

Name Syed Muhammad Salman Khan

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Submitted to:Mam Zarpash Zaman

Id:13662

Final Term Assignment

Q1: Do you agree that good communication reduces uncertainty; in your opinion could it have saved Pan Am?

Answer(1):

Effective communication is about over just exchanging information. It's about understanding the emotion and intentions behind the data. moreover as having the ability to obviously convey a message, you wish to also listen during a way that gains the total meaning of what's being said and makes the opposite person feel heard and understood.

Communication plays a fundamental role all told facets of business. it's therefore vital that both internal communication within your organization additionally because the communication skills of your employees are effective. Effective Communication is vital for the event of a company. it's something which helps the managers to perform the fundamental functions of management- Planning, Organizing, Motivating and Controlling. Communication skills whether written or oral form the idea of any endeavour. Thus, it may be said that effective communication is that the building block of a company. Pan Am communicated in an exceedingly good manner and provided good information at that point it might have saved them from falling into crisis, but Pan Am's failure to supply information in an exceedingly timely way resulted media specializing in victims' families. As a results of the data vacuum, rumour on the reason behind the explosion thrived. Effective communication may be a basic prerequisite for the attainment of organizational goals. No organization, no group can exist without a communication.

Q2. Based on the case study do you think Pan Am was flexible in their decision making?

Answer(2):

The terrorist bombing of Pan Am Flight 103 in December 1988 was one among the biggest loss-of-life transport incidents of the last decade and had serious implications for the integrity of the corporation. The bombing, whilst a discrete crisis event in itself, was a part of a extended history of crisis through which the corporate had passed. Pam Am wasn't flexible in their deciding they might have made better decisions during the gyrate phase. Internationally the airline had built up a formidable route network but senior executives had realized for a few time that the way forward was to extend the feeds to those services..The inconvenience to passengers of getting to alter from a 'domestic 'airline to Pan Am for international travel was sustainable within the marketplace only as long as regulation was in situ on international routes. the dearth of adequate domestic feeder flights following the arrival of deregulation, combined with the issues arising out of the ill-fated acquisition of National, bode ill for Pan Am's and created the potential for crisis which was incubated during the rest of the last decade.

Q3. In your opinion where do you think they made a mistake that caused the failure to the airline.

Answer(3):

Pan American World Airways is understood as a logo of the historic days of aviation. While the airline was the most important international carrier within the u. s. until its demise in 1991, it had been a founding member of the IATA. At its peak the airline also set two round the world records, both using the B747. The airline was fairly old when it ceased operations because of bankruptcy. In sharing the shame and blame of the December 1991 demise of Pan American World Airways, some say that the company's long slide started with founder Juan Terry Trippe, viewed by many as arrogant in conducting business and who never planned for a certified, long-term successor. another reasons for the company's downfall came from more fundamental causes, like poor management, deregulation, unions, apathy etc. I'd say that the tip wasn't all that easy. The U.S. government's refusal to permit Pan Am a connecting domestic-route network during the late 1940s – at a time when domestic-based Trans World Airways and various blossoming foreign carriers were awarded international route authority over routes most of which Pan Am had pioneered – started the start of the top.

Q4. What can you generalize from the case study based on information, was it a group culture organization?

Answer(4):

We could generalize from the case study supported information that the organizational culture represents common perception, this was made clear once we defined culture as a system of shared meaning. we must always expect, therefore that individuals with different backgrounds will tend to explain organization's culture in similar terms. The organization promote cooperation among the countries of Latin American and also the U.S. it absolutely was established (as the International Union of Yankee Republics) at the primary Pan-American conference, which was called by U.S. secretary of state so as to succeed in agreements on various common commercial and juridical problems among the countries of solid ground.

Q5. Write a summary of the case study and be more specific on what you understood out of this study.

Answer(5):

This paper employments well known cases to investigate the reasons for this centre on disappointment and proposes ways for directors to move past boasting to secure honest to goodness learning and competitive advantage from the antagonistic encounters of others. Discoveries, though numerous industry cases are self-serving and inclined to shrewdness after the occasion, there's a developing body of definitive case-books and other fabric which can give valuable assessment and bench-marking for an organization's claim action, both inner and outside. This paper tells us the taking after fundamental reasons for downfall of Dish American World Airways:

Monopolies, within the case of Skillet Am courses allowed after WWII, advance squander and resistance for the status qua, and lead to inevitable demise

Rigid work rules related with over abundance unionisation lead to inevitable demise.

Organizations that are built on the quality of a single pioneer, Juan Trippe, in the long run come up short with no solid pioneer to follow...“ No one who followed Juan Trippe had the foresight to do something strongly positive.”

Laborers who see the source of their salary coming from the company rather than from serving the client will in the long run fail. Ignoring little competitors seen as unimportant will lead to possible demise. Finally, can't recoil your way to greatness—selling off beneficial routes—instead of vital changes will lead to inevitable downfall.

