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SECTION : A

SEMESTER : 4th BS(SE)

SUBJECT: PRINCIPLES OF MANAGEMENT

INSTRUCTOR : ZARPASH ZAMAN

QUESTION: 1

Being visionary leaders
how are they
managing the staff salaries?

ANSWER:-

AIRLINE INDUSTRY:-

The airline industry remains at the forefront of implementing strategic measures for their staff and also to stop the spread of Covid-19.

The visionary leaders have outlined essential guidelines to standardize the airline industry.

MANAGEMENT OF STAFF:-PAKISTAN INTERNATIONAL AIRLINE:-AVIATION STAFF BASED IN AREAS OFCONFIRMED COVID-19 CASES:-

For aviation staff stationed in areas where there are Covid-19 cases, training should

include on reporting, managing of ill travelers and contact tracing. The PIA is taking the following measures.

COVID-SPECIFIC TRAINING:-

Aviation crew and ground personnel should receive training on how to recognize the signs and symptoms of Covid-19 as well as how to prevent its transmission, such as practising proper hand hygiene, social distancing and respiratory etiquette. The training should also educate personnel on proper use and removal of personal protective equipment and implementation of best practices on environmental cleaning, and management situations.

MEASURES FOR MANAGING SUSPECTED

CASES:

Airline staff and aircraft operators must collaborate with airport health authorities in managing suspected cases and in implementing the airport public health contingency plan. Aside from this scheme, the interim guidance released by IAHQ and the action items in the ICAO Annex 17 and 9 should be implemented.

Airport health authorities must also coordinate with support service providers so the latter can execute relevant safety procedures. These service providers may include aircraft cleaners, cargo and baggage handlers service providers.

SUSPECTED CASES ON-BOARD:-

In case the cabin crew identifies an ill traveler on-board the aircraft, they should ensure contact with the said traveler and other passengers or cabin crew members is minimized.

CONTACT TRACING:-

As soon as a suspected case has been identified on board, the aircrew must identify and manage the contacts to prevent further transmission of the disease.

A contact is any individual setting within two meters of the suspected case: any travel companion or

⑤ 14596

UNIVERSAL PRECAUTION KITS:

The aircraft should have universal precaution kits that can be operated by at least one cabin crew member.

- Dry powder that can transform small liquid spills into a sterile granulated gel.
- Protective equipment such as mask, gloves, a protective apron and long-sleeved gown.

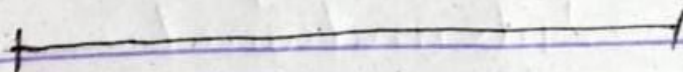
WHO strongly suggests boosting hygiene service at the airport in compliance with guidelines from Airport Council International.



MANAGING STAFF SALARIES:-

The covid-19 pandemic is having a catastrophic effect on working hours and earnings. The impact of covid-19 has had a significant impact on the airline.

The airline has had to adapt to this fast evolving situation and to protect employment has taken the decision to reduce the salaries of employees for a three month period.



QUESTION # 2 :-

Based on Managerial roles of Mintzberg, how - - - - - . Mention the role with examples?

ANSWER:-

MINTZBERG ON MANAGEMENT:-

Inside our strange world of Organizations, Mintzberg published ten management roles. This model can help to identify leadership priorities and weaknesses.

CATEGORIES:-

INTERPERSONAL:-

The first category in this model is interpersonal and includes the following

roles :

• FIGUREHEAD:-

As a manager we have social, ceremonial and legal responsibilities. We are expected to be a source of inspiration. People look up to us as a person with authority and a figurehead.

• LEADER :-

This is where we provide leadership for our team, our department or perhaps our entire organization.

• LIAISON:-

Managers must communicate with internal and external contacts. You need to be able to network effectively.

EXAMPLE :-

Southwest Airlines management identifies with these roles because they have successful at providing information and ideas. They have proven to be good leaders and quality executives that people can turn to for support.

INFORMATIONAL :-

The second category is the informational category which includes:

MONITOR :-

In this role we regularly seek out information related to our organization and industry, looking for relevant changes in environment.

DESSEMINATOR:

This is where we communicate potentially useful information to our colleagues and our team.

SPOKEPERSON:-

Managers represent and speak for their organization. In this role, we are responsible for transmitting information about your organization and its goals to the people outside it.

EXAMPLE:-

Southwest Airlines management exhibits these roles in several ways. Michael Simmons is accountable for all aspects of cybersecurity.

across Southwest Airlines. He is an effective disseminator because he has to collect various information from several internal and external sources.

