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PROBLEM SOLVING AND DECISION MAKING

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1. Introduction

Abuse is said to be the improper usage or treatment of a thing or person, mostly in order to improperly or unfairly gain benefit (Merriam-Webster, Incorporated. 2013). Abuse exists in several forms, which include; emotional abuse, assault, physical or verbal maltreatment, injury, rape, violation, negligence, crimes, unjust practices, as well as other types of aggression. To this definition, Kantians' notion of wrongness of using another human as a means to an end rather than the ends themselves can be added (McCluskey et al. 2000).

The focus of this work will be mainly on emotional abuse, which is defined as a form of interpersonal violence that comprises all sorts of non-physical distress and violence caused by verbal and non-verbal actions. In emotional abuse, those with the least resources and power are often the victims, and their abusers threaten, intimidate, verbally assault, insults, intimidate, harass and have control over them. It is never a matter of whether the abuse is overt or subtle; victims of emotional abuse often feel hurt, angry, worthless, and at the same time, powerless and afraid (Sharon W 2015).

This research will focus on the different problems faced by employees and service users while operating in the context of abuse. Along with the scope of abuse and its impact on the health sector. This research will also highlight several tools that will be used to identify the significant reasons for abuse at the workplace, decision making and problem-solving will also be incorporated to get all the solution to this problem of abuse in the workplace.

2. Defining Complex Problems

Scope

The issue needs the utmost focus and intervention as it will help the business authority of the company to mitigate the discrepancies with proper implementation of practical measures. Moreover, it can be stated that identifying the issues the company's business can progress in future purpose (Roch et al. 2019). Thus, it can be considered that this complex problem needs proper investigation as the investigation will help to derive appropriate scope in the future.

Impact

While understanding the implications of the issues, it can be stated that after making a proper investigation of the problem, it is necessary to identify the effect of the problem upon the situation. The health and social care organization and different social care organizations take initiatives to provide immediate care to the employees who have been abused emotionally. The increasing emotional abuse and psychological issues among the staff have enough impact and negative aspects of the financial and commercial growth of the company

Give An Example

For example, an employee and staff facing emotional abuse and lack of satisfaction might develop less interest in the work. They would not contribute their 100% commitment to the growth and development of the work environment.

The investigation into the several causes of abuse (emotional abuse) in the workplace will help put employers on the right track as to how to take care of their employees or staff to stop violence and bring the best out of them.

3. Literature About Your Defined Problem

Workplace/ occupational violence and harassment has gained research and substantial public attention in past years. The emphasis had been centralized on more extreme forms of physical abuse, including homicide and, to a lesser degree, racial, sexual, and emotional harassment in the workplace. Nonetheless, current surveys of workplaces propose that there is another form of violence that is more common, has the same effects as the aforementioned physical violence, yet happens to be more socially acceptable. This form of abuse is emotional abuse, which is hostile verbal and non-verbal behavior from people around the work environment. A list of ways where this form of abuse can be demonstrated include; use of derogatory names, negative rumors, yelling or screaming, outbursts of anger, ridiculing, silent treatment, aggressive eye contact, and withholding valuable information.

Workplace violence is a worldwide concern, especially violence in the health sector as health workers and service users are at high risk of being the targeted victims (Reda and Entisar 2013). In the health sector, the lists of workplaces include long term care facilities, primary care sites, educational institutions, client homes, and hospitals. Workplace violence is a constrained model that refers precisely to incidences involving direct physical assaults, which encompasses swearing, harassment, and threatening behaviors that give employees reasons to feel vulnerable and unsafe (Glomb and Liao 2003). Abuse to health care providers can result in chronic aches, exhaustion, continuous headaches, stress, loss of self-confidence and physical health, self-dissatisfaction, alcohol consumption, disappointment, and hostility to patients who should be treated with care. If not handled immediately and with care can result in suicide (Shoghi et al. 2008). Abuse to health care service users can result in depression and withdrawal, agitation and frustration, loss of interest and enthusiasm, feeling of hopelessness, low self-esteem, etc. In conclusion, experiencing violence has a disapproving effect on job satisfaction and general performance (Reda 2013).

