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PROBLEM SOLVING AND DECISION MAKING

Table of Contents

Introduction	2
Define a complex problem in the workplace including its scope and impact	2
Analysis of information on the identified problem, to help the decision-making process	4
Proposing a range of alternative solutions to the problem	6
Using decision-making techniques to evaluate the range of solutions to identify the most appropriate Option for the mitigation of ethical issues	7
Develop a plan for implementing the solution	8
Communicate the plan to stakeholders	10
Assessing the appropriate monitoring and review techniques to ensure successful implementation of the solution	11
Conclusion	12
Reference list	14

Introduction

The ethical behavior refers to the business values and morals that create moral support to the workplace. Workplace problems can include harassment, discrimination communication issues, unethical conducts and poor job performances. The current paper intends to attain the perspectives of workplace problems covering all its dimension. The paper will be illustrating the problem-solving abilities based on the profound problem analysis. The paper will be illustrating the factors that could support the implementation of improvisations within the workplace. Workplace issues are widespread nowadays. These workplace issues are based on the discrimination in the foremost terms. The following paper will be attaining the range of workplace problems. It will imply the decision-making techniques to assess the resolution of the identified problem. The paper will be giving the different decision-making techniques that will allow the company or workplace to mitigate the issues. In addition to that, the paper will be illustrating the importance of adequate and informative data to provide effectiveness to the decision-making and problem-solving. To accomplish the core concept of this assessment Tesco plc limited has been chosen as this will help in achieving the practical concept of workplace issues along with its resolutions. Lastly, the paper intends to provide a range of solutions for the chosen workplace.

Define a complex problem in the workplace including its scope and impact

In accordance with the recent research, it has been seen that the company Tesco plc ltd was found to be breaking three significant rules in the business operation. In the corporate field, there is corporate legislation that needs to be followed by the working organisation in order to the business legally. From the recent researches, it has been found that the renowned leading retail company of United Kingdom's is indulged in illegal and unethical practices. Foremost practice that is not considered by the consumers along with the Government of the company is misusing consumers data. It has been revealed that the company was not loyal towards its customer as the company was sharing consumers personal and spending habits with other organisation. As per the UK law Data protection act 1998, it is an illegal and unethical practice that

has been done by the retail company (Carey, 2018). In addition to that, it is said that the company was passing consumers insurance associated details to other organisations as well. As a result, the consumers were receiving annoying and disturbing calls as these calls are disrupting the consumer's privacy. The company has also broken the Computer misuse act 1990 (Markman *et al.* 2016). This rule defines that no other organisation or individual can disrupt another organisations' computer to collect consumer's data and information without their permission. The Privacy Act of 1975 is the protection act of the personal information that has been violated by Tesco as the company has interrupted Consumers privacy (Gan *et al.* 2018). These practices are illegal and unethical as a result, and the company faces many litigations as the company is facing the integration issues with the consumers. The company's responsibility to develop the codes of conduct and ethics is necessary to abide by the workers along with the authorities.

In the workplace premises, it is important to acknowledge the problem-solving skills to reduce the complex challenges of the organisation. In order to assess the problem in the initial stage, it is important to rectify the workplace issue. In this context, Feng, and Yang (2018) opined that an appropriate analysis of the workplace issue could help in defining the impact and scope. As has been documented it has been seen there are numerous numbers of workplace problems that stand against the decision-making process of the organisation. In all the workplace issues ethical issues are considered to be the most complex challenge that can take place in the organisation as this ethical practice has influence in the decision making process (Markman *et al.* 2016). The ethics refer to the standards and norms that are necessary to keep on the mind by the company authorities while operating the market. These standards and norms ethics differentiate the right and wrong conduct within the organisational performances. The ethical issues are the core concern when it comes to the workplace problems as these ethics has the major support in the misbehaviour and illegal conducts. The ethics can include truthfulness, avoiding misbehaviours, illegal conducts, abusive and aggressive behaviours in the workplace. These unethical practices need to be avoided by the subordinates along with the employees.

The ethical issue is the most complex problem as these are not easy to resolve. These ethical issues mostly impact the organisational decision making as the ethical decision making involves two major factors that have influential properties to support the effective decision for the organisational welfare (Eagle, and Dahl, 2015). The two components of ethical decision making are individual factors, social factors. Business ethics follows the present principles and values that observes the practices of single employee or groups within an organisation. It has been developed that ethical behaviour refers to the business values and morals that creates moral support to the workplace. Thus, the issue related to ethics is critical and has a great impact on the organisation. For instance, TESCO plc is the renowned retail company and has a face of the brand. Therefore, the unethical practices and misconducts make it facing the integrity and trust issues. The integration surely focuses on avoiding the unfair commitments with the consumers. Thus, in accordance with the case, the impact of the ethical issue in the organisation can be measured. The company will face not only the integrated issues but also legitimate prospects will harm the company (Noval, and Stahl, 2017). As per the laws previously mentioned the company could be taken under prosecution for misusing consumers personal information, disrupting other company's system and taking participation in the illegal misconducts.

