

Problem Solving and **Decision Making**

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INTRODUCTION

The problem solving and decision making is mainly defined as the solutions which help the businesses to navigate the hindrances and the issue being faced while working in the company to attain the maximum satisfaction. With using these processes it mainly helps in defining about the processes which helps in reminding the obstacles with reaching the ultimate goals. This report provide detail about the role-play on the case study about the dissatisfaction of the employees working at different position in the UK. In the report it helps in defining the complex problem being faced including its impact and scope. Also, influencing the decision-making process. Further more, defining the range of solution and using the techniques in the decision-making with evaluating the range of solutions by identifying the most appropriate solution. Also developing the plan and communicating to the stakeholders. Lastly assessing the appropriate monitoring and review techniques for ensuring successfully implementing tools.

MAIN BODY

Defining a complex problem in the workplace including its scope and impact

The complex problem is the employees are dissatisfied in the workplace while working as to attain the job security and the satisfaction while working in the company as to serve the consumer with working hard. The main factors which cause dissatisfaction among the employees while working in the company in the working culture, the task and the working being associated with the workplace culture.

Further more from the case study the real estate workplace employees scored the lowest in the satisfied and happiness while working in the company. The employees working in the companies are unhappy and it is considered as an complex problem

which hinders in attaining the effectiveness and high performance working to attain the set objectives. As it results in impacting the performance and the attaining profit of the company while Working as to attain the set target and objectives. Also, as it impacts and results in decreasing the worker's performance by decreasing the morale for being less productive in nature and not able to provide the quality services while working with dissatisfaction and being unhappy (Rana and et.al., 2022). The main scope of the dissatisfaction is the employees working in the dynamic environment are dissatisfied as due to the poor working conditions, no career development opportunities and the low level of pay benefits.

Analysing information on the identified problem, to help inform the decision-making process

The information being identified in the problem faced as in UK the employees are unhappy in their jobs mainly in the real estate the happiness is at the lowest rate. As in indeed workplace, the work happiness scored is being evaluated which helps in measuring 1800 workplace surroundings in the different sectors. further more it also helped in analysing about the problem being faced as the scoring mainly rated from 1to 5 on the basis of the statement being asked employee as 'I feel happy at work all the time'. Which helps in analysing about the belongingness, stress level, the satisfaction and the supporting from the company and its management. With researching 2000 employees and various sectors in the UK it resulted and impacted the satisfaction of employees working at different job level. With this it is being analysed that every fifth year the worker feel unhappy with playing and performance their role which are working at different position. As in the real estate the lowest and unhappiness in the employees working is dissatisfied is due to the limited growth in their career, also low paid jobs and the poorly managed while working in this sector which lack the work life balancing.

With analysing all the information it is necessary to motivate the employees to work in more better and enthusiastic manner which helps in attaining competitiveness. For improving the motivation and increasing the competitiveness the decisions making problems implement various changes as to adapt various ways for motivating and successfully encouraging the employees to work and accomplish the results (Halder,

2018). Thus, with adopting the measures and ways for improving the motivation of the worked as for providing more satisfaction mainly helps in resulting and influencing the employees with better decisions in the company.

Proposing a range of alternative solutions to the problem

Defining various ways and solution for solving the problem of unhappy and dissatisfied employees working at different jobs are as follows:

Offering competitive salary and rewards: as by offering competitive salary and various monetary and non monetary rewards mainly helps the employees with motivating to attain and work in more enthusiastic manner to attain the rewards and the incentives.

Listening employees concerns: with listening the employees voice and their concerns It helps in motivating to feel valued and work in the company attain competitiveness while working in the dynamic surroundings.

Prioritizing well-being of employees: With prioritize the working of the employees as by providing the safe and clean Working surrounding to work and perform all the given task helps in attaining competitiveness in the company.

A positive working environment: building the positive working environment mainly helps in influencing the employees by feel motivating and influences for attaining better experiences which helps in sustaining positivity (De Clercq and et.al., 2019). As for creating the positive working environment by openly communicating with building trust and listening to employees as for promoting and providing equal opportunities while working at the particular place in the dynamic business surroundings.

Providing feedbacks: with giving feedback to employees mainly helps in defining the performance of the employees this helps in building trust which results in motivating employees to build an improve the performance while performing and working in the workplace.

Working life balance: providing the work life balance helps in ever-increasing and building happiness among employees (Muntz, Dormann and Kronenwett, 2019). With this by adopting and providing the flexible working schedules for the employees by giving leisure services and relaxing times for the employees to feel motivated.

