

**MODULE NAME:PROBLEM SOLVING AND DECISION
MAKING**

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Executive Summary

Decision making and problem solving skills are mostly important in the emergency situations. The organization should have the capability of taking a decision when the employee productivity is at danger. The detailed analysis of the processes involved in problem resolution and decision making has been given in details in this particular report. This report will signify the importance of some decision making approaches and problem solving techniques.

Table of Contents

Task 2

Introduction

Definition, scope and impact of problems

Information needed to make a decision and solving a problem

Technique of decision making

Development of plan for solution implementation

Alternative solutions

Monitoring and reviewing techniques along with communication of plan to the stakeholders

Conclusion

References

Task 2

Introduction

In an organisation, there are several problems regarding the workplace or the task of the employees. Proper problem solving techniques need to be introduced along with decision-making processes to get rid of those issues in the workplace. The work based problems can be in the form of work politics or disinterested employees in the workplace. The problem solving techniques and decision-making processes to give solutions to these problems will be analysed in this particular report.

Definition, scope and impact of problems

The work politics is a kind of problem in a workplace of catastrophic category. It can diminish the work productivity of the employees. Eradicating this problem can reduce the stress of the work atmosphere. It will impact the good performance of the honest employees. The employees who are trying to work very hard for the company honesty and with good productivity will be forced to get involved in unnecessary revolt. It can be said that the revolts are generally for sudden hike in salary or bonuses. The impact of this problem in the workforce can hamper the concentration of workers from the work field (Iuga and Rosca, 2017). Disinterested employees can be the main problem for getting profits by the organisation.

In order to make a decision firstly there is a need for identifying a decision, which needs to be made. It covers the following factors:

- Newest opportunities or in hand problems.
- The need for solving the problem.
- Impact of the solution on a business firm.
- Criticality and urgency associated with a decision.

If the problem is misidentified or if it has been recognised as broad then it can result in poor decision making. Identification of the problem at its core is very important. Defining the nature

of decisions and particular problems will help an individual in making an appropriate decision in a suitable time period. After recognising the problem, definition regarding the problems nature must be given. The problem in this context is work politics, which is hampering the mental stability of the employees in a particular work field. The inflexibility in work hours is making the employees mentally exhausted, which is lowering their work productivity.

Information needed to make a decision and solving a problem

It is needed to proceed with the approach of solving a problem thinking about an alternative solution based on the criteria of a decision. It will be helpful for enhancing the decision value.

Some criteria of prominent decisions involves:

- Financial advantages
- Costs
- Quantity
- People required
- Required physical sources
- Proper time scale
- Reliability

The problem associated with the motivation of the employees can be eradicated through giving them proper rewards according to their performance. It will make them more engaged towards their work in the particular organisation. It is very beneficial for the organisation to provide training opportunities for the new employees. It will attract new talents and they will be motivated for achieving their self-development goals. The employees must have to be dedicated in their work and should remove the habit of wanting unnecessary hike in salary despite giving normal performance (Jarrahi, 2018). The work politics arises due to miscommunication and the tendency of some workers to get more money instead of a suitable salary. The managers of the administrative board need to make a decision to conduct open meetings for making the employees understand about the values of achieving a goal in the organisation. The salary system and the rewards based on performance needs to be conveyed to the employees.

Technique of decision making

The multiple criteria decision analysis can be used as the technique of decision making in this particular context of work politics and this interest among the employees. This manner of decision-making mainly allows the particular business to assess and proceed with evaluating different options against a group of business criteria that has been defined (Herath *et al.*, 2017). Examples of the criteria may be quality level, high returns, employee satisfaction, customer satisfaction or cost.

This method is like the analysis of cost benefit except its limitation is not up to the cost. Many decisions are being made regularly, often intuitively although, some components are being weighed for different criteria. When an organisation tries to provide authentic products to the customers to get good feedback with minimum errors then, it tries to make their employees mentally stable. The resources and cost of investment done for recruiting new employees are giving equipment to the Employees that needs to be considered. The decision needs to be made about recruiting new employees and buying resources by keeping in mind customer value and satisfaction.

Development of plan for solution implementation

The cost analysis needs to be made for conducting several departments of monitoring and reviewing to eradicate the work politics among the organisational atmosphere (Aithal and Kumar, 2016). It is important for an organisation to create a particular plan for the implementation of a solution. It is necessary to make the employees aware of the fact that a necessary reverse and hikes in salaries makes delay in a particular project. It results in the rise of investment regarding a particular project. The solutions can be implemented to a proper plan. Firstly, the resources needed for resolving the problem needs to be identified along with the Investments. The employees need to be equipped with proper tools to proceed productively in a particular task. It can be stated that the decision making and problem solving techniques of the organisation requires to cover the areas of conducting open meetings and providing important information via mail to the employees. Planning done for the implementation of a solution needs to cover the areas of rewarding the employees based on performance.

