

Harassment in Workplace

Problem Solving and Decision Making

BMSW4004-LON

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Introduction:

Harassment in an organisation generally a form of discrimination that creates a conflicting atmosphere within the organisational culture; due to which, some of the organisational employees suffered by getting ignorance by the leadership and management team of an organisation. Within an organisational culture, harassment could be various like sexual harassment, assault, intimidation, offensive activities, ridicule, etc. which are prominent to hamper the job practices of the other employees and stakeholders of an organisation. Due to the effectiveness of the harassment, many organisations have lost their potential base of the employee (Cortina and Areguin, 2020). Therefore, to prominently deal with these activities, the government has launched the act like the Civil Rights Act of 1964, and the other federal legislation. In this aspect, the study of this report will provide a brief knowledge about the harassment issues and its impacts within the organisational culture. Also, this study will provide the implementation of various tools and techniques and plan to effectively manage the issues that significantly hamper the organisational culture.

Definition of the complex problem with the impact and scope:

The complex problem is very difficult to define; because of, the people will have various opinions or viewpoints regarding the cause, nature, and extent of the problem. Generally, the complexity in problem fundamentally arises due to the social factors with some of the technological factors. Whereas, the social and the community of the employees make different needs within the mind of the employees; due to which, the employees who belong to different culture and community required different kinds of demand from the organisation. In this way, the organisations sometimes unable to meet with the distinctive needs of the different cultural employees (Eielts *et al.*, 2020). Moreover, the governmental factors also included within the formation of the complexity within the organisational culture. Also, on the other hand, the organisational rivalries in the competitive market prominently drive the formation the complexity within the organisational culture. The misconducting manner of the organisational policy and the government rule and regulation can be able to form a significant complexity within the organisational culture. In this way, with the formation of the complexity within the organisational culture, the organisations face numerous problems with the issues of stakeholder's needs (Jones and Thoma, 2019). Moreover, most of the employees within a multinational organisation, significantly suffer due to the cross-cultural issues in the workplace environment.

Thus, the complexity within the organisational culture makes a significant confliction that effectively hampers the employee engagement process. In a few cases, some the organisational employees face with the sexual harassment or prey by ridicule, intimidation, etc. through which, they extensively suffer within the workplace. Therefore, the employees have obliged to resign their jobs to get relief from these kinds of organisational harassments. In this way, due to the loss of the employees an organisation get down in its business in the market (Eielts *et al.*, 2020). Moreover, due to the formation of the complexity by the competitive market and the government, an organisation significantly obliged to get down within its organisational progress. In this aspect, the organisations must be more concern about to reduce this kind of harassment from their organisational culture to holds and potent consumer base during its organisational business operation.

Analysis of the complex problem:

The types of issues that potentially impact on the communities or in the workplace are often multifaceted, hard and confusing to define, are known as a complex problem. Within the process of the forming the complex issues within the organisational culture, the factors of governmental, global, social, etc. prominently included, which are efficient to potentially drive the issues to hamper the organisational business. Additionally, during the rise of these issues; the organisations face numerous problems like losing employees, deficiency in the entire management system, etc. Due to which, the organisations get significant hindrances within their business operation (Graesser *et al.*, 2018). Therefore, to mitigate these potential complex problems to fetch the development within the organisational culture, most of the organisations have started to implement and utilise different kinds of approaches. These approaches are identification and understanding of the fundamental problems, analysis of the issues, implementation of the plan, and the verification of the outcome. By applying these approaches for solving the potentially complex issues, the organisations would be able to engage a potent base of stakeholders through mitigating the issues.

At first, the organisations arrange the meetings with its organisational stakeholders to efficiently form a team that will concern to identify the potential cause associated with the making of complex issues. After, the arrangement of the meeting, and the formation of the team, the organisations need to prepare an effective and appropriate plan to ensure the mitigation of the complex problems that potentially hamper the organisational progress (Rosas *et al.*, 2018). After, preparing the plan, the organisations need to prominently

implement it within the organisational culture to effectively deal with the weak condition of the workplace environment. In this way, by efficiently adopting these simple approaches, the organisations will be able to effectively analyse and reduce the complex issues from the organisational culture.

