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PROBLEM SOLVING AND DECISION MAKING

Executive summary

Employee motivation has been provided through offering value to employee effort by proving them recognitions. In addition, happiness of employees decreases due to not activation of the reward system within an organisation which has become major complex issues. Feedback and job security has become solutions that are offered to staff through measuring efforts which brings accuracy within actions. Moreover, communication plans have been discussed so that review techniques can be applied in a systematic manner.

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Task 1 - Role play on MS Teams

Management consultant (MC)

Hi, what challenges are you facing in organisation?

Unsatisfied employee (UE)

Hi! I would like to thank you for showing concern regarding my complications within a firm. I have realised that lack of promotion through rewards and recognitions reduces my motivation for achieving my goal. In addition, frequent changes which occur within a company are not conducted by me due to not having proper information for accessing that innovation. Additionally, the efforts that are provided to my organisation are not of value that reduces my satisfaction level.

MC

Ok! I understand your issues and I would pay attention to your requirements. Can you please provide me with clarification regarding external factors that are influencing this complex issue?

UE

I would like to mention issues through implication of analytical tools such as PESTLE.

MC

Ok! It will be better to evaluate it through PESTLE

UE

Factors	Impact
Political	Presence of open trade policy support an organisation in entering to a new market Brexit creates challenges in conduction of trading to EU
Economic	Rise of inflation at 1.5% in UK during 2021 makes obstacles in buying practise (Statista. com2021) Technical improvement occur in retail industry due to enhancement of annual GDP rate at 5.92% (Statista.com, 2021)
Social	1.1% increases in unemployment rate makes a barrier in maintaining their income status (Ons.gov.uk, 2021) 18.2% gender gap identified in manufacturing and retailing sector of UK that increases internal conflict (Statista.com, 2021)
Technical	Artificial intelligence (AI)

	Augmented reality (AR)
Legal	Data protection act 2018 maintaining privacy of data.
Environmental	Recycling program

MC

Thanks for your evaluation. I would like to convey that the feedback session will be implicated so that your issues are solved and improvement of organisational performances.

UE

Thanks for solving my issues and I would like to say that satisfaction level will be maintained through getting proper value from management.

Task 2 - Individual Report

Introduction

Offering rewards or recognition to employees supports an organisation in extending motivation rate of employees. In addition, organisation performances are boosted through implication of rewards to employees. Additionally, employee engagement has been maintained through arranging training for the regarding alternated situation at organisation. Moreover, offering proper remuneration to employees ensures quality of performance that is conducted by employees. Retention rate of employees falls drastically due to not offering proper motivation to employees and it creates challenges in developing trustworthy relationships. This report highlights over employee satisfaction issues which are determined from given case study.

Evaluation of complex problem at workplaces

Maintaining employee satisfaction has become a major challenge in UK that occurs for offering poor recognition to staff. Moreover, efforts that are given by employees to organizations are not maintained due to poor offering rewards to them. On the other hand, productivity of an organisation increases through engaging experienced employees in an organisation. On a similar note, strategies are not implicated in proper manner due to lack of improvement of employability skill among recruited employees.

Impact of complex problem and its scope

Positive working environment has been maintained through offering recognition to employees in terms of getting highly motivated. On the other hand, employees get interested in executing their task in an efficient manner through offering them appreciation regarding efforts that are offered by employees. As opined by Khan *et al.* (2017), organisations need to develop strategies so that skilled get retrained among employees which ensures quality of organisational performances. Poor recognition is leading to creases in employee retention rate and it creates a direct negative effect over employee performances. Organisational scope regarding achieving a strong reputation is not gained due to not engaging staff in proper manner. On the other hand, motivational behaviour of employees is reduced due to offering value to their performances which are provided by them through making investment of their time.

An organisation faces limitations in terms of maintaining a collaborative working environment due to delivering poor contribution by employees based on the mission and vision of an organisation. As per views of Ali and Ahmad (2017), maintain job satisfaction provides happiness to employees in terms of fulfilled expectation of employees. Connectivity with mentioned fact, productivity gets decreased due to not maintaining employee satisfaction. Productivity decreases due to fall of creativity within performances of employees due to the introduction of dissatisfaction among employees. Based on case, happy employees boost

productivity of organisations present in UK that enhances 24,046 million in GDP and it provides support to national economy. Competitive advantages of an organisation are maintained through bringing innovation within company through engaging motivated employees.

