



Iqra National University, Peshawar
Assignment 2020
Course Title: Human resource management

Note: Attempt all questions

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This assignment is based on Airline businesses, as the novel coronavirus COVID-19 continues to cause economic and social turmoil across the globe, the airline industry is suffering particularly acute hardships.

1. Being visionary leaders how are they managing the staff? Find out how airlines are maintaining the staff salaries. (Name the airline and be specific)

ANSWER

- Being a visionary leader in this pandemic situation managing staff is very hard. First of all I would have trained the employees, Aviation crew and ground personnel should receive training on how to recognize the signs and symptoms of COVID-19
- Being a visionary leader I would have made sure that communication is most effective and transparent in this pandemic situation.
- Routine cleaning procedures will suffice if there is no passenger who developed or showed any of the COVID-19 symptoms. However, if there is a passenger who developed or showed any symptom during or immediately after the flight, more stringent cleaning procedures should be applied

Airlines managing employees salaries

- A) **Trujet** reduces salaries of employees by minimum 50%
- B) **SpiceJet** to pay part salaries to 92% of employees, they didn't do any job cut as such.
- C) **Norwegian Air** is paying their employees salaries, no incentives are given as such.

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

ANSWER

Figurehead – As a manager, he will have social, legal responsibilities. He will be a source of inspiration. People look up to the manager as a person with authority, and as a figurehead in airlines.

Leader – This is where the managers of airlines industries provide leadership for his team, his department or perhaps his entire organization, and it's where the manager manage the performance and responsibilities of everyone in the group at the airline industry.

Liaison – Managers must communicate with internal and external contacts at the airlines, the manager need to be able to network effectively on behalf of his organization.

Monitor – In this role, the manager should regularly seek out information related to his airline industry, looking for relevant changes in the environment because of covid. The manager should also monitor his team, in terms of both their productivity, and their well-being.

Disseminator – This is where the manager communicate potentially useful information to his colleagues and his team related to covid so they can work better.

Spokesperson – Good managers will represent and speak for airlines. In this role, manager's responsible for transmitting information about his airline and its goals to the people outside it.

Entrepreneur – As a good manager, he should create and control changes within the organization. This means solving problems which in covid are increasing on daily basis, generating new ideas, and implementing them so that it's beneficial for the airline.

Disturbance Handler – When an organization or team has issues especially looking at the covid situation there are many problems and hurdles, it's the manager who must take charge. The manager also need to help mediate disputes within it otherwise the situation can get worst.

Resource Allocator – The good manager also need to determine where organizational resources are best applied, in covid resources have become scarce, for a good manager in airlines it is required that he allocates proper distribution and not to think about personal bias. This also involves allocating funding, as well as assigning staff and other organizational resources.

Negotiator – At this situation of covid many disputes and issues has arrived , for good manager he should be needed to take part in, and direct, important negotiations within your team, department, or organization so that the airline can run smoothly without a great loss.

3. Based on four skills of management, Conceptual, Interpersonal, Technical, Political how will you run airline business.(concept based answer)

ANSWER

In this outrageous situation of covid the managers are facing many hurdles and issues, running an organization like airline is not easy.

Being a manager for the **conceptual** part I would see all this as a “Big Picture” which means is that my thinking would not be limited to covid or the issues, I would be conceptualizing the elements of this problem not just the issues. The benefit of conceptualizing the elements is that I can find the solutions of the problems which would arise.

Being a manager for the **interpersonal** part I will make the process of communication transparent, which means that all the communication in my airlines would be clear and understood by everyone. Easy flow of information form one department to another. Because communication is a vital part in any business and if miscommunication occurs it brings a lot of misunderstanding with it.

Being a manager, for the **technical** part I will make sure that the lower staff with are mostly technical are doing the best they can give especially in the situation like Covid. I will have the best technicians on my hand who I can rely on because in the industry like Airlines there are many things that are done by engineers and people with technical skill.

Being a manager, for the **political** part 1st I will insure that no organizational politics are taking place, and none of my employees are being part of it, because organizational politics bring disasters in one’s workplace. 2nd I would keep a check on the government as well. Their policies change day after day, keeping an eye on it is very essential because on wrong move and we can end up in trouble with a high fine by the government.