

Problem Solving and Decision Making

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Table of Contents

Introduction.....	3
Job dissatisfaction and its impact.....	4
Scope.....	4
Impact of job dissatisfaction	4
Information analysis.....	5
Alternative solutions	6
Plan to implement the solution	7
Communicating the plan	8
Monitoring techniques	8
Conclusion	10
References.....	11
Appendix.....	12
Role Play	12

Introduction

The rate of job dissatisfaction in the UK is increasing. This is very bad for a business organisation because job dissatisfaction is related to the performance of an organisation. This report aims to develop a clear understanding of job dissatisfaction, the process which can be used to solve it and how an organisation can implement the solution. This report will also communicate the solution with the stakeholders and use monitoring techniques to ensure that the solution is working.

Job dissatisfaction and its impact

According to Mathis (2010) job dissatisfaction is the negative feelings of the employees about the work or the work environment. This means that when the employee of the business is unhappy with what the employee is doing or the work environment is not supporting then it can create job dissatisfaction. There are different factor which is related to job dissatisfaction. An organisation must have to understand those factors to solve the problem.

Scope

Job dissatisfaction is negative for an organisation but it can present some scope as well. This can help a business to understand the employee of the business is not happy and for that the business is not performing well (Mattarelli and Tagliaventi, 2012). If the business is able to increase job satisfaction rate the performance of the business can also be increased in this process. This might also work as a motivation to work for work environment development.

Impact of job dissatisfaction

Reduce productivity and profit: When the employee of a business organisation will be unhappy with what the employees are doing than it is natural that the employee will not be able to work at their full potential. This will reduce the productivity of the business and ultimately will have a negative impact on the profit.

Increase employee turnover: From the case study it can be seen that the employees are looking for a new job and if the employee will have the chance then they will switch job (Jodlbauer et al., 2011). This will increase employee turnover in the business which is bad because this will increase cost and the ability of the business to competitive advantage will be reduced.

Increase employee absenteeism: Study suggests that, it will hard for an employee to conduct a task which the employee does not want to do. For this, job dissatisfaction will increase the rate of absenteeism. It will hamper the day to day activity of the business and the ability of the business to provide quality service.

Negative impact on talent management: Job dissatisfaction will have a negative impact on talent management (Cheti Nicoletti, 2012). For this, an organisation will not be able to attract new talent in the business, the existing talent might leave the business. For that, the talent base of a business will be weakened.

