

Organisational Structure and Culture- Jet2hholidays Ltd

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Introduction

For a company to be successful, it is critical to have a clear understanding of what constitutes its organisational structure and culture. Knowing the distinction between an organisation's organisational structure and culture is essential for a business owner or operator. The organisation and its employees will determine the optimum organisational structure (Chi6n et al., 2019, p143-172). For a company to be successful, it needs a well-defined organisational culture and structure. The objectives of the business are reflected in an organisation's culture. Unwritten regulations govern the company's dress code, work ethic, and fundamental structure. New employees frequently must understand and adhere to these standards to integrate into a company's culture. The company's norms and expectations are shaped by its foster culture (Frosdick, 2019). This report aims to critically analyse the suitability of the organisational structure and culture of the Jet2holidays airline company in enhancing organisational performance to achieve the set goals. Moreover, the report will also examine the influence of individual behaviour at Jet2holidays based on behavioural theory.

Organization Structure of Jet2holidays

Jet2holidays is an airline company based in the United Kingdom, offering airline leisure services at reduced costs to customers worldwide (Jet2holidays, 2022). The company's structure allows for rapid expansion, which is essential to the company's success in ensuring customers' needs are fully satisfied. The organisational performance of Jet2holidays is dependent on the proper laid down organisational structures and transparent cultures that define the company's set goals. Effective organisational structures and cultures have enhanced the company's performance in the recent past (Frosdick, 2019). The organisational structure of Jet2hoildays is made up of proper relationships within the company, group personnel, structured services, and resources. Developing an excellent organisational structure is made possible through an effective organisational design structuring how Jet2holidays aims to meet set objectives and goals.

In Jet2holidays, the organisational structure is a support framework that fosters advancement in technology for the company. Technological advancement is mandated to

facilitate services delivered to customers, including easing online booking of flights, regulating prices charged to customers to prevent discrimination in flight charges, and even developing a proper system navigatable by customers when they opt to book flights online (Gochhayat et al., 2017). The organisational structure of Jet2holiday is designed to provide employees with more clarity, assist with the management of expectations, facilitate improved decision-making, and guarantee consistency. In the Jet2holidays, organisational charts are used to delegate responsibility, coordinate workflow, and monitor the progress of critical projects to ensure they are completed on time. Employees are better able to concentrate on their work, which results in increased output (Keith and Gubellini, 2018). Besides, a properly implemented organisational structure framework can motivate people working inside the organization (Janicijevic, 2020). Jet2holidays majorly stick to a hierarchical structure when designating duties and responsibilities within the organisation system that is geared towards achieving the company's set objective.

Hierarchical structures are a sort of organisational system adopted by Jet2holidays airline company. Within an organization, a hierarchical structure acts as both the steering wheel and the communication channel, allocating responsibilities and functions (Janicijevic, 2020). The distribution of roles from the top management, which is accountable for all important executive strategy decisions, demonstrates that Jet2holidays' organisational structure is very hierarchical. Despite this, the organisational structure of Jet2holidays has enhanced productivity thanks to the strengthening of proper performances, which can be attributed to the presence of good leadership within the organization. Because every group member knows their specific functions, the potential for conflicts of interest is significantly reduced. Customers can easily access the services such as flight ticket bookings and even payment of the same services at reduced charges because the airline company now has increased cooperation and coordination among its various divisions, such as core technology departments, to control the online technological systems effectively (Keith and Gubellini, 2018). The function-based classification used by Jet2holidays' upper tier of the company structure is a feature derived from the functional organisational structure. This feature has shown to be more effective in assisting the company in accomplishing its objectives.

The organisational structure is acceptable in that it enhances divisions based on the flight costs while also providing clarity on the destinations and arrival timings. The organisational framework of Jet2holidays is subdivided into several levels based on the categories of services offered. It is a feature of divisional organisational structures designed to facilitate and enhance sales for the airline sector. The firm's upper management is responsible for monitoring the provision of various products or services to the company's clients (Frosdick, 2019, p43-57). This part of the organisational framework is responsible for the overall management of the company's specialised services, such as the supply of accommodations for passengers while on board. The goal of Jet2holidays plc's business expansion plan is to grow the company through mixtures of natural growth and the delivery of high-quality service. In all aspects of the company's operations, the organisational structures have been thoughtfully designed to make it their top priority to go above and above the requirements and standards the company's clients set.

The airline industry has adequate needs met by the organisational matrix from a functional standpoint. The powerful operational matrix Jet2holidays possesses interconnectedness of the many components that make up the organization to improve performance. Upper management is responsible for directing tasks in a functional organisation, while project directors are delegated the appropriate amount of responsibility and control (Nicolas, 2015, p208). Consequently, the organisational structure of Jet2holidays is created to encourage the transmission of information that is important for the innovation processes. The organisational structure makes it easier for the airline service department and senior management to coordinate their efforts, improving communication clarity and how passengers are directed. Moreover, with an organisational structure, the company can keep up its rigorous innovation processes, stimulating the branding of services for customers to have a comfortable flight(Schein, 2017). This systemic quality adds to the effectiveness and speed with which innovation processes are carried out, hence increasing the primary strengths of the market to provide appropriate airline services to passengers.