DECISIONAL :-

The last category is decisional category which includes the following roles:

• ENTERPRENEUR:-

As a manager of the airline we create and control change within the airline. This means solving problems, generating new ideas regarding how to tackle covid-19.

• DISTURBANCE HANDLER:-

When an airline has an unexpected roadblock, it's the manager who must

take charge. For example a patient of covid-19 enters the plane so how they're gonna deal with it and how he separates other from it.

• RESOURCE ALLOCATOR:-

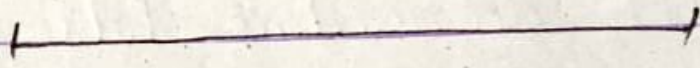
When an airline hits an unexpected roadblocks, we need to determine where airlines resources are best applied to fight covid-19. This is also involving assigning staff and other airline resources.

EXAMPLE:-

Angele Moreno, southwest managing director in business transformation is an excellent example. She also provide a various amount of services and transformation ideas.

• NEGOTIATOR:-

You may be needed take part in, and direct, important negotiations within your team, department or organization.



QUESTION : 3rd

Bared on four skills of management - - - - - run an airline bussiness?

ANSWER:-

CONCEPTUAL SKILL:-

Conceptual skill allows a manager to visualize the entire organization and work with ideas.

Conceptual skills tends to be most relevant to upper-level thinking and broad strategic situations.

It is the ability to view the organization as a whole and as well as a system comprised of various parts and sub systems integrated into a single unit. This skill is specially crucial for top level executives who must keep the whole airline system under focus.

INTERPERSONAL SKILL:

Interpersonal skills is the ability to work with each other people in a cooperative manner during this pandemic.

It involves understanding, patience, trust and genuine involvement in interpersonal

relationships. These skills are necessary at all level of management. People with good interactivity skills build trust and cooperation and thus become successful managers of airline & when tackle covid-19.

TECHNICAL SKILLS:-

These skills basically involve the use of knowledge, methods and techniques in performing a job effectively.

An Airline during this time of pandemic an airline shall have a complete team of medics whom deals the people so no one is affected of the covid - 19.

POLITICAL SKILLS:

Political skills can be described as the ability to get your own way without seeming to be selfish or self-oriented.

It is the ability to get your share of power and authority and use it without fearing of losing it. It is the complex skill in the sense that it

is required for establishing the right connections and imparting and impressing the right people and then skillfully using these connections for the betterment of Airline.

QUESTION: 4th

Is the decision making in Airline - - - - -
- - logical reasoning.

ANSWER:

The decision making in Airline Business is centralized.

DEFINITION:-

It is a hierarchy decision-making structure where all decisions and processes are handled strictly at the top or the executive level.

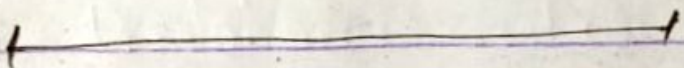
EXPLANATION:-

The workforce planning was primarily managed at the local level with each station doing their own planning. Now in North America, for example to top six largest airlines are all displaying centralized planning at the corporate head-quarter level.

This is a function of both a greater awareness of the advantage of centralized planning provided and the fact that airline workforce management planning tools have continue to mature and to meet the airlines needs.

CONCLUSION:-

Therefore the decision making in airline industry is highly centralized.



QUESTION : 5th
Looking at the current
unstable _____ cope
with the problem?

ANSWER:-

FIRST STEP:-

The first step in decision making is to identify the problems and strategic issues that requires the decision making. In our case the problem is covid - 19.

Now the problem is the safety of people and how they can use our services in this lockdown.

SECOND STEP:-

This is to specify a criteria on the basis of which

the decision is to be made. In case of Covid-19 the criteria is to increase health check-up, provide transport from house to airport and back to house and also safety gear.

THIRD STEP:-

Third step is to identify alternative or possible solution. Like decrease in prices as people cannot earn in this pandemic etc. The alternatives that are not feasible should be eliminated.

FOURTH STEP:-

Fourth step is to based on the relevant information analysis. In this step the decision maker is to analyze

relevant cost and generated revenue also he predicts the fluctuation in these rates.

FIFTH STEP:

Fifth step is to be based on the relevant cost and revenue analysis choose the best alternative.

SIXTH STEP :-

The last step, the manager evaluates the performance of the implemented decision as a basis for feedback to a possible reconsideration of this decision as it relates to future decisions. He analyzes it continually for any improvement.