

## **Problem Solving and Decision Making**

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## Table of Contents

|                                                      |    |
|------------------------------------------------------|----|
| Introduction.....                                    | 3  |
| Workplace problem.....                               | 4  |
| Key causes analysis of low productivity.....         | 5  |
| Applying the situational analysis model.....         | 6  |
| SWOT analysis .....                                  | 6  |
| PESTLE analysis .....                                | 6  |
| A range of alternative solutions .....               | 8  |
| Evaluation of the alternative solution .....         | 9  |
| Decision-making matrix weighting.....                | 9  |
| PMI analysis.....                                    | 9  |
| Advantages and disadvantages of every solution ..... | 10 |
| Implementation of the solution .....                 | 12 |
| Gantt Chart.....                                     | 12 |
| Communication plan with stakeholders.....            | 13 |
| Monitoring and review techniques.....                | 15 |
| Conclusion .....                                     | 16 |
| References.....                                      | 17 |

## **Introduction**

In the organisation, there have to face diverse difficulties in everyday activities, and the management as well as other employees need to work by solving the issues (Saha et al., 2020). Low productivity, poor leadership, maintaining effective communication and other stages there have to face different problems which may be very critical or easier to solve. But the ability to problem-solving enables the employee to play the role by overcoming all of these issues and reach the designation. The ability to problem-solving can increase the evaluation of the employee and get the opportunity for career development. Every organisation provides more concern to the employees who are able to solve the problem and able to implement different unique strategies so that it can be possible to overcome the problems (Vermesan et al., 2022). This report will cover the key problems in the workplace, the reason behind causing the problems, and how to analyze the impact of the problems on the organisation. It will also cover the process of implementing the best solution and overcoming the issues.

## **Workplace problem**

In every organisation, there have some common problems and it also faces some unexpected problems where has some issues that can impact the overall performance of the organisation (Puyt et al., 2020). Low productivity is one of the major problems for every organisation and its impacts every unique strategy for the progress of the organisation. Low productivity refers to the situation of an organisation when it can not able to produce more with the same resources. It can be possible to describe the poor efficiency of the employees who are not able to provide satisfactory efficiency to produce enough products or services that can help the organisation to meet the market demand. Basically, when an organisation failed to recruit skilled and experienced employees or can not ensure the necessary training for their skills development to play the role accordingly leads the employees to low productivity. Poor leadership practices and a lack of innovative ideas are also responsible for low productivity (Khan et al., 2018). At the present time, one of the massive problems is not ensuring the work-based technologies which are also responsible for the low productivity and the organisation is not able to get satisfactory production to fulfill the demand of the market. the organisation needs to reward practicing so that it can be possible to get the employee more motivated to provide their best effectiveness which is also avoided in any organisation for which it can not be possible to get enough productivity.

## **Key causes analysis of low productivity**

There are various reasons for the low productivity and not getting enough employee engagement for overcoming the situation. One of the major problems is not providing the necessary training to the employees so that they can understand their activities and the process of managing diverse situations and failing to implement the necessary action plans. The employees without providing the necessary training are not able to perform accordingly and it leads to low productivity. At present time, every organisation is using innovative technologies for increasing productivity and without getting sufficient training they are not able to perform properly. Training also enables the employee to follow the organisational structure and maintain discipline so that it can be possible to complete the task properly (Bilan et al., 2020) for getting more productivity. But lack of training. Untrained employees are not able to understand the demand of the customer and they are not able to develop their productivity. Low productivity leads to poor work-life balance for the employees and they are not interested to develop their skills so that they can implement effective strategies for the development of the organisation. The organisation is not getting interested in bringing innovative technologies and it faces many difficulties from competitors. The organisational environment is changing where it may occur different conflicting situations among the employees and they will not have interested to work as a team. So, throughout the organisation, there may found different issues which can not possible to overcome easily and the management of the organisation has to take massive changing decisions which is very costly and time-consuming.

