

Problem Solving and Decision Making

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Introduction

Organization needs to maintain all the working operations which can help to create the positive working environment. In this time, competition is taking a huge place in every one's life so it is mandatory for that organization on solution of a problem so that manager can easily solve and particular problem with the help of statistical plan and strategy. The main motive of this report is to discuss about specific problem with experience by Arden University. Basically, Arden University is famous private University of United Kingdom that established in the year 1990 and the main motto of this university is "Learning without boundaries". This university is offering various graduation, post-graduation, certification and diploma courses via online and offline method. The report will discuss and identify necessary problem-solving tools and techniques so that he can easily find out appropriate solution in order to solve a work waste problem.

Main body

Task 2 -

Define a complex problem in the workplace including its scope and impact;

Arden University is the well-known private University in the United Kingdom which is providing various courses to their students so that they can learn frequently and gain quality of knowledge and also enhance their learning an appropriate way. Arden University is experiencing specific problem which can affect the whole work place. About the problem which is facing by the University are as follows -

Problem in the workplace

Arden University is a professional university in which large number of students are what's going and completing their diploma and degrees (Carcarino, 2021). Due to the uncertainty of covid-19, University is facing lots of fluctuating situations in their working environment which can create various problems. Because of pandemic situation, everyone needs to maintain all the protocols related to it pandemic guidelines and also maintain social distancing. In lockdown period, all students attend class session and lecture because online

platform through Google meet, zoom meeting and another popular audio and video conferencing media. During the lockdown period, online learning is taking the wider place in each and every student life all around the world. Online learning platform is more convenient for the student so that they can attend specific class and lecture at their convenience place and on their suitable time. Online learning provides effective impact in the learning process of the student but it also provides some specific drawbacks. Arden University is also running various online platforms so that University can provide effective online education to their students.

Because of online learning, University is facing some specific problems which can affect the learning of the student and also list of the workplace. Specific problems facing by the university such as -

- ***Involvement of the students - This*** is most common problem which is facing by the University that provide adverse impact in the learning process of the student. Because of online learning platforms, some of the students are not show their active participation in attending the class and taking lecture on time. Students are not even complete their assignment as for the given deadline which affect their academic performance in a negative way. Involvement of the students is less because sometime they don't want to attend the lecture and not serious about the class.
- ***Technological problem - This*** is also considering as the main problem which university is experiencing. To provide online learning is required high level of internet connectivity and software's. During an online session if student is facing technological problem and lack of internet connectivity then it affected negatively the whole learning process show their interest in the class become low. So technical problem is also a big issue which affects the whole working situations of the university and also provides adequate impact on the learning process of the students (Hanham and Leppink, 2019).

Impact of a problem

Arden University is constantly working to resolve this problem because this problem provides negative impact in the working environment of the university. Both problems like involvement of the students and technological problem are necessary to take the attention of management department and also administrative department of the university because both departments can suffer adversely. The problems are affecting the whole working operations and day-to-day learning of the students so it is mandatory for the university to provide more attention in order to solve this problem in an appropriate manner.

Analyse information on the identified problem, to help inform the decision-making process;

To solve the specific problem which is facing by Arden University it is mandatory for the management department to analyze specific information which can provide their best contribution in order to take appropriate decision to resolve this problem. To identify the problem, it is mandatory for the university to follow some specific steps which can help full in the decision-making process to solve the problem in an appropriate manner. Some specific steps in order to analyze information to identify the problem are given below -

- **Identify the problem** - To analyze the specific information it is necessary first to identify the particular problem which is facing by the organization. Arden University is experiencing technological problem and involvement of the student's problem. This problem is affecting the whole working environment (Hyytinen, 2021).
- **Collect data and information - After** identification of the problem, it is necessary to collect and appropriate data and information about the problem and identify the impact of the problem on the working environment of the Arden University.
- **Brainstorm all possible alternatives - After** collecting the appropriate information about the problem which are facing by the University. It is mandatory for the administrative department of the university to general is most possible alternative and enhances the brainstorm activity.
- **Weigh the alternatives - After** generalizing the alternative of a specific problem which are affecting most University workplace. University needs to consider all the applications related to the alternative solution.
- **Enact a plan** - University need to prepare a full proof plan which can demonstrate the better understanding about how to resolve this problem. At initial stage, management department need to enact the plan and then apply it.
- **Review the decision** - At the end, it is mandatory to review the decision which university can take in order to solve the problem.