4. Sharing your experiences

From my experiences at the workplace I would love to say that emotional abuse is common to two parties and if any of these abuses are not critically solved can lead to a lot of damage to the workplace as well as loss to the establishment at large. One is abuse to the health care provider, and the other is to the service users.

While working sometime in January, I wanted to assist a service user, and she started shouting at me, swearing, and then hits me on my arm. She was told to stop, but she continued with name-calling due to color differences. Then this action was reported to the nurse, and I documented it. She was spoken to, and after a short while, she did apologize but I was already asked to stay away from her to avoid more damage to my emotions.

While watching from a distance, I noticed a service user moving around a lot, and she was at the risks of slipping/ falling off. Then a care worker kept holding her back and shouted at her and denied her access to others and the activities going on around her even when she wanted to be a part of it all. Once this act was noticed, the health care provider was cautioned and was asked to rather help the lady walk around and not to abuse or scream at her.

5. Decision Making And Decision-Making Tools And Techniques

Swot

A SWOT analysis estimates the internal strengths and weaknesses, as well as the external opportunities and threats in an organizational environment. The study done internally is used to identify competitive advantages, capabilities, core competencies, resources, etc. inherent I employees of the organization and the organization itself. While the external evaluation is made to sort out/ identify threats and market opportunities by looking out

for competitors' resources, the general environment, and the location of the establishment. The sole objective of a SWOT analysis is to apply the knowledge a company has about its external and internal environment to build strategies that would improve its business (Tanya and David 2015).

SWOT Framework is one of the most useful frameworks that help to understand the different strengths and weaknesses of the company. Different strengths and weaknesses of the company have been identified. Among those, global expansion has become one of the biggest strengths of the company. Lack of employment benefits and lack of collaboration among the employees have become one of the most significant weaknesses and business threats of the company.

Strength	Weakness
• Cooperative employees • Preventive Measures • Stakeholders	• Rigid Management • Poor working condition • Ineffective Leadership
Opportunity	Threat
• Global Expansion • Various source of rising fund	• Various type of abuse in the work environment

