

2.28 Problem solving through participative management: a case study faculty of social sciences, university of Kelaniya, Sri Lanka

Jayantha Kalansooriya¹

Department of Sport Science and Physical Education, University of Kelaniya, Sri Lanka

ABSTRACT

The study aims at finding some solution for small but un-solving and cumulative problems through participative management. Since, finding the causes for problems are difficult and also because it needs some logical ways or methodologies, the problem solving has become a complicated matter today. Hence problem solving parties are busy with routing activities, though they are small or big. As such, the faculty registrar had to solve a number of small problems but he was not successful doing it due to huge routing activities that he has to follow up.

All problems were to be solved with the participation of staff members. Such problems were converted in to small research problems and they were assigned to groups of academic staff members, the method of A3 solution was used. The progress of research was analyzed weekly and discussed openly. Then professors were appointed for each research and a research panel was appointed to look after the quality of the research output. The research findings and suggestions were discussed openly at a Kaizen symposium. Majority of the academic staff of the faculty including all the professors and heads of departments were involved in these research activities to find solutions. 34 problems faced by the faculty for a long period of time were analyzed within six weeks. There are three important findings, participative management is still a usable tool, we can motivate employees getting their support to management activities, when we get the support of others to involve with the matters that are not directly relevant to them, there should be a method to convert them on a suitable way to suite their interest.

Key words: Participative management, Academic staff, Motivation, Problem solving