Propose a range of alternative solutions to the problem;

To solve the problem in an appropriate way, it is mandatory for the university to prepare an alternative plan for the solution of the problem. University is facing technological problem and lack of involvement of the students in the online classes. Arden University need to prepare a

specific guideline and protocols related to time management and attendance so that all the incident can take the new guidelines seriously and show their active participation in the regular online classes. University needs to charge some penalty amount to the students so that they can attend class on time in order to prevent themselves from the penalty (Hepworth and Hepworth, 2020). As an alternative solution, university can maintain hi technological software's and application which consume less internet data so that student can easily attend the class. Apart from this university need to build a technological department who are responsible to take care about all the technological activities so that technological team can resolve technological problem on time.

Use a decision-making technique to evaluate a range of solutions to identify the most appropriate option;

To resolve the problem in a right manner, there is a requirement to use decision making techniques which can help full to evaluate the plan and get most appropriate option to solve the problems that are facing by the Arden University. In order to take an appropriate decision, University follow some specific steps in term of decision-making techniques which are given -

Decision making techniques to solve the problem -

- **Analyzing the problem - To** take the appropriate action, it is mandatory to analyze the problem that provide adverse impact on the regular working operations of the university. It is analyzed that University is experiencing lack of student involvement and technological problem.
- **Generate possible solution - University** is trying to generate most possible solution for the problem and decide to utilize analytical tools which can help full to generalize the whole scenario and identify the prospective of the students so that University can solve the problem.
- **Evaluate solution** - In this step of decision making, University evaluate the solution and take decision that University is looking forward to formulate a technological team and higher high potential employees who have a good knowledge about technologies so that University can resolve technological issues.
- **Implement an exercise solution** - After the evaluation of the solution, it is necessary to exercise the plan so that University can identify its impact.

Develop a plan for implementing the solution

In order to solve the problem, it is necessary for the university to implement an appropriate solution so that University can remove the impact of this problem in an effective way. Idol University can use analytical approach in order to take appropriate decision making to implement the best solution. In order to develop a plan and also implement the solution, Arden University needs to use specific strategies which can helpful to make successful plant implement the solution. Explanation about specific plan is as follows -

- ***Affinity diagrams*** - This technique is helpful to improve bi mind mapping and brainstorming of the individuals. University can develop a plan and include this technique so that all the faculty members and teachers can create a mind mapping procedure and also provide them with their students in order to influence them in a positive way. This technique is also helpful to maintain the brainstorming which can motivate the employees so that they can show their active participation to attend the class (Hidayanto and Rahmatina, 2020).
- ***Analytic hierarchy process (AHP)*** - The main concern of this technique is to take the complex decision in order to develop a specific plan to resolve the problem in right manner. Arden University can utilize these techniques and consider this technique in their plan because it can be useful to identify the prospective of the human nature which can useful to improve the experience of the students.

Communicate the plan to stakeholders;

After developer plan, it is mandatory for the university to discuss this plan with their stakeholders other participating members of the university so that they can provide their point of views and opinion about the plan which university prepare in order to resolve their problem. Management department of the university needs to conduct a meeting in which all the stakeholders and other members can discuss the plan and also a collective decision to choose the best method in order to implement the solution to solve the problem.

Appropriate monitoring and review techniques to ensure successful implementation of the solution

To implement the most appropriate solution in order to solve the specific problem which are experiencing by the Arden University. After implementations of the most possible solution to resolve the problem, it is mandatory for the university to adopt appropriate monitoring and also reviewing techniques so that University can easily ensure successful implementation of the solution. The explanation about monitoring and reviewing techniques which university can consider as given below -

- ***Participatory Learning and Action*** - This is considering as the most appropriate monitoring and reviewing techniques which can useful to generalize the effectiveness of the decision-making process which university be considered in order to implement the solution of the plan (Savage and Namubiru, 2019).
- ***Participatory mapping*** - This is also most famous and common approach which is mainly utilizing by the organization to visualize and also communicate specific knowledge in the working environment. Arden University can use this approach to monitor and determine the success rate after implementation of the solution is strategy to solve the problem.

Conclusion

According to this report it can be concluded that it is mandatory for the organization to pay more attention on the problem solving and decision-making process so that so that organization can effectively implement most appropriate solution. This project discusses about some specific problem which are facing by university and also provide most appropriate solution with the help of alternative solution strategy. To get the solution appropriately, there are various decision-making techniques utilized by the university.

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