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Problem Solving and Decision Making

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Introduction:

Job dissatisfaction is defined as the phenomenon in which the employee is not satisfied with his job. This dissatisfaction can be because of many reasons, which can be professional or personal. Some of the reasons are the lack of advancement, poor working management, not having a limited work-life balance, and many more. The primary purpose of this assignment is to look at the factors that cause job dissatisfaction and what is its impact and its scope. Different ways are also listed which will help overcome job dissatisfaction. The problem-solving model EVLN model is used, which explains the employee's responses to job dissatisfaction (Chinomona et al., 2016). Many employees become dissatisfied with their jobs at one point. Some employees leave the company searching for better job opportunities, whereas some stay in the same organisation and work. The dissatisfied employee has a negative impact on his performance and the overall organisational performance as they lack motivation, perform poorly, and have some negative attitude issues. The manager must look after the dissatisfied employees and come up with the best possible outcomes to the factors that cause the dissatisfaction with the work.

Job Dissatisfaction Scope and Impact

Job dissatisfaction is defined as the phenomenon in which the employee is not satisfied with his job. This dissatisfaction can be because of many reasons, which can be professional or personal. Some of the reasons are the lack of advancement, poor working management, not having a limited work-life balance, and many more. This dissatisfaction occurs at one point or another. And because of this, many employees prefer leaving their jobs to look for a better opportunity, while other employees choose to stay and remain unhappy. And those employees who remain to work in the company can negatively affect the productivity of theirs and the company because they lack the motivation, and their overall performance is poor. Thus, they possess a negative attitude (Chen et al., 2015). Spontaneously, this is the manager's duty to look after the possible reasons for the job dissatisfaction and find out the best possible outcomes to turn the unhappy employees into highly motivated employees once again. Overall, one of the fundamental reasons for job dissatisfaction is that companies underpay their employees (Mullen et al., 2018). The underpaid employees have to go through a lot, and they also have to strive hard to fulfil their basic requirements. As the employees are dealing with the motionless salary, they are also dealing with the higher cost of the health insurance and the high cost of housing, practicalities, and food. They are also stressed about paying the bills with their limited income, and thus this results in job dissatisfaction. One of the basic concepts is that the employees believe that they are underpaid whereas they work hard and could be paid fairly. The impact of job dissatisfaction results in job

stress along with a high employee turnover rate. Job dissatisfaction also affects the overall employee productivity, and thus, this will have an effect on the profitability of the company (De et al., 2019).

Scope:

The employees who are bored of their repetitive work and frustrated with their work as the leading cause of it can be a lack of interest, the involvement with the burden of the responsibilities as they lead to absenteeism. The poor quality of work and the low productivity because of the dissatisfaction and getting a burden from the employer's point of view and the psychological pressure on the employees.

Problems

Some of the identified problems related to job dissatisfaction are:

Underpaid

Employees who work 24/7 and fulfil their duty on time without any delay and are still not getting the desired salary they deserve will result in the employee feeling highly unhappy with their job. Thus, this will create job dissatisfaction in their mind. As the employees are thinking about the bills and the expenses and the money they have in their hands which is not enough to fulfil all these will create stress for them (Baines et al., 2016).

Poor Management

Management is described as the critical factor in an organisation. Managers are always there for their employees and always motivate their employees along with planning, organising, and controlling the organisational responsibilities. The main reason the employees perform poorly is because of the bad management. Managers who possess poor leadership skills fail to guide the employees and give feedback on their performance. Since employees want to work with those managers who can lead and inspire them and helps the employees to follow their vision. Without motivated managers, employees fail to give the expected productivity (Ghoshal, 2005).

Work and Life Balance

Many companies fail to identify the need of the employees as the factors that are needed to maintain a healthy life and the work balance, as this results in affecting the employee's overall productivity. Sometimes, many employees work full-day, but there comes the point when these

employees also need time off to focus on their family, friends, and other responsibilities. And if the company does not recognise this scenario of the importance of the work-life balance and focuses on the work, this may result in the employees being burned out or dissatisfied. The best a company can do is give the employees the paid days off along with a bendable schedule and other non-monetary rewards that can motivate the employee (Eikhof, 2007).

Limited opportunities for career growth

A workplace where employees are given opportunities in order to showcase their talent results in increasing the productivity of the employees. But the lack of these opportunities will result in the employees getting stuck in their role, and thus, it will crash the motivation and the productivity of the employee. And if the performance issues are not sorted, they can result in job dissatisfaction as the employee would be thinking of putting extra effort despite not getting the desired growth (Kirillov et al., 2017).