Analysis of information on the identified problem, to help the decision-making process

In this study, the ethical problem of disclosing the customers' data and information from Tesco plc Ltd to other company has been chosen to describe elaborately. The ethical risk in an organisation is not the only the risk of hard assets but also risk associated with customer loyalty and truthfulness. In the above case study, it has been found that the company faced some kind of ethical issues for misplacing the data from their side to another organisation. For this, all the customers of Tesco plc Ltd were faced with certain kind of disturbances. It also decreased the trust and loyalty of the customer. The customer chain was affected by this. Through this problem, the study will generate some decision-making processes to cut off the ethical issues regarding misplacing the internal data (Ferne, and Sparks, 2014). From a big corporate organisation to small firm

ethical issues pay a great impact in the workplace. The organisation like TESCO plc Ltd these ethical issues need to be solved for the betterment of the organisation's internal structure. Many complex challenges are there in every workplace but breaching the data and information of the customers are created direct effect into the organisation's brand value and goodwill. An ethical issue like data replacing may vary from one organisation to another organisation according to different ethical behavioural changes. It is very important to get the trust of the customer and maintain it for the betterment of the organisation.

Legal Issues and Consequences: Unethical employee behaviour may cause the legal consequences such as discrimination data breaching etc. the UK Data protection act in 1998 it was clearly stated that disclosing the customer's data and information are against the rules of the company norms. According to the Consumer protection act, the company might be faced some legal issues. Unethical behaviour and consequences are meant to be destroyed for the customer as well as organisations safety (Moon *et al.* 2018).

Construct Loyal Customer Base: There are some ethical conditions in accordance with the customer behavior which is maintained by the organisation. For example, if an organisation want to create a loyal customer base to achieve constant profitability in the organisation, then the organisation has to maintain the ethical environment stronger.

Develop the Interpersonal Skills: Large companies are basically depended upon call enter as well as the Customer Relationship Management system for getting the information to track the customer's query. In order to become trustworthy towards the customer, the TESCO plc Ltd needs to rectify the authenticity and vulnerability of the process into the organisation.

Disturbance in Operating the Business: Extreme losses of data can cause the operation of the organization slower. The company not only will be able to check the record of the production but also unable to check the employee records and its financial statements. In accordance with the study, it has been analysed that TESCO plc Ltd could not be able to protect the system authenticity (Hughes, 2015).

Prevent the Breaching in the Organisation: Breaching happens from two type of sources. One is from the , and another is from inside of an organisation. The TESCO plc

ltd had faced the breaching problem which had been created by some insider and lost their loyal customer base. In order to cut this kind of problems, the company has to maintain a backup or copies of data.

Proposing a range of alternative solutions to the problem

In accordance with the case study, in this context, a range of solutions can be provided that can be helpful to resolute the given issues. In the initial stage, the company authority can intend to imply the workshops and program to talk about the ethics among the employees. It also can be done by providing the influential talk shows in the organisation that will aim to allow the employee and authorities to understand the importance of ethical practices in the organisation. In this case, it important to focus on the deliverables that will profoundly address the importance and impact of ethical considerations in an organisation (Wood *et al.* 2016). This will help in avoiding the issues that are interrelated with the ethics and code of conducts of the chosen organisation (Bennett *et al.* 2017). The government has the most powerful impact in this aspect as the laws promoted by the Government body are fundamental and necessary to follow. Once there is an illegal practice has taken place, the company have understood what terms the penalties will cost the company. Thus, the company will be intended to strictly follow the legislation along with the general standards and forms of business ethics. Following the appropriate legislation in avoiding illegal practises and breaches will help the company to get back the position in terms of business face and brand value (Lett *et al.* 2016). The company Tesco has already lost its integration and trust from the consumer's side thus, and it is important to take important and inspiring steps to get back the customers loyalty. In this aspect, in the first step the company authority need to make the use of its social links and platforms . in other words, each of the organisation had an online profile for the business purposes and linked with the platforms for promotional activities. Henceforth, the company's social platform operator can use the apologetic blog for all this mishap as social sites have great power. In the 21st century, 80% of the population possesses an account in at least one social platform. Thus, using a convincing apologetic blog can be taken as the first step. Afterwards, the company can imply strategic cost proportions to attract the consumers

as offers and services will help in retaining the existing customers. It also can be recommended to implement strategic authenticity to the information technology (IT) department to avoid unauthorized access to the consumer's private data. The company can create its own policies that could be related to the government (McLean *et al.* 2016). Creating own policies on ethics and discussing the policies with the stakeholders and subordinates before putting them into action will be helpful to find the resolutions for the issue. In accordance with the proposed case study of Tesco plc, these recommendations can be helpful. Perhaps going with one suggestion the company can intend to organise a program on the ethics that will cover the entire concept of the case study and mitigate the issues.

