

ROLE OF LEADERSHIP IN BRITISH AIRWAYS' SUCCESS AND CHALLENGES

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ABSTRACT

With an emphasis on how leadership tactics have inspired the airline's growth, competitive positioning, disaster management, and response to market modifications, this study examines the function of management in British Airways' fulfillment and problems. The study examines how leadership influences organizational overall performance, worker engagement, and the company's capacity to regulate to the constantly converting aviation region thru based interviews with senior and mid-stage managers at Airways. The study uses a quantitative method, amassing statistics on worker happiness, decision-making, and leadership effectiveness by standardized questionnaires. Understanding how management techniques propel increase, studying how management has managed crises, comparing leadership's impact on organization tradition, and examining how Airways has tailored to market and technological changes are all a part of the studies goals.

The outcomes show that British Airways' management combines transformational and transactional methods, encouraging creativity and adaptability while supporting the airline in maintaining operational effectiveness. Nonetheless, it has been determined that there may be need for improvement in the regions of sustainability practices, personnel involvement, and crisis communication. The study involves the realization that during order for Airways' management to be aggressive in a market this is converting quickly, they have to adopt transformational management, cultivate an innovative way of life, and encompass sustainable practices. The study gives insightful records approximately the critical role management performs in British Airways' ongoing success and the problems it faces within the aviation zone.

Key Performance Indicator, Return on Investment, Strategic Leadership, Emotional Intelligence, Organizational Culture

INTRODUCTION

One of the principal members inside the global aviation quarter is British Airways, based totally inside the United Kingdom. But alongside the manner, there were many changes and barriers, and leadership has been critical in determining the airline's overall performance, standing, and strategic orientation (Faucett *et al.*, 2023). The price of management in massive airways has been particularly substantive all through instances of crisis, reorganization, and strain from competitors inside the aviation

enterprise (Barbieri *et al.*, 2024). Over the years, Airways' achievement and capability to triumph over barriers had been greatly prompted by its leadership (Kassem *et al.*, 2023). Strong management enabled the business enterprise to adjust in instances of crisis, together with the late 20th century monetary problems and the COVID-19 pandemic disruptions (Hall *et al.*, 2024). Leaders of large airlines have additionally evolved a strong company tradition with the aid of emphasizing consumer pride and worker engagement (Chughtai *et al.*, 2024).

After British Overseas Airways Corporation (BOAC) and British European Airways merged with two smaller regional vendors, the airline changed into formally mounted in 1974 (Seibel *et al.*, 2023). Under the route of Prime Minister Margaret Thatcher's management, British Airways was first a nation-owned business enterprise until being privatized in 1987, which advanced the airline's monetary efficiency and competitiveness (Vito *et al.*, 2024).

This study aim is how leadership has affected British Airways' (BA) achievements and difficulties. A corporation's capability to triumph over obstacles, spur innovation, and maintain an aggressive edge is essentially decided by using its management. Examining how leadership picks have affected British Airways' enlargement, crisis control, worker members of the family, and trendy operational effectiveness is the aim of this research (Thommes *et al.*, 2024). This study's scope includes an intensive evaluation of management positions during massive turning factors within the history of the airline, which include restructuring tasks and crisis control reactions like the COVID-19 epidemic. The effects will shed important mild on how resilient and success management strategies might enhance organizational performance (Chughtai *et al.*, 2024). Business executives, legislators, and stakeholders in the aviation area who need to realize the vital role that management plays in maintaining long-term fulfillment in a cutthroat international putting can also locate this take a look at useful (Yozi and Mbokota, 2024).

RESEARCH OBJECTIVES

1. To understand how leadership strategies shaped British Airways' growth and competitive positioning.
2. To examine how leadership handled challenges and crises, ensuring organizational resilience.
3. To compare how leadership affects worker engagement and airline corporate way of life.
4. To evaluate how leadership responded to market trends and technological shifts, maintaining the airline's relevance.

REVIEW OF LITERATURE

In order to manage organizational lifestyle, navigate marketplace rivalry, and adjust to technical improvements, management has been critical inside the airline enterprise (Barbieri *et al.*, 2024). Different management philosophies, starting from transactional to transformational, have impacted the enterprise's crisis-resilience and choice-making approaches Chechel, (2022). One of the pinnacle airlines within the international has experienced some of adjustments, and management has been important in selling creativity, operational effectiveness, and advanced customer support (Douglas *et al.*, 2021). The literature also appears at how leadership has helped British Airways deal with problems like monetary crises, labor disputes, and converting patron expectancies (Hartney *et al.*, 2022).

ROLE OF LEADERSHIP IN BRITISH AIRWAYS' CHALLENGES

Over the years, management has been important to an airline's capacity to handle and triumph over numerous limitations. Labor issues have been one of the airline's main troubles (Udod *et al.*, 2024). Managing union relations and settling disputes, in particular throughout strikes or other industrial

movement, have benefited substantially from leadership. Operational stability has depended heavily on leaders' capacity to mediate, negotiate, and strike stability between employee demands and corporate goals (Naseer *et al.*, 2023). Economic downturns and economic catastrophes, just like the international recession of 2008 and the COVID-19 pandemic, have offered every other sizeable obstacle. The management of the airline had to make difficult choices, along with shedding employees, lowering costs, and reorganizing the organization. To make certain the airline maintained its technological competitiveness, these picks required strategic imaginative and prescient and foresight (Udod *et al.*, 2024).

