Principles of Management Unit I Essay

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The five functions of management were given by Henri Fayol; he is a management guru is known for his 14 principles of management as well. The five key management functions are still relevant and they are implemented by managers in contemporary business organizations. These functions play a vital role in the smooth functioning of the business operations of any organization. This paper seeks to explore the effective application of management functions in the aviation industry pertaining to the role of a flight attendant and cabin crew managers.

 The basic functions of management are always at play in any organization, job, and even personal life is not spare of it. These key functions are Planning, organizing, staffing, directing and controlling (Saxena, 2009). Planning is the primary function and it deals with future prospects, it is a form of organized foresight as well. Peter Drucker defined management as, *“Planning is the continuous process of making present entrepreneurial decisions systematically and with best possible knowledge of their futurity.”* A flight attendant has to plan their activities such as assisting passengers with a range of tasks; briefings about essential details, keeping a check of requirements, planning for emergencies, planning periodic trips through the vain, etc. Without effective planning by the cabin, staff can result in disruptions at the end leading to customer dissatisfaction.

The next function is organizing, which requires a formal structure of authority. The flow and direction of this authority determine subdivisions, their arrangement, and coordination. Thus organizing is a management function that determines activities directed at attaining organizational goals and objectives. It also involves delegating the authority in a cohesive manner. Cabin managers have to demonstrate effective organization skills since they have to manage flight attendants staff and maintain excellent communication with them; staff expects them to exhibit excellent supervisory skills. The third management function pertains to recruiting the right personnel based on their skills, knowledge, and abilities, to fill the structural requirements of an organization. This function emphasizes the human asset in the organization and thus requires to consider technical as well as psychological factors (Lumpé, 2016). Cabin manager and HR of Delta Airline is expected to hire the right personnel for the reason that lack of competency of any employee can make the organization bear grave consequences and customer churn as well.

Effective management also involves direction, leadership, and communication. Leadership is all about influencing followers and subordinates to align their personal goals with the organizational goals. It also involves effective communication and motivation of employees towards excellent performance (Saxena, 2009). The leadership skills of cabin crew managers are imperative since they have to manage the entire staff for the operational efficiency of the flight and flight operations. Besides, overseeing subordinates is also an essential element of this management function. The last function of management is Controlling; a method of matching the accomplishments with the standards to assess any deficiencies and deviation. At this stage, actual performance is matched with the expected or standard performance followed by corrective action. Controlling is an essential function of cabin crew managers and flight attendants; they must assure that every procedure is in line with the standards and assess the need to take any corrective action in case of misalignment of standard and actual performance. Flight attendants also have to inspect if the requirements regarding luggage, food and other regulatory requirements have been fulfilled or not. In case of non-compliance at the passengers’ end, cabin crew staff is responsible. Likewise, managers are also expected to ensure standards are met to reduce the likelihood of accidents.

# References

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