

;Rositsa Kamenova

Student ID: 1915914

BMSW4004

Problem Solving and Decision Making

Introduction

Expo International Supermarket is a supermarket, that was opened in 2013. The supermarket sales groceries, drinks, it has a bakery section and a fresh meat section. When the store was first opened it had only 1 cashier and 3 more workers including the director of the store. Its open hours were from 6am to 12am Monday to Sunday, and the workers were completing a shift of 10 hours as there was morning and evening shifts.

After couple of months the store became known and more busy, 7 more staff were employed and the working hours of the shop changed from 18 to 24 hours each day from Monday to Sunday, the workers had to complete a 12 hours shift which was from 6am to 6pm or from 6pm to 6am.

Many employees in the shop could see the big problem they had around and that nobody was trying to find a solution. As known in the UK many employees in different sectors of workplaces are working too long hours compare to Europe, the minimum working hours that somebody can get per week are 30 hours and many of us even go above these very often. Due to the high busy environment people forget about gestures, motivation and appreciation in general, all of these lead to a lot of pressure mentally and physically as well.

While some employees have the opportunities of getting a rise in their payment and spending more on unnecessary things, others have to half even the pound that they get and choose which bill is more important for them to pay. The other big problem is dissatisfied employees, the negativity spreading around can lead to a lot of professionals to change their behaviour at work and some even at home, lack of motivation can easily affect even the bottom lines of the company. Managers who are trying to deal with the problem and understand the reasons behind it can often find solutions.

Limited Career Growth

Limited Career growth can be found under different circumstances in the different places of work. It is also a huge problem that affects the duties of employees and their motivation for work, it also it also makes the employees lose their trust more easy. Giving people career growth opportunities for them can mean giving them more knowledge and improvement in their skills also the opportunity to help others around them and feel useful. **In-text:** (Hopkin, 2021) Give workers more opportunities in career growth by adding tasks to their current duties, moving them from one department to another or even giving them a different job title.

Having Poor Management

Not giving employees your feedback can lead to poorly preformed tasks around the workplace, most people just want to see the work done but it is really important to let others know if they did well or next time they can do a little better. Having good leadership skills around the work place can be motivating and very helpful to other people which is also going to help the management by preventing them from overdoing work or upsetting employees when going over their work. Always give good feedback and help other to help you, but if you feel like you are overdoing it then take a step back.

Not Being Heard

Employees not being heard can lead to some fatal problems at work, very often when you are a director of a company and you have to look at everything that is going on you don't see some little problems that can be fixed easily and they become fatal later on. It is also important for employees to speak up because in this way they show participation in every little detail that they have to complete and that they are interested and being responsible at their workplace, but when you take their right of voice from them by not acknowledging what they tell you or by ignoring them, they lose interest and just go with the flow. **In-text:** (Why is Employee Voice So Important? | Emplify, 2021)

Being Underpaid

Being an underpaid worker can cause a lot of stress not only at work, but also at home. Many people who work for less than they know they deserve are developing to be less motivated at work and to put less work into their tasks. Due to the underpayment a lot of employees barely deal with their living costs, health costs, bills and many other things that they need. Having an employee that is well skilled and responsible is very important and most entrepreneurs do the mistake to lose them because of low payment. Always make sure you pay employees enough for the work they do and for the commitment they give to their workplace. **In-text:** (Effects Of Underpaying Employees, 2021)

All of the factors above are definitely problems that Expo International Supermarket can work on improving, because their employees are complaining a lot and mostly from too many working hours and not enough payment.

Fishbone analysis

<u>Underpayment</u>	<u>Having Voice</u>	<u>Motivation</u>	<u>Career Growth</u>	
Increase salaries	Give feedback	Give bonuses	Give more tasks	
Reduce working hours	Let employees share opinion	Say thank you more often	Higher job titles	
Reduce tasks given	Have regular meetings	Acknowledge succusses in public	Provide different work environments	
resources	people	people	place	

PESTEL Analysis

Governmental	Economic growth	Cultural barriers	Technological change
Distance between costumers due to Covid-19	Expo selling cigarettes after 12am	Different nationalities working together	Adding new monitors for cashiers to use

SWOT Analysis

The results that are required with putting in work all of the possible solutions, that were created with Fishbone analysis are 99% out of 100%. The methods that are being used are very easy to follow and complete and definitely an employer who wants to save his employees and his workplace will do his best.

It is expected to gain some benefits from this such as, more satisfied employees because of higher salaries, more appreciation, less working hours and more time for the family or for other personal needs for some even more sleep and less mental stress.

In every improvement plan can accrue obstacles, and the biggest one here will be patience, because most of the employees have already been so tired from all of the things going on and it is very hard to achieve all the solutions at once, which means they will have to be patient and everything will come to its place.

The minimum level of successes that can be achieved is at least 50% of all the solutions, there is a very low level of disappointment acceptance such as, for some employers to be hard to increase salaries but also to be important for them to keep their good workers satisfied and because of this for them to agree to change some of the routines they have.

Many employees feel dissatisfied with their job at one point of another. Some employees leave their jobs for better opportunities, while others choose to stay and remain unhappy. **(Module)**

References

In-text: (Hopkin, 2021)

Your Bibliography: Hopkin, M., 2021. *Five Tips For Career Growth*. [online] Lead on Purpose. Available at: <https://leadonpurposeblog.com/2012/02/18/five-tips-for-career-growth/>

In-text: (Why is Employee Voice So Important? | Emplify, 2021)

Your Bibliography: Emplify. 2021. *Why Is Employee Voice So Important?* | Emplify. [online] Available at:

<https://emplify.com/blog/why-is-employee-voice-so-important/#:~:text=If%20employees%20are%20consistently%20not%20heard,%20they%20remain,the%20General%20Motors%20assembly%20plant%20in%20Fremont,%20California.>

In-text: (Effects Of Underpaying Employees, 2021)

Your Bibliography: LinkedIn.com. 2021. *Effects Of Underpaying Employees.* [online] Available at: <https://www.linkedin.com/pulse/underpaying-employees-d-brant-pittman>