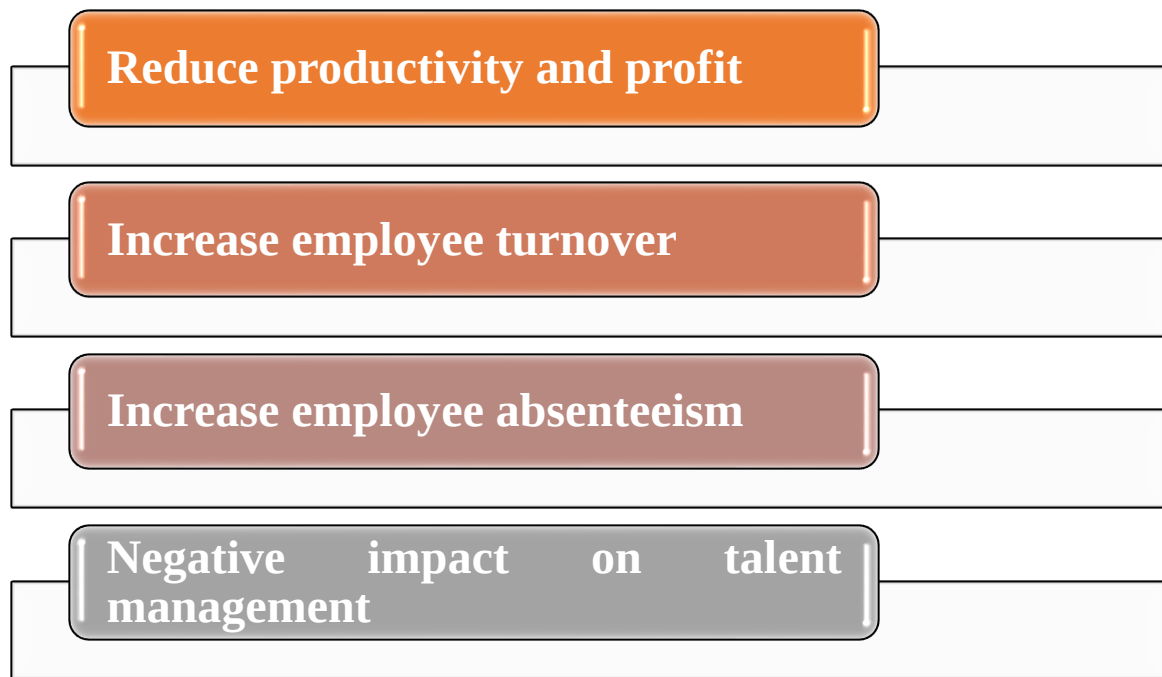


Figure: Impact of job dissatisfaction

Source: (Cheti Nicoletti, 2012)

Information analysis

In the UK the rate of job dissatisfaction increased by 10% than the last year. This was found out by conducting a survey of 12000 employees. Two-third of the employees dreading to retune to the workplace after the weekend. 64% of the respondent thinks that the job has a negative impact on the individual sleeping pattern because so stress. The employees are finding it hard to maintain a work-life balance. 80% of new employee feeling stressed because of work which is only 69% for the senior employee (www.independent.co.uk, 2020). The rate of job dissatisfaction is increasing because people did not have what they want and unavailability of recognition is one of them. The rate of feeling stress because of work is more among women than men. The possible solution to the employee job dissatisfaction is to ensure a friendly workplace and develop a supportive culture. 47% of the employee will prefer to work in a friendly work environment whereas only 3% will like to have increase pay. The average working hour in the UK is more than other European countries and for that, the rate of job dissatisfaction is increasing.

Alternative solutions

Solving the problem of job dissatisfaction is important for an organisation. Affinity diagram will be used for the purpose of understanding alternative solutions. Here is some solution which can be used for that:

Friendly workplace: Most of the employees wants to work in an environment which is friendly. Form the case study it can be seen that 47% of the employee will like to work in a friendly environment. For that, it will be an effective solution to the problem.

Supportive culture: An employee wants support from colleagues, boss and other related parties in the workplace (Shen and Tang, 2018). When an employee gets that types of support then it became easy for the employee to work and that will work as a motivating factor for the employees.

Work-life balance: Unable to ensure the work-life balance is one of the most important causes of job dissatisfaction. When an employee will have to spend most of the time to work than it will definitely affect the employee and for that, an organisation must have to ensure employee work-life-balance.

Recognition: In the UK employees are dissatisfied because, the boss did not give the recognition which the employees deserve (Mathis, 2010). When an employee does good work and did not get the recognition than it will increase job dissatisfaction.

Work variety: Employees might become bored with doing the same tasks again and again. For that, a business can give the employee a new job role. This will increase the focus of the employees toward the job.

Ensuring equality: In the workplace, equality is very important because if the employee of the business did not think that equality exists than there will rise the possibility the employee will try to look for a new job. This is the demand of the law as well.

Effective communication: This is an effective way to increase employee job satisfaction. In this process, the management of an organisation will be able to understand what the employee of the business wants and bussed on that effective action can be taken.

Plan to implement the solution

The most effective solution for an organisation to solve job dissatisfaction problem is to develop a friendly workplace. But the effectiveness of this depends on how to implement the solution. The implementation process includes:

Determine the problem: This is the first step of implementing the solution. In this, a business will try to find out what is the problem in the existing work environment (Bloom, Kretschmer and Van Reenen, 2010). Only then an organisation will be able to ensure a friendly workplace.

Communication: An organisation will have to develop an effective communication channel which will help each employee of the business to communicate with each other. In this process, employees will have the chance to learn and can help one another to solve the problem.

Develop a positive attitude: An organisation will have to develop a policy to make sure a positive attitude among the employees. This can be done by punishing the employees who have a negative attitude and this will discourage others to have a negative attitude.

Develop a culture of recognition: It will be unfair to punish an employee for the mistake and do give credit to the employee for good work. This is among the most important causes of employee dissatisfaction (Bai, Wunderlich and Weinstock, 2011). That is why an organisation to develop a friendly workplace must have to recognise the good work of its employees.

Active listening: This is another important aspect which an organisation must have to consider while trying to develop a friendly workplace. This will help to make sure that employee of the business feel valued and that is important in term of developing employee satisfaction.