Solutions

There are many possible solutions available to solve the job dissatisfaction issue. Some of these solutions are:

Provide a Clear Set of Goals and Instructions

The main focus should be to make the goals and instructions crystal clear to all the employees. With these instructions, the employees will be motivated and have confidence in their performance and duties. The managers should make it possible to be available for their employees if they get stuck somewhere or some instructions/ queries are not clear to them (Mrowietz, 2012).

Give the Employees a Variety of Work

If the employees are assigned repetitive work, then it will create a plodding, and thus it will result in low productivity. Therefore, the employees should be assigned the different tasks alternatively to not accede to dullness (Zhou et al., 2001).

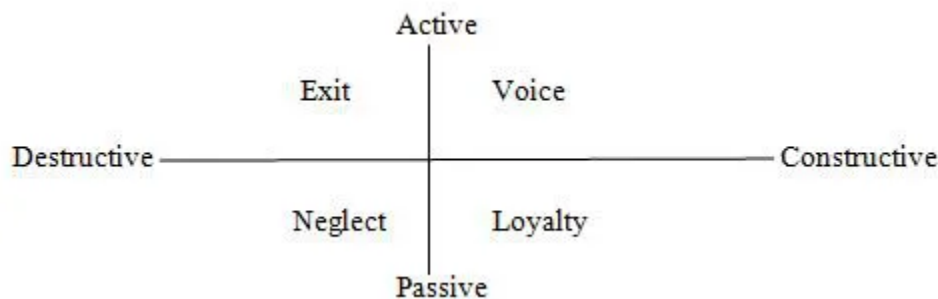
Constant Communication with the Subordinates

It is essential for managers to have constant communication with their employees. Opening the communication line between the employees and the managers shows that the employee's

opinions do matter, and therefore they are considered an appreciated part of the team. And this will also help in refraining from any issue which may arise due to miscommunication (Iliffe et al., 2019).

EVLN MODEL

The employees can use the EVLN in order to express job dissatisfaction in many different ways. The employees can quit the company, complain, or even become insubordinate by stealing the organisational belonging and even avoid a part of their responsibilities. The EVLN stands for exit, voice, loyalty, and neglect. It shows the responses to the job dissatisfaction as they are different from one another, and further, they are divided into two dimensions: constructive/destructive and active/passive (Farrell, 1983).



Source: <https://www.mbaknol.com/human-resource-management/employee-responses-to-job-dissatisfaction/>

In the exit stage, the employee's behaviour is shown as he leaves the organisation and focuses on looking for a new designation and resigning. In the voice state, the employee tries to dynamically and practically attempt to develop his condition. It includes suggesting improvements, discussing problems with upper management, and taking part in some type of union activity. In the loyalty stage, the employee is flaccidly and positively waiting for an improvement in the condition a sit includes speaking up for the organisation in terms of the external denunciation and, therefore, trusting the organisation and its management to focus on doing the right thing. In the neglected stage, the conditions worsen with the passage of time, including the enduring absence and late-coming, which reduces the efforts and thus, increases the error rates (Vangel, 2011).

The exit and the neglect behaviour comprehend the overall performance and the productivity of the variables, absence and employee turnover.

But on the other hand, this model explains the overall employee's responses as it includes the voice and the loyalty to overall constructive behaviour, which allows an individual to abide with an unfriendly situation and focuses on reviving the satisfactory working conditions. Moreover, it also helps understand the situation, as some of these include sometimes founding among the group of workers as for them the lower job satisfaction is directly related to lower employee turnover. Therefore, some of the union members also expressed disappointment with the grumble method and the prescribed negotiation of the contract. Therefore, these voice instruments also allow the union members to go on with their jobs while they convince them what they are acting to improve the situation (Sabino et al., 2019).

Implementation Plan

Since the EVLN model shows that the employee's responses related to the job dissatisfaction directly correlate with the overall organisational productivity and usefulness. Therefore, the constructive responses include improving the working conditions and improved job satisfaction and therefore improving the management approach with the addition of the value-add for an organisation as they focus on decreasing job dissatisfaction on different organisational levels (Platania et al., 2022). But on the other hand, the destructive approaches include the resignation, absence and decrease in the employee productivity, along with the low-quality control and inner withdrawal as they have unfavourable effects on the individual and their co-workers and the quality of the total output materials within the organisation as a whole. Therefore, it is essential to understand the behaviour of the employee as it is an all-important task that focuses on the managers as it allows the managers to control all of those behaviours that create troublesome for the individual and the overall organisation and therefore, it promotes the constructive behaviours (Ndlovu et al., 2020).

Conclusion

Job dissatisfaction is the main root problem which can affect the whole organisation if the employees are not treated the right way. There are many problems and the causes that arise because of the job dissatisfaction, and along with it, there are many possible ways available through which those problems can be solved. The EVLN model explains the overall response of the employees in terms of job dissatisfaction.

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