

PROBLEM SOLVING AND DECISION MAKING

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Problem Solving and Decision Making

Introduction

This task covers the discussion on work based problem at cleaning company. Here; the company taken is **Cleaning services of UK**; the problem identified is low wage rate to cleaners; working for this company. The mindset of not getting equal wage rate based on effort done by workers builds the feeling of job satisfaction. In this report; impact and solutions of present work based problem has been explained.

Scope of problem

Low pay continues to be an element of work across Europe, with around one in seven EU representatives rated as low-paid, but the explanations move quickly. Furthermore, speculation has become increasingly late as the wonder of the "workers". This forthcoming EIRO study provides guidance on low-wage industry and occupational poverty in the EU and Norway, reveals the various interpretations used and analyzes the elements leading to low compensation. At that stage he is posing the question in his modern relational context, examining the work of minimum wage cadres, established by law or full understanding, and the organization of workers address quality, affecting the level of low compensation.

Recently, there has been a growing debate across Europe on the issues of "low paid workers" and those who are "at work". European labor markets have undergone radical changes and changes since the early 1980s, a period during which the circulation of wages was considered largely inconsistent. This is seen by some observers because of: the weakening of workers' power under the pressure of unemployment; change of institution; and changes in the arrangement of the working power. This widening of income imbalances raises concerns about the life ramifications of workers at the lower end of the wage differential, with the rate of development of the least paid workers low

to hurt the ability to keep up with expectations that aren't that bad for everyday comfort. The answer from some areas is to require development of good compensation systems, such as "wage plans" or something similar.

Impact

The impact of low pay on unemployment is questionable, the structure of the labor market is important. For example, if the job posting is monopsony, the statutory minimum wage cannot cause unemployment. The effect of the minimum wage allowed by the law on wage differences is significant. For example, talented employees just above the statutory minimum wage may feel they deserve more. Like these lines, an increase in the minimum wage allowed by law can encourage an increase in compensation for all levels of compensation. Be that as it may, an increase in the statutory minimum wage will affect wage inequalities in general. Direct confirmation from the UK suggests that a moderate increase in the statutory minimum wage will not cause a decline in the industry. In this way, the main study is how the statutory minimum wage can rise before it can work.

Hence, in this case; the mindset of cleaners is they are getting low wage rate compared to other jobs. As cleaning is not an easy task for everyone and considered as vulnerable post by society; so if wage rate is consistently low then it could raise the situation of job dissatisfaction and impact the cleaning industry in higher staff turnover.

Information on identified problem

The development of the corporate cleaning sector since the 1970s has been driven by a greater redistribution of indoor and outdoor cleaning facilities to dedicated suppliers, as associations from all sectors of the economy seek to reduce costs reduce and focus on center exercises. Area development was not linked to improving working conditions. Contrary to what you might expect, working conditions appear to have deteriorated or deteriorated, with some observatory records acknowledging issues of misuse of weak staff gatherings, for example, original workers and female travelers with limited

educational skills for research very little maintenance or work all day. Employee groups are very close to the department, so the measures to raise pay are weak. In addition, job demands and careers are usually driven by strict (and usually expanding) goals. Let's start by highlighting the highs of the body cleansing sector in Germany, Spain and the UK.

Low wages are associated with increased stress, low confidence, and a more specific tendency to engage in unhealthy habits like smoking. The effects of low-wage well-being become an infinite curve, where unexpected vulnerabilities hinder employment and wage development. On the other hand, higher wages and better health offer employees a unique opportunity to receive advancement, guidance and preparation and, therefore, the ability to gain greater flexibility.

The expected benefits of the minimum wage come from higher wages for affected workers, some in low-wage or low-wage households. The downside is that the higher salary allowed by law could debilitate companies from using their low-paid, low-experienced employees and it is suggested that basic salaries will help. If basic wages reduce the work of low-skilled workers, the minimum wage is not a "free lunch" to help poor, low-wage families, but instead represents a trade-off of benefits for some over costs for other people. However, the survey results are inconsistent, particularly in the UK, with evidence suggesting that basic wages will reduce the number of jobs available to low-potential workers.

Reason for low wage rate at cleaning industry

The main reason behind less pay rate at cleaning company is complexity of job. As cleaning is simple job and doesn't require much skills and practice; so entry into this field is easy for job seekers. Due to this demand is less compare to supply of labor, that's why bargaining power for pay is in the hand of employer and hence low pay rate. But it is also expected that with the improvement of living condition of all the people in UK will simultaneously increase the scope of better education and skills and getting recognizable job. In that situation, demand will not meet with supply of labor and pay rate will increase.

