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## PROBLEM SOLVING AND DECISION MAKING (BMSW4004)



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# 1. INTRODTION

In this assignment there will be a problem in the work area create for me, and it will be a problem that will show an dissatisfaction with the company and it can be a common problem in any type of work that many people can have few hours contracted, but actually they do more hours however in the payslip it this is shown as overtime, and in the contract you only see the contracted hours.

The intention to see a problem in the work area is be able to put into practice our learned skills, in the following way. First put into practice how analyse a problem, after it to know how to find some solutions, after it to propose more than one solution, after have after having several solutions see what solution is better, then do develop a plan for implementing the solution, communicate a plan to stakeholders, and finally review techniques to make sure that the solution is successful.

## 2. DEFINE THE PROBLEM

### 2.1 What is the problem?

Diana is twenty-eight years old and is from Spain. When she was eighteen years old, she came to England to start her career as a nurse. She came to England to make her dreams a reality as a nurse and able to speak English fluently.

When she was twenty-three years old when she finally finished her career and one year after she found a job in a hospital, in the emergency area. When she started with the company she was hired only for the weekends and at the same time she had another job Monday to Friday to get enough money for her needs.

Three years ago, the company give her three days more, so for her, it was a beneficiary thing because she can quit the other job and stay only with the emergency one. After all, for her it was very tiring to be with both jobs at the same time. However, when she started, they did not change her contract, so she assumed they were going to change it later, and I was not going to have a problem.

### 2.2 Scope and Impact the problem

After seeing what problem Diana has in her workplace, we can see that it has a lot the impact negatives, speaking individually or to other employees in the same situation as Diana.

For having a few hours of the contract, Diana could not enjoy more than nine days of holidays. In other words, if she takes a few days of vacation, the company only pays her the days that she has contracted, therefore if she takes a few days of vacation, that month will be affected in her payment, so she will earn less money than normal.

Other consequences that this situation can have is when applying for a loan, when requesting a loan of a large amount, what is usually requested apart of other things is the contract, when the company sees that the person has few hours of contract although in his or her payslip it says that he or she earns a minimum of money admitted, this can lead to distrust when giving a loan and can be denied.

If Diana wanted to take an apartment to go live alone, **she could not take a flat or house for herself**, talking about having a rented house or buy one, because housing companies pay attention to how

many hours fixed contract you have contracted no matter what of what you earn and how many money you have in the bank.

**Another extremely important negative impact** that this situation will have in the future is when we talk **about retirement**, although in this case Diana is still very young and there are many years for this and be able to have the retirement payment, she should consider it since now. This means that even though she spent many hours, only those that she has contracted would be considered in this case.

Also, we can see the problem not is only for the employees, we can also see that the company can have very bad consequences for doing this type of thing with their employees. The company may be taking advantage of this situation and making benefits for not hiring the hours that are given to employees, but that does not mean that they cannot have negative impacts.

The first consequence may be **dissatisfaction** on the part **of the employees**, when the employees who have no possibility of being able to increase the hours of their contract, they come a moment of frustration because they begin to see in the future the consequences of having few hours of work, so they begin to see that they do not have any fruit in their workplace. So, we can be seeing that employees begin to have the **low performance at work**, and we can also see people in extreme cases who may even decide to quit their job, when it happens is when we see the problems for the company began.

The company begin to have **employees less effective**, workers start having more work for the same pay, so when it comes to serving customers, they must wait longer to be served, so we begin to see a new consequence that would be **dissatisfied customers** because for the long waits. So, then the company has a reduction in their earnings.

### 3. ANALYSE

Doing a general analysis to find out how common and how deep is the problem, I looked for information and I found that this situation in the UK is common,

There were **8.59 million part-time** workers in the United Kingdom in 2019, Since 1992 there has been a net increase of 2.59 million part-time workers, but the most worrying thing about all this is that there are 893 thousand people who have **zero-hour contract** in 2019. *Number of part-time workers in the United Kingdom from 1992 to 2019 (Statista, 2020).*

The **zero-hour contract** is a type of contract where an employer is not obliged to provide any minimum working hours. Working a zero-hour contract means you are out on benefits that full time or permanent employees get as standard, like a pension and redundancy rights.

