

PROBLEM SOLVING AND DECISION MAKING

SERENA PARTRIDGE

2027003

BMSW4004

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INTRODUCTION



- Researched-informed discussion on the nature and impact of the complex problem on employees and their organisations.
- Research-informed cause-and-effect analysis of the complex problem.
- A PESTLE analysis of the macro-environmental factors contributing to the complex problem.
- Evaluation of alternative solutions to work-related stress with an aim of choosing the most appropriate solution among the alternatives.

What is work-related stress?

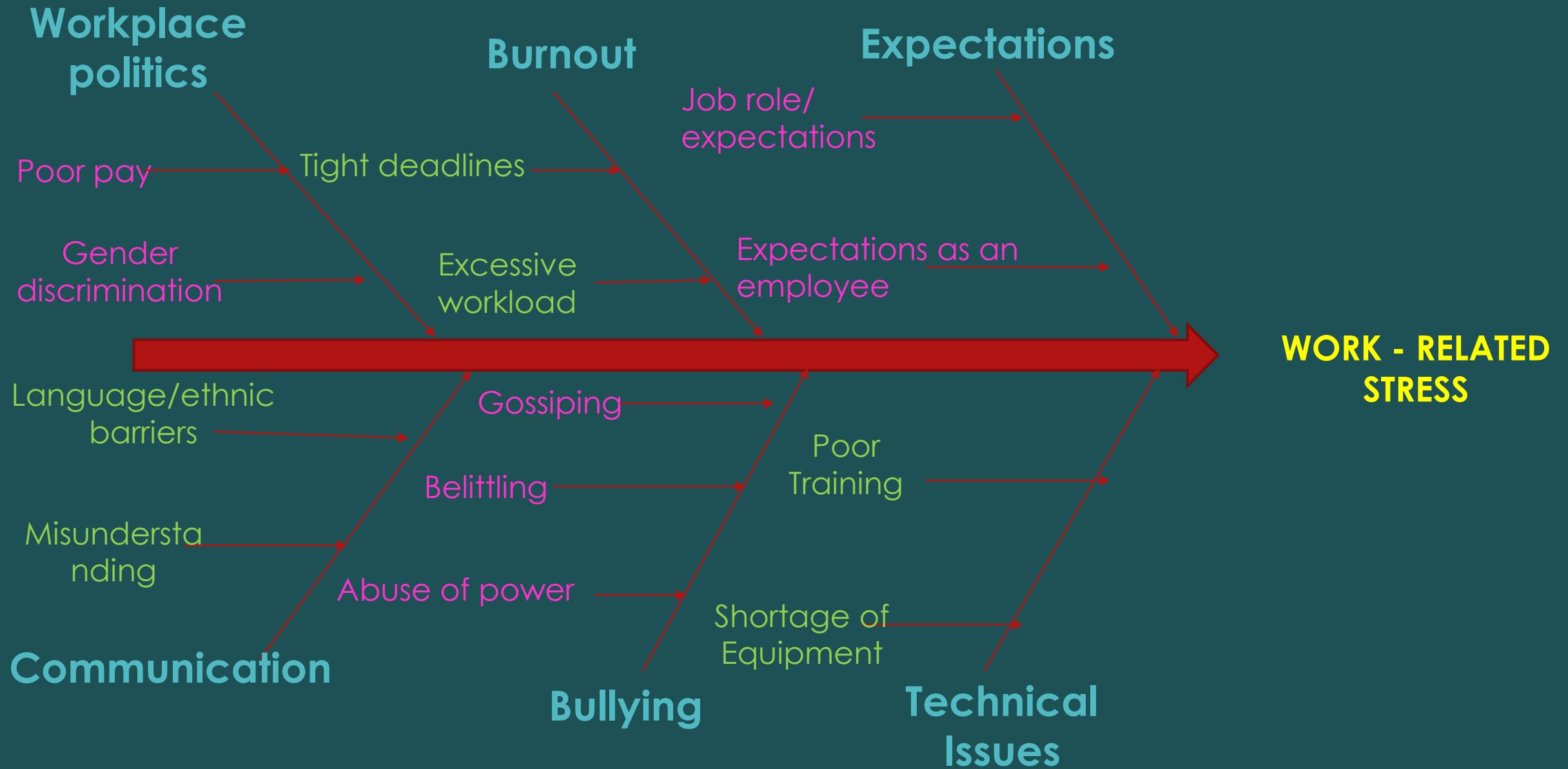
Work-related stress is “the overwhelming feeling a person suffers when they cannot meet the high demands and pressures within their employment and the employee feels that they cannot cope”. (Raby, 2021)

Anyone can be affected by stress. There are many factors that can contribute to work-related stress:

- High Demands/ Heavy workload/ Tight deadlines
- Long hours
- Lack of job security
- Poor working environment
- Lacking of skills
- Lack of job satisfaction

CONTINUED

- WORK RELATED OFFICE POLITICS
- LONG WORKING HOURS
- OWN WORK PERFORMANCE
- TENSION AMONG STAFF & MANAGEMENT



PESTLE ANALYSIS

POLITICAL

- TRADING POLICIES
- INTERNATIONAL PRESSURE
- GOVERNMENT POLICIES
- TAX POLICIES
- TRADE TARIFFS
- FISCAL POLICY

ECONOMIC

- INTERNATIONAL TRADE
- ECONOMIC GROWTH PATTERNS
- INTEREST RATES
- INFLATION RATES

SOCIAL

- CULTURAL TRENDS
- BUYING TRENDS
- SEASONAL BEHAVIOURS
- DEMOGRAPHICS
- EMPLOYEE EXPECTATIONS

PESTLE ANALYSIS

TECHNOLOGICAL

- **IMPACT OF NEW MEDIA**
- **RESEARCH AND DEVELOPMENT**
- **MANUFACTURING**
- **COMMUNICATION**
- **ADAPTATION SKILLS**

LEGAL

- **WORKER COMPENSATION**
- **CUSTOMER DISSATISFACTION**
- **WORKPLACE DISCRIMINATION**

ENVIRONMENTAL

- **WORKING CONDITIONS**
- **TRUST**
- **UNDERSTANDING**
- **SUPPORT**

GRID ANALYSIS

Using the grid analysis from 0 (least impactful) to 5 (most impactful) an evaluation can be done to consider the alternative solutions.

SOLUTIONS

FACTORS

	POOR TRAINING 4		EXPECTATIONS 3	COMMUNICATION 5	TOTAL
SKILL DEVELOPMENT	4	16	12	20	48
CLEAR OBJECTIVES	3	12	9	15	36
ESTABLISH ROUTES OF COMMUNICATION	5	20	15	25	60

EVALUATION

Based on the Grid Analysis and looking at the contributing factors and alternatives, It is clear that communication is the key to work-related stress.

If there are several avenues of communication then any concerns can be fed back to management who can then take the appropriate action.

It is imperative that all lines of communication are utilised to ensure reduced stress, thus allowing improvements to continually be made.

Clear objectives allow employees to understand what is expected of them and through communication an employees skills can continuously be developed building confidence and providing a better functioning business. Which will then reduce the stress related to work for the employee.

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