Using decision-making techniques to evaluate the range of solutions to identify the most appropriate Option for the mitigation of ethical issues

In order to imply the resolution plan for the ethical considerations in the business enterprise, it is important to filter them all with decision-making techniques. According to psychology, the decision making is the cognitive procedure that is considered to be the core management activity of the process implementation. In accordance to the proposed case study, it has been revealed that the company is currently facing many issues as in operating retail services to its customers as the consumers have almost said no to the company Tesco plc (Ismail, 2017). Thus, applying the decision-making techniques in order to resolve the issues can be helpful as the techniques play a significant role in the characteristics of managers. The help of the decision-making techniques involves an organisational change in the specific area of commitment. The decision making procedure involves rectification of the origins of the problems, finds out the criteria and prior to the decision. In addition to that, allocates the weights of decision criteria and evaluation of the decision success. The solution always relies on the policies and rules in the programmed decisions while non-programmed decisions are reliable for judgment and creativity (Bowen *et al.* 2017). The decision-making techniques. The nominal group thinks (NGT), Delphi techniques, and Stepladder decision techniques. Apart from that, the basic techniques involve brainstorming, problem-solving and critical thinking procedures.

Nominal group think: the nominal group technique is the simple concept of subsetting the big teams into small parts so that the entities can express their opinions in regards to mitigating the issues. In this process, the entities need to compose a list of their ideas in regards to the case study that will help in mitigating the issue in regards to unethical misconducts. The benefit of this technique is it involves all the employees in the decision-making process. In this case, this technique can help as the entities will also achieve where the practice has gone wrong and how can it be redeemed.

Delphi techniques: Delphi technique helps in capitalises the resources as it reduces the consequences of the decision-making process. It interrupts the bias and drawbacks of the decision making process. Thus, in this case, this technique can be implied with proper observation.

Stepladder decision technique: The stepladder technique in decision making simple analytical decision-making tool that facilitates the entrance of group members in the decision making procedure. The stepladder technique helps in filtered initial analysis of the procedure to find out the mitigation way of the ethical consideration.

Brainstorming: The concept of brainstorming refers to the combined form of problem-solving along with the discussion of the issue found in the case study. In order to find an appropriate solution brainstorming can be helpful as well.

Critical thinking: Critical thinking ensures the ability of reasoning in practising logical and systematic comprehension in order to promote the idea. With the help of critical thinking technique, the authorities of Tesco plc can imply logical dimensions of ethical practices in the further operations. Covering all the prospects such as financial concepts, logical concepts regarding

Develop a plan for implementing the solution

In order to implement the development plan for TESCO plc Ltd, the company is stated to generate a workshop programme. The workshop programme implies a certain amount of stages, such as sets of standard business policies according to the Government business body, human resource development, Customer relationship management system, authentic networking site.

Proper legislation of business policies in an organisation can increase the cultural aspects of the business Government body. It helps to run the workforce effectively and also improves the ethical understanding stronger. The involvement of a government body can add additional value to maintain the work ethics appropriately (Murphy, 2017.). Human resource development can give the employees special guidance. Reinforcement can enhance the possibilities of an organisation to add additional value to the business. Proper training can make the workforce more active. During the training session, the ethical issues are easily explored through group discussion of the scenarios. TESCO plc Ltd implies a number of code of ethics to its customers. In order to implement this, the company has put the code of ethics on their social website which can be accessed by any time. The code of ethics helps to show the company's value and commitment to enhancing the ethical upgradation. It is also very important to change the code of ethics according to changing the business environment of the organisation.

TESCO plc lots have also conducted some business training workshop to promote ethical changes to the employees. It makes them up to date which can be very helpful for the employees to be a moral leader in the workplace. It also adds values toward the individual role of each employee. Establishing fairness in the purchase policy in an organisation can make a significant impact toward their suppliers. TESCO plc Ltd follows an official purchase policy which decreases the favouritism in according to displaying the products. Communication and campaigns for achieving the awareness of business ethics help to raise the decision-making process. It helps to increase the engagement of the employee and also cut off the ethical dilemma (Thirumalai, and Senthilkumar, 2017). TESCO plc Ltd has introduced specific criteria including ethical issues in accordance with a performance review. The measurement of the performance base on the ethical behaviour can improve the nature of the employees. Rewards are also introduced to motivate the employees on the basis of their individual performance.

