

# The Little Prince & VTS/VTSOs

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요 약 : 해상교통관제는 선박통항의 안전과 항만의 효율성 증대 및 해양환경의 보호에 막중한 기여를 하고 있다. 그러나 시스템과 설비에 대한 투자와 관심의 집중에 비하여 인적요소에 대한 연구와 교육이 다소 소홀하기 쉬운 것이 사실이다. 이에 우리에게도 이미 익숙하고 대중적인 책인 ‘어린왕자’를 통하여 VTS와 VTS운영자에 대한 인적요인에 대한 접근을 시도함으로써 해상교통관제사가 범하기 쉬운 오류 유형을 밝혀내고자 하였다. 아울러 해상교통관제사에게 필요한 업무적, 사회적 기술을 도출하여 보았다.

핵심용어 : Human factors, Human errors, VTS task skills, VTS social skills, reasonable order, situation awareness, priority

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## 1. Preview of the author & ‘The Little Prince’

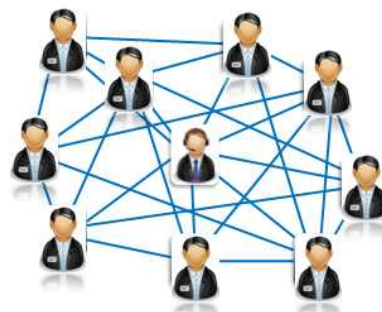
- ✓ Author : Autoine de Saint-Exupery (1900-1944)
- ✓ Reflections on the meaning of life & the nature of human relationships thru the leading character, the little prince, & others



## 2. Importance of human factors

- ✓ Proportion of marine accident caused by human factors : 85 ~ 90% <Researched by Korean Maritime Safety Tribunal>
- ✓ IALA G.1045\_Staffing Levels at VTS Centers : **The key to all VTS operation is the VTS operator.**
- ✓ VTS operation  
Ship to Shore ↔ Ship to Ship  
Human to Human
- : The most important thing is not individual human being it self, but emotional ties between each other.

## 2. Importance of human factors



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### 3. Human errors & VTS/VTSOs

Human(Grown-ups) errors	VTS/VTSOs' errors	The way we need
- Clinging to figures	- Blind faith on figures	- Focusing on participants' thought, feeling & will
- Confusion on scattered tasks	- Complexity of all-at-oncesness on ships' interaction	- Prioritizing
- Lack of responsibilities on ownership	- Skiving off duties (Passive service)	- Systematic approach to interactions
- Irresponsible & Disorganized		- Proactive (Active service)
- Mannerism	- Mannerism (Repetitive tasks)	- Refreshing our attitude on the job & Breaking outworn habits
		- Training & Education
- Bossy	- High-handed & one-sided attitude	- Open, friendly & reasonable helps
- Trying to take only what I need	- Narrow vision & thought	- Taking what they want instead of what we need

### 4. VTS task skills

#### ⊙ Risk & Proactivity → S.A.

*"There were good seeds from good plants, and bad seeds from bad plants.*

*But seeds are invisible."*

✓ Risk of accident is invisible.

Great things have small beginnings.



*"If it is only a spout of radish or the spring of a rose-bush, one would let it grow wherever it might wish. But when it is a bad plant, one must destroy it as soon as possible, the very first instant that one recognizes it."*

✓ Have to keep an eye on the risk of accident prior to be done.

Danger foreseen is half avoided.

### 4. VTS task skills

#### ⊙ Situation Awareness (Weak-ties)

*"My drawing was not a picture of a hat. It was a picture of a boa constrictor digesting an elephant."*

✓ SA1 : Perceiving

SA2 : Understanding

SA3 : Anticipating

DM : Decision Making

Seeing is not the everything.

See beyond the sight.



### 4. VTS task skills

#### ⊙ Priority (Matter of consequences) → Interruption

*"One little sleep can destroy in a single bite some morning, without even noticing what he is doing...Oh! You think that is not important!"*

✓ Something useful for others might be nothing for you.

→ User-oriented thinking



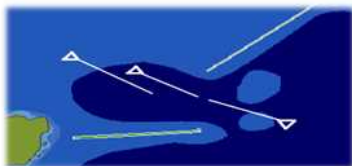
### 4. VTS task skills

#### ⊙ Reasonable order

*"If I ordered a general to fly from one flower to another like a butterfly, ...and if the general did not carry out the order that he had received, which one of us would be in the wrong?"*

✓ Power is based upon reason. You must order only what people can do.

(The king said)



### 4. VTS task skills

#### ⊙ Communication

<The Rose>

*"I think it is time for breakfast."*

*"I am not at all afraid of tigers,*

*But, I have a horror of drafts."*

*Keep telling one thing and another*

<The Little Prince>

Watering

Screening

Listening well



✓ Understand the hidden meaning of the words.

## 4. VTS task skills

### ⊙ Judge yourself (True wisdom)

*"Then you shall judge yourself. That is the most difficult thing of all. It is much more difficult to judge oneself than to judge others. If you succeed in judging yourself rightly, then you are indeed a man of true wisdom."* → No blaming

✓ Do to others as you would be done by others.



## 5. VTS social skills

### ⊙ Taming (Caring)

*"If you tame me, then we shall need each other. To me, you will be unique in all the world. To you, I shall be unique in all the world."*

✓ Be the only person to mariners.



## 5. VTS social skills

### ⊙ Responsibility (Own-ship)

*"I myself own a flower which I water every day. I own three volcanoes, which I clean out every week. It is of some use to my volcanoes, and it is of some use to my flower, that I own them."*

✓ Responsibilities always follow rights like a shadow.



## 5. VTS social skills

### ⊙ Faithful

*"Nevertheless he is the only one of them all who does not seem to me ridiculous. Perhaps that is because he is thinking of something else besides himself."*

✓ As a well spent day brings happy sleep,  
work well done brings happy result.  
Sacrifice yourself to save a great thing.



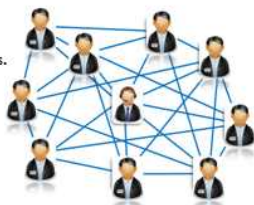
## 5. VTS social skills

### ⊙ Mercy (To do a kindness & hospitality to others)

The little prince ↔ The rose

Watering  
Screening  
Perfuming  
Brightening

✓ Scratch his back and he'll scratch yours.



# THANK YOU.