



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Saleha Shirin

Student ID: 2029506

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Lecturer NAME: Akinseye Aluko

Problem Solving and Decision Making

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Task 2 - Individual Report

Introduction

Problem solving and decision making are the most important factors that need to be incorporated within the organization for the purpose of solving problems when the organization and enhancing the strategic incorporation so that the organizational productivity can be enhanced. According to the case scenario provided it has been identified that one of the major problems faced by the employees within the organization are dissatisfaction among themselves. That dissatisfaction has been observed to be associated with several things such as extra workload, improper incentives and many others. In this context, the concerned assessment has been observed to be providing accurate information regarding the impact of complex problems within the organization along with providing solutions to the problem so that it can be effectively mitigated. Plans for implementation and assessment for the techniques that need to be incorporated within the organization are also going to be demonstrated in this assessment.

Defining a complex problem in the workplace including its scope and impact

It has been identified that there are several complex problems in the workplace that have been observed to be leading the employees towards facing different issues in their physical and mental health. This has been illustrated as ***Extreme workload to the employees*** are observed to be found which has been observed to be leading the employees towards facing issues related to anxiety and depression. Issues related to fatigue have also been observed to be identified within the organization (Iskamto, 2021). However, ***lack of motivation*** has also been identified among employees due to lack of incentives provided to them. It is also identified that employees are provided with difficult tasks that are beyond their capability and skills which has also been observed to be creating a motivating factor among the employees. ***Lack of incentives*** are also identified among employees due to which most of the employees within the organizations are not happy with the services provided to them.

Analyzing the information on the identified problem, to help inform the decision-making process

<i>Political</i>	• Tax rate and trade rate of the UK have significantly increased due to which the profitability attention has become difficult in the organization which is leading the managers not to increase the payroll of employees. (Gov.uk, 2022)
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<i>Economic</i>	• The inflation rate of UK is also 9% due to which it has become difficult to achieve higher growth (Gov.uk, 2022)
<i>Sociological</i>	• The UK people prefer high quality services which is the main concern of this organization • Due to this reason the managers of the organization have to opt for high workload to their employees in the organization to attain higher productivity
<i>Technological</i>	• Technological concern has also become one of the major factor in the organization • This has also led towards using different technologies and creating higher expenses • In this context, the managers of the organization have to consider extra working hours for the employees
<i>Legal</i>	• According to the employment law of the UK, a pepper integration of equality and diversity is maintained in the organization • Organizational Management policies are also there in the UK • However, the increased tax rates policies of the UK have led the managers of the organization towards facing problem related to opting for keeping the payroll on the baseline
<i>Environmental</i>	• According to the UK laws and policies the environmental condition is effectively maintained through reducing wastes • Sustainable products are used in the organization for maintaining environmental sustainability (Publishing.service.gov.uk, 2022)

Table 1: PESTLE analysis of UK for Wendy's

(Source: Gov.uk, 2022)

Propose a range of alternative solutions to the problem

Inclusion of employee relationship management software

It has been found that employee relationship management software is very effective for the purpose of maintaining sustainability in the organization. This has been illustrated as the software consists of all the information related to employees. In this regard, the managers can effectively visualize the information of employees with the help of which the performance of employees can be measured and they can be provided incentives. With the help of this software managers can effectively view the capabilities, skills, and knowledge of the employees and allocate tasks to them accordingly (Mousa and Puhakka, 2019). However, a demonstration of the performance of the employees are also visualized in software that can become easier for managers as well in terms of providing incentives to them. There are a lot more benefits that are provided within the employee relationship management software such as notifying employees at once. Employees can also use the software to make complaints regarding the problems which are faced by them and it can be viewed by some of the higher authority within the organization. This can also be helpful for resolving the issues.

Adaptation of AI in the organization

Adaptation of AI can be done within the organization for the purpose of analyzing the preferences of employees along with providing training to them appropriately that can be useful for enhancing skills among the employees.

Implementation of green strategy in the organization

Incorporation of green strategy can be done for the purpose of appropriately maintaining the strategies in such a way that the organization for maintaining sustainability within it.

