

PROBLEM SOLVING AND DECISION MAKING

Module code: BMSW4004

Teacher name: ADESEWA AJAYI

Student name: MIHAITA SANDEL MUNTEANU

Student number: 1913128

Table of Content

Introduction	3
Define a complex problem in the workplace.....	3
Analyses of the identified complex problem	4
Proposed range of alternative solutions to the problem.....	5
Decision-Making technique to evaluate solutions.....	6
Plan for implementing the solution.....	8
Communication Plan to the Stakeholders.....	8
Appropriate Review and Monitoring Technique.....	9
Conclusion.....	10
Reference.....	11

Introduction

Workplace problems are issues that cannot be avoided. However, the failure to solve these issues in a friendly way in the workplace can lead to more problems that can cause the business company to lose a good number of employees. Over the last decade, it has become clear that many people are not happy with the issues they face in the workplace. More and more people confirm that there is a lot of pressure in the places where they work and that it makes them start to look for a new job. One of the most common issues that employees face at work is that they feel that their sacrifices are not recognized and motivated. Therefore, this report aims to create a better understanding of the best decision-making techniques that can be adopted to ensure that problems at work are kept to a minimum.

Define a Complex Problem in the Workplace

There is no doubt that the workplaces the employees face many problems which in most cases need to be urgently solved by management to avoid major problems who can affect the business. One clear thing is that a good number of employees are not satisfied with their work because nobody is ready to value their efforts as well as recognize the input they are giving to the company. In line with the case study provided it has been identified most of the employees in the United Kingdom and the world, in general, are facing great problems at the workplace. In line with this understanding, the major complex problem, in this case, is lack of motivation as well as engagement. This is a situation whereby the employees are not valued, motivated, and engaged in all the operations of the company. The workplace is therefore one that is characterized by a high degree of pressure regardless of the efforts made by the employees. Lack of motivation and engagement is a problem that makes the managers not even recognize that the employees are people who need to have the time to switch from job to personal life. It is because of this reason that employees become stressed up while in the line of duty and cannot sleep very well at a point when they go back home because they are always surrounded by stress in the workplace. In such a situation, the employees cannot be in a position of work optimally in the

organization even if they have the highest experience. So, the organization in which Sorina is working is one that is surrounded by complex problems. It is because of this reason that a good number of workers are constantly looking for new job opportunities where they can be valued, motivated, engaged, and complemented with the words 'thank you'.

Analysis of the Identified Complex Problems

As mentioned above, the major complex problem in the workplace is lack of motivation and commitment. The employees are not happy with how they are handled, trying hard to gain the trust of the management team. Because of lack of motivation and commitment, employees have a feeling that they are not valued. A workplace that values the employees will always motivate such employees regardless of what is happening in their line. The best way to ensure that employees work properly in the line of duty is to always engage and motivate them.

According to Aram et al (2017) employees can only become productive in an environment where they are recognized, motivated, and engaged. However, the kind of pressure that is given to the employees at the workplace even when they have done the right is a clear indication that the company is undergoing a problem of failure to engage and motivate employees. It must be understood that motivation is not just done by a word of thank you or through financial reward. Motivation can also be done by giving the employees some days off so that they can rest from their normal duties and operation.

The case study has revealed that one of the major reasons that make the employees at the workplace be not contented is that they feel that the organization is not concerned about their wellbeing hence they are given several duties that make them not have any time of relaxing. The employees have been identified as people who are in a constant cycle of stress. They are just concerned with the issues dealing with motivation. They need to be motivated. Research indicates that motivation is one of the best means through which employees can feel that they are valued at the workplace (Iqra, et al, 2019).

The stress that is emanating from the workplace is one that is affecting the private life of the workers when they go home. There are a good number of them who cannot even have a good sleep back at home because of the pressure subjected to them in the workplace. So, this is a complex problem which if not solved at a faster rate in the organization, then there is the likelihood that many employees can leave the workplace. Although many employees are also not contented with the prevailing conditions in other workplaces, that cannot be used as a reason to justify the condition at our workplace. There is a great need to value, motivate, recognize, and engage the employees so that they can feel that they are part of the workplace.