A department of performance management needs to be appointed to give deserved recognition to the Employees (Nelson and Squires, 2017). It will help in giving solutions to the problem of this

interest among the employees to do good work of Greater productivity. It can be said that the organisation needs to invest some amount of money to give mental stability to the Employees like allowances and insurance policies. The insurance policies made for an employee can help them to achieve mental stability as any accident occurring during a project will be tackled by the company itself. This type of investment can be fruitful to solve different problems including work politics and disinterested employees. Firstly, one to one interaction is required for the employees with the management board. The management board will find it suitable to assess their issues and know their strengths and weaknesses. Employees will feel more interested towards the work if the work is suitable to their skills. The one-to-one interaction will help the manager board to gather information about the suitability of the employees (Shrestha *et al.*, 2019). In this way, the employees can be recruited into an appropriate department. It will also help in enhancing the quality of work. The decisions need to be taken by the managerial Board of a business firm who follows the above plan in a constructive way. Conduction within the board of directors and managers to tackle the employees can be a good solution. The brainstorming sessions within the manager or directors board will help in diversification of ideas involving the providing of opportunities and mental stability to the workers.

Alternative solutions

Open allocation of work to the employees can eradicate the possibility of the other employees becoming suspicious about the biasness. The work should be allocated openly in group discussion sessions or open meetings. The reason for giving a work to a particular employee should be given in order to remove any kind of conflicts within the group, which will result in work politics (Graesser *et al.*, 2018). It can be said that the leaders should take the responsibility of the decisions taken in a team. The leaders are solely responsible for conveying the idea of the employees to the managerial board. After this the idea needs to be tested and if it is seen to be working then it will be applied in practical fields. The reason for rejecting and accepting an idea request to be expressed to the Employees. In this way the work politics will be removed from the workplace and the employees whose idea has been rejected will work hard and make modifications for the future. Hiring employees rapidly and frequently can lead to confusion in a workplace. Being honest about the culture of the organisation towards the employees can be appropriate for recruiting a perfect employee for that particular organisation. The interaction

events should be conducted to encourage friendships within the workplace. Encouraging smaller cheaper and voluntary outings of the workplace to some games are museums can be good for refreshment and interaction within a particular team.

One of the most common issues in the organisation nowadays is creating an equal policy for various types of employees (Docktor *et al.*, 2016). This type of discrepancies in the policies can create political issues within the workplace. It will result in feelings and complaints involving favouritism and fairness. It can be recommended that an Organisation should challenge the reason behind this kind of inconsistent policies and reduction in disturbances if the business venture requires permission. They are often harming then doing anything good. The leaders should be provided with better team management skills and communication skills in order to resolve any type of conflict within the workplace. Soft skills training and coaching of skills can be impactful interventions for helping to address this kind of issue (Casalino *et al.*, 2020). Human resource managers can become an important resource for providing help to intermediate and resolving the ongoing tensions within employee's supervisors and co-workers. Finally it can be said that some rules are applied to HR managers and leaders. Most necessarily, it is important to model the behaviours expected in a workplace. Spreading awareness about behaving in a workplace by the organisation is important along with the effort of employees for pursuing it.

Monitoring and reviewing techniques along with communication of plan to the stakeholders

For ensuring monitoring and evaluation it is important to consider the needs of Information. And Organisation will therefore, have the requirement of identifying primary external and internal stakeholders. It also has to make a decision on the manner in which analysis finding's design and implementation can be involved. The plan of solving a problem and decision making needs to be communicated to the stakeholders through some conferences or live streaming of the meetings conducted within the managerial board are within the manager and the employees. It can be said that it is important to monitor the issues of the employees through survey analysis. Questions about the organisation and projects should be asked in email to the Employees. Their response will decide the sustainability of the projects running in the organisation. Evaluation of those information will be done in a stepwise process.

Firstly, the resources needed should be addressed and after that the leadership problem need to be assessed. The issues like work politics and this interest among the employees needs to be addressed after the above two stages. It is necessary for trying to capture an intended changes and understand the reasons behind change and interpret those changes. Open ended questions need to be asked including the question about the manner of changes happening and their value to the people. It can yield both the data of quantitative and qualitative category. Before the initiation of a project the organisation has the requirement of collecting information about a particular situation.

Conclusion

Therefore, it can be concluded that the decision-making processes need to be set by the organisation before the planning of a project. Solving the problems such as work politics and disinterested among the employees can be eradicated through proper conduction of open meetings and diversification of ideas. It can be stated that the projects needs to be assessed stepwise approach and open allocation of work needs to be done for removing the possibility of getting any kind of politics within the workplace. It is to be noted that there approaches like training that can be helpful to give mental stability to the Employees and avoid politics.

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