Decision-making technique to evaluate a range of solutions to identify the most appropriate option

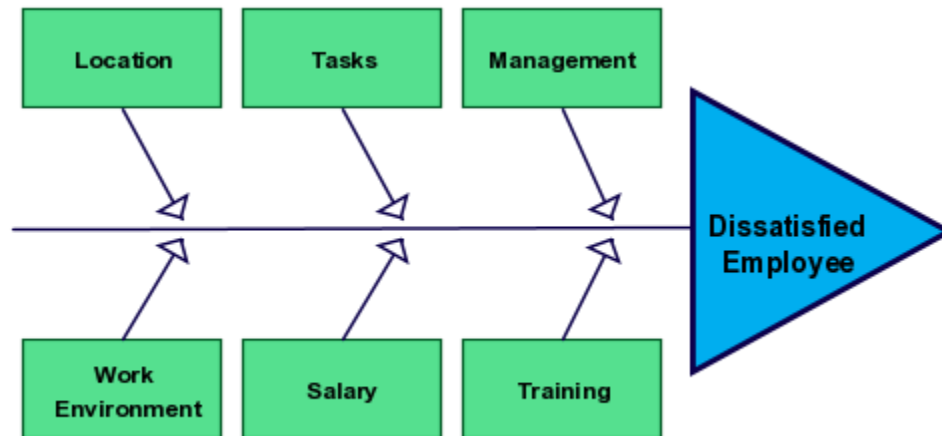


Figure 1: Fishbone diagram

(Source: Coccia, 2018)

Cause: According to the fishbone diagram that has been demonstrated in the section above there are different causes of the issues within the organization related to dissatisfaction of employees. One of the major causes has been observed to be associated with lack of employee management which has been observed to be creating a demotivation among employees. Lack of training is also found among employees due to which the skills and knowledge of the employees are not developed. However, higher workloads are provided to the employees but no implementation in salary is there.

Effect: By analyzing the issues within the workplace it can be demonstrated that the employees are not satisfied with the services provided within the organization that can negatively impact on the product activity of the organization in terms of degrading it. It can also increase the resignation of employees in the organization. In this context, the managers of the organization can develop certain strategies within the organization so that the problem can be resolved appropriately.

Decisions	Plus	Minus	Interesting
Adaptation of AI in	This can help to	The cost of training	It can help the

the organization	understand the employee needs and requirements. It can also provide information regarding the techniques that can be used to enhance the employee skills and knowledge	can be a little higher	organization in several ways such as improvement of customer value base through understanding them as well. It can also be used for analyzing future sales growth which will also help to enhance products and services in the organization
Implementation of green strategy in the organization	This strategy can be useful for providing a guideline regarding organizational sustainability. This can be helpful for making the managers understand the effectiveness of employees and maintain their motivation factor higher	The implementation can be difficult to understand	It can be useful for maintaining organizational growth
Inclusion of employee relationship management software	This software is capable of managing relationships with the employees effectively through various ways. This has been	Cost of installation can be higher	This can be useful for maintaining organizational growth

	illustrated as it is capable of demonstrating the performance of each employee along with detailed information about themselves. Moreover, organizational financial aspects are also demonstrated in this software which can be useful for managers of the organization in terms of analyzing the financial part of the organization which can be used for future development.		
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Developing a plan for implementing the solution

In order to implement the solution for the complex problem in the organization an action plan can be undertaken by the managers of the organization so that all the problems can be effectively resolved in an appropriate manner. However, analysis of the issues can be done so that the identification of possible solutions can be done by the manager of the organization. It is identified that for the concerned problem the best possible solution has been observed to be the adaptation of employee relationship management (Fernandez *et al.* 2019). This has been illustrated as the software can be capable of demonstrating the financial growth of the organization as well which can be used by the managers to develop the future strategies in order to enhance the organizational growth. The implementation of employee relationship management software can be effectively done through purchasing the software and installing it on the computer system of all the employees including managers and board of directors. A

detailed database of the organization can be put into the software followed by providing access to the board of directors and managers according to their roles and responsibilities. This can be useful for maintaining organizational development and sustainability.

