

University of Wales Trinity Saint David

Problem solving and decision making

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Lecture name: Balendran Kandasamy

Student ID: Alessandro Rizzo 1917234

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Introduction

The whole project is based on problem-solving and decision-making skills in a person and an organisation. The project will be based on a role play and later followed by an individual report of it. The problem and the nature of the problem, along with its impact, will be discussed in this project. The pieces of information are gathered that will be used to solve the problem. Along with the problem solving and the decision-making plan is also given against the problem. The options for decision making will be evaluated in this project. The implementation and communication of decisions will be planned, monitored and reviewed in this project. The project is based on the Carnival Corporation & plc.

The workplace Problem

In this task a role play is demonstrated between a management consultant and a displeased employee of the company Carnival Corporation & plc, a conversation on scenery and impact of the elaborate problem on the whole concert of organisations is demonstrated.

Management consultant- what is the most common and multifaceted problem that is faced, which is making an impact on the performance as a whole?

Employee-the most disappointing thing that is faced is the working hours are not limited, and the work shifts are very long and tiring. Along with that, the problem of the language barrier is also a major problem with all other natives.

Management consultant- the complex problem is a real problem in employee satisfaction and stands as a barrier and makes the employee dissatisfied. Problem-solving is a hard issue for any employee working in the company (MATOUSEK, Working on a cruise ship can be brutal - but two lawyers who rep cruise line workers explain why even terrible cruise ship jobs can be attractive 2018). The stress of long and tiring work hours and employee dissatisfaction is the most common problem in the Carnival Corporation & plc. The issues of the employees affect the company and the

work culture of the organisation (Escobar 2020). Among these two issues, long working hours is an important issue. The company must follow an appropriate time-bound and proper working shifts for the employees of the company. Through which the company can maintain the work shifts and pressure. The company should hire more new employees for different job role so that the work is done and no extra pressure is created on any employee. In this way, the company can reduce the long working hours from the employees. The company may also reduce the language barriers in the employees by training them with any one of the languages like 'English'. As the company is huge, there are people from different countries who come for jobs and face a major language barrier issues. If this problem can get solved, then the framework of the company can be easily maintained (MATOUSEK 2019).

Employee- what are the macro-environmental factors that affect that have the contribution in long and tiring work shifts and the language barriers within the employees?

Management consultant- There are a variety of macro environments factors such as political, environmental, social, technological, legal and economical. In recent times the Carnival Corporation & plc must need the most modern technologies, which will help the employee to their work on

time. Due The legal factors leave a huge affect the on Carnival Corporation & plc; there is a lot of changes happened in the market of UK nowadays that has left a huge impact on the company. The political factor of UK is not stable due to the Brexit, for that it affects the company on a large scale. The language barrier is a social factor that is affecting the company in a huge amount. There are solutions to these problems as well the team that looks after the management can divide the work shifts of the employees accordingly and can encourage into proper communication and training sessions for it to make the language issues clear and convenient to all (Chin 2020).

Employees- How will Carnival Corporation & plc plan for implementing flexibility in work shifts and language issue?

Management consultant- to manage the issue regarding the language barrier the company should involve in the communication sessions with all the employees and make them familiar to one specific language. The company should also allocate the time span of the employees according to the jobs. It should be kept in mind by the company that the employees should not work more than their shift hours. In order to do that the company may hire more new employees so that the work shift can be balanced. Carnival Corporation & plc may follow these problem-solving skills which will help

them to make their work culture better and make the employees satisfied with the company. This will also improve the wellbeing of the staffs (Cartagena 2020).

Analysing information

Executive summary

The report is based on the company Carnival Corporation & plc. The issues that the company face within the workplace and including the scope and the impact are being discussed in this project. The company is a UK based company that originated in the UK with the headquarters in the United States. The report is focused on the solutions towards the issues the company is facing. The ways and techniques are elaborated in this project that will help and guide the company to mitigate the issues and make the company better and the work culture more efficient.

Introduction

The report will be based on the problem the company Carnival Corporation & plc is facing in the workplace that is affecting the work culture of the company. The solutions towards the problem are given in this project which will affect the company in a good context. Along with these solutions, several other ways and solutions will be discussed and given to mitigate the problem in the company and make the work culture better. The techniques that will be used as a problem-solving skill will be implemented as the solutions.

Range of alternative solution

In today's world, the employees of the UK are facing several problems in the workplace. The company that is evaluated in this context is Carnival Corporation & plc. The company is one of the UK based company that is facing a lot of problems from which the main issue faced by the company is employee dissatisfaction. According to the employees, the main problem faced by them is the long and tiring work shifts which are not appropriate for their work culture. Along with that, they have come with another problem that is the language barrier issue with all other employees from foreign countries (Kennedy 2019). These problems are making a bad impact on the work environment of the company and making the workability weak. The employees are facing major problems regarding this issue, and therefore they are not at all satisfied with the company. As the work timing is more, the workload is also more in each of the employees, and for that, the major quality of the work has a drop. The management team of the company is unable to divide the work properly in the employees and having a less workforce. The company generally provide a more number of work and extra task to each employee. They are trying to achieve the target, but it is very unhealthy for the employee s well as for the company.

Scope- if the work shift of the employees is huge, then it may cause health

issues in the employees. For this, personal life, as well as the work-life of the employee, is harmed. In this context, the employee often loses the urge to work better and efficiently. The employees of Carnival Corporation & plc often follow this and do not perform in a better way. The mental as well as the physical health of the employees, often harmed in this process. If the employees could not understand each other's language or could not interact with each other, there will be a huge misunderstanding in the organisation, and the work will not be done in a proper way. A lot of misunderstandings as well as negative issue will arise within the organisation and may harm the work culture of the Carnival Corporation & plc (www.wikijob.co.uk 2020).

