

BA Business Management

LCBB4003 Introducing the Modern Workplace

Assessment 2 – Organisational Behaviour in the airline sector – BRITISH AIRWAYS

GROUP REPORT

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Table of Contents

<i>Introduction.....</i>	<i>3</i>
<i>Section 1 – by CONSTANTIN GABRIEL TACEA</i>	<i>3</i>
<i>About British Airways.....</i>	<i>3</i>
<i>History.....</i>	<i>3</i>
<i>Current operations</i>	<i>4</i>
<i>Section 2- by GABRIEL URICU.....</i>	<i>6</i>
<i>Section 3- by DIMA SUARES</i>	<i>8</i>
<i>Factors that influence team and group behaviour</i>	<i>8</i>
<i>Section 4- by LAURA ANDREEA DORU.....</i>	<i>11</i>
<i>ANALYSE THE DIFFERENT TASKS AND SKILLS.....</i>	<i>11</i>
<i>Section 5- by ALICE-ANA-MARIA CASOTA.....</i>	<i>14</i>
<i>Conclusion</i>	<i>18</i>
<i>GROUP PRESENTATION</i>	<i>18</i>
<i>Reference</i>	<i>21</i>

Introduction

Corporate objectives are required for companies to have guidance. Such direction is provided by the planning process. This is impossible to figure out if a company seems to be on course to achieve its objectives from such counsel. By acting like a comprehensive international airline, British Airways gained market share (Steiner, 2014). A wide international trail infrastructure is already built by the British airways. Those elements offer given the company the best chance of leading the airline industry in the UK. Moreover, its wide-ranging infrastructure provides given this a position in the world marketplace. This essay will focus on the relationship between their structure and performance, managerial skills and activities, as well as leadership.

Section 1 – by CONSTANTIN GABRIEL TACEA

About British Airways

By acting like a comprehensive international airline, British Airways gained market share (Steiner, 2014). A wide international trail infrastructure is already built by the British airways. Those elements offer given the company the best chance of leading the airline industry in the UK. Moreover, its wide-ranging infrastructure provides given this a position in the world marketplace. An international scheduled airline network is operated by British Airways, a subsidiary of International Consolidated Airlines Group S.A. (ICAG). British Airways provides regular passenger and freighter services. Airbus, Boeing, and Embraer planes make up the airline's fleet. British Airways planes can fly long and short distances. In addition, insurance, vacation packages, airline marketing, and aircraft maintenance are all provided by the business. The company's headquarters are in London, and it has a strong presence at Gatwick, Heathrow, and London City airports. Located in the city of Harmondsworth in the United Kingdom, British Airways has its headquarters. Using more than 1,000 planes and 441 airports in 86 countries, British Airways ferries 95 million passengers each year (Airways, 2017).

History

The national carrier aircraft of the UK includes British Airways (BA). Its major hubs are Heathrow airport and Gatwick airport, England. It was first founded on 5th October 1916, later

it was owned by the British government on 31st March 1974. The headquarters are located in London (British Airways, 2022). Due to challenges encountered by BOAC as well as BEA when trying to secure air rights via the British territory in Cyprus, recommendations to build a combined British carrier that included the resources of BOAC or BEA had been initially put out in 1953. British Overseas Airways Company as well as British European Aviation services, two government-controlled aviation firms, along with two local carriers, Cambrian Airways as well as Northeast Airways, were managed by such British Airways Commission, which again was founded by the British government in 1974 (Simons, 2020). British Airways was created on March 31, 1974, by the merger of the four businesses. Based on preceding businesses, it declared 2019 to be its centennial. BA became privatised in February 1987 as the sector of the Conservative administration's larger reform strategy for over thirteen years like a state-owned enterprise. Dan-Air in 1992, British Midlands Global in 2012, as well as British Caledonia in 1987 all contributed to the airline's growth.

