

Role of Training in improving the performance of port logistics staff

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Abstract

Ports considered to be the main bottlenecks in the process of export and import of any country. Efficient and productive ports require safe working environment for its manpower. Improving the safety level of ports for their logistics personnel requires effective training program. This qualitative case study research designed to investigate how quality of training can improve the safety of port logistics workers (case study of Chabahar port). Initially, the port logistics workers who were involved in a mishap were interviewed in order to determine the underlying factors causing accidents and incidents. Then employees from different departments of the port spanning from management to operation level were interviewed. The results show six categories which involve in the effectiveness of training for port personnel. These six factors include: employing unskilled port logistics workers, weather condition of Chabahar port, cultural and ethnic differences, lack of effective monitoring of the performance of private contractors in ports, lack of enforcement of safety regulations, and the lack of safe equipment.

Keywords: Effectiveness of training, Port logistics workers, Port safety, Chabahar port