Outside relationship: Keeping an only professional relationship with the employees might not enough to make the sure friendly workplace. The employees will have to develop a relationship outside of the work as well. This can be done by arranging a tour or campaign.

Employee training: When the employee of the organisation will not have the necessary skill to perform the assigned work than the employee will feel shy to communicate with others (Ciocirlan, 2016). This will work as a hindrance to develop friendly workplace. For that, the training opportunity needs to be given to the employees.

These are the process which can be used by an organisation to implement the decision of developing a friendly workplace. All of these steps are important in this case and a business should be careful about that.

Communicating the plan

Dear stakeholders,

Our organisation is facing the problem of employee job dissatisfaction. This can hamper the productivity of the business and will have a negative impact on the ability of the business to increase its profit. To solve the problem a plan is been created which will mainly focus on developing a friendly workplace. The process which the organisation will follow for this includes:

- Determine the problem which the employees are facing.
- Build an effective communication channel
- Develop a culture a positive attitude
- Ensure that every employee will be treated with respects
- Listen to what the employees have to say
- Develop a relationship with the employee outside of work as well
- Train employee to work together
- Recognise the contribution of the employees.

We hope that by following this process our organisation will be able to solve the problem and increase the productivity of the business. Expect your support and collaboration.

Yours Sincerely,

Monitoring techniques

To ensure the plan which the organisation created is successful and going as it was planned, monitoring is important. Monitoring techniques like observation, survey, baseline measure and benchmarking can be used for that purpose. Among these techniques benchmarking will the best approach to follow.

Benchmarking is the process which an organisation can use to compare its performance with industry best or its other operations. In this case, this business will compare its new work environment with the old work environment in term of employee satisfaction. In the old work environment, the employees were unhappy and for that, the success criteria for this plan to improve employee satisfaction by developing friendly workplace is how much the plan affect the business employee (Lewis, 2012). If the rate of employee dissatisfaction is increased than it can be said that the plan work in favour of the business. If it does not have any impact on the

employee dissatisfaction, then the organisation must have to revise the plan and develop a new one. Benchmarking will help an organisation to do that effectively and for that this techniques of monitoring needs to be used.

Conclusion

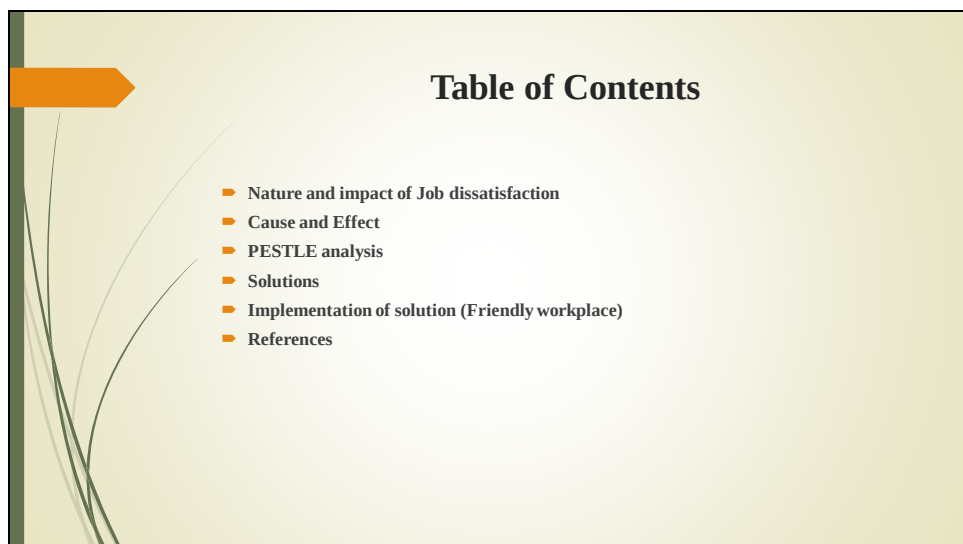
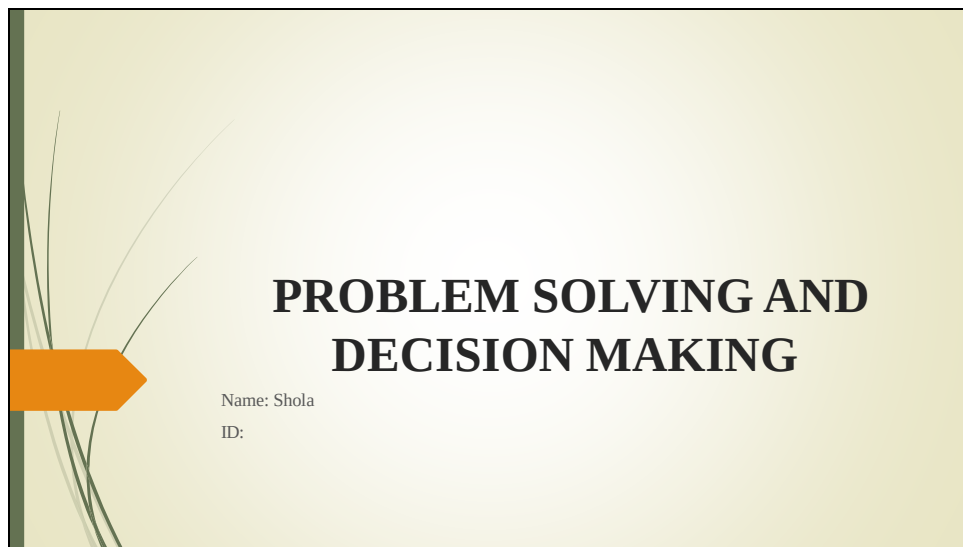
When the employee of an organisation did not get what the employees want than job dissatisfaction occurred. This will increase employee turnover and absenteeism in an organisation. Developing a friendly workplace is the most effective techniques which can be used to solve the problem. Each of the processes of implementing and developing a friendly workplace is important in this regard. The plan must have to be communicated with the stakeholders to keep these parties informed and gained approval. Benchmarking will be the most appropriate techniques to monitor the progress of the plan. If an organisation is able to develop a friendly workplace then it will help to solve the problem of job dissatisfaction to some extent.

