

Problem Solving and Decision Making

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Introduction

The issue stated in this paper is poor management that takes place in the workplace resulting in limiting the growth and development of the employees. Several issues have been highlighted in this paper due to which the organisations get to suffer as a whole. Micromanagement is one of the factors that scope of the employees to get the space to grow in the organisation as the managers demand constant updates on the work, which ends up making the work tedious (O'Brien and Aliabadi, 2020). The poor management arises due to the unplanned strategies fostered by the organisations on the employees. Having recognized the problem-solving tools and techniques, the paper has stated the solutions in which this issue can be easily mitigated.

Scope and impact of poor management in the workplace

Poor management process in an organisation is known to be detrimental to the growth of the organisation. The primary scope of poor management occurred when the organisation tried to adopt an authoritarian approach to managing the employees. A poor relationship between the employer and the employee gives rise to mismanagement. Micromanagement has been one reason that creates an unfavourable platform for the organisation to make its employees stay for long. This type of management empowers the managers to constantly demand updates on the work, making the employees significantly shift focus.

The impact of poor management is such that it makes the organisation face challenges in maintaining the stability of the profit. It also increases the attrition rate, causing a weaker standard of the workforce. Poor management also causes lower morale of the employees, which demotivates them to work with maximum productivity. As miscommunication arises due to mismanagement, the quality of the products also gets reduced, along with the lack of customer service. The organisation's overall productivity also gets reduced to a considerable level as a result of poor management in the workplace (Sharma *et al.*, 2020).

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

Mismanagement is one of the consequences of the absence of empathy from the organisation's end. Due to the poor management process, the organisation makes both the employees and the employer suffer measurably. As the management fails to coordinate with the employees, a gap is created within the workplace, which also makes the employees demotivated to work. Poor communication is also a factor that has always been a reason that makes the organisation get into the mismanagement column (Merendino *et al.*, 2018). However, before having come up with practical solutions to mitigate the poor management issue, the organisation gets to follow the definite step of the decision-making process.

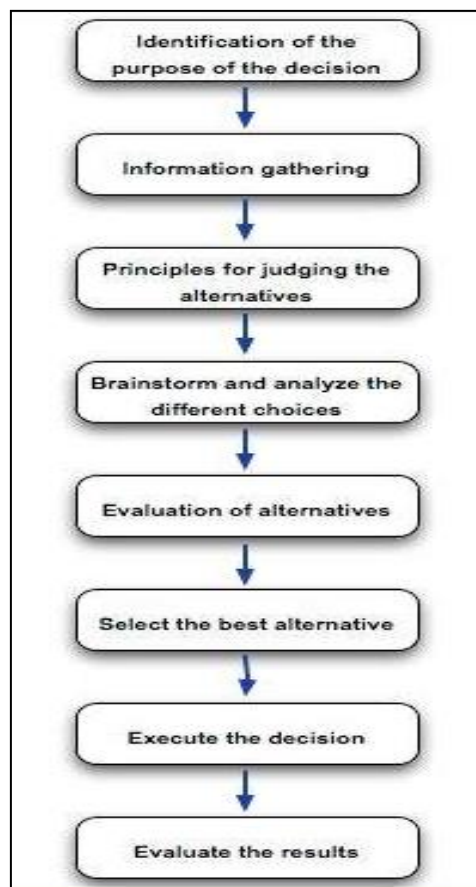


Figure 1: Decision-making process

(Source: Cinelli *et al.*, 2020)

Identification of the purpose of the decision: This is the first step that is taken towards the adoption of the solution. In this step, the purpose for the creation of the

solution is analyzed. The question behind the reason for the adoption is pointed out to get a clear picture of the issue.

Information gathering: After identifying the factors in this step, the information regarding the issue is gathered so that the organisation can understand the root cause of the issue (Shahid, Rappon and Berta, 2019).

Principles for judging the alternatives: In this step, the criteria based on which the solutions are judged are addressed so that the organisation can create a baseline of all the principles.

Brainstorm and analyse the different choices: This step suggests that the organisation prioritize the cause for the implementation of the solution by having come up with a cause-and-effect framework so that the problems can be showcased in a better manner.

Evaluation of alternatives: Based on the principles judged in the previous step, the most suitable alternative for the solution is identified by considering all the positive and negative factors (Schildkamp, 2019).

Please select the best alternative: After following all the steps mentioned earlier, this particular step is easy to carry forward as it suggests the organisation to the methodology so that the most suitable alternative can be selected.

Execute the decision: In this step, the execution of the selected alternative to the issue is done.

Evaluate the results: This step suggests the organisation evaluate the outcome of the alternative that has been selected for the organisation.

Alternative solutions to poor management in the workplace

To suggest alternative solutions for poor management processes at the workplace, the first thing that should be considered is understanding the business process. Given below are the following alternatives that can be adopted by the organisation to eliminate the issues caused due to poor management.