However, the individual identity of every aircraft had been temporarily preserved, after two years the British Airways Council united its marketing, formally forming British Airways as the airliner on March 31, 1974. In 1976, the British cabinet approved their flying legislation to ensure that the two sectors will not be prolonged on long-distance trails after two years of extensive rivalry against British Caledonia, the meanwhile largest airline within Great Britain at that time (Shibata, 2019). The Aerospatiale-BAC Concorde, which was managed by British Aviation and Air France, made history in January 1976 when it traveled through Heathrow Airport towards Bahrain's international airport for the first supersonic commercial plane ever. The British Conservative administration gave the airlines instructions in 1981 to get ready for private ownership. Sir John King, who would eventually become Lord King, had been chosen to serve as chairperson including the responsibility of returning the airliner to prosperity (Corke, 2021). King had been recognised for turning British Airways became one of the largest successful airline companies throughout the globe at a time when numerous other airline companies were having trouble. The national airline had been privatised as well as launched on the London Stock Exchange in February 1987.

Current operations

British Airways, a major international airliner as well as the national carrier of the UK, has been taking passengers where they require to go for greater than one century. By placing consumers as well as sustainable growth at the core but also delivering an excellent customer

experience, the company links Britain including the rest of the globe as well as the globe with the UK (Berenbak, 2014). The airline operates out of London Heathrow, the biggest global airfield in the entire globe, as well as flights to over 170 locations in 70 distinct countries. Their travel advice is being found online. The A380, as well as 787, are two of the approximately 280 airplanes in British Airways' fleet. The carrier transports almost 40 million passengers annually, as well as provides these passengers with 35 million mugs of tea, and 36.5 million meal plans, including 3.7 million wine bottles every year.

Registering using British Airways has the following advantages:

- All-in airfares
- All lengthy trips are provided with complimentary refreshments as well as snacks.
- Complimentary position choice up to 24 hours before take-off
- Check-in is completely complimentary (Prassl, 2021)
- Airlines to well-traveled destinations near the locations that people would like to visit
- Round-trip prices for day trips to well-known European locations

Nowadays, British Airways employs about 40,000 people, comprising 15,000 cabin personnel, 3,600 pilots, and 5,500 engineers. Additionally, the company includes openings for bachelor's or over 150 openings for apprenticeships each year.

The 100th century of British Airways was observed on August 25, 2019. The firm's history begins with the inception of commercial flight (British Airways, 2022). Airline travel must have altered drastically since the introduction of the initially scheduled air transportation on August 25, 1919. The British Airways Legacy accumulation seems to be a sizable data repository documenting the establishment, growth, or even activities of British Airways along with its business sets, in addition to souvenirs including antiques. Along with a sizable archive of planes and helicopters including photos, upwards of 130 costumes dating from the 1930s to current have been maintained.

Since it prevented significant mobility for nearly two years, the COVID-19 epidemic must have continued to represent the most difficult time in BA's 102-year period (British Airways, 2022). They were able to successfully navigate this emergency thanks to such commitment as well as the fortitude of the co-workers throughout the aviation industry, who implemented new necessary precautions, continuously reviewed the schedules to adapt to the significant variations in prohibitions, as well as worked nimbly to boost air travel to nations even before

prohibitions were relaxed. They kept giving potential consumers options, letting them change scheduled flights to another day or location or take a refund on future flights if indeed the epidemic interfered with existing reservations (Gaskell, 2017). Regardless of the monetary toll, the epidemic must have taken on the company; they had also kept investing in fresh planes, rooms, as well as meals, and beverages to please the clients. Additionally, they have made a significant investment in their sustainable procurement initiative, BA Improving Planet, as well as placed sustainable development at the centre of every action they take. Though British Airways has great fame all over the world, they have made several mistakes in its history. But they always tried to get off the situation, which is a very impressive point for them.

Section 2- by GABRIEL URICU

The purpose of this section is to analyse the relationship between organisational structure and organisational performance and bring contemporary approaches to organisational behaviour and the scope of its application in the organisation performing the role of a manager.

Organisational Structure

The organization's structure is a vital part of its success. One of the supporting systems for general management is the understanding of organizational structure. The organizational structure, according to Robbins, is the formal means through which tasks are separated, categorised, and coordinated (Mahmoudsalehi et al., 2012). The formal framework of task and norm interaction, as well as the associated authority that impacts how employees collaborate and use resources to achieve corporate goals, was highlighted by Usman (2011) Work units are created by dividing up the tasks that need to be completed within the company in this case. The work is then divided up among the unit's personnel in accordance with each person's unique set of abilities.

