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Problem Solving and Decision making (BMSW4004)

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INTRODUCTION

On this report make a reflection about some problems in some companies that is affecting many workers now days and it has personally affected me as well, I will talk about how this dissatisfaction at work can affect the productivity of the employees in a company. After giving details and examples and personally put myself as an example. I will analyse the problem and I will comment several possible solutions and after this process I will find the best way to make an important decision plan in place to improve the labour conditions.

The main objective of this report is to apply all knowledge and skills gained on this term problem solving and decision making.

PROBLEM SOLVING DEVELOPMENT

I think in some way everyone has felt that is not valued in their job in some stage of their life.

I want to talk about my career experience and put myself as an example when I have been in situations that I have experience in my current and previous jobs. I have started working since I was eighteen and from that experience, I started to see how sometimes employer struggle to manage their employees and also, I have learned that sometimes the companies take advantage of some situations.

At my first job in Spain, I have learned that some companies do not state in their employees payslip what they really work a week, for example I worked 46 hours a week in a restaurant and my contract was only for 10 hours a week which is 36 hours less than what it showed on my contract and my payslip. I was young and I have not experience it was my first job so thought It was a good opportunity to learn.

When I moved to London, I had few temporally jobs before I got my current job in which I have been working for four years. It is a job in retail in a small local store. When I was hired at this store they only gave me fifteen hours contract so I had to keep one of my old job to be able to cover my bills. After few months I was in the situation of working in two different places in completely different locations in London and it was really tiring for me this situation, I managed to talk with my manager and I asked for an increase of my contract so I could work full time in the store. It was there when I found out only team leaders would have full time

contract and a few customer assistants that have been working for a long period. I was offered to have my contract without any modifications but I would have more overtime. I had to think about it, I study the pros and cons and even that it was not what I was expecting it was better than my actual situation where I was working in two different jobs, paying more taxes and taking myself to extreme exhaust where I was not productive enough. I took the decision of quitting my other job.

Now that I am in a better situation I can be more productive at this store, I give my hundred per cent in every shift, by that time my English was not very fluent but I always make sure everything was done right. After a couple of years I started to feel that my work was not really valued, they never increase my hours in my contract.

IMPACT OF THE PROBLEM

In my personal experience having a fifteen-hour contract has impact in some personal as due to be a part time job which leads to have a low income a year even though I have overtime.

First of all, I am only entitled to take eleven paid days of holiday a year even if I have worked 40 hours a week all year, with the possibility of taking more holiday but the remaining days will not be paid which affects my allowance at the end of the month.

Another issue is that when workers want to get a loan or get a credit, we are not eligible to have it or the amount of the credit is very low due to the part time contract. Which I have experienced this situation already.

I also find disadvantages when I want a credit check for renting a flat, when they check my payslip the income that they take into account it is the result of working fifteen hours a week.

This method may be beneficial for the companies in the first place but as a worker that has gone through this situation, I know it has an impact at work. This and other factors can lead to a low performance at work, workers do not feel valued, so they do not feel motivated to give hundred per cent at work and at the end of the day this affects the company productivity.

PROBLEM OVERVIEW

A part time job contract is normally considered when employees work few days a week and they work less than 30 hours a week.

For employees a part time job has advantages and disadvantages to consider. Working less than 30 hours may be beneficial for young people that study at the same time, for parents when they have to look after their children and for workers that are soon to get their retirement.

Advantages and disadvantages of part-time contract

➤ Advantages

- More applicants for a wide employment market
- Keep possible valued workers when they do not want full time work.
- Reduce the costs of employment without reducing staff.
- Flexible and balance life for employees
- Reduces nonattendance.

➤ Disadvantages

- Possible under staffing at times
- Difficulty in controlling performance.
- Negatively influence employee's income and benefits.
- Negatively influence the employees career development
- Workers may be as less committed by other workers.
- Duties may be reassigned.

(Janza, 2020)

As it is shown previously, there are many advantages for workers and for employees but there are also disadvantages that affect directly to the employees.

Most of these part time jobs are in the services sector.

POSSIBLE SOLUTIONS TO THE PROBLEM

It is understandable that some companies may need part time workers first of all because it is beneficial for them and the second reason it is because they may need cover small shifts in case of any events.

I personally think the companies should give the possibility on increasing the workers contract after accomplished the trial period.

1. First possible solution would be developing my career and become a team leader, considering that only team leaders a my work place are eligible to have a full time contract which it is a good an opportunity where I would gain experience and they would modify the contract to thirty to forty hours a week but I know this would have some advantages but as well other disadvantages to consider.
2. Second possible solution would be getting other part- time job to make it up to 30 to 40 hours a week. This may not be the best option, but it is a possibility that I would consider to increase the annual allowance income.
3. Third possible solution would be search in the job market for a full time job where I can have up to 40 hours contract with all benefits that all full time workers are entitle to, as the other option there are pros and cons to consider.

DECISION MAKING

Successful decision making PMI (Plus, Minus, Interesting)

PMI is a brainstorming decision making and essential thinking examination of ideas to study the best solutions and see them form more than one perspective. PMI was develop by Dr Edward de bono, a proponent of lateral and critical thinking and it can help to brainstorm ideas, make successful decision by analysing pros and cons, and identify strengths and weaknesses to improve in the future.

1. Consider the plus points: List positive aspects of the possibilities.
2. Consider the minus points: List the negative aspects and disadvantages.
3. Consider the interesting points of the situation: List the attractive of every decision.
4. Make your conclusion: Make your judgement after analysing the three previous steps.

(Cothelo, 2020)

1. First solution: Becoming a team leader at the same store to get a full-work contract.

The positive (Plus)	The negative (Minus)	Interesting (?)
• Get experience. • Learn how to manage a team. • Expand the curriculum for future careers. • Stay in the comfort zone of keeping the same job.	• More responsibility when opening and closing the store. • I have to deal directly with problems within the team. • I have to deal with customers complains and specific requirements. • All responsibility is on my shoulders when the manager is not in the store.	• I get full time contract. • I get paid for my holiday. • I have to wait for a team leader vacancy.

2. Second solution: Get other part time job in a different company.

The positive (Plus)	The negative (Minus)	Interesting (?)
• Get more experience in other job. • Learn new skills. • Put in practice transferable skills.	• Long distances from job to job. • Paying more taxes. • Get used to a new workplace. • It can be tiring when the shifts are in the same day. • Less flexibility to have time off.	• I meet new people. • Could be challenging to learn new skills. • More yearly income.

3. Third solution: Get a full-time job in other company.

The positive (Plus)	The negative (Minus)	Interesting (?)
• Get more experience in other job. • New opportunities of developing my career. • Get all benefits of a full-time job.	• Search for a full-time job may be challenging. • High demand of employees looking for job. • Pass trial period. • Get out of the comfort zone can be challenging.	• I meet new people. • I learn new soft and hard skills that can be useful for future career development.

CONCLUSION

After studying all possibilities and their pros and cons I consider the best solution is to become a team leader in the same company and take the challenge of a new position within the company that I already have been working for, and I consider I fit, and I have the enough knowledge of the role and I have the skills to be a good team leader. I think it is a way of developing my carer which is important and even thought it implies big responsibilities is a risk that eventually I have to take, and it would benefit my career for future jobs.

Solve a problem at work a make a decision may be difficult sometimes and in one moment of our lives we have to reflect about what decision benefits us more, in the present and think about future opportunities that this carries.

REFERENCES

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