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The impact of novel covid-19 in the workplace.

PROBLEM SOLVING AND DECISION MAKING

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1. Introduction:

In this report we are talking about some different ways and techniques to show how problem solving and how decision making can apply in a workplace.

Problem solving is an analytical process used to identify possible solutions in a current situation in the workplace. Find answers to solve a problem (Changeboard, 2019).

Decisions Making is an important skill and it is part of problem solving, is the act a choice made between 2 or more options.

Complex problems are those that include the ability to approach them from multiple perspectives and that can have multiple possible solutions (The Pennsylvania State University, 2020).

Every day we have make decisions, thinks like, what food we would eat, when start to work. Every one of us have the capacity to choose between different choices as in the business world, problem solving and decision making are very important skills that can lead us to success or failure. For this reason, it is necessary to apply the different tools and knowledge correctly to perform our function successfully.

1.1. Objective and scope:

The objective of this report is to reflect a current complex problem: *The impact of the covid-19 in a workplace.*

Currently, In the workplace had been take decisions and measures such as social distancing, working from home, implement new protocols, policies and using different tools that we need to solve the different problems and situations a cause of covid-19. The main reason is to prevent the virus from spreading and to avoid the contagion of staff and in this way maintaining health and wellbeing of all. To resolve this complex problem, we are going to use the next process called:

❖ **The rational decision process.**

This method is a process that helps to obtain and reflect all the relevant information that is needed to reach the best possible solution (Maund, et al., 2017).

Keywords: Problem solving, decision making, complex problem and the rational decision process.

2. Main Body:

We decided to use this method because that process will help to get a successful solution for the novel covid-19 in a workplace.

Now, we are going to propose some possible alternative solutions to the complex problem to support and identify the best way to decision making. The rational decision process includes the following steps:

2.1. Problem identification: The problem that we are identified is: '**The impact of covid-19 in the workplace**'. As you know in common with all the companies has been affected by COVID-19 and the current restrictions on business and normal life as a result of social distancing and lockdown.

So, the companies having to make unprecedented decisions as the situations involves and implementing new actions to reduce potential exposure to novel coronavirus.

To identified more clearly and get possible solutions we are going to analysed through the tool called: **PESTLE Analysis**.

2.1.1. PESTLE ANALYSIS is used as a tool of situational analysis for business evaluation purposes, can use as strategic planning, using the different analytical methods. Pest Analysis stands for: Political, economic, social, technological, legal and environment analysis (Gupta, 2013).

We decided to use this model because in our Problem solving and decision making class our lecturer explained to us the advantages of this model and one of them is that it serves to strategically analyse external factors in a situation and also because it helps us to make a decision about a situation.

Let us to evaluate the current situation of coronavirus in a workplace:

✚ **Political:** The government had received great demands to improve health and safety and priority in biosecurity areas in the workplace, also adhere new norms of social distancing, political change could affect the business environment, especially with regards to taxes. In the workplace had implement new trainings about the coronavirus.

✚ **Economic:** Global recession of the economic, with the lockdown many of companies shut down and placing staff on furlough leave, others lay of staff or freezing salaries. Also, the unemployment rate has increased, people have not economic income, there is a real possibility that lot people may be pushed back to poverty. Companies have had to invest money in health products for staff, signalling the entire workplace.

- ✚ **Social:** People are stressful, many started feel panic and anxiety, the population are down because many people are dying from covid-19, also people cannot reunite with others, and have to stay at home. Also, must keep social distancing. If an individual is confirmed positive for novel coronavirus, must self-insolate. The coronavirus has discouraged many people from traveling or especially using public transport for fear of contracting the virus
- ✚ **Technological:** Implement technological innovations during covid-19 such as contactless sanitizer dispenser, must people be working from home using online sources such as videocalls, Microsoft teams to meetings of staff. Advances in virology per example of this is the creation of self-service testing centres to test people.
- ✚ **Legal:** Covid-19 is implanting legal frameworks of every country. So, the companies had created new rules and specific regulations in the workplace for the wellbeing of the staff and customer. Labour law synergy with international norms and practices.
- ✚ **Environment:** Pollution has decreased, so now there are more green spaces there are a global pandemic, we are in lockdown and some self-isolation because of covid-19.

As a conclusion, new rules and regulations must be implemented in workplaces for the well-being of workers and to prevent them from suffering any damage to their physical and mental health due to the virus. In the social sphere we have detected that workers with panic and stress due to the virus so a flexible work environment will be created, in which we can help them to make it a flexible work.

2.2.Criteria definition: Before exposing and considered the possible solutions to resolve this complex problem, we are going to analyse all the possible causes that were originated with the coronavirus. As a critical thinking, we are going to use a problem-solving technique: Cause and effect analysis (fishbone/Ishikawa).

2.2.1. Fishbone: Cause and effect analysis is a technique for identifying all the possible causes (enter) related with a specific problem or effect (output) designed by the prof. Kaoru Ishikawa to determinate the root cause. This method also is called 'fish-bone-diagram', the principal purpose of this method is to ease the analytical thinking about de causes for a particular effect. This method brings out the major lapses in facility and gaps in knowledge (Narayana & N.S. Sreenivasan, 1992).

