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CONTENTS

1 INTRODUCTION	3
1.1 JOB DISSATISFACTION	3
1.1.1 LACK OF APPRECIATION	5
1.1.2 UNDERPAID	6
1.1.3 LACK OF MANAGEMENT	6
1.1.4 LACK OF TRAINING AND DEVELOPMENT	6
1.1.5 POOR WORKPLACE RELATIONSHIP	7
2 FISH BONE MODEL TO IDENTIFY THE ISSUES AT WORKPLACE	7
2.1 MISS COMMUNICATION	9
2.2 MISS MANAGEMENT	9
2.3 LACK OF DISCIPLINE & AWARENESS	10
2.4 PSYCHOLOGICAL STRESSES AND UNSAFE PRACTICES	10
3 SOLUTION FOR THE PROBLEM AND ISSUES	10
3.1 ADEQUATE TRAININGS FOR WORKERS	10
3.2 WORKERS ENGAGEMENT	10
4 ROLE PLAY	11
5 SUITABLE SOLUTION	11
5.1 ORGANIZATIONAL CULTURE & COMPETENT MANAGERS	11
5 REFERENCES	12
6 REFERENCES	13

1 INTRODUCTION

The assignment is based on the critical evaluation of issues and problems associated with the workplace which leads the workers to dissatisfactions. The assignment will evaluate the issues using the fish bone model. At the end the assignment will focus on finding relevant solutions to the problems.

1.1 JOB DISSATISFACTION

Job dissatisfaction is the state of mind of an employee when their expectations in the job are not meet accurately (Boatman, B, 2022). Whenever the employee expectation does not meet at the workplace there will always be negative perception in the mind which leads to the lack of motivation & commitments towards the tasks and job also the employees trust upon the employer get affected (Boatman, B, 2022). This is very important because it is directly associated with the productivity of the organization. A report showed that organization in which employees with successful job satisfaction have 50% higher success rate in production (Future Learn, 2022). India has the highest number of job satisfaction in the world according to a research report (Buchholz, K, 2020).

