

Problem solving and Decision making

/BMSW4004_LON/

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INTRODUCTION

There is the very effective relationship between the decision-making and the problem solving and it is very complex relation. Decision making is the idea for solving the problem for achieving the success. Tesco company has significant space in the retail sector of UK as this company carries out the business by dealing in the multi format stores as well as the online. This report will discuss the scope and the impacts of the problem in the company as well as its solutions with this, it will also discuss the implementation plan for the solution and the communication plan for communicating it with the stakeholders of the company.

MAIN BODY

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

The problem which Tesco is facing is “*Low employee motivation due to lack of good management at Tesco*”. Due to this problem the company is facing many issues and problems at large scale. Low motivation due to lack of good management at Tesco makes the employees dull and discourages them (Fadeyi, 2020). Tesco is facing this problem due to lack of good management which is demotivating for employees who are working in the organization. Employees in the organization are feeling low and are not showing interest in performing well as the organizations’ management is affecting them. This has become major reason for the company that they are not able to encourage the employees by providing them good management and good environment.

The **scope** of this problem is that it can increase more if this problem is not solved and actions are not taken appropriately. The **impact** of this problem is very high as the growth and development of Tesco is hampered and this creates low self-esteem in the employees as they are dealing with the poor management problems (Alam and Raut-Roy, 2019). The productivity of employees is also hampered at large scale which makes it difficult for the organization Tesco to interpret that how employees are contributing to the organization. The problem of Low motivation due to lack of good management at Tesco has been impacting negatively to the organization. And this has been the major cause that the employees are unable to engage themselves for the growth and development of the company.

Analysing information on the identified problem to help inform decision making process

The information which is identified on the problem is that the employees are feeling less motivated due to lack of good management. Tesco is facing the problem which is hindering the

performance of the employees and is creating major problem for the employees and the organization at large scale. The organization is facing this difficulty as the communication between the employees and the management is not good and this is making it difficult for the company to discuss some important terms related to the growth and development of the organization. This problem is helping to inform decision making process which addresses that how the decisions are undertaken for the problem which is being identified at Tesco. For solving the problem which is low motivation due to lack of good management it is very important that proper decision making process is being undertaken and this addresses the aspect of how effectively the problem of employees are solved at large scale. Decision making process is much required so that the good management of Tesco is framed and this helps in creating value for the employees' contributing effectively and at large scale. By generating various alternative will help solving the problem and then one particular solution is being chosen which helps in solving and creating valuable outcome from the solution. And finally, evaluation of the effectiveness of the alternative solution being chosen is identified and evaluated in appropriate and effective manner by Tesco for successful growth and development and improving the management problems.

Proposing a range of alternative solutions to the problem

For solving the problem of low motivation due to lack of good management at Tesco it is very important that the company is taking concern of all aspects of good management skills and procedures so that there is increased motivation among the employees and they are engaged in providing and incurring to deliver productive performance to the company. The proposed alternative solutions to the problem are –

- **Good leadership style** should be chosen so that the employees are engaged in following that effective leadership style to which the leaders within Tesco are appointed (Mahmood, Uddin and Fan, 2018).
- **Transparency** should be built within the management so that employees are able to know and identify the measures as to how effectively they being provided and all the details and information at large scale and there are no hidden messages which are not communicated to them.
- **Communicating** is the major key to which employees will feel motivated when the management will adhere to this solution of solving the problem of low motivation among the employees (Manganelli, Thibault-Landry and et.al., 2018).

- **Providing training** is the next best alternative solution for improving the management and keeping the employees motivated which includes recreational activities and tasks so that they are able to engage themselves.
- Good management consist of **listening and solving the issues** and queries of employees so that they are able to deliver good performance and are motivated continuously.

Therefore, these are some of proposed solutions which helps in understanding that how low motivation due to lack of good management problem can be solved.

Using a decision – making technique to evaluate range of solutions to identify most appropriate option

The decision making technique which is used is **Plus – Minus Interesting (PMI)**. It is the technique which weighs the pros and cons of the decision (Mulyono, Purba and et.al., 2021). It is the technique which helps in improving the situation or the problem which the Tesco is facing at large scale. This technique is used as –

Plus	Minus	Interesting
Implementation of good leadership style (+5)	Removing the old leaders (-5)	Easier to find the solution? (+2)
Transparency is added (+4)	Eradicating the unnecessary information (- 4)	Meeting with the management (+3)
Communication (+5)	Removing the gossips and unnecessary conversations (-3)	More appropriate solution (-6)
Providing Training (+4)	Reframing the old process (-2)	Training done more appropriately (- 3)
Listening and solving the issues (+5)	Eradicating the issues (- 6)	Discussing the issues (+4)
+23	-20	+1

The score from the above technique which has been applied is – 23 (plus) -20 (minus) and +1 (interesting) = 4 interesting. This is the score which has been displayed and this helps in creating value for the decision-making and understanding at large scale to solve the problem. There are four best alternative solutions which should be used and implemented at large scale for addressing and solving the problem which Tesco is facing at large scale.