Impact- the issues in the workplace often has several impacts on the company as well as on the health of the employees of Carnival Corporation & plc both physically as well as mentally. The poor performance rate of the employees will be increased in the organisation. If the work shift is not maintained the employees of Carnival Corporation & plc may get demotivated, and they will no more have the will to work hard and perform better. If the language issue is not solved within the employees, then the employees might get territorial along with their natives and will not maintain proper teamwork in the organisation. Along with that if proper communication is not done much information are misunderstood by the employees, and

many objectives of the company are not missed to be met. If the employee does not negotiate with each other, then a major problem might arise within the work environment of the organisation (B 2020).

Evaluation of alternative solution

The solution towards the issue is to be recognised by the company in order to solve the problems. There are some remedies found against the issues by the company. The different techniques are taken by Carnival Corporation & plc to solve the problems.

Change in the work timings- the company might divide the work timings between the employees and make their work shifts appropriate and comfortable for the employees along with proper breaks and day-offs. The breaks are also required for the employees.

Communication and interaction programs- the company should organise different interaction programs with the employees to maintain a proper process of communication within the employees. This will make it easy for the employee to interact with each other in a specific language, and there will be less misunderstanding.

Involve in a different fun activity- the company might look into organising a different fun activity for the entertainment of the employees so that they get

as refreshment within the work environment. This will reduce the stress level of the employees.

Offer different physical and mental health benefits to the employees-

the company might get into offering the employees proper health benefit by organising regular health checkups that might keep them physically fit. They might also prepare counselling sessions for the employees to keep them mentally active and fit.

Proper leaves are organised for the employees- the company may keep proper leave packages for the employees such as casual leaves or sick leave so that the work-life and personal life of the employees are maintained (in.indeed.com 2020).

Implementing the solution

Amongst all the decision-making techniques the company Carnival Corporation & plc may apply the technique of involving the Team in the Process. The process of choosing this technique is best suitable for this problem because of a few options.

- 1) The decision making process can be done both alone as well as with the team. If a decision is taken by teamwork, then the solution will be better and more efficient.
- 2) In this process, multiple plans will arise, and it will be easier to solve the problem.
- 3) A collection of knowledge, as well as experience, will make the decision more efficient and strong.
- 4) The relationship within the organisation and the team will be better if they work together.
- 5) The employees will feel that they are an active part of the organisation as this will increase the level of enthusiasm which will help them work more efficiently (Gavin 2020).

Communication to stakeholders

Planning

There are certainly many levels of job dissatisfaction and unhappiness in the workplace. In the UK, most of the employees enjoying their work, still they are still looking for a new job. Carnival Corporation and plc. The company tries to reduce stress and increase job improvement to work better.

It is important to follow the address job dissatisfaction to do a proper practice-

Motivation

The future is uncertain, so the proper action plan needs to adoptive carefully. Innovative tools organise the employee's motivation in a positive way. The main aim to create a new idea which occurs to work freely and pay attention to work more.

Equality

In every company, employers need to be treated equally. Favouritism can create more conflicting among the employees. Moreover, every employee feels safe and favour through their hard-working.

Employee recognition

To maintain good quality and praise the employees for their good working is the key to retaining the employees. Employers encourage getting an appraisal for their performance (indeed, 2020).

In this above process, can helps to improve staffs satisfaction and more fun activities creates happiness among the company workers.

Marketing and review techniques

Monitoring the employees to understand themselves and their role of job position are below-

Conducting the surveys

To conduct a survey into the employees can understand their satisfaction. For example, Carnival Corporation and plc. The company needs to do a survey which can freely inform their satisfaction or dissatisfaction terms. This percentage of the survey make sure to monitor the issue and helps to get the solution of the issues (Halvorson, 2015).

Build up a teamwork

Teamwork helps to know the employee's boundaries and evaluate their limitations as well. It improves the employee's satisfaction, therefore, operates to strengthen the work power. Proper team building encourages employees to make themselves compete in their working area. Happier content in the workplace makes the employees work more productive as well (LOTICH, 2018).

Install an employee suggestion box

Installing an employee box in the office to raise their voice and getting feedbacks can value their contribution to the company. Employee's satisfaction is important, however, to find out the proper track to know their

issues as well (Mayhew, nd). This process helps the employees to know their concern without fear and can monitor their thinking source about company management.

The review process enhances the employee's satisfaction with the company. Reviewing process is to make a measurement that the planning and monitoring the employee's activity.

To activate their opportunity employers need to identify their objectives in the planning system. While monitoring the company employee's performance and better able to collaborate in the teammates inform to company, it gives back the company to know their planning works effectively or not.

Conclusion

This report is entirely based on a discussion of the employee's performance analysis of the company. The aim of the report is to define a complex about the impact of the employees. To develop a plan and the measurement of employees performance helps the company to make successful. A decision-making technique evaluates employee's satisfaction into the company. In addition to reviewing the planning process of the company helps enlarge the company growth.

Conclusion

The above project is based on the company Carnival Corporation & plc. The project focus on the issues taking place in the workplace that is having an impact on the company and its workability. The employees of the company are not satisfied with the company and thus having a poor performance of work. Role-play is given, and a conversation with the employee and the management consultant is shown in that. The problems or issues of the employees are elaborated in this project. Furthermore, a report is given towards the complaints of the employees, and the scope and impact of the issue are elaborated in this project. The proper solution to the issue is given in the report. Along with that, a planned and monitored review of the issue is reviewed in this project.

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