Assess the factors that enable the organisation to work effectively: The companies must ensure that they get to evaluate the business processes regularly

so that they can keep themselves updated with the actions and management issues that prevail within the workplace (Lazarus, 2020).

Setting the target and goals right: The organisations must ensure that they set their targets and goals effectively to make the employees work in compliance with the goals. This will also help in the avoidance of miscommunication.

Automate as much as possible: The companies must try to bring in the process of automation in their working style, enabling the company to progress significantly. It also reduces the risk of causing poor management within the organisation (Oleribeet *al.*, 2019).

Aim for quality: By focusing on the quality of the tasks, the organisation will automatically make sure that they communicate well with the employees; thus, this will reduce the ability of the organisation to get subjected to mismanagement.

There are two main types of decision-making techniques that enable organisations to use effective tools to evaluate a range of solutions that can be applied within the organisation.

Stakeholder Analysis: The stakeholder analysis enables the organisation to identify the key stakeholders the organisation. It helps the organisation determine the members they should involve in the decision-making process to help the company develop practical solutions. The figure above has showcased the primary factors considered in the organisation to judge the stakeholders of greater importance and influence for the organisation (Pelyukhet *al.*, 2021).

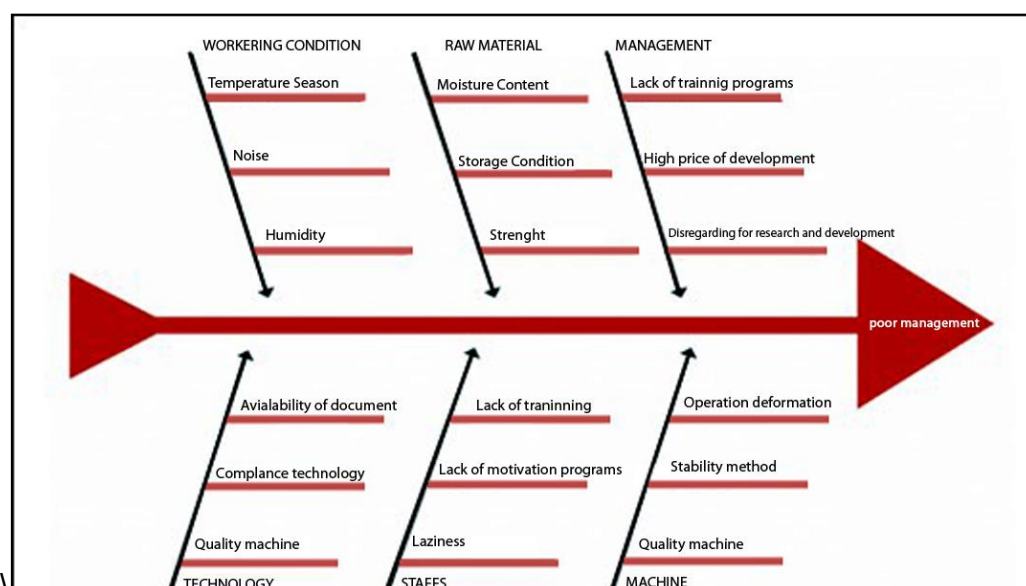


Figure 3: Fishbone diagram

(Source: Coccia, 2018)

Root cause analysis: With the help of root cause analysis, the organisation can understand the situation that the organisation is in. The organisations can analyze the situation by having used two tools, namely the fishbone diagram as it has been shown in the figure above and the five whys analysis. The fishbone diagram is used to understand the cause and effect of the issue through the organisation can quickly isolate the sole cause of the issue faced by the organisation (Luo, Wu and Duan, 2018).

(Source: Lührs *et al.*, 2018)

Vroom-Yetton Jago Decision Model: It is used by the organisation to understand the fact if the organisation should involve the other stakeholders in the decision-making process of the organisation. This model enables the organisation to have the liberty to make the sole decision based on the organisation's situation. This tool helps the organisation identify the best management style that can be applied within the workplace (Vignesh, 2020).

Develop a plan for implementing the solution

There are specific steps that need to be considered to develop the plan so that the solution can be implemented systematically.

Step 1: In this step, the organisation must work on creating a list of the outcomes that the organisation might have to face after the solution has been implemented. Organisations must first exercise the implementation process by determining the actions and tasks on their top priority list (Duchek, 2020).

Step 2: In this step, the organisation needs to allocate an expert for each department so that the outcome can be addressed effectively.

Step 3: The organisation needs to determine the actions that need to be done so that the outcome that has been measured for the work can be easily achieved.

Step 4: In this step, the organisation needs to work on establishing the roles, accountabilities and budgets that are set for the applicability of the solution so that the implementation team can work in accordance with the plan (Sahebjamnia, Torabi and Mansouri, 2018).