Organisational Culture of Jet2holidays Company

The culture of the Jet2holidays organization is significant to the progress and expansion of the corporation. Organisational culture, often known as corporate culture, is the culture

maintained within a company, including the business's philosophy, values, attitudes, and practices connected to those areas (Chi  n et al., 2019, p143-172). As seen in the context of this business evaluation, the organisational culture at Jet2holiday makes it possible for the company's human resources to contribute to advancing a variety of strategic goals. For instance, the company's cultural traits match how people execute jobs and connect in the organisation. The cultural framework of Jet2holidays is made up of many different beliefs, values, rituals, and symbols. These cultural frameworks control how people inside the organization do their daily business to facilitate its progress toward achieving its objectives (Frosdick, 2019, p43-57). The Jet2holidays airline industry's organisational culture unites its personnel and gives the company a sense of purpose.

Some of the organisational culture in Jet2holidays is dependent on the environment serving the operational background of the company, its objectives, employees' beliefs, and even company managerial styles. For instance, companies like Jet2holidays that have traditional hierarchical and well-structured organizations often follow a culture characterised by stringent control measures. Employees are expected to follow all standard operating procedures while rigidly adhering to the established organisational hierarchy and clearly defining their particular roles and responsibilities.

In addition, Jet2holidays, which works in a competitive market, has rigorous hierarchies and follows a competitive culture in which the emphasis is placed on establishing and maintaining relationships in the global market. In this situation, the objective of the approach is to achieve a competitive edge over the other companies in the industry (Davis et al., 2020, p323-344). The collaborative culture is another organisational style of life that the Jet2holidays company is also embracing, and it is relevant to the stated goals of the airline service industry. This results in a decentralised workforce, with interconnected units functioning together to discover solutions to challenges. The culture at Jet2holidays is directly tied to the company's performance, which determines whether or not the company successfully meets its objectives. Strong organisational cultures, such as the one that exists at Jet2holidays, are indicators that the company's employees share similar worldviews and adhere to the same moral and ethical standards (Gochhayat et al., 2017). In addition, the connections between the team members allow

them to steer clear of disagreements and maintain concentration on the tasks at hand, ultimately leading to excellent results for the airline company. Besides, strong corporate cultures make it simpler to communicate roles and duties to all personnel inside an organization, which helps to reduce the number of internal conflicts of interest. Furthermore, workers know the requirements placed on them, the criteria used by management to evaluate their output, and the various incentives at their disposal.

Factors Influencing Individuals' Behaviours at Jet2holidays Based on Behavioural Approach

According to behavioural theory, it is possible to describe and explain psychological occurrences in terms of performance measures behaviour and its correlations with external changes and circumstances (Davis et al., 2020, p323-344). Because human behaviour is learnt, it follows that any habit can be unlearned, and in its place, other behaviours can be learned. The behaviourist approach to studying human behaviour focuses primarily on characteristics of behaviour that can be observed and quantified. The behaviourist perspective on employee development sees growth as an ongoing process, incredibly observant in achieving set goals (Izadikhah et al., 2017, p590-595.). It is also a generic strategy utilised in various situations, including clinical and educational environments.

Employees of Jet2holidays airline operations, specifically pilots, cabin attendants, and ground service agents, are working to improve the corporation's efficiency. Employee behaviour regarding their job performance is a crucial factor in the overall operation of an organization. The behaviour theory demonstrated that workplace performance is strongly connected with organisational behaviour, driven by organisational culture, organisational structure, workplace atmosphere, and the leadership and teaming process (Keith and Gubellini, 2018). Based on behavioural theory, individuals' behaviour in the workplace is influenced by factors such as organisational culture, effective communication channels, job duties and responsibilities, leadership, personal life, and work relationships, among others. Human resource professionals placed the value of training and development in the second position (Gochhayat et al., 2017).

However, employees ranked the importance of remuneration in second place and growth and learning as the least important.

Jet2holidays performance has been influenced by internal and external factors impacting individuals' behaviour. The Effective Communication website is an essential component at Jet2holidays, which has played a role in defining individual behaviour in terms of how employees relate to one another and conduct themselves while working for the company, as well as how they participate in the activities of work groups (Janicijevic, 2020, p35-60). It is essential to have an understanding of how individuals and groups engage in the workplace to have the ability to influence organisational change. The company Jet2holidays has recognised the significant impacts of individual workplace behaviour to control and regulate how the company runs; as a result, the company's performance has improved significantly. Individual behaviour in Jet2holidays is influenced by many aspects of the organization, including the structure of the business, its policies and procedures, the efficiency of management, and interactions between coworkers (Schein, 2017). Employees have been motivated to work harder due to all of these factors, or they have been disengaged. The Jet2holidays firm has been more sustainable and effective due to a better understanding of extracting the most excellent performance out of its workforce.

In addition, an individual's personality has been seen to be a factor that influences their behaviour when working for the Jet2holidays firm. Every person has their one-of-a-kind mannerisms and ways of thinking about the world. They are the factors that decide the characteristics of an individual's personality. People can be calm, assertive, and ambitious, among other things. All of these traits result from the environment's effects or inherited features. Characteristics of an individual's personality are conveyed to the organization by how they engage in their employment at Jet2holidays.

Conclusion

Organisational structure and culture are essential aspects of an organisation. They are the framework for assessing an organisation's activities and how objectives are set to be achieved. Jet2holidays has recently acquired outstanding performance in the airline industry with its strong alignment of structures and cultures defining its goals. Moreover, individuals' performance in the

workplace is directly involved by understanding their personalities that are influenced by their behaviours. Their behaviours enhance productivity in the workplace. Therefore, Jet2holdays to ensure organisations set goals are achieved should give a clear structural layout and proper cultural practices aligned to the purposes for increased performance. Furthermore, for the airline company to remain competitive globally, individual behaviours should be understood by the hiring department should understand the factors influencing the personalities.

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