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INTRODUCTION

This work would evaluate the decision making processes in an organization that are carried out in order to sort out solutions to a particular problem. According to (Ahmad, 2015), decision making is the process of choosing between excellence and different alternatives. This work would evaluate the various ingredients that are composed in the process and the different steps for making an effective decision. Also different strategic planning processes such as SWOT analysis, PEST, fishbone and Porter's 5 force model are evaluated in this work.

PART 1: PROBLEM AT WORKPLACE

CHOSEN PROBLEM

Workplace flexibility is the problem I faced in my workplace as a single parent. According to (Hill, Erickson, Holmes, & Ferris, 2010), their study defined workplace flexibility as "the ability of workers to make choices influencing when, where and for how long they engage in work-related tasks". This means workplace flexibility is the way management gives the employees the reins to take control of the schedule in the best way it would suit their private life and engagements other than work related tasks. The rigid work schedule of the workplace has made it really hard for me to take care of my children and carry out my duties effectively in the workplace.

REASONS OF THE PROBLEM

The reason for the problem is the long hours and strenuous work activities that last through weekends which in the process have caused lesser parental attention and supervision at home for my kids. Lack of flexible working hours immerse more pressure on me in fulfilling my roles in the family and meeting the demands of the workplace.

ADVANTAGES AND DISADVANTAGES

The advantages of a flexible workplace are the increased morale and more work hours due to the flexible scheduling arrangements. According to (Petersen, 2018), flexible working schedules enables employers to remove special accommodations that have special needs or responsibilities at home by providing them with flexible schedules that enables them to work around their obligation while maintaining the company's culture. Flexible schedule enables employees to work during the hours that fit their most productive moments of the day which would improve the efficiency of the organization.

Disadvantages of the Flexible workplace schedules is that it could cause miscommunication due to the different timing and could cause the organization to be less productive since some workers are able to perform better with supervision. Availability due to the flexible schedule could mislead loved ones and cause interruption during working hours. In the workplace, it could cause conflicts with some employees feeling unhappy about the special treatments given to their colleagues.

PROBLEM RESOLUTION

Remote working would be the best solution to the problem because it would provide the needed opportunity to take care of my child in a protected and private environment and also working on daily job activities. Working remotely would enable me to juggle both parenthood and professional life because it enables me to be present at home for my kid without the need of hiring a nanny or help that would incur more expenses while still being able to fulfill my obligations to the employer.

PERSONAL EXPERIENCE

I had a rigid work schedule that affected the amount of time I spent with my child who was having some difficulties in school with his studies. My work schedule did not afford me the time to spend with my child even helping out with his homework and other parental responsibilities. When I asked the organization to reschedule my shift to afford me more time to go home and take care of my son; the management insisted on continuing the same way and I was forced to resign.

SEVEN STEPS TO PROBLEM SOLVING

- 1 Identify the issues – state the problems in order to provide clarity for everyone involved and also get the different views of the issues.
- 2 Evaluate different solutions as possible – draw up different solutions that are fixable and non-fixable.
- 3 Tabulate the solutions and look at the pros and cons of each possible solution – compare the solution using their pros and cons in order to make a sustainable decision that would provide an effective solution to the problem.
- 4 Choose the most suitable and effective solution – from the list of solutions, choose the most effective and easily implemented solution.
- 5 Steps for implementation – the implementation process of the solution is gradually planned in order to effectively resolve the problem. The planning process provides alternative solutions in case of feasibility of the first solution.
- 6 Carry out the plan – implement and run the plan
- 7 Review the outcome – after implementation, the outcome is reviewed in order to understand and investigate any problems.

PART 2: DECISION MAKING

TYPES OF DECISION

According to (Ahmad, 2015), decision is an opportunity to contemplate severely about what is essential to us, what will set us back in our performance and what superior possibilities we need to develop. This means that decision making is the process of choosing the excellent between the different alternatives. The different types of decision making are

- Programmed and non-programmed decisions: These are decisions that are normally repetitive and non-repetitive in nature and they are usually made by top and middle level management with respect to the organizational policies, rules and procedures.
- Major and minor decisions: major decisions are considered to be more important than others and are normally prioritized while the minor decisions are less important and not prioritized.
- Routine and strategic decisions: tactical decisions are also considered as routine decisions because they are frequently taken to achieve a high degree of efficiency while strategic decisions are less tactical and are mainly related to reducing prices of products.
- Organizational and personal decision: organizational decisions are decisions that affect the whole organizational activities directly and it is taken by the top executives while personal decisions are decisions that are made by individuals.
- Individual and group decisions: like personal decisions, individual decisions are made by a single team member or employee and it is taken when the problem is not routine in nature. Group decisions are collectively made by the whole group in order to carry out important and strategic tasks that would involve the whole organization.