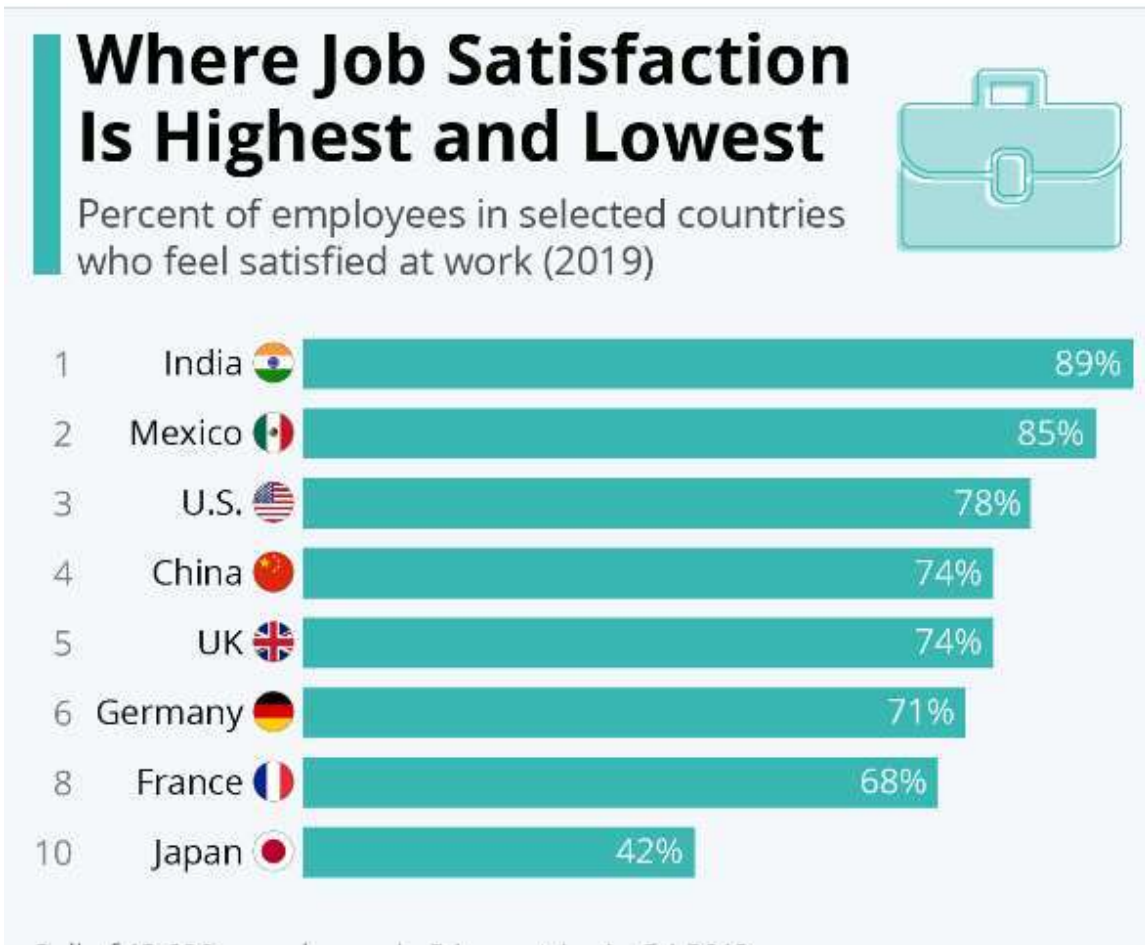


**FIGURE 1: HIGHEST AND LOWEST RATE OF JOB SATISFACTION IN THE WORLD
BY COUNTRIES**



FIGURE 2: JOB SATISFACTION (BUCHHOLZ, K, 2020)

There are many factors that are affecting the job satisfaction at the workplace. Here are some of them as follows.

1.1.1 LACK OF APPRECIATION

It's human nature that individual or group of people whenever they perform tasks need appreciation for their efforts they put in there (Boatman, B, 2022). People always believe after appreciation at the workplace that they are worthy for their employers. A survey showed that around 53% of the employees believe that appreciation from their senior management makes them stay longer in the company (Half, R, 2019).

Causes of Job Dissatisfaction



FIGURE 3: CAUSES OF DISSATISFACTION AT THE WORKPLACE (INDEED, 2022)

1.1.2 UNDERPAID

Whenever employee thinks that they are underpaid by their employers for the services they are providing, they feel undervalued and also due to low payments there will be financial stress upon the employee mind which will psychologically imbalance its performance at the workplace (Boatman, B, 2022). If they get new opportunity with good package they will always acquire them.

1.1.3 LACK OF MANAGEMENT

Organizational culture is always defined by the management and if the management fails to provide positive culture there will be conflict among the employees and also there will be a game of personal likes and dislikes (Boatman, B, 2022). As a result the employees will feel dissatisfied from the job. Organization with incompetent leaders will failed to develop teams and real performer whom they can trust in projects.

1.1.4 LACK OF TRAINING AND DEVELOPMENT

Employees always expect from their companies to invest in their carrier development by providing enough trainings and relevant knowledge, so that their personal skills may shine and develop further (Boatman, B, 2022). By providing relevant training they are always be able to perform assessments and deliver their task with confidence. Reputed organization always spend a handsome amount of budget on their training session in any form including, online sessions, peer to peer trainings, cross training and job shadowing to make their employees engage and they are always prepare to handle situations.

1.1.5 POOR WORKPLACE RELATIONSHIP

Lack of team building activities, team lunches and work parties lead to poor workplace relationship among the employees. If the relationship among the team members are week and their bond is not played yet then there will miscommunication among them which will lead to underperformance and a result employees will get dissatisfied by their jobs (Half, R, 2019). Some people considered spending more time at workplace means the employee relationship at the workplace is good but in reality on average UK employees spend 34 hours a week which is around 1,791 hours a year but the survey suggest that all of them are not 100% relate at their workplace.

2 FISH BONE MODEL TO IDENTIFY THE ISSUES AT WORKPLACE

Fish bone model is a tool that is sued to detect defects, variations and failures in any process (Trout, J, 2022). It is used to find the cause root of any problem or issues. It is also known as Ishikawa diagram or cause and effect analysis. The model work on the skeleton of a fish where the head denotes underlying issues while the ribs and bones are indicating the causes for the problem.