RESEARCH GAPS

Even if the frame of take a look at on the effectiveness and problems of airways' leadership offers insightful records, there are still a number of unanswered questions. First, a large part of the literature now in book concentrates on high-level leaders, such CEOs, but neglects to take a look at the effect of middle management and their characteristic in implementing leadership strategies in daily operations. A more thorough knowledge of the ways in which leadership at exclusive organizational ranges contributes to the performance of airlines can also provide a greater complete photo. Powell *et al.*, (2023) second, even as transformational management has obtained a number of attention, little is thought about how leadership philosophies exchange in times of crisis or instability. More research is wanted on how leaders can alter to unexpected circumstances like labor moves or financial downturns, especially in regards to selection-making techniques and long-time period restoration plans (Vito *et al.*, 2024). Miyamoto, (2022) finally, not anything is known approximately the connection between innovation and leadership within the airline enterprise. Research ought to concentrate on how management promotes or inhibits innovation in reaction to shifts within the industry, like sustainability goals and virtual transformation. Filling in these gaps should offer essential facts about how management is converting in excessive-stakes, complex situations (Naseer *et al.*, 2023).

RESEARCH METHODOLOGY

A structured questionnaire with senior and mid-level managers who have significant level in management and business performance improvement will be the principle tool used within the studies method to study the position of management in airways' achievement and limitations (Chughtai *et al.*, 2024). These UK-based managers will offer insightful information about the management styles, techniques, and choices which have inspired the airline's achievement and assisted it in overcoming boundaries at some point of the years (Ferede *et al.*, 2024). The researcher can pass similarly into issues even as staying targeted on the primary leadership-related themes thanks to the bendy framework of the established questionnaire (Hall *et al.*, 2024).

RESEARCH APPROACH

Using positivist paradigm, this research seeks to understand the various subjective reviews and viewpoints of British Airways executives. It investigates how choices and management philosophies affect organizational overall performance and difficulties within the complex and ever-changing aviation quarter. In order to investigate the role of management within the achievement and problems faced with the aid of airlines, this research technique is quantitative (Mehta *et al.*, 2023). With this technique, numerical facts can be amassed and analyzed to find statistical developments, connections, and patterns relating management practices and how they have an effect on organizational overall performance. Senior and mid-stage managers and personnel of British Airways within the UK who've know-how in business performance improvement and management had been many of the individuals (Powell *et al.*, 2023). Managers had been capable to participate widely thanks to the net survey method, which assured an enormous sample length for dependable analysis (Vito *et al.*, 2024). The

purpose of this quantitative method is to provide a precise, unbiased know-how of how management impacts organizational consequences.

RESEARCH DESIGN

Questionnaires were used to collect primary records for the research problems. This style works properly for documenting a huge range of studies and views from British Airways employees and supervisors. Investigating relationships among one of a kind facets of worker stories, managerial philosophies, and departmental operations is also made viable by using this architecture.

Standardized Questionnaire

A structured questionnaire with a purpose to be disseminated on-line could be used for the survey that allows you to guarantee uniformity and applicability (Meng *et al.*, 2024). The closed-ended questions on this survey have been intended to cowl a range of topics related to leadership, consisting of selection-making processes, management styles, worker engagement, leadership problems, and an effect on of management at the organizational lifestyle and performance of the airline. The survey was guided via the questionnaire, which additionally gave contributors the possibility to percentage particular, context-unique reports intensive (London, 2023).

Sampling Strategy

The study utilized a purposive sampling becomes used within the research at to locate participants who had relevant revel in working for British Airways. Because it focused on humans particularly management positions within British Airways, functional sampling became appropriate for this have a look at and guaranteed pertinent insights about the have an effect on of management on problems and fulfillment. Purposive sampling works great whilst researchers need to select participants who are most certified to supply the correct information needed to deal with the research goals, declare Furstenau *et al.*, (2023). Targeting managers and personnel who had firsthand know-how of British Airways' leadership on this take a look at made certain the statistics collected turned into pertinent and perceptive.

Data Collection

First-hand data are collected in particular for this research using a methodical questionnaire. This survey changed into performed using closed-ended questions. British Airways UK group of workers ought to acquire dependent questionnaires (Barbieri *et al.*, 2024). The research questions about worker pleasure, control methods, and verbal exchange habits. The Likert scale is used to quantify responses, making statistical evaluation viable. Fifteen completed responses have actually been collected from the 70 respondents in British Airways who completed the questionnaire. The information series process presented several demanding situations, as many workforce members have been extraordinarily busy and hesitant to take part. Some expressed concerns approximately using non-public or work devices for moral or privateness-related motives and rather requested to complete the survey using the researcher's iPad.

