

TEAMWORK AND HUMAN FACTOR AS RISK MANAGEMENT INSTRUMENTS IN AIR TRANSPORT ORGANIZATIONS

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The concepts of unpredictability, uncertainty and risk are part of the everyday life of individuals and organizations; in fact, it is impossible to find a natural activity or behavior that is not affected by them. The objective of the research is to analyze how some tools - specifically the correct management of the human factor and teamwork - can mitigate the consequences of negative events within complex organizations (such as companies dealing with air transport), or implement a more correct risk management. Identifying how the two elements, teamwork and human factors, can be considered as fundamental risk management tools allows complex organizations to reduce errors, adverse events and/or improve the quality of safety, bringing innovations to the organization of work and redesigning work processes to make them safer and more effective, to the benefit of organizational objectives.

These assumptions are confirmed, as research has shown, that improving the quality of safety cannot occur without the full involvement of those who work. Consequently, there is a need to move beyond a predominantly managerial decision-making process to a participatory style that includes proper management of the Human Factor, enhancing the team's resources.