

CASE STUDY REPORT

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Guidelines for the study:

- **Key points or issues related to the given case?**

Ans: The key points to Case 1 study are:

1. Karina the finance manager of a large company facing a dilemma in coming to a decision.
2. Rohit, one of the accounts managers and a union member has requested an 8 percent raise for his work unit based on the hard work that his team had put in which has contributed to a 15 percent profit increase for the organisation. But the upcoming plans of the company to expand and diversify will use up the majority of the profit increase for at least the next few years.
3. To comply with Rohit and raise the demand percentage in wages might create a financial instability in the company and Karina is aware of this.
4. She is willing to down with Rohit and talk about how his team can get involved in the new project. However, he is adamant that his team needs to be compensated with a monetary increase.

- **Prioritize the issues or problems.**

Ans: *Lack of adjustment and understanding in Rohit is a root cause of the problem. In professionalism these are the key requirements for any worker to work as team player and not having these traits may lead to bad reputation or a financial crisis for the company.*

- **Is it necessary to identify the cause of the problem? If yes, then explain the cause.**

Ans: It is necessary to identify the cause of the problem because learning the cause of problem helps to rectify it and tackle it more conveniently.

Here the cause of the dilemma for Karina is Rohit's adamant attitude and his not consideration of better opportunities both for his team and him in the new plans of the company. If they adjust and understand of each other then they can work better with each other in professional spirits.

- **Brainstorm the options available to tackle the scenario.**

Ans: Options are:

1. Rohit from his side can have a group discussion with his team colleagues on his issue before halting to his decision.
2. Karina can have a talk with General manager and the business strategist of the company.

- **Evaluate those options, through their advantages and disadvantages.**

Ans:

Option	Advantages	Disadvantages
To have a group discussion with his colleagues.	Will Help Rohit to come to a decision best fitted for all.	He might get involved into an ego clash with his team members that may decrease the overall productivity of team.
Karina can talk with General Manager and business analyst.	Will help her tackle similar situations in future. Also, it will help her know the	No disadvantages because knowledge is always helpful in every situation

	company on a broader aspect.	
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- **Select an optimal solution and the approach used.**

Ans: *The optimal solution to this problem in my opinion is that Rohit should be more professional and adjusting from his side and Karina should have a talk with her seniors before any final decision to help preserve the friendly atmosphere in the company. Change in behaviours of both Karina and Rohit will definitely lead to solution and both requires to explore different ways of tackling and adjusting to a situation.*

- **Describe how the solution should be implemented.**

Ans: The final decision should be made in General Manager's office in presence of Karina, Rohit and his team, Business analyst, Business strategist and other important persons. The General Manager should take into consideration of both parties, ideas, the risks in upcoming project of his company. Finally, he should address to the situation and come up with the optimal solution.

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