Proposed Range of Alternative Solutions to the Problem

Several alternative solutions can be adopted to solve the problem of lack of motivation, recognition, and engagement of the employees in the workplace. These are just a few of them.

a) Stipulate Inclusive Goals for Developing the Organization

According to Khaled et al (2017) stipulating good goals in a business is one way through which the management can ensure that a good environment is created for all the stakeholders. Such an environment will make the employees share any problem that may be affecting them in the line of duty. On the same way, the management will always be receptive to ensure that the problems identified are solved accordingly regardless of the circumstances. The management will only ensure that the problem of lack of motivation and stress which is affecting the employees is solved by setting down objectives of recognizing the input of employees, helping them to grow from one point to another, and occasionally rewarding them. Moreover, it will ensure that employees are not subjected to any kind of pressure in any line of duty. By creating inclusive goals, the company should also ensure that the roles of every individual in the workplace are communicated so that issues about disagreements, especially with the supervisors, are ended.

b) Giving Recognition when it is due

Recognition of the employees is indeed one thing which is quite necessary for the line of duty. On an occasional basis, the employees should be recognized to make them feel that the services they render to the organization are worth it.

c) Encouraging the supervisors to understand the Problems of the Employees

One of the major reasons that usually brings conflict in an organization is when the supervisors cannot understand the condition of the junior employees under their charge.

Decision-Making Technique to Evaluate Solutions

Decision making is the main responsibility of the management team. It requires determining the issue or the problem and identifying the factors related to it. For this report two techniques of decision making have been used.

a. PASTLE analyses technique

First, PESTEL Analysis looks at the Political, Economic, Social, Technological, Environmental and Legal factors affecting the operations of a business organization (Janet, 2013). Political factors are majorly come from the side of the government and the business may not have control over. So, before deciding, there will be an examination of the political factors which may make the employees to feel that they are not motivated in the organization. The second is the economic factors such as cost of living, consumer expenditure, and value of the currency, among others. PESPEL technique will therefore make it possible to identify the economic factors which may make the employees to be discouraged with work to the point of feeling that they should look for other jobs (Janet, 2013). The third one is social factors which include the culture of the workplace, pressure groups, and change in operations, among others.

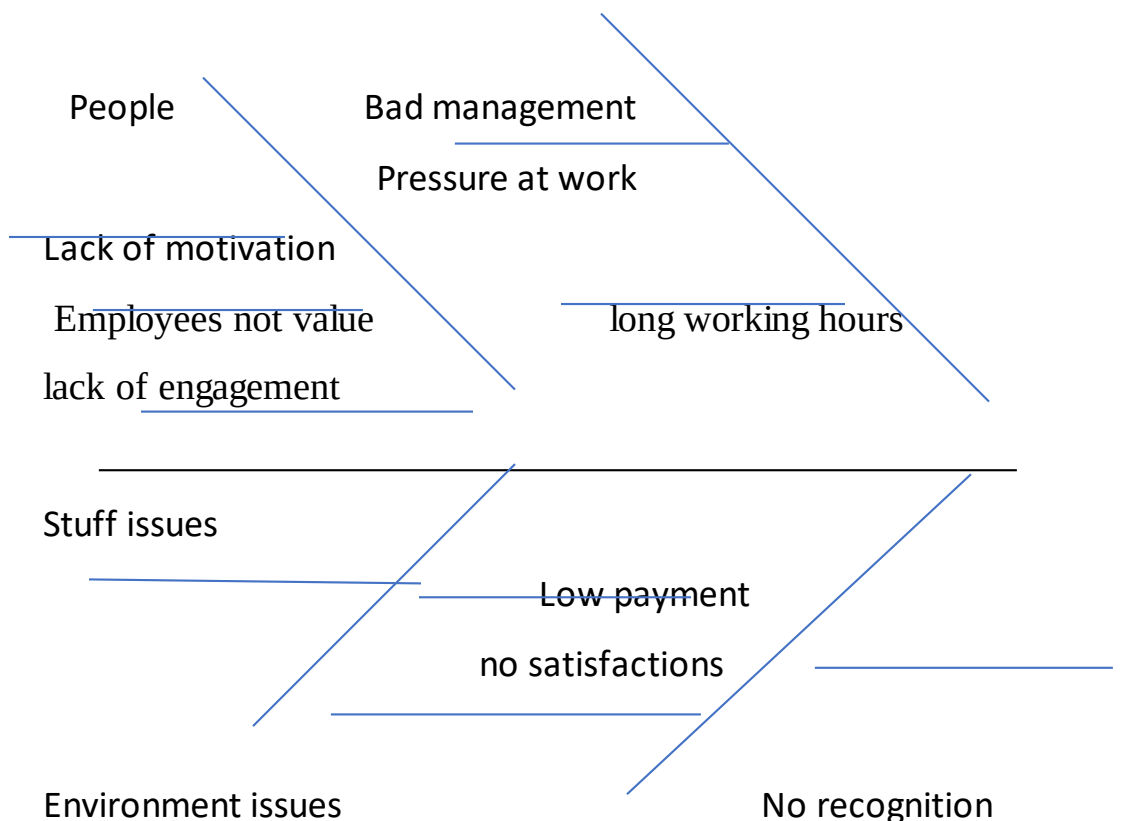
PESTEL technique will evaluate the effect of such changes on the problems experienced in the workplace and enforce a necessary remedy. Another factor is technology. It is true that the adoption of modern technology may discourage employees. Also, failure to adopt modern technology may also discourage employees. So, the PESTEL technique will make it possible to know the best technology that can accommodate all the employees. The next is environmental