Using a decision-making technique to evaluate a range of solutions in order to identify the most appropriate option:

Considering the insights of Indeed's work happiness score, it has been observed that the employees are not satisfied with the environment and not happy with their work conditions and position. The employees over there are not receiving the required and desired work appreciation, hence, not feeling any sense of belongingness towards the organization. This can hinder the employee retention rate and immediate measures need to be undertaken to make the employees satisfied with their job position and task. For this, the company is advised to opt for various **motivating and mentorship programmes** to keep the employees engaged not only in the work but also in the extra-curricular activities. This will increase their overall productivity and will reduce the chances of getting dissatisfied with their surroundings and working environment. The organization can even initiate the process of **interaction and communication** with its employees to realize the needs and preferences of their employees. So, the most appropriate option is to ensure the well-being of the employees and to measure the expected outcomes and their deviations to identify which all areas require improvement in order to balance their work life along with their personal lifestyle.

Developing a plan to implement the solution thus formed:

Identifying the solution	Analysation of information	Identifying the alternatives	Choosing among the alternatives	Implementing actions	Review of the solution made
Motivating and mentorship programmes	All the information regarding the decision-making of motivating employees will be taken	In the process, there will be a lot of alternatives found, listing of all the favourable	The most favourable alternative has to be chosen in order to retain the employees in	The decision-making plan is now ready for execution as all the necessary steps have been taken	The solution made should be properly evaluated and interpreted as to identify what are the

	into consideration as to extract the best sources of information.	items will be of a great help	a positive way which can further result in the overall effectiveness of the organization.	to ensure success through the selected motivating programmes.	consequences of the decision or will it have a positive impact.
Interaction and communication process	To identify and determine what all are the recent and trending topics of the time being.	What all can be more attractive and stimulating topics for the employees other than the chosen ones that can increase their work performance.	The best alternative or option that will have the maximum votes will be implemented as per their preferences.	The positive actions and alternatives will be carried out keeping in mind the rules of formal interaction process.	Then it will be decided whether the executed plan of formal interaction between the management and the employees was a success point.

Communicating the plan to the stakeholders of the company

The company must have the effective ways to have better communication with the stakeholders. By having the proper communication of the above plan made helps the stakeholder to have more investment and increases the share capital. As the company was facing the problem of job dissatisfaction which used to have great impact on the employees (Wakiru and et.al., 2019). By making the stakeholders, customers,

employees, etc. about the solutions of the problem helps them to retain with the organization.

The objectives and alternatives set in the above plan must be communicated with the stakeholders by using Email or newsletters as this is considered as one of the best method communication with stakeholders. This used to have immediate delivery of the information and manage the communication confidential in the company. By this they must provide their suggestions to the company on the plan share by them. This is one of the great problem faced by the UK people which must be managed by the company by having proper communication with the people and stakeholders in the market.

Assessing the appropriate monitoring and reviewing techniques to have successful implementation of solution

There are different monitoring and reviewing techniques that helps the business to have the successful implementation of the plan. This helps to know about the plan and solution implemented is good or not for the company as this used to have great impact on the working of employees. The appropriate techniques is as described below:

1. **Benchmarking:** This method helps to measure the business metrics and practices by having comparison with the business or with the competitors. The companies of UK can opt this technique in order to review the plan implemented by them in order to solve the problems faced by the employees (Mortaji, Noori and Bagherpour, 2021).
2. **Observation:** This is also the one of the best technique that makes the companies to know about the performance of the employees. By observing the plan and making them know to the stakeholders helps the employees to have better working at their workplace.
3. **Variance analysis:** This is basically the study of the deviations that helps the companies to measure actual outcome with the planned one (Khosla, Khandnor and Chand, 2020). By this it helps the company to know and monitor about the techniques to know about the performance and its impact on employees.

CONCLUSION

From the above report it has been concluded about the problem faced by more than one third of the UK employees. In the report it is described about the complex problem in the organization by stating its scope and impact. Further this report has also analysed the information on the problem identifies to have the good decision- making. Further this decision- making techniques has also helped to give the better solutions to the problem faced by most of the employees in UK. Moreover, the report has evaluated about the plan that helps them to overcome from the problem and have better communication with the stakeholders. At last the above report has assessed the appropriate monitoring and reviewing techniques to have the better implementation of the solution.

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