

PROBLEM SOLVING OF AN ORGANISATION

Student's Name: Umme Salma Begum

ID Number: 1605423

Lecturer's Name: Dr. Rexon Nting

Table of contents

Introduction	2
Executive summary	2
1.Skills for overcoming the problems successfully	2
1.1 Factors affecting Marks and Spencers.....	2
1.2 Analysis the stages of critical thinking.....	3
2. Identification the key influences of Marks and Spencers(400)	4
2.1 PEST analysis of Marks and Spencers.	4
2.2 A letter to the line manager for the PEST impact in Marks and Spencers.	5
3. Understanding employee behaviour	6
3.1 Brief description of the employee behaviour	6
4. Merits and demerits of the informational technology of Marks and Spencers.....	7
Conclusion	8
Reference	9

Introduction:

Appropriate organizational skills along with talent are required to manage the problems effectively in an organization to achieve its objectives or goals. In this report, there is a clear description of the work-related organizational problems and how it can be overcome. There are also descriptions of problem-solving tools in order to identify problems or obstacles. Here we will discuss the objectives and the work-based obstacles of the "Marks and Spencers" business organization and what are the remedies needed for running the organization successfully. By the end of the report, students can identify different problems in an organization and the application of tools regarding decision making.

Executive summary:

The report states the factors which influence the organization in terms of solving problems in both internal and external issues through PEST analysis. It also involves the factors that affect the organization psychologically within the employees. This report also states the advantages and the disadvantages of the technology which are used in the organization. Basically, this research is done to identify the internal and external problems and to solve them in a term to achieve the future goals of the organization.

1.0 Skills for overcoming the problems successfully:

1.1 Factors affecting Marks and Spencer's:

The process of defining a problem, understanding its cause, prioritizing alternative solution for the problem, and implementation of the solution is known as problem-solving. An organization needs the proper set of problem-solving methods in order to use the leadership quality effectively. The organization named "Marks and Spencer's" is facing similar issues which are affecting the growth of the organization. The CEO of the organization has to come across different barriers or obstacles in order to increase annual profits of the organization as the profit is stagnant in nature over the recent years (Felin and Zenger, 2014). At first, the CEO needs to identify the barriers in order to solve them for achieving organizational objectives.

Problem-solving consists of various stages:

- Identification of the problem

- Structure of the problem
- Possible alternative solutions.
- Proper decision making.
- Implementation of the solution.
- Monitoring the feedback.

Psychologically, an organizational problem also offers negative effect on human health. Employees of an organization should be valued and treated as assets. They should not be taken for granted in order to become a mere factor for productivity. Employees should have the opportunity to come with any sort of problems to the managers, be it small or big, in order to communicate properly regarding the problem. Many employees get demotivated and discouraged if their problems were left untouched or gets unaddressed. It is very much essential for the organization to praise or punish the team, rather than pointing out any individual in the organization. This all leads to create negative adverse effects on human health psychologically (Goetsch and Davis, 2014).

Some of the complex and simple problems affecting “Marks and Spencers” are: The organization is facing a water policy issue as the members suffering from the shortage of drinking water within the organization. This is termed as a complex issue. On the other hand, the employees failed to understand the organizational objective as the leader themselves did not pursue proper information about the organizational goals. This leads to the mission who is misunderstood due to the lack of proper information and communication. This is an example of the simple issue in an organization.

1.2 Analysis the stages of critical thinking:

Critical thinking is the ability of an individual to identify any belief or knowledge that supports its causes. It is the ability to gather proper information, recognizing unstated values, and using language in a very efficient way in terms of clarity, accuracy, and discrimination, to collect proper evidence, evaluate arguments, reconstructing the pattern of belief regarding experience, and to provide correct judgments about certain things and improving the quality of daily life (Certo, 2015).

The key steps of critical thinking are:

Identification and detailed clarification of the problem

The first task is to identify the existing problem in the organization in order to solve it easily.

Gathering information

Gathering proper information offers possible solutions and causes more effectively.