Analysis of identified problems to help decision making process

Rewards system provokes employees to achieve goals that are structured by an organisation. Production rate falls due to lack of professionalism among employees who are involved in a company. Intrinsic and extrinsic motivations have been provided to all employees through developing appropriate behaviour. Decisions have been constructed by staff for utilization of motivation regarding determination of working schedules so that responsibility is executed in an accurate manner. On the other hand, the learning ability of employees is promoted through application of self-esteem. An organisation gets benefited in terms of offering creative solutions by staff so that organisational issues are rectified. As mentioned by Lam *et al.* (2017), technical innovations have been conducted for offering modifications to organisational actions. In addition, decisions are generated properly through discarding mental stress in terms of inclusion of flexibility through making technical innovations.

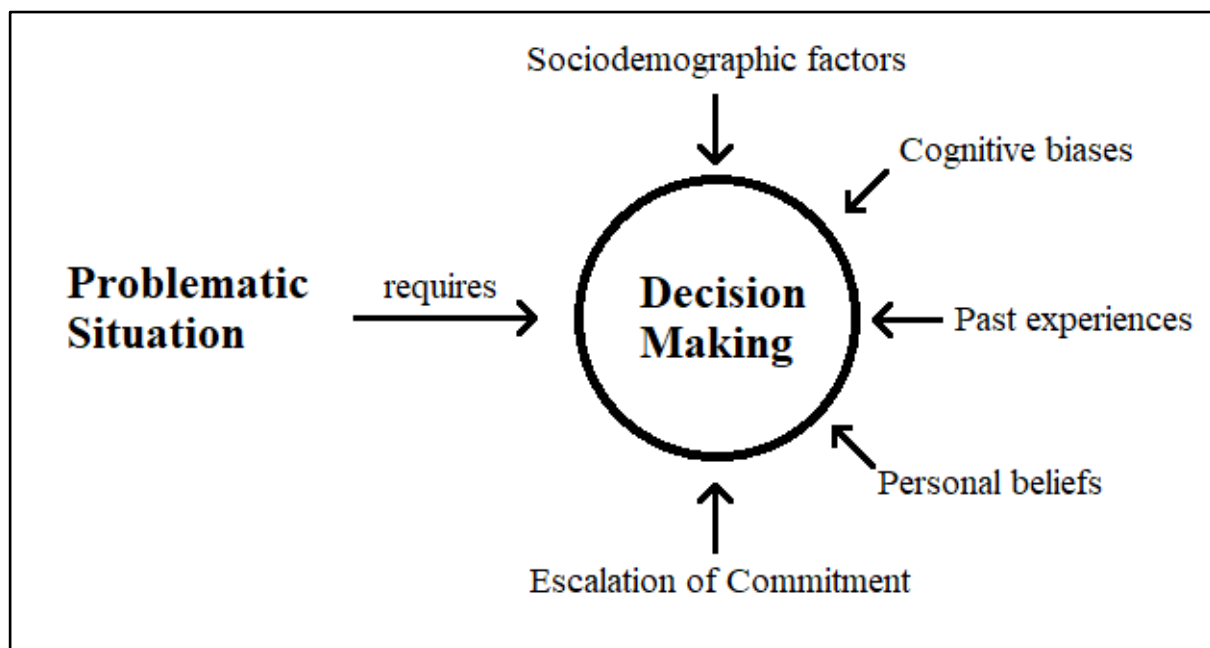


Figure 1: Factors of decision making

(Sources: Influenced by Tamir and Hughes, 2018)

Employees get a scope to make decisions regarding performances which will offer them recognition as well as rewards. In addition, retention decisions of staff are generated through integration of recognition that is offered to them. Moreover, the rewards system influences employees regarding extension of their commitment towards an organisation so that labour competition has been eliminated. As discussed by Tamir and Hughes (2018), critical thinking

ability of employees are raised through making internal interaction with others. Complex social behaviour of employees is eliminated through elimination of psychological stress. Moreover, social reputation also increases employee motivation within an organisation through exploring social behaviour.

Evaluation of alternative solutions to problems

Alternative solution	Impacts
Performance monitoring	• Efforts get valued through monitoring actions. • Employees feel preferred while measuring efforts (Bwowe and Marongwe,2018). • Staff gets motivated in terms of assessing their strength and weakness which provides an opportunity to improve their drawbacks by aligning their strength.
Delivering feedback	• Specific behaviours are developed through highlighting negative feedback. • Additionally, positive feedback ensures an individual regarding getting motivated which boosts up their confidence to handle complicated issues. • Internal conflict may arise regarding offering negative feedback frequently and it generates barriers in improving their developing areas.
Job security	• Employees are motivated through working in a comfort zone and it ensures their sustained success in a company.

Table 1: Different alternative solutions

(Sources: Influenced by Bwowe and Marongwe, 2018)

Poor recognition and reward system challenges may be rectified through adding mentioned solution within a company for raising performance of that organisation.

