

PROPOSED MODEL TO PORT FACILITY SECURITY MANAGEMENT AND PERFORMANCE MEASUREMENT

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ABSTRACT

Organizations like Ports Authorities and its security departments, more or less, face several obstacles in their effort to develop management, strategic planning and performance measurement systems that deal with all issues important to be measured. In managing port operations and growth, administration strategies must include systems for supporting the port's core business needs like security requirements. The Balanced Scorecard (BSC) performance measurement system is a tool capable of providing solutions to all aforementioned issues. Although the (BSC) was designed for for-profit organizations, many nonprofits have used the scorecard with success in determining the effectiveness of the organization in relation to the mission. The (BSC) is made up of four perspectives 1) Financial; 2) Internal Business Processes; 3) Learning & Growth; and 4) Customer. Nonprofits can modify the (BSC) by moving the financial perspective to the bottom and moving the customer perspective to the top. The Problem of this research lies in weaknesses and obstacles facing the management and performance measurement for port facility security departments in addition to the shortage of link between the strategic planning and the operational level to achieve security measure and requirement. The Research aims which are evaluating how the usage of the (BSC) is improving management and the performance measurement. Finally the main research results are to develop a proposed Strategic themes serving Port facility security Management and linking it with modified model of (BSC) components and perspectives.

KEYWORDS: Port Facility, Security, Balanced Scorecard, Management, Performance Measurement