

Problem Solving and Decision Making

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Nature of the complex problem

The problem we are discussing is the problem of unhappy employees

This complex problem of an unhappy employee consists of many factors.

It involves issues related to job dissatisfaction, small career growth chances, type of work etc.

It can affect the company negatively if not dealt with in time.

Impact of the complex problem

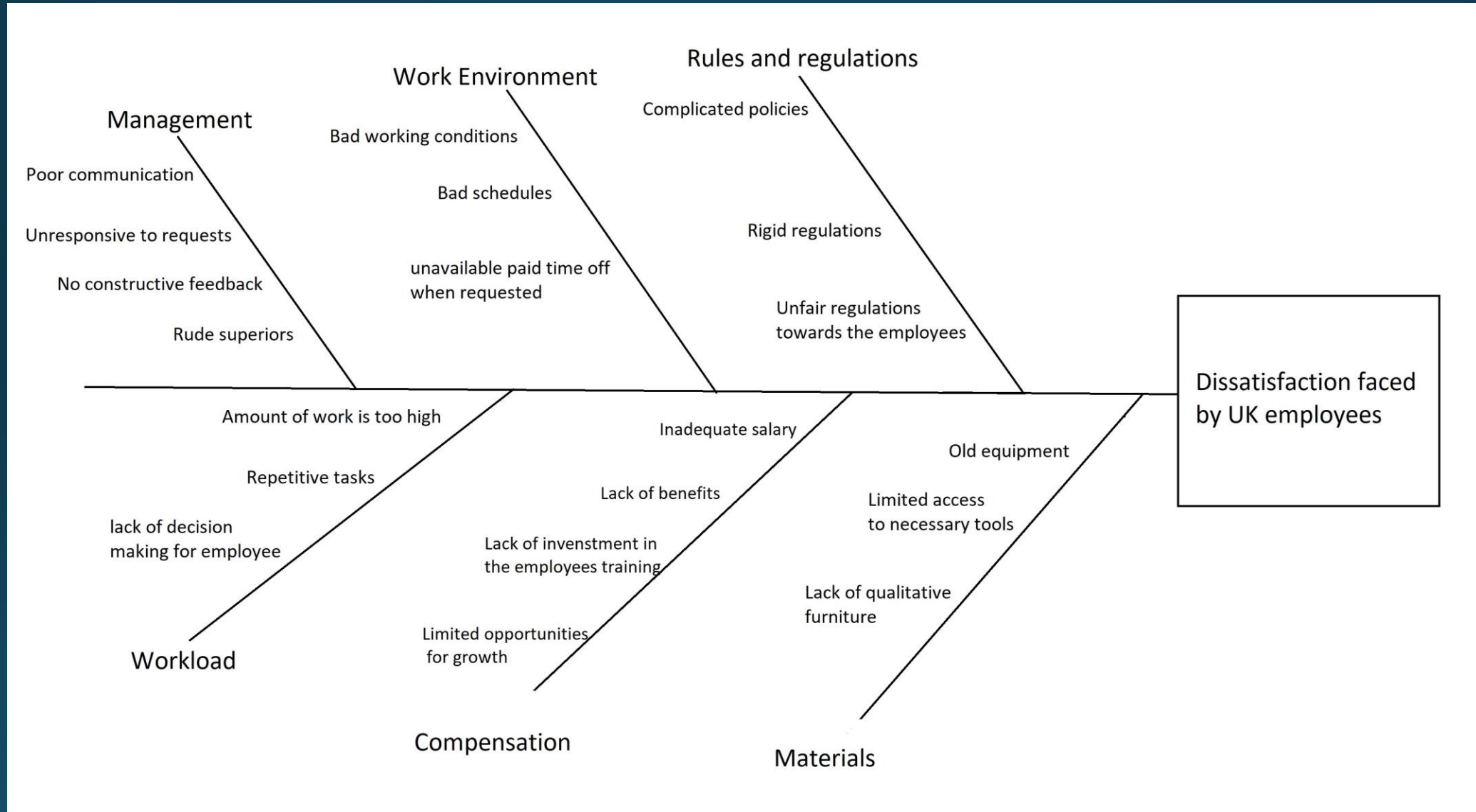
A dissatisfied worker could exhibit a variety of unfavorable feelings and a negative behavior.

An unhappy employee could also experience mental and physical problems such as headaches, stress and anxiety

This behaviors could include decreased motivation, no productivity, absenteeism, with managers, burnout, and resignation.

Unproductivity leads ultimately to business profit loss.

Cause-and-effect analysis



Cause-and-effect analysis based on the fishbone diagram

A main problem regarding unhappy employees includes the lack of motivation to work because of career stagnation.

Lack of appreciation, purpose, recognition and an unpleasant schedule and compensation might be some of the main causes of workplace unhappiness.

Some other causes could include the workload, for example having too much work in a short time or having repetitive tasks.

Lastly, the poor communication with the superiors could lead slow and not qualitative work.

Alternative Solutions

- 1) One option is to introduce an appreciation system so that the employees feel more recognized. This would make them feel more valued.
- 2) Another option could be to provide more opportunities for professional growth. This would give you and your co-workers the proper motivation.
- 3) Moreover, allowing the employees to have a more flexible schedule could help with the constant stress feeling.

Evaluate alternative solutions.

Weighted decision making matrix:

Criteria	Weight	Solution 1 Appreciation System		Solution 2 Personal growth opportunities		Solution 3 Flexible schedule	
		Rating	Weighted score	Rating	Weighted score	Rating	Weighted score
Design	1	3	3	2	2	3	3
Integration	2	3	6	2	4	4	8
Costs	4	3	12	2	8	4	16
Impact	4	4	16	5	20	3	12
Total Score			37		34		39

Total score: Higher is better.

Score is based on how hard and how effective it is to implement based on: design, integration, costs and impact.