factor which majorly looks at factors including climate, recyclable product, carbon footprint, waste disposable. This will be helpful in identifying whether the managers uphold CSR and whether they relate ethically with the junior employees. Finally, legal factors entail labor laws and working regulations. With the PESTEL technique, the company will be able to know whether the working conditions are not favorable, hence discouraging employees.

b. Fishbone analysis technique

According to Coccia (2017) Fishbone Analysis is a decision-making technique which is majorly applied to ascertain the cause and effects of the circumstances prevailing in a business organization. With the application of the Fishbone Analysis Technique, it will be quite easy to know and determine the causes of the problems affecting employees in the workplace as well as ascertaining the effects of such problems on the employees. So, the cause-and-effect diagram that will be used when it comes to decision making will be as follows

Cause of Low satisfactions of employees



Plan for implementing the solutions

Activity	People involved	Techniques	Duration
Communicate new goals and objective at workplace	Planning team	Execution strategy	2 days
Training supervisors how to handle employees	HR Team	Training materials	14 days
Accesses of the progress of supervisors	Planning team	Review of strategy	5 days
Evaluate the progress of employees	HR Team	Review of strategy	5 days

Communication plan to stakeholders

Key messages	Stakeholders	Communication	Channel	Data	Responsibility
The new strategy support recognition and motivation of employees	Manager	A document containing stipulate goals and objective	Email and face to face communications	Begin of January	HR team

All the supervisors will be the subject to professional training	Head of departments	Training plan and manual	Email	December	HR team
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Appropriate review and monitoring technique

Several reviews and monitoring techniques that can be adopted in ensuring that the problem at the workplace is solved. However, not all the techniques are appropriate. The most appropriate technique for this report is the adoption of the theory of change. Change management refers to a method used by a business organization to categorically describe to review and monitor the external and internal stipulated operations aimed at solving problems (Mayne, 2015). Change management tends to define the existing long-term goals of a business organization and mapping them with the prevailing circumstances hence getting a good environment for solving the prevailing problem at hand.

So, under change management, survey technique will be used to understand the perception of employees after responding to the problems that they identified. The survey will adopt relevant questionnaires which will test various aspects of workplace to ascertain whether the problem of lack of motivation and engagement has been solved or not solved. The responses will be reviewed to see if there is progress and a change from the problems that were making employees to be dissatisfied. Finally, the organization will also have to adopt the impact monitoring technique. This will make it possible to understand the effects of the stipulated goals and objectives towards improving the workplace condition.

Conclusion

Finally, it has been realized that a good number of problems faced by employees in the workplace stem mainly from the fact that they feel they are not appreciated. The report shows how the management team can recognize, identify and solve a problem using PASTE analysis and Fishbone analysis. A good relationship between the management team and employees is beneficial for business development.

So, it is imperative that the management recognize the work done by the employees and say a word of "thank you", thus making them feel appreciated.

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