Communicating the plan to stakeholders

Meetings can be arranged within the organization in such a manner that all the stakeholders can be involved within the meeting. In this context, the problems can be discussed with all the stakeholders followed by analyzing the solution for the problems. This can be useful to have organizational performance.

Stakeholders communication plans can be made that can be useful for the purpose of maintaining communication with the stakeholders (Walker, 2022). The plan can consist of making goals followed by analyzing their needs and requirements. After analyzing the needs and requirements, the strategies can be developed with the help of which it can become easier to engage stakeholders. This can be useful for the purpose of improving the strategic development among stakeholders.

Assessing appropriate monitoring and review techniques to ensure successful implementation of the solution

Incorporation of key performance indicators can be used by the managers of the organization for the purpose analyzing the improvement in the organization. Monitoring can also be done with the help of key performance indicators that can be useful enough for the purpose of maintaining sustainability within the organization. It has been identified that implementation of key performance indicators can be used for the purpose of analyzing the financial performance of the organization (Kusrini *et al.* 2018). KPI can be implemented in the organization with the help of which the performance of the organization can be analyzed twice in a month followed by which development of a strategic implementation can be done within the organization that can be useful for the purpose of organizational sustainability.

Conclusion

It can be concluded that problem solving and decision-making skills can be useful enough to resolve the problem in the organization. It has been identified that several complex problems are there in the workplace which has led the employees towards facing issues related to dissatisfaction. In this context, after analyzing the issues it has been identified that extreme

workload is provided to the employees due to which they have to work for long working hours apart from their shift which has been observed to be creating several issues in physical and mental health. In physical health, issues related to fatigue are associated within the employees. However, depression and anxiety are observed to be associated within the employees in the mental health issue. In this context, there are certain reasons due to which the problems have been raised. In this context, employee relationship management software can be adopted by the organization with the help of which it can become easier to enhance the organizational sustainability. Adaptation of Artificial intelligence can also be done within the organization. In this regard, this strategic incorporation can be useful to enhance the organizational sustainability in several manners. Illustrated as development of a product can be done with the help of artificial intelligence by analyzing the preferences of customers. a plan can also be made for the purpose of communicating with the stakeholders with the help of which stakeholder engagement can be increased.

Appendix

Task 1 – Role-play

Consultant manager at Panasonic It company- Consultant (Saleha)

Consultant- Hello, you seem like you are not happy, is everything alright? You can let me know about the problem as I am a consultant manager from Panasonic. I can be able to provide a solution to you regarding the problem you are facing.

Employee-Vaneia Hello ma'am, thanks for the conversation with me. The major problem I am facing within the company is dissatisfaction with the services provided to the employees in the organization.

Consultant (Saleha)- What kind of services are provided to the employees can you please explain?

Employee (Vania) one of the major reasons is that a lot of workload is provided to the employees working in the organization. Sometimes, it also happens that employees do not want to work extra hours and the managers of the organization force them to do so. At last, they have to work extra hours. This has negatively impacted on the physical and mental well-being of many employees.

Consultant- (Saleha) What kind of negative impact employees are facing?

Employee:(Vaniea)Some of the employees are suffering from anxiety and depression.

Consultant- (Saleha) Alright! What other problems have you been facing in the organization?

Employee: (Vaniea)I have been facing problems related to the shifting hours. This has been illustrated as I have to work in a day shift within the organization. However, the manager has told me to come one hour earlier when the day shift starts. I am also instructed to work for an additional one hour after my shift gets over. After a lot of effort I don't get proper incentives which have degraded my morale and motivation level of working in this organization.

Consultant- (Saleha) Well!!! I do understand your concern. Have some patience for sometimes as you are a good employee for this organization. So, we don't want to lose our good employees. Wait for sometime and let me talk to your manager regarding all the issues that are faced by the employees

Employee:(Vaniea)- Thank you, for your help but there is one more thing I would like to tell you about.