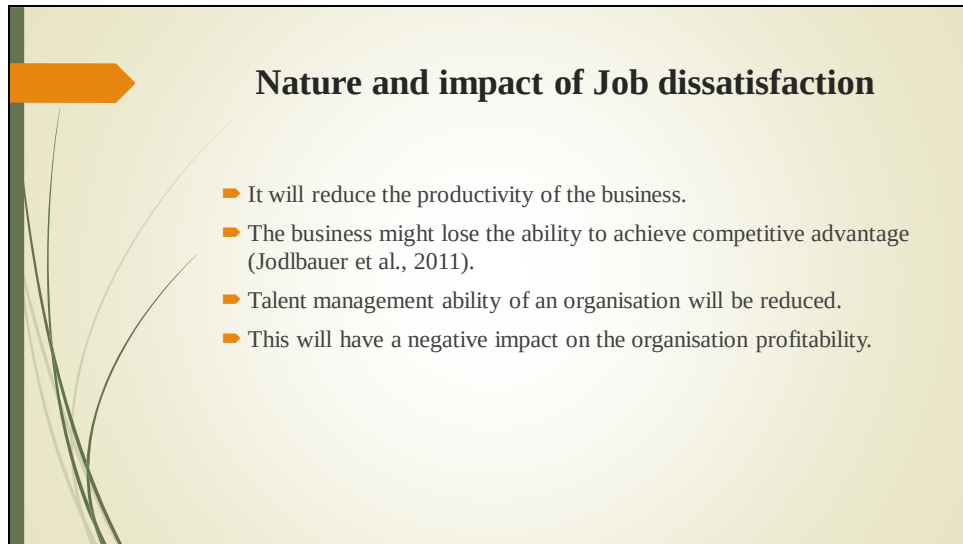
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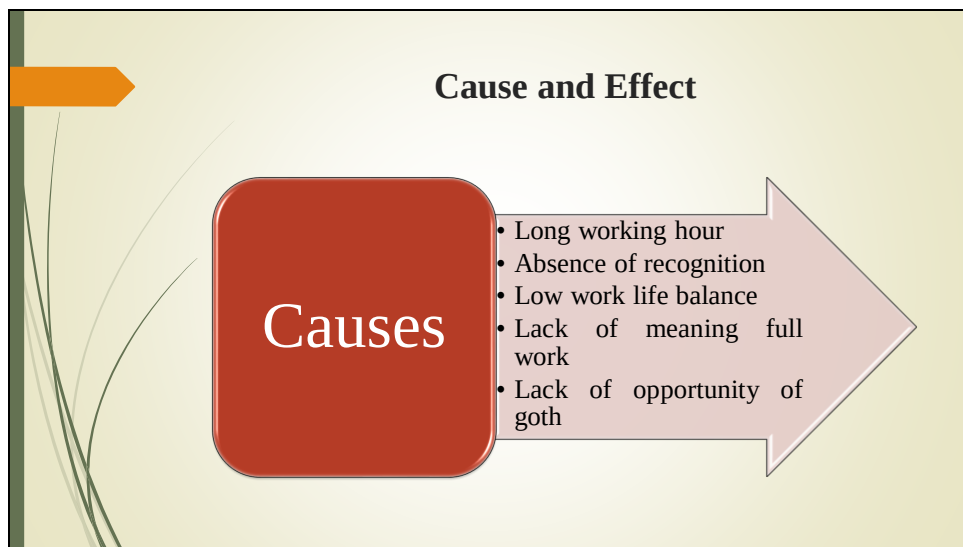
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Role Play