## Applying the situational analysis model

### SWOT analysis

SWOT analysis is the process of analyzing the strengths, weaknesses, opportunities, and threats of an organisation for making the most effective decision (Gouda, 2022). In an organisation with low productivity, it is must be needed to conduct a SWOT analysis to fix the gaps and take necessary action plans. In the following the SWOT analysis is provided on the basis of an organisation with low productivity.

| Strengths                                                                                                                                     | Weaknesses                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>✓ Good payment process.</li><li>✓ More available resources.</li><li>✓ Huge market acceptance.</li></ul> | <ul style="list-style-type: none"><li>✓ Lack of skilled employees.</li><li>✓ Poor leadership style.</li><li>✓ Do not able to ensure effective communicating process.</li></ul> |
| Opportunities                                                                                                                                 | Threats                                                                                                                                                                        |
| <ul style="list-style-type: none"><li>✓ Increasing market demand.</li><li>✓ Getting the opportunities for using the resources.</li></ul>      | <ul style="list-style-type: none"><li>✓ Increasing competitions.</li><li>✓ Impact of political factors.</li><li>✓ Increasing the overall cost of the organisation.</li></ul>   |

### PESTLE analysis

| Political factors                                                                                                                                                                                   | Economic factors                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Strict governmental rules and regulations.</li><li>• Modification of business activity.</li><li>• The destabilization of the political condition.</li></ul> | <ul style="list-style-type: none"><li>Rate of inflation and interest.</li><li>Employment opportunities.</li><li>Rate of income of the people and willing to cost.</li></ul> |
| Social factors                                                                                                                                                                                      | Legal factors                                                                                                                                                               |
| <ul style="list-style-type: none"><li>• Rate of education in the society.</li></ul>                                                                                                                 | <ul style="list-style-type: none"><li>• Rules and regulations of the country and their implementation.</li></ul>                                                            |

|                                                                                                                                             |                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Custome and belief of the social people.</li> <li>• The population.</li> </ul>                     | <ul style="list-style-type: none"> <li>• Safety and security initiatives for the people.</li> </ul>                                      |
| <b>Technological factors</b>                                                                                                                | <b>Environmental factors</b>                                                                                                             |
| <ul style="list-style-type: none"> <li>• Use innovative equipment in regular activities.</li> <li>• Automation in the workplace.</li> </ul> | <ul style="list-style-type: none"> <li>• Impact on the environment.</li> <li>• Climate change.</li> <li>• Natural calamities.</li> </ul> |

## **A range of alternative solutions**

For overcoming the low productivity in the organisation some of the alternative solutions are provided bellows.

- Ensure innovative technologies for performing the activities.
- Reward practicing and recognize the star performers.
- Develop the organisational environment.
- Develop the leadership process.
- Arrange different seminars.

## Evaluation of the alternative solution

### Decision-making matrix weighting

| Factors                            | Ensure the technology-based activities<br>3 | Develop the culture and environment of the organisation<br>2 | Use the most effective leadership process<br>5 | Recognition and reward practicing<br>2 | Arrangement of company seminars<br>1 |
|------------------------------------|---------------------------------------------|--------------------------------------------------------------|------------------------------------------------|----------------------------------------|--------------------------------------|
| Employee engagement                | $5 \times 3 = 15$                           | $4 \times 2 = 8$                                             | $3 \times 5 = 15$                              | $5 \times 2 = 10$                      | $4 \times 1 = 4$                     |
| Sustainability or the organisation | $3 \times 3 = 9$                            | $5 \times 2 = 10$                                            | $4 \times 5 = 20$                              | $4 \times 3 = 12$                      | $3 \times 1 = 5$                     |
| Available Capital                  | $5 \times 3 = 15$                           | $3 \times 2 = 6$                                             | $1 \times 5 = 5$                               | $4 \times 1 = 4$                       | $5 \times 1 = 5$                     |
| Legal factors                      | $4 \times 3 = 12$                           | $4 \times 2 = 8$                                             | $2 \times 5 = 10$                              | $4 \times 3 = 12$                      | $5 \times 1 = 5$                     |
| Availability of the resources      | $2 \times 3 = 6$                            | $5 \times 2 = 10$                                            | $1 \times 5 = 5$                               | $4 \times 1 = 4$                       | $5 \times 2 = 10$                    |
|                                    | 47                                          | 42                                                           | 55                                             | 42                                     | 29                                   |

Using the most effective leadership has been evaluated with the highest points which means the organisation should provide the most concern towards this issue. All of the issues are marked with different points from 1 to 5 by considering their impact on low productivity. An organisation should focus on employee engagement for overcoming low productivity. At the same time, the management needs to evaluate all of the avoid factors so that it can be possible to get the long term outcomes by more productivity of the employees.

