

BMSW4004

PROBLEM SOLVING AND DECISION MAKING

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Problem solving and decision making

1.0 Introduction

Problem-solving and decision-making go hand in hand. A perplexity can not be solved while not a decision. Decision-makers may be divided into 2 categories. Some individuals take a organized approach. Others have a stronger sense of intuition. They follow their feelings or a instinct on the best course of action. They may have innovative solutions to the problem but cannot articulate why they chose this path. Even if the problems you encounter are different, the basic troubleshooting method remains the same. The more complex the problem, the more important it is. Follow a methodical approach to solve it. They may have innovative solutions to the problem, but cannot clarify why they chose this path. Even if the problems encountered are different, the basic troubleshooting methods are the same. The more complex the problem, the more important it is. Follow a methodical approach.

Brainstorming in a community can be a powerful method for finding possible solutions. Make a list of these thoughts, even though they seem a little strange or unusual at first. Often the seed of a brilliant solution can be found in the most absurd of ideas. People frequently rush into making a decision without fully considering all of their choices. Spending more time looking for options and considering the pros and cons will pay off big time. (Tuckman, Bruce W. ,1965)).

2.0 Complex problem in the workplace

Complex problems are questions or issues that cannot be answered through simple logical procedures. (Reference.com, 2020) They usually necessitate the application of logical logic through various frames of reference.

They may have innovative solutions to the problem, but cannot clarify why they chose this path. Although the problems you are experiencing are different, the basic troubleshooting methods are still the same. More big is complex problem, more important it is. Follow a

methodical approach.. According to study, perceived administrative center stress, for example, has been associated with a higher incidence of intellectual fitness problems consisting of melancholy and anxiety. Talking to a skilled intellectual fitness expert approximately occupational pressures or problems may be useful each professionally and emotionally for personnel.

Common administrative center problems that personnel face include:

Interpersonal conflict, communication problems, gossiping, bullying, harassment, discrimination, low motivation and activity satisfaction, performance problems.

Reduced performance and productivity, job loss/termination, reduced satisfaction/happiness, stress, and a variety of mental health issues may all result from workplace issues. Harassment at work may also have legal consequences.

We want to focus our report on the low motivation and job unsatisfaction problem and cause, according to Lord Mark Price in fact, low productivity is tied to the job unsatisfaction. (theweek.co.uk, 2019).

When employees are dissatisfied with their jobs, their commitment and job availability are low, and their loyalty to the company is small, a slew of negative outcomes follow. In retaliation for assumed malpractice, unhappy employees may engage in psychological withdrawal, physical displacement, or acts of violence.

Many studies (Davis and Newstrom (1989), Lawler (1977), Porter & Steers (1977), Newcomb, & Betts Cano (1987)) have linked high staff turnover, absenteeism, and burnout to a lack of job satisfaction. Mighty satisfied employees go above and beyond for customers, keep their files clean, and aspire for success in all facets of their employment. (UKEssays, 2018).

3.0 Analysis of information to identified the problem (cause and effect analysis)

There are specific methods to examine information at the recognized problem: the maximum used technique is the Fishbone analysis (The approach makes use of a diagram-primarily based totally technique for wondering thru all the viable reasons of a problem) (Minditools, 2020). The Ishikawa method help us to:

- 1.Determine the root cause of a problem.
- 2.Identify blocks in your processes.
3. Determine where and why a process is failing.

In the case of job dissatisfaction case we can find some causes for the problem and find a probably solution to these: so if the problem is “dissatisfaction”, the head of fish, the cause can be different, like plan change, location, management, health, salary, training, relationship with co-worker.

Finding the root of problems we can try to find the solutions. In order, in this case, change profession, use a different way to move from home to office-work, put incentive for worker, reduce stress, increase wage with incentive, make more training , also to motivate the employee, reduce the lack of communication with meeting or events.)

Inquiries made in person are also problematic. Your team needs to feel secure enough to be transparent and honest with one another. Even if you get along well with your colleagues, they can be afraid to speak up for fear of hurting your feelings. (Nevogt G., 2021)

Using one of the following approaches to more accurately measure employee satisfaction:

1. Conduct employee satisfaction surveys

One of the most effective ways to conduct employee satisfaction surveys is to conduct employee satisfaction surveys. You will gain a baseline and a better understanding of employee love and hatred.

2. Use the Employee Satisfaction Index (ESI)

You will find out by polling employees and asking them the three questions below:

- a. How satisfied are you with your current position?
- b. In relation to your standards, how well does your workplace perform?
- c. How closely does your present work resemble your dream job?

Employees answer all three questions on a scale of one to ten.

The staff answered the three questions from 1 to 10 on a scale of 1 to 10. Then use the following formula to calculate ESI: $\{[(\text{Question Average} / 3) - 1] \times 100\} / 9$ The result is a score between 1 and 100. The higher the score, the higher the satisfaction.

3. Use the Employee Net Promoter Score (eNPS)

eNPS is an indicator that shows how satisfied employees are with their jobs. It is based on an employee survey question: from 1 to 10, how likely is it that you recommend our company as a workplace? You can divide employees into the following categories:

Promoters are those who gave a nine or ten on a scale of one to ten in response to the query. These people will be able to provide useful insight into what the company is doing well.

A) Passives are employees who answered with a seven or an eight. In any case, they are unconcerned about your company. Often try to find ways to transform these workers into promoters rather than detractors.