- Policy and operating decisions: top level management are involved in policy making processes in order to change the rules, procedures and structures while operational decisions are made by low level management that has a short term effect and are based on the day to day operations in the organization.

FACTORS AFFECTING DECISION MAKING

There are numerous factors that affect decision making process of individuals and organizations and they include –

- Variety of cognitive biases
- Past experiences
- Escalation of commitment and sunk outcomes
- Individual differences which might include age and socioeconomic status and belief (Dietrich, 2010).

INGREDIENTS OF GOOD DECISION MAKING

- High quality data – this is an essential ingredient in making a sound decision whether personal or organizational because the decision is based on the available data that is used in planning.
- Access to advanced systems and training – keeping up with the technological changes in the world with reference to our business and regular training for the employees would enable organizations to make reformed and effective decisions.

- Ease of use: decisions would be made faster and effectively if the available technology implemented in the process is easier to use by the individuals involved in the process. This is the reason why regular trainings for the organizational members are encouraged.
- Sound judgment: the collected data are processed with the available technologies to enable the individuals to make sound decisions that would be beneficial to themselves or the organization.
- Trust: In organizations, it is important that decision making processes are transparent to the members of the organization especially the employees in order to build trust.
- Flexibility: Decisions are meant to be dependent on the situation or problem. A decision cannot be used to solve two different problems.

FISHBONE ANALYSIS

This is an analysis that is used to identify the potential causes of a problem and it is also known as a brainstorming tool that is used to identify potential root causes to problems. It is very easy to create and understand the visual representation of the causes, categories and the need. In this case the problem workplace flexibility is placed as the head then factors such as method (rigid work schedule), environment (holiday), people (colleagues and child) and measurement (performance, improvement in studies, bonus).

SWOT ANALYSIS

This is a strategic management tool for audit and analysis of the overall strategic position of the business and its environment in order to identify the strategies that will create a firm model using the strengths, weaknesses, opportunities and threats that affect the organizations. SWOT analysis of the problem is shown table 1 below.

PESTLE ANALYSIS

This is the acronym for political, economic, social and technological and it is a powerful tool for the understanding of strategic risk. According to (Sammut-Bonnici & Galea, 2015), PEST analysis identifies the changes and effects of the external macro environment on the firm's competitive position and it works best when the environmental factors are analyzed from the perspective of the organizational resources.

PESTLE ANALYSIS	
Political	Workplace equality and inclusivity
Economic	Cost Staff retention
Social	Global recognition Social status
Technological	Social media
Legal	Contractual bonds
Environmental	Energy saving Less carbon emission

PORTER'S FIVE FORCE MODEL

The Porter's five force model is considered to be the main framework of strategic planning for businesses and it enables organizations to evaluate the environment and also understand its current competitive position that extends beyond the current rivalry threat (Bruijl, 2018). The analysis of the problem using Porter's Five Force Model is below:

PORTER'S 5 FORCE MODEL	
Bargaining power of suppliers	The employer's position
Bargaining power of buyers	The employee's position of power.
Threats of new entrants	More lucrative jobs available
Threats of substitutes	More competent employees and newly trained staff
Competition among existing competitors in the industry	Flexible working hours by other competitors

PART 3: SOLUTION

PROPOSED SOLUTION 1

Remote working

PROPOSED SOLUTION 2

Flexible working hours/ reduced weekdays

EVALUATION OF THE PROPOSED SOLUTIONS

REMOTE WORKING

STRENGTHS • Improved employee satisfaction and retention • Better disaster preparedness • Reduced carbon footprint • Lower business expenses • Reduced salaries • Better use of technology • Increased productivity	WEAKNESSES • Distraction • Loss of communication • Loss of synergy of workplace • Heavily dependent on technology • Loss of managerial power
OPPORTUNITIES • Social media • Faster internet •	THREATS • Family • Time • Employees

Table 1: SWOT analysis

PART 4: IMPLEMENTATION

IMPLEMENTATION PLAN

- Schedule – the start date of the solution would be set and maybe the end date.
- Budget – The cost of implementation and execution would be calculated in order to evaluate the cost to the business
- Resource availability – The necessary tools and resources would be made available for the employee that would ensure that productivity is not affected but it is improved and standard of operations is maintained. Training would be provided for the employees in order to get them up to speed with the required skill sets.
- Software and other technology – Constant update of the used software in order to improve the efficiency of the operations.

MONITOR AND REVIEW

The performance of the employee is checked against the organizational standards and the employee would fill a questionnaire to describe how the remote working has helped with her personal and professional lives. Has working at home improved the child's studies? That is a very important question to note because it was the premise of the whole problem.

If there is no improvement and there is less productivity, the second solution would be initiated after the review of the first.

CONCLUSION

In conclusion the work has shown the importance of decision making processes to organizations in order to provide effective solutions to constantly rising problems. Decision making in any organization is not a straightforward process because there are numerous factors that the process is composed.

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