Step 5: The organisation also needs to step up a tracking sheet that will showcase the updates of the tasks that have been done. This way, the organisation will be able to monitor the progress of the task.

Step 6: In this step, the organisation needs to ensure that it gets to follow up with the methodology of the project management. This will enable the organisation to work proactively and detect the issues that are likely to arise in the organisation.

Step 7: In the last step, the organisation needs to schedule and undertake the reviews to know about the efficiency of the solutions in six months' time.

Communicate the plan to stakeholders

To communicate the plan with the stakeholders of the organisation, the company first needs to identify the primary stakeholders of the organisation (Silvius and Schipper, 2019). The organisation needs to identify the difference between the major and the minor stakeholders that exist within the organisation so that they can communicate with the stakeholders through meetings and projects. The organisation must also set out the objectives of the plan effectively to the stakeholders so that they can understand the needs and requirements of the organisation for the fulfilment of the goals. The company must also try to establish the method of communication in a planned manner as that will enable the organisation to keep track of the work in progress. The stage of communication progress must also be followed by the organisation since this will provide enough time for the stakeholders to executive their documents for review. Each of the plans that have been mentioned above must be coordinated well along with the stokeholds so that it can be successfully executed (Laužikas and Miliūtė, 2019).

Monitoring and review techniques identified to ensure successful implementation of the solution

The first technique that has been put forward in the paper is stakeholder analysis, as it will enable the organisation to boost its recognition in the market. This will also help the organisation to monitor the facts that are related to the issues of the organisation. The second analysis tool that has been highlighted in the paper is root cause analysis, as this will make sure that the organisation gets to identify the root cause of the issues that are faced by the organisation (Raum, 2018). This will make the organisation efficient enough to treat the problems by having looked beyond the symptoms and determining the causes that have caused the issues.

Another tool that has been mentioned in the paper is Vroom-Yetton Jago Decision Model, as this tool has an intuitive nature and helps the organisation to analyse the issues that are

faced by the organisation. The best part of this tool is that it facilitates the first-timers to apply the model without facing any issues in the applicability as it helps to foster deeper thoughts without having wasted the time of the organisation. The most appropriate way to implement the solutions is to adopt the risk that comes with the models. Based on the internal environment of the organisation, it can make the best selection of the tools and techniques that have been stated in this paper.

Conclusion

Mismanagement is one of the leading causes that often end up the company's ability to sustain itself in the market. The first portion of the paper discusses the scope and impact of poor management in the workplace. This subject has helped me to improve myself and have more understanding on poor management.

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APPENDICE

Introduction

- ▶ Poor health of corporate employees in the UK
- ▶ Mismanagement of work and personal life
- ▶ Extra workload
- ▶ Suffer mentally and physically
- ▶ (Source: Soni and Bakhru, 2019)



Define problem

- ▶ Work and life balance refers to the level of prioritisation between personal activities in an individuals life and the level to which activities related to their jobs are present in the home.



Nature and impact of the poor work-life balance

- ▶ Vicious style that enables employees to carry forward an unhealthy life
- ▶ Causes long last impact on the physical and mental health
- ▶ High risk of coronary heart disease
- ▶ Work extra hours

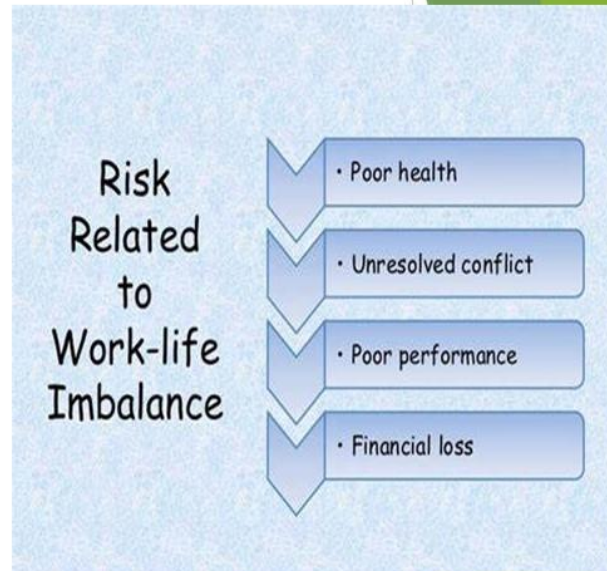
(Source: Panojan, Perera and Dilakshan, 2022)



Overall performance of organizations

- ▶ Not every organisation employee has the same capability
- ▶ Senior employees set up wrong examples
- ▶ Understand the importance of quality work
- ▶ Seek a better work opportunity