Analysis of Data

To find crucial styles and trends within the records amassed, the study used a quantitative records evaluation method. The research topics have been methodically assessed the usage of descriptive facts, inclusive of frequency distributions; percent analyses, and imply score computation. This approach helped the knowledge of the primary findings and gave a concise, statistical summary of the facts. By the usage of those methods, the research sought to provide an intensive draw close of the statistics traits pertinent to the desires of the research.

Software for Statistics

Because in their shown effectiveness in managing large datasets and sporting out elaborate statistical analyses, the statistical software program SPSS and Microsoft Excel have been used to have a look at the quantitative records. This equipment made it easier to go into statistics correctly, clean it up, and run the descriptive and inferential statistical checks that have been vital for our research. For frequency evaluation and suggest comparisons, SPSS turned into quite beneficial.

The study’s findings and important conclusions from the facts evaluation can be furnished within the subsequent bankruptcy. A thorough evaluation of leadership tactics, difficulties, and their outcomes on British Airways' performance may be part of this. The studies questions and goals listed in this methodological bankruptcy might be at once addressed inside the analysis.

Findings and Discussion

Any organization's fulfillment, enlargement, and resilience are substantially stimulated by its leadership, but that is in particular authentic in the fiercely competitive and ever-converting airline sector. To recognize how corporate vision, crisis management, and strategic direction have motivated the enterprise's trajectory, it's miles vital to recognize how management has affected these consequences (Thommes *et al.*, 2024).

4.1 What would you say about the management style of British Airways?

Table no. 1: British Airways Management Style

	Frequency	Percent
Transformational	15	28.8
Transactional	25	48.1
Servant Leadership	10	19.2
Autocratic	2	3.8



Figure No.1: Leadership style at British Airways

Analysis: Table 1 and Figure 1 shows that transactional management is the maximum normal type at British Airways, with 48.1% of respondents. According to Tay and Aigbogun (2024), this suggests a sturdy organizational choice for shape, overall performance-primarily based rewards, and positions which might be properly defined. British Airways appears to place less emphasis at the imaginative and prescient, inspiration, and flexibility traits required navigating commercial enterprise disruptions, as seen by the lower prevalence of transformational management (28.8%).

4.2 To what extent do you think the leadership at British Airways has influenced its success?

Table No. 2: Leadership at British Airways

	Frequency	Percent
Highly influential	27	51.9
Moderately influential	19	36.5
Slightly influential	5	9.6
Not influential at all	1	1.9

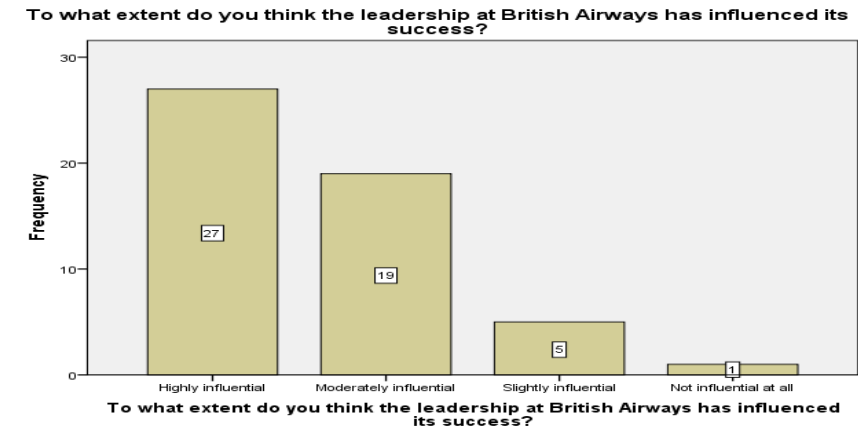


Figure No. 2: Leadership at British Airways

Analysis: According to the data, there is huge settlement among respondents about how critical management has been to British Airways' achievements and difficulties. While 36.5% recognize the function of management in selling employee engagement and operational effectiveness, more than half (51.9%) highlight the have an impact on of strategic selection-making, verbal exchange, and management practices on organizational overall performance (Powell *et al.*, 2023).

1.3 How do you think the managers of British Airways are responding to changes in the airline industry?

Table No. 3: The leadership of British Airways reacts to developments within the aviation sector

	Frequency	Percent
Proactively and innovatively	40	76.9
Reactively and conservatively	10	19.2
Does not adapt well	2	3.8



Figure No. 3: British Airways' leadership responds to changes in the aviation industry

Analysis: The information shows that 76.9% of respondents assume British Airways responds to issues in a proactive and modern manner, demonstrating leadership that prioritizes strategic problem-solving and forward-wondering. Conversely, 19.2% accept as true with that the business enterprise's method is more reactive and conservative; indicating that caution every now and then wins out. According to Barbieri *et al.*, (2024), just 3.8% of respondents accept as true with the airline's

management does no longer adapt well enough. The literature's transformational leadership theories, which spotlight vision, adaptability, and alternate-orientation as important for navigating marketplace demanding situations and preserving competitive advantage, are echoed via the recognition of proactive and creative selection-making (Tay and Aigbogun, 2024).

