



Problem Solving and Decision Making

Nature and impact of the problem

- Job dissatisfaction are one of the rising issues among employees today (Pan *et al.*, 2018).

- Employees are not satisfied with the work culture.

- Poor work culture is caused due to low employee engagement, poor communication, employee absenteeism, poor retention, low productivity and ambiguity.



Nature and impact of the problem(Cont.)

- One-third of the employees in the UK leave their jobs due to poor company culture.
- Demotivated employees lack accountability and provide low productivity (Sibonde *et al.*, 2021).



Cause-and-effect analysis of the complex problem



Identification of the problem

- Companies must listen to the signs of poor work culture (Radovic Markovic et al., 2018).
- Company must assess employee performance, employee engagement and participation in the decision-making process.
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Cause-and-effect analysis of the complex problem(Cont.)



Major factors involved

- Company culture often becomes a liability for companies (Vveinhardt, 2018).
- Employee engagement lessens and becomes one of the major causes of low-performance and work culture.
- Some reasons might include Inadequate investment in people, lack of equity, poor behaviour of the higher-ups and others.

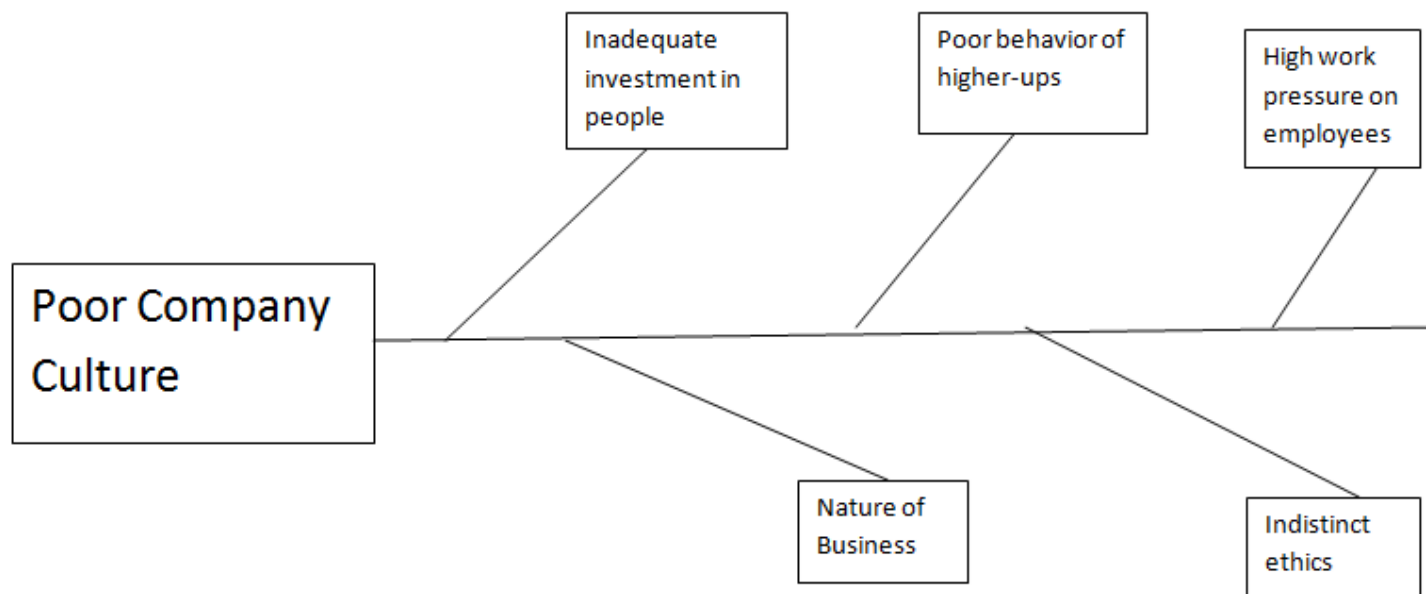
Cause-and-effect analysis of the complex problem (Cont.)



Possible causes

- Low attention to the employee capability and potential causes poor work culture (Morrish, 2019).
- Improper appraisal of the employees lessens the motivation.
- Distrust of the higher level management on the employees causes low employee morale

Fishbone diagram of cause and effect relationship



PESTLE analysis of the macro-environmental factors

Political	The change in mindset needs to be changed to shift the management and retail employees
Economical	When the companies are more prone to recruiting remote employees, it opens up the scope of talent.
Social	The company must allow the employees to enjoy their right (Kaushik <i>et al.</i> , 2020).
Technological	Company should invest in good technology. It will improve the communication system
Legal	To avoid any legal complications the company must follow the stated term
Environmental	The company can adopt the less plastic consumption objective and can also focus on more digitalisation

Evaluation of alternative solutions to the complex problem

- Solving complex problems requires proper solutions.
- Embracing the employees for their contribution (Haldorai *et al.*, 2020).
- Employee appraisal and improving the nature of work.
- Communication of purpose and vision of the company with the employees



Planning and implementing the chosen solutions and evaluating outcomes

- Planning and implementation of the solution is the consecutive process that results in improved company culture (Duchek, 2020).
- Employee engagement meetings can be called up to ask the individual about their issues in the company (Larson *et al.*, 2020).
- Employees will feel confident and noticed.



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**THANK
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