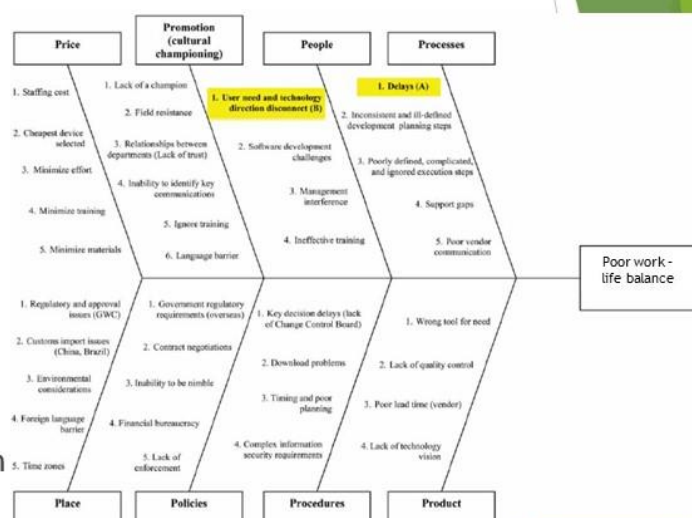
(Source: Oginni, 2021)



Cause-and-effect analysis of the poor work-life balance

- ▶ Price
- ▶ Promotion
- ▶ people
- ▶ process
- ▶ Place
- ▶ Policies
- ▶ procedure
- ▶ Product/Service

(Source: Aziz-Ur-Rehman and Siddiqui, 2019)



PESTLE analysis of the macro-environmental factors contributing to the poor work-life balance

- Issues in obtaining job opportunities
- Factors that caused inflation
- Salary structure and the income level
- Technologically advanced equipment
- Positive working environment

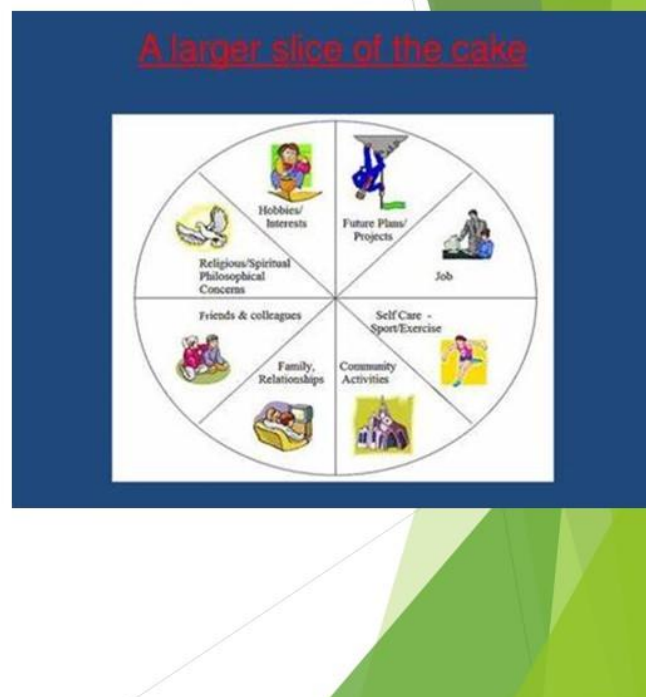
(Source: Petzer, 2020)



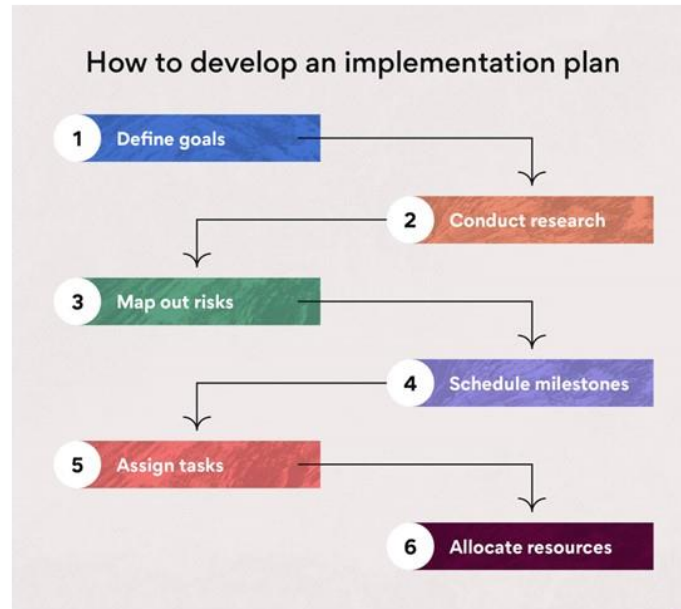
Alternative solutions to poor work-life balance

- Identified the peaks of the productivity
- Take scheduled breaks
- Use the lunch breaks
- Flexible work culture

(Source: Tirta and Enrika, 2020)



Implementation plan



Conclusion

- Promoting and practising a healthy work life balance is good for people as well as businesses. This topic helps to improve my work and balance life.

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