Culture and Work Performance

Employee preferences and cultural norms influence the impact of organizational structure on performance and happiness. Performance and job happiness are influenced by the structure of an organization. These effects are counter British Airways lanced by personal preferences and cultural standards. How well employees do their duties and communicate with one another is influenced by the structure of the business (Belias and Koustelios, 2014).

Structure and Provision of Goods and Services

According to Mintzeberg et al. (1979), a business is a legally created organizational structure for the provision of goods and services to customers in a nation. According to him, an organization is made up of a variety of people who work together to achieve similar goals by adopting a variety of methods to plan for the company's long- and short-term success (Lunenbourg, 2012). British Airways operates as a private sector firm because it is a public limited company (PLC). A public limited company like British Airways has shareholders who have separate legal identities from the firm, and they acquire shares in the company on the stock exchange. Shareholders will only lose their investment in the firm if the corporation fails to meet its obligations. A private company, the airline does not have to adhere to any government regulations. The company's long-term goals include making as much money as possible while still providing outstanding customer service and becoming the world's leading luxury airline (Karami, 2017).

Divisional Structure

For a company to fulfil its goals and objectives, its organizational structure is crucial. When it comes to British Airways, the hierarchies are extremely complex due to the company's flat organizational structure. The airline has developed a divisional structure as a result of its focus on the client. There are numerous advantages to this method, including clear job position identification, reduced decision-making time, and streamlined management of departments across divisions. Having a large number of people reporting to a boss increases their workload, but it can also be inefficient because it allows everyone to use their individual skills more effectively. Employees may lose motivation to conduct their jobs well if they are constantly being observed in their workplaces. Another drawback of this approach is that different departments may set their own priorities, some of which may be at odds with the objectives of others (Upchurch, 2010).

Encouraging work atmosphere

British Airways' goal is to create a work atmosphere where its workers feel valued, appreciated, and supported in their personal and professional development. Employees are British Airways's lifeblood, and the airline wants them to stay on board until the end of the journey, which is why British Airways's workplace pillar is designed to motivate them. British Airways' diversity and inclusion team came up with a business strategy that encourages all employees to identify their own aptitudes and grow their ability to reason flexibly as a result. British Airways senior-level promoters and defenders strengthen and coordinate this strategy

throughout the entire organization as a whole. As a result of this opportunity, British Airways workers' diverse requirements will be addressed. Therefore, as a necessary consequence, BA has established a strategy for dealing with disputes and bullying. Over 50 experts and mediators have been hired by British Airways to help the airline create a workplace where self-respect and devotion are hallmarks of relationships and where irritation or abuse is not tolerated (Bertillo, Julius and Salando, 2013).

When it comes to creating a healthy work environment, British Airways recognizes the importance of compensation. Employees at British Airways are committed to creating an environment in which they feel appreciated and appropriately rewarded for their contributions to the company's success. BA participates in the United Kingdom's primary funded defined benefit pension systems, the APS and the New Airways Pension Scheme (NAPS).

In early 2008, British Airways employees in the United Kingdom were able to contribute to their pensions in a more tax-efficient manner thanks to Smart Pension regulations. Around 90% of qualifying employees currently profit from this method.

Section 3- by DIMA SUARES

Managers must grasp the many impacts on and the origins of a group in order to comprehend its dynamics and what kind of productivity it will produce (Nelson and Quick, 2012). This paper will examine the elements that influence the group and team behaviour of British Airways personnel. In terms of passenger and cargo service, British Airways (BA) is the largest airline in the United Kingdom. London Heathrow and Gatwick airports serve as their primary hubs, where they conduct both short- and long-haul flights. British Airways employs more than 37,361 people (Salas, 2022) and has a fleet of more than 280 Boeing and Airbus aircraft. With 75 countries and 150 destinations, they're able to reach customers in Europe, the Americas, and the Middle East.