Table 1: SWOT Analysis

Pestel

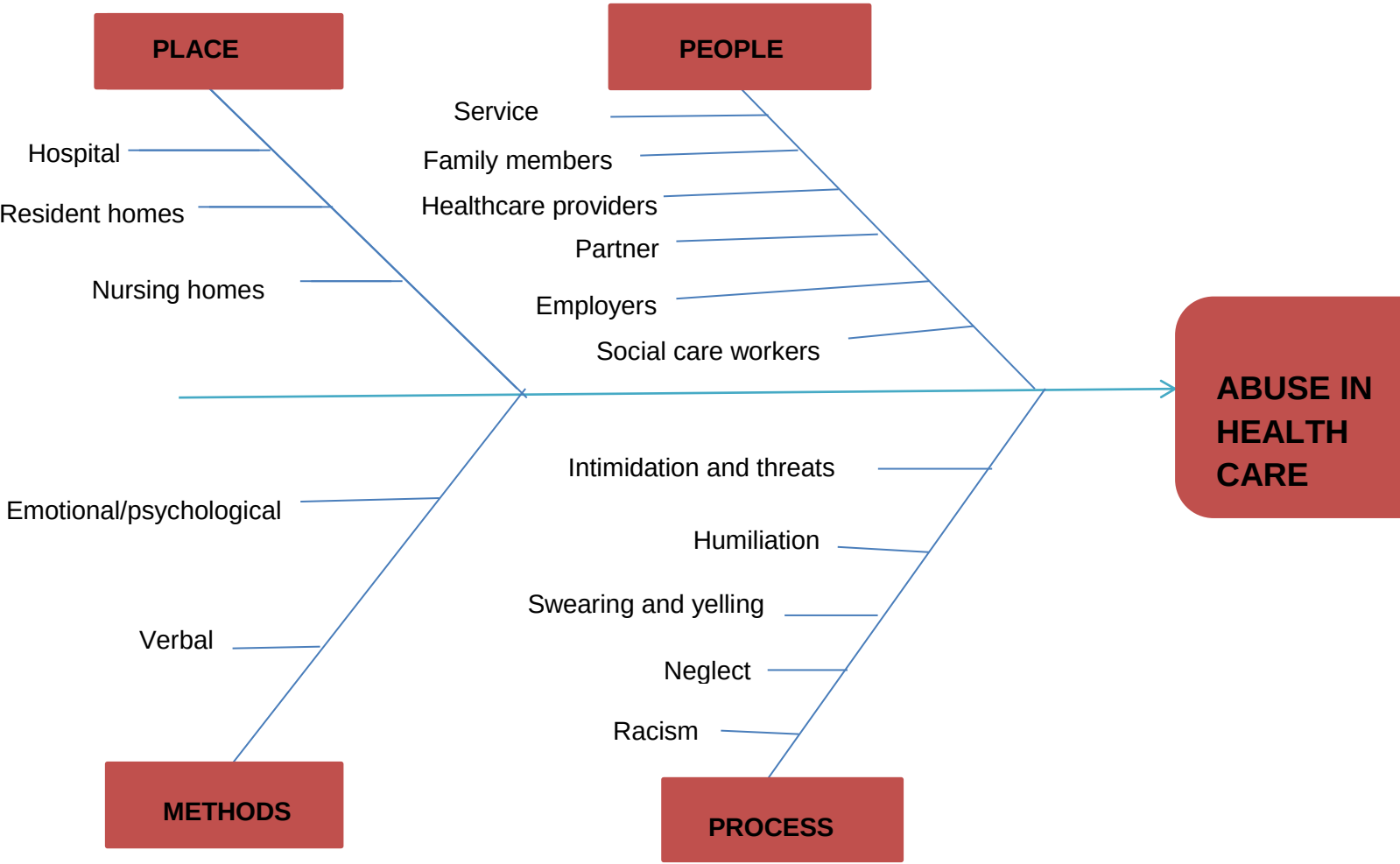
PESTEL, which is known as Political, Economic, Socio-cultural, Technological, Environment, and Legal analysis, need an incorporated methodology to analyze. It is a universal decision-making tool. Pestel analysis primarily provides a comprehensive plan/idea about the macro-environmental conditions and situation of a company. The pestel analysis concept can be used to determine the depth/ extent to which the macro environment of a company offers favorable conditions to achieve the goals of the company (Ratko et al. 2011).

Pestle evaluation has two primary functions for any company. The first function is that it facilitates the identification of the environment with which the company functions. The second general function is the fact that it makes available data and information which can be used to predict circumstances and situations that the company might meet/face in the nearest future. Therefore, pestel analysis can be said to be a preconditioned analysis, which should be applied in calculated management (Dinçer,2004).

6. Identifying Problems By Using Fishbone Analysis

Fishbone Analysis

Fishbone diagram is a casual cause-and-effect diagram with graphical techniques that shows the numerous causes of a particular theory or occurrence. In clear terms, the fishbone diagram which is a typical representation of fish skeleton is a unique tool which can be utilized for the analyses of causes and effect to identify a complicated relationship of causes of a giving problem. This can be a whole theoretical structure to symbolize and examine the sources of innovations (Mario 2017). It can be used as a format for brainstorming, and it provides an organized way of viewing effects and causes that builds a negative influence on a process or event. (Shaikh 2013).



7. Proposing Solutions

Solution 1 My first solution will be to implement laws against any form of emotional harassment or abuse to both the service users and the health care provider.

Solution 2 will be to set a laid down penalty for any health care provider who will, in any way, abuse or harasses a service user and, on the other hand, give a brief orientation to health care workers on how to deal with difficult patients.

After concluding with my solutions, I will have to:

Analyze The Stakeholders

The primary stakeholders of the workplace (health care sector) need to be identified before communicating the solution with them (Sprigg et al. 2019). The major stakeholders in the healthcare system include the patients or service users, healthcare providers and physicians, employers/managers, insurance companies, pharmaceutical firms, and the government must be our target regarding the proposed solution.

