

NAME :MIAN AHSAN

ID# :13213

SUBJECT:PRINCIPLE OF MANAGEMENT

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Q1:Being visionary leaders how are they managing the staff? Find out how airlines are maintaining the staff salaries. (Name the airline and be specific.

ANSWER:

Turkish Airlines is an industry leader with 10,239 employees and an annual revenue of \$518.5M that is headquartered in the United States.

The Organization's Mission

To become the preferred leading European air carrier with a global network of coverage thanks to its strict compliance with flight safety, reliability, product line, service quality and competitiveness, whilst maintaining its identity as the flag carrier of the Republic of Turkey in the civil air transportation industry.

Turkish Airlines Salaries By Job Title

While the average employee salary at Turkish Airlines is \$54,968, there is a big variation in pay depending on the role. Some of the job titles with high salaries at Turkish Airlines are Software Engineer, Team Lead And Developer, Software Architect, and Lead Technician. A worker with the title Software Engineer salary at Turkish Airlines can earn an average yearly salary of \$109,330. To get a better sense of the salaries at Turkish Airlines, other roles such as Server and Reservation Clerk can be considered as well. For comparison, the title Server at Turkish Airlines earns \$25,540 per year.

Q2:

Based on ten Managerial roles of Mintzberg, how will an airline manage its operations? Mention all the roles with examples.

Answer:

Managing an airline takes more than shuttling passengers between airports. It includes scheduling, planning networks, maintenance of aircraft, staffing, customer service and more.

Now based on ten managerial roles of mintzberg how airline can manage its operation

1. Figurehead – includes symbolic duties which are legal or social in nature.
2. Leader – includes all aspects of being a good leader. This involves building a team, coaching the members, motivating them, and developing strong relation.
3. Liaison – includes developing and maintaining network outside the office for information and assistance.
4. Monitor – includes seeking information regarding the issues that are affecting the organization. Also, this includes internal as well as external information.
5. Disseminator – On receiving any important information from internal or external sources, the same needs to be disseminated or transmitted within the organization.
6. Spokesperson – includes representing the organization and providing information about the organization to outsiders.
7. Entrepreneur – involves all aspects associated with acting as an initiator, designer, and also an encourager of innovation and change.
8. Disturbance handler – taking corrective action when the organization faces unexpected difficulties which are important in nature.
9. Resource Allocator – being responsible for the optimum allocation of resources like time, equipment, funds, and also human resources, etc.
10. Negotiator – includes representing the organization in negotiations which affect the manager's scope of responsibility.

Q3:

Based on four skills of management, Conceptual, Interpersonal, Technical, Political how will you run airline business.(conceptual answers only)

Answer:

According to these four following management skills the airline business can be maintained in the following way

I. Technical skill

We can use a variety of techniques in this step to achieve our objectives, these skills not includes operating machines and software but also the skills needed to boost the sales, in airline these can be marketing based or providing a better environment than the competitor airline.

II. Conceptual skill

These involve the skills managers present in terms of the knowledge and ability for abstract thinking and formulating ideas. In airline service it can be the management of flights entertaining the passengers if in case a flight got delays or proposing the alternate flight for inconvenience.

III. Human or Interpersonal skill

The human or the interpersonal skills are the skills that present the managers' ability to interact, work or relate effectively with people. These skills enable the managers to make use of human potential in the company and motivate the employees for better results.

IV. Political Skill

The ability to effectively understand others at work, and to use such knowledge to influence others to act in ways that enhance one's personal and/or organizational objectives, in airline services it can be related for ensuring a flight on time approach or providing the best option for its passengers to choose from a variety of different options available to meet ones need.

Q4:

Is the decision making in Airline Business centralized or decentralized? Support your answer with logical reasoning.

Answer:

The decision making in airline business is decentralized, except the some airports in Spain which uses centralized system.

A decentralized system brings together various improvements in airport management with greater financial transparency, and it leads to fewer distortions in competition among airlines. For airport managers, this leads to improved productivity and quality because it creates sustainable competition between various airports.

Q5:

Looking at the current unstable situation, how will you apply the six steps of decision making to cope with the problem?

Answer:

Steps of decision making:

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative solutions. Using step by step decision making process can help you make more deliberate, thoughtful decisions by organizing relevant information and defining alternatives. This approach increases the chances that you will choose the most satisfying alternative possible.

The Six steps of decision making are the following:

Identify the decision.

Gather relevant information.

Identify the alternatives.

Weight the evidence.

Choose among alternative

Take action and review the final decision.

Identify the decision:

While in current situation when the airway faces all the hurdles at same time, the organisation has to take quick decision, like the Air blue Airlines took a decision to shut down their services until 30th June, this was a quick final analysis of all the situation and then they reached to a decision to shut down their services.

Gather relevant information:

The airway organisation needs to gather the information related to the current status from the pandemic, find ways and look around to other organizations in the market, look to others strategy making and what they apply to the current hurdles they facing. They find out what information is needed, the best sources of information, and how to get it. This step involves both internal and external.

Identify the alternatives:

After getting all the relevant information , you will probably identify several possible paths of action, or alternatives. You can also use your imagination and additional information to construct new alternatives, the organisation will look to what they can do for their organisation to overcome the risks and uncertainties.

Weight and evidence:

Put all the gathered information decisions and final points on the table. Evaluate whether the need identified in Step 1 would be met or resolved through the use of each alternative. As you go through this difficult internal process, you'll begin to favour certain alternatives, those that seem to have a higher potential for reaching your goal.

Choose among alternatives:

After all the evidence and weighing all the circumstances now you are ready to select the alternatives that seems to be best one for you. You may even choose a combination of alternatives. Your alternatives maybe similar to what you decision at the start or it maybe completely different from that.

Take action and review final Decision;

Take an action on all that you decided, put it on the table, finalize it and fix it as a permanently implementation. You are ready to implement all the alternatives that you took in the last steps, evaluate your decision, at this you have resolved all the problem or if it is not resolved still you took all the decisions that is needed to turn to other point.

Example:

Air Blue Airlines faced the financial crisis with the beginning of the pandemic, the look into other airways, their stances and all the implementation other made, then they brought their problems to the table, they looked into their implementation, like what they can do to implement and get to better at the end they reached to a point where they decided to shut down the services till June.

