

BIMCO General Meeting & Seminar

Hong Kong, 4th - 6th June 2007

Human Factor - Seafarer Focus

Presented by:

Rajaish Bajpae

President & Group Managing Director

Eurasia Group Of Companies

Advisory Board Member:

InterManager

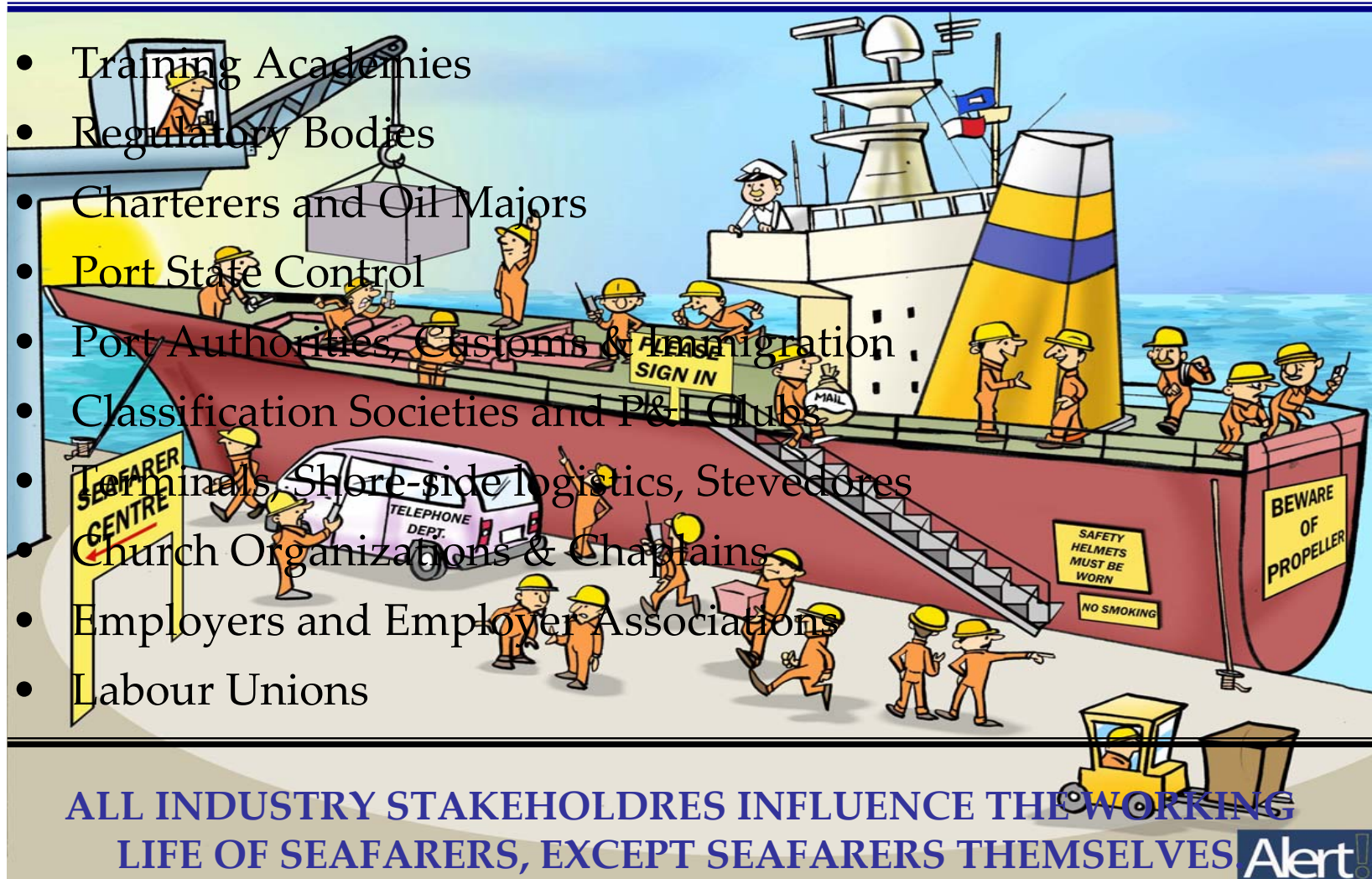
Human Factor – An Overview

- Sea-transportation is hardware, technology and seafarers.
- Hardware & technology respond to limited stimuli they are designed for; seafarers are exposed to immeasurable multi-dimensional influences.
- Ships do not move cargoes; people do, be it through innovation in design or as users of hardware & technology.
- In Design & Technology in 21st Century are attributed to Human ingenuity and Human endurance, then why the sorry state of Human Factor among seafarers?
- Are seafarers any less human than other humans?
- Role of stakeholders.

