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Problem-Solving and Decision Making

BMSW4004

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## **1. Introduction**

This report is evidence of my understanding of planning how to decide to solve workplace problems and the remedies I developed to address them. It is important that Every organization and business select a team, when evaluating job candidates, there are several skills and essential problem-solving abilities to watch out for. In general, those who actively listen are great problem solvers. They can pay attention to others around them to gain the knowledge required to address the current issue. They understand how crucial it is to value other people's perspectives and experiences to better comprehend how the issue arose and what should be done to fix it.

### **1.1 Analytical thinkers**

Analytical thinkers can pinpoint the plausible causes of a problem, predict its long-term impacts, and assess the efficacy of several solutions before choosing the most workable, Possibility of original thought, Analytical skills and original solutions can coexist in the minds of the creative. Finding novel and forward-thinking solutions to issues is possible by using creative thinking skills. They can offer fresh viewpoints and creative, unconventional solutions to a wide range of issues. The ability to communicate effectively is a necessary quality for problem solvers.

For companies working in hectic circumstances, the capacity to successfully communicate complicated information in-depth yet simply is a big advantage. Decision-making ability and self-assurance are both traits of those with problem-solving abilities. This is crucial because most problem-solving procedures need to make decisive decisions to produce a successful result. While independent thinkers are necessary for problem-solving, it's equally critical that they function well in a team environment.

The finest solutions frequently need teamwork, therefore it's critical that candidates can show they can inspire others to come up with the best ones and collaborate with them to develop and implement solutions. One cannot exaggerate how crucial problem-solving abilities are in the workplace.

## **2. Organisation and Management problem.**

Tackling organisation and management problems from a systems viewpoint outline the necessary idea conceptual of the framework, and analytical tools. The model uses a variety of researchers and problem-solvers theories and methods in a combination way. A unique combination of opposing viewpoints, the model offers a novel perspective on how to solve management and organisation problems. As a result, difficulties are viewed as difficulties in the creation and design of systems.

Making sense of a problem is called problem structuring, according to (Belton, Valerie, and Theodor Stewart). This approach involves identifying the main issues, objectives, stakeholders, actions, and uncertainties. Integrated Approach to Multiple Criteria Decision Making, (Springer, 200

The process of understanding the problem may be informal; it may be aided by one of a wide range of general managerial tools, such as a "SWOT" (strengths, weaknesses, opportunities, and threats) analysis, or by one of the problem-structuring techniques loosely referred to as "soft OR," for instance, SODA (Strategic Options Development and Analysis, Eden and Simpson, 1989), which has more recently been expanded to include the concept of JOURNEY making (E (Friend, 1989).

Let's assume that at this point, the stages of problem structuring have produced a set of alternatives (which may be a discrete list of alternatives or may be implicitly defined by a set of constraints on a vector of decision variables), as well as a set of standards by which these alternatives are to be evaluated and contrasted. To help or support decision-makers in their quest for satisfying solutions to the multicriteria choice and problem, it becomes essential to develop model to capture decision-makers preferences and value judgements. I adhere to the Organization I am using to Demonstrate My Capability.

