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INTRODUCTION

For this assignment I must define a complex problem in the workplace, analyse the problem and to find a solution for the problem. The problems can be many and various and if you fix a problem the ones after it can be solved more easily most of the time.

WHAT IS JOB DISSATISFACTION

According to what Andrea Boatman says, job dissatisfaction is when employees' expectations for their job are not met. This leaves them with negative perception and lack of motivation and commitment to their work and the organization. This, in turn, affects the performance of the organization and ultimately, its bottom line. Discontent can arise from many factors, including a negative work environment, poor management, lack of recognition, and low wages.

CAUSES OF JOB DISSATISFACTION

According to what Andrea Boatman says, an employee can lose his motivation at work for various reasons.

- The first reason can be **Limited Career Growth**: No one would like to stay in the same position for many years.
- The second reason can be **Being Underpaid**: If a worker feel that he is not paid enough he will feel demotivated to work.
- The third reason can be **A Problematic Boss**: A boss need to have confidential talk with the employees to know how they are treated by their supervisors. Even if it is not easy having a talk with the employees and to get along with them, talk with the employees is better than not to talk with them.

[Reference by: Andrea; Boatman; (2021); 8 Causes of Job Dissatisfaction & How To Combat It]

HOW TO AVOID EMPLOYEE DISSATISFACTION

According to ClueHR, to avoid employee dissatisfaction, you need to consider those practices:

- **Maintain work and life balance**: health issues, work stress and mental stress can impact negatively in productivity. In order to make your employees happy, you need to offer more flexible hours of work.
- **Lead your employees**: Make sure to provide clear objectives and instructions to your employees and guide them properly. This allows them to understand what is expected of them, increasing their confidence and motivation.
- **Challenge the employees and offer career advancement**: know what your employees are capable of and teach them to surpass their limits. Because helping employees develop their skill sets is also one of the attributes of employee satisfaction
- **Offer training and room for growth**: Another way to show employees that they're valued is to provide them with opportunities to develop their skills or learn new things that interest them.
- **Leave lines open and engage your staff**: Always communicate with your staff and listen to what they have to say. This will make them feel that they're being valued. Ask what they want to do or how they view some of the issues related to the workplace.
- **Positive Work Environment**: A positive work environment has a significant influence on how the employees feel. The work environment plays a vital role in keeping the employees motivated.

[Reference By: ClueHR; (2020); How To Combat Employee Job Dissatisfaction]

MY OWN EXPERIENCE:

I can start with saying that I do not have a lot of experience in a workplace for many reasons, but the main one was for pandemic reasons and for health reasons. After I turned 18 years I was still in high school and there was the covid pandemic.

Before having health issues, I worked as a kitchen porter and the main things that I had to do were to clean the tools used in a kitchen and to remove and recycle waste from the kitchen.

The main problems of this work are **Underpayment, Little to no Vacation Time, Work and Life balance and Unsupportive Boss.**

1) UNDERPAID

I felt underpaid for the work I did for the restaurant for many reasons:

- The first reason is that my salary is less than the average salary in my area of work. Comparing myself with others who do the same job I earn less than them.
- The second reason is that comparing me with others who started after me and do the same job, they have better salaries doing less than what I have to do.
- The third reason is that I have more responsibilities at work than when I started. And more responsibilities mean more work to do. And no one want to have so many responsibilities with no extra money in the salary.

The first thing I did was to consult with my co-workers, to ask them if they were happy with their job, weekly schedule of work and with their salary. Most of them were happy with their shifts because they were few during the entire week (like me when I just started to work in that restaurant), but what was strange to me is that they had better salary than mine even having started working after me.

2) LITTLE TO NO VACATION TIME

In our restaurant we do not have a lot of vacancies. We only have 3 weeks a year of vacancies and I think they are not enough to recharge our energy and to release all the physical and mental stress that we accumulate during the year. For this reason, we are unable to always give our best at work and the efficiency decrease because of that.

3) WORK & LIFE BALANCE

My role in this restaurant is good for me, but I have a lot of work to do alone, and this cause me a lot of stress (mental and physical). After the work I do not have a lot of time to pass outside of my work with my family or friends. Because sometimes we have a lot of work to do and when we have a lot of work, we have very long shifts. Sometimes it happens that we do not have a break between a shift to another shift or we do not have free days, and this is not good for our health, and it will not let you enjoy working, so it affects the productivity as well as health. And the work was not

close to where I lived, on the contrary, it took me an hour to arrive at work and one hour to return at home.

4) UNSUPPORTIVE MANAGER

The other problem is that we have an unsupportive manager in our restaurant. He does not tell us if we are doing good in our job or doing something wrong. It let you feel confused if you do not receive any type of feedback and will reduce your ambitions.

This can cause problems for example someone feel insecure at work because the manager does not tell us if we are doing good or not at work. Because with no feedback nobody will work with satisfaction if he is doing good or try to improve himself if he did something wrong.

SOLUTION FOR MY EXPERIENCE

- For the first problem the solutions that my boss applied to me was to increase my earning per hour and will get more tips when we will work for long shifts.
- For the second problem, my boss will try to give us more vacation days during the year and will let us have at least 2 full days of break.
- For the third problem the solution will be the same as the second problem and will try to give us shorter shifts.
- For this problem, the boss said that he will talk with our manager and tell him to be more present and to interact more with us.

