

University of Wales Trinity Saint David

**PROBLEM-SOLVING AND DECISION MAKING
(BMSW4004)**

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INTRODUCTION

Motivation is important factors that help in motivating and influencing employees to give their best so that company can attain its objective. Job satisfaction is another important component of workplace as employees that are highly satisfied and motivated are ready to make best use of their existing knowledge, skill and potential for benefit of company. This report has discussed crucial information pertaining to complex problem present in workplace and their impact on company and employees. Furthermore it has included a plan which specifies the strategies that could be used to implement the identified alternative solution to overcome the workplace problem in best possible manner. So, overall it explained problem, its alternative solution and effective monitoring techniques that could be used for better implementation of plan and attainment of goals.

Complex problem in the workplace and its scope and impact

In recent scenario, there are various organisation that are facing problem related to low motivation and job satisfaction in workplace that has resulted in high employees turnover rates and created barriers in effective operation of business. The company are unable to motivate or influence employees to work hard so that it can retained competitive advantages in external environment for longer time frame. Moreover, the employees are facing problem related to job satisfaction level as they are not provided with much friendly environment and over burden with their work that has lead in high chance of absenteeism and turnover in the company (Asghar and Oino, 2017). The both two problem have wide scope as well as impact on company as well as employees that are working for growth and development of firm. Therefore, various impact as well as scope of both the problem that is job satisfaction and motivation can be illustrated as follows:

Lower involvement as well as commitment: The first and foremost impact of low motivation and job satisfaction is that it resulted in lower commitment as well as involvement of employees in activities of company. Employees does not happily take part in various process of company and are not committed to perform their respective roles and responsibilities that lead in growth and development of firm.

Lower productivity and performance: Another impact of low job satisfaction and motivation is that it leads in lower productivity and performance of each individual that is working in the organisation. Due to low motivation level they are not ready to make optimum use of their skills and capabilities that resulted in ineffective performance and create hindrance in achievement of end objectives (Russell, 2017).

High chance of absentees and employees turnover: Low motivation and satisfaction also lead in high chance of employee's turnover and absentees in the firm as they are not happy and satisfied to work for growth and development of firm. Thus company is not able to retained highly talented employees that can help company in achievement of its goals.

Analysis of information related to low motivation and job satisfaction for better decision making

From the secondary research, it has been identified that low motivation among employees has rose to 29% as compared to previous year that is 18%. Employees are low motivated due to fewer opportunities provided for career development and growth thus it does not influence them to grow. There are some of the individuals that have specified that organisation are unable to rewards and recognised the efforts of employees which further dis-motivate them to work for company. Thus they does not have good work life balance as they are overburden with their work that is given more and more task then what they actually can perform (Wnuk, 2017). In addition to this there are many companies that does not have friendly and supportive working environment that resulted in creating problem for manager to coordinate employees to work as team. Employees due to less supportive environment are not satisfied, motivated thereby leave the organization in limited time frame. For example: Tesco is one of the organisation that have high employment turnover as individuals are not rewarded as well as provided healthy workplace whether all have equal opportunities to grow and succeed. Therefore, all such information are useful for understanding and taking appropriate decision related to the way problem can be easily resolved in the workplace (Akaarir and Asarkaya, 2021). So, that employees have better place to work and enjoy their life thereby contribute in effective operation of business and achievement of goals.

Alternative solution for problem

From the above analysis and information, it can be interpreted that the main problem related to workplace is low motivation and satisfaction which is due to lack of career development opportunities, over burden of work, ineffective supportive environment and reward and recognition of employees. Therefore, the alternative solution for various problems that are discussed above can be stated as follows:

- 1) The first and foremost solution for the above complex problem related to workplace is that manager needs to organise various career development program. So that employees can develop their existing skills and capabilities as well as learn new method to complete specific task and activities (Kucharska and Bedford, 2019).

- 2) The second alternative solution is that manager needs to focus on providing supportive and friendly environment to employees so that they can easily complete their task in best possible manner. Manager of company should ensure that employees are properly guided the way particular task will be completed for job satisfaction and motivation
- 3) Thirdly it can be stated that the manager by rewarding and recognising employees for their hard work and dedication is able to enhance motivation as well as job satisfaction level. Like Email, social media and financial incentive are some of the method that could be used by manager to motivate employees and reduce complex problem related to working place (Dhamija, Gupta and Bag, 2019).