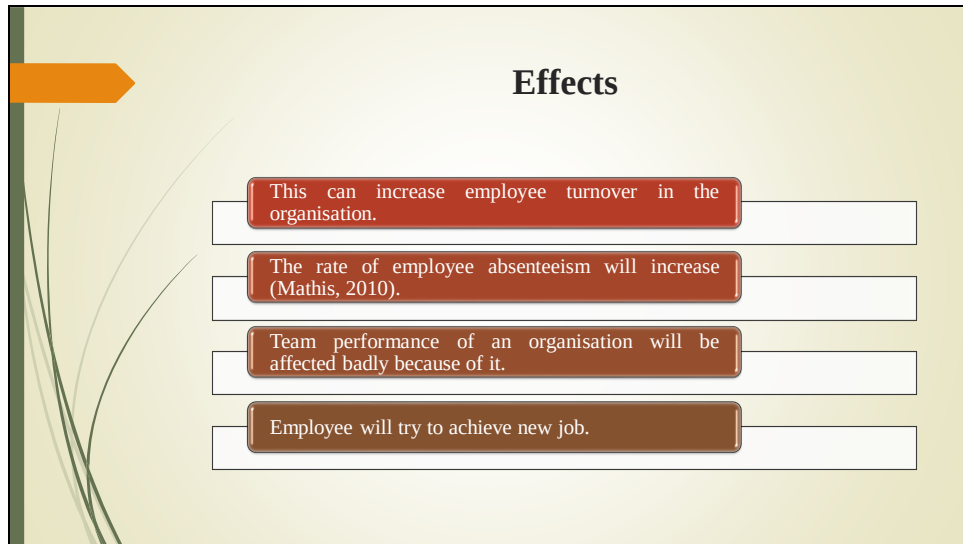




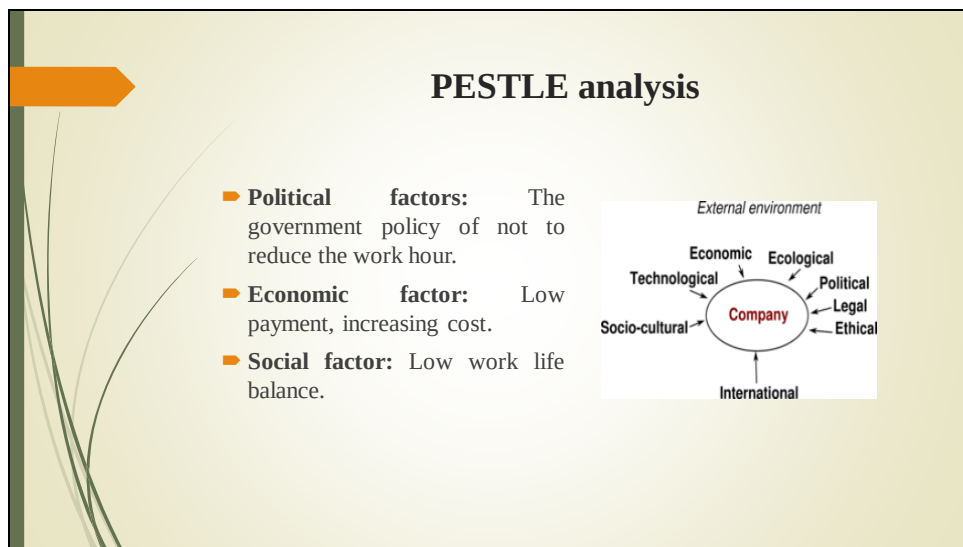
Job dissatisfaction will have a negative impact on the organisation performance in every aspect. It will reduce the productivity of the business and thus will reduce the profit. The ability of the business to achieve competitive advantage might also reduce for it.