## **2.2 McDonald's Background**

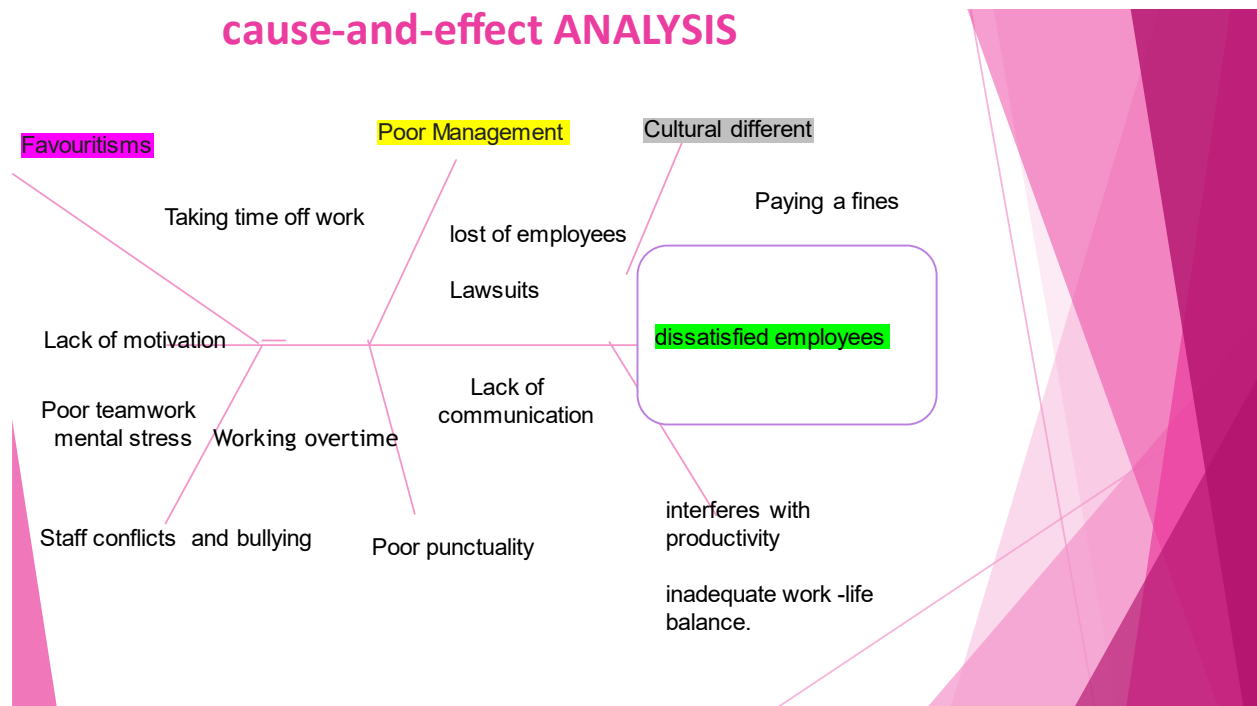
According to my search on Google, about McDonald's background, and the problems employees faced working in the organisation. at the age of 15, Ray Kroc joined the Red Cross as an ambulance driver in 1917, He later worked as a musician, a multi-mixer salesman, and a paper cup salesman. He visited a dining establishment in San Bernardino, California, which had purchased several Multimixers in 1954. When he found the McDonald brothers' modest but successful business, he was surprised by its effectiveness. The majority of the McDonald's brothers' menu consisted of hamburgers, fries, and beverages, which allowed them to focus on giving excellent, prompt service. When looking for a new franchising representative, Kroc saw an opportunity. He began business in 1955. Worldwide more than 2 million individuals hold jobs at McDonald's franchises independently making up roughly 93 % of McDonald's location

### **3. Complex problem**

McDonald's employees said that the prospect claimed that all employees, whether they are managers or crew members, are treated equally. Sadly, the McDonald's location on the Autobahn is vehemently opposed. Employees protest about injustice and partiality. they observed that while managers are exempt from warning letters, rules, and regulations, crew members are subject to them. To protect the firm from legal action and to protect its employees from unfair treatment, corporate norms and standards of conduct are necessary.

Problems with a policy are intricate, multifaceted circumstances. These issues are challenging since it is not always evident what the issue is. These concerns are more badly constructed because the problem space is more difficult to define. The following fishbone diagram was utilised to determine the underlying cause and probable causes.

### 3.3 Root Cause Analysis



Identifying Favoritism is the foundation of the issue, and its unfairness and bias are clear indicators of this. that causes employees to become unhappy, which leads to them taking a lot of time off from work. Which was informed in my interview role-play. To come up with a solution. I gathered the information for the SWOT and Pestel data of McDonald's before deciding how to solve the problem.

#### **4. PESTEL analysis**

The most important trends affecting the food service industry and its sector can be the focus of management choices through a PESTEL analysis of McDonald's Corporation. These PESTLE patterns are among the determining elements of the global food and beverage market's evolution.

##### **Legal Aspects**

This PESTLE study component focuses according to how laws or regulations may affect McDonald's. Implementing new or altered criteria for business, modifications to legal systems and new laws impact the remote or quantitative of the restaurant chain. In this PESTEL analysis of McDonald's Company's industry environment, the following legal external elements are pertinent:

##### **environmental factors**

In the framework of this PESTEL analysis of the environmental factors affecting the food service business, the increasing trend of cultural diversity is seen as both a threat and an opportunity.

##### **social various environment**

The social various environment included in this section of the PESTLE analysis of McDonald's opens significant prospects for corporate growth. These outside variables affect how customers view the fast-food chain. The negative effects of social trends mostly on corporations are largely offset by McDonald's approach and stakeholder initiatives, but additional measures are also required to handle these external problems.

##### **Health and Safety**

McDonald's is a global company with operations in numerous nations. As a result, the company must adhere to international health and safety regulations. Additionally, management ought to uphold labour regulations and give workers better working circumstances.

