

PROBLEM SOLVING AND DECISION MAKING



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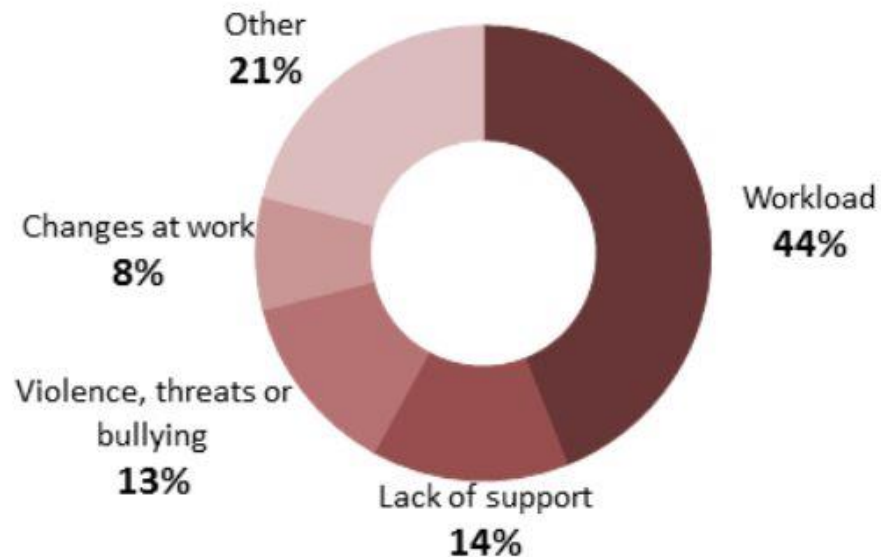


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INTRODUCTION

- When at work, employees have expectations and demands they have to meet. Failure to meet these demands usually leads to feelings of worthlessness and other negative thoughts. Unrealistic expectations will often force the employees to work themselves harder than they can manage, leading to dissatisfaction and high levels of stress.

Stress, depression or anxiety by cause, averaged 2009/10-2011/12



Source: Labour Force Survey
www.hse.gov.uk/statistics/lfs/index.htm

NATURE OF WORK RELATED STRESS

Work-related stress is defined by the HSE as **the adverse reaction people have to excessive pressures or other demands placed on them**'. <https://www.tandfonline.com/doi/abs/10.1080/02678370410001727474>