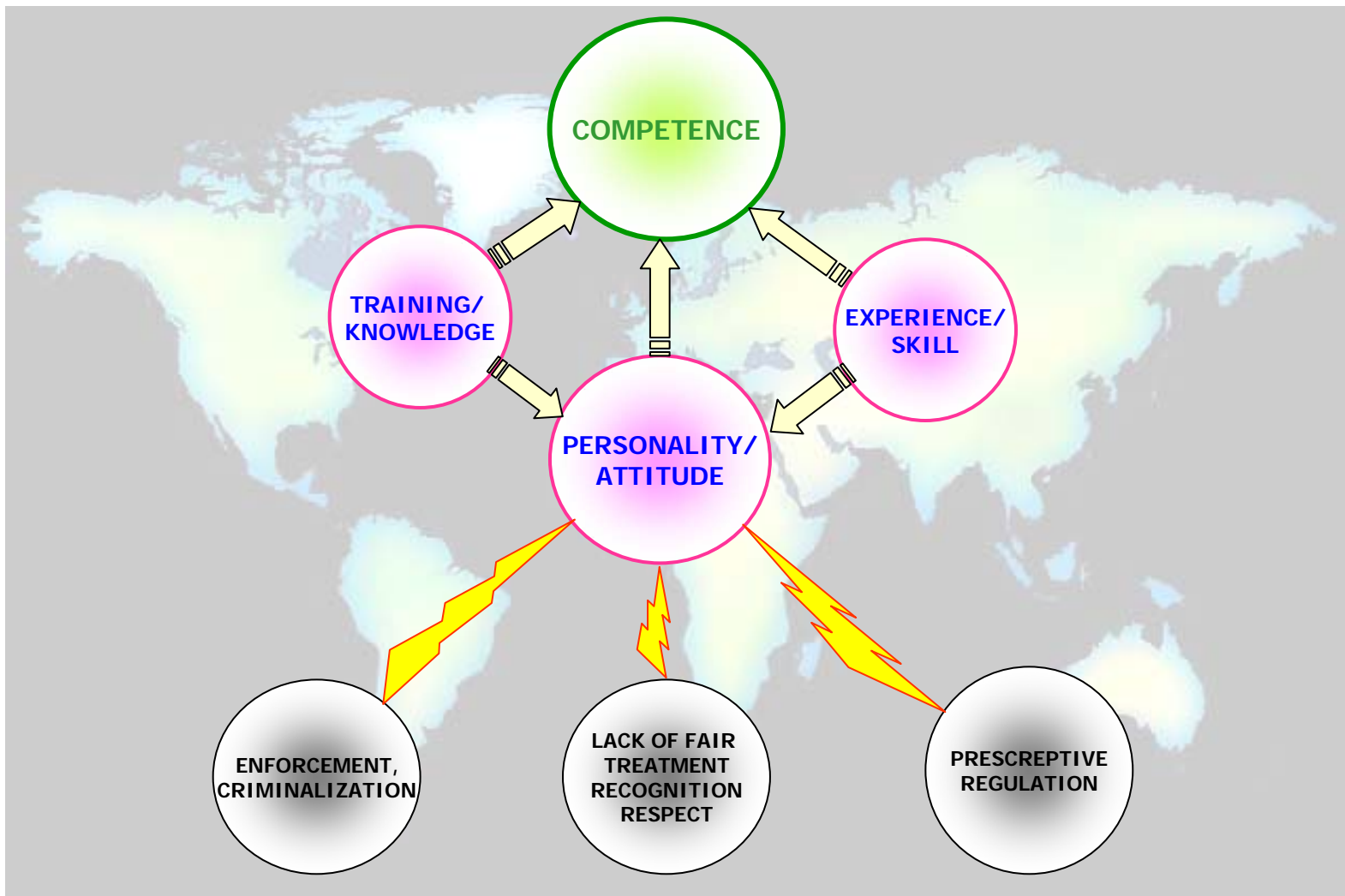
**HUMAN FACTOR AMONG SEAFARERS IS AS GOOD,
OR AS BAD, AS NURTURED BY THE INDUSTRY.**

Influences of Non-seafaring Human Factor

- Training Academies
- Regulatory Bodies
- Charterers and Oil Majors
- Port State Control
- Port Authorities, Customs & Immigration
- Classification Societies and P&I Clubs
- Terminals, Shore-side Logistics, Stevedores
- Church Organizations & Chaplains
- Employers and Employer Associations
- Labour Unions



Today's Focus



Competence

- Competence is, largely, a misunderstood attribute.
- More seafarers are dismissed for below average competence than all other reasons combined together.
- Competence is the end product of several contributory attributes, most of them beyond conscious control of seafarers, viz.
- Basic human values (family), Academic performance (high school), Formative years (cadetship, training), Experience and Personality.
- Personality development is the most complex, with most influence on all other attributes, but influenced in itself, by quality of training, social connectivity, empowerment, fair treatment, recognition and respect.