The utilisation of the decision making tools and techniques to identify the solution

PESTLE Analysis:

Factors	Description
Political Factor	To operate a business in both the domestic and international market the political support is the significant aspect, due to which, the organisations can hold the fluency within their business operation (Gheibi <i>et al.</i> , 2018). Also, the efficient support of the political leaders helps to mitigate the complex issues within the organisation.
Economic Factor	The presence of a potential economic base in the market is fundamental to effectively deal with organisational financial issues. In case, the organisations get the financial crisis in their organisational environment; then, the existence potential base of economic support like financial banks and the other financial service providers helps to efficiently mitigate the issues that associated with the organisational culture (Christodoulou and Cullinane, 2019).
Social Factor	In the case of a multinational organisation, organisations always hold the employees of different culture and community. Due to the get the workers of different cultures the organisations could be able to effectively enter in the new international market by efficiently adopting the culture of the international platform (Shtal <i>et al.</i> , 2018). This potentially helps to deal with the complex problem that arrives due to the social factors like the distinctive needs of different cultural people.

Technological Factor	Technology is the most significant thing to develop the business of an organisation. Therefore, by fetching the advance technological innovation within the business management system of an organisation, the organisation will be able to prominently reduce the effectiveness of the complex problem that significantly associated with the deficiency in technological implementation (Christodoulou and Cullinane, 2019). In this aspect, most of the multinational organisation has put its focus to open their business in those markets, where they can get effective technological support within their business operation.
Legal Factor	To mitigate the complex problem like sexual harassment, assault, intimidation, ridicule, offensive activities, etc. the governments have launched different act and legal procedures like Civil Right Act of 1964, Human Right Act, Age Discrimination in Employment Act of 1967, Disabilities Act of 1990 in America, etc. These act and legal procedures crucially help to mitigate the different kinds of harassment within the organisational culture.
Environmental Factor	In some cases, the organisations potentially hamper the ecosystem of a place by polluting the water, air, etc. during the process of manufacturing. In this way, the government has provided the restrictions to reduce pollution during the practices of production (Gheibi <i>et al.</i> , 2018). Henceforth, the organisations have started to appropriately follow the governmental rules and regulations. Through which, the companies will be able to mitigate the effectiveness of the complex issues that they face during the organisational operation.

Table 1: PESTLE Analysis

SWOT Analysis:

Strength	Weakness
Nowadays, the organisations have started to implement and utilise various corporate rules	In some cases, few organisations are still facing the challenges and risks due to their

and regulations by implementing the corporate government rules (Gheibi <i>et al.</i> , 2018). In this way, the organisation provides significant support to its organisational employees during their job practices.	poor management system against the protection of different kinds of harassment within the organisational culture. Due to which, the organisation potentially facing with the decrement of employee engagement rate.
Opportunity	Threat
In this aspect, to enhance the rate of the employee engagement, the organisations have started to prominently pursue the human rights act, and the other acts and legislation to retain the organisational employees to efficiently enhance the organisational business performance in both the domestic and international market.	However, in some cases, it is seen that some of the organisation take the persuasion of governmental laws and legislations regarding the mitigation of workplace harassment ease (Gheibi <i>et al.</i> , 2018). In this case, the organisations would be faced with numerous threats during its organisational business operation by getting the reduction within the organisational employee engagement process.

Fishbone Analysis:

Harassment, losing of employees, discrimination, confliction, business interruption and poor profitability drives to form the complex problem within the organisational business (see the appendix 2, below). Therefore, to potentially deal with this problem, the organisations have to implement and utilise different kinds of strategic approaches that efficiently helps the organisations to meet with their needs. Ridicule, intimidation, assault, poor amount of wages, high cost of a product, poor management system significantly create the discrimination and confliction within the organisational culture (Hutagaol, 2019). In this aspect, the organisations must be more concern about the adoption of the most effective and appropriate solution. Thus, the organisations can efficiently overcome this situation of loss of employees, business interruption.

