

Title: Problem Solving and Decision Making

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Executive Summary

This report has discussed the problem of job satisfaction among UK employees which is a very acute problem. Various alternative solutions have been put forward and the best one is selected by using the decision-making matrix. An implementation plan has been formulated and a communication plan has also been prepared.

Table of Contents

Introduction	4
Complex problem: Its Scope and impact.....	5
Analysis of the identified problems	6
Alternative solutions for the problem	8
Use of decision-making techniques for evaluating wide range of solutions	10
Developing an implementation plan for the solution	11
Communication of the plan to the stakeholders	12
Assessing evaluation and review techniques for implementing the solutions	13
Conclusion	14
References.....	15

Introduction

The issue of job dissatisfaction among UK employees has been considered. In this report, the reasons for job dissatisfaction among UK employees have been analyzed from various perspectives. The issue is that the employee of a cleaning company must work under immense pressure as after the pandemic, the workload has increased. Although the work pressure has increased the salary of the employee is the same. Also, various tools and techniques have been adopted to overcome this problem. Various solutions have been proposed and a suitable one has been selected. The issue of job dissatisfaction is very acute and leads to disadvantages for the organization. Hence, it is essential to overcome it.

Complex problem: Its Scope and impact

The problem which is faced is job dissatisfaction is faced by the UK employees. Job satisfaction refers to the problem which arises among the employees because they are not satisfied with their jobs and do not feel the motivation to work over there. This problem has led to dissatisfaction among employees, reduced their morale and has hampered their productivity as well (Alazmani-Noodeh, et al., 2021). The employee of the cleaning company is facing difficulties as although the work pressure has increased the salary of the employee is the same. This problem is creating difficulties for the employees working in the organization and it is also having an impact on organizational productivity. Research shows that many employees are dissatisfied with their job and in several sectors, this percentage is around 30% which is very high (Billah, et al., 2021). Many of them are doing jobs just for the sake of funding and are not even interested in their jobs. The scope of the problem of job dissatisfaction among UK employees is immense and it is increasing day by day. The impact of this problem is also immense, and it leads to dissatisfaction among employees, high levels of employee turnover, reduced morale and so on. It is also leading to disagreements and dissatisfaction among employees, and they are not able to give their best towards reaching organizational goals which are having a negative impact on organizational productivity as well.

Analysis of the identified problems

The problem of job satisfaction among UK employees can be found by considering the reasons for it. It was just found that dissatisfaction among the employees of the cleaning company has arisen as he is not given adequate compensation for his job responsibilities and workload. Moreover, it is also found that when employees do not get challenging jobs, they still are dissatisfied. Adequate recognition and prestige are also especially important for many employees and hence, when they are not appropriately recognized for their excellent work, they feel demotivated and are dissatisfied (Billah, et al., 2021). Moreover, when insufficient training and development facilities are provided to the employees, they feel that this skill enhancement is not taking place and hence, job dissatisfaction among them prevails. Also, inadequate working conditions and ineffective work-life balance make this problem even more acute. Assorted reasons behind job dissatisfaction among UK employees can be discussed as follows-

1. Major reason is underpayment, and it is found that many of the employees are underpaid as compared to the market rate of wages.
2. When insufficient rewards and incentives are provided to the employees, they get demotivated and dissatisfied. It makes the problem of dissatisfaction among employees even more acute, and they do not commit themselves to their work adequately.
3. Limited work-life balance is another major cause of job dissatisfaction among UK employees. It is found that they must work longer hours and hence, a work-life balance is not obtained by them. Moreover, flexible working conditions are not there in many organizations.
4. The culture prevailing in the organization is also a reason for employee dissatisfaction. Many organization's cultures are not inclusive, and the working conditions are not good (Dadfar and Lester, 2021).
5. Ineffective or negative working environment is a reason for employee dissatisfaction in the United Kingdom.
6. Many a time, adequate opportunities for growth and development are not given to the employees. Additionally, adequate promotional opportunities are not provided to them.
7. In many organizations, encouragement and appreciation is not given to the employees for their efforts and they must follow rigid rules and regulations.