Communicate With Stakeholders

After getting the solution, it is vital to propose it. Introducing a solution to the stakeholders plays a very crucial role; it is necessary to deliver the results with the stakeholders to make them concerned regarding the effects.

The stakeholders can be communicated with by scheduling conference calls, sending out newsletters, scheduling a meeting, lunch meetings, online meetings on social media platforms, and by giving a summary report (Jordev 2016).

8. Evaluate Solutions

In order to stop abuse in the workplace. Proper resources such as laws related to employee abuse and preventive measures need to be determined. Another thing that can be stated in this context is evaluation. After proposing the solution, the solution needs to be evaluated to some considerable extent. Without evaluation, whether or not the existing resources and the current protocols of the facility is going to support the solution can never be determined.

9. Implementing Solution

After making a proper evaluation, it is indispensable to implement the solution. During the implementation of the solution, it is necessary to understand the individual needs and requirements of the employees and service users (Kluemper et al. 2019). The proper objectives of the solution, along with appropriate time within which the entire problem is going to be solved must be determined beforehand.

10. Communication Plan For Your Solution

After deriving the solution and proposing it before the stakeholders, it is necessary to communicate the solution with the employees and service users. This is because the employees need to agree or disagree with the effectiveness of the scheduled solution.

Moreover, communication is very much useful as it will help to determine to what extent the solution offered can help solve the underlying problem(abuse at the workplace).

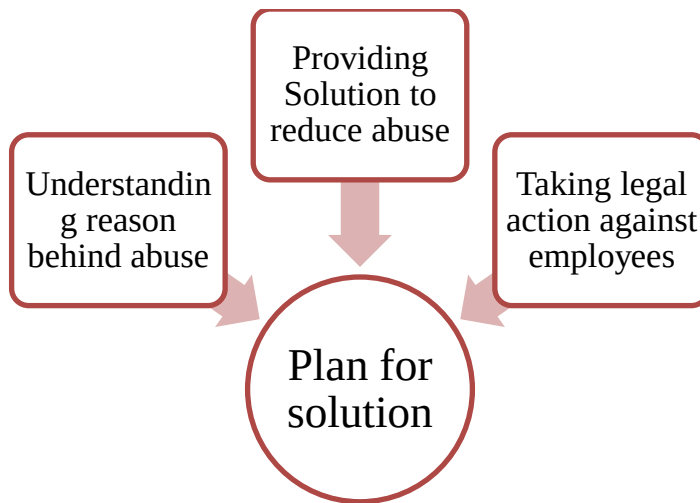


Figure: Communication Plan for Solution
(Source: self-created)

11. Review And Monitoring

By reviewing, one can tell if the programmed solution is functional and practical or not. Evaluation and tracking are very much essential to determine the solution. It is necessary to monitor abusive nature and its sources, and it is also essential to understand in which way it is taking place in an organization.

It is necessary to incorporate regular review and monitoring of the individual behavior of the employees and service users. By monitoring their behavior and nature, it can be understood whether they can reach the expected goal or not. Whether the authority is following the set objectives and set goals or not can also be easily understood with the help of this reviewing and monitoring section.

12. Conclusion

From the course of this work, it can be deduced that abuse (taking into consideration emotional abuse) can result in loss of self-confidence and isolation, amongst other dangerous outcomes. Employees face the problem of violence on a daily bases, and this drastically reduces their effectiveness in health care. Also, service users experience this problem, and it makes it hard for them to respond to individual treatment.

From the above discussion, it has been identified that by giving self-appreciation and training facilities, employees can be able to realize their significance within the organization and learn how to work with the service users. And it can also be deduced from this study that the authority needs proper intervention to enhance the mental and psychological well-being of both their employers and their clients (service users).

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APPENDIX

Introduction

- Abuse is said to be the improper usage or treatment of a thing or person, mostly in order to improperly or unfairly gain benefit (Merriam-Webster, Incorporated. 2013).
- Abuse exists in several forms, which include; emotional abuse, assault, physical or verbal maltreatment, injury, rape, violation, negligence, crimes, unjust practices, as well as other types of aggression.

