



[ANSWER SHEET Final Term]

[Principle of Management]

[Module: BScs 8th semester]

Name: Farhan khan Id: 13004
[farhankhan.mk199@gmail.com]

Q1: Being visionary leaders how are they managing the staff? Find out how airlines are maintaining the staff salaries.

ANS: Visionary leader's leads and manage their team by following ways;

1. Make time to lead
2. Get to know your team
3. Communicate, communicate, and communicate
4. Lead by example
5. Reward the good and learn from the bad
6. Be decisive
7. Enjoy it!

Visionary leaders always energize and inspire people to work toward their future goal. They are able to clearly and vividly communicate what the future holds. Visionary leaders anticipate what's coming, both opportunities and obstacles.

Emirates Airline:

Since the COVID-19 outbreak began, Emirates and dnata have been adapting operations and are closely monitoring the situation and keeps in regular contact with all relevant authorities, so that it can implement the latest guidance to keep travellers and its employees safe and healthy.

The Emirates Group has undertaken a series of measures to contain costs, as the outlook for travel demand remains weak across markets in the short to medium term. This includes:

- Postponing or cancelling discretionary expenditure
- A freeze on all non-essential recruitment and consultancy work
- Working with suppliers to find cost savings and efficiency
- Encouraging employees to take paid or unpaid leave in light of reduced flying capacity
- A temporary reduction of basic salary for the majority of Emirates Group employees for three months, ranging from 25% to 50%. Employees will continue to be paid their other allowances during this time. Junior level employees will be exempt from basic salary reduction
- Presidents of Emirates and dnata – Sir Tim Clark and Gary Chapman – will take a 100% basic salary cut for three months.

Q2: Based on ten Managerial roles of Mintzberg, how will an airline manage its operations? Mention all the roles with examples.

Ans: Southwest Airline's in Reference to Mintzberg's Managerial Roles:

A) The first category is interpersonal and includes the following roles:

Figurehead: Southwest Airline's managers have proven to be good leaders and quality executives that people can turn to for support, thus making them good figureheads.

Leader: Mrs Tammy Amirault is a Southwest Airlines managing director in technology. She provides leadership for Southwest's enterprise management and analytics portfolio and is successful at leading technology teams that are responsible for the airline's enterprise data and analytics.

liaison: Southwest managers are also good liaisons because their roles include communicating with both internal and external contacts. They can effectively communicate/network on behalf of the airline.

For Example: Ryan Martinez, managing director of investor relations, takes on several responsibilities and is still able to communicate between Southwest Airlines and its investment communities effectively.

B) The second category of Mintzberg's management roles is the informational category, which includes the following roles:

Monitor, Disseminator and Spokesperson:

Southwest managing director and chief information security officer, Michael Simmons, is considered a spokesperson for all things cyber security across southwest because he does an excellent job at monitoring by tracking changes in his field.

Michael Simmons is an effective disseminator because he has to collect various information from several internal and external sources to maintain the cyber security of the airlines.

C) The last category of Mintzberg's management roles is the decisional category, and this includes the following roles:

entrepreneur, disturbance handler, resource allocator and negotiator:

Angela Marano, Southwest managing director in business transformation, is an excellent example of an entrepreneur. She helps provide a various amount of services that help enable and identify several business transformation ideas for the airline. Furthermore, all the managing directors at Southwest airlines exhibit some, if not all of these decisional managerial roles.

Q3: Based on four skills of management (Conceptual, Interpersonal, Technical and Political) how will you run airline business?

ANS:

1) Conceptual Skills:

Conceptual skills allow a manager to visualize the entire organization and work with ideas and the relationships between abstract concepts.

2) Interpersonal Skills:

Interpersonal skills are the behaviours and tactics a person uses to interact with others effectively. In the business world, the term refers to an employee's ability to work well with others.

3) Technical Skills:

Technical skills are the abilities and knowledge needed to perform specific tasks. They are practical, and often relate to mechanical, information technology, mathematical, or scientific tasks.

4) Political Skills:

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

Q4: Is the decision making in Airline business centralized or decentralized? Support your answer with logical reasoning.

ANS: Decision making in airline business vary from business to business i.e sometimes they are centralized and sometimes decentralized or sometimes both.

Centralized organizational structures rely on one individual to make decisions and provide direction for the company. Small businesses often use this structure since the owner is responsible for the company's business operations.

A decentralized organization is one in which most decisions are made by mid-level or lower-level managers, rather than being made centrally by the head of the company. It's the opposite of a centralized organization, in which all decisions are made at the top.

For example: Southwest Airlines Co.'s organizational structure promotes centralized decision-making processes. Its structure is like most airlines, "formal and centralized." But where Southwest differs is on their "loose tight design, they give their employee informal job descriptions concerning customer service. "While there is very high standardization regarding operations, it is low with respect to customer service. Southwest empowers its employees to do what is necessary to please their customers. So Southwest follows both the mechanistic model and organic model. On its upper levels, such as the corporate office and the flight crew, the mechanistic model is used. On the companies lower level where safety and time is not as high of a priority, the organic model is used. This gives the employees leeway to try new things on the customer service level while maintaining safety.

Q5: Looking at the current unstable situation, how will you apply the six steps of decision making to cope with the problem?

ANS: The decision-making process involves the following steps:

Identify the problem

Search for alternatives

Weigh the alternatives

Make a choice

Implement the choice

Evaluate the results and, if necessary, start the process again

As we know that there are six steps in decision making process, at the current covid-19 epidemic how will i apply the six steps to deal with a problem , so the answer is that i already know that the problem is that covid-19 spread from person to person and that's why government had imposed lockdown , so I have already identified the problem and based on the nature of my business , I will search for alternatives so that my business keep running and also it didn't cause spreading the virus any more. After finding the alternatives I will compare that all available options with each other and after that i will select own alternative solution and will implement it. After that I will evaluate the result and if it is doing good then it's alright otherwise I will start the process again.

END