8. Moreover, it is found that a sense of belongingness is not felt by the employees in their organization which makes them demotivated and dissatisfied. There is reduced cooperation and collaboration in various workplaces, and it increases the problem of employee dissatisfaction in the United Kingdom.

Alternative solutions for the problem

It is found that the problem of job dissatisfaction among UK employees is increasing day by day and hence there is a need to find alternative solutions to it. It is essential to figure out various solutions that can be implemented to enhance employee satisfaction among the employees of the cleaning company. The problem of job dissatisfaction among the employees can be minimized by undertaking various alternative solutions. These solutions can be discussed as follows-

1. Fair wages and proper recognition: There is a need for organizations to supply fair wages and salaries to their workers and employees. This will help in overcoming the problem of job dissatisfaction and they will be highly motivated to work effectively (Garza and Taliaferro, 2021). The wages must be paid as per their responsibility and performance in the organization. Here, the market wage rate must also be considered. It is important to supply adequate compensation to the employees so that the problem of job dissatisfaction is reduced, and employee turnover is also minimized.

2. Reduced job burden and stress- There is a need for the organization to provide less job burden to the employee. This will give the employee work-life balance and relieve their stress.

3. Good career prospects and growth opportunities: There is a need for the organization to supply good career prospects to the employees. Only when this is done, can their growth opportunities be improved and their motivation level increase (Funke, et al., 2018). They are dissatisfied with their job and hence, they work in the organization for a long time. When they are provided with adequate training and development facilities, their knowledge horizon enhances, and career growth opportunities open in front of them. It is important to make the employees highly engaged in organizational activities. Also, they must be allowed to take part in the decision-making process and the creative elements must be used. When this is done, job dissatisfaction is reduced among the employees, and they function effectively. It gives a sense of belongingness and responsibility among the employees, and they can do their best to reach organizational goals and aims.

4. Regular feedback monitoring: There must be regular monitoring and feedback-providing systems so that the employees can know about their weaknesses and strengths. This helps in overcoming the problem of job dissatisfaction and the employees and function effectively. By using their strong points, they can take steps to overcome their weaknesses. This will help in the growth and development of the employees as well both at the professional and personal level.

6. Effective communication: There is a need to communicate effectively with the employee so that the problem of job dissatisfaction is minimized. When the employees are informed and healthy interactions prevail in the organization, they are satisfied with their jobs, and they are still highly motivated. This makes them contribute effectively towards reaching organizational goals (Hollingsworth, et al., 2021).

Use of decision-making techniques for evaluating a wide range of solutions

Several tools and techniques are present which can be used for decision making within an organization and the most proper solution to the problem is to be selected. The decision-making matrix is essential and helps in arriving at the best solution for several complex problems (Jodlbauer, et al., 2020). This matrix focuses upon effectiveness, capability and reliability of various alternative solutions. Rankings are given to each of the alternative solutions and the solution having the highest rank is selected as it may prove to be the most suitable.

Options	Capabilities	Reliability	Effectiveness	Total
Career opportunities for growth	6	4	3	13
Reduced job burden and stress	8	5	7	20
Fair wages and recognition	9	8	7	24
Feedback monitoring	3	2	3	8
Effective communication	7	9	6	22

Table 1: Decision making matrix

Source: Self-created

From the table given above, among the five alternative solutions, the highest rating is given to the choice of supplying fair wages and employee recognition. This solution is to be selected as its level of effectiveness is high and it can supply positive satisfaction to employees. This can help in overcoming the problem of job satisfaction among the UK employees and it will help the employees to get fair payment in addition to rewarding some incentives (Kucuk Yilmaz and Flouris, 2019). They will be able to get reasonable compensation for the work that they do and hence, they will be highly motivated.

