Module 4: Critical Thinking Assignment

The ABC company has been doing good and has ended up with extra funding for the office. The computer systems are getting old and outdated. The copier machines/printers have been acting up and not performing well anymore. Employees waste time waiting for their computers to unfreeze. Employees also waste time fighting the printer to simply make copies. The cost of replacing all the computers is roughly the same as replacing all the printers. Unfortunately the extra funding is only enough to cover one of the options. Thus creating a competition for resources [2].

The information technology(IT) and human resources(HR) departments have been arguing over what to do with leftover funding. The IT department would like to spend it on new laptops for everyone cause the computers are getting dated and slowing down. Whereas, HR is tired of fighting with the printers. Other departments have also complained about both issues but these two departments have been leading the debate. HR states the IT department does not use the printers enough to really know how bad the printers are. Conversely, IT states HR does not use their computers to their fullest extent. Therefore, HR cannot judge how slow the computers really are. Since this argument began, both departments have dropped in productivity. Both departments have been preoccupied and distracted with the argument they focus on that instead of their work. To get things back on track, this issue needs to be resolved as soon as possible. Management will actively listen to each department to make sure they are heard and contribute to possible solutions [1].

Possible solutions include splitting the funding between the two departments. Then HR can get a new printer and IT can get new computer systems. However, then the other departments may feel left out. Leading to more of the essentially same issue. Fortantly, the funding could be split between all departments. That way each department can choose printers or computers. However, to avoid numerous technical issues, IT wants to keep everyone on the same computer system. Another potential solution could be to have the whole office vote for either printers or computers. Since HR has less employees than the other departments, HR feels the vote will be unfair. It seems every possible solution has a negative side to it. Therefore, it may be up to management to figure out which possible solution will result in the smallest negative side. This form of utilitarianism could be calculated by assigning a value to each negative [3]. It may not please everyone but it will for the majority. Thus making a compromise amongst the office.

In summary, the office, mostly the IT and HR departments, were in a debate over replacing printers or computers. The management team talked to each department as well as other departments to come up with possible solutions. After going over the solutions, all of the potential solutions had a negative side effect. Therefore, the best compromise seemed to be taking a utilitarian approach in order to appease the majority. That way management minimized side effects, solved the issue for the greater good, and got the office back on track.

References

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