



Impact of complacency on the effectiveness of port commercial operations

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Abstract

This paper deals with the phenomenon of Complacency which is one of the causes of human error detected in the domain of ship accidents. The term Complacency is present as an influential social and psychological factor which has similar cause in shipping and port commercial operations. The causes of ship accidents from the aspect of Complacency are defined as Management Complacency, Leadership Complacency and Self-Induced Complacency. All of these causes are reflected as causes of accidents in ports at the management and operational level. The main domain in which Complacency is present as influential element is decision-making process as well as in ship and port commercial operations.

Keywords: Ship accidents; Decision-making process; Port operations.

1. Introduction

Commercial and economic demands between different areas and continents are mostly satisfied by maritime transport. (Economic and Social Committee of the European Communities, 1986; Ross, 1998) This gives rise to mutual connections and conditionality of technological and organisational components between ships as transporting vehicles on one hand, and ports as start and finish in the maritime transport on the other. Besides, it is important to keep in mind that ports should be considered as one of the most vital aspects of a national transport infrastructure. For most trading nations they are the main transport link with their trading partners and thus a focal point for motorways and railway systems. At the same time they are major economic multiplier for the nation's prosperity as well as commercial infrastructure in the form of banks, agencies and industrial activity. Ports should also be considered as one of the most important aspects of maritime transport because they are the location where most maritime accidents happen usually in shallow water, where ships converge. Accidents in the vicinity of ports and terminals often cause disastrous ecological consequences (e.g.

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