

RHODRI WILLIAMS

19/09/18

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QUESTION 2

Why organisations need to change the way they operate:-

In this case the organisation is making a technological change, this change would improve resource efficiency. Increasing labour and resource costs as well as reduced profit margins lead to change being necessary, to run more efficiently.

Change within an organisation can often fail. Some employees are resistant to change, sometimes it can be the fear of the unknown. In this case employees who are not confident when using a computer may resist when told they will need to use them. Failure to reward people for their efforts, or failure to deliver reward promised will also leave people disgruntled, making them more resistant to change. Failure to communicate effectively with people involved will leave employees with questions such as "what's the point" and "we don't know where we stand".

To make change run smoothly it is important to ~~no~~ inform people why the change is needed in language they can understand, and if possible in multiple ways as people process information differently.

Once people understand why the change is happening removing uncertainty should be the next step by emphasising what is in it for them. Once people know that

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the change will serve them, they can get engaged in the process making them feel more a part of the change. Honesty is also important, meaning people will need to know if the change may have a negative effect on them, that way any potential damaged relationships can be worked on. Keeping the commitments made will also show you're trustworthy, leading to better confidence amongst employees.

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Question 3

factors that need to be considered are employees motivation. Maslow's hierarchy of needs shows what motivates people in an organisation. When people reach esteem needs they need a feeling of accomplishment to be motivated. A lot of employees are not at this level so the opportunity to grow and learn new skills is not that important to them. Incentives can be used to motivate people, like money and bonuses and will encourage people to learn and adapt.

Herzberg's Two-Factor Theory deals with job satisfaction and job Dissatisfaction. To improve motivation of employees to help and change giving people responsibility, recognition and personal growth will all help with job satisfaction and better working conditions, and better coworker relationships will decrease job dissatisfaction.

~~Some~~ Explaining why the change is needed is important, being honest along the way will keep employees engaged and up for the change.

Some employees however will resist these changes, and an authoritarian or democratic way of dealing with the situation can be used. Using either way to deal with resistance can be used, and McGregor's

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Theory X and Theory Y would give a good indication on what method to use.

Including the social needs of the worker and being a caring and interesting manager, will also show the employee that ~~you~~ you understand their concerns,

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Question 1

year	Supernatant	Fuge 41	Centre 4
0	-200,000	-200,000	-200,000
1	20,000 $\rightarrow$ -180,000	80,000 $\rightarrow$ -120,000	60,000 $\rightarrow$ -140,000
2	40,000 $\rightarrow$ -140,000	60,000 $\rightarrow$ -60,000	60,000 $\rightarrow$ -80,000
3	60,000 $\rightarrow$ -80,000	60,000 $\rightarrow$ 0	60,000 $\rightarrow$ -20,000
4	60,000 $\rightarrow$ -20,000	40,000 $\rightarrow$ 40,000	60,000 $\rightarrow$ 40,000
5	60,000 $\rightarrow$ 40,000	40,000 $\rightarrow$ 80,000	60,000 $\rightarrow$ 100,000

PAYBACK =

Supernatant

Between 4/5 years.

$$\frac{60,000}{12} = 5,000.$$

$$\frac{20,000}{5,000} = 4 = \underline{4 \text{ years and 4 months}}$$

FUGE 41

3 years EXACTLY

CENTRE 4

Between 3/4 years

$$\frac{60,000}{12} = 5,000$$

$$\frac{20,000}{5,000} = 4 = \underline{3 \text{ years and 4 months}}$$

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b) Supernatant			Discount factor		NPV
0	-200,000	x	1	=	-200,000
1	20,000	x	0.9091	=	18,182
2	40,000	x	0.8264	=	33,056
3	60,000	x	0.7513	=	45,078
4	60,000	x	0.6830	=	40,980
5	60,000	x	0.6210	=	37,260
TOTAL = 174,556 - 200,000					= <u>£ -25,444</u>

FUGIE 41			DF		NPV
0	-200,000	x	1	=	-200,000
1	80,000	x	0.9091	=	72,728
2	60,000	x	0.8264	=	49,584
3	60,000	x	0.7513	=	45,078
4	40,000	x	0.6830	=	27,320
5	40,000	x	0.6210	=	24,840
TOTAL = 219,550 - 200,000					= <u>£ 19,550</u>

CENTRE 4			DF		NPV
0	-200,000	x	1	=	-200,000
1	60,000	x	0.9091	=	54,546
2	60,000	x	0.8264	=	49,584
3	60,000	x	0.7513	=	45,078
4	60,000	x	0.6830	=	40,980
5	60,000	x	0.6210	=	37,260
TOTAL = 227,448 - 200,000					= <u>£ 27,448</u>