### PMI analysis

| Plus                              | Minus                                      | Interesting                                                     |
|-----------------------------------|--------------------------------------------|-----------------------------------------------------------------|
| ➤ The organisation should include | ➤ The cost of the operation will increase. | ➤ The activities can be possible to do easily in the next time. |

|                                                                                                                                                                                                                          |                                                                                                                                                                                                                   |                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <p>innovative technologies.</p> <p>➤ Motivate the employees by rewarding and recognizing them.</p> <p>➤ Focus on the employee's needs.</p> <p>➤ Ensure an effective working environment for increasing productivity.</p> | <p>➤ More capital is required for ensuring innovative technologies.</p> <p>➤ Diversity in the products will be very critical.</p> <p>➤ Arranging the seminar will kill the valuable time of the organisation.</p> | <p>➤ It will have to implement for a long time to achieve more satisfactory results.</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|

### Advantages and disadvantages of every solution

To increase productivity, the organisation has to ensure work-based technologies. The employees will be able to perform their activities more effective way and they will be able to fulfill the higher demand of the market (Arif and Akram, 2018). innovative technologies will make the tasks easier and faster and the organisation will be able to reduce the cost to increase the profit margin of the organisation. For ensuring the necessary innovative technologies an organisation has to manage more capital and have to carry the cost of its operations that will impact the overall cost of the organisation. To develop the organisational culture and environment the organisation should focus on the whole environment of the organisation and should be implemented unique strategies so that the employee can get proper opportunities in the workplace and get the chance to work with safety and security. For ensuring the most effective environment and culture the organisation has to take a huge time which may create an obstacle to performing accordingly (Ullo and Sinha, 2020). Leaders in the organisation play the most important role to get the most efficiency and productivity from the employees of the organisation. An organisation should provide more evaluation for this stage to practice the most effective leadership approach. Though it is very critical for the organisation which attains low productivity from the employees the organisation need to provide more concern to this issue. Rewarding and recognition increase employee engagement in the organisation and the employee get self-confidence for performing to attain more productivity. The

organisation has to carry more costs for providing the reward (Galli, 2018). Arranging the seminars helps the management to provide proper guidelines to all of the employees at a time and create interaction with the employee to know their difficulties and support them to solve their issues. At the time of the seminar, the employee is not working which reduces the productivity of the organisation.

## Implementation of the solution

### Gantt Chart

|        | Task                               | Date     | Day to complete |
|--------|------------------------------------|----------|-----------------|
| Task 1 | Bring innovative technologies      | 20.12.22 | 10              |
| Task 2 | Develop the organisational culture | 25.12.22 | 5               |
| Task 3 | Ensure effective leadership style  | 25.12.22 | 7               |
| Task 4 | Recognition and reward practicing  | 24.12.22 | 5               |
| Task 5 | Arrangement of seminar             | 20.12.22 | 5               |



Figure 1: Visual presentation of Gantt Chart for implementation plan. (Own creation)

## Communication plan with stakeholders

The available stakeholders of an organisation are-

- Investors.
- Government
- Trade association
- Distributors
- Customers
- Suppliers
- Employee
- Shareholders
- Manager
- Owner
- Partners
- consultants

|                                                                                                                                              |                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>High power, low interest</b> <ul style="list-style-type: none"><li>➤ Government</li><li>➤ Trade association</li><li>➤ Investors</li></ul> | <b>High power, high interest</b> <ul style="list-style-type: none"><li>➤ Shareholders</li><li>➤ Manager</li><li>➤ Owner</li></ul> |
| <b>Low interest, low power</b> <ul style="list-style-type: none"><li>➤ Customers</li><li>➤ Suppliers</li><li>➤ Employee</li></ul>            | High interest, low power <ul style="list-style-type: none"><li>➤ Distributors</li><li>➤ Investors</li></ul>                       |

The stakeholders of an organisation should be providing proper evaluation according to their impact on the organisation. The following communication plan should follow by an organisation to get the most satisfactory outcomes through their engagement.