Factors that influence team and group behaviour

A group may be defined as a collection of persons who work together toward a similar objective and coordinate their efforts. There are a number of elements that impact the behaviour of groups, and these factors may vary from organisation to organisation. Teams and groups can behave differently depending on which organisation they are part of.

Organisational structure

The structure of the organisation serves to clarify the functions of the members of the organisation. British Airways has a large number of cross-functional and executive team members (Wilkinson et al, 2013). The executive team, which consists of six people, oversees the work of the whole team. Executive choices made by the leaders are followed by other teams and individuals, resulting in a well-coordinated effort to achieve an organisational aim.



Organisational culture

This company's flight crew has a highly customer-oriented and welcoming atmosphere. The ground personnel, on the other hand, is characterised by a competitive and strategic mindset. A hallmark of British Airways' leadership is its emphasis on the definition and execution of goals, as well as the monitoring of progress toward those goals (Comparably, 2022). This leads in a motivated workforce because of the performance-based benefits. In the long run, this type of leadership contributes to the stability of the business by increasing employee engagement and involvement. In contrast to the previous leadership style, BA's leadership style is more empathetic. Training and encouragement are used to empower the workers here. It allows individuals to have a say in how decisions are made. In 2009, (Airways)

Social Interaction

The level of social contact between members of a group prior to the formation of the group as well as the level of social interaction that occurs throughout the group's existence is referred to as social interaction (Ritzer, 2017). Whatever the length of time, group members' social interactions will have an impact on how they engage in their job capacity.

The social engagement of employees of British airways helped them to collaborate better (Britishairways, 2006). Even yet, a group that is constantly interacting with one another risks losing focus on its goals in favour of just engaging in more social interactions.

Perception of a Group

Any group, like every organisation, has its own unique culture and sense of purpose. In British Airways, there are a lot of differences in group behaviour between working committees that meet just once a month and project committees that meet every day to develop, create, and market a new product. The reason for this is that they have a collective identity.

Members of the policy committee, which meets seldom and is likely to come from a variety of functional areas, may not be able to form a distinct group identity. While this may be the case, the product team sees itself as a cohesive one, working together every day toward the same goal, and as a result, it will have a positive impact.

Recognition and reward

There is no doubt in British Airways' minds about the significance of rewarding staff in order to keep them motivated. Consequently, they reward their personnel with incentives that make them feel valued and energising. Teams become more productive and members encourage and help one other in order to meet the requirements for a reward, as can be seen from this.

British Airways (BA) has a primary goal of providing its personnel with a whole compensation package that will motivate them to perform at a high level and offer great customer service (Bogdanovska Djurovic, 2011). However, BA has replaced its grade-based incentive system for managers with a new wideband approach that is more directly linked to individual performance and ability. The BA Bravo recognition programme, on the other hand, enables the company to recognise the efforts and accomplishments of individuals across the organisation.

Improved training

"In basic words, training and development refer to teaching certain skills, talents, and information to a team. Training and development are defined as " The learning activity that helps in enhancing the performance of the employees of an organisation generally helps in changing the attitude of the employee as they grow skills and knowledge. ". British Airways has announced a plan to hire more than 2,000 cabin crew members in 2019 as it continues to invest in world-class service. In order to get their career off to a flying start, the airline has

launched a new apprenticeship programme for cabin crew members with no previous experience (Nevett, 2018). In the air and on the ground the apprentices have to keep on learning after finishing the training program specially designed for a rigorous cabin crew in the Global Learning Academy of British Airways which incorporates special instructions that help in enhancing the safety and security of Aviation as well as improve the customer service.

Team communication

Increasing the effectiveness of group efforts requires that team members communicate effectively; this is a prerequisite for team development and the enhancement of team performance (Kozlowski and Ilgen, 2006). Workers who understand one other's communication styles will be able to collaborate more effectively, reducing the likelihood of misunderstanding or conflict. Individual British Airways workers have a password that they may use to access the corporate websites and connect with other employees. Employees can submit memos and reports to one another through the company website, making communication quicker and simpler.

In order to draw a conclusion from this information, it may be said that the teams that makeup British Airways act in a collaborative manner. The performance of the team is impacted by a variety of factors, including the culture, the structure, the communication system, the training, the cross-functional, and the rewards. Effective communication between teams and members helps to sustain collective behaviour inside the organisation, which eventually contributes to the accomplishment of the organization's purpose.