Physical, Emotional state

Job satisfaction and dissatisfaction

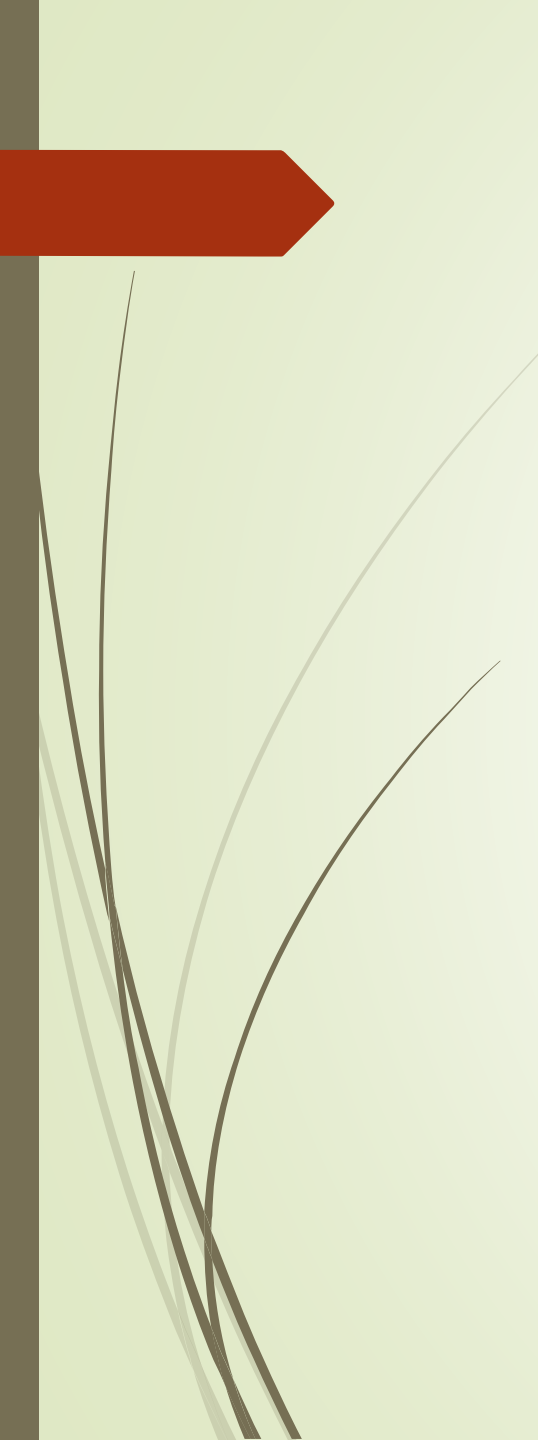
Job demands

Perception

In the 1990s the Swedish labor market underwent substantial changes, resulting in smaller organizations, staff reductions and reorganizations. This is considered one of the main reasons for the dramatic increase during the early 21st century in sick leave due to stress-related mental disorders such as depression, anxiety, and burnout/exhaustion.

A low satisfaction level in employees leads to lower productivity levels, when work impacts workers personal

lives this leads to a decrease in efficiency. Quality work is achieved through satisfactory environments as energetic active workers impact productivity positively.



Impact of the complex problem on employees and their organisations.

