

Problem puzzle

[Business, Management](#)



Problem/ Puzzle

Problem/Puzzle Assignment The Problem: How will the Human Resources Department resolve the differences between Ms. A and Mr. B so as not to jeopardize the work flow in the Credit Analysis Department?

The Setting: The organization is a development bank whose thrust is to support small entrepreneurs. The department concerned is the Credit Analysis Department which is responsible for making reports to be submitted to the Credit Committee.

The Players: The primary character is Ms. A, the newly-hired head of the Credit Analysis Department, who has just completed her masteral degree in business administration and but has no banking experience. The other character involved in the problem is Mr. B, who has worked with the Bank for three years and could have been head of Credit Analysis. I am the last character in the puzzle. I have the same rank as Mr. B. We are both responsible for making the reports while Ms. A reviews and presents it to the Credit Committee.

The Problem/Puzzle: When the position as Head became vacant, Mr. B thought that he will be promoted as the Head but the Bank decided to hire Ms. A. Mr. B resented this and disliked Ms. A because he felt that she lacked the experience needed for the position. Upon Ms. A's appointment, she introduced new methods and report forms. Mr. B would submit reports which did not comply with the changes which the former initiated. Even if Ms. A requested Mr. B to revise his report, he would not do so; thus, I had to do it. At first, I was just making the revisions for Mr. B's output. But later on, I noticed that Ms. A no longer assigns projects to Mr. B and gives all the

projects to me. I was burdened with so many reports. On the other hand, Mr. B was just being given menial. I discussed the matter with Ms. A and she explained that since Mr. B was not following her orders, she deemed it best to just assign all the reports to me. At this point too, Mr. B complained to Ms. A's head about the boring jobs being assigned to him by Ms. A.