1.4 How might you price the selection-making method at British Airways?

Table No. 4: Rate the decision-making process at British Airways

	Frequency	Percent
Very effective and transparent	35	67.3
Effective but lacks transparency	15	28.8
Ineffective and unclear	1	1.9
Not sure	1	1.9

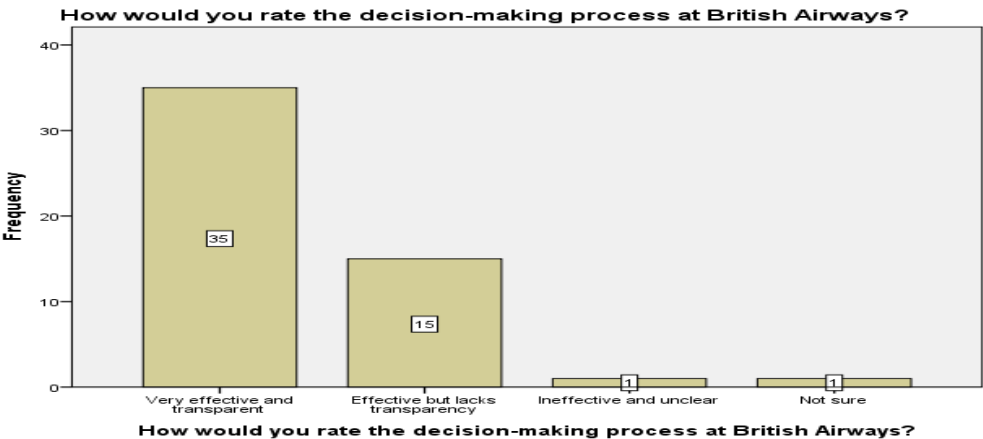


Figure No. 4: Rate the decision-making process at British Airways

Analysis: Based on the facts supplied, the majority of respondents (67.3%) trust that British Airways' leadership is extremely clean and sturdy, indicating that there is powerful verbal exchange, attractiveness, and choice-making in the enterprise. It is viable to interpret this perceived lack of transparency (28.8%) as a direct result of the formerly noted dominating transactional leadership style (48.1%).

4.5. Has it been difficult for British Airways' management to uphold the company culture?

Table No. 5: Leadership encountered difficulties upholding company culture

	Frequency	Valid Percent
Yes, frequently	22	42.3
Yes, occasionally	18	34.6
No, it has maintained a consistent culture	10	19.2
Not sure	2	3.8



Figure No. 5: Leadership faced challenges in maintaining corporate culture

Analysis: A sizable part of respondents (42.3%) consider that British Airways' management frequently alters the corporation's way of life, indicating a dynamic and evolving place of business, consistent with the survey. Additionally, 34.6% of respondents believe that these adjustments arise on occasion, pointing to ingrained shifts in beliefs or moves delivered approximately by means of management-pushed alternatives. Meanwhile, 19.2% consider the organization has maintained a constant way of life, demonstrating stability in its middle values. Only 3.8% are uncertain. These outcomes recommend that, notwithstanding British Airways' famous cultural flexibility, it can be necessary to attain stability between exchange and consistency to be able to preserve company identity and make sure alignment at all degrees of the staff (Chechel, 2022).

4.6 What position does management play in shaping British Airways' organizational values and goals?

Table No. 6: Shaping British Airways' organizational values

	Frequency	Percent
Very significant	42	80.8
Not sure	2	3.8
Not very significant	8	15.4



Figure No. 6: Shaping British Airways' organizational values

Analysis: According to the surveys, the substantial majority of respondents (80.8%) concur that British Airways' leadership has a big effect on the airline's fulfillment and potential to overcome boundaries. This big settlement highlights the significance of leadership in developing method, growing productivity, and assisting the agency at some point of exchange (Vito *et al.*, 2024). A smaller portion, 15.4%, thinks control isn't always very essential, suggesting that evaluations on its average effect fluctuate (Powell *et al.*, 2023). Taking the entirety under consideration, the findings

exhibit how well-known unique management is as a key element of British Airways' achievements and the way crucial it's far to retaining organizational stability and competitiveness.

4.7. How does the leadership at British Airways manage employee motivation and engagement?

Table No. 7: Employee motivation and engagement

	Frequency	Percent
Through clear communication and recognition	26	50.0
Setting explained goals and evaluation metrics	17	32.7
It struggles to engage employees	6	11.5
Not sure	3	5.8



Figure No. 7: Employee motivation and engagement

Analysis: Based at the information, half of the respondents (50.0%) believe that British Airways especially entails its employees through communicating openly and recognizing their achievements. This emphasizes how critical obvious leadership is. Additionally, consistent with 32.7% of respondents, the key to accomplishing worker engagement is placing clear dreams and performance signs, which suggest a scientific and overall performance-based, totally approach to motivation. Nonetheless, 11.5% of respondents think the employer has issues with its personnel, suggesting that leadership may additionally need to do a better process of promoting engagement and morale (Yozi and Mbokota, 2024).

