

Name: Hassan Mudassir

ID: 13003

Course Title: Principle of Management

Q1) Being visionary leaders how are they managing the staff? Find out how airlines are maintaining the staff salaries. (Name the airline and be specific)

Ans) Most airlines are managing staff by developing working shifts since work is not too much, lowering employees' salaries, as well as transforming passage flights to cargo flight to ensure continuous income for employees. Some excellent examples are JetBlue Airways and the Southwest Airlines. Airlines do not have any inflow of travellers, so, they can change employees shifts to ensure each get a chance to be paid for a few days works. A good example, is Kenya Airways.

Another way Airlines are managing is through lowering employees' salaries. Some companies such as Southwest Airlines have lowered the salaries paid to employees to reduce the extent of losses.

United Airlines said in a letter to their employees that a decrease in flight demand may continue into the summer and might affect the airline workers' pay, although the company said it is doing the best they can.

Finally, companies such as Kenya Airways (KQ) and JetBlue have considered transforming passage flights to cargo flight to ensure continuous income for employees.

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

Ans) The ten managerial roles of Mintzberg with regards to an airline management are briefly discussed below:

- 1) Figurehead:** the airline manager usually acts like a legally and socially responsible figurehead presenting a good image of the overall airline.

2) Leader: The airline management provides the overall direction and vision to the whole airline company. They create the long-term plans for the company and create strategies that can help in growth and expansion.

3) Liaison: The airline management work as a liaison with the internal and external stakeholders of the airlines. The aim is to remain aware of everything and create lasting relationships with the stakeholders.

4) Monitor: The airline manager monitors the external and internal environment for changes so that the airlines management can change their strategies accordingly.

5) Disseminator: The airline management is responsible for disseminate the required useful information to the right people.

6) Spokesperson: the airlines management speaks on the behalf of the organization. They provide the public with answers on behalf of the organization.

7) Entrepreneur: The airlines management is responsible for coming up with new ideas that can help the company expand in unique ways and stay differentiated from competitors.

8) Disturbance Handler: the airlines management is responsible for handling any disturbances including any issues with the staff or any lawsuits.

9) Resource Allocator: the airlines management is responsible for allocating the required resources to each and every project or operation going on in the airlines.

10) Negotiator: the airlines management acts as a negotiator on behalf of the organization with any party including the labor union.

Q3) Based on four skills of management, Conceptual, Interpersonal, Technical, Political how will you run airline business.(conceptual answers only)

Ans) This is a personal experience:

Olympic Airways was done going to fly their US/Canada-Greece courses, and I figured it would leave a vacuum in the market (which it did), all the more explicitly the accompanying courses: ORD-ATH-ORD, IAD-ATH-IAD, JFK-ATH-JFK (among Athens and Chicago, Washington DC and New York JFK). In 1999, it was only a thought, which was soon to change. In the spring of 2000, while burdening to the door at LAX, I saw the blue attire of the A340 Air Tahiti Nui from my seat by the window. I did some exploration on the carrier, and discovered, in 1998, Air Tahiti Nui, or "TN", began long stretch administrations flying from Pipette (capital of French Polynesia) to Los Angeles and Tokyo with two A340s. Their plan of action was like what I needed to do over the Atlantic, the main contrast being TN flew over the Pacific. Mr. Nelson Levy, the organizer of Air Tahiti Nui, was an extraordinary, charming, man of his word in his 40s. You could never see his 5'7" tallness since his character was overwhelming. He had the option to get subsidizing from the French Polynesian government for his carrier and wound up taking an enormous lump of the offers. He despite everything kept minority share and the CEO title-mail trades among us prompted phone discussions. Mr. Toll, imagined with me in 2000 (above) at TN's central command, with the Air Tahiti Nui uniform out of sight and me holding the Alas attire plan.

Explanation: Mr. Duty gave me the endowment of full access to his whole association in Pipette. He furnished me with an unfilled work space at TN's base camp, at no charge, and permitted me to meet with the different divisions, kind of a brooding set-up. It was genuinely extraordinary. In the range of around eight months, I had the option to go to and for to Pipette (I just needed to pay the assessments for the business class seat) and set up my strategy, and in particular, chip away at the numbers. The showcase investigation demonstrated courses to/from Athens to/from different urban areas in the United States and Canada to be gigantically under served for business explorers, vacationers and "VFRs" or Visiting Friends and Relatives. (The investigation additionally demonstrated Athens-Sydney/Melbourne/Johannesburg under served as well.) Boeing's North American deals office loved the idea. I began working with Boeing to make sure about two 767-300ERs financed by GE Capital (TN aided the procedure) and other subsidizing sources. As the undertaking began to appear, it changed to two 777-200s.

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

Ans) It is centralized. In an airline business, decision making is based on many factors like regulatory compliance and policies that each airline must abide to facilitate or offer services to customers. Airlines personnel like pilots must confirm and ask guidance from the control tower or management before when in line of duty rather flying before engaging in any personal decision concerning flights or emergencies. In airline business, decisions are collective or based management centralized to help make most suitable decisions that are align with civil regulators or agencies like International Civil Aviation Organization.

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

Ans)

1. Identify the decision

To make a decision, you must first identify the problem you need to solve or the question you need to answer. Clearly define your decision. If you misidentify the problem to solve, or if the problem you've chosen is too broad, you'll knock the decision train off the track before it even leaves the station.

If you need to achieve a specific goal from your decision, make it measurable and timely so you know for certain that you met the goal at the end of the process.

2. Gather relevant information

Once you have identified your decision, it's time to gather the information relevant to that choice. Do an internal assessment, seeing where your organization has succeeded and failed in areas related to your decision. Also, seek information from external sources, including studies, market research, and, in some cases, evaluation from paid consultants.

Beware: you can easily become bogged down by too much information—facts and statistics that seem applicable to your situation might only complicate the process.

3. Identify the alternatives

With relevant information now at your fingertips, identify possible solutions to your problem. There is usually more than one option to consider when trying to meet a goal—for example, if your company is trying to gain more engagement on social media, your alternatives could include paid social advertisements, a change in your organic social media strategy, or a combination of the two.

4. Weigh the evidence

Once you have identified multiple alternatives, weigh the evidence for or against said alternatives. See what companies have done in the past to succeed in these areas, and take a good hard look at your own organization's wins and losses. Identify potential pitfalls for each of your alternatives, and weigh those against the possible rewards.

5. Choose among alternatives

Here is the part of the decision-making process where you, you know, make the decision. Hopefully, you've identified and clarified what decision needs to be made, gathered all relevant information, and developed and considered the potential paths to take. You are perfectly prepared to choose.

6. Take action

Once you've made your decision, act on it! Develop a plan to make your decision tangible and achievable. Develop a project plan related to your decision, and then set the team loose on their tasks once the plan is in place.