Determination of decision-making (DM) technique for evaluation of solution range

DM techniques	Impact
Analytic hierarchy process (AHP)	Complex decisions are solved through application of math and psychology so that

	rational frameworks are constructed in proper manner. As commented by Ho and Ma (2018), solutions are constructed in a simple manner through inclusion of flexibility. Multiple criteria of issues have been quantified so that alternative solution delivery options may be included in challenging circumstances. Connecting with recent issues with sectors of UK regarding maintaining staff motivation has been solved through determination of organisational factors that are generating mental stress over employees.
Conjoint analysis	Market research is conducted through applying conjoint analysis that supports in collection of perceptions through direct interaction with people who are facing challenges. Popovic <i>et al.</i> (2018) observed in an article that involvement of market research provides a scope to make decisions through application of scientific process. Moreover, employee surveys support HR department in determining issues that are suppressing motivation at workplaces.
Decision making trees	Tough decisions are constructed through generation of strategies by observing issues. Breakdown of complication in multiple stages supports an organisation in offering justification to employees regarding motivational activity. As analysed by Phillips <i>et al.</i> (2017) implication of sensible data regarding employees in a secured manner helps in construction of strategic approaches. On a similar context, multiple demands of employees are determined and allocated in a tree format so that decisions become authentic for maintaining inspirational

	working ambiances.
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Table 2: Analysis of various DM techniques

(Sources: Influenced by Ho and Ma, 2018)

Action plan regarding implication of techniques

Strategies	Actions	Time
Allocation of KPI	Implication of Key Application Performance Metrics (KPI) through using apex score provides ideas regarding tracking performance of employees through determination of satisfied and tolerating rate of employees by allocation of mathematical formula. Bwowe and Marongwe (2018) stated in an article that reward policies get improved through offer clarification to employees regarding implication of rewards approach by analysing their performances. In addition, satisfaction level of staff is identified through inclusion of retrace that supports automatic tracking of job satisfaction rate. Responding time after offering training through performances is checked by averaging of performances. Moreover, "HTTP Error %", Logged expectation as well as "Thrown expectations" are included for determination of issues arising regarding performing according to objectives.	2 months
Feedback through organisational websites	Offering both positive and negative feedback to employees by calculation of performances. Most of authors like Zhu and Carless (2018), clarification has been provided to employees regarding arrangement of training sessions so that employability skill are generated based on needs of firm. In addition, analytical skill has	3 months

	been implicated for integration of performances through aligning with organisational objectives.	
Implementation of organisational policy	Community and care fostering helps an organisation in offering job security to staff. Additionally, allocation of accurate health care policies through aligning with company policy support in proper worker accommodations. Vijayan (2017) stated that job stress is reduced which provides a scope to perform better in a company. In addition, maintaining transparency within HR policy that supports employees regarding offering them with contingency plan which optimises job security within an organisation.	4 months

Table 3: Action plan regarding application of solutions

(Sources: Influenced by Zhu and Carless, 2018)

Communication plan for stakeholder

Communication strategies	Actions	Impacts	Time
Training	Changes information are conveyed in a system process during training session Innovation that occur within organisation are efficiently transferred to all staffs through training	The Confidence level of employees increases through offering training. Rodriguez and Walters (2017) suggested in article that employee performances get optimises through developing internal ability of staff Employees get easy accessibility on	1 week

		resources so that changes strategies are allocated in efficient manner.	
Emailing approaches	Formal information is shared with employees so that a professional attitude is retained. Information regarding meeting and training schedules are described in a proper manner through specifying it in mail	Distraction regarding delivering information has been avoided through notifying chances by implication of email	2 weeks
Conduction of meeting	Discussion regarding issues of employees are analysed in meetings	Requirements of employees are identified so that challenges are overcome by allocation of proper strategies in an organisation	3 weeks

Table 4: Stakeholder communication plan

(Sources: Influenced by Rodriguez and Walters, 2017)

Accessing appropriate monitoring and review techniques

Performances are reviewed and are conveyed to stakeholders through *applying 360-degree feedback* sessions. In addition, requirements of training to employees are distinguished through evaluation of feedback that is provided by analysing their progress rate on time. Eiris *et al.* (2018) training is provided for inspiring employees regarding n mentioning about workplace safety. However, *Performance management frameworks* that shed light over organisational priorities and objectives. Linking with this concept, actions are planned through relating with the vision of a firm.

Conclusion

Organisation performances are declined for not offering motivation to staff through arranging reward systems. In addition, DM techniques have been analysed in this report that supports in a selection of a solution to employee motivation issues. Moreover, communication techniques that promote decisions have been evaluated in this report.

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