4.8 How has leadership at British Airways managed customer experience and satisfaction?

Table No. 8: Customer experience and satisfaction

	Frequency	Percent
Extremely well, with consistent improvement	32	61.5
Adequately, but there's room for improvement	18	34.6
Poorly, with many customer complaints	2	3.8



Figure No. 8: Customer experience and satisfaction

Analysis: Based at the data, the bulk of respondents (61.5%) believe that British Airways plays distinctly well and maintains improving its customer service through the years (Pujianto *et al.*, 2023). Additionally, 34.6% of respondents concur that customer service is ok but might be progressed, identifying three areas wherein leadership need to in addition enhance customer studies. Even although British Airways is generally notion of as supplying notable customer service, there may be nevertheless opportunity for development so as to manage occasional problems and growth preferred customer pleasure (Vito *et al.*, 2024).

4.9 In your opinion, what leadership qualities have contributed most to British Airways' competitive advantage?

Table No. 9: Leadership qualities have contributed to British Airways' competitive advantage

	Frequency	Percent
Visionary thinking	15	28.8
Risk-taking and innovation	19	36.5
Strong communication	14	26.9
Crisis management	4	7.7

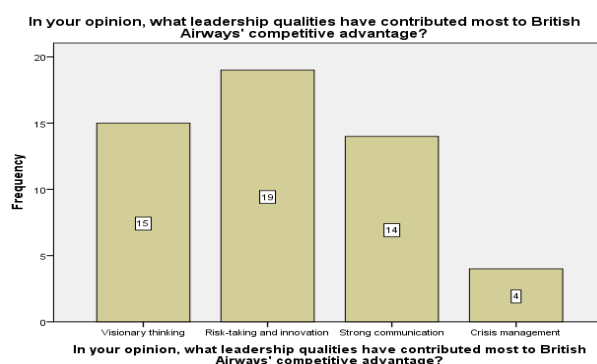


Figure No. 9: Leadership contributed to competitive advantage

Analysis: The facts indicates that 36.5% of respondents mentioned innovation and taking dangers as British Airways' primary leadership characteristics, indicating a experience of audacious and revolutionary leadership. While 26.9% emphasized the significance of effective conversation, 28.8% emphasized long-time period strategic planning, highlighting the need of visionary thinking (Nebiyu and Kassahun, 2021). Although crisis control is essential, studies show that leaders who inspire change and sell open verbal exchange regularly have a sustained competitive aspect, which supports British Airways' attention on innovation as a top leadership intention (Vito *et al.*, 2024).

CONCLUSION

This study examines the critical role that leadership performed in British Airways' achievements and difficulties by using concentrating on four essential goals. In precise, study looked at how management affected aggressive positioning (Objective 1), treated crises (Objective 2), replied to market tendencies (Objective 4), and affected organizational subculture and employee engagement (Objective 3). The consequences show a complex management dynamic dominated via a transactional style that, although it guarantees operational balance, has a hard time motivating personnel and adjusting to wishes like sustainability in the future. This conclusion summarizes these crucial records and makes the case that British Airways have to strategically exchange its management style with a purpose to sustain its successes and foster lengthy-term increase (Naseer *et al.*, 2023).

British Airways is capable of control enterprise changes and make stronger its popularity through strategically combining proactive crisis control, environmental efforts, and a dedication to ongoing

employee and client involvement. Its long-time period competitiveness and position as a international leader in aviation will in the end rely upon how properly its leaders can stimulate innovation, domesticate an adaptive subculture, and match organizational objectives with converting stakeholder expectancies (Jugdev, 2022).