Alternative solutions to low pay rate

Low pay rate and invisibility can cause high staff turnover which could increase the overall cost of company in hiring, training and increasing productivity of labor. Therefore the solutions for such problem have been discussed based on different aspects and level below:

Company level:

Company manages labor and paid them regularly by keeping their overall cost low.

Below are some of the methods by which workers can get their pay:

1. *Hourly pay*: In this method; a per hour rate can be set for the labor and the calculation done by multiplying the total hours worked with wage rate per hour (total hours worked * pay rate per hour). The advantages of such method are as follows:

Advantages:

- It is easy to reveal to new candidates and representatives.
- It is easy to give incremental raises, £ 0.10, £ 0.15, £ 0.25 at the same time.
- Record keeping is very simple and easy.
- It is easy to ensure that you are legitimate with the minimum wage allowed by law and various requirements.
- Split jobs are usually just for paying employees they just pay for their time.

Disadvantages:

- The cost of the product can become too high effectively with this model

- It really is possible to punish a proper employee who targets and cleans up quickly • Low pays for those who are slower in cleaning
2. *Commission pay:* Under this model; a commission is paid as a percentage of sales like for instance, the supervisor gets 25% and labor gets 6% of each job cleaned.

Advantages:

- Maintaining the cost of selling goods is very simple. The cost of a company as a percentage will always be flat.
- Encourage workers to keep up
- The big cleaners can make better compensation than expected

Disadvantages:

- Promotion and distribution to new employees tends to be very difficult
- Thinking about pay can be confusing, especially in limited positions
- It can make workers stand up and cut corners
- Inadequate job offers reduce staff salaries and morale. You pass on the cost of the bad job offer from owner to agent.
- It can be suspicious to make sure you stay in just half the minimum wage allowed by law. Whether or not you always pay or not, you still need the hours you tried to make sure everyone's salary level consistently stays above the prescribed state the minimum payment allowed by law on a regular basis.

3. *Hybrid model:*

There are also hybrid models as well. Some people pay an hourly rate, but all jobs pay many hours regardless of the length of the cleaning machine. For example, the leader receives £ 12.25 per hour and the right hand £ 10.10 for 60 minutes. Smith's house is a 4-hour house, so everyone gets 2 hours at their designated rate with little consideration of the time it takes to clean the house. This model tries to reinforce some of the foundations of each model. Regardless of how you go, the required test will continue to be the same as before:

- If you don't pay by the hour, you should be able to have screen time.
- On the off chance that you don't pay using a commission, you should also have the option of high quality screening.

Be that as it may, as a result of the intrinsic motivational forces built into each facility, producers tend to move too moderately (per hour) or too fast (commission). The group expects the initiative to balance these incentives. Here are a few examples of balancing frames. Some of these frames can be used in both models:

- Ask your customers to rate the level of cleaners.
- Use that quality level to increase or decrease the bonus level to ensure that there is an encouraging fiscal force without compromising.
- Create a culture that celebrates and values quality.
- Monitor the levels of the items or dollars generated on an hourly basis and the extra cleaners will rely on it to persuade them to keep their bargains.
- Be very competent at the approximate times of each room and give cleaners clear objectives in advance that cleaning times should be.

Government level:

It is hard for cleaning industry to pay more wage rate to labors in this cut throat competition. As to maintain price, cleaning company tries to keep their cost of service low and in this maintenance they try to hire less expensive labors. In such situation government intervention to fix minimum wage rates for worker can prove to be better solution for given problem.

Selecting appropriate solution

Government intervention is a long term solution and requires lots of consent. Thus for short period of time, choosing hybrid model could be better option here. The reason

behind choosing such model is its flexibility. It can be counterbalance according to the needs of client and company.

This model suggests paying more to skilled and veteran workers for the productivity they bring to cleaning industry. This method also generates opportunity to earn in a limitless, as more work and efficiency will bring more income for them. It also builds a field of professionalism or freelancer for experienced workers. It will bring job satisfaction for workers with the feeling that they are getting equal payment based on their skills, experience and efficiency.

Conclusion

After analyzing whole report; it can be concluded that the given problem which is low pay rate for cleaners raises the job dissatisfaction. Due to this the staff turnover ratio in cleaning services are pretty much high than other industry. There's no long lasting solution for this problem except the interference by government. But at company level, some of the health benefits and implementation of hybrid model can bring satisfaction at job. Company may also adopt some of the alternatives to shift burden of cost cutting from labor to other fields like expenses on hiring and training of new cleaners.