Use of decision making technique for selection of most appropriate option

The mind mapping and brainstorming decision making techniques is used in order to decide appropriate strategies or one solution from alternative options that could be used to resolve the complex problem pertaining to workplace. By mapping all the above solution, it has been identified that manager by organising career development program can able to resolve low job satisfaction and motivation level to maximum extend (Pratminingsih Suciati and Wulandari, 2021). As career development helps in motivating highly talented employees to work for company as they know it will lead in their future growth and development.

Development of plan related to solution

In order to implement the solution of career development related to complex problem of working place a plan has been drawn which explained the strategies, action that will be used by manager to make better workplace in order to motivate employees. Therefore plan related to career development solution can be illustrated as follows:

Desired outcome: The desired outcome of the solution or implementation of career development program by companies in their workplace is to reduce the low job satisfaction and motivation level. So, the objective is to enhance motivation and job satisfaction of individuals so that they are highly committed towards their respective roles and responsibilities for organisation benefits (Fatmasari, Al and Wulida, 2018).

Implementation of roles and responsibilities: Secondly, the managers have decided as well as delegate and communicate roles and responsibilities that need to be performed by each individual. Thus, it has reduced the chance of confusion and contradiction related to task and activities need to be performed related to resolving problem and lead in achievement of end goals.

Setting priority: The manager has set priority to provide equal opportunities to all individuals to attend career development program so that they are highly influence, motivated and satisfied to work for growth and development of company. Secondly it has set priority to clear communicate and share information to employees about necessary change that company wants to bring in order to reduce low motivation and job satisfaction level to maximum extend (Russell, 2017). Thirdly the manager has set priority related to checking or ensuring that the plan is effective implemented and goals are achieved.

Budget

<u>EXPENSE</u>	<u>AMOUNT</u>
Research	2000
Development of career plan	3000
Electricity bill	1000
Other expenses	1000
TOTAL	7000

Implementation plan schedule: All activities or steps that need to be performed related to organising a career development plan in company are effective schedule. Thus, it contribute in understanding that in particular time frame a specific activities need to be completed so that end outcome can be achieved. Likewise, first planning of resources, budget and other things that will required to develop career program, secondly organising and integrating the resources so that career program can be successful developed (Asghar and Oino, 2017). Moreover, monitoring and controlling activity is schedule in which manager will ensure that career development program has been effectively organised.

Monitoring and controlling: This is the last stage of implementation plan of solution in which the manager will monitor whether the plan has been implemented as desired or not. Thus, it helps in finding errors or mistake thereby corrective action that can contribute in resolving problem in best manner.

Communication of plan to stakeholder

Stakeholders are the crucial and main part of the organization which always be aware about the steps and plan of the company. After implementing the solution of low motivation and job satisfaction in the business the next step the company must adopt is either conducting a schedule meeting with the stakeholders to communicate that plan and solutions. For company the best way to communicate the plan with the stakeholders is PowerPoint presentation in the room. It is because such an action help in avoiding any unnecessary misinterpretation issue. And communicating the plans with the stakeholders indicates that the

company are really concerned about the outcome of such solutions (Jong and Brataas, 2021). It also helps the company because effective communication with the stakeholders regarding the plan and decision improve business operation to the large extent. If the company can communicate their plans and budgets for the implementation of that plans with the stakeholders than their may be chance that the company will receive better options in less cost. Expertise stakeholders are the one that always favour in the growth of the company. And if the company discuss that the timeline is met and budgets are cared than then it decreases conflicts between company and stakeholders.

Appropriate monitoring and reviewing technique used for successful implementation of solution

After the communication of the plan with the stakeholders the most important step the company must adopt is monitoring technique. This help the company in ensuring that whether the respective solution is perfectly fit for the employees of the company or not. Whether the solution is helping the employees in increasing their satisfaction level or not. For this, the company can monitor the work performance of the each and every employee and in case if the employee's performance is getting better day by day (Na and Baek, 2018). Then it means that company's solution implementation is on the track and providing positive outcome to the company as well as employees. The company can measure the outcome of the plan by measuring it with the key success indicator. If the employees are happier than previously, if their daily targets are completed on time without compromising with the quality of the work than implementation of solution is best for the company. But in case if that are not happening in the premises than the company have to make changes in their plan and solutions. And for this the company have to personally talk with each employee regarding their issues and which solutions are going to satisfy them. This helps the company in increasing their overall business performance.

CONCLUSION

The report concludes that in most of the organization low motivation and job satisfaction is the complex issue that affects the performance of the business in the large extent. The report also concludes the information regarding the low motivation and job satisfaction which help the company in making the decision about what to do next. The report also concludes the alternative solutions of this issue including the training and development.

The report also concludes the plan of implementing the solutions including communication with stakeholders. The report also states the monitoring techniques for measuring the success of implemented solutions.

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