Changes in body functions

The feeling of dread of work

Depression

Lower productivity

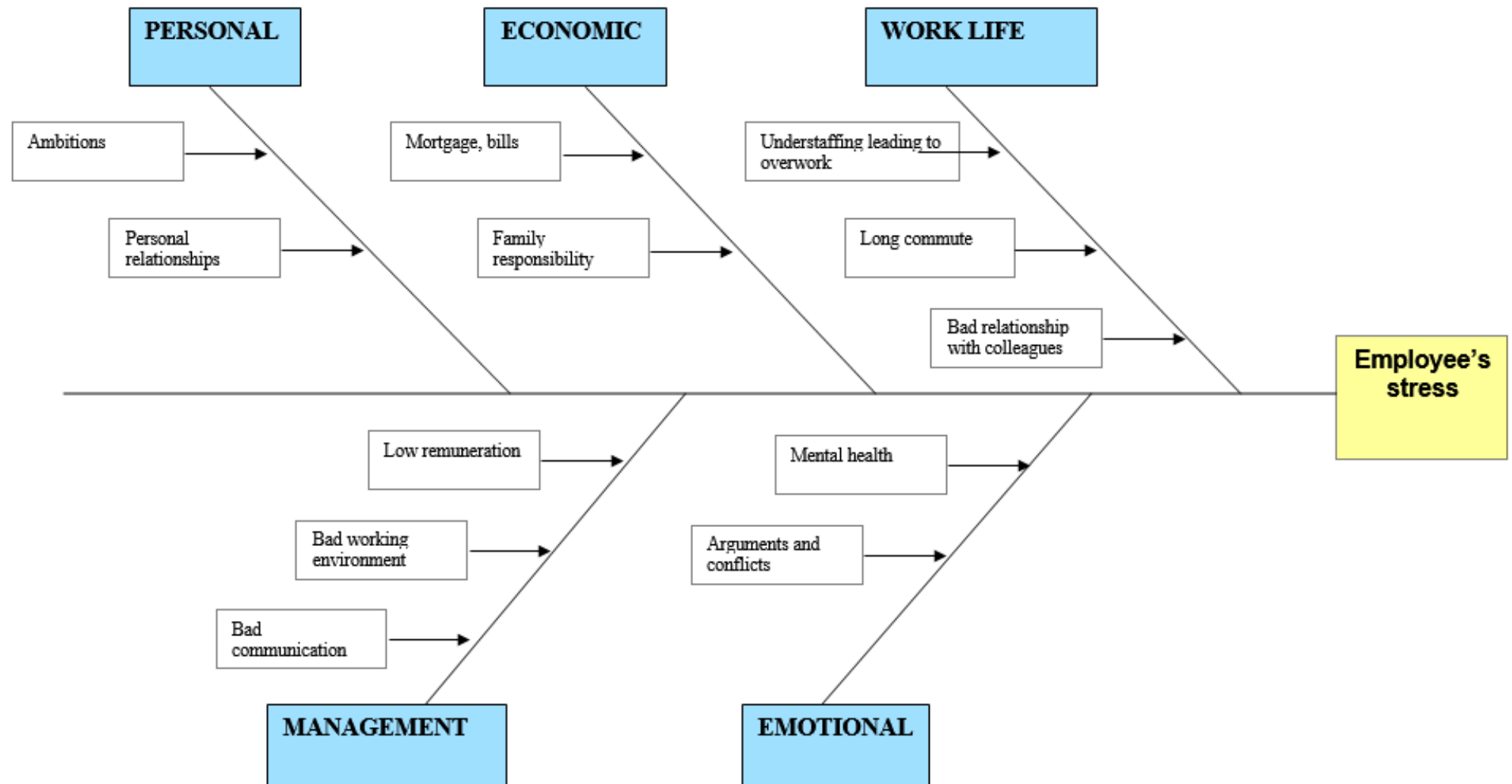
Apathy

Insomnia

Panic attacks

Indecisions

Political	Economic	Social	Technological	Environment	Legal
Government policy Ford,M.(2016)	Growth Rate	Demography	Communication	Climate Change	Regional laws
Tax policies and how they might change	Inflation	Cultural norms Michael, F(2015)	Innovation	Workforce Health	Court System
Infrastructure	Labour cost	Education	Digitization	Resource Management	Law Enforcement
Labour laws - working week / minimum wage	Business Cycle	Income Distribution	Robotics	Energy Availability	Employment Law
Trade restrictions	Unemployment rates Richard,L. Stephen,N.(1986)	Age Composition	Automation	Agriculture	Safety /Health Law



SOLUTIONS TO WORK RELATED STRESS

- Sufficient training courses should be provided to new hires to ensure they are comfortable working by themselves, a mentoring system could be put in place for this
- Appropriate working conditions, employees should have up to date software and hardware like machines. It should also be attempted to keep a good temperature and tidiness of the working space where possible.
- Break times, employees should have the necessary rest from the workload. Make sure that employees have commodities in the break room. such as microwaves and sofas.
- Rewarding appropriately, employees should be properly rewarded for their efforts, this helps motivate them to keep working to a high standard, examples of this can be monetary rewards ,company car or promotions.
- Regular meetings managers should strive to improve the flow of communication Between employees, to make sure that everyone can voice their opinions and concerns, a good technique for this is brainstorming.

Regular meetings

Score: $14 - 10 = +4$

PLUS	MINUS	INTERESTING
Increased bonding between staff (+3)	Discussions will take place during work time (-3)	There will be designed meeting rooms (-1)
More creative ideas will come up during conversation (+2)	Managers will need to be trained to make sure to include everyone and understand their thoughts. (-3)	
Satisfaction of employees will rise and stress will decrease because problems and opinions will be voiced (+4)	Translators might be needed in case of language barriers (-3)	
Increased productivity (+5)		

CONCLUSION

Due to several factors stress at work is increasing dramatically in the last decades, this is leading to a huge increase in sick leave related to stress as well as an overall worse mental health of employees,

These issues can largely be resolved by increasing the flow of communication and letting workers speak up when they feel they are not up to the task, or that the pressure is too high, as well as resolve any other issues with the working environment.

By doing this companies have everything to gain as research shows that increased worker satisfaction results in higher productivity, and employees will feel valued and respected which will increase their overall happiness and well-being.



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