Consultant- (Saleha)Yeah, please proceed

Employee: (Vaniea) have also been facing the problem related to job allocation. This problem has not only been faced by me but also by many of the employees. As the manager who allocates the task to all the employees does not consider the specialized area of the employees while allocating the task that creates problems for all the employees while completing the provided project on which they have to work within the organization.

Consultant-(Saleha) Okay, thanks to you for such an in-depth demonstration of the problems. I will look into it.

Employee: (Vaniea)Thanks a lot for looking into the matter.

Consultant- (SALEHA)Always happy to help. if you allow me, I have some proposed solutions for the problems to tell you. There could be a policy within the organization regarding the work allocation for the day. In this policy at first review of all the capabilities of the employees can be considered at the time of allocating tasks to them so that it can be completed with proper accuracy maintenance. This can be useful for the organization in terms of enhancing the productivity of it as well as for the employees as it will make it easier to work in the specialized area. However, sometimes, you also have to put extra effort to learn new things. For learning new skills you need to work beyond your specialized area.

Employee- (Vaniea)Yes, sure I will do so. However, if training is provided to us once a week, it would be easier for all of us to cope up with new technicalities and skills on which new projects are based.

Consultant- (Saleha)Okay, I will also consider this at the time of consultation with the board of directors and managers of your organization.

Employee: (Vaniea)Thanks a lot

Consultant- (Saleha) I also think that performance of each of the employees should be measured in each month so that the employees can be provided with incentives according to their capabilities and work quality they deliver in the organization. This can be measured with the help of adopting new technology in the organization which is employee relationship management software such as Zoho people. In this software, managers can effectively view the capabilities, skills, and knowledge of the employees. In this context, according to the skills and knowledge of the employees the managers can effectively allocate tasks to them that can become easier for the managers as well in terms of task allocation and for employees as well in terms of completing the project. However, a demonstration of the performance of the employees are also visualized and software that can become easier for managers as well in terms of providing incentives to them. There are a lot more benefits that are provided within the employee relationship management software such as notifying employees at once. Employees can also use the software to make complaints regarding the problems which are faced by them and it can be viewed by some of the higher authority within the organization. This can also be helpful for resolving the issues.

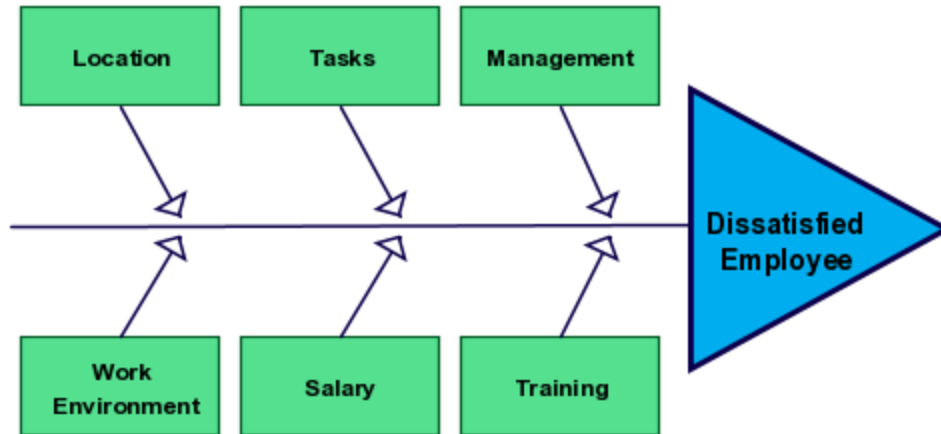


Figure 1: Fishbone diagram

(Source: Coccia, 2018)

P- WE have to follow the government policy in respect to health and safety. We will make sure that employee is not working too long hour.

E -As a organisation we are trying to provide more job opportunity to reduce the unemployment to increase the economic growth.

S-STAFF safety is our number one priority.

T- more training will be provided through Zoho software to have more technological awareness.

E- work environment more welcoming.

L- we will make sure Organisation is following the legislation.

Employee: (Vania) thank you.

Consultant- I will pass on your problems to the managers and board of directors along with the suggestions we have discussed today. It was nice talking to you. Let me know if you have any other concerns.

Employee- Thanks again

Consultant- Pleasure

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