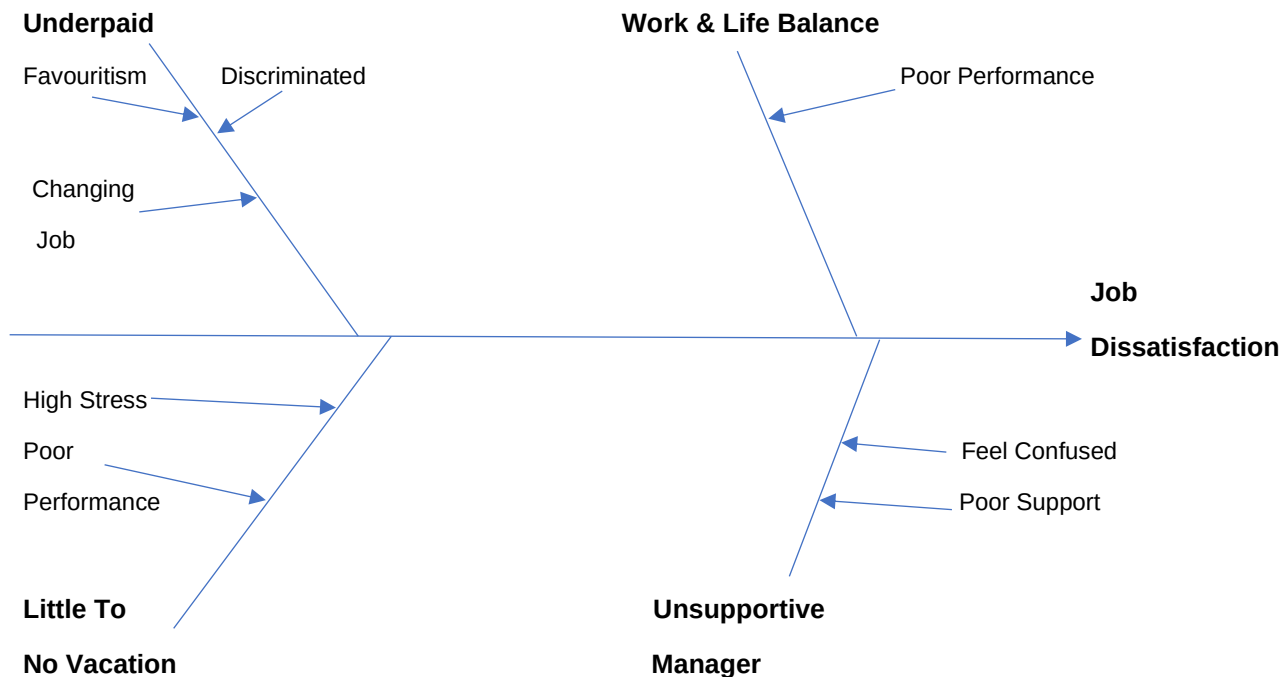
Those solutions helped me with the productivity as main thing and with mental and physical health. Because I was working everyday with really a lot of shifts (2 shifts a day) and some days we finish late in the night and I had the next shift in the morning, so it was not easy at all. For the underpayment problem I was happy with the decision, but I was expecting to have a change of position (because they were training me to be a supervisor) but I think I will have to work harder to work in that position and gain more experience in my position. For the second problem I was happy with the solution because I would like to have more vacation to pass with my family and more vacations will allow me to travel more often to explore new places in the world.

For the third problem I was happy with the solution because of the long shifts and the time from home to work and vice versa.

For the last problem I had I will be happy if the manager will interact with us more and give to us feedback. For this solution it is necessary to allow time to pass because the results do not arrive immediately but with the passage of time.

[Source from: Startupguys; (2021); 7 Causes of Employee Dissatisfaction And How To Prevent Them]

FISHBONE ANALYSIS TECHNIQUE



IMPLEMENTATION

If I was the boss or the leader I would act in a certain way, this because we are not all the same and not all of us think in the same way.

The first thing I would do if I was a Leader would be: **Providing Clear Goals** to prevents a lack of direction. Because knowing what you're doing and why you're doing it gives employees confidence in their work. In addition, clear instructions improve productivity and a clear focus on what they're working towards.

The second thing I would do would be: **No Favouritism**, at first because it is illegal in a workplace and everyone at workplace should be treated equally without discrimination, regardless of where that person comes from and what they believe in. Also, favouritism will create low morale to other employees, and they will think that their hard work is insignificant.

The third thing I would do would be: **Give My Employees Variety of Work**, because assigning repetitive work to an employee can be monotonous and result in low productivity.

The fourth thing I would do would be: **Constant Communication with My Subordinates**, because communicating with your employees shows that their opinion/skills matter and that they are considered a valuable part of the team. It also eliminates any issues of miscommunication.

The fifth thing I would do would be: **Good Work Life Balance**, because it will improve staff morale, mental & physical health issues, and more importantly to show to the staff the importance of recharging batteries.

The sixth thing I would do would be: **Reward Those Who Go Above and Beyond**, because Responsibility doesn't always have to mean added stress, when managed correctly it creates confidence and feeling of personal success.

[Sources From: Startupguys; (2021); 7 Causes of Employee Dissatisfaction And How To Prevent Them
ClueHR; (2020); How To Combat Employee Job Dissatisfaction]

MONITORING SUCCESS

With implementations made above, we can work in a better way and with small to none margin of error.

Doing an **Anonymous Survey of Job Satisfaction**, employees were satisfied with the implementations of the decisions and hope that we continue to work in the same direction.

After a few months, reviewing my employees I noticed big changes such as: Satisfactory, Hard work, Increase in Productivity, etc. So, after seeing all these improvements, I decided to reward employees with some bonuses and raising their salary.

Hopefully, me and my employees can keep working with such satisfaction and hard work to improve our productivity.

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