

M. Zakria Salem Roll no. 14459

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

A In this hard phase of pandemic where every other business has been reporting loss, the airline industry has faced the greatest loss in its history. One of the world's 3rd oldest airlines, Qantas airlines has been facing a great loss in this crucial time of pandemic. Qantas airlines based in Australia, has been the largest airline by fleet size. According to the resources it has been found that because of the great financial loss suffered by the airline in this pandemic COVID-19, the airline has decided to cut short the wages of most of their employees. They have not only started to cut short the pays but have also eliminated half of their employees. The airlines also has suspended most of their flights and has grounded almost 130 of its aircrafts. They have announced that they will only pay 50% of the

M. Zakria Salem

Roll no. 14459

salaries to their employees till the end of October. They have also decided to send the pilots who are above age 60 on a permanent retirement as to cut the wages low. The pilots who are left will be given a 50% cut off in their salaries as well as many commodities will be not available to them due to the covid-19 loss.

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

Based on ten managerial roles of Mintzberg, the airline can manage its operations according to the following categories.

1. Monitor:

Figure out what the average costs of aircraft and crew members are, as well as try to get information from other airline companies and seek to advertise better programs.

2. Disseminator:

When you are talking of a better plan or an effective plan, try to connect with the other leaders on board.

M. Zakria Salem

Roll no. 14459

3. Spokesperson:

Organize meetings and seek to communicate about projects and educate us about how to cope effectively with losses in the aviation industry.

4. Figurehead:

As a chairman, try to socialize with the crew members, get to know what difficulties they face, and try to fix their problems as their leader. As they look at you as an inspiration, so you have to try to relate to them.

5. Leader:

Try to inspire all the crew members as this COVID-19 is an epidemic, and you have to fight it rather than fear it. Attempt to develop their dreams that together we will resolve all of these losses.

M. Zakria Salem Roll no. 14459

6. Liaison:

Seek not only to get information about your own carrier, but also to get information about other airlines and try to keep in contact with them. As an airline owner, you need to stay up to date with the airline industry. You need to build a bridge of contact with other societies on behalf of your airline.

7. Entrepreneur:

As a president, seek to implement new strategies to resolve the crisis in this COVID-19. Seek to set up new and exciting travel packages so that others will be drawn. Seek to give you fresh ideas and incentives.

8. Disturbance handler:

Owing to the catastrophe caused by the pandemic, seek to introduce measures to cope with the damage. Always seek to settle conflicts, if any, between workers and

M. Zakria Salem

Rollno. 14459

airline crew members.

9. Resource allocator:

Decide who is going to get how much pay and how the funds are going to be distributed. Set the budget aside for the maintenance of aircrafts and crew members.

10. Negotiator:

Take note of every single point when showing your airline's point of view. Bear in mind the goals and how to protect them on behalf of the company.

M. Zakaria Salem Roll no: 14459

Q3. Based on four skills of management, Conceptual, Interpersonal, Technical, Political, how will you run airline business.

1. Technical skills:

As it is a digital age, enticing ads must be designed to attract the attention of travellers. Advertisements must be displayed in places where they are easily visible to everyone. Expert and trained workers will be chosen to run the airlines.

2. Conceptual skills:

Try to develop an effective plan. As the airline manager, it is your duty to go through all the proposals and seek only to implement projects that are both successful and beneficial for the company and for the employees as well.

M. Zakria Salem

Roll no: 14489

3. Interpersonal skills:

Seek to consider the shortcomings and the strengths of workers and strive to help them and resolve their shortcomings. As an airline owner, you need to know where and when a strategy needs to be executed.

4. Political skills:

In order to be a good manager in the airline industry, you must stay in contact with some powerful people who can support your company. You must bear in mind that running the airline industry is not a joke and needs a lot of effort to escape bad luck. So be careful is the key here.

M. Zakria Salem

Roll no: 14459

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

A Centralization of power means that the oversight of policy and decision-making is solely in the hands of the top management. On the other hand, decentralization applies to the transition from top management power to middle or low-level management. There are many airlines using different types of decision-making. Most of the time, the collective decision-making process in the sense that each department has its own manager to manage the problems. The senior manager is sometimes referred to as the CEO of the company.

The job of the CEO is to create a strategy and communicate it to the managers. For example, if the engine of an aircraft is not working the aeronautical engineer must be appointed, the problem would be discussed with him. The aeronautical engineer will

M. Zakria Salem

Roll no. 14489

then appoint a mechanic and then they will try to locate the problem and then fix it.

M. Zakria Salem

Roll no. 14459

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

A Bearing in mind the present state of the aeronautical pandemic was a big loss. In order to deal with this situation, the following steps must be taken in order to make a decision.

1. Identify the decision:

The first and foremost thing that leads to the identification of the decision is to identify the problem. The financial crisis is the main problem facing by the aviation industry right now. Due to the pandemic, not only crew members face loss, but also captain, flight crew members and ground crew members face loss. The main decision at this crucial time is to decide how to deal with all the losses and to protect the airline from being grounded.

M. Zakaria Salan

Roll no: 14959

2. Gather relevant information:

The second stage ~~cost~~ includes collecting knowledge from a number of sources. Details may involve getting to learn about the airline's schedule, what the daily costs are, what the extra salaries that can be saved at this critical moment, what the daily costs of in-flight and ground-based staff are. Check other strategies implemented by other airline managers to avoid losses. Prepare a checklist of all these variables and try to collect as much knowledge as you can.

3. Identify the alternatives:

Take a look at all the options needed to cope with the financial loss from this pandemic. One alternative could be to cut off half the salaries of employees who are paid off with large salaries. Another option is that half of the crew members will be suspended on unpaid leave. Other alternatives may include the withdrawal of crew members or captains over the age of 60.

M. Zakria Salem

Roll no. 14459

4. Weigh the evidence:

Having decided, on all the options, I just want to say that how many airlines have actually done these type of strategies to deal with the financial loss. Identify the type of action taken by airline managers in the past to overcome the financial crisis. Try to weigh the decision rationally, whether my decision is going to work out or not.

5. Choose among alternatives:

It is most critical step in which you decide to make a decision. When an aviation CEO wants to decrease his everyday expenses, then that is the decision he made after studying and speculating across thick and thin. He decided to do this because he did not want to lose his company, nor did he want to lose his efficient and experienced airline crew.

M. Zakria Salem

Roll no. 14489

6. Take action:

As the airline manager or CEO has now decided what to do and what decision he is going to make right now, he is completely free to take action.

He must now arrange a meeting and try to communicate with his employees how the airline has suffered financial losses as a result of this pandemic and that their wages and daily commodities are reduced by half. He must also assure them that it's a difficult time for all of us, and we are going to fight in this.

5. Review your decision:

Because the decision has already been made and the work has already been done, try to give a second thought to your decision. If it helped the airline to cope with the financial loss, it was a good decision and could be used further in the future. But if the decision was not good and it did not give any benefit to the airline business,

M. Zabira Salem

Roll no. 14459

then it's okay to make mistakes
because you learn from your mistakes
and try to do better than that.