| Stakeholder name | Title            | Role      | Power (H/L) | Interest (H/L) | Requirements                                                         | Concerns                               |
|------------------|------------------|-----------|-------------|----------------|----------------------------------------------------------------------|----------------------------------------|
| Eddie Murphy     | Security Manager | Sponsor   | H           | H              | Finish implementing GDPR compliant checkouts by the end of quarter 3 | Delays due to the upcoming fiscal year |
| Iliza Shlesinger | Sr. Developer    | Developer | L           | H              | Security certificates                                                | Migrating data to European servers     |
| Bill Burr        | CEO              | -         | H           | L              | 5% revenue increase                                                  | GDPR compliance                        |
| Dave Chapelle    | Accountant       | -         | L           | L              | -                                                                    | Managing European ledgers              |

*Figure 2:A sample of the stakeholder communication plan.*

*(Arif and Akram, 2018)*

## **Monitoring and review techniques**

If an organisation wants to get the most satisfactory result through innovative or unique techniques it is the most important thing is monitoring and reviewing the techniques (Bianchi et al., . It allows the management or leaders to understand the efficiency of the techniques and find a way to improve in a different stage to attain the desired result. The management also needs to collect the necessary information that can enable us to find out the stage of improvement to overcome any kind of future complication.

## **Conclusion**

In the organisation, the ability to problem solve and decision making is very important to get satisfactory productivity from the employees with the available resources. Every organisation wants to overcome the situation of low productivity which can be possible by analyzing the strengths and weaknesses. It also needs to find out the opportunities that can be very effective for overcoming low productivity. The threats of low productivity also need to bring out the prepare the plan for overcoming the get the highest productivity of the employees. PESTEL analysis is also very helpful for an organisation to understand the impact of different factors to implement the plan accordingly to conduct the activities properly.

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# Cover page

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TITLE OF THE MODULE: **PROBLEM SOLVING AND  
DECISION MAKING**

## Contents

| Slide name                             | Slide no |
|----------------------------------------|----------|
| Nature of the complex problem          | 3        |
| Cause-and-effect analysis              | 4        |
| Alternative solution                   | 5        |
| Evaluation of the alternative solution | 6        |
| Implementation plan                    | 7        |
| References                             | 8        |

## Nature of the complex problem

- ▶ The low productivity in the organisation shows the weaknesses of an organisation that create difficulties to meet the market demand for not getting the productivity in the appropriate margin with the available resources
- ▶ It impacts organizational growth and reduces the competitive power of an organisation
- ▶ Low productivity of the employee reduces their acceptance in the organisation and they don't get enough confidence for taking the responsibilities for attaining the aims and objectives of the organisation.

## cause-and-effect analysis

- ▶ The main reason for low productivity not providing the necessary training to the employee so that they can take responsibility and contribute to the team reaching the destination
- ▶ Poor company culture and lack of modern technology are also responsible for getting low productivity in this competitive market every organisation tries to expand its business area and conduct business in different countries
- ▶ . Besides, unrealistic targets, poor feedback, poor directing, and lack of communication decrease the productivity of an organization



## alternative solutions

- ▶ The organisation should provide the most evaluation to ensure the work-based technologies for the organisation.
- ▶ Take necessary action plans for the development of the working environment and culture to increase the eagerness of the employees for getting more employee engagement.
- ▶ The organisation needs to ensure the reward practices in the proper way and needs to provide recognition to the employees for their satisfactory performances.

## evaluation of alternative solutions

| Plus analysis                                                                                                                                                                                                                                                                                          | Minus                                                                                                                                                                                                                                                                                                           | Interesting                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>▶ The organisation should include innovative technologies.</li><li>▶ Motivate the employees by rewarding and recognizing them.</li><li>▶ Focus on the employee's needs.</li><li>▶ Ensure an effective working environment for increasing productivity.</li></ul> | <ul style="list-style-type: none"><li>▶ The cost of the operation will increase.</li><li>▶ More capital is required for ensuring innovative technologies.</li><li>▶ Diversity in the products will be very critical.</li><li>▶ Arranging the seminar will kill the valuable time of the organisation.</li></ul> | <ul style="list-style-type: none"><li>▶ The activities can be possible to do easily in the next time.</li><li>▶ It will have to implement for a long time to achieve more satisfactory results.</li></ul> |

## Implementation plan

|        | Task                               | Date     | Day to complete |
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| Task 5 | Arrangement of seminar             | 20.12.22 | 5               |

Figure 2: Visual presentation of Gantt Chart for implementation plan (own creation)



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