Evaluation of the evidence

The sources of gathering information along with the proper implementation of it

Alternative methods of problem-solving

There are various advantages and disadvantages of using alternative methods. Choosing the best alternative and implementing it is the most significant one.

2.0 Identification the key influences of Marks and Spencer's:

2.1 PEST analysis of Marks and Spencer's:

There are some external factors that affect the organization like political, economic, social and technological (Carnmarata *et al.* 2014). The analysis of the external factors is stated below:

- **Political analysis:** The government fixes up certain regulation for the organization to maintain the risk control, designing for hazards identification and risk evaluation of the organization. On the other hand, if the organization does not obey such regulations then they will be charged or may be enforced to close it down. Similarly, Marks and Spencer's did not obey the British Standards and as consequences, they were fined for abandoning the health and safety policies.
- **Economical analysis:** Marks and Spencer's have recently closed certain stores and had to cut out some of their staffs like 1400 staffs in numbers. Similarly, to show the exact impact the recession has had, the organization made a decision to have a 20% of discount during Christmas and on the eve of the Christmas as well. Just to maintain the competition Marks and Spencer's also announced a 20% discount on all the wines and champagne. In terms to stay frontwards of the recession, Marks and Spencer are changed the way they were in the market.
- **Social analysis:** Marks and Spencer's wanted to expand the organization brand in terms to keep its level maintained in the competitive market, for instance, they esteemed to

become a multi-channel brand by selling food online just to keep up its level up in the competitive market. Marks and Spencer's had the huge impact on the way they answered to various markets in terms of the different demographics and social class issues.

- **Technological analysis:** In term to maintain a great advertising factor, Marks and Spencer's kept a good communication with the customer. Marks and Spencer's had a celebrity icon Mylene Klass who use to advertise the products of Marks and Spencer's. She was also known as the face of Marks and Spencer's. The website of Marks and Spencer's is very attractive with bright colours and easy to use. Marks and Spencer continuously updated with new products and brands on their website (Szarucki, 2013).

2.2 A letter to the line manager for the PEST impact in Marks and Spencer's:

To

The superior manager,

Marks and Spencer's.

Subject: The impacts of the PEST analysis of Marks and Spencer's.

Respected sir/Mam,

This to inform you that the impact of the political, economic, social and technological analysis is done in order to supply a good quality service in the future to fulfil the goals of the organization.

The analysis states, that the change in the economy has enforced Marks and Spencer's to engage against the inexpensive products in order to hit the purchaser hard. Political, economic, social and technological strategies have to be esteemed in an ambitious world. Marks and Spencer's have many competitors which they have rivalled up in terms of the fight to live. Hence, Marks and Spencer's requires a complete service and their management requires to be aerodynamic in order to rearranged the business policies and make it more attractive to the customers.

Therefore, the organization should have a look at the above result of the PEST analysis of Marks and Spencer's in terms of problem-solving and decision making.

Warm Regards,

Employee of Marks and Spencer's

3.0 Understanding employee behavior:

3.1 Brief description of the employee behavior:

The way in which employees of an organization react to specific situations or circumstances within the organization is termed as Employee behaviour. There are many factors that control an individual's behaviour as they are shaped up by their own culture and as well as by the organizational culture. The two types of employee behaviour are Managerial control and Ethics.

Managerial control

Managerial control is an important part of organizational behaviour. In this level of management, the staff is being dictated by the management team. Proper managerial control helps in maintaining company policy.

Ethics

Proper ethical sense is needed by any organization to achieve success. It is the most important factor in employee behaviour in order to continue or achieve success and maintaining their own way of running the organization at all times.

There are also key influencing factors of organizational management to manage the employee behaviour.

- **Positive environment**

An internal force that creates an impact on employee behaviour is the action of teammates or colleagues. Employees with decent behaviour are generally attracted by the internal culture of the organization which is based on teamwork, mutual respect, and support (Foss *et al*, 2016). This leads to a healthy and positive working environment.