After carefully examining McDonald's pestle analysis, we have concluded that the company is well-positioned in the market. The corporation is seriously threatened by the international economic downturn, staff attrition, and atmospheric pollution problems

## **Analysis of McDonald's SWOT and POSITIONING**

### **Strengths**

business grows stronger

### **Weaknesses**

high employee turnover

### **Opportunities**

Can access additional geographic markets globally.

### **Threats**

adversaries

Legal dangers

## **4.4 Alternative Solution**

Choosing the best course of action is the most important aspect of planning. In proportion to the possible gain, each alternative carries some risk. It is important to make the best decision.

Making decisions is a human activity as only people can do it. Choose the best alternative solution based on the intended outcome.

### **Solution.**

#### **Reward work and accomplishments.**

If there are known benefits to be earned, employees will desire to put in extra effort and meet or surpass expectations. This can involve job advancement and promotion, bonuses, rewards,

Not only will your workers have a clear motive to reap the benefits, but also knowing that their efforts will be appreciated will go a long way toward boosting employee happiness

### **1. Solution,**

### Adopt an open-door policy

A basic definition of an open-door policy would be one that encourages employees to openly communicate with senior-level staff and management, throughout their firm. The idea of "leaving the door open" encourages employees to stop by whenever they need to discuss professional difficulties, offer suggestions, get advice, or bring up personal matters that might be hurting their work. An open-door policy means that all managers, regardless of seniority, are available to listen to the ideas and concerns of every employee. This eliminates the need for them to simply communicate with their direct line manager.

### 3. workplace Culture Assessment

It might be challenging to define culture because it is such a vast term. even though the subject has been the subject of substantial research. There is no one culture template that works for all organisations because each one is different in its own manner.

Additionally, there are other ways in which workplace culture can be seen, including in leadership styles, employee relations, manager-employee connections, communication methods, levels of openness, and the kinds of internal messages that are circulated.

Workplace culture has an impact on how employees perform, which can eventually have a direct impact on your bottom line. People are more motivated to work hard and are more focused when they are in a positive, encouraging environment. Organizations with strong cultures typically have higher levels of production and success.

### 5. Evaluation of alternative solutions

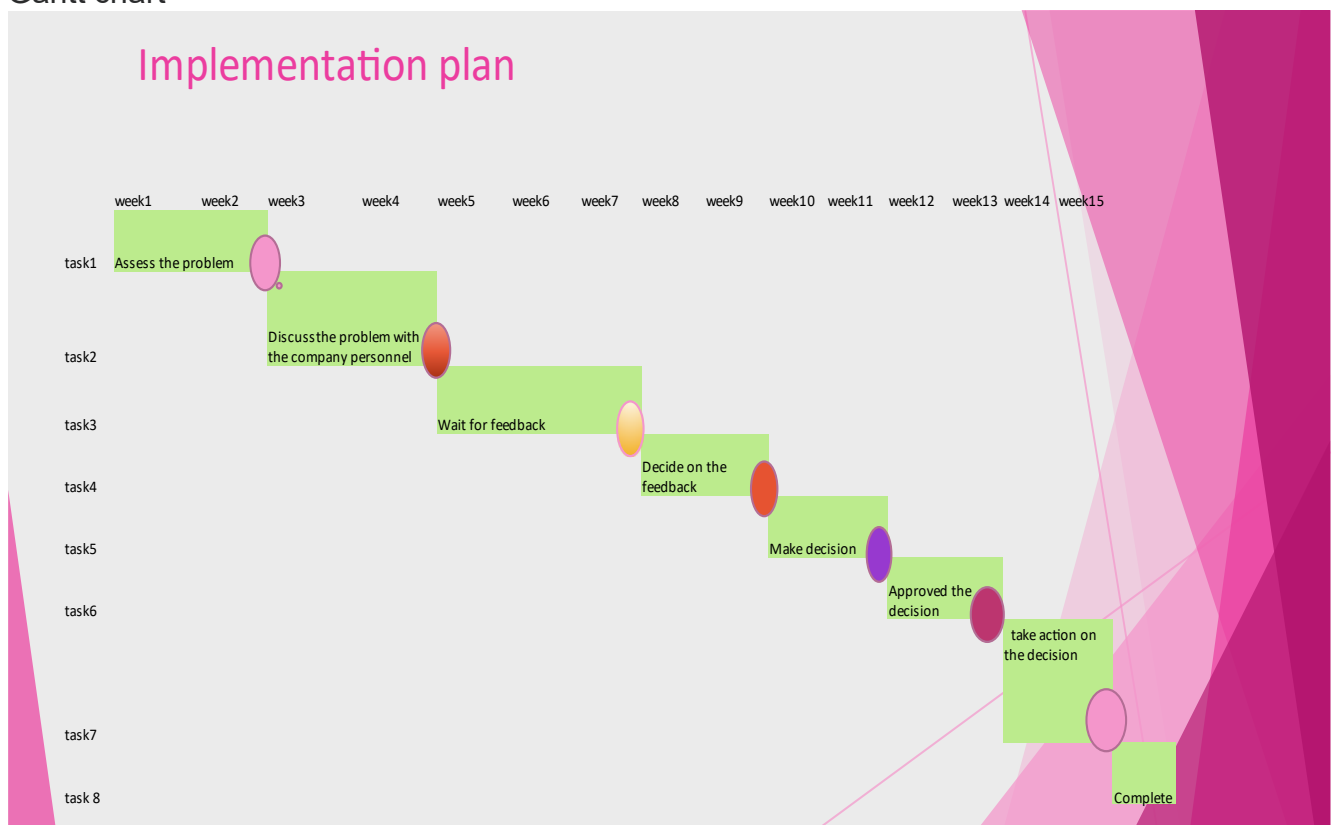
|                    |                                 |                                                                                                                                                                             |                                                                               |                                          |          |
|--------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------------------------|----------|
| <b>1. Solution</b> | Reward work and accomplishments | advantages Promotions, bonuses, and awards for the workplace                                                                                                                | Not all staff members will gain from this solution or receive these accolades | Impacts Employment benefit               | <b>0</b> |
| <b>2. Solution</b> | Adopt an open-door policy       | An open-door policy will encourage managers and team leaders to be accessible to all staff members and will be credible in facilitating open communication among employees. | Although the manager is not always available, this is a good solution.        | Impacts direct contact with the managers | <b>3</b> |
| <b>3. Solution</b> | workplace Culture Assessment    | Workplace culture influences values and standards                                                                                                                           | This solution satisfies all criteria.                                         | Impacts production and success           | <b>5</b> |

