

PROBLEM SOLVING AND DECISION MAKING

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INTRODUCTION

Problem-solving consist of using the generic technique systematically to analyse the solutions for the problems (Graesser et al., 2018). The different problems-solving method is developed and used in management to solve the issues of poor performance in the workplace (Funke et al., 2018). Therefore, the report will include some possible solution by implementing the problem-solving tools and techniques with the help of fish bone analysis. On the other hand, decision making is the cognitive procedure for the selection of the action or activity as it also includes opinion or any action. This report, will aim to define the problem of poor performance in a workplace and its impact. Also, a range of alternative solutions to the problem will be identified. A method of decision making is also identified to analyse the solutions so that the appropriate option can be selected. A plan, that will be communicated stakeholder to ensure future success, will be developed.

CRITICAL ANALYSIS

PROBLEM AT WORKPLACE

Poor performance at work is the major issue faced by the company and to solve this, actions must be taken by managing each employees and identify different solutions and implement them to resolve the issues.

DEFINE A COMPLEX PROBLEM IN THE WORKPLACE INCLUDING ITS SCOPE AND IMPACT

To effectively manage and run the business, leadership should guide the staff members and enhance the method of problem-solving.

Before running to solve the issue the leaders of the organisation must confront the problem with the employee to understand the reasons that are causing the poor performance. This could be done by a meeting. The main objective of problem-solving for employees is not necessary to develop the procedure of deliberation (Proctor, 2018).

The problem of poor performance helps to analyse the activities that can be improved or changed by identifying the present situation and the aspects that influence it. The Manager consultant must develop different strategies to tackle this issue so the employees can also develop critical thinking that shares the opinions and thoughts that uses effective judgments and make good decisions (McDonald, 2017).

Poor performance is usually caused by lack of creative and innovative thinking which can lead to potential solutions. Sometimes, communication can also be one of the causes of poor performance in the workplace and the solution for this is teamwork as it benefits to forge the helpful alliance for a poor performance issue (Lassoued et al., 2020).

ANALYSING THE INFORMATION ON THE IDENTIFIED PROBLEMS

Swot analysis must be done on the employees facing poor work performance which is not good for the performance of the organisation that results in loss and less revenue of the organisation (Funke et al., 2018).

SWOT ANALYSIS

Strength

The employees of the organisation are well qualified and have some effective academic skills and all the employees take the feedback in a positive manner and are also motivated for working effectively in the organisation and also the employees of the organisation are very loyal (McDonald, 2017).

Weakness

Poor performance issue is faced by the employee who leaves the space for lowering the quality of work. Inequality amongst the employees or the employees are feeling demotivated could be the issue (Heidari and Shahbazi, 2016).

Opportunity

Select the skilled and dedicated employees in the organisation and helps the company in improving its effectiveness. Show the employees rewards.

Threats

The organisation is facing the problem of poor performance which can be cause because the employees may feel treated unfairly or when the pay and incentives are lesser which is the main threat as it causes dissatisfaction and demotivation amongst the employees (Khoiriyah and Husamah, 2018).

PESTEL ANALYSIS

Political aspects

The management of the organisation must make sure the proper agreement with the terms that has political impacts of work wages and agreements of the safety of the employees. If the employees don't get the minimum wage, then it may cause poor performance of the employees in the organisation.

Economic aspects

Economic aspects are related with the remuneration of the employees as per the economic condition. This aspect decides the perception of the employees towards their work as, this acts as the positive aspect for the employee performance of work.

Social aspects

The change in the society impacts on the performance of the employees as the organisation has to maintain the social value of the employees that keeps the employees satisfied and motivates them to work effectively (Funke et al., 2018).

Technological aspects

There must be proper technological advancement that act as the bonus for the employees as new technologies play a major role in employees work performance with the help of proper technology in the organisation employees can perform effectively (Heidari and Shahbazi, 2016).

Environmental aspects

The aspects of the environment are related with the external as well as internal operations it is also related with the effectiveness of the workplace environment and the environment of business.

Legal aspects

Many of the legal factors are related with the work timings, wages and safety of the employees if these aspects are not followed by the company then it may affect the work quality and performance of the employees (Khoiriyah and Husamah, 2018).

FISHBONE ANALYSIS

Fishbone analysis is used to find the possible cause for the issues of poor performance as this model sorts the concepts in some useful categories.

