

PROBLEM SOLVING AND DECISION MAKING

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**ASSIGNMENT TITLE: PROBLEM SOLVING AND DECISION
MAKING**

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Introduction

In every workplace, problems arise due to one or the other factors, and it's the management's job to look after those problems and find a proper solution for those rising problems. Problem solving is a process that is used to identify the proper solution related to the rising problem. Meanwhile, decision making is the process of choosing the best possible alternative by using one's judgments and skills. Problem solving and Decision making are two crucial aspects that are necessary for every business organization. Problem solving helps to identify, analyze, understand, come up with alternative solutions and implement those solutions to solve the problem. Decision making is an important part of the entire problem solving process after the problem is solved there may be various results and a decision has to be made in order to choose the best solution which is appropriate for the problem. Once the appropriate solution is chosen, then the decision is made. This report focuses on the problems which are encountered in any business organization .This report emphasizes on communication problem that affects the working of the organizations. Communication is the bedrock of any organization and proper importance should be given to communication as without proper communication no business can survive in today's market.

Complex, Scope, and Impact of the problem

Problems are all-pervading and rise in every business organization despite its size, structure, and work. Problems are a threat to the management, resulting in low productivity and poor performance of the employees (Furlan *et al.*, 2019). If the employees face problems in the workplace it affects their work quality, performance, and productivity which is bad for the business organization. Employees face various problems, such as communication issues, gossip, bullying, discrimination, harassment, etc (Furlan *et al.*, 2019). The problems in the workplace also decrease employee's concentration. The management should check on these matters and try their best to solve them as quickly as possible. Communication issues are one of the most commonly found problems in every business organization. Communication is the bedrock of every business organization. The business organization communicates both internally with its employees as well as externally with suppliers, customers, etc. Communication is the key to the proper and effective running of the business and if the communication process has a problem that results in various challenges faced by the employees as well as the employers. Proper Communication helps in creating strong bonds between employer and employees. Business organizations that have a strong bond between their employees and employers tend to be more efficient and productive. In organizations, improper communication creates frustration, confusion, and a sense of tension in the business organization. This may create mistrust, conflict, and misunderstanding among the employees which is bad for the organization. Proper emphasis

should be given by the management and the employers to ascertain effective communication among the employees.

Information related to the identified problem

Whenever a problem arises in the workplace, solving the problem with immediate effect is necessary for the business organization. Communication problems arise in every organization at some point in time and employers and employees should try to establish an effective channel of communication among them. Ineffective communication leads to low productivity, low work quality, etc (Bisel and Rush, 2021). Improper communication results in unclear objectives related to work for employees. Poor communication leads to various issues in the workplace such as conflict, low morale, ineffective coordination, etc. Solving the issue of poor communication helps in effective decision making by identifying the current problems faced by the organization. Effective communication helps in creating transparency and degree of certainty in the organization.

Solutions to the problem

There are various alternatives to solve a problem. Every problem should be approached with a clear intention to understand, analyze and come up with an appropriate solution for the problem. The first step is to identify the problem, once the problem is identified then comes the point to look after the cause of the problem (Yuriev *et al.*, 2018). After the possible cause of the problem is once ascertained, and then comes to look for various alternatives to solve the problem. Now an appropriate alternative which is best for the problem should be chosen. Now the best alternative which was chosen should be implemented. There are different ways to fix the communication issues in the workplace such as:

1. Establish a proper communication channel –

Communication issues arise when there is a lack of a proper communication channel in the business organization. Various communications within the organizations takes place between the high level management to the low level management of the business organization, it becomes important to establish a proper communication channel. The business organization can come adopt methods such as verbal communication, written communication, oral communication. Verbal or face to face communication helps in solving various problems and misunderstanding relating to the workplace. Management can solve many problems with the proper verbal communication with the employees. Use of written communication forms such as circulars, notice, memos, can serve as an great deal with solving communication problems in a organizations. The management must carry out proper written communication otherwise; important information can be misunderstood or perceived differently by the employees.

2. **Communicate with Remote working employees –**

After the breakdown of the Novel Corona Virus, remote work has become common in many workplaces. Governments had issued various rules that business organizations should ask their employees to work from home to break the change of transmission (Bisel and Rush, 2021). Since the employees are working remotely it becomes important for the business organization to establish and maintain communication with them. Use of various technology such as video - conferencing, and maintain proper communication and bridge the location gap.

3. **Acquire Feedback –**

It is rightly said that “Feedback is the true essence of communication”. The management should ask for employee’s inputs and feedbacks. Rather than waiting for the employees to come up with problems and grievances, they should conduct a proper and thorough follow up of work related matters with the employees. The management should step forward in taking inputs from the employees. The management can conduct various surveys that can help them know about the problems, challenges, and grievances faced by employees. And the management can take proper actions at the right time to avoid any further problems (Yuriev *et al.*, 2018).

4. **Proper Follow Through -**

To keep a check on whether the communication process is smooth and efficient, proper follow-up is important. Employers and management should There should be no confusion to the employees related to the work they are doing (Bisel and Rush, 2021) .The employee should have a clear sense of what jobs they are supposed to complete. The management should check whether they are on the right track or not and if any problem arises they can solve it on the spot.

