



Problem Solving and Decision Making (BMSW 4004 LON)

Task 2

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INTRODUCTION

My essay is based on discrimination affecting some of the employees in the workplace. Discrimination in the workplace is based on different injustices that happen when an employee is treated unfavorably because of disability, race, gender, maternity, pregnancy. A workplace is an environment where people work with their employers and with other people; it is also a large building or factory, farm, hospital, construction site. A workplace is more complex for employees and employers to work in.

DEFINE A COMPLEX PROBLEM IN THE WORKPLACE

In a workplace of the health care sector, there is a complex problem of discrimination that happens. Racial discrimination in the work environment depends on the race, skin tone, identity, or nation of country origin. It is an uncalled-for discrimination which makes for a miserable, ineffective work environment.

Scope: -Some of the staff will make the company lose their customers because of their behaviors; if there is racism among staff in the company, it will affect their customers.

Impact: -The impact of racism at the workplace is decreased productivity, loss of business and customers (Pratap, 2018).

DISCRIMINATION IN WORKPLACE

Working environment segregation is treating individuals inconsistently due to their race, sex, religion, or other key explanation. Discrimination is biased treatment in the working environment, which affects promotion, training, benefits, job, salary, hiring, and the additional cutback, in the light of an individual's sex, sexual orientation, public race, religion, country of origin or disabilities (DOYLE, 2020).

TPYES OF WORKPLACE DICRIMINATION IN THE ORGANIZATION

Age Discrimination in the workplace: - Age discrimination that no one should be treated unfairly. Employee must receive the same benefits regardless of their sex, age, and status.

Disability Discrimination

It is illegal to discriminate against a qualified employee or candidates, who has disability. Employers cannot refuse to employ a disable person to work or sack a disable person for their disabilities.

Sex and Gender Discrimination in the Workplace

The Equality Act of 2010 state that employers should give men and women the equal opportunity to work in the organization and it is illegal for the employers to pay men and women the same salaries based in their gender or sex.

Pregnancy Discrimination in the Workplace

Employers are required to handle pregnancy in the organization the same way they handle the sickness or other condition. The same right is protected by the pregnancy.

Race Religious Discrimination in the Workplace

It is illegal to treat employee or job applicant unfavorable because they know them, or their characteristic associated with their race. It is also illegal when employer treat someone because of their skills color.

Religious Discrimination in the Workplace

It is illegal for an employee to discriminate against someone because of their religious. Business, customers are must require making a reasonable accommodation of and employee's beliefs (DOYLE, 2020).

ANALYSES DATA ON IDENTIFIED PROBLEM TO HELP DECISION-MAKING

1. Identify problem: - When making decision, the first to do is to identify the cause of the problem and start working on a plan to resolve the problem.

2. Collect data and information: - After knowing the cause of the problem, it is time to gather information and to tackle the problem from every corner. In organization and business, it is good to communicate to the people, studies the outside source, do a market research which help during the decision making to help in analyzing all the problem and the outcome of the decision-making.

3. Brainstorm all the possible alternative: - Gather all information from the formal decision-making solution, it will help to identify other alternative for the use of the possible part of the process.

4. Weight the alternatives: - The important list of the potential solution in decision - making has been made. Analyze them one by one, solve the complex problem that is concerns, compare each of the potential alternative against good one to make sure the real potential is improve for the organization (Guide, 2020).

ANALYSIS INFORMATION ON THE IDENTIFIED PROBLEM TO HELP INFORM THE DECISION – MAKING PROCESS

Pestle analyses define as one of significant tools that executing use to put together factors inside the overall environment and the variables that impact the organization. Pestles identified the six graph that engaged the breaking down of the decision making, which were Political, Economic, Social, Technological, Legal and Environment. (Hill, 2020).

PESTLE ANALYSIS OF WORKPLACE DISCRIMINATION

POLITICAL: - Political factors that are involved tax policies in the job restriction and the duty and strength of government. A workplace where they pay high tax and fine out another one is pay lower; they will be disputes.

ECONOMIC: - Economic factor incorporate part for instance, advance charges, joblessness paces of additional money and the general improvement of the economic. In a workplace with discrimination as an issue, costs incurred due to discrimination in staff salary payments.

SOCIAL: - they are the study the society size, age, cultural trends. Workplace discrimination can lead to unhappy staff, tension, safety, and security issue and little or no sense belonging.

Technological: - The innovative elements that are included the movement of the improvement increase in technologies in assistance industry transport. Discrimination brings innovation and creativity in the organization.