Doing a personal analysis in Diana's work area we can analyse that this not is a personal problem, this happens to the majority of nurses with low rank, there are very few who can enjoy full time and it is because they have already been too many years.

I can investigate that it is a way in which the company can pay fewer vacation days to the employees, so they end up benefiting from this situation.

## 4. ALTERNITVE SOLUTIONS TO THE PROBLEM

We know that the **objective** of all this is that Diana can **have a full-time contract** where the opportunities will be opened more dependent of the situation. Then for this, there may be several solutions that each one has a positive and negative parts.

The **first solution** but that takes more time and patient fixes the problem inside the company, that is to say, look for several ways so that Diana can solve her problem with her current company without having to look for other jobs or leave it.

The **second solution** but maybe not the best is Diana working in the hospital only the hours that she has contracted and looking for another job in which she can complete the contract that she would like.

In the latter case if any of these options are suitable for Diana or it is not successful, in extreme cases Diana should leave her job and look for another one related to nursing and from the beginning, she should be able to start with a minimum of 30 hours.

## 5. DECISION MAKING TECHNIQUE

### First Solution

#### STRENGTHS

- Keep the same job.
- She would not have to look for another job.
- she would continue working full time related to her profession.
- Keep her comfort zone.

- Keep doing the job that she loves
- Can have a better position with length of time worked.

#### WEAKNESSES

- This solution can take a lot time.
- The solution is not totally safe

- It can take a long time in vain losing the other options if the problem it is not solved.

#### OPPORTUNITIES

#### THEREATS

## Second solution

### STRENGTHS

- She would have the hours of the contract that she wanted.
- She would have new experience without leaving the other job.

### WEAKNESSES

- It will take a long time to do new interviews.
- She would be more tired, and her performance would be less.
- She will not have much time because she would have different schedules.

- Meet new friends.
- Have new experiences without leaving the other job

### OPPORTUNITIES

- There is a big risk and it is that she ends up running out of the two jobs because she could be very tired.

### THEREATS

## Third Solution

### STRENGTHS

- She will leave out of her comfort zone feeling better.

### WEAKNESSES

- It will take a long time to do new interviews.
- She would have to leave my current job to look for another.
- Leave her comfort zone and just not feeling comfortable.

- New opportunity to undertake.
- Chances of having a better job.

- She would take the risk with finding a job related to your profession.
- Stay out of work for a long time.

### OPPORTUNITIES

### THEREATS

## 5.1 Most appropriate

As I already have several solutions, after this step I must do a decision-making technique where I can compare the solutions and see which one is the best for Diana. The decision-making technique I decide to use is **SWOT** analysis where I can compare the strengths, weaknesses, opportunities, and threats of each possible solution.

After having done this in the previous point, I can see the advantages and disadvantages that each one can have and how serious the disadvantages can be. First, highlight that each one has its good and bad things, but it is important to put all the attention on the disadvantages because a bad decision can worsen your current state and the purpose is the opposite.

The solution to only work two days in the hospital and have another job I think not is a good idea and after analysing it I think it may be the worst solution of the three because she can end up very tired and stressed and that would create another problem.

So, I could see that the solution of Diana having to quit her job is an extreme decision, but it is still a decision, but it takes a lot of risks.

**The best decision** that I have analysed is to try to find the solution only with the company without making another decision outside the company.

## 6. MAKE THE PLAN

Always after being clear about the best decision be clear about the best decision it is necessary to the plan.

The **first thing** that Diana must do is write a formal email to her manager where she writes how is her situation, why she feels dissatisfaction and her requests. If she does not get any response after a week's answer that involves solving the problem, the **next thing** is to write to her company's human resources when she explains the same situation. However, if she continues with the same problem and still does not have the solution that she wants after two weeks, the next step is ask for help from a labour union, that would put pressure on the company and teach you her rights, for this that will be given a time of 3 months.

## 8. EVALUATION

So, finally, the evaluation is to see if the solution has really been an effective solution and for this it will take almost four months if the solution has not been successful is dependent on Diana if she wants to continue with the company or if she sees another in others job.

## REFERENCES

Statista (2020) Number of part-time workers in the United Kingdom from 1992 to 2019. Available at: <https://www.statista.com/statistics/621607/total-number-of-persons-employed-part-time-in-the-uk/> (Accessed: 9<sup>th</sup> August 2020)