Section 4- by LAURA ANDREEA DORU

ANALYSE THE DIFFERENT TASKS AND SKILLS

When the business practices maximization of usage of inputs to develop products faster, the organization is called operationally effective. They usually focus on making the products at a faster pace than their competitors. They also take a keen interest in producing defect-free products and reducing wastage. This kind of practice takes a lot of skills and strategies on the part of managers. The people overlooking the projects must be technically proficient, must analyze the risks, be good decision-makers, etc. Both hard skills and soft skills are necessary if one needs to direct an organization towards success and for directing any airline, the skills are more complex. The flag bearer airline of the United Kingdom (UK), British Airways started

its journey in 1974 and has headquartered in London, England. Based on the capacity of carrying passengers and fleet size, the airline is regarded as the second largest UK-based carrier. And to maintain this airline, the organization maintains distinguished management. In everyday lives, there are a few decisions that need to be taken which have an impact on the internal and external environment of the organization.

Decision Making Skills

Decision-making skills are critically necessary, and a manager must be able to analyze critically and judge the factors that affect the organization. The ability to bring different perspectives on board where the outcome is handier and the strategies a little complex help the organization to go long.

Problem Solving Skill

The next skill that comes when talking about the skills of a manager working in an airline is problem-solving. Anytime any conflict or emergency can arise. The managers need to be a good decision maker and have to know how to solve the problem. At the workplace, one needs to interact with their colleagues, superiors, customers, etc. and for that, any manager must have proper communication skills.

Communication Skills

British Airways is also known for its rich and elegant hospitality and working in an organization like such there is no alternative to good communication skills. Other than this a good manager also has traits like listening skills, negotiation skills, and presentation skills. In organizations, there can be internal conflicts when negotiation skills will be necessary. Also, when the listening skill is necessary to bring peace between the two parties, or else proper judgment cannot be placed (Maguire and Pitceathly, 2002). The managers must present the notions in a way that both parties interests are satisfied. The managers should also sign business deals now and then where they cannot but have good communication skills. He also should be adaptive to any situation, when there is an emergency, he should have the emotional intelligence to handle the situation, adapt to the situation, and find a solution at the same time.

Leadership Skills

Among all, one of the most important skills is a leadership skill. It is extremely important for a manager to guide the team towards efficiency and success by providing the vision of a clear path, and so he should be visionary and motivate others to follow the lead (Bush, 2008).

Time Management Skills

He must have the time management skill while working in British Airways or else the consumers or passengers can be disappointed, a flight delay can have a major impact on various fields, and a deal signed later can make the others come to a conclusion about the negligence of the organization and what not. Thus, it is important to design work schedules and be proactive about different work scenarios (Sainz et al., 2019).

Interpersonal Skills

The managers must also have good interpersonal skills while working on a reputed company like British Airways since it will help them collaborate with the team better, promote creativity, boost diverse ideas, etc. Leading and managing the team gets easier when the manager has a strong interpersonal attitude. Effective leaders must be all aware of the management strategies and combine those with their ability to influence and motivate others to participate, share and administer processes to achieve the strategic, tactical, and operational objectives of the organization (Hartley, 2002).

Flexibility

The manager must be flexible enough to act fast and get a grip on the job to keep up with the changing market demands. Other than all these skills, a manager has to do some tasks by himself or through the team to gain triumph in any project. He should monitor the HR team and ensure that the hiring, selection, and training are effective, and grab insights from those on regular basis. He should develop in-depth knowledge of airlines, aeroplanes, and the whole airline industry, and thus, he will be able to fulfil the market demand. He needs to know how to forecast any unwanted situation or the outcome of any activity. He also should have a clear knowledge of the costs, expenditures, budget, strategies, etc. to make better decisions. He should be aware of managing the budget by proper distribution and making forecasts to know from where the cash inflow and outflow will occur. He should keep track of the organizational performances of the employees and build a structure for them where they will stay motivated and perform remarkably. Whenever the performance goes down, proper counselling and guidance and sometimes training are necessary (Weathersby, 1999).