Continuation of checking the employee's comfortability to know whether they are comfortable to speak their concern proper is very essential in an organisation (Wheelen *et al.* 2017).

Communicate the plan to stakeholders

Stakeholders	The subject of the communication	Indicative content
High authority of TESCO plc Ltd	Rules and regulations as per business norms and policies.	Sets the fundamental rules and regulations according to the business standards and policies.
IT department	Authentication of the networking site and security of systems.	Provides the security in term of the safety of the business networking site to ensure data backups.
HR department	Reinforcement and conduct the training.	Proper training can make the reinforcement guidance to achieve the business goals.
Employees	Improvement of ethical behaviour.	In order to decrease the discrimination for improvement of ethical behaviour in the workplace.

In the above context, it is stated that each of the stakeholders has maintained the subject of communication in accordance with the indicative contents.

Starting with the higher authority of the TESCO plc Ltd the area of the content is to improvise the rules and regulations of the business policies to set the business standards. In according to establish the fundamental legislation to maintain the business norms the authority has introduced the rules in the workplace. IT department protects to authenticate its security system from leakage of the customer's details as well as the internal data from the social website. Since most of the organisations are depended upon its call centre, hence it is imperative to observe the customer management

relationship system to make their query very clear. HR department is subject to look after the training procedure and give the proper guidance to the employees. Reinforcement can increase the workforce re-energised as it provides the business with new skilled employees. Skilled employees are responsible for the betterment of the future progress of the business. Lastly, the employees of the company are critical as they are one of the assets of the company. Employees have enhanced the business environment more efficient (Rottluff, 2018). It is very important for a company to check the comfort of the employees. In order to provide them with rewards, proper job timing and payment the employees of the company can do their job more efficiently.

Assessing the appropriate monitoring and review techniques to ensure successful implementation of the solution

Following the proposed content on the ethical issues of a workplace, the range of solution has been provided. In this case, the implementing the resolutions is not sufficient as the resolutions need efficient evaluation and monitoring to understand that the implied solutions either working for that aspect or not. Monitoring and assessment help in improving the current state of the specified problem (Thirumalai, and Senthilkumar, 2017). The monitoring techniques and evaluation involve project records, company surveys, case study, case observation with proper analysis . These attributes in the monitoring process help in evaluating the case observation and compare the deliverables. The initial aim of the monitoring and evaluation is to attain the representation of growth and implementations of the resolution methods of the core idea. The monitoring and review techniques in achieving the proper impact of the strategies that were implied in the affected concept of the organisation. Herein the unethical and illegal practices have taken place in Tesco plc limited (Bennett *et al.* 2017). Therefore, the core concept of monitoring and review will be done in measuring the growth and progress of the implied resolutions. As has been documented resolutions can be involved in order to mitigate the unethical issues from the organisation Tesco plc., the process needs appropriate and sufficient monitoring to observe whether the actions were implied properly and is it, so the progress is going well or not. The active monitoring will help in the proper analysis and rectify the existing

drawbacks of the solutions provided. In addition to this, the effective monitoring of the ethical project will help the company to ensure the solutions track in mitigating option as well. In order to monitor and review the progressing impact of the resolution methods, it needs an organised and experienced manager who will be managing the monitoring procedure. The trained staff ensures the success of the monitoring process with the help of initiated suggestions for the reducing of unethical practices from the organisation (Yas *et al.* 2017). Thus, the appropriate monitoring and reviewing of the process can help the organisation to go through the options of achieving competitive advantages along with the customer's loyalty and trust. In this case, the initial importance is to retain the customers and achieve the lost customer's trust again. This can only be done with the help of proposed suggestions in order to mitigate the unethical and illegal practices of the organisation. The company has understood clearly what could happen for violating the legislation as the company faced many challenges after this penalty provided by the law and consumers. Thus, lastly, it can be said that appropriate implementation of the mitigation methods in the case and monitoring with effective strategy can help the company to reduce all ethical issues.

Conclusion

In accordance with the proposed paper, the importance of ethics and business standards has been discovered. The paper has defined the problem that relates to the ethical concept of the chosen organisation Tesco Plc. As per the case study, the company has violated Data protection act (1998), Computer misuse act (1990) and Privacy Act (1975) as the company was indulged in the unethical practices. The workplace problem was the core concern of this assessment. Thus, this assessment revealed the why it is important to maintain the morals and business ethics in every operation of the business perspectives. It has been developed from the proposed content that decision-making techniques and ethics are interrelated as these two components share coefficient relation from the business perspective. Ethics are impactful for the decision making the procedure as well as it supports each decision made by the company authority by differentiating right and wrong conducts. Therefore, it

can be said that the paper proves to be helpful in consideration of ethical importance in problem-solving and decision making.

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