Developing a plan for implementing the solution:

The development plan will help the Tesco organization to effectively implement the plans for eliminating the problem of low employee motivation due to the lack of the good management in the organization. The steps which should be ensured while implementing the solutions are such as- **Identifying the actions required-** The solutions which are to be taken for solving the problems are such as the good leadership, building the transparency, communicating effectively, providing the training and many more. These solutions will help in eliminating the problem of motivation in organization (Velten and Lashley, 2018).

Scheduling the actions- The next step, these actions will be scheduled so that the things will be done on time and the company will be able to achieve the positive outcomes.

The resources required- The resources which will be required for this completing these are the budget and time are the main resources which will help the company in achieving the solutions effectively. The resources are very important to be considered as this will help in achieving the goals and the objectives effectively.

Management of actions- It is very important to manage the actions in the better way as this will help them in taking the actions and achieving the positive results. This will be done by setting the different teams for doing the specific work.

Reviewing the plan- This step is the most important step because it is very necessary to review the overall plan as this will provide whether the plan will be successful or not. The solutions when decided and the overall plan is ready for communicating it with the stakeholder prior to this the company must ensure for reviewing the overall plan for implementation.

Communicating the plan to stakeholders:

Stakeholders communication is very important and has major contribution in the success of the plan. The stakeholder communication plan provides the information as well as the findings in the management plan. This will help the Tesco organization to effectively communicate the plan to the stakeholders for avoiding any conflicts in the future.

The steps which should be followed by Tesco for communicating the plan to the stakeholders are such as:

Defining the goal: The first step is to define the goals of plan. The goal of this plan is the solving the problem of the low employee motivation at the workplace due to the lack of good management. This will help the company to improve its effectiveness and productivity level.

Defining the stakeholders: These are the people who will have the impacts on every decision made by the company. The stakeholders of the Tesco organization are the customers, suppliers, competitors, local communities as well as the government. These stakeholders will be communicated this plan for giving them all the information regarding the plan (Mohapatra and Sundaray, 2018).

Communication method: These are the tools or the techniques which will help the organization in communicating the plan. The Tesco company will be using the stakeholders meetings in which they will be given all the required information thoroughly and the opinions will be taken to make this plan more successful.

Appropriate monitoring and reviewing techniques for ensuring successful implementation of the solution:

The reviewing techniques and the tools will help in ensuring whether the solution implemented was proved successful or not. The problem in the Tesco organization of the low employee motivation was found by using the fish bone analysis as this has provides the causes of the problem and this has helped in implementing the effective solutions.

Fish-bone Analysis:

Fish-bone analysis can be defined as the visualization tool which categorizes the potential causes of the problems. This tool helped in identifying the root causes of the problem as this tool is used for analysing the causes of the low motivation in the organization among the employees so that the effective solutions can be implemented (Coccia, 2018).

This helped in solving the problem of the low employee motivation in the Tesco company as it provided all the cause of the problem and these causes were successfully eliminated by the organization. This analysis has helped in solving the issues of the employee motivation in the organization.

Evaluating the performance of the overall organization will help ion effectively checking weather the plan has been successfully implemented and proved effective at the workplace or not. If the company's overall performance is increased this shows that the company has been achieved effectively by implementing the solutions in the better way.

Plus-Minus Interesting:

This is considered as the valuable improvement for weighing the pros and cons of the techniques which are used by the organization. Before the company moves to apply the strategies for implementing the solution for improvements of the solution as this is very helpful tool (Jones and

Tivnan, 2018). This is the brainstorming or the critical thinking tool which will help the Tesco company to decide the tools effectively for its negatives as well as the positives of the implications.

CONCLUSION

From the above report it can be concluded that it is very important for the companies to motivate the employees as this will help them in increasing the overall performance of the organization. The report has covered the scope and the impacts of the low motivation in the organization and along with this, it has also discussed the implementation plan for the solution and the communication plan for the stakeholders of the company.

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