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Response Sheet

	Email	Phone no.		1. How would you describe the leadership style at British Airways?	2. To what extent do you think the leadership at British Airways has influenced its success?	3. How do you believe British Airways' leadership responds to changes in the aviation industry (e.g., regulations, technology)?	4. How would you rate the decision-making process at British Airways?	5. Has British Airways' leadership faced challenges in maintaining corporate culture?	6. What role does leadership play in shaping British Airways' organizational values and goals?	7. How does the leadership at British Airways manage employee motivation and engagement?	8. How has leadership at British Airways managed customer experience and satisfaction?	9. In your opinion, what leadership qualities have contributed most to British Airways' competitive advantage?	10. How do you rate the leadership's handling of labor disputes and employee strikes at British Airways?	11. Do you think British Airways' leadership effectively communicates with customers and employees during a crisis?	12. What could British Airways leadership have done differently during times of operational challenges?	13. What do you think are the key challenges British Airways will face in the next 5 years?	14. How important is it for British Airways' leadership to focus on sustainability and environmental issues in the coming years?	15. Do you believe British Airways' leadership will be able to maintain its market position in the face of competition and evolving industry trends?	16. What specific leadership qualities do you think British Airways will need to improve or develop to ensure long-term success?
2025/0505 1142:57 AM GMT+5:30	No	No	Autocratic	Highly influential	Does not adapt well	Ineffective and unclear	No, it has maintained a consistent culture	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Visionary thinking	Very well managed	Yes, very well	Improved communication	Adapting to technological changes	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability	
2025/0505 1147:01 AM GMT+5:31	No	No	Transactional	Moderately influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	Yes, but with some issues	Improved communication	Adapting to technological changes	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills	
2025/0505 1148:05 AM GMT+5:32	No	No	Transactional	Highly influential	Reactively and conservatively	Very effective and transparent	Yes, occasionally	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Risk-taking and innovation	Very well managed	Yes, very well	Implemented better contingency plans	Adapting to technological changes	Very important, it's critical to future success	Yes, it has a strong strategy	Enhanced communication and transparency	
2025/0505 1152:02 AM GMT+5:33	No	No	Transformational	Slightly influential	Proactively and innovatively	Very effective and transparent	No, it has maintained a consistent culture	Not very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Crisis management	Poorly managed	Yes, but with some issues	Implemented better contingency plans	Adapting to technological changes	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills	
2025/0505 1158:05 AM GMT+5:33	No	No	Transactional	Not influential at all	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Risk-taking and innovation	Very well managed	No, it lacks clear communication	Improved communication	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills	
2025/0505 1159:02 AM GMT+5:34	No	No	Transformational	Highly influential	Proactively and innovatively	Very effective and transparent	Not sure	Not sure	It struggles to engage employees	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	Yes, but with some issues	Implemented better contingency plans	Adapting to technological changes	Not very important	Yes, it has a strong strategy	Enhanced communication and transparency	
2025/0506 142:57 AM GMT+5:36	No	No	Servant Leadership	Highly influential	Reactively and conservatively	Effective but lacks transparency	Yes, frequently	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Risk-taking and innovation	Very well managed	Yes, very well	Improved communication	Adapting to technological changes	Very important, it's critical to future success	No, it will struggle to maintain its position	Stronger crisis management skills	
2025/0506 145:51 AM GMT+5:37	No	No	Transactional	Moderately influential	Proactively and innovatively	Not sure	No, it has maintained a consistent culture	Not very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Very well managed	Not sure	Implemented better contingency plans	Adapting to technological changes	Not sure	Yes, it has a strong strategy	Innovation and adaptability	
2025/0506 148:53 AM GMT+5:38	No	No	Transformational	Slightly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Crisis management	Adequately managed	Yes, very well	Implemented better contingency plans	Competition from low-cost carriers	Very important, it's critical to future success	Yes, but it will require significant effort	Enhanced communication and transparency	
2025/0506 2:32:57 AM GMT+5:39	No	No	Transactional	Highly influential	Proactively and innovatively	Effective but lacks transparency	No, it has maintained a consistent culture	Very significant	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Risk-taking and innovation	Very well managed	Yes, but with some issues	Implemented better contingency plans	Adapting to technological changes	Not very important	No, it will struggle to maintain its position	Innovation and adaptability	
2025/0506 2:33:22 AM GMT+5:40	No	No	Servant Leadership	Moderately influential	Reactively and conservatively	Effective but lacks transparency	Yes, occasionally	Not very significant	It struggles to engage employees	Extremely well, with consistent improvement	Visionary thinking	Adequately managed	No, it lacks clear communication	Implemented better contingency plans	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Enhanced communication and transparency	
2025/0506 2:42:57 AM GMT+5:41	No	No	Transformational	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Crisis management	Very well managed	Yes, but with some issues	Improved communication	Managing post-COVID recovery	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills	
2025/0507 4:04:25 AM GMT+5:42	No	No	Autocratic	Slightly influential	Proactively and innovatively	Very effective and transparent	No, it has maintained a consistent culture	Not sure	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Strong communication	Very well managed	Yes, very well	Implemented better contingency plans	Sustainability and environmental concerns	Not sure	Yes, but it will require significant effort	Innovation and adaptability	
2025/0507 4:24:27 AM GMT+5:43	No	No	Servant Leadership	Moderately influential	Proactively and innovatively	Effective but lacks transparency	No, it has maintained a consistent culture	Very significant	It struggles to engage employees	Extremely well, with consistent improvement	Visionary thinking	Adequately managed	Not sure	Implemented better contingency plans	Managing post-COVID recovery	Important, but there are other priorities	Not sure	Enhanced communication and transparency	