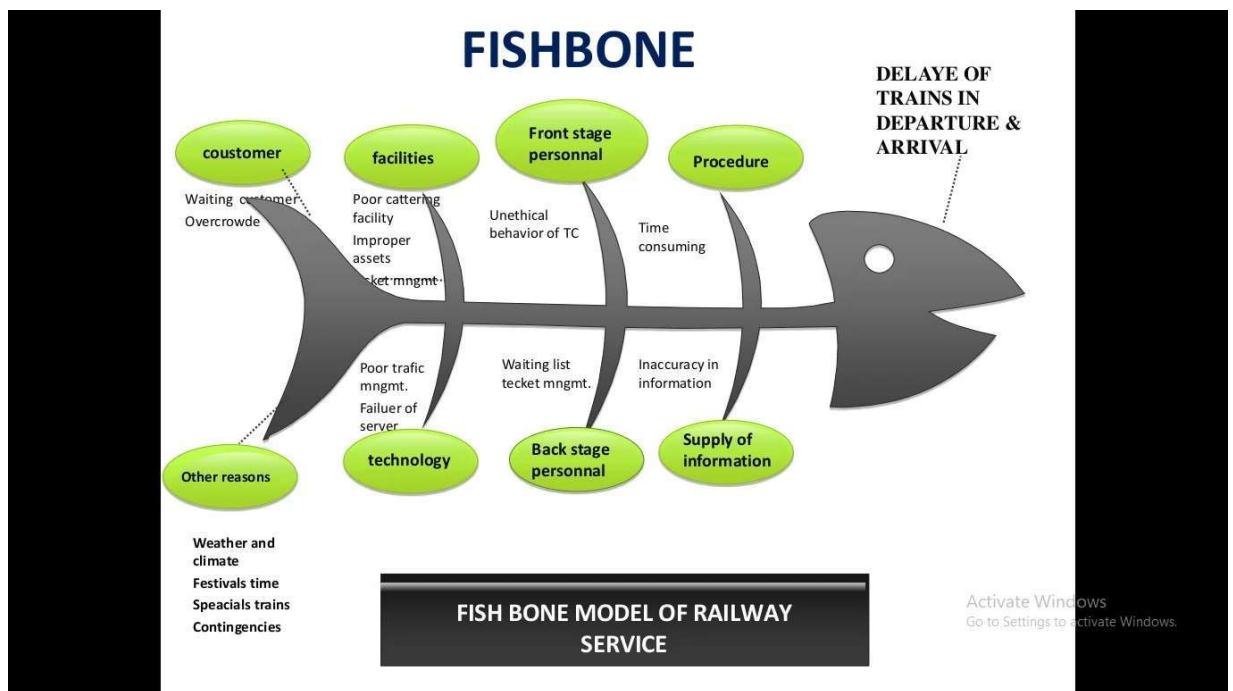
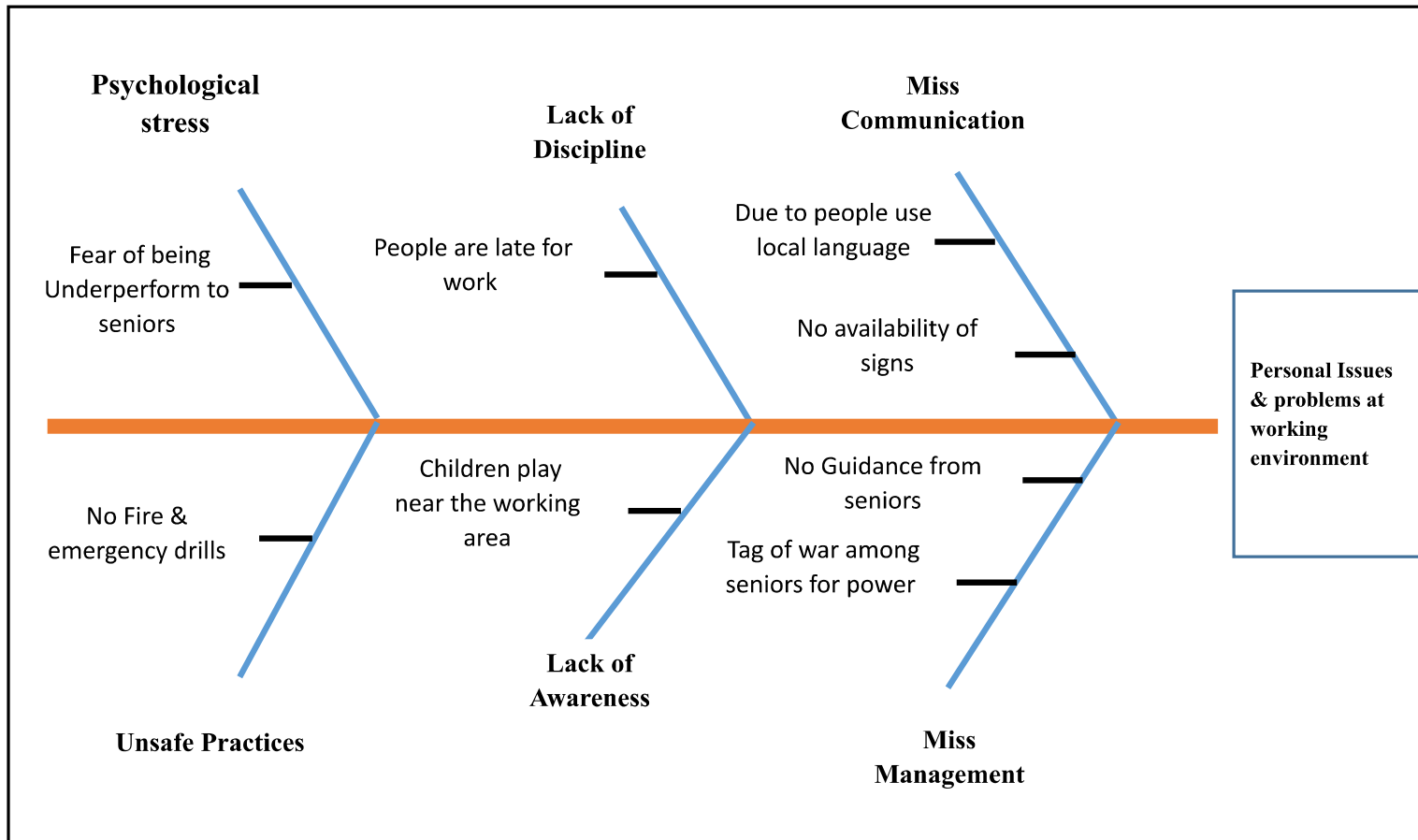


