Preventing Violations

Violations (