2025/0507 4:34:25 AM GMT+5:44	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Very well managed	Yes, very well	Strengthened leadership within departments	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability	
2025/0507 5:42:06 AM GMT+5:45	No	No	Servant Leadership	Highly influential	Reactively and conservatively	Very effective and transparent	Yes, frequently	Very significant	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Strong communication	Adequately managed	Yes, very well	Improved communication	Competition from low-cost carriers	Very important, it's critical to future success	Yes, but it will require significant effort	Enhanced communication and transparency	
2025/0507 6:40:07 AM GMT+5:46	No	No	Transactional	Moderately influential	Proactively and innovatively	Effective but lacks transparency	Yes, frequently	Very significant	It struggles to engage employees	Extremely well, with consistent improvement	Risk-taking and innovation	Very well managed	No, it lacks clear communication	Implemented better contingency plans	Managing post-COVID recovery	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability	
2025/0507 8:44:25 AM GMT+5:47	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Not sure	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Visionary thinking	Adequately managed	Not sure	Improved communication	Sustainability and environmental concerns	Very important, it's critical to future success	Not sure	Enhanced communication and transparency	
2025/0507 8:49:22 AM GMT+5:48	No	No	Servant Leadership	Moderately influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Not very significant	It struggles to engage employees	Extremely well, with consistent improvement	Crisis management	Very well managed	Yes, very well	Strengthened leadership within departments	Managing post-COVID recovery	Not very important	Yes, it has a strong strategy	Stronger crisis management skills	
2025/0508 142:57 AM GMT+5:49	No	No	Transactional	Moderately influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	No, it lacks clear communication	Strengthened leadership within departments	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Innovation and adaptability	
2025/0508 143:58 AM GMT+5:50	No	No	Transactional	Highly influential	Proactively and innovatively	Effective but lacks transparency	No, it has maintained a consistent culture	Not very significant	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Strong communication	Very well managed	Yes, very well	Improved communication	Sustainability and environmental concerns	Very important, it's critical to future success	No, it will struggle to maintain its position	Stronger crisis management skills	
2025/0508 145:35 AM GMT+5:51	No	No	Servant Leadership	Moderately influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	Yes, but with some issues	Implemented better contingency plans	Competition from low-cost carriers	Not very important	Yes, but it will require significant effort	Enhanced communication and transparency	
2025/0508 146:35 AM GMT+5:52	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Not very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Strong communication	Adequately managed	Not sure	Implemented better contingency plans	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability	
2025/0508 148:37 AM GMT+5:53	No	No	Transformational	Moderately influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Risk-taking and innovation	Very well managed	Yes, very well	Strengthened leadership within departments	Competition from low-cost carriers	Very important, it's critical to future success	Yes, it has a strong strategy	Stronger crisis management skills	
2025/0509 150:52 AM GMT+5:54	No	No	Transactional	Moderately influential	Reactively and conservatively	Very effective and transparent	Yes, occasionally	Not very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Visionary thinking	Adequately managed	Yes, but with some issues	Implemented better contingency plans	Managing post-COVID recovery	Very important, it's critical to future success	Yes, it has a strong strategy	Enhanced communication and transparency	
2025/0509 151:54 AM GMT+5:55	No	No	Servant Leadership	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Strong communication	Very well managed	No, it lacks clear communication	Strengthened leadership within departments	Sustainability and environmental concerns	Very important, it's critical to future success	No, it will struggle to maintain its position	Innovation and adaptability	
2025/0509 152:56 AM GMT+5:56	No	No	Servant Leadership	Moderately influential	Reactively and conservatively	Effective but lacks transparency	Yes, occasionally	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, very well	Strengthened leadership within departments	Managing post-COVID recovery	Very important, it's critical to future success	Yes, it has a strong strategy	Enhanced communication and transparency	
2025/0509 154:22 AM GMT+5:57	No	No	Transactional	Slightly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	Yes, but with some issues	Implemented better contingency plans	Managing post-COVID recovery	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability	
2025/0509 155:56 AM GMT+5:58	No	No	Transformational	Moderately influential	Proactively and innovatively	Very effective and transparent	No, it has maintained a consistent culture	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Strong communication	Very well managed	Yes, but with some issues	Strengthened leadership within departments	Sustainability and environmental concerns	Important, but there are other priorities	Yes, it has a strong strategy	Stronger crisis management skills	
2025/0509 156:57 AM GMT+5:59	No	No	Transformational	Moderately influential	Reactively and conservatively	Very effective and transparent	Yes, frequently	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Visionary thinking	Very well managed	No, it lacks clear communication	Implemented better contingency plans	Adapting to technological changes	Very important, it's critical to future success	No, it will struggle to maintain its position	Innovation and adaptability	
2025/0509 158:59 AM GMT+5:60	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Strong communication	Adequately managed	Yes, very well	Strengthened leadership within departments	Adapting to technological changes	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills	
2025/0509 159:59 AM GMT+5:61	No	No	Transactional	Moderately influential	Proactively and innovatively	Very effective and transparent	No, it has maintained a consistent culture	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Visionary thinking	Adequately managed	Yes, very well	Implemented better contingency plans	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Innovation and adaptability	