FIGURE 4: THE FISH BONE MODEL (BARAPATRE, A, 2014)

By using the fish bone model as a standard, the issues and problems along with the cause roots that are generally occurs in the working environment in daily life. Each of the causes and issues will be explained in detail.



At the workplace according to the fish bone model, I have found problems & the causes through which these problems can be identified which will be easy for the management to resolve once it is identified. Following are the outcomes of the analysis that were created through Fish bone model.

2.1 MISS COMMUNICATION

People often use local languages to communicate at the workplace. Due to this reason, there is a lot of miscommunication when delivering messages from senior management to lower staff. Similarly sometimes due to the non-availability of signs, Worker did not understand the type of message that is being delivered at the workplace due to which accident occurs very often.

2.2 MISS MANAGEMENT

During the working environment, there is a lack of guidance from seniors and also there is a tug of war between seniors for power, which results in grouping in the organization.

2.3 LACK OF DISCIPLINE & AWARENESS

In my workplace, there is lack of discipline where people used to the site late and managers are sometime late in delivering their projects and tasks. Alongside that within the working space the children nearby plays games regularly which can be a potential treat for their lives.

2.4 PSYCHOLOGICAL STRESSES AND UNSAFE PRACTICES

The workplace is full of stresses due to un trained and incompetent managers as they always bully their juniors whenever a mistake or something wrong happen. People are always in fear of if the task given is not according to the senior expectations and they bully workers in front of their others. The workplace is also not safe as there is no safety harnesses for the workers that work cleaning windows at height and also no emergency and firefighting trainings were given at the workplace.

