



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMSW4004

Problem Solving and Decision Making

2019/2020

Prepared for: Ejiro Esohwode

Prepared by: Eric Silva 1914231



Contents

<i>Introduction</i>	2
<i>Rationale</i>	3
<i>Research Objectives</i>	3
<i>Methodology</i>	4
Research Methods	4
Data	4
Primary Data	4
Secondary Data	5
Population	5
Sample	5
<i>Results</i>	6
Findings, Analysis and Discussion – 15 STUDENTS	6
Summary of the Results	12
<i>Conclusion</i>	13
<i>References</i>	13

Introduction

With the development of companies and technologies in our world, we can see that the labor market present in our societies has become extremely competitive and demanding. Taking into consideration the giant development that has been taking place in companies, naturally, the demand and effort required of its employees has also become greater, which often tends to cause internal problems in companies. Studies indicate that more than half of workers in the UK feel unhappy in their jobs and try to find new workplaces, which is mostly caused by companies' lack of problem-solving techniques. In this report, I will talk about some of the problems faced by companies today and about the techniques used to solve them.

Research Objectives



The objective of this report is to find out solutions for problems faced by United Kingdom employees in our days on their workplaces, and develop a plan with strategies that will help the directors and stakeholders of the companies in the UK reduce the stress and unhappiness of their employees.

Methodology

In this report, two different types of research were used in order to get the best results possible. Qualitative research in order to obtain a true opinion of the employees perspective which was got from the testimony of the employees that work in the same company as me, and Quantitative research in order to obtain a more wide vision of how these problems are affecting the employees in the United Kingdom wich was got from articles, journals, and certified websites.

RESULTS

After this research, I have found that one of the main problems that employees face in their jobs in our society is the lack of sleep and the lack of time for personal life with almost two thirds of the employees in the United Kingdom looking for a better work-life balance. Looking for a more managerial definition, a quality problem can be “Traditionally defined as a gap between the current state and the desired state”, that is, a situation that needs to be improved (SMITH, 1998, p.5)

The UK workforce is in a “crisis”, with more than half considering finding a new job this year and two-thirds fearing returning to work after a weekend without working. Studies also show that one in four people is actively looking for a new job, and the number of unhappy people at work increased by 10% last year, according to a survey of 12,000 people made by *Investors in People*. The accreditation organization found that three out of four people felt stressed from work, with 64% reporting that their work negatively affected their sleep patterns. Also, more than half of the the employees in our society are having health problems due to lack of free time, with eighty percent of the women and sixty nine per cent of the man reporting that they have felt stressed in the last twelve months (Chapman, BC, 2020, *More than half of UK workers want to find a new job*, INDEPENDENT)

This shows that the workload that its being given to most of the employees in our country is causing them insatisfaction and unhappiness in their personal lifes.



Analysis

To analyze the results and formulate a plan to solve the problem that we are facing in this case study, I have decided to use a SWOT analysis to support the decisions taken on this action plan.

A SWOT (Strengths, Weaknesses, Opportunities, Threats) analyze will help us to find out which points should we take in consideration to change in order to make companies get advantage from their opposition. On this situation the problem that we are facing is the lack of free time from part of the employees, so, we are going to do a SWOT analyze based on that.

STRENGTHS Employees working more hours	WEAKNESSES Lack of energy and motivation from employees
OPPORTUNITIES Manage to give more rest time to employees which will increase their motivation and happiness	THREATS Possibility of needing to hire more staff to fulfill the gaps when team members are off

Discussion

After doing a SWOT analysis I have found that in the first sight, when we look at the issue that the companies are facing in the UK we are tempted to think that is good for a company to have an employee working more hours because this will allow him to do more work for the company, but if we do a deeper observation we will understand that the things that make a company grow is not quantity of work but quality of work which is only obtained if we keep the psychological part of the employers well.

One of the things that can help to achieve this goal is to put an extra day off into the employees roster, which will result in more time for the employees to rest and take care of



their personal life .

Conclusion

The primary objective of this report was to find, understand and solve a problem present in the life of the employees of the United Kingdom. With my research I have found that one of the problems present in to the lives of most of the employees is the lack of personal time outside of their workplace, which resulted in unhappiness and stress for a big part of the workforce in the United Kingdom. With the use of problem solving and decision making techniques that I have learned during this module I was able to make a plan that if applied by the companies will make positive change into their employees lives.

So I believe that the primary objective of this report was accomplished and that the right use of this report can help to change employees lives for better.

References

<https://www.independent.co.uk/news/business/news/uk-workers-new-job-satisfaction-investors-people-a9272191.html>

https://moodle.uwtsd.ac.uk/pluginfile.php/345173/mod_resource/content/1/SWOT_and_PESTEL_unicef.pdf