## 5.5 Implementation plan

implementation plan is a step-by-step manual that details all the stages or actions you and your team need to do to achieve that goal. These plans assist you in defining what and how of your objective so that you may turn it into a series of manageable, practical tasks. Additionally, execution plans identify who is accountable for each task and by when, giving you the peace of mind that everyone in your team is on the same page and accountable.

Prior to launching your endeavor, you should develop your project implementation strategy the project or plan of action designed to achieve your specific goal

### Gantt chart



## 6. Communication Plan with Stakeholder

Stakeholder Organizations & CSR Initiatives at McDonald's.

The major stakeholder groups for McDonald's are listed below, in order of importance:

Employees

Customers

Investors

Communities

|                                                                                                                                                    |                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Meet the needs<br/>Investors.<br/>Invests money in the company with the<br/>intent of turning a profit.</i>                                     | <i>Key Player<br/>Employees.<br/>Create produce, market, and<br/>distribute your products.</i>                                                                   |
| <i>Customers.<br/><br/>Primary stakeholders<br/>Without them, businesses would cease to<br/>exist because they are the source of<br/>revenues.</i> | <i>Communities.<br/>External stakeholders<br/><br/>The community aids<br/>McDonald's in achieving one of<br/>its goals, which is to improve<br/>the quality.</i> |

## 6.6 Conclusion

The restaurant has both a number of excellent strengths and a number of significant vulnerabilities, as shown by McDonald's pestle and their SWOT analysis. Although there are many opportunities, there are certain threats as well that could have a substantial impact on the company. Despite this, it is abundantly obvious from McDonald's global growth that it is important to capitalise on its advantages and accentuate its disadvantages.

## 7. References

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James, T, Zeigenfuses (2002) *Organization and Management Problem Solving Analysing*

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## 7.7 APPENDIX

### Role Play

Management Consultant: Mrs Canegan,

Dissatisfied employee: Miss. Begum,

Good morning, Miss Begum, how are you doing?

Mrs Canegan: I am doing great thank you.

I am a member of the Management Consultant team, and I am meeting with staff members who frequently take time off from work, you are one of the staff who is on the recorded list of taking frequent time off.

Question 1. Could you give me some insight into your cause?

I'm here to help address the issue and find a solution.

Question:

1. Why are you unhappy?
2. And why would you say the rules and regulations terms and conditions are misleading?
3. To Whom do you complain and in what format do you make the complaint
4. what term of abuse?

Miss Begum

Good morning Mrs Canegan, I am ok thank you. how are you doing?

1. I am not happy
- 2 because of the injustice and abuse I face daily. The rules and regulations' terms and conditions are misleading. I had made complaints, and nothing has been done.

3.. Answer

I have complained to the managers.

4            Answer

I have been working without getting paid for it and keep getting called off my break time