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Job dissatisfaction in the UK

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Introduction

For a healthy work place and health work environment, it is important for the employers to look for the needs of the employees and also work towards solutions which will help in creating a better work environment and reduce additional stress of the employees. The report helps in identifying the problems of additional work hours of the care staff of care homes and also finding solution for reducing them.

Analysis

Description of the problem along with its scope and impact

The Millennium Care in UK has been facing problems with the staff and the staff are dissatisfied due to additional work hours. With the ongoing pandemic it has become very hard for the staff to have flexible work hours as the staff of Millennium Care has to work 70 hours a week for meeting the demands of the patients present in the care homes. The need for the staff and care workers have increased in the pandemic and the management is also not providing enough remuneration or recognition to the staff as well.

The long working hours has been present before the pandemic, and now the long work hours have become stressful for the staff, thus making them leave jobs early and having less career projection and low remuneration as well. The impact of the long working hours is treating the staff badly as they are not able to go to their homes and also have flexible working hours. Meeting the family and spending quality time can be seen as a distant dream for the staff of the Millennium care in UK (McClelland, *et al.*, 2017). The report focuses only on the named care home, however the condition of all of UK medical homes and hospitals is the same due to the increased cases of the pandemic and also people having several other health problems as well. With working more than 70 hours a well, this has started to impact the mental health of the staff as well as with their efficiency as well.

Based on a test from a human resources company, it has been resulted in that in 2017, there were 53% of employees who were pleased with their employment however the number has now decreased to 39%. The scope of the discussed problem is that this will lead to low productivity with time and this leads to less retention of the employees and also lack of enthusiasm as well. The care workers of the Millennium care are unable to handle the large number of care patients as many of the staff are also staying home or undergoing treatment due to being infected by the virus as well. With less number of workforce this has led to more problems for the remaining staff and such serious workplace problems of the care home of Millennium Care needs to be addressed and also enhancing the quality of the services to the patients as well.

Analysis of information on the identified problem

During the pandemic the care homes went into a crisis with about 120,000 vacancies all over the UK. With the lack of pay and also lack of prestige associated with the job has made it hard for the staff to be employed. This is also due to low levels of funding for social care which has fallen in the real terms over the last decade. Almost 80% of the care staff are women and the average age of them are 43 (Hall, *et al.*, 2017). This has often lead to lack of care staff in most of the care homes as the women have to look after their own children and elderly parents as well. This has often led to last minute changes as well. Furthermore the care homes have been beset by the staff absences and with up to 25% of the workers having to self-isolate during the peak time of the crisis has led to various problems for the other part of the workforce as well. With most of the additional staff being diverted to the NHS to meet the demands of the shortage of nurses and staff, the care homes were impacted the most. Millennium Care which has a chain of care homes in UK, has lost more than 500 residents to the complications of the covid-19 or other diseases had to make use of agency staff as a last resort for hiring of staff. The care homes employed a bank of care workers who are available for sending in staff required in the short-staff homes. These staff are employed based on zero hours and also work across several homes in a single area. These staffs make about 10% of the workers in the healthcare sector (Osterman, 2017).Based on a study, it can be seen that the care homes are likely to rely on the staff which have been sent in by the agencies as compared by other parties of the labour market as well.

Due to lack of financial and intrinsic appreciation, this has led to declining in service quality of the staff as well as staff not going into work for several days. UK is often viewed as one of the most successful and advanced countries in the world, however the lack of health work environment and also the lack of the resources in the care homes have led to such conditions. It is often seen that the viewpoints of the care staff are not taken into consideration and this leads to lack of morale of the employees due to them feeling alienated from the organization.

Alternative solution of the problem

The workplace problem of the care home needs to be solved as the staff is unable to work 70 hours every week and with lack of social life and better work environment, this has led to lack of motivation among the employees as well. At the present moment there is more than 7% of vacancies for all the adult social care roles and more than 30% of turnover rate is one of the highest in the country as well. The condition of the UK care homes is not good, one of which is the Millennium care homes. It is estimated that more than 400,000 care staff leave their jobs within a year (Vetter, *et al.*, 2018).

Breaking of Stigma- it is important to crack prejudice more than an atom. Organizing of events in schools, educating the students to take up care sector industry and also about the

career growth it offers as well. Unlike the path of a nurse or a doctor, the path of adult social care receives the less resistance which will help the people to move forward in fast paces.

Offering of training and career progression- regular health and social care training is important. This helps in improving experience for the adults and it also supports the staff's progress as well, as it makes them feel valued by meeting the professional desires. As opined by competitive contracts must be offered over controversial zero hour options. This will also help the care home in reducing the high staff turnover as well.

Holding regular staff meetings- the meetings are useful for a variety of reasons as it will give the staff for vocalising on various issues they do not like as well as keeping them informed about the current situation of the care home as well (Ross, *et al.*, 2017). One of the main reasons for care homes to shut down is the lack of employees and this can be fixed by holding regular meetings and listening to the care staff as well. Working towards a happy team and better CQC rating as well.

Using of Multiple Criteria Decision Making Technique for identifying most appropriate solution

The use of Multiple Criteria Decision Making technique will help the Millennial Care home to take care of most of its problems. The first step is to specify the context which means to identify the problem and highlight it as it will help in shedding light on the larger problems of the care homes. The second step is to acknowledging of the problems and finding the available solutions for the problems (Maben, *et al.*, 2020). The third step refers to the measurement of each of the criterion so that the solution provided will help the care home in solving the large problems of the industry. Employee turnover is a larger problem which impacts the whole of healthcare industry and with the use the decision making technique, this will lead to a flexible work schedule which will lead to increase of enthusiasm of the workers as well.

