

Welcome to the Presentation on

Problem Solving and Decision Making

Task-1

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Introduction

- This presentation is about complex problem solving and decision making.
- It includes discussion on nature and impacts of staff shortage on employees and organizations.
- Macro-environmental analysis has also been conducted on the staff shortage problem which Proper Care organization is facing.
- It has also been developed with the cause and effect analysis of the complex problem- Staff shortage.
- Evaluations of alternative solutions to the absenteeism for Proper Care organization have also been included.

Nature and impact of staff shortage problem on employees and the organizations

Impacts on employees

- **High workload on other employees:** Staff shortage causes lack high workload on other existing employees.
- **Lack of creativity:** Lack of creativity happens due to unavailability large number of employees.
- **Decrease of productivity:** Vacancies of skilled and experienced workforce leads to decrease of knowledge and skills practices among employees leading to decrease of employee productivity.

Nature and impact of staff shortage problem on employees and the organizations

Impacts on organizations

- **Loss of organizational performance:** Lack of skilled and experienced employees leads to the decrease of organizational performance (Stone, et al., 2010).
- **Reduction of revenues and profits:** Reduction of revenues and profits due to absenteeism of high profile employees.
- **Barriers to business expansion:** With the lack of experts employees, the business organization faces problems in national and internal expansion (Noe, 2017).

Macro environmental factors contributing to staff shortage problem



Figure: Macro Environmental Factors
Source: (Noe, 2017)

Macro environmental factors.....

- **Political factors:** Political factors include corporate taxation, government regulation, free trade dispute etc. BREXIT causes 1584 nurses and health visitors leaving their roles.
- **Economic factors:** Inflation rates, interest rates, employment rates etc (Stone & Deadrick, 2015). Unemployment rising due to 1,10,000 leaving jobs in adult social care.
- **Social factors:** Attitudes and working conditions, lifestyle trends and demographic considerations are included to this.
- **Technological factors:** Development of automation, technological infrastructure causes job vacancies for the employees having lower knowledge.

Cause and effect analysis of staff shortage problem- Fishbone Diagram

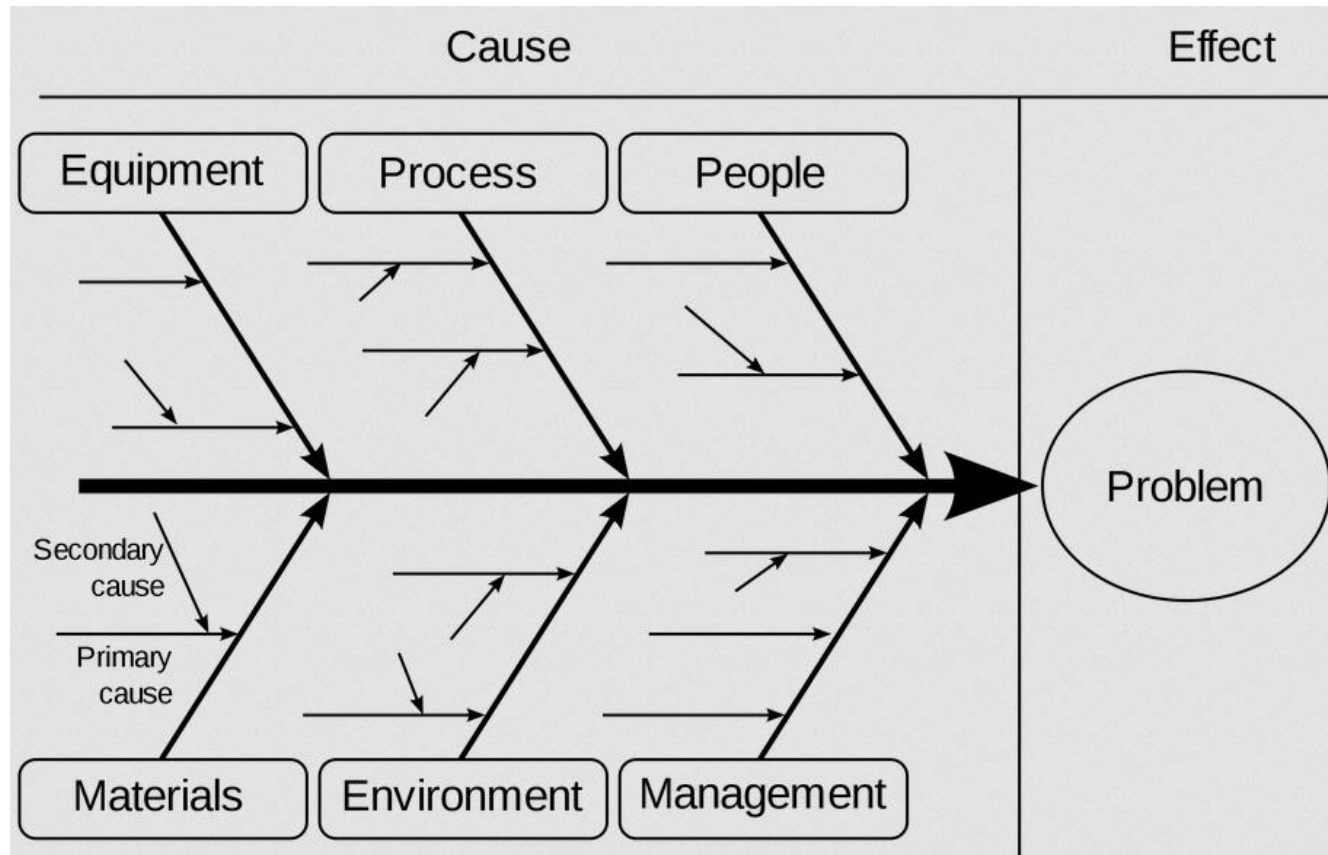


Figure: Fishbone Diagram
Source: (Blount, 2011)

Cause and effect analysis of staff shortage problem- Fishbone Diagram

The following causes create staff shortage as effect.

- **Machine/equipment:** Lack of facilities, working systems and processes, use of unknown tools etc.
- **Method/ process:** Lack of effective service delivery process, difficulty performance management, lack of simplified process etc (Winter, et al., 2020).
- **Manpower/people:** Lack of skills, lack of adaptation to new environment, misunderstanding of job roles, lack of expertise etc.
- **Materials:** Lack of expected salaries, higher working conditions, undefined promotions, high workload etc.
- **Mother nature/environment:** Lack of safety and security, unhealthy workplace environment, lack of cooperation among team members, natural disasters etc (Stone, et al., 2020).
- **Measurement:** Lack of performance management and performance monitoring, lack of performance rewards, differentiating positions based on high and low performers etc.

Evaluation of alternative solutions to staff shortage problem

Alternative solutions

- **Creative recruitment:** Creative recruitment can increase employee retention and leads to the alleviation of staff shortage.
- **Upgrading training and development process:** Upgrading training and development process with effective and efficient techniques can increase the skills and knowledge of employees (Stone, et al., 2020).
- **Change in management style:** Effective and efficient approach to the employee management should be considered avoiding the poor management style.
- **PMI** – It is a technique of weighing out the pros and cons. It is an important decision making tool.

Conclusion

- Staff shortage creates potential impacts on employees and the organization leading to the damage of organizational performance.
- Macro-environmental factors are responsible for the shortage of staff as includes political, economic, social, technological etc factors.
- Cause and effect analysis provides insights of causes of particular problem analyzing associated factors such as method, machine, manpower, materials etc.
- Alternative solutions are to be evaluated for determining the best choice for solving the particular problems such as staff shortage.

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