



Problem solving and decision making

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Decision making proses

Page	Overview
3	Introduction
4	Fishbone analysis
5	Pest analysis
6	Swot analysis
7	Alternative decision and select best one
8	Implement the decision and Monitor progress (Conclusion)
9	References

Introduction

In UK, 36% of workers say they are dissatisfied with their jobs, (Glover, 2022).

This presentation will explore the issue of flexible working schedule that McDonald's faces in relation to an employees need.

Problem

Work – Friday over night

University – Saturday morning

Requested for Friday day off or time off from midnight.

Denied by store manager and scheduled to work forcefully.

Staff – unhappy

- want day off

- or time off

- or want transfer to another store

Fishbone Analysis

Is a cause and effect analysis method. Identifying possible cause for a problem and effect, (Asq.org, 2022)

<u>Cause</u>	
<u>Workers</u> Not getting time or day off Tired from no rest Lateness Not available staffs Stressed from university	<u>Request</u> Employees request not excepted Forced to work Cant take time or day off Not allowing staff to transfer to another store
<u>Low quality products</u> Unmotivated and tired staffs Poor maintenance Bad quality Less staffs Less customers Less sales and less profit	<u>Customers</u> Receive bad quality products and service Unhappy customers and won` t come back Less sales and less profit
(Asq.org, 2022)	<u>Effect</u> Upset employee causing business issues

Pest Analysis

Pest is a problem solving and decision making method, (PEST Analysis, 2011).

Political

The government has set rules and regulations for the entitlements and safety of employees. If the employee is not approved to take time off, they can refer this to HR. This can create legal difficulties for the company in which can ruin the reputation, (PEST Analysis, 2011).

Economic

If the employer denied the employee request, employee will work unwillingly to help the business in generating more income. If the employer granted request, there will be fewer employees to serve customers, leading to longer wait time and risk to losing customers and sales. Less profit, (PEST Analysis, 2011).

Sociological

If the employee is denied their request, the culture of the business can change. Other staff will see the company is forceful and harsh. This information can travel externally and effect the company's reputation, (PEST Analysis, 2011).

Technological

If the employee is granted their request, there will be one less person to work. Position may not be replaceable by a machine. Tasks needed to operate manually. If replacement is not found, workload for others will increase, (PEST Analysis, 2011).

Swot Analysis

Is a frameworks used to analyse and to develop a plan, (Mindtools.com, 2021)

Strength

Happy worker.
Less tired from work and University.
More productive.
Better quality products and service.
Happy customers.
More sales and more profit.

Weakness

Risk of being understaffed.
Stressed staffs, from work overload.
Might produced lower quality products.
Service quality will drop.
Unhappy customers.
Less sales and less profit.

Opportunities

Head office can find cover workers from other branches.

Hire new staff and train for the role.

(Investopedia, 2022)

Threats

There wont be any workers willing to cover the shift for the missing worker.

Hiring new staffs and training will cost.

Because of low staff and bad products, sales and profit will drop. Company will cut the labour cost to bring a balance which is bad for people, economy and government.

Alternative decision and select best one

Alternative decision

Allow to take day off
Allow to take time off
Transfer staff to another store
Denied request

Select best solution

Allow to take time off from midnight

Conclusion

Implement the decision

Communicate with business manager and ask for reschedule.

As a company, McDonald's Restaurant Ltd has a mission to provide flexible schedule to all staff, (Mcdonalds.com, 2022).

Monitor progress

Follow up email every month until university finish.

Conduct a employee survey on level of satisfaction every 3 months

Monitor the performance of staffs by visiting the store often.

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