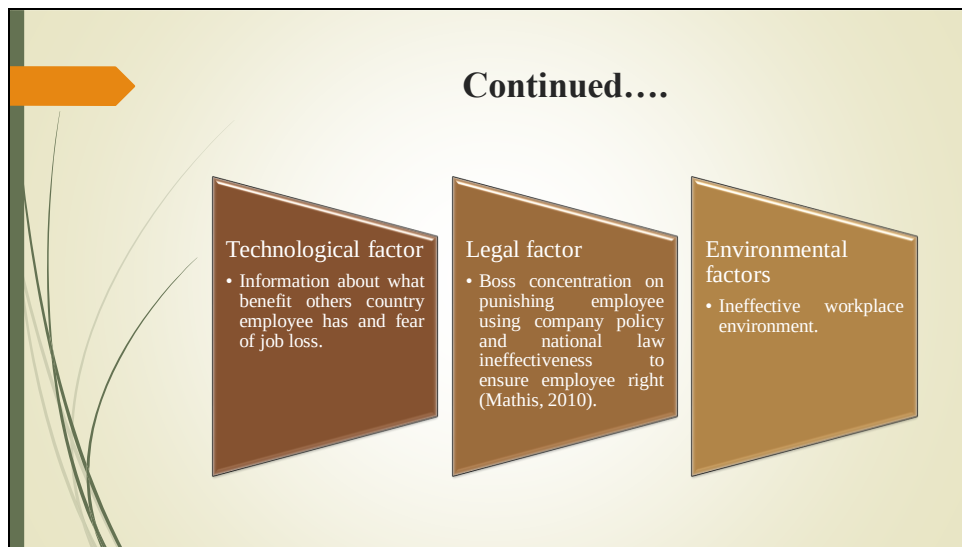
These are things which causes job dissatisfaction. To solve this problem a business will must have to understand these and develop strategy based on that.



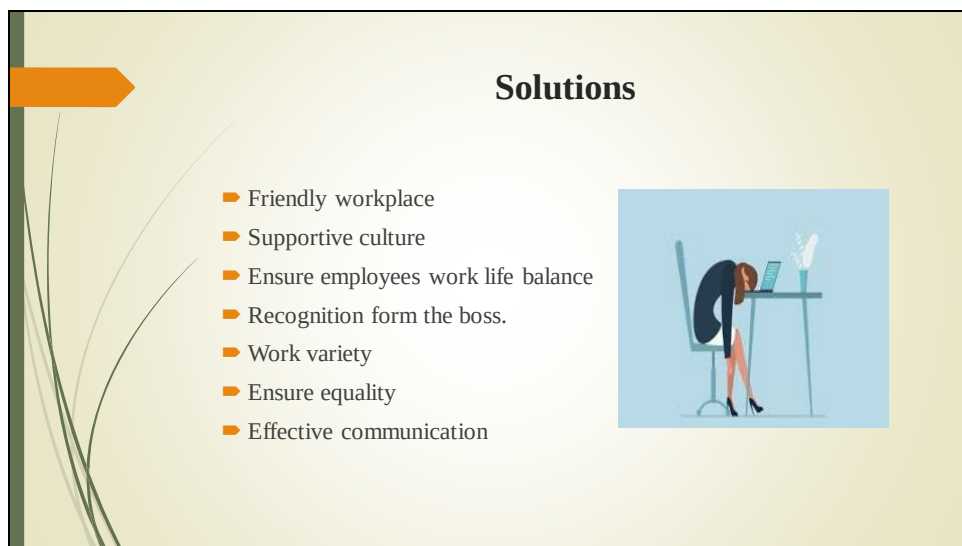
Job dissatisfaction will have a serious impact on the employee and in the same time on the business. The employee turnover, absenteeism etc. will be increase because of it. The performance of the employee will also be greatly affected because of it.