3 SOLUTION FOR THE PROBLEM AND ISSUES

After discussing the problems and issues in the working environment, now it moves toward the possible solutions through which these identified problems in issues can be solved with proper procedures.

3.1 ADEQUATE TRAININGS FOR WORKERS

According to research data in 2020 organizations on average spend around 1678 dollars per employee on training and personal development (Spencer, S, 2021). Very high and reputed organizations with employees of more than 1000 spend around 924 dollars per employee on their training and personal development (Spencer, S, 2021). These statistics are clearly showing that training for workers is more important because it will give boost their workers and also they will build trust in their organization that their personal development is a key priority for their employer.

3.2 WORKERS ENGAGEMENT

Engaging workers in the organization is very important because when they are involved in the decision-making and setting goals for the organization they are motivated and they personally want to achieve these goals with effort. According to the Gallup survey, those organizations involve their workers in the decision-making and engage them to perform 147 % better compared to their competitors in the market (First up, 2022). Despite the fact of such a success rate of Engage employees a survey in 2022 suggest that only 34% of the employees are engaged by their organization (First up, 2022).

3.3 ORGANIZATIONAL CULTURE & COMPETENT MANAGERS

Good and positive organizational culture is the key to success in any organization. Having competent managers who have the ability to solve complex issues and problems. Organizations with well-structured hierarchy and model defines how well the organization will perform in the market.

By adopting these three techniques in the organization the issues and problems were resolve at much better way.

4 ROLEPLAY

I am Zebiba the manger of Z company, i have got today one to one meeting with you Hafsa, im

If you have any problems at the workplace?

Hafsa: yes there's some problems need to be fixed

Zebiba: What are the problems?

Hafsa: For paying the card payment reader is not working

Zebiba:you have to advice the customers to the nearest cash machine, also put some notes to let the customers see that information,

Hafsa: The fire exit alarm door is not working

Zebiba: leave the fire door exit open, by legal law we have to keep it shut, but because it's not working. We have to keep it shut, and I will fix it as soon as possible.

Hafsa: I'm still working with zero hours contract

Zebiba: by law when you are working zero hours contract, you have the right include

the national minimum wage, and national living wage.

Hafsa: The toilet in the shop is not clean, and the floor always wet

Zebiba: Try to make sure the cleaning staff to clean the toilets and mop the floor,
and also put up signs to hazard people when the floor is wet for health and safety.

For the problems and issues the solution above are some of the methods that can be vital in solving the issue for the organization. Among them one solution that can be vital important is the organizational culture and competent managers that define the direction of the organization.

5.1 ORGANIZATIONAL CULTURE & COMPETENT MANAGERS

Good and positive organizational culture is always important to mitigate problem issues because well-structured organizational culture will follow a proper hierarchy would deliver and receive messages. Also in this type of organization culture, everybody knows their role & responsibilities and to whom they will respond. Another reason for mitigating the problem is this type of organizational culture is always helpful because in such organizations there are effective teams that work as teamwork & the competent staff they hire for teams to lead them are always capable of solving complex issues (McGoff, C, 2019).

Competent managers will act as great leaders in their organization and by doing this they will actually build personal relations with each employee within the team that will help in understanding your weaknesses and strength and how their team will react to different situations. by knowing this the leader will actually be able to understand the psychology of each team member which will help them in mitigating the problems in issues because the understanding among them is always good.

5 REFERENCES

Job dissatisfaction is the state of mind of an employee when their expectations in the job are not meet accurately. There are many factors that are affecting the job satisfaction at the workplace. A survey showed that around 53% of the employees believe that apperception from their senior management make them stay longer in the company. Whenever employee thinks that they are

underpaid by their employers for the services they are providing, they felt undervalued. Reputed organization always spend a handsome amount of budget on their training session in any form including, online sessions, peer to peer trainings, cross training and job shadowing to make their employees engage and they are always prepare to handle situations. The fish bone model indicate the issues in the workplace are miss communication, miss management, lack of discipline & awareness, psychological stresses and unsafe practices and the solution are adequate trainings for workers, workers engagement, organizational culture & competent managers. Among them the organizational culture & competent managers is the one with most effect.

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