COMPETENCE OF OUR SEAFARERS IS A MIRROR FOR CORPORATE SOCIAL RESPONSIBILITY, NOT THE REASON FOR CHARGE-SHEETING.

Training

- No international standards set for entry level.
- STCW criteria alone do not ensure quality of training.
- No STCW defined mechanism for audit of training academies.
- Knowledge increasingly mixed up with Skill.
- Human Factor not recognized as a training need in STCW.
- Owners & managers bridging the gaps.
- Extension of Training into shipboard service has reduced emphasis on hands-on experience.
- Ships are places of work and learning from experience; not training, except for trainee officers & ratings.

**THE STANDARDS OF TRAINING HAVE REMAINED NEGLECTED
AT REGULATORY LEVELS. WIDE GAP IN UNDERSTANDING
OF HUMAN FACTOR.**

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Experience

- Learning is a lifelong process, dependent on level of perception, storage in memory and retrieval from memory.
- Same individual, doing the same job, may gain greater or lesser experience, as well as experience greater or lesser efficiency of retrieval, depending on external factors.
- The process is enabled by alertness, feel-good factor, empowerment, enthusiasm and productivity.
- Fatigue, repression, mistreatment, failure to perform social & domestic responsibilities, confused work culture, etc. severely retard the process.
- The retarding factors, when persistent, lead to cynicism, disconnect and withdrawal, in severe cases, active negativity.

EMPLOYERS, REGULATORS AND ALL STAKEHOLDERS MUST STRIVE TO MAKE SEAFARING A JOYFUL EXPERIENCE, IT PAYS!!

Personality

- Attitude of seafarers has the highest influence on competence.
- Personality, in itself, is also enhanced by Training & Experience.
- Prescriptive regulations, enforcement, criminalization, lack of fair treatment, lack of recognition and self governance burn the Personality.
- The cultural divide between seafarers and the rest of stakeholders has atrophied the personality of the entire seafaring community.
- Recognition and respect due to the seafarers, in business of sea-transportation, is nowhere seen in dealing with manning & training or technical issues impacting on seafarers!
- Human Factor of a community can not be built on a beaten personality.

INDUSTRY NEEDS TO BE REMINDED THAT SEAFARERS ARE ALSO ON THE SAME SIDE AS ALL OTHER STAKEHOLDERS AND NEED TO BE RECOGNIZED AS PARTNERS IN PROGRESS.

Regulation

- Too much regulation is self defeating.
- Regulations would be, largely, superfluous if training is impeccable.
- Regulations having become more and more prescriptive might have resulted from the misconceived notion that seafarers lack competence.
- To the contrary, prescriptive regulations are repressive and cause disenchantment and demoralization of seafarers.
- Prescriptive and conflicting regulations breed confusion, contempt and disregard.
- If the Human Factor among seafarers must be exploited judiciously, the regulations should be 'goal based'

INTERMANAGER'S INITIATIVE IN DEVELOPING INDUSTRYWIDE KPIS IS A MOVE IN THE RIGHT DIRECTION, AND I APPEAL ALL STAKEHOLDERS TO ASSIST IN FAST TRACKING THE KPI INITIATIVE.

Enforcement, Criminalization.....