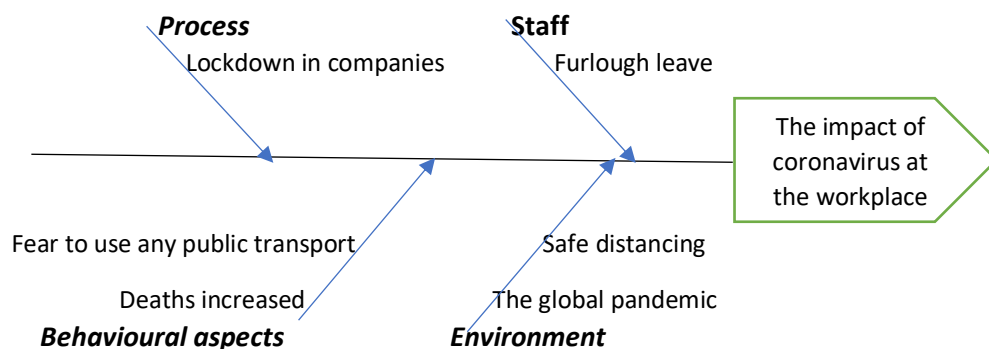
Cause is the reason why something happens.

Effect is the result of something happening.

In this section we decided to use the Cause and effect analysis because help us to collecting data methods, identify the potential courses and help us to facilitate to solve this problem, thus avoiding leave out the possible causes of a need.

So, to resolve what is cause and effect analysis of this complex problem (covid-19) in a workplace, first, we are going to collecting data methods, this is the result of our diagram:

The novel covid-19 in a workplace (problem).



So, here we are going to try to find the possible consequences (effect) of the causes mentioned above in our diagram.

- ✓ A global pandemic causes Infectious disease (cause).
- ✓ People have to be in quarantine (effect).
- ✓ Lockdown in a companies (cause).
- ✓ Workers cannot work in your workplace (effect).
- ✓ Keep a safe distance from one another in the workplace (cause).
- ✓ Social distancing in the workplace or self-insolate to prevent the spread of infection (effect).
- ✓ Placing staff on furlough leave where appropriate (cause).
- ✓ Low income in business companies (effect).
- ✓ The number of deaths from the coronavirus has increased (cause).
- ✓ People start feeling panic and anxiety (effect.).
- ✓ Fear to travel or use any public transport (cause)
- ✓ People do not feel safe to go to at the workplace (effect).

Furlough: temporary leave of absence.

Keyword: Fishbone, cause and effect, Furlough.

Now that we have analysed this complex problem through the method: Cause and effect.

First, it is very important protect the workers welfare, the priority is giving health and safety for them in the workplace, so, the actions are:

- a) Starting to give weekly trainings and tools about covid-19, how to protect of it, also we have created a comprehensive guide for all workers which includes essential information on areas such as moving safely around the buildings, meetings rooms, cafes, restaurants.
- b) To prevent the spread: Wear a face covering all the time while stay inside the buildings unless you are exempt for medical reasons.
- c) For those who caring responsibilities during the period of lockdown with their children or any member of family we have created a form called: 'dependants leave'. So, you must apply for this and guide the procedures of it.
- d) In order to not economically affect workers and protect jobs, we have joined to the furlough leave program in which the government covers up to 80% of the salary of employees on furlough, but to ensure that personnel eligible for temporary furlough leave are not impact financially. As a company we have committed to topping up salaries to ensure that staff receive 100% of their usual pay.
- e) To resolve the low income in the company we proposing a salary increase freeze for all staff a further 6 months.

2.3.Alternative generation and evaluation:

2.3.1. Our Action plan has 4 levels:

- 1. We will start the trainings between working hours once the workplaces are re-open for everyone.
- 2. Before the return of the workers:
 - ✓ Firstly: we have planned that the technicians and electricians enter first to check all the facilities of the buildings.
 - ✓ Secondly, the cleaning staff to carry out a deep cleaning and adapt the work environment to the situation since the facilities have been closed for almost 5 months. once the facilities are suitable to be inhabited again.
 - ✓ Finally, all the workers, customers, suppliers enter so, that we can all return to a safe place.
- 3. The employees who are placed in furlough leave will end in September 2020 and we notify you that your furlough leave has ended.
- 4. In addition, we will be proposing a salary increase freeze for all staff for 6 months from 1 September 2020.

2.4.Implementation:

We are going to implement through the Stakeholder groups:

2.4.1.Internal:

- The decision of the personnel to be placed on furlough leave will be between line manager and manager once the personnel are selected, the supervisor of each staff will communicate.
- The supervisor will be who give the training one a week and who ensure that the staff understand and apply it.
- The responsible for making every decision about when to re-open the workplace will be made between the principal and managers.

2.4.2.External:

- In every decision about salary increase freeze the trade union 'Unison' will be present at each meeting that is held, as a representative of the workers.
- For customer, suppliers or visitors if they want access to the building must be confirmed one day before by email to special section and in this way keep safe and out of risk to spread the covid-19.

3. Conclusions:

As a conclusion we can see that various sectors of the economy and various income groups mostly middle and poor section have been severely affected during this period a cause of the coronavirus. Every one of us is acutely conscious of the profound impact that the coronavirus pandemic has had, in many cases bringing dramatic changes to our lives.

This report helps to improve decision making, gain confidence and obtain critical thinking, creative thinking skills, ability to solve problems in a correct way.

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