LEGAL: - Legitimate variable included the laws which are such a business wellbeing and security, discrimination in working environment, Discrimination laws Which are in workplace, Discrimination law, Labor Law, Health and Safety.

ENVIRONMENTAL: - Environmental factor included, for instance help events and climate design. Some steel plants employ people of different race and confine them to factories where pollution rates are high and influences the staff (Hill, 2020).

A RANGE OF PROPOSE OF ALTERNATIVE SOLUTION TO THE PROBLEM

	NATURE	IMPACT
1	Age	Vulnerability of age 40 below, Sexual harassment
2	Sex	Unfair Promotion, Gender inequality, sexual harassment
3	Religion	Vulnerability, Tension
4	Race	Low occupation Position
5	Nationality	Wrong job placement, Workforce may lack competence and expertise
6	Disability	Frustration, mental and psychological
7	Pregnancy	Gender Inequality
8	Sexual harassment	Employee, lateness to work uncompleted task
9	Equal pay	Unequal pay leading to demotivation (CMI, 2020)

ANSWER FOR DICRIMINATION IN WORKPLACE

Established code of conduct for employees, give induction to the new employee, the company should give the employee handbook to employee on arriving on their new job. Open communication system in the office, employee should continue to train and update themselves in new technology. Defined salary structure, Training, and continuous awareness, training should be given to the employee and there should meeting every time. Provide warning about work experience and decide to employee to attain their aim.

UTILIZE A DECISION – MAKING TECHNIQUE TO EVALUATE A RANGE OF SOLUTION TO IDENTITY THE MOST APPROPRIATE OPTION,



(Analysis, 2016).

BUILD UP A PLAN FOR IMPLEMENTING THE SOLUTION

Written a policy that define procedures and rules, by writing a policy, is the first thing to do in organization to prevent discrimination at work. It is important to start give handbook to the employee.it should contains a range of potential discrimination act and protocol that show the outline on how discrimination in organization complaints should and resolve and handle their problem.

Organization should continue to educate their employee on their role for them to prevent discrimination, the business company should issue employee handbook. Employee must be aware of the company policies and procedures for them to report any allegation that happen in the organization. In some of the other countries their law requires their employee to regularly their conduct ant-discrimination training programs (Boyd, 2020).

PLAN A IMPLEMENTATION

Plan a written policy that define procedures and rules, by written a policy is the first thing to in organization to prevent discrimination at work. In staff handbooks, a plan contains a range of potential discrimination act and protocol that show the outline on how discrimination in organization. In some of the other countries their law requires their employee to regularly their conduct ant-discrimination training programs.

PLAN

Main stakeholders: - Management, Legal, HR

Timeline: - December 2021

Constraints potential risk: - Established ADR Mechanism

Responsible for action: - HR

Budget: - Medium

Monitoring and Evaluation: - internal Auditors

PLAN

Main -: The Management and Legal Employee

Timelines -: January 2021

Potential risks -: Physical meeting

Responsible for action -: HR

Budget implication high or low -: Medium

Monitoring and Evaluation -: internal Auditors every monthly (Eby, 2017)

COMMUNICATE PLAN TO SHAREHOLDER

Each stakeholder has the way they deliver their message across individually. The stakeholder must communicate with their own team. Employee Handbook to be issued and be giving to all the new employees on arriving on duty by Human Resource. Staff should be given training online and have the awareness topic on the employee rights and clearly defined the redress or dispute resolution. Any information of all training should be put on notice boards, for other employees to see, Letters to staff, emails internet, press releases, presentation, refresher courses, interactive session to be provided quarterly by the training and empowerment department (Project Engineer, 2019).

ASSESS FITTING MONITORING AND REVIEW TECHNIQUES TO ENSURE SUCCESSFUL IMPLEMENTATION OF SOLUTION

Effectively observe the use of solution to discrimination in a workplace which has the establishment and maintenance of a good management system that helps the organizations. To ensure that the organization meet their customers and other stakeholder who needs within laws and regulatory relate to a product or service. Policies and procedures are established, staff should be train and have awareness.

CONCLUSION

Problem solving is used to identify the main problem that is happing in the organization. When there is a problem in an organization there is a solution to it which must be resolve quickly. The decision making someone must solved different types of problems which might affect the organization and the decision must be sound and decide on how to solve problem and the main curse of the problem (team, 2020). Pestle analysis is a tool that analysis the six different groups such as political, economic, social, technological, legal, and environment all these are included in the external factors. These factions start from political to environment. It presents a range of different impact of business which can be used to analysis the technique of the busines that can be considers to be use for different kinds of factors (Hill, 2020).

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