Also, the organizational structure must not be so rigid that the employees get burned out. He should know the business so well that he is clear about where the airline gets its raw materials from and where it is going to fly after twenty minutes. The involvement of the management is something that lacks in today's world and if maintained properly, the organization can perform better. The managers should be aware of the customer service as well since their satisfaction with the organization is the outcome of all the inputs given by the company. They should interact with the customers, take their feedback, and maintain communication even informally to transfer them into loyal customers. Also, the manager must maintain communication with the vendors and the suppliers to ensure that the initiation of any project is smooth. With the combination of all these skills and tasks, a manager builds strategies for himself and the company which ensures effectiveness. British Airways serving all these years so profoundly only because of their strong management which plays a marvellous role in providing the best customer service to the maximum number of people.

Section 5- by ALICE-ANA-MARIA CASOTA

LEADERSHIP

Leadership is the act of directing the actions of a group of people in order to achieve a set of goals. People in positions of authority have an impact on both our current situation and our future prospects. Whatever the situation, effective leadership is always required. Leaders make or break a company and the industry it joins or leaves behind (Almanac, 2014). There are several stages that someone takes to become a great leader. In the past and in the present, we may learn how to cultivate the qualities that have been shown by well-known leaders.

LEADERSHIP AT BRITISH AIRWAYS

The present economic climate necessitates the hiring of top-notch leaders at British Airways. For a great airline, boldness and relevance are required for today's and tomorrow's leaders. Throughout the year, BA has made its High-Performance Leadership (HPL) system available. Incorporating business strategy, performance evaluation, company development, and remuneration into a single framework is no small feat. It is HPL's mission to identify and assist the best and brightest leaders by conducting rigorous assessments that are mostly guided by senior executives. Accurate performance-related business analysis (BA). Leaders will be able to see precisely what is required of them thanks to a list of specific behaviors for each talent. As far as personal growth is concerned, BA offers resources such as executive coaching,

procedures, opportunities, and outside courses. BA also makes use of cutting-edge methods to enhance the quality of its output (British Airways, 2022). BA will be able to track the progress of each employee and the overall performance of the supervisory talent with the use of these tools.

MOTIVATION

Different techniques to motivate people have gained importance in motivational studies throughout time, but they are not all mutually incompatible. Theories on how motivation works are many and complex. All of these hypotheses are at least somewhat correct, and they provide light on how steadfast individuals are when confronted with specific conditions. A complete theory of employee motivation at work, on the other hand, has shown to be fruitless. Although there are detractors to each of the ideas shown here, any theory or research that helps us better understand how to encourage employees in the workplace must be helpful (Cummings, 2014).

Despite the fact that there is no one perfect solution, the different theories provide a framework within which we may attempt to answer the question of how to motivate and inspire our co-workers. Because of this, we are compelled to examine the applicability of each of these many ideas to a specific work setting.

MOTIVATION AT BRITISH AIRWAYS

1. Workplace

In order to achieve this goal, BA aims to create an environment where its workers are encouraged, supported, and developed. Because BA relies on its workers to keep the airline running, the company's workplace pillar is designed to encourage its employees to stay on board until the flight is over.

To recognize and cultivate flexible thinking, the BA diversity and inclusion team established a corporate strategy that encourages all workers. High-level advocates and supporters of this strategy are reinforcing and harmonizing it across the board in BA (Cummings, 2014). Employees of BA will gain from this opportunity since it caters to their specific demands.

BA has also come up with a plan for dealing with conflict and harassment inside the company. A total of fifty BA counsellors and mediators have been put in place throughout British Airways in an effort to create a work environment where self-respect and appreciation are the norm and where irritation or abuse is not tolerated.

2. Rewards and Recognition

BA recognizes the relevance of monetary incentives in fostering a healthy work environment. As a company, BA is committed to creating an atmosphere in which its workers feel appreciated and whose efforts are duly recognized.