Introduction cont...

- The focus of this work will be mainly on emotional abuse, which is defined as a form of interpersonal violence that comprises.
- This research will focus on the different problems faced by employees while operating in the context of abuse. Along with the scope of abuse and its impact on the health sector.
- This research will also highlight several tools that will be used to identify the significant reasons for abuse at workplace, decision making and problem-solving will also be incorporated to get all the solution to this problem of abuse in the workplace.

Literature about your defined problem

- Susan Marais-Steinman, the founder of "The Foundation for the Study of Work Trauma" refers to workplace abuse as general situations- where a person is exposed to negative behaviour from another employee, as well as persistent and prolonged pressure which can damage the individual health, safety, dignity, happiness or work performances.
- In the health sector, the lists of workplaces include long term care facilities, primary care sites, educational institutions, client home and hospitals.

Literature review cont

- There are several consequences of abuse on health care providers. This includes chronic aches, exhaustion, continuous headaches, stress, loss of self-confidence and physical health, self-dissatisfaction, alcohol consumption, disappointment, and hostility to patients who should be treated with care.
- If not handled immediately and with care can result in suicide (Shoghi et al. 2008). In conclusion, experiencing violence has a disapproving effect on job satisfaction, and general performance (Reda 2013)

Decision making and Decision-making tools and techniques

➤ SWOT Analysis

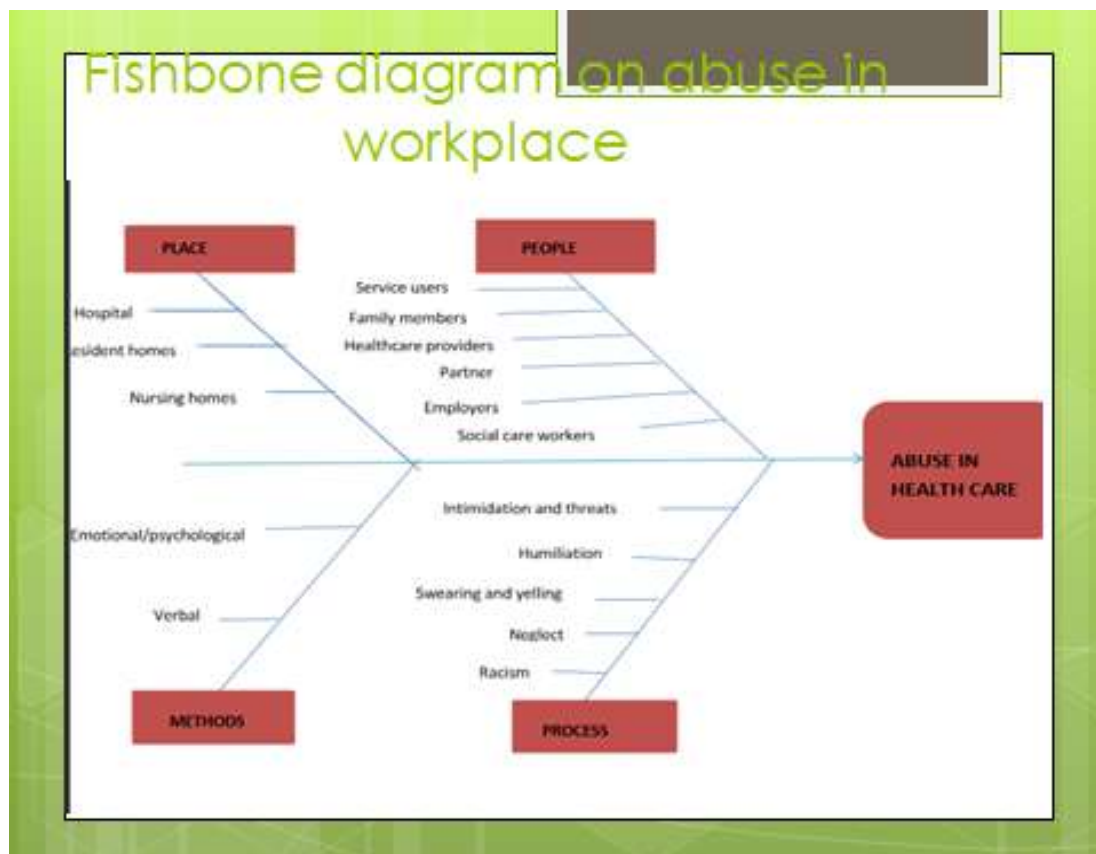
- A SWOT analysis estimates the internal strengths and weaknesses, as well as the external opportunities and threats in an organizational environment.
- The study done internally is used to identify competitive advantages, capabilities, core competencies, resources etc. inherent in employees of the organization and the organization itself.
- While the external evaluation is made to sort out/ identify threats and market opportunities by looking out for competitors' resources, the general environment, and the location of the establishment.