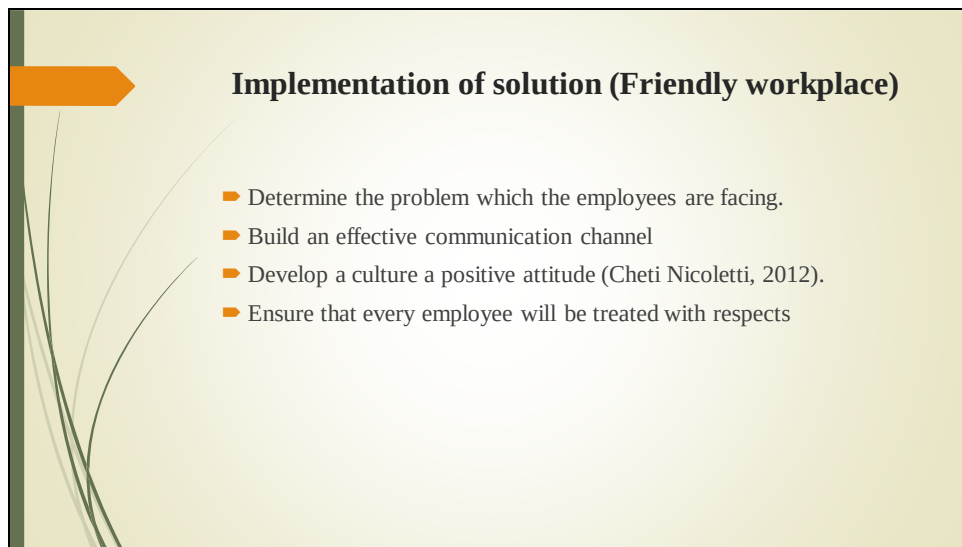
External factor has a huge impact on job dissatisfaction. Unable to ensure proper work-life balance is among the most important reason of job dissatisfaction.



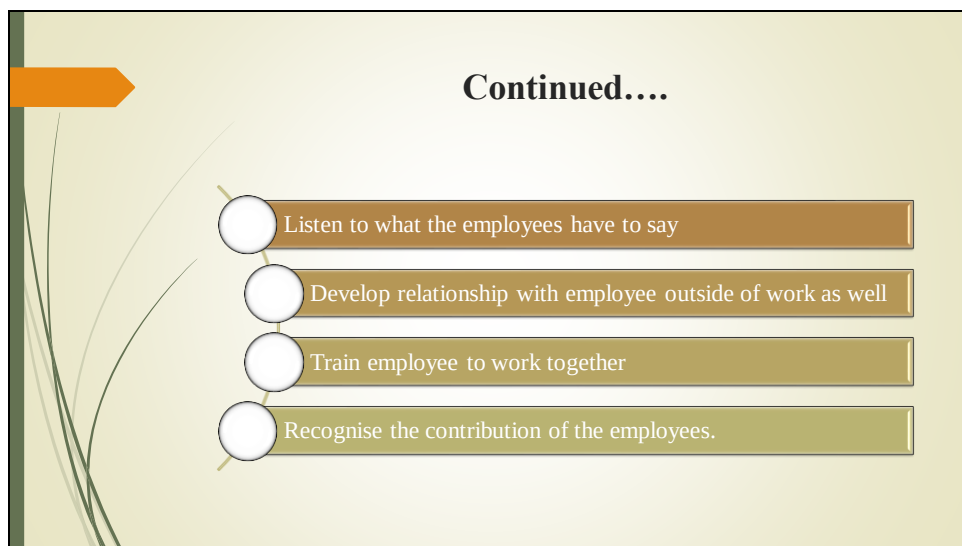
Because of the technology employees has the chance to about the benefits which the country employees are having. This is another important cause of job dissatisfaction.



By using this solution an organisation can solve the problem of job dissatisfaction. Among these solutions developing a friendly workplace will be the best solution because most of the employee in the case study thinks that it will motivate them.



To apply the solution at first, an organisation will have to find out the reason for which the problem is occurring.



Listening to the employees will develop a sense that the organisation value its employees. This can help an organisation to improve job satisfaction arte. Evaluating the process is also important to get success.



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