

PROBLEM SOLVING

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Executive summary

In this report, the discussion is carried upon problem-solving tools and techniques. Furthermore, the organization of Amazon is taken to discuss the issue of miscommunication, its impact and the relevant solution to it. In addition to it, the employer behaviours are also discussed along with two important key employer behaviour tools. The PEST has the effective impact upon on the organizational behaviour hence the line to line manger is also written. The information technology advantage and disadvantage are also disused in the report.

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Introduction

Problems are part of the life and it incurs in the everyday practice of an individual. First and foremost it is important for a food problem solver to ensure that they are dealing with the real problem and with its symptoms. If an individual has the strong problem-solving skill plays the significant role in the success of the organization. In an organization, it is the responsibility of the manager to monitor the cause of a problem and effectively find the solution to resolve it. Furthermore, the problem-solving steps are divided into four categories such as defining the problem, generation alternative, evaluation and selecting the alternative and implementing it effectively. In this report, the organization Amazon is selected to discuss the organization problem. In Amazon miscommunication is the basic problem that the organization faces and it has the severe impact on the organization functionality and performance of the employees. Furthermore, the brief discussion will be carried upon critical thinking its importance and effective analysis. In addition to it, the key factor that influences the organization functionality will be discussed and a letter will be written to the one manager about its impact. The employer behaviour and its two main factors will also be discussed along with the positive and negative impact of technology implementation in an organization (Van Aken and Berends, 2017).

AC 1.1 Definition of the problem, the stage of the problem and its impact on the human health psychologically

Problem is the situation regarded as harmful and must be dealt with it effectively to overcome it at an initial stage. In order to maintain the efficient workplace, it is important to carry good communication with the employee and customers. Miscommunication might lead to drop in mortality, turnover and conflict among the employees. While communication if the words are not used effectively, the person might interpret it otherwise and this might hurt the psychology of human health. Lagging the effective communication skill in the workplace, the Amazon experiences the drop off customers. The customer expectation has maximised to an extreme level they desire the best product to a high quality of service. The maximization of the customer's level of expectation in this days and age provides the evidence that the organization is facing effective difficulty in this ambitious and fast-paced market. Due to miscommunication of the Amazon or irrelevant information the customers are shifting towards other organization to

fulfil the want and needs. Therefore, rather than communication with the customers and employees in terms of effectiveness, satisfaction, competency and efficiency the communication must be in context to social and psychological factors. In an organization, if one employee spread the false or negative rumours about the other employee might hurt the psychology of the human health. Furthermore, this might also cause conflict in an organization break the peace and effective performance of the organization. Miscommunication or negative communication either intentionally or not, might hurt the morality of the staff and customers. The negative communication at the workplace might become quite complex to recover efficiently. Therefore, the manager of the organization is responsible to ensure that the organization problems are entertained at an initial stage to avoid the risk of complexity (Dagan, 2017).



Figure 1: Problem Solving

(Source: Dagan, 2017)

AC 1.2 critical thinking and analysis of the critical thinking along with the significance of critical thinking and innovation at workplace to tackle problem

In the workplace, it is important to bring innovation and think critically to assist the problem and tackle it effectively. Critical thinking is required for making a relevant judgement that is well thought out and logical. The critical thinking is divided into six categories:

- Effective knowledge: in order to solve the problem clear vision must be present to solve it.
- Comprehension
- Application
- Evaluation
- Synthesis
- Take action

Critical thinking plays the relevant role to tackle the problem that an organization face in a logical and systematic way. In Amazon UK, the miscommunication is one of the major problems and due to which the customers are shifting towards other to satisfy the want and conflict among the employees. The employee must be provided with the effective training to avoid the terms that are unethical or might impact the psychology of the human health. The policy must be brought into the workplace to reduce the cause of miscommunication. The relevant and real information must provide to the customers about the product and service. First and foremost it is important to identify the purpose of critical thinking such as every time when an individual makes a decision there is some purpose attracted to that choice. Critical thinking will also provide the relevant support to bring innovation in an organization it will change the change of operation and enhance the effective success (Baars *et al.* 2017).

AC 2.1 Identification of the key influencing factor to the organization

PEST is used to understand the key influence of the macro environment and identity effectively how future trend might impact an organization.

Political factor

The Brexit affect the Amazon

The biggest threat that the Amazon UK faces and still continues to face is the severe impact of Brexit. It might create both the economic and social uncertainty for the UK economy in short term. Perhaps leave the EU to have many impacts as Brexit is already showing the inflation in the price and situation might get worse if Britain leaves EU before 2020.

Economical factor

According to the experts believe, post-Brexit will affect Amazon at first. Amazon has started maximising its UK workforce by 5,000. Furthermore, that recruitment and selection might become quite difficult in future as Amazon tends to rely on often immigrant, low wages and so on.