The suggestion of the proposed solution:

The utilisation of the tool of PESTLE analysis (A), the organisations could be able to get the sufficient knowledge about the external factors like political, economic, social, technological, environmental and legal factors that helps to drive the business in a competitive market by identifying the key issues and the techniques of its mitigation. During the analysis of the organisational external factors, an organisation can get the sufficient information about the political support potentially of the economic base in the country, social support, availability of the technological innovation and invention, and the other environmental and legal factors that helps to reduce the harassment in the organisational culture. In this way, through getting effective knowledge, the organisations will be able to effectively solve all the issues that they could get within their international business (Shtal *et al.*, 2018). On the other hand, the Fishbone analysis (B) also prominently helps to identify the problems and their specific attributes. This helps the organisation to adopt the appropriate solution to mitigate the complex issues that arrived during the organisational business operation. In this aspect, the solution of PESTLE analysis (A) is far better than the Fishbone analysis (B). Because, through utilising the tools of PESTLE analysis, the organisation efficiently would be able to identify the core problems and its mitigation techniques to potentially operate the business.

Analysis of the implementation plan of solution:

There are various steps that help to implement the plan of the solution to vigorously solve the complex problems within the organisational culture. Most of the organisation must be a concern to pursue the process of implementation of the solution.

- I. Research and Discovery:** In the phase of research and discovery, the organisations must be aware of the prediction of the effectiveness of the solution. In this way, due to discovering the effectiveness of the plan, the organisations have to form a team for researching all the factors regarding the solution of the complex problems of the organisations (Rijbroek, Strating and Huijsman, 2017).
- II. Mapping out of the Assumptions and Risks:** After researching about the effectiveness of the solution through interviewing the organisational stakeholders, the organisations would be able to map out the basic assumptions and the risks that significantly associated with the reason of complex problem (Forss, 2016).
- III. Assignment of the Responsibility:** After mapping out the assumptions and the risks, the organisations must be assigned the responsibilities to the specific member of the

team. Through which, the members can effectively perform their jobs to implement the solution plan for mitigating the complex problem that hampers the organisational progress during their operation (Rijbroek, Strating and Huijsman, 2017).

IV. Determination of the Activities: After effective allocation of the responsibilities, the leaders of the organisation have to be more concern about to put the focus on the determination of the activities. Due to which, the organisation can efficiently monitor the progression within the process of implementation of the solution plan (Forss, 2016).

Communication plan of the solution:

The existence of an effective communication system is most significant to transfer all the information between the stakeholders. Moreover, in the case of the multinational organisations, the communication system plays a crucial role to potentially connect the remote stakeholders with the organisation. In some cases, when an organisation get some emergency condition, then the organisation and its employees utilise the digital process of email to huddle and to arrange a face to face meetings. However, during the queries of any consumers regarding the products and services of the organisation, the medium of face to face meetings is appropriate for communicating and mitigating the problem of the consumers (Pelka, 2019). On the other hand, managers are also significant to engage for organisational development; therefore, the presence of effective communication system is mandatory, through which, the organisation can communicate with the manager within an emergent situation. Also, the suppliers and the third party IT organisation are potential for organisational developments and to engage them, the organisations must be implementing and utilising the potential medium for communication to provide efficient response to them.

Stakeholders	Communication Medium					Timeframe (immediate/weekly /monthly)
	F2F	Telephone	Huddle	Letter	Email	
Employees	✓		✓		✓	Immediate
Consumers	✓	✓			✓	Immediate and Weekly
Managers	✓				✓	Immediate

Suppliers	✓			✓	✓	Immediate and Weekly
Third-Party IT Organisation		✓		✓	✓	Weekly or Monthly

Communication Plan

Evaluation of the monitoring and review techniques

Within the entire management system of an organisation, the managers and the leadership team play the most significant role, and only on their monitoring and reviewing techniques, the organisational developments are depended. Therefore, the leaders and the management team must be more concern towards the management system. The effective reviewing and monitoring of communication system help to get all the information about the organisational activities (Sinde, Kaijage and Njau, 2019). Through which, the leadership and the management team can prominently identify the lacking, due to which, they can take potent actions on accomplishing the lacking to mitigate the complex problem of the organisation.