B) Detractors are those who replied with a number between 0 and 6. These workers are unhappy.

To calculate the eNPS, subtract the percentage of critics from the percentage of promoters.

4. Have one-o-one meeting

Discuss the following topics during these meetings:

1. The actual emotional state of the employee
2. Their success and progress against their objectives
3. Some impediments that could be stopping them from achieving their objectives

4.0 Propose a range of alternative solution to the problem and develop a plan for implementing the solution

The survey results can help you identify problem areas that affect team morale and job satisfaction. Take care of them when you get close to them. However, you don't have to wait for survey results to increase employee satisfaction. These four habits will help you solve them. The most common cause of frustration among team members.

A> Employee success and achievements should be remembered and rewarded.

Everyone enjoys receiving praise and thanks for their efforts.

If employees' achievements and contributions are acknowledged, they will feel more valued.

It makes everyone on the team feel accomplished.

Employees must be rewarded for their performance. This applies to both individuals and groups. Be resourceful, especially if you are on a budget. Note the following: It is a good idea to give a small bonus or gift card.

B>Micromanagement must be stopped at all costs.

When you micromanage your employees, they will think you don't trust them, or they will think they are incompetent. As a result, employees' pressure will increase and work relationships will become tense. When it comes to giving up micro-management, it's not just about employee satisfaction. This will also reduce the workload. You and your employees are at risk of being burned.

C>Take care of employees health

Health workers find it difficult to be optimistic about their work. Maintain the health of the team by doing the following: Ensure a healthy diet and encourage the use of ergonomic office furniture. Give employees regular breaks. Pay for the staff's gym visit. Provide employees with access to mental health applications or services. Make employees feel acquitted.

D> CREATE OPPORTUNITIES FOR PROFESSIONAL GROWTH

Assist employees to develop the skills they need to develop. Some executives are reluctant to invest in the professional development of team members because they worry that they will pay for all training, and this person will use these skills elsewhere. They will disappear. But if you don't invest in people and stay with them, it's worse. You don't have to train alone. Consider compensating people who attend training and seminars during their free time. You can also subscribe to an online training plan and provide it to your team.

5.0 Decision-making technique

SWOT analysis is a strategic planning tool that allows you to evaluate the strengths, weaknesses, opportunities, and threats of a project, idea, or any other situation where an individual or organization has to make a decision to achieve a particular goal.

SWOT analysis generates a series of very useful information regarding internal aspects (Forces and Weaknesses), but also external factors (Threats and Opportunities). (Mindtools, 2020)

To perform a SWOT analysis you need to ask yourself some questions.

Regarding the questions to be asked if we want to apply swot analysis for personal improvement we can ask these questions to our team and to ourselves:

STRENGTHS:

What are my winning characteristics?

What tasks or tasks do I do well in?

What are the resources I feel like I have?

What strengths do others recognize me?

What skills do I feel I have

In what contexts do I feel I can give my best?

WEAKNESSES:

What are my main areas for improvement?

What are the tasks or activities I struggle with the most?

In which contexts do I feel most distressed?

What skills do I want to develop/refine?

What are my limits?

OPPORTUNITIES:

What opportunities can I take to work on my areas of improvement?

When will there be favourable conditions for developing/refining my skills?

What possibilities can I see in the activities, contexts, people and places I attend?

Threats:

What are the obstacles to my growth and development?

What changes in the external environment or context can slow/block my growth?

What are the beliefs that prevent me from achieving my results?

The second phase of the SWOT analysis is to create a real action plan to achieve its improvement objectives. How to do it?

→ First of all, we need to identify the strengths that will enable us to take advantage of the opportunities that will come up.

→ Secondly, consideration should be given to which of the identified weaknesses could turn into threats.

→ The next step allows us to identify opportunities that will allow us to develop our areas for improvement.

→ Finally, it is necessary to identify what strengths could help us deal with present and future threats.

6.0 Communicate the plan to stakeholders

Identifying the target audience is the most important aspect of stakeholder communications. (wordpress.com, 2021)

Formal Communication Methods– If they don't already exist, make them. Create occasions for information to be presented.

1. Meetings – Meetings are one of the most common forms of communication.
2. Conference Calls– This is the most common nowadays because it saves time and money on travel.
3. Newsletters/ Email/ Posters – This strategy is one-way communication and includes emailed updates, hard copy brochures, posters, and mailed or emailed newsletters.

Informal Methods – It is critical to use informal communication channels in addition to formal channels. The impromptu channels are frequently more information dense and important for relationship building: the most used are Hallway Conversations, lunch meetings, sport events.

7.0 Conclusion

The association between job satisfaction and higher performance appears to be a non-direct relationship, however it definitely creates a circle wherever satisfaction permits you to have interaction additional at work and so probably improve your performance. within the same way, higher performance favours greater work commitment and therefore, again, higher personal satisfaction. In turn, poor job satisfaction will result in absence and/or a call to go away the workplace.

Reduces stress

The chance to be glad within the geographical point reduces the likelihood of tormented by stress which, in turn, will have important repercussions on the psycho-physical health of the worker. Less stress, on the opposite hand, reduces the possibilities of absence caused by sickness or having to go away that job.

Improve motivation

Satisfaction makes you more motivated in the workplace.

Quitting work

The correlation between job satisfaction and turnover, i.e. leaving work, seems to be direct..

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