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Job Redesign

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Job Redesign

Scenario 1

Concerning the ship crew, I think a suitable form of crafting approach would be task crafting. The crew is obligated to deliver on three primary tasks: navigation, safety, and ship maintenance. The latter tasks overlap with each other based on my experience as a movement, maintenance and safety officer. Thus, the trio could be easily entwined with each other. Although my experience in both positions allowed me to identify my favorite point, I did not always fix my preference for the same repetitious task. This helps with crew cross-training if an individual is unable to bring a particular task to completion.

Similarly, it keeps folks ravenous to study diverse facets to focus on as well as give consideration. Therefore, task crafting allows everybody to edge into an area of another to capitalize on the crew's energy and involvement (Dik & Duffy, 2012). Hence, the approach helps individuals test whether they can utilize their capacity in other fields they have previously tried. However, if the crew members are contented with their piece of pie and like it; thus, they are not willing to branch out, that is equally fine.

The cognitive crafting process would significantly benefit the hospitality staff. Many folks have had the privilege to deal with the hospitality staff of any given organization. In that case, I am confident that every individual can relate to how great or horrible such interactions were. Since I have a ton of experience in residing in various hotels worldwide, I can say up front that those who went a little out of their way will continually get repeat business from me. Ensuring that the clients are enjoying themselves and are comfortable are the hospitality crew's primary tasks on the ship. No one who is on vacation wants to deal with any form of stress. In that regard, this is an aspect that can be directly be affected by the hospitality staff. For instance,

suppose a client has a reservation to watch a show on the cruise ship, and their reservation gets lost, or their seats are below the desired numbers. The hospitality should try their best to better the experience of that day or make an honest attempt to reschedule. Ultimately, that will help alleviate the stress of a client.

Similarly, nobody can repudiate that receiving a greeting with a smile always brightens someone's day. Thus, I am sure that one of the company's policies for the staff articulates something on maintaining an upbeat appearance when greeting clients. However, it is easy to tell the difference between real and false emotions. Still, a heartfelt greeting and smile start a day with an energetic spark. Therefore, rather than adhering to the bare bone standard, cognitive crafting causes individuals to go the extra mile (Dik & Duffy, 2012). I believe hospitality staff's chance to invest in customer experience will prevail if given the liberty to explore different ways to help discretely. To enable the staff to be comfortable helping besides understanding clients' needs, they should be fluid in their interactions. The staff will focus on the minimum prerequisites of care if rigid rules are in place.

For each respective field, I think that a place for swapping exists within each area. This premise infers that a hospitality staff member may shun being on the event staff and want to work at the front desk (Wrzesniewski, 2014). Likewise, a crew member might be interested in knowing how a ship's navigation is carried out. Nonetheless, I do not think it would be advantageous to have the two departments swap into each other. For such a swap to occur, it should be based on a definite reference or aptitude test. Suppose an individual void of mechanical ability works on the ship's parts. This is likely to cause undue stress on the employee as well as a safety concern. The same scenario holds when someone among the ship crew

handles clients with problems without a customer service background. The individual may become overwhelmed and nosedive at their commission.

Scenario 2

Feedback is the primary job dimension I think needs to be redesigned in the telemarketing crew's case. Even though I am fully aware that some folks can receive direction on the number of sales they bring in, we still have those who want to follow on knowledge to keep their sales on a rising trajectory. However, the catch is what happens when their strategies cease from being operative? How will such folks comprehend what else they could do if the economy is not in the vein of purchasing from them? In such a case, they will require a different understanding of what the clients need to be open to the items ended (Bauer & Erdogan, 2012). Equally, some individuals may want to create a better relationship. As a result, if they have no one to converse with concerning their results might trigger an unappreciated feeling. Since there is no human linkage with the office, the turnover rate is likely to be high.

The principal dimension of autonomy does not need to be revised in this organization. Provided the employees can continually meet their goals, it allows them to make their schedules. Exhibiting the aptitude to drive your schedule has the potential to keep workers happy. This means they need not express apprehension about utilizing sick leave since they can visit school programs and family outings at their schedule. They are not tied to their occupations and can work for whatever timetable that is needed. A lot of time is wasted by a 9 to 5 individual who has to drive to work daily, and worse, this time is not compensated. The personnel's time to maximize their time for forwarding progression will help a company resolve to have them work from home. Employees do not need to put up with others' ideas to make their work environment what they desire. However, I think it will be a constructive idea if ABC Corporation would

summon all the workforces to come once a month for instruction or training. Such a move can allow for some social interactions.

Scenario 3

Although an attempt to have these three fields is a troublesome task, many things could overlap to guarantee the right care. I would recommend the management undergo a job crafting approach to check if that would break up the clinic's prevailing culture. Possibly, the physical therapist could be having a way better than the general practitioner doctor. Thus, he could be given a schedule a few times a week to check on patients besides prescreen them for other clinicians. Such a move will ensure the therapist quickly addresses other issues than having the patients waste time dialoguing with the doctor whose sole purpose is to prescribe therapy. To understand what the surgeon is diagnosing, the general practitioner could ask the surgeon to help in the surgery. To see if the procedure helped the patient's situation, the surgeon could observe them through physical therapy. All the three clinicians' knowledge base could be significantly built if each overlapped and assisted the other in the facility besides prescribing medicine (Dik & Duffy, 2012). A sort of relational crafting will equally take place due to this interaction. The opportunity for doctors to interact with each other and create a rapport will be available due to their ability to better understand each other's part. Considering that the human body is involved, an opportunity to have most information spread out among this clinic's staff will arise. Thus, making it easier for the trio to interrogate each other on certain aspects without either party feeling out of place. The above change will keep these clinicians on a forward motion at the premise after bringing a new spark to their distinct schedules.

Scenario 4

Job Redesign	
Job Rotation	It is the move to shift employees from one job to another with the intent of sustaining interest as well as motivation.
Job Enlargement	It entails a scenario in which a worker's tasks are extended into a formerly conducted job by a different worker.
Job Enrichment	This is used to motivate workers to safeguard their greater satisfaction in the work besides their workplace.

Job Crafting	
Cognitive Crafting	The process of redefining workplace interactions and task perception of an individual.
Relational Crafting	The process of establishing meaningful expert relationships to realize a change that can create a more positive work climate for clients and personnel.
Task Crafting	This is the process of changing tasks to line up an individual's work disposition better. The process is achieved by eradicating specific errands to conserve energy or changing jobs to accomplish things differently.

Based on the explanations above, I think job rotation and task crafting share almost the same definition. Collectively, they appear to allow workers to add knowledge to their respective specialties. Suppose a company can keep its employees interested by stimulating them to learn fellow aspects of their job; it will add value to the organization's workplace. The comfort that they will discharge their services for the company for lengthy periods is created by an organization's move to give its employees the impression that they are becoming multifaceted. Moreover, they will be kept focused on their job's forward progression if they do not have to worry about losing their jobs.

Correspondingly, I think job crafting entails an aspect of job culture not exhibited by job design. Relational crafting is based on the premise that employees should develop meaningful relationships in the workplace. This approach helps create an opportunity where folks develop a sense of comfort with work colleagues. Consequently, a positive workplace is created in which

everyone is at ease to share with the rest. Likewise, employee productivity is equally increased by the absence of negative friction¹ at the workplace.

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