

(Q no 1)

Ans : As the pandemic is terrorising the world the airlines are affected more than most of the industries. In this pandemic its a challenge for the managers to manage their staff. Being the visionary the staff should be ordered to stay at home untill the airlines are allowed to fly. The leader should be in contact with the staff to know their problem and to provide some sort of solution.

Staff salary managing of Qatar airways :

Qatar Airways, the state-owned flag carrier of Qatar, has announced that it will be temporarily deferring half the basic monthly salaries of mid-level staff and above. The deferral will start in April and last three months, although the airline also raised the possibility of extending the deferral further if the economic situation does not improve.

In its April 21 statement, the airline said that only its Doha-based staff will be affected by the measure, and that the deferred pay will be made up "as soon as possible when circumstances allow". Chief Executive Akbar al-Baker, who is forgoing his own salary since March until operations return to normal, also said: "Many other work groups overseas and across all job levels have also offered.

to take voluntary salary deferrals in solidarity with their colleagues."

(Q no 2)

Ans: On the basis of Mintzberg's ten rules of management the airlines will manage its operation as follow .

- Figurehead : As a figurehead employees look up to their managers and are inspired by your roll and so they also do theirs. You need to inspire them so the safety and comfort of passengers is not compromised.**
- Leader : As a leader managers have to be very proactive as they provide the leadership to the team and manages their performance and rwsponsibility.**
- Liaison : managers must communicate internally and externally to make a network on behalf of your organization.**

- **Monitor** : Monitoring your staff is very important. You shall seek for relevant information so that you optimize both their productivity and well being.
- **Disseminator** : This is where you communicate potentially useful information to your colleagues and your team.
- **Spokesperson** : As a spokesperson you need to deliver information about your organization to the world. For airlines nowadays it's very important to insure the people of their safety so you tell people about safety procedures of your airlines.
- **Entrepreneur** : You are responsible for generating new ideas and implementing them. As airlines are working ideas to travel with safety.
- **Handler** : As an organization there is a lot going on so you have to take charge and solve the roadblocks and dispute within it. Now for airlines the biggest issue is the safety so you have to handle this by providing all the safety procedures.

- **Resource Allocator** : As a resource allocator you need to distribute the resources in the most efficient way possible. In covid 19 the most of the resources that an airlines should use is in the safety of their passengers.
- **Negotiator** : As a negotiator you need to negotiate with your team or organization. As in airlines the case is to negotiate salary with your staff.

_____xxx_____xxx_____xxx

(Q no 3)

Ans : On the basis of these rules i shall run the airline in such a way that the information of each sub part of the airline should be known on how they are acting to the pandemic. And have an overall view of the situation

Should interconnect with the staff make an environment of trust and helpfulness and thus providing the customer the comfort that they required.

All the technical steps should be taken to maintain the aircraft and all the system properly working .

Also the government is to be involved to provide safety massures for the passengers so the pandemic can be controlled and also people could travell.

In my point of view passengers should be checked for any symptoms and should be banned to get out of the house by the time they book their flights and until they are to be flown away. Moreover they should be provide transport from the house to the airport and back to their homes.

_____xxx_____xxx_____xxx_____xxx

(Q no 4)

Ans : The decision is to make an airline decentralized. As the company works in different region and will have a lot of employees. It is very difficult to maintain such structure with centralized design where only one manager take all the decision or the decision comes from top to the bittom by layers. In this way there is no time for the manager to communicate or to gather all the infirmation about a

specific task and can not cope with this situation. By making the company decentralized there are different managers fir different resources and how to use them. Which minimize the pressure and also there are now more people to handle and to react to a change . Now the company can work its way to adopt to change easily.

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(Q no 5)

Ans:

- 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 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 is to identify alternatives as possible solution. Like decrease in prices as people can not earn in this pandemic etc. The alternatives that are not feasible should be eliminated.**
- **Fourth step is to perform relevant information analysis. In this step the decision maker is to analyse relevant cost and generated revenue also he predicts the fluctuation in these rates.**
- **Fifth step is to based on the relevant cost and revenue analysis choose the best alternative.**
- **In the sixth and final 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 analyse it continually for any improvement.**