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Section

'A'

Subject

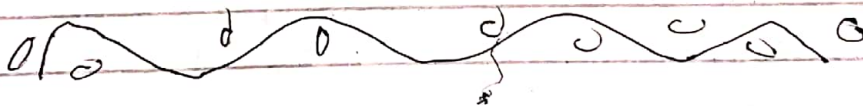
Principle of
Management

Paper

Final Term

Date

26/06/20



Q1.

Ans 1. Singapore airline

a) Leaders how are they
managing the staff?

Leaders are people who do
the right things. Managers
are people who do

things right.

⇒ Successful delegation starts with matching people and tasks. So you first need to explain what your team's role and goals are. A good way of doing this is to put together a team charter. We set out the purpose of the team and how it will work. Not only does this help you get your team off to a great start it can also be useful for bringing the team back on track if it's veering off course.

D) Singapore ^{airline} maintaining the stable Salaries.

As Covid-19 cases in Singapore continue to rise businesses are grappling with financial impacts of the coronavirus outbreak.

this is turn may effect workers, as some companies take measures such as salary or hiring freezes.

A Salary freeze is when a company suspends giving wages increases to employees for a period of time to handle financial constraints. Likewise a hiring freeze means that a company temporarily stops all non-essential hiring to reduce costs in some.

In some cases companies impose pay cuts on upper-level management in order to ensure that employees can keep their jobs. However as the impacts of the global outbreak deepen, some firms eventually resort to laying off staff.

Q9

Ans:

Ten Managerial Roles
of Mintzberg.

The Ten roles are then
divided up into three
categories as follows.

- a) interpersonal figurehead
- b) informational monitor
- c) ~~inter~~ decisional.

1) Figurehead:

In our airline business
the figurehead performs symbolic
legal or social duties.
All social, inspiration, legal
and ceremonial obligation

examples:

Meet visitors, Sign legal
documents attends ribbon cutting
ceremonies host receptions.

(2) Leader:

The leader builds relationships with employees and communicates with motivate and coaches them in our airline business.

Example:

includes almost all interactions with subordinates.

(3) Liaison:

In our airline business the liaison maintains a network of contacts outside the work unit to obtain information.

Examples:

Business correspondence participation in meetings with representatives of other divisions or organizations.

(4) Monitor:

The monitor seeks internal and external information about issues that can affect the airline business.

Example:
Scan/read trade press periodicals reports. Attend seminar and training.

5) Disseminator.

transmits information internally that is obtained from either internal or external sources. highlights factual or value-based external source into the airline business onto Subordinates.

example:

Sends memos and reports. Inform staff and Subordinates of decisions.

6) Spokesperson.

the spokesperson transmits information about the airline business to outsiders. serves in a PR capacity by informing and lobbying others to keep key stakeholders updated about the operations of the airline business.

example:

and Press on memos, reports information materials. Participate in conferences.

7) Entrepreneur

The entrepreneur acts as an initiator, designer and encourages change and innovation. Roles encourage manager to create improvement project and work to elaborate.

example, 1

plan implement innovations for the future.

8) Disturbance handler

The disturbance handler takes corrective action when the organization faces important unexpected difficulties.

example: 2

Settle conflicts b/w subordinate choose strategic alternatives overcome crisis situations.

9) Resource allocator.

The resource allocator distributes resources of all types, including time.

funding, equipment and human resources.

example:

Draft and approve of plans, schedules, budgets, set priorities.

10) Negotiator:

the negotiator represents the ~~organization~~ business in major negotiations affecting the messenger's areas of responsibility is a specific task w/c is integral for the Spokesmen, figurehead and resource allocator roles.

example 1:

participates in and directs negotiations within team, department and organization.



Q 32.

Ans Conceptual Skills.

In our airline business our staff have the abilities that allows in individual to understand complex situations to develop creative and successful solutions. In other words it's natural talent that addresses difficult scenarios with innovative approach.

2) Interpersonal Skills:

The managers in our airline business need skill w/c involves interpersonal skill are traits you rely on when you interact and communicate with others.

The cover a variety of scenarios where communication and cooperation essential.

These skills involve the ability to communicate and build relationship with others. often called people skills. The tend to incorporate both our innate personality traits and how you will be learned. effective interpersonal skills can help you during the job interview process and can have a positive impact on our career advancement. w/c will help our airline business to be successful.

3) Technical Skills.

Airline business skill basically involves the use of knowledge, methods and techniques in performing a job effectively. This is specialized knowledge and expertise for airline business which is utilized in dealing with day-to-day problem and activities.

4) Political Skills.

An airline business political skills can be described as the ability to get your own way without seeming to be selfish or self-oriented in airline business to get your share of power and authority and use it the right people and them skillfully using the connection to run own air line business.

Q4.

Business decision making in airline
centralized or
decentralized.

Ans:

In Singapore Airlines.

In Singapore airline is a

centralized. meaning it is
hierarchy structure where all decisions
and processes are handled
strictly at the top are the
executive level. The airlines
business management level manager
and employees lower in
the decision-making processes
and can rarely
implement new processes
that very off course,
without approval.

In our airlines centralized
even those decisions
regarding everyday operations

and processes are generally
decided upon by upper
level executives
operations. and processes

Processes are generally decided upon by upper level executives or the airlines owner.

⇒ lower labor costs and increased employed efficiency are what it is all about. Applying workforce management optimization software enables airline to get a higher performance from their employees and takes away the personal agenda for better operation

additional consistency is now being applied to role standards and shift standard where before you could have role standard and shift standard

for example but with different rules and team size at each station. with a centralized planning tool in place

there is now a consistent approach to these student

Overall, it addresses critical
day-to-day strategic challenges
while optimization workforce
management and end-to-end
processes for improved
productivity, staff satisfaction
customer service and
fiscal integrity.

Q51.

Six problem-solving steps.

1) Identify the problem.

in Covid-19 in this situation we will identify the problem -

⇒ No one can go ~~the~~ outside. they should wash hands and keep a distance.

⇒ if even they go they should wear a mask while performing business operation.

2) Search of alternatives:

To start a business in this Covid-19 situation we will have some alternatives which are

→ even one should we will create an online website to inform our employees.

→ all the employees in the airline business can stay home to perform their from home!

3) weigh the alternatives!
The first case of the business will run smoothly but the virus will spread in a faster and more effective manner.

in the second case the speed of virus will also be slow but it will run smoothly in the 1st case.

we will make a choice.

we will consider the second case because the virus will spread slowly in the business.

5) Implement the choices.

First we will have to plan how to run the business. So we will throw which all the activities will be done.

→ and also inform the employees/customers. to this website.

6) Evaluate the results.

The outcome of this decision is very positive because the people will be working from home w/c will give positive results and reduce the cause of covid-19 and employees will be satisfied because they are working from home.