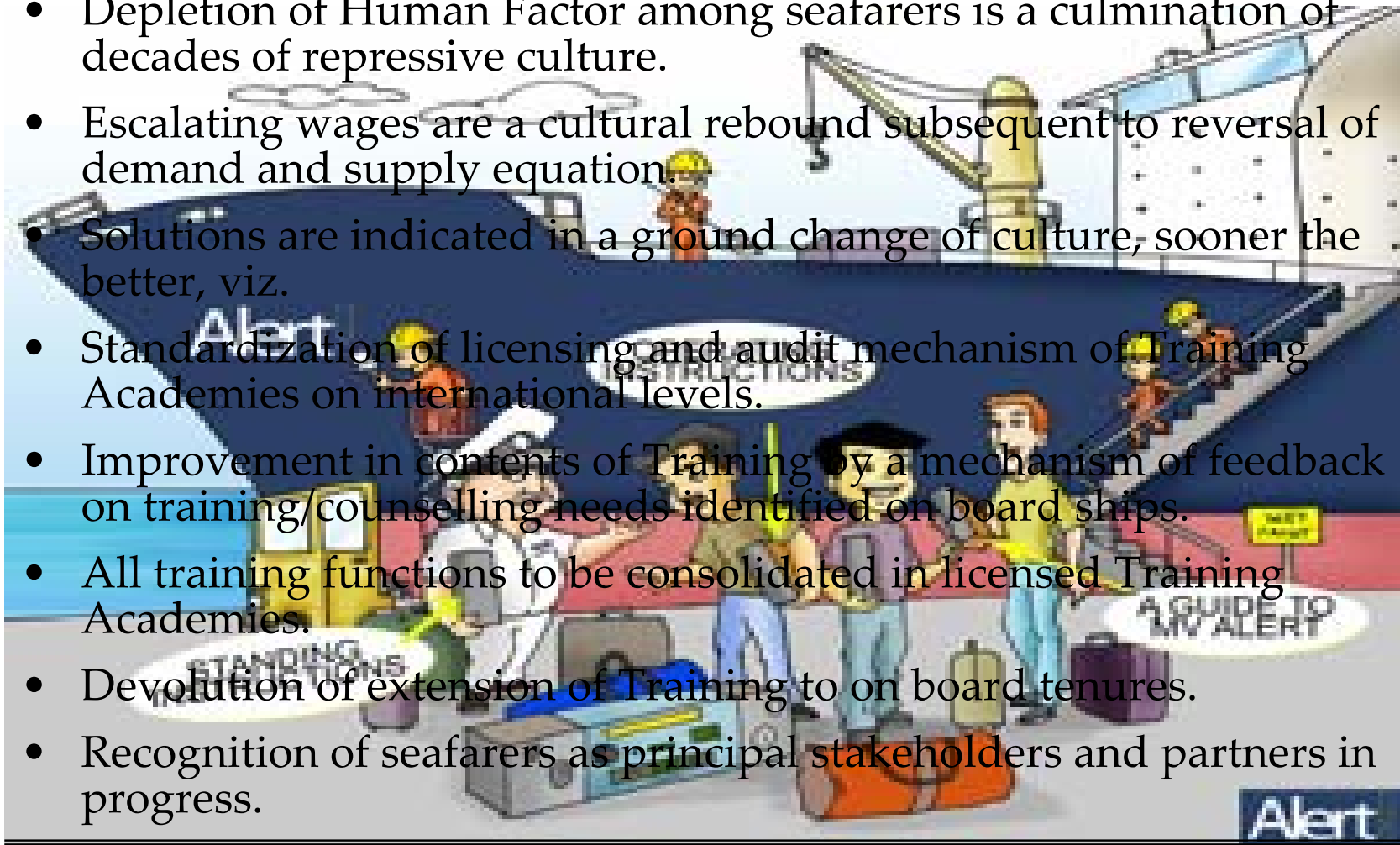
- Human nature is untameable.
- People, by nature, aspire to excel in everything they do.
- More so, seafarers, who are highly trained professionals.
- Enforcement is repressive; mentoring, sharing, empowering and recognition are progressive.
- Detention without trial, encouraging whistleblowers, treatment of seafarers as suspected terrorists, is criminalization of common justice.
- Criminalization is abuse, criminalization is criminal.
- Young generations do not want to be part of a repressive and abusive industry.

**THE FUTURE OF SEA-TRANSPORTATION IS AT STAKE.
BEFORE WE START CURING THE HUMAN FACTOR AMONG
SEAFARERS, WE MUST CREATE A CLIMATE OF TRUST AND RESPECT**

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Conclusions

- Depletion of Human Factor among seafarers is a culmination of decades of repressive culture.
- Escalating wages are a cultural rebound subsequent to reversal of demand and supply equation.
- Solutions are indicated in a ground change of culture, sooner the better, viz.
- Standardization of licensing and audit mechanism of Training Academies on international levels.
- Improvement in contents of Training by a mechanism of feedback on training/counselling needs identified on board ships.
- All training functions to be consolidated in licensed Training Academies.
- Devolution of extension of Training to on board tenures.
- Recognition of seafarers as principal stakeholders and partners in progress.



Conclusions (Cont)

- Involvement of seafarers in regulatory and legislative processes.
- Establishment of technology and procedures for information sharing with seafarers.
- Seafarers attendance of maritime seminars, workshops and conferences.
- End to poaching. Wage policies enshrined in ILO Convention to be made mandatory.
- Standardization of Seafarer Benefit Schemes by ILO instruments.
- 24/7 internet broadband access for seafarers.
- End to blame culture. Rotation of Masters, Chief Engineer and shore-side Superintendents.
- Move from prescriptive to goal based regulations.
- Fast tracking of InterManager initiative in industry-wide KPIs.
- End to enforcement and criminalization of seafarers without trial.

Thank You

Acknowledgement :

Alert! Magazine, Nautical Institute for the cartoon pictures used in this presentation.