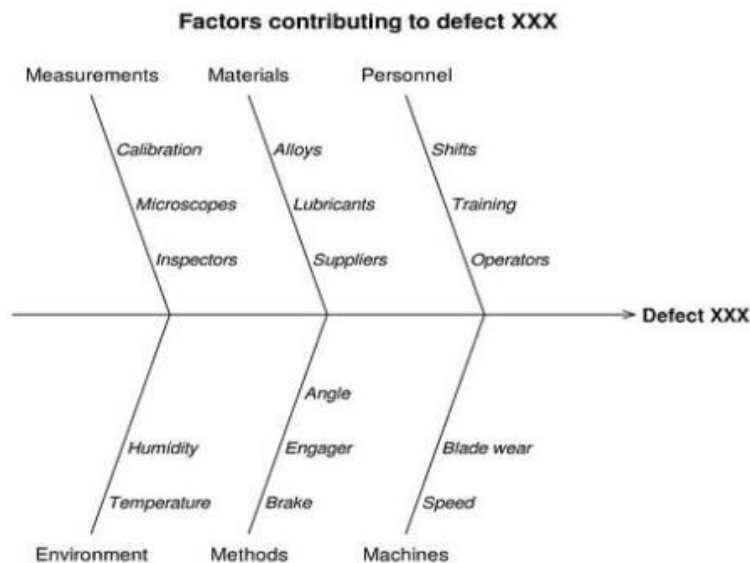


Figure 1 Fishbone structure

Source (McDonald, 2017)

METHODOLOGIES

In this concept the need will be considered in the procedure for regulations, rules, and policies of the organisation of which the issue of poor performance has arisen in the organisation (Funke et al., 2018).

MACHINERY

There must be proper technological advancement that acts as the bonus for the employees as new technologies play a major role in employees work performance with

the help of proper technology in the organisation employees can perform effectively (Heidari and Shahbazi, 2016).

MATERIALS

Ensure that proper resources and materials are offered to the employees for performing effectively or many times due to lack of proper materials can also cause poor work performance.

MEASUREMENT

Timely evaluation of the work process and evaluation of the work quality must be done to check the work performance of the employees in the organisation (Funke et al., 2018).

ENVIRONMENT

The aspects of the environment are related with the external as well as internal operations it is also related with the effectiveness of the workplace environment and the environment of business (Khoiriyah and Husamah, 2018).

Training should be given to the employees to improve their performance. Different actions should be in place, so the organisation does not lack as the required track that makes sure of long-term development of the organisation (Graesser et al., 2018).

Problem can occur from difficulty in blending many different personalities in a cohesive and unified team. It is an enormous barrier as the personality of individuals widely varies, their views, diversity of their backgrounds and the experiences which can cause a big problem for the team. It generates an exclusive set of potential problems as well as an opportunity (Özgenel, 2018).

Managing and leading the organisation is a difficult problem which needs the exclusive mix of skills. The leaders on the other hand, must use their strengths as this problem

increases the gaps in performance and enhances the behavioural skill (Heidari and Shahbazi, 2016).

ALTERNATIVE SOLUTIONS TO THE PROBLEM

BRAINSTORMING

Brainstorming is the group creativity technique which efforts are made to analyse the conclusion for poor performance of the employees by collecting list of different ideas which are contributed by individuals. Brainstorming is the part of design thinking which will play a major role in solving problems such as poor performance because this solution can be spread in each direction. With the help of brainstorming a vast number of approaches can be used to solve the issue of poor performance. Everyone in the organisation must have a clear definition for the target issue which is collected for the session of brainstorming. Effective involvement of the participants can enhance the pool of performance and it can also develop the work performance of the employees (McDonald, 2017).

Brainstorming may have a lack in constraint, but it works as per its eight rules which is setting a time limit which depends on the problem's complexities. During this process management and employees must refrain from judgment as no one in the organisation must be negative regarding the work performance. The individuals of the organisation must focus on the quality of work rather than quantity of work to enhance their work performance, also evolution of email and collaborating different methods make working effectively in different organisations (Funke et al., 2018).

USING A DECISION-MAKING TECHNIQUE TO EVALUATE A RANGE OF SOLUTIONS TO IDENTIFY THE MOST APPROPRIATE OPTION

Brainstorming, Swot analyst, Fishbone structure are the decision making technique which are being used to identify the best solution.

