Strengths and Weaknesses of Bureaucracy

Introduction

As the CEO of a newly founded low-cost carrier in Hong Kong with ambitions to hire 500 people, I am responsible for designing the airline's organizational structure. For the Board, I would suggest a bureaucratic structure.

Reasons for Advocating for a Bureaucratic Structure

Some low-cost carriers, such as Hong Kong Express in Hong Kong and Scoot in Singapore, also adhere to a bureaucratic framework. Employees might become specialists in their fields thanks to the division of labor. Employee performance improves significantly. Furthermore, personnel have specific activities or functions that only they are capable of performing, owing to their respective training and competence.

Strengths of a Bureaucratic Structure

Centralized decision-making.
A bureaucratic boss orders certain responsibilities and duties, allowing staff to have clear norms and roles for productivity. Each team member is in charge of a specific task. This allows each person to concentrate on their abilities and accomplish what they do best. This includes the leader, who is responsible for ensuring that all inquiries are answered by the appropriate persons.

A higher level of work stability
The bureaucratic system provides better job security than alternative forms of supervision. Employees who follow the rules and regulations that govern their position are given unique benefits. In addition, a consistent wage allows them to live their desired lifestyle. Health insurance, vacation time, and a pension are all examples of the security that a bureaucratic organization may bring.

Equal Opportunity to Succeed
A bureaucratic framework eliminates favoritism. Bureaucratic leaders foster objective relationships. Each relationship aims to ensure the best possible results are obtained. Friendships and family bonds have little effect on the procedure.

These connections' dynamics are designed for the benefit of the team and the firm. As a result, a bureaucratic boss is frequently associated with a family-run firm.

Weaknesses of a Bureaucratic Structure

Less flexibility to operate inside a bureaucratic structure
Because regulations and laws govern an employee's behavior within a bureaucracy, there is less flexibility to act or make independent judgments. The rules or laws control what actions are taken. though an employee violates those regulations or laws without permission, even though it is appropriate, they may face consequences such as employment termination or even imprisonment. Furthermore, because certain processes are required to complete tasks and a chain of command must be followed in order to advance, a significant amount of time might be lost, especially if decisions and results are required promptly.

Employee morale has suffered as a result.
Employees may become weary as a result of the bureaucratic framework. Employee morale suffered as a result. Employees may work hard in order to gain raises and promotions. However, there is no guarantee that advancement or awards will occur right away. There must be incentives built into the bureaucratic structure to reward an individual who can do a task in two hours with the same quality as someone who takes eight hours. If there is no reward, the employee may work the full six hours.

Interminable paperwork
The bureaucratic framework requires a lot of paperwork because every decision, even for minor tasks, must be written down. All documents must be kept in their draft and original formats. This results in a significant waste of time, stationery, and space.

Preventing the projected difficulties

- Within a bureaucracy, there is less freedom to act.
- Processes should be eliminated.

Some stages, permissions, and tasks that employees must complete can be eliminated entirely. Keep a look out for these processes and eliminate them as soon as feasible. Every time someone performs a typical task, consider whether it is truly necessary or if it may be decreased or removed. Several steps can be eliminated to expedite the process.

- Employee morale has suffered.
- Employees that take action should be rewarded right away.

Reward staff for acting fast. For individuals that take action, rewards might range from simple appreciation to a promotion or bonus. Furthermore, the organization must ensure that employees' advancement or rewards are immediate.

- Interminable paperwork
- Whenever possible, eliminate paperwork.

The company comes in a variety of shapes and sizes. Much of it is based on the same data. Instead, a simple computer application or online form could be employed. As a result, the employee does not have to fill out papers but can just fill out an online form where the fundamental information is saved and reused so that it does not have to be re-entered. Using a computer application will often automate tasks and eliminate the need for paperwork. If at all feasible, simply discard the documents.

Recommendations and conclusions

Organization Chart and Departmentalization by Function

The organization is well-suited for functional departmentalization. Functional departments classify jobs based on the activities are done. It is the most prevalent type of departmentalization. It is built on specialized functions like CFO, COO, Administration & Human Resources, Customer Service, Marketing, Operations, CIO, and CTO. Functional departmentalization is appropriate for an airline since it allows employees with similar technical competence to collaborate in a coordinated way. The graphic above depicts an organizational chart of the airline company's departmentalization by function.

Command and control

A proper chain of command ensures that one person is responsible for the performance of each task, job position, and department. Each employee in the chain of command is in charge of a specific aspect of the task. The COO, for example, must guarantee that employees execute tasks like fuel management and safety and security. When an employee disregards the established line of command, he or she undermines the authority of his or her immediate superior.

Levels of management

- Top Management

  o Includes: CEO

  o Determines the broad objectives necessary to meet the goals established by the board of directors.

- Middle Management

  o Includes: CFO, COO, Administration & Human Resources, Customer Service, Marketing, Operations, CIO, and CTO

  o Responsible for developing operational plans to implement the broader ones conceived by top management.

- Operating Management

  o Includes: Fuel Management, Communication & Strategic Outreach, Flight Operations, Cabin Services, Maintenance & Engineering, etc.

  o Mainly concerned with putting into action operational plans created by middle management.