



Final-Term

Organizational Behavior

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Question No: 01

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

Ans:

Yes, Effective communication strategies in an environment of high uncertainty can help reduce uncertainty, and build a shared relationship between leaders and employees. Well-designed and implemented strategies are associated with productive benefits, improved performance, lower costs, better morale, and lower employment turnover. In my opinion, communication was one of the reasons that led Pan am to go from catastrophe to crisis. Stakeholders' perception of the crisis organization was shaped by media coverage. The depth and intensity of the media's coverage of the crisis affects stakeholders. In times of crisis, the media was considered hostile. Because of Media's highly influential role, the company had to be prepared to gain immediate control over the flow of information in the crisis plan. If Pan Am had been well-informed and well-informed at the time, it would have saved them from falling into crisis, but Pan Am's failure to provide timely information has resulted in the media focusing on the families of the victims. Is. As a result of the information gap, rumors spread that the cause of the explosion.



Question No: 02

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

Ans:

Pam Am was not flexible in making their decisions, they could make better decisions during the turn-around phase. Internationally, the airline had developed a strong route network, but senior executives have for some time felt that the way forward is to increase feed in these services. Switching to Pan Am from a 'domestic' airline for international travel is a hassle for passengers unless there are regulations on international routes. In anticipation of disciplinary matters. However, with the advent of anomalies, the lack of feeders became a separate, rather than a potential, threat. To overcome these difficulties, Pan Am sought to develop a domestic feeder system through the acquisition of National Airlines. National's purchase was considered a strategic mistake, as the cost of acquisition was cash and due to conflicting aircraft and routes, which exceeded the inherited wage limit. In addition to the unavailability of adequate domestic feeder flights and the possibility of a crisis following regulation, the problems caused by the immovable acquisition of National by paint also created the possibility of a crisis that arose over the rest of the decade.



Question No: 03

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

Ans:

While, The powerful new jet engines, which could fly nonstop over long distances, allowed Pan Am to introduce daily flights to London and Paris. And with the introduction of economy class, Pan Am opened the world of air travel to tourists, not just the rich and famous. In 1970, Pan Am carried 11 million customers over 20 billion miles. Thinking that air travel would only continue to grow, Pan Am invested half a billion dollars in a large fleet of Boeing 747 jetliners.

But this would turn out to be a big mistake.

In October 1973, the Organization of Arab Petroleum Exporting Countries declared an oil embargo against nations, including the US, that were supporting Israel in the Yom Kippur War. By the end of the embargo in March 1974, the price of oil had risen by more than 400%. This hit Pan Am harder than other airlines because of its exclusively long-haul flights, which required more fuel.



Question No: 04

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

Ans:

While Pan Am Airways was first launched, it was strictly a group culture organization, Pan Am's performance and organizational attitude was clear. Disasters wreaked havoc over time, but the company's organizational culture values slowly and gradually faded, and before bankruptcy, it lost all its organizational values and no group cultural organization lacked communication. And planning led to its downfall. So we can generalize that it was a group culture organization but in their last days they were not, there were many blows that put an end to the kite organization.

organizational culture represents the general impression, it became clear when we defined culture as a system of common sense. We should expect, therefore, that people from different backgrounds will describe the culture of the organization in similar terms. The organization promotes cooperation between Latin American and American countries. It was established at the first American-American Conference (as the International Union of American Republics), convened by the Secretary of State to reach agreements on various joint trade agreements. And jurisprudential issues between the countries of the United States.



Question No: 05

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

Ans:

The purpose of this case study is to encourage you to understand the practical process of managing and communicating positive lessons about problem and crisis management. Unlike many areas of governance, design, methodology and perspectives, which focus on new approaches and best practices, issues and crisis management issues, often highlight “PR disasters.” This paper uses well-known examples to explore the reasons for focusing on failure and suggests ways for managers to learn from the negative experiences of others and move beyond Scandinavian Fred to gain a competitive advantage. Are Conclusions, where many issues of the industry occur automatically and are wise after the incident, there is a growing body of authoritative case author books and other materials that reflect an organization’s own activity, internal and external. Can provide useful overview and benchmarking for both. The Value of Authenticity Although educators are familiar with the use of communication case analysis, this article explores the range of case study resources published for practitioners and other managers that may be less available at the moment and how free Analysis and insight can help facilitate effective performance against accountability.

Thank You!