Furthermore, other threat of Brexit will have the impact upon seller and its terms of taxation. Depending upon the economic treaties the government of the UK negotiates with the EU, the circumstances are Brexit will lead to adding taxes to EU Amazon customers whose order must be sold in the UK centre by fulfilment by Amazon.

Social factor

The PESTEL framework deals with the change in social culture and its impact on the organization either negatively or positively. Furthermore, there might be the behaviour shift as a customer is more found to use the Smartphone. The rise of Smartphone different than the size 5 inch commonly called phablets and the owner are more inclined to utilise the phone to deal with the complex or time-consuming task for an example online shopping (Pawluk *et al.* 2017).

Technological factors

Undoubtedly technology plays the vital role to enhance the effective success of an organization. It provides more advantage and effectiveness to an organization to enhance the success. Nevertheless, technology might also bring some of the complex situation and threat to an organization. The technology stores the important data and information about the organization and the client and in this situation information leaked and fraud are common.

AC 2.2 Letter to line manager about the PEST impact

Date

To

The line manager of Amazon,

Sir,

This letter is to inform that the PEST has the severe impact on the organization functionality. Brexit is one of the common factors that might bring certain threat to an organization but technology advancement has the positive impact on the performance of the organization. The customer change in preference of Smartphone is one of the critical paths to be focused upon. Online shopping might bring the effective opportunity for the Amazon to experience the effective success (Ikayanti *et al.* 2017).

AC 3.1 Definition of the employer behaviour and two main type of employer behaviour Key techniques that influence the management of managing the employee behaviour

Employer behaviour either has the positive or negative impact on the organization functionality. In short, it can be said that the way the employees of the organization behave towards the situation or specific circumstances in the workplace. The employee's behaviour is shaped by the organizational culture and the culture they belong to. Though there is the different type of employee behaviour present but there two important types are discussed:

Task performer: These types of employers are quite aware of the key responsibility and about their duty that is required to perform at the workplace. Task performances are very sincere, they set the target and work hard to strive it within the time estimated. They perform their roles and responsibility according to the organization aims and objectives. Task performance is concentrated towards the task, never lose interest in work so that they can meet the deadline and enhance the target within or before time.

Joining and staying with the organization: recruiting and selection the employees and provide them with effective training to understand the organization aims and objective incurred certain cost and time. Therefore, it is important for an individual to join and stay with the organization for a certain time period. Furthermore, it is also important for the organization to create the environment so that the employees feel comfortable and do not think to quit their jobs. When talent and skilled employee leave the organization, the knowledge is lost and thus the organization suffers. Thus, one must ensure to check the previous record of the employees to find out how frequently they switch their jobs to avoid problems later on.

Furthermore, the management of the organization must provide the reward to the employees to keep them with the organization. Incentives, promotion are some of the ways to keep the employees motivated and interest towards the organization. The employees must be encouraged and motivated by their excellent performance, this build confidence among them and work more effectively and sincerely (Vinayak *et al.* 2017).

AC 4.1 Role of technology in an organization along with its advantages and disadvantage

Advantage	Disadvantage
Protection is affordable and easy to obtain (no government fee)	Does not prevent the trade secret by another party
Communication: with the help of information technology such as mail, video, email is easy, quiche and affordable.	Job elimination: technology advancement has effectively replaced the position which human use to fill. For an example: accounting or data calculation is done by using software and thus accountant are running out of opportunity.
Availability: the information technology	Security breach: the data stored on remote cloud

has made the organization to operate the business 24*7 all over the globe.	servers which can only be assessed with the password and username. Thus, there is the risk of hackers and viruses, losing the data, wrong-minded knowledge works.
Creation of new type of jobs: it is one of the significant advantages as it creates the new and interesting jobs. Such as computer programmer, software and hardware developers, web designer and so on.	Implementing expenses: in small and medium scale business the organization fails to afford the cost incurred due to technology advancement and thus they end up losing their most significant and valuable client those can play the important role to improve the technology and bring innovation to the product and service. The information technology is one of the major disadvantage the business experiences.
Cost effective and productivity: the IT has the positive impact on the productivity of the organization. It helps to improve the supply of information more effective and keeps the data secure from reaching the outsiders.	Informational technology can even damage the insight of the person (Selamat <i>et al.</i> 2017).

Conclusion

The above study effectively states that problem-solving is an art that one possesses. In addition to it, one must have the effective confidence while dealing with the problem. First and foremost before implementing the solution one must examine the problem by using different perspectives. Furthermore, it is important to enhance the effective confidence when reaching the problem with the effective prices. In this report, the effective decision is made upon the employer behaviour and two important types of employer behaviour. The miscommunication is the major issue that

the Amazon face thus training and implementing the policy at right place plays the relevant role. Furthermore, the impact of PEST is discussed and the letter is written to the line manager of Amazon regarding it. Technology brings the effective advantage to the organization but it should be assured safety determining the entire disadvantage line up with it.

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