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Principale of Management

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Q1 Being visionary leader, Find out how airline are maintaining the staff ~~the~~ salaries?

The covid19 pandemic has had a significant impact on the aviation industry due to the resulting restriction as well as a slump in demand among travelers.

Significant reduction in passenger number have resulted in planes flying empty between airports and the cancellation of flight which in turn massively reduced revenues for airline and forced many airlines to layoff employees or declare bankruptcy.

GoAir will cut salary at all its employees for month of may following grounding of all domestic flights in the country.

GoAir is the third airline to announce a pay cut after IndiGo and Air India which have slashed salaries to tide over Covid-19 crisis. Under the current conditions we find ourselves in we are left with no choice but to extend salary cuts for all at us for the month of June. We will ensure that lowest pay grades suffer the least. The pay cuts comes even as domestic airlines seek urgent funding from

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government to pay 50 percent of staff salaries for the next three months. Domestic flights were shut from midnight at march 24 and closure will remain in place till June.

The wadia group airline had earlier implemented leave without pay for a section of its staff and fired foreign pilots to cut costs. Later the one month leave without pay was extended to indian pilots under training or to those not released for active duties.

Q2 Based on ten managerial roles at Mintzberg, how will an airlines manages its operation?

As a manager, you probably fulfill many different roles every day. For instance, as well as leading your team, you might find yourself resolving a conflict, negotiating new contracts, representing your department at a board meeting, or approving a request for a new computer system.

Ten managerial roles

- 1: Figure head.
- 2: Leader
- 3: Liaison
- 4: Monitor
- 5: Disseminator
- 6: Spokesperson
- 7: Entrepreneur.
- 8: Disturbance handler
- 9: Resource Allocator
- 10: Negotiator.

Q - Southwest Airlines in Reference to Mintzberg's Managerial Roles.

To help analyze the role further, they are divided into three different categories

The first category includes: figure head, leader and liaison. Southwest Airlines management identifies with these role because they are successful at providing

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information and ideas. Upon further research, it is apparent that the managing director at South West have both social and legal responsibilities. They have proven to be good leaders and quality executive the people can turn to for support, thus making them good figureheads as well. South West managers are also good liaisons because their role include communicating with both internal and external contacts. They can effectively communicate/network on behalf of the airline.

The second category which includes monitor, disseminator and spokesperson. These management rolls all involve processing information. South West airline management exhibits these roles in several ways. South West managing director is accountable for all aspects of cybersecurity across South West airlines. He does excellent job at monitoring by tracking changes in his field. He is an effective disseminator because he has to collect various information from several internal and external sources to maintain the cybersecurity at the air lines. He is considered a spokesperson for all things cybersecurity across South West.

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The last category at Mintzberg's roles is the decisional category ~~in~~ includes entrepreneur, disturbance handler, resource allocator and Negotiator. All these management roles involve using information. Southwest managing director in business transformation is an excellent example of an entrepreneur. She helps provide a various amount of services that help enable and identify several business transformation ideas for the airlines. Furthermore, all the managing director at Southwest Airlines exhibit some, if not all of these decisional managerial roles.

(Q3) Based on four skill at management, Conceptual, Interpersonal, Technical, Political how will you run airlines bussiness? (conceptual answers only):

Managerial skills:-

In order to be successful in planning, organizing, leading and controlling, manager must use a wide variety of skill. A skill is the ability to do something proficiently. Managerial skill fall into four basic categories:

Conceptual skills:-

Conceptual skills include the ability to view the organization as a whole, understand how the various parts are interdependent, and assess how the organization relates to its external environment. These skills allow manager to evaluate situation and develop alternative courses of action. Good conceptual skill are especially necessary for manager at the top of the management pyramid.

Interpersonal skills:-

Interpersonal skills managers use to accomplish goals through the use of human resources. This set of skills include the ability to understand human behavior, to communicate effectively with others and to motivate individual to accomplish their objectives. Giving positive feedback to employees, being sensitive to their individual needs and

Showing a willingness to empower subordinates are all example at good human relation skills.

Technical skills:-

Specialized area of knowledge and expertise and the ability to apply that knowledge make up a managers technical skills. preparing a financial statement, programming a computer, designing an office building and analyzing market research are all examples of technical skills.

Political skills:-

Politics arises when employees try to gain something which is beyond their control by tarnishing their colleague's reputation. It has been observed that employees who are indulged in office politics pay less attention to their work. Individuals play politics at the work place when they tend to misuse their power simply to come in the limelight and gain attention at the superiors as well as the management. Nothing productive comes out of politics instead it leads to criticism and negativity at work place.

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

(A) Centralization and Decentralization are two modes at working in any organization. In centralization there is a ~~big~~ hierarchy at formal authority for making all the important decision for the organization.

In decentralization decision making is left for the lower level at organization.

Southwest airlines organizational structure promotes centralized decision-making process. As a major low-cost carrier with international operations the company has an organizational design representative at a business configuration that enables strong corporate headquarters in controlling all areas at operations.

In this structure system, southwest possess a rigid hierarchy that addresses strategic management concerns. The corporate structure facilitates the administration at aviation company's resources include human resources.

In its organizational development starting as a local carrier in Texas and now an international low-cost airlines business. Southwest has ~~largely~~ largely maintained its organizational design and its organizational structure's characteristics.

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

(A) Problem solving and decision making belongs together. You cannot solve a problem without making a decision.

Six decision/problem solving steps:-

- 1: Identify the problems
- 2: Search for alternatives
- 3: Weigh the alternatives
- 4: Make a choice
- 5: Implement the choice
- 6: Evaluate the result and, if necessary, start the process again.

Identify the problem:-

To solve a problem, you must first determine what the problem actually is. You may think you know, but you need to check it out. Sometimes, it is easy to focus on symptoms, not causes. You use a rational approach to determine what the problem is.

Search for alternatives:-

It may seem obvious what you have to do to address the problem. Occasionally this is true but most times it is important to ~~identify~~ identify possible alternatives.

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This is where the creative side of problems solving really comes in.

Weigh the alternatives

Once a number of ideas have been generated, you need to assess each of them to see how effective they might be in addressing the problems.

Make a choice

Some individual and groups avoid making decision. Not making a decision is in itself a decision. By postponing a decision, you may eliminate a number of options and alternative. You lose control over the situation. In some cases, a problem can escalate if it is not dealt with promptly.

Implement the decisions

Once you have made decision it must be implemented. With major decisions, this may involve detailed planning to ensure that all parts of operation are informed of their part in the change. The Kitchen may need a redesign and new equipments. You may have to plan for a short term closure while the necessary changes are being made.

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Evaluate the outcomes

Whenever you have implemented a decision, you need to evaluate the result. The outcomes may give valuable advice about the decision-making process - the appropriateness of the choice and the implementation process itself.