Developing an implementation plan for the solution

There are various solutions which have been supplied for the purpose of ensuring that job dissatisfaction among the UK employees can be removed. Out of them, the solution of supplying fair compensation is to be implemented by following an implementation plan forming of the following steps-

1. There is a need to prepare an effective schedule of activities so that effective solutions can be implemented in the workplace. This is because it will ensure systematic completion of solution plan activities.
2. For the implementation of this solution, there is a need for organizations to analyze the needs of the employees and their requirements first. This will help in the effective implementation of the solution.
3. It is important for the organization to figure out the current performance level among employees (Shahbazi, et al., 2018). This will improve the employee performance.
4. There is a need to manage all the resources effectively before implementing this implementation plan. This will help in effective implementation of the proposed solution without wastage.
5. The essential solution is that fair compensation and recognition is to be provided to employees. This will help them to enhance their morale and they can perform effectively towards reaching organizational goals. This implementation plan is highly effective to analyze root cause of the problem and hence, various solutions can be implemented.
6. There is a need to implement a risk assessment program so that several problems associated with job dissatisfaction among the employees can be overcome and the proposed solution can be implemented (Saifa, et al., 2020).

Communication of the plan to the stakeholders

A communication plan is essential, and it needs to be communicated, also that measures can be propagated by adopting with job dissatisfaction among employees can be reduced. The stakeholders of the organization involve the Board of directors (BOD), finance manager, employees, human resource manager and so on. The table which is given below gives the overview of various challenges that organizations face while communicating necessary plans to the stakeholder. The communication plan is given below-

Stakeholders	Actions	Method of delivery	Delivered by	Time taken
BOD	The new policies and procedures which are to be implemented to be communicated in all relevant decisions must be put forward (Soergel, 2018).	Official notification, website of company, emails.	CEO	4 months
HR Manager	Decisions about introducing training in development facilities must be made.	Emails and circulars	Manager	6 months
Finance Manager	Decision about payroll management activities and compensation determination and management is to be communicated.	Company website (Sneha and Maheswari, 2021).	Assistant Manager	9 months
Employees	Necessary feedback can be taken from the employees to know about the dissatisfaction that they are facing regarding getting compensation.	Emails	Finance Manager	10 days

Table 2: Communication Plan

Source: Self-created

Assessing evaluation and review techniques for implementing the solutions

A review and monitoring plan is to be prepared by organizations to make sure that proper compensation is paid to the employees as per the industry standards. The evaluation and review techniques for implementing the solutions are as follows-

1. Observation and monitoring techniques can be used. It becomes easier for the entire management to determine whether the solution is being implemented effectively or not within the organization.
2. Performance improvement techniques must be used. These are accurate solutions that help in determining the need for performance improvement among the employees (Alazmani-Noodeh, et al., 2021).
3. Taking employee feedback is an essential technique. The organization can find actual and accurate requirements of employees in the organization. The reasons behind employee dissatisfaction can be found completely. These techniques can help in supplying maximum satisfaction to the employees and adequate compensation can be supplied which will help them in reducing their job dissatisfaction.
4. Various motivational approaches and strategies can be adopted to motivate employees and to minimize the problem of job dissatisfaction among them (Billah, et al., 2021).

Conclusion

Thus, it can be said that, for the purpose of solving the problem of job dissatisfaction among UK employees, various essential solutions are to be implemented. There was found to be various complex issues that take place in the workplace that led to job dissatisfaction, and they include limited coordination and cooperation, ineffective wages and salaries, bad working conditions and so on. There is a need to implement effective solutions so that employees are motivated, and the problem of job dissatisfaction can be minimized. The decision-making matrix has been used to consider the best solution to overcome this problem out of various alternative solutions. Communication is essential and supplies links between various stakeholders and organizational goals. This has been analyzed through a communication plan that helped in communicating relevant information among them. For the purpose of reviewing and monitoring the implementation plan within the organization, observation methods and survey methods have been seen to be very essential.

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