Planning for implementation of the solution

Goals/objectives for achieving	Area Concerned	Activities to be Done	Time Frame
Enhancing the quality of service being provided by the care homes of UK, and focusing on Millennial Care homes as well.	Enhancing the work experience of the care staff by making them work limited hours as per guidelines and also providing them with time for social growth as well.	Offering of flexible work timings. Giving them free will to treat the patients as well as improving the working conditions of the care home as well.	2 months
Increasing of staff retention level and also fulfilling the demands of the staff so as to create a healthy working environment as well.	Lack of motivation and high work hours has led to increase of turnover levels as well (Foster, <i>et al.</i> , 2019).	Rewarding the care staff for their outstanding work. A healthy work environment.	2 months

Communicating the plan to the stakeholders

Most of the care homes of UK are run by private players in the field and it is due to this fact that they often look for profit. This has led to lack of staff in the care homes and high turnover rates due to lack of resources and high working hours as well. The stakeholders of the Millennium Care home must be made to believe in accessible information and its provision which will help them to communicate with the service users as well. According to Watkins, *et al.*, (2017) this will also increase in diversity as well as expand the various approaches for the care workers as well. It is important for the stakeholders to understand that investing in resources and care staff will not only help the care homes to expand in UK, but also led to expansion of its brand image as a whole. Therefore the need for flexible working hours is necessary as this will help the care staff to meet with their families and also have quality time apart from seeing all suffering and pain. The care home needs to set the tone and also correlate with the goals of the employees. The need for monthly meetings, communicating with digital media and also listening to the feedback of the care staff will help in reduction of employee turnover and also increase efficiency as well.

Utilising effective monitoring and review techniques for ensuring implementation of the solution

With the help of effective monitoring techniques, it will help the care home in ensuring that activities are operational. Effective monitoring will also help in the fact that accurate information is being passed with the help of opinions, reports and more. By the help of using the process monitoring, the Millennium Care home will be able to focus on the organizational policies as well as various ethical standards as well. Effective monitoring will help in creation of better resources for the working environment and the work will be done in an efficient manner (Smythe, *et al.*, 2017). With the help of review techniques, this will help in taking suggestions from the employees and the other care staff for improving the current situation to the suit the needs of both patients and care staff as well. With the help of regular feedback from the staff, the care home will be able to mitigate the short coming problems, and also help in identifying the lapses in management by the management or other employees as well. The necessary collection of data will help in care workers getting their part of appreciation as well as a chance of having a social life as well.

Conclusion

The report helps in identifying the root cause of the problem and also choosing the right procedure for finding solution to the problem as well. Talking of solution and executing of the solution is the bigger part of the plan which will help the Millennial Care home to improve its operations.

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Appendix Role Play

CertHE Skills for the Workplace
Problem Solving and Decision Making
Role Play

Task 1.

Introduction

The complex issue of job dissatisfaction among most British people is an area of rising concern which shall be analysed through a role-play where, as a management consultant I must solve the problem of a unsatisfied employee in a health care facility.

- **Discourse on the characteristics and consequence of the intricate predicament**

According to Bessa *et al.* (2020), a Professional Community analysis of workers, occupational satisfaction in the UK has been slowly declining over the last few years. In 2017, a human resources company discovered that 53% of employees said they were pleased with employment for most of the time that has declined to 39% today.

- **Cause and effect analysis of the problem**

The main reasons for job dissatisfaction in the UK lie in management problems, salaries lower than worked for, and low opportunities for growth or incentives. According to (Iliffe and Manthorpe, 2019), this impacts low productivity, lack of enthusiasm, and retention of consumers.

In this particular case, an employee of a health care facility has raised a complain about the conditions of the work place which are as follows;

- Long hours shifts compounding over 70 hours a week.
- Shortage of staff to help out.
- Shortage of materials and old and not updated technology to do the paperwork.
- Stressful environment, tension among team members, not a friendly and healthy work environment.
- No Career projection and low remuneration.

- **PESTEL analysis of macro-environmental factors**

1. Political: Employment unions and changes in business function as approved by the government.
2. Economic: Poor pay and piling amounts of work.
3. Social factors: Bullying and poor working conditions.

4. Technological factors: Inadequate technology and less productivity.
5. Environmental: Fewer incentives and promotion-related issues.
6. Legal: Misappropriation of ethical norms and sexual harassment among female employees (TheWeek, 2021).

- **Evaluation of alternate solutions**

Employers have to engage properly with their employees and build communication.

- **Demonstration of how organisations may plan the implementation of chosen solution and evaluate the outcome.**

1. Recognition of the best performers
2. Making the workplace fun and worthwhile.
3. A strict HR team implementation to take action against harassment and bullying (Bessa *et al.* 2020)

Proposed solutions

1. Improve communication between line Manager and team members. Our consultancy firm will make sure that Management is more involved with the teams on the ground and offer them support at all levels.
2. Revision of the budget at public (Government-NHS) and private level to hire new staff to support the current Teams and also offer a pay raise to those that are the best performers.
3. Creation of new Teams to create and promote friendship and a nice work environment where employees feel comfortable and appreciated.
4. Get the HR department to revise mental health and stress at work, legal terms on harassment, bullying and conflict management.

Conclusion

The role play is based upon thorough research and understanding of the issues that lead to job dissatisfaction increasingly among British people today.

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