Decision Making Techniques

Decision making is an important part of the problem solving process It is the process of selecting the best potential solution for the given problem. Decision making is important for not only the top level management but also for all the levels in the organization (Duan *et al.*, 2019). In an organization, both the employer as well as the employee has to take various decisions related to finance, day to day operations, costing, etc. These decisions help the business organization to save resources, time, improve productivity, etc. Various Decision Making Techniques can be used by the management in order to make decisions related to the operations of the business organization (Tagliaro and Hua, 2021). In this report, the decision making technique which is being used is **Multi -Voting process**. Multi-Voting Process is the process where a large pool of decisions is narrowed down to a small and concise set of decisions. There are a large number of employees in business organizations; the management can take help of the multi-voting process. The management can give each employee a set of ideas and ask them to vote the best three

ideas according to them that they think is good for the situation. The management can tally all the votes and find out the ideas with the highest votes and proceed with the ideas. Communication problems arise in every organization and solving them should be the first priority of the management. Communication is the backbone of every organization and without a proper communication network; no business organization can survive in the longer run. There are various steps involved in the process of multi-voting. The first step of the process is to find the most potential ideas in the given scenario. The second step of this process is to eliminate all the impractical suggestions and ideas that are not up to the mark. The management at this point can ask all the employees to choose the best ideas according to them and tally them to find the best alternative which they can use to make decisions. The final step of this is to select the best alternative and make the decisions. The multi-voting process is a common process of decision-making that is followed in a majority of business organizations to make decisions.

Develop a plan to implement the solution

Implementation is an important step in the process because without proper implementation of plans and ideas won't be successful (Broekhuizen *et al.*, 2018). There are various steps in the implementation plan. The steps are as follows:

1. **Outline Goals**- The very first step of the Implementation Plan is to define and outline the goals and objectives. If the rough outline of the plan is prepared then there won't be any problem in the implementation of the plan.
2. **Assign responsibilities** - The second step of the implementation plan is to assign the responsibilities to different to various employees. Once the desired solution to the problem is attained the management should assign responsibilities and roles to employees who in turn will fulfill them.
3. **Implementation schedule** -The management should keep an implementation schedule that will help them to track and keep an eye on the entire process . this will help the management to know no about the real-time status of the work.
4. **Resource allocation**- It is an important part of the entire implementation plan. the management should make sure that there is a proper allocation of resources allocated to complete and fulfill the task given to them.

Communication Plan

Description	Goals	Key Resources	Personnel	Stipulated Timeframe
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Outline Goals	To outline and chalk out the required goals and objectives for the plan. This is the first step of the process.	All the financial, physical and human resources used in the project.	Project Manager , and the team	3 months
Assign Responsibilities	To assign different responsibilities to the team. The manager should assign responsibilities to the team for achieving the desired goals.	All the financial, physical and human resources used in the project.	Project Manager , and the team	2 months
Schedule	The management should create a schedule for completion of the project .The manager should create a schedule for completing the project.	All the financial, physical and human resources used in the project.	Project Manager , and the team	3 months
Implementation	This is the final step to the plan and implementation starts this point of time.	All the financial, physical and human resources used in the project	Project Manager , and the team	5 months

Communication Plan

(Source: Created by Learner)

Communication of the plan to the stakeholders

The objectives and plans are decided then the man then it is necessary for the management to communicate the plan to the stakeholders. Stakeholders are the people who have a stake in the

company and are devoted completely to safeguard the well-being of the company. For communicating the plan to the stakeholders all the necessary information regarding the decision should be carefully presented in front of them (Caputo *et al.*, 2018). The necessary information of the data that has to be presented in front of the stakeholders can be in the form of a Summary report for can be presented to them in a meeting or conference. Stakeholders' feedback is very crucial for the organization. The key stakeholders in the organization are the creditors, investors, government, employees and etc. The creditors are those who have lent money to the organization .They must be informed about the plan clearly as they have contributed funds for carrying out the business operations .The investors are those who invest in the business. They should be informed by the management about any plans in the organization. Government should be informed about the plan as they keep track of the activities of the organization .The Stakeholder's must be clearly aware of the changes in the business organization, as the changes would affect them directly.

Monitoring and reviewing to ensure proper implementation

Once the solution is obtained it is necessary for the management to keep check and monitor and review in order to ensure proper implementation of the solution. Helps the management to keep a track of the work Monitoring helps the organization to see what they had planned for and how far the plan has been achieved. If anything goes wrong the organization can immediately resolve the issue and continue with the task. Various techniques should be adopted by the organization for monitoring and reviewing. Observation, talking with the employees, employees surveys. The organization can do proper observation for the maintaining a proper communication. (Caputo *et al.*, 2018).The management can establish a good network of communication between the the management and the employees. The management should be transparent and employees should share their problems and grievances to the organization. The management can take help of various surveys to check the effectiveness of the communication plan of the organization. Various surveys should be conducted by the management to keep a check on the employee's problems and difficulties faced by them. The monitoring procedure should have a variety of measures through which they can Report the business organizations and the stakeholders about the business activities.

Conclusion

Problems are found in every organization throughout the world and it is the job of the management to solve those problems. This report consists of a detailed analysis of the importance of problem solving and decision making in a business organization. Problem solving and decision making is an important aspect for every business organization and it helps the organizations to sustain in the environment in the business environment for a longer period of time. The report focuses on factors that create problems in a workplace such as communication errors and inter-personal conflict. This report further focuses devising alternative solutions to the identified work place problems and on the development of a plan to resolve them. The key decision making process on Multi voting process has been highlighted that would help in solving the problems. The report also presents the ways this plan would be communicated to the stakeholders. This report also includes important factors and techniques used by business organizations to monitor the problems and make decisions for the business organization.

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