2025/05/12 14:27 AM GMT-5:62	No	No	Transactional	Highly influential	Proactively and innovatively	Effective but lacks transparency	Yes, frequently	Very significant	Not sure	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, but with some issues	Strengthened leadership within	Adapting to technological changes	Important, but there are other priorities	Yes, it has a strong strategy	Enhanced communication and
2025/05/12 14:27 AM GMT-5:63	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Adequately, but there's room for improvement	Strong communication	Adequately managed	Yes, but with some issues	Implemented better contingency plans	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Enhanced communication and transparency
2025/05/12 14:27 AM GMT-5:64	No	No	Transactional	Slightly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Not sure	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, but with some issues	Improved communication	Adapting to technological changes	Important, but there are other priorities	Yes, it has a strong strategy	Innovation and adaptability
2025/05/12 14:27 AM GMT-5:65	No	No	Transformational	Moderately influential	Reactively and conservatively	Effective but lacks transparency	Yes, occasionally	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Strong communication	Very well managed	No, it lacks clear communication	Implemented better contingency plans	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Innovation and adaptability
2025/05/12 14:27 AM GMT-5:66	No	No	Transformational	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Risk-taking and innovation	Adequately managed	Yes, very well	Strengthened leadership within departments	Competition from low-cost carriers	Important, but there are other priorities	No, it will struggle to maintain its position	Enhanced communication and transparency
2025/05/12 14:27 AM GMT-5:67	No	No	Transactional	Highly influential	Proactively and innovatively	Effective but lacks transparency	Yes, frequently	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, but with some issues	Strengthened leadership within departments	Sustainability and environmental concerns	Important, but there are other priorities	Yes, it has a strong strategy	Stronger crisis management skills
2025/05/12 14:27 AM GMT-5:68	No	No	Transformational	Highly influential	Proactively and innovatively	Effective but lacks transparency	Yes, occasionally	Very significant	Not sure	Extremely well, with consistent improvement	Strong communication	Very well managed	Yes, but with some issues	Improved communication	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, but it will require significant effort	Innovation and adaptability
2025/05/13 14:27 AM GMT-5:69	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	Yes, very well	Implemented better contingency plans	Competition from low-cost carriers	Very important, it's critical to future success	Yes, it has a strong strategy	Stronger crisis management skills
2025/05/13 14:27 AM GMT-5:70	No	No	Transformational	Highly influential	Proactively and innovatively	Effective but lacks transparency	Yes, occasionally	Very significant	By setting clear goals and performance metrics	Adequately, but there's room for improvement	Risk-taking and innovation	Adequately managed	No, it lacks clear communication	Strengthened leadership within departments	Sustainability and environmental concerns	Important, but there are other priorities	No, it will struggle to maintain its position	Innovation and adaptability
2025/05/13 14:27 AM GMT-5:71	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, very well	Implemented better contingency plans	Competition from low-cost carriers	Very important, it's critical to future success	Yes, it has a strong strategy	Stronger crisis management skills
2025/05/13 14:27 AM GMT-5:72	No	No	Transformational	Moderately influential	Proactively and innovatively	Effective but lacks transparency	Yes, occasionally	Very significant	It struggles to engage employees	Extremely well, with consistent improvement	Strong communication	Adequately managed	Yes, but with some issues	Strengthened leadership within departments	Sustainability and environmental concerns	Important, but there are other priorities	Yes, it has a strong strategy	Innovation and adaptability
2025/05/13 14:27 AM GMT-5:73	No	No	Transformational	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, but with some issues	Implemented better contingency plans	Competition from low-cost carriers	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills
2025/05/13 14:27 AM GMT-5:74	No	No	Transactional	Highly influential	Proactively and innovatively	Effective but lacks transparency	No, it has maintained a consistent culture	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Risk-taking and innovation	Very well managed	Yes, but with some issues	Implemented better contingency plans	Sustainability and environmental concerns	Important, but there are other priorities	Yes, but it will require significant effort	Stronger crisis management skills
2025/05/13 14:27 AM GMT-5:75	No	No	Servant Leadership	Moderately influential	Does not adapt well	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Risk-taking and innovation	Adequately managed	Yes, very well	Strengthened leadership within departments	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability
2025/05/13 14:27 AM GMT-5:76	No	No	Transactional	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Strong communication	Very well managed	Yes, but with some issues	Implemented better contingency plans	Sustainability and environmental concerns	Important, but there are other priorities	Yes, but it will require significant effort	Innovation and adaptability
2025/05/14 14:05 AM GMT-5:32	No	No	Transactional	Moderately influential	Reactively and conservatively	Very effective and transparent	Yes, occasionally	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, but with some issues	Strengthened leadership within departments	Competition from low-cost carriers	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills
2025/05/14 15:02 AM GMT-5:33	No	No	Transformational	Highly influential	Proactively and innovatively	Effective but lacks transparency	Yes, frequently	Very significant	Through clear communication and recognition	Poorly, with many customer complaints	Risk-taking and innovation	Very well managed	Yes, but with some issues	Implemented better contingency plans	Sustainability and environmental concerns	Important, but there are other priorities	Yes, it has a strong strategy	Innovation and adaptability
2025/05/15 19:06 AM GMT-5:33	No	No	Transformational	Highly influential	Reactively and conservatively	Very effective and transparent	Yes, frequently	Very significant	By setting clear goals and performance metrics	Extremely well, with consistent improvement	Strong communication	Adequately managed	Yes, but with some issues	Strengthened leadership within departments	Competition from low-cost carriers	Very important, it's critical to future success	Yes, but it will require significant effort	Stronger crisis management skills
2025/05/15 15:50 AM GMT-5:34	No	No	Transactional	Moderately influential	Proactively and innovatively	Very effective and transparent	Yes, occasionally	Very significant	Through clear communication and recognition	Extremely well, with consistent improvement	Visionary thinking	Very well managed	Yes, but with some issues	Implemented better contingency plans	Sustainability and environmental concerns	Very important, it's critical to future success	Yes, it has a strong strategy	Innovation and adaptability
2025/05/16 14:27 AM GMT-5:36	No	No	Servant Leadership	Highly influential	Proactively and innovatively	Very effective and transparent	Yes, frequently	Very significant	Through clear communication and recognition	Poorly, with many customer complaints	Risk-taking and innovation	Very well managed	Yes, but with some issues	Implemented better contingency plans	Competition from low-cost carriers	Important, but there are other priorities	Yes, but it will require significant effort	Stronger crisis management skills