Conclusion

Throughout the evaluation of the entire study, it is concluded that behind the reason of the formation of a complex problem, the sexual harassment, assault, ridicule, intimidation, offensive activities, poor amount of wages, high cost of products, poor management system, etc. potentially hamper the organisational culture during its business operation. Moreover, the external factors of an organisation affect significantly to the organisational culture. Therefore, to efficiently mitigate the complex problems, the organisations must develop and implement various strategic approaches like effective communication, potential monitoring and reviewing techniques, etc. Due to which, the organisations will be able to fluently operate its business in the market.

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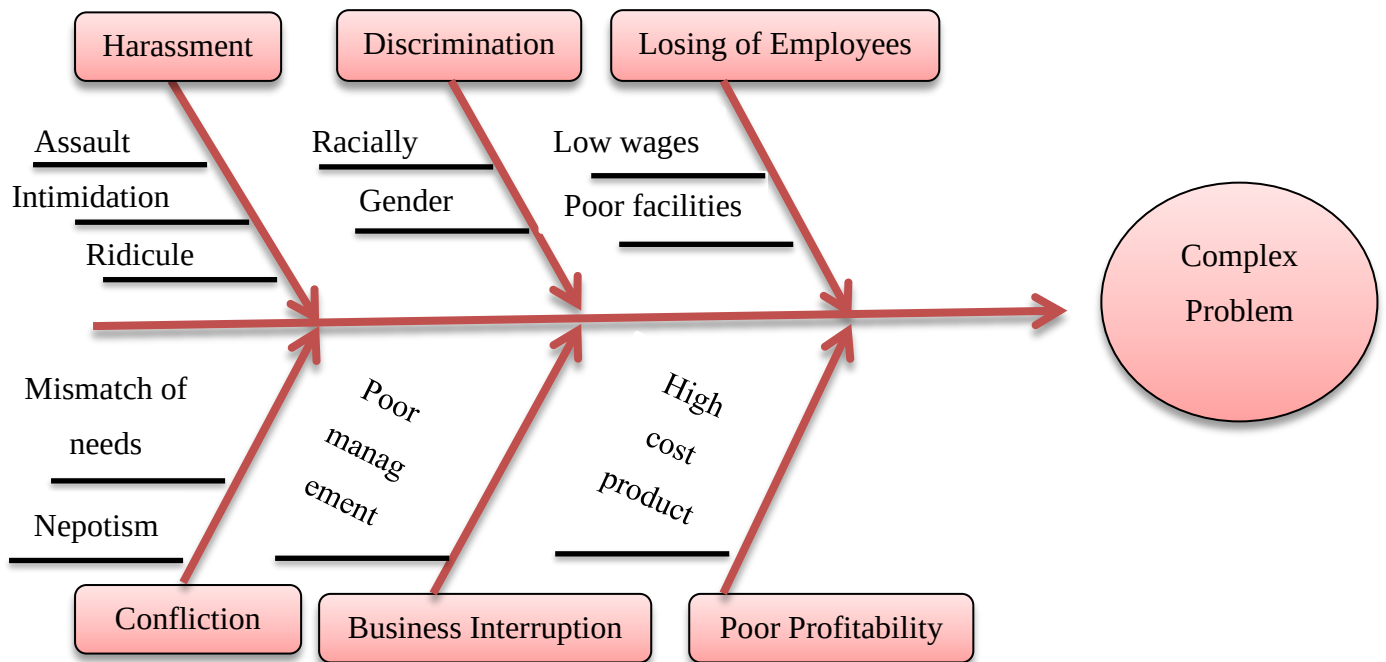
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Appendix



PESTLE Analysis

(Source: Gheibi *et al.*, 2018)



Fishbone Analysis Diagram

Stakeholders	Communication Medium					Timeframe (immediate/weekly /monthly)
	F2F	Telephone	Huddle	Letter	Email	
Employees	✓		✓		✓	Immediate
Consumers	✓	✓			✓	Immediate and Weekly
Managers	✓				✓	Immediate
Suppliers	✓			✓	✓	Immediate and Weekly
Third Party IT Organisation		✓		✓	✓	Weekly or Monthly

Communication Plan