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**Q1.**

**ANS.**

- Ofcourse I am Agree that good communication reduce the uncertainty into organization between employers, employees along with their clients.
- Good communication break the bond between high order to low order, this made the employees very helpful to each other. When we executed this kind of strategies in our organization so our organization will become in power, gain high productivity, increase efficiency, decrease Employees turnover and the organization become on the top of the list of very productive organization.
- Yes, according to my opinion good communication save the **pan AM** but one of the basic reason ineffective communication that can made the pan AM from disaster to crisis.
- The media courage save the **pan AM** plan if they depth and influenced role in the society to provide information in a timely way resulted media focusing on victims' families.

- So if **Pan Am** communicated in a good manner and provided good information at that time it would have saved them from falling into crisis.
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**Q2.**

**ANS.**

**Base on Case Study:**

- According on the base of case study the **Pam Am** was not flexible in their decision making it's because due to basically Internationally the airline had built up a formidable route network but senior executives had realized for some time that he way forward was to increase the feeds to these services.
  - The inconvenience to passengers of having to change from a 'domestic 'airline to Pan Am for international travel was sustainable on international routes. But the **Pan Am** sought to develop the domestic feeder system it needed through the acquisition of National Airlines.
  - The lack of adequate domestic feeder flights following the advent of deregulation.
  - the acquisition was excessive in terms of cash and because of incompatible aircraft and routes alongside range of inherited labor problems. So the **pan AM** was not faxable to make their decision.
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**Q3.**

**ANS.**

**Caused the Failure to the Airline:**

- Caused the failure of airline are followings:
  - In my opinion pan AM made a mistakes of it's turn around phase. It found itself in the post-deregulation with an inflexible and heavily unionized work force together with a mixed aircraft fleet of varying standards.
  - the organization's Pan Am was again faced with selling what little assets it had to remain viable as the crisis took a heavy financial toll on the organization. It also sold its Internal German Service (IGS) network to Lufthansa for \$US150 million.
  - Finally, terminating any takeover bid by TWA, Pan Am applied for Bankruptcy Protection in the US courts. Pan Am re-negotiated loans to enable it to restructure its finances which had been decimated by the Gulf crisis.
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**Q4.**

**ANS.**

- Yes, I could generalize from the case study based on information it was a group culture organization.
- Group culture organization culture represents common perception, this was made clear when we defined culture as a system of shared meaning. The organization promote cooperation among the countries of Latin American and the U.S.

- **Pan Am** was established (as the International Union of American Republics) so Pan Am agreements various of other countries so that's why it's group culture organization.
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**Q5.**

**ANS.**

**Summary of the case study:**

- In this paper I understanding the value of good communication and managing the resources at the right time, on the right place and play the positive rule in the organization.
  - Design, methodology and approach, unlike many other areas of management writing, which focus on new approaches and best practice, issue and crisis management cases often highlight "PR disasters".
  - This paper uses well known examples to explore the reasons for this focus on failure and proposes ways for managers to move beyond schadenfreude to secure genuine learning and competitive advantage from the adverse experiences of others.
  - this paper explores the range of published case study resources for practitioners and other managers who may be less aware of what is currently available and how independent analysis and insight can help facilitate effective performance against accountability.
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**-----THE END-----**