- **Demand of customers**

In this generation of competition, organizations feel severe pressure from an external force that is customer demand. Employees must possess the adaptive quality to the change in taste of the need of the customers and the required expectations that customer seeks from the behaviour of the employee.

- **Technology use**

Technology is one of the influencing factors that offer both negative and positive effects on employee behaviour. With the help of technology, the work has become easier for the employees

as they can make proper advertisement for their products globally with more efficiency. Moreover, with the fast advancement of technologies, employees need new training sessions, improvement of the process, and documentation in order to adapt to the required situation.

4.0 Merits and demerits of the informational technology of Marks and Spencer's:

The advantages of the information technology of Marks and Spencer's are:

- ***Maximize production and time saving:*** Marks and Spencer's utilize technology to self-operate the task. For example; a bakery that utilizes automatic temperature sensors to recognize whether any decrease or increase in temperature in a bakery. The sensor would directly send the reports to the temperature so that it would help the baker to measure the temperature and produce good quality products.
- ***Communication technology:*** Marks and Spencer's improvise their communication through a communication technology such as video calling, voice calling, mailing and so on. In this process, employees can easily forward information to their departments without any obstruction (Klir, 2013). Tools like electronic fax, mobiles, pagers and many more increases the motion of the information within the employees or the customers along with the providers and business partners.
- ***Improvise the file management and data storage:*** Marks and Spencer's use cloud holding service to preserve their data's. Similarly, it reduces the paperwork and ingress their data. Certain services like "dropbox" helps Marks and Spencer's to retrieve their data at any time in many places.

The disadvantages of the information technology of Marks and Spencer's are:

- ***Expenses on implementation:*** Marks and Spencer's fail to bear the expensive technology, as a result, they lost many customers and the organization faced many problems in the future.
- ***Elimination of the jobs:*** It became a huge issue within the employee of Marks and Spencer's as the technology exchanged the work position employee. The bookkeeping and the transaction records are now being done through software (Booy *et al*, 2017).
- ***Security:*** Although, Marks and Spencer used the cloud service which had inbuilt service

of a username and password, which was a great challenge and highly risky to the organization. As the data could be lost or hacked by the competitors of Marks and Spencer's.

Conclusion:

Overall, the report states the Marks and Spencer's is more lean towards a guiltless level as they tried continuously to minimize its bad image and introduced many enterprises and movement to become the strongest retailer. As a result, the organization acknowledged as the sustainable brand to help the environment. However, Mark and Spencer's improved its image as it has been accountable in the past for their activities in other countries that were paid low salaries and enforced their employees to work beyond their limits.

Reference

- Bardach, E. and Patashnik, E.M., 2015. *A practical guide for policy analysis: The eightfold path to more effective problem-solving*. CQ Press.
- Booy, O., Mill, A.C., Roy, H.E., Hiley, A., Moore, N., Robertson, P., Baker, S., Brazier, M., Bue, 2017.
- Cammarata, S., McArthur, D. and Steeb, R., 2014. Strategies of cooperation in distributed problem-solving. *Readings in Distributed Artificial Intelligence*, 102.
- Certo, S., 2015. *Supervision: Concepts and skill-building*. McGraw-Hill Higher Education.
- Felin, T. and Zenger, T.R., 2014. Closed or open innovation? Problem-solving and the governance choice. *Research Policy*, 43(5), pp.914-925.
- Foss, N.J., Frederiksen, L. and Rullani, F., 2016. Problem-formulation and problem-solving in self-organized communities: How modes of communication shape project behaviours in the free open source software community. *Strategic Management Journal*, 37(13), pp.2589-2610.
- Goetsch, D.L. and Davis, S.B., 2014. *Quality management for organizational excellence*. Upper Saddle River, NJ: Pearson.
- Klir, G., 2013. *The architecture of systems problem-solving*. Springer Science & Business Media.
- Szarucki, M., 2013. Model of method selection for managerial problem-solving in an organization. *Business, Management and Education*, 11(1), p.168.