As part of its partnership with the APS and the New Airways Pension Scheme, British Airways provides defined benefit pensions to its employees (NAPS). For new employees, British Airways offered a retirement plan called the British Airways Retirement Plan (BARP). As of the beginning of 2008, workers in the UK who work for BA may make more tax-efficient contributions to their pension plans thanks to the implementation of Smart Pension regulations. Currently, this system is used to provide benefits to almost all qualified workers.

Employee incentive programs are an important part of BA's strategy for increasing productivity and enhancing customer service throughout the organization (McGowan, 2013). Other companies have changed their grade-based management compensation plans with new wide band strategies that better align payment with individual performance and ability. BA is one of such companies. When it comes to rewarding employees for their hard work and achievements, however, the BA Bravo recognition program excels.

3. Improved Training

Training and development are the process of imparting certain information, abilities, and capabilities to an individual or group of individuals. Any effort to increase an employee's performance capacity by teaching them new skills or altering their mindset is considered formalized training and development. They spent 235,000 days teaching last year. They also hired 3,100 new employees, requiring extensive onboarding training and an upgrading to current new hire training programs.

Many training institutes have been built for BA personnel, where they may learn both practical and mental skills (Northouse, 2019). Several vocational study centers have been set up by BA to better invest in the education and talents of its workers. All new cabin crew applicants may now get an NVQ Level 2 qualification upon completing their training, which is the equivalent of four GCSEs, because of these centers.

4. Leadership Development

A variety of tools have been created by BA to help its leaders become more competent and presentable, since leadership is one of the company's primary objectives. "Leading the Corporate," a daily strategy for all executives, focuses on managing variation, increasing employee happiness, as well as producing outcomes in line with a company's stated goals. Additionally, BA has developed a leadership website that offers educational resources and professional advice for supply managers in every facet of their personality types. BA's next year will be devoted to cultivating its workforce and elevating its management team to achieve its goals.

USE OF MASLOW THEORY OF MOTIVATION AT BRITISH AIRWAYS



Maslow's Theory of Motivation (Tharp, 2013)

Self-Actualization needs: As a result, BA is ensuring that its workers have the opportunity to grow and improve in their careers by providing them with demanding work and training.

Self-esteem needs: BA is meeting this requirement by providing its workers with job titles, a place in the organization, and feedback on their performance at work.

Social needs: BA helps its workers meet this demand by requiring them to work in teams and encouraging them to do so (British Airways, 2022). BA also hosts cultural events for its workers, allowing them to socialize and develop groups with one another.

Safety needs: Several pension schemes have been put in place by BA to meet this demand, including those that offer workers both current bonuses and a pension after they retire. Employees of BA are now able to use free medical facilities.

Physiological need: BA fulfils this requirement of its workers by providing them with adequate working circumstances and compensating them properly according to their performance (British Airways, 2022).

Conclusion

British Airways' principal objective is to give its employees comprehensive perks in order to encourage them to work hard and provide exceptional customer service across the board. Rather than relying on grade-British Airways management pay, BA implemented a new broad British Airways method that better reflects individual performance and aptitude. British Airways, on the other hand, has a recognition program that allows it to recognize employees across the board for their hard work and achievements (Almatrooshi et al., 2016).

GROUP PRESENTATION





ORGANISATIONAL STRUCTURE AND PERFORMANCE

- Flat Structure with lot of divisions and departments

(Wilkinson et al., 2019)

- People oriented culture and work ethics
- Greater workplace Environment



TEAM AND GROUP BEHAVIOUR

- organisational Culture and hierarchy
- recognition as a social enterprise
- Group Perception (Kozlowski et al., 2006)
- Training and development facilities
- Recognition and Reward system



Required Tasks and Skills



Interpersonal Skills

- Flexibility
- Communication Skills
- Negotiation



Decision Making Skills

- Participative Leadership
- Better employee engagement



Problem Solving Skills

- Analytical Skills
- Determination and Resilience (Nevett, 2018)



5K+

HIGH PERFORMANCE LEADERSHIP SYSTEM

More than 5000 employees are currently enrolled in this program to take up the mantle at the company.

15K+

NEEDS OF HIERARCHY

More than 15000 employees are under the reward and incentive program of BA (BA, 2022)



LEADERSHIP AND MOTIVATION

The company provides both intrinsic and extrinsic motivation to the employees



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