the business organisation. There must be proper communication among the employees and employers of the brand (Jiang, Zhan, and Chen, 2018). When the employees are being opportunity to speak and their decisions must be given value in the organisation. Proper communication among the employees makes them efficient in the market.

**Effective work environment:** The work done by the employees can be enhanced if they are provided effective work environment. There is need of managing the overall work by providing best environment to the employees. This is necessary to attain a profitable position in the market.

Use a decision-making technique to evaluate a range of solutions to identify the most appropriate option

The decision making plays a key role in success of the enterprise. There are different people in the organisation that have right to take decisions. It is necessary to set a criteria that

will help to carry on the overall work effectively. The use of decision making matrix will help to take effective decision for benefit of the organisation. The same is mentioned below:

### **Decision-making matrix**

When there are multiple decision making options that are available in the market. There is requirement of analysing all the options that are available so that best decision can be taken by company. There is requirement of analysing the pros and cost of all the options so that best suitable options among them can be evaluated.

There are certain steps that must be taken by the company in order to take right decision. The organisation has various alternatives that are available to take decisions. There is need of evaluating the alternatives in rows. This will help to know about all the options that are available for the company. The factors that impact the decision making are then mentioned in the columns. The factors that are important are mentioned so that right decisions are taken. The value of all the alternatives are evaluated as all these factors will make them easy to decide. The option that wins in the decision making alternatives will be used by the company (Ottonicar, Valentim, and Bouthillier, 2021). There is need of using all such methods that will assist to choose the most beneficial option among them. The evaluation of all such alternatives will help the company to carry on the work effectively.

| <b>Alternatives</b>               | <b>Profit of business</b> | <b>Enhance performance</b> | <b>Reduce stress</b> | <b>Total</b> |
|-----------------------------------|---------------------------|----------------------------|----------------------|--------------|
| <b>Motivate the employees</b>     | 9                         | 9                          | 9                    | 27           |
| <b>Improve communication</b>      | 8                         | 8                          | 7                    | 23           |
| <b>Effective work environment</b> | 7                         | 8                          | 8                    | 23           |

### Develop a plan for implementing the solution

In order to implement the solutions, the workplace must follow the following steps as they help them to attain a profitable position in the market. There are necessary steps that can be taken by company in order to implement the best available option and they are as follows:

**Define goals:** There is need of defining the goals in the first step. The goal of the company is to reduce the dissatisfaction among the employees. By having clear goals, a company is able to work on them properly.

**Conduct research:** In this stage, the company analyses the information regarding the goal set by them. The use of proper research will help the enterprise to carry on the objective in proper manner (Rhoads, and Roth, 2021). The use proper research will help to manage the work effectively.

**Map out risk:** There is need of mapping out the risk that they can face in the business. There is need of analysing all the risky factors so that they are able to carry on their work effectively. The risk must be analysed in the initial phase of business so that there are no issues in the end.

**Schedule milestones and assign task:** There is need of analysing the overall work by formulating the time table. The use of time table is done in such a manner that all the activities are carried on right time. By dividing the work in small activities the company must assure that all the work is carried properly. There is need of carrying the overall work in right time so that the satisfaction level of the employees can be enhanced (Clempner, and Poznyak, 2019). By providing the proper responsibility the organisation is able to carry on the work in effective manner. By assigning the work to right person the overall project can be carried properly.

**Allocate resource:** There is need of allocating the resources that are required to carry on the work. By knowing about all the resources that are required to carry on the overall activity. The use of resources in efficient manner will help the company to attain successful position in market. The company must analyse the requirement of the resources so that they are able to manage the work effectively.

**Take feedback:** It is necessary for the company to carry on the work effectively. By taking care of all the employees the company is able to carry on the overall work effectively. The use of such actions will know about the actions that are skill necessary for the company to take for their success and growth.

#### Communicate the plan to stakeholders

Stakeholders are important part of the organisation. They are the people that are interested in the information of the company. There is need of sharing the information with the

stakeholders as they are important part of the company. The company will first of all identify the stakeholders who will carry the work together. The important stakeholders of the business are analysed such as employees, investors, customers, government as they will carry on the work together. The employees will be motivated to complete the work effectively (Wen, Lai, and Chang, 2020). All the actions are taken for the benefit of the employees and to provide them better environment. There must be meeting carried on by the company where they are able to talk on and discuss the aspects. The use of proper communication will enhance the performance of the company. The employees must ask all the questions or queries that they feel. This will make the overall work easy.

#### Assess appropriate monitoring and review techniques to ensure successful implementation of the solution.

There is need of monitoring the overall work that is done by the company. The use of key performance indicators will help the business organisation to track their work. There are certain key performance indicators that can be used by the company in order to monitor the performance.

**Performance of the employees** will help to know about the reduction in stress level of the employees. If the performance of the employees enhance this means they are able to reduce the work stress (Debnath, Liu, and Sukhatme, 2018).

**Productivity of employees:** The productivity and efficiency of the employees gets enhance by reduction in job satisfaction. It is now important to carry on the work effectively and check the performance of the employees. It will help to know about the real time effect of the actions taken by the company.

## **Conclusion**

From the above report, it is concluded that there are various problems that are faced by the employees of the company. It is necessary to check the problems that are faced by the employees and their impact. All the information related to the problems is being analysed. There is key role of analysing the alternative solutions present. There is need of evaluating the options so that the best among them is used. The company must take care about the decision making matrix. The use of best decision my giving them rank helps to give solution to the problem being faced by client. The use of best decision must be then communicated to the stakeholders. All the

stakeholders play a major role in the organisation. They must be told about the plan and the best available solutions must be told by the company. There is key role of monitoring the performance so the key performance indicators that help to check the performance are being evaluated.

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