

NAME:- YASEEN - KHAN BS (SE) A 14461

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

Ans As we know due to this global pandemic many of the large airlines are facing a great loss. One of the world's best airlines 'Emirates', from Dubai U.A.E, has been one of the finest travelling airline in the world for so many years. Due to the recent crisis in the airline industry, Emirates have decided to reduce salaries upto 50% cut off and they have also decided to lay off upto 600-700 of their pilots and 7000 cabin crew. In mid february they decided on 25% cut which resulted extension to 50% cut. Resources say it will be till the end of september. Some pilots have been sent on unpaid leave. There has been rumours that they have to live on 18 dollars a day. Some of the employees like flight cleaners or lowest paid employees would not face cut off. Free of cost accomodations are also provided to some of the crew members.

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

Ans Any airline following the ten Managerial roles of Mintzberg will manage its operations by trying to achieve the goals to success. They should try to keep all the members on-board about every plan and also try to get their ideas on a certain plan. Try to communicate with everyone on how to tackle certain difficulties. Try to keep information of the other airlines to provide more changes than them. Try to socialize with every employee to understand their problems as they look upto us as a manager. An airline following ten roles of Mintzberg will have following operations:-

1) Monitor:- Have information on expenses of employees and aircrafts, and try to provide better than other airlines.

NAME:- VASEEN-KHAN BS(SE)A 14469

- 2) Disseminator:- For development try to communicate with other members of company.
- 3) Spokesperson:- Have meetings and talk about how to get back up after suffering a huge loss in aviation industry.
- 4) Figurehead:- As we are the managers, we should communicate with every employee and solve problems they are facing, because they are expecting a lot as managers from us.
- 5) Leader:- As a leader try to take all the employees along in this pandemic, as everyone is going through a lot of difficulties.
- 6) Liaison:- Try to communicate with managers of other airlines and stay in touch to adapt to new changes in the aviation industry.
- 7) Entrepreneur:- Try to initiate new ideas and solutions for how to battle the COVID-19. Try to offer trips or discounts to attract more travellers.

- 8) Disturbance Handler:- To handle the loss after pandemic try to give discount to passengers to attract as much as possible and solve any issues or conflicts between the crew or staff.
- 9) Resource allocator: Keep record of how much salary is to be given to whom. Keep record of the funds of industry and set emergency funds aside in case of emergency.
- 10) Negotiator:- Try to negotiate with other industries to keep your organization on top. You are representing your company, so try to be as negotiable as possible.

NAME:- YASEEN-KHAN BS(SE)A 1446J

Q3) Based on four skills of management, Conceptual, Interpersonal, technical and political, how will you run an airline business.

Ans An airline industry running on four skills should follow these rules:

- 1) **Conceptual skills:-** As a manager try to develop plans that are beneficial to the organization. Try to analyze the problem and plan to diagnose it. Try to remove hurdles to make it easy for the employees.
- 2) **Interpersonal skills:-** As a manager, you should have the skill to communicate with the people, try to interact effectively with the people to motivate them for better results by discussing the plans with them.
- 3) **Technical skills:-** As we know that we are living in a generation full of technology and digital world. We should try to advertise our airline and attract travellers, other than that trained employees should be hired to operate the airlines as it plays a big role.

NAME:- YASEEN-KHAN BS(SE)A 14461

- 4) Political skills:- To achieve the target of a good manager in airlines industry, one must stay in touch with every other person that can provide any type of benefit to the business. As running airlines is a hard work and it requires a lot of luck to be in profit, one must know how to influence others to benefit their business.

+

NAME:- VASEEN-KHAN BS(SE)A 14461

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

The centralized decision making refers to the complete decision making authority is in hands of the top management. On the other side decentralized means that the job of decision making travels from the higher management to middle to lower level. Different airlines use different decision making type. Most of the time they used the decentralized decision making. Every department has it's own manager. The instructions are directed by the CEO of the company, further given to the junior managers. Then they are further directed by the managers to employees to be implemented according to the CEO requirements.

Logical reason:- If there is a travelling package that has to be delivered to the public, this will not result in including the CEO, the plan will be further discussed with the tourism department and further advertisers will be hired for the job.

NAME:- YASEEN-KHAN BS(SE) A 14461

- Q5) Looking at the current ~~unstable~~ unstable situation, how will you apply the six steps of decision making to cope with the problem.

As we know this pandemic has affected every part of the world, the aviation industry has also gone through a lot of loss. To cope with the problem, the steps that should be followed before making any decision are:-

- 1) Identify the decision:- Before knowing what our decision should be, we should collect information about our problem. As we know the problem airlines are facing nowadays are the financial crisis. They should come up with a decision which helps the crew members and stops them from bankruptcy.
- 2) To get only important information:- In this step, the information that matters the most should be gathered from different resources. A list should be created where it states the budget of the company and get in-ground expenses

NAME:- VASEEN-KHAN BS(CE)A 14461

to stable the funds among everyone equally.

- 3) What are the alternatives:- As we are working on to stop the financial crisis, our third step should be to check whether if there is any alternative to stop the loss. In this case it can be to pay the higher salary employees less than they are actually getting paid. We can also grant a leave to some employees without paying them. One can be to retire the employees or pilots in age 60 or above.
- 4) Weight the evidence:- After deciding what to do, try comparing the evidence with other airlines to check if it affects the cost. Try checking for airlines which went through these crisis and how did they cope with it and if it is effective, apply them.
- 5) Selecting the decision:- Now is the crucial part of the decision making, the selected decision is to be implemented and it can result in either loss or profit. Manager has gone through different

NAME:- YASEEN-KHAN- BS(SE)A 14461

ideas, plans and strategies to select this option. He has put a lot of effort and decided this as he doesn't want to bear more loss or lose any crew that is highly experienced.

6. Implement the decision:- As the manager has decided which step to take, it is time to implement the decision. He shall inform all the employees by arranging a meeting and letting them know about the crisis of the airlines and the step he is about to take.