PESTEL analysis

- PESTEL, which is known as Political, Economic, Socio-cultural, Technological, Environment and Legal analysis, need an incorporated methodology to analyze.
- It is a universal decision-making tool. Pestel analysis primarily provides a comprehensive plan/ idea about the macro-environmental conditions and situation of a company.
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Identifying problems by using fishbone analysis

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- It can be used as a format for brainstorming, and it provides an organized way of viewing effects and causes that builds a negative influence on a process or event. (Shaikh 2013).



Proposing solutions

Communicate With Stakeholders

- After getting the solution, it is vital to propose it.
- Introducing a solution to the stakeholders play a very crucial role; it is necessary to deliver the results with the stakeholders to make them concerned regarding the effects.

Analyze The Stakeholders

- The primary stakeholders of the workplace need to be identified before communicating the solution with them (Sprigg et al. 2019).
- It can be stated that the primary stakeholder such as the customers, employees' suppliers and investors must be our target regarding the proposed solution.
- The employees must be provided with self-appreciation and individual appreciation in order to make them dedicated to your work

Evaluate solutions

- After proposing the shelf solution, it is necessary to evaluate it. It can be noted that during the implementation or application of a solution it is needed to understand the appropriateness of it.
- In order to stop abuse in the workplace. Proper resources such as laws related to employee abuse and preventive measures need to be determined.
- Without evaluation of whether or not the existing resources and the current business protocol of the company is going to support, the solution can never be determined.

Implementing solution

- During the implementation of the solution, it is necessary to understand the individual needs and requirements of the employees (Kluemper et al. 2019).
- The proper objectives of the solution, along with appropriate time within which the entire problem is going to be solved must be determined beforehand.
- After making proper evaluation, it is indispensable to implement the solution within the business.
- While implementing, it is essential to bring appropriate collaboration among the subordinates. Different objectives must be set to direct the entire business system according to those objectives.

Communication plan for your solution

- After deriving the solution and proposing it before the stakeholders, it is necessary to communicate the solution with the employees.
- This is because the employees need to agree or disagree with the effectiveness of the scheduled solution.
- Moreover, communication is very much useful as it will help to determine to what extent the solution offered can help solve the underlying problem(abuse at the workplace).
- During the implementation of any solution with the help of communication, what employees need can be adequately understood. It can be easily tracked and identified with the help of integrated communication.

Review and monitoring

- By reviewing, one can tell if the programmed solution is functional and practical or not.
- Evaluation and tracking both are very much essential to determine the solution.
- It is necessary to monitor abusive nature and its sources, and it is also essential to understand in which way it is taking place in an organization.
- Whether the authority is following the set objectives and set goals or not can also be easily understood with the help of this reviewing and monitoring section.

Conclusion

- From the course of this work, it can be deduced that abuse (taking into consideration emotional abuse) can result in loss of self-confidence and isolation, amongst other dangerous outcomes. In this situation the most fundamental solution that can be applied is self-appreciation.
- From the above discussion, it has been identified that by giving self-appreciation and training facilities, employees can be able to realize their significance within the organization.
- And it can also be deduced from this study that the authority needs proper intervention to give special appreciation to the employees to enhance their mental condition and psychological well-being that might help them in developing the mental state and improve their efficiency.

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