ANALYTICAL HIERARCHY PROCESS

This method of decision-making is used to mitigate any bias or the instincts that go into the decision. It is the personal viewpoint that is the nature of an individual and in some conducts; it is a remarkable method that results in a fast decision based on individual subsisted knowledge. Nevertheless, it is uncommon for the problem of business that includes the non-symbolic method. Work performance usually needs a decision-making method to be identifiable and should also be objective. This approach was developed by Thomas Saaty, as it combines different criteria of decision-making method with proper comparison and analysis of the problem (Khoiriyah and Husamah, 2018).

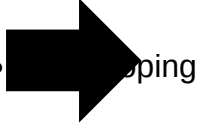
Analytical hierarchy process is usually used to forecast on the accepting to work effectively. Also, this method is used to refine the services and work performance in the given time with the help of the trial and error method (Funke et al., 2018).

DEVELOPING A PLAN FOR IMPLEMENTING THE SOLUTION

PHASE 1 **ANALYSING** **PROBLEMS**

- Analysing the issue caused in the organisation.
- Analysing the causes of the problem.
- Analysing the protective aspects of the problems (Funke et al., 2018).

PHASE 2 **PLANNING**

- Analysing the solution to the problem.
-  possible solutions to resolve the problems.
- Fixing the goal and period for solution implementation (Thabet et al., 2017).

PHASE 3 **IMPLEMENTATION**

- Start to implement the solution.
- Promote the solution and  individuals to implement the solution (Özgenel, 2018).
- Monitor if the solution is correctly implemented.
- Monitoring the working after implementation and observing the benefits.

COMMUNICATE THE PLAN TO STAKEHOLDERS

Communicating the plan to stakeholders usually develops the data and findings in the plan of management. There must be a list of main stakeholders that require to receive the frequency, detail and proper communication regarding the issue of poor performance of employees in the organisation. This may involve different stakeholders such as customers, community activist, vendors, employees and manufacturers. Communicating the plan with stakeholders helps in resolving the issues and maintaining the communication with all kind of stakeholders make sure the smooth work with better employee relation. To communicate and analyse the stakeholders of the organisation must break out in different groups and review the stakeholders by brainstorming according to the work and involve the communication of plan with the stakeholders (Graesser et al., 2018).

Everyone in the organisation must have a clear definition for the target issue which is collected for the session of brainstorming. Rationale for the training and confronting the stakeholders by explaining the reasons that are causing the issues (Khoiriyah and Husamah, 2018).

ASSESS APPROPRIATE MONITORING AND REVIEW TECHNIQUES TO ENSURE SUCCESSFUL IMPLEMENTATION OF THE SOLUTION

The final step in the process of planning is to supervise and evaluate the development of the same method as it is significant to monitor whether the development of the solution is going on the right track. The committee of management must use the reports to review the progress towards meeting the strategic objectives and aims of improving the work performance. However, it should make sure that whoever works is maintaining the suitable records because of which it can be assessed. It will include at the implementation stage of resolving the solution by actuality the clear systems and structures are needed. The factors to identify and designate that are the performance

and indicators. Before completing the plan which is monitored and reviewed the committee of management to receive the review progress (McDonald, 2017).

Must make sure that actions are consistent with the vision, mission and values. The external and internal modifications that requires the adjustment strategy or disturb the capability to accomplish the targets (Heidari and Shahbazi, 2016).

CONCLUSION

Thus, it is concluded that this individual report, is emphasized on defining the complex problems of poor performance at workplace and also their impact. Identification of the information on the problems that help to inform the process of decision-making procedure. Also, the range of alternative solutions to the problem is identified. A method of decision making is also identified to analyse the solution range so that the appropriate option can be selected. Also, the plan is developed and communicated to the stakeholders to assess suitable supervision of the method to make sure the successful implementation for a solution that is done.

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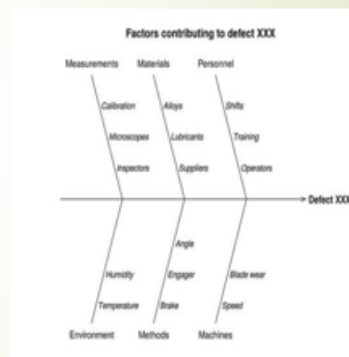
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APPENDIX

CAUSE AND EFFECT ANALYSIS OF WORKPLACE ISSUES

The preliminary action in a cause and effect analysis use is classifying the problem of curiosity that includes fishbone structure. In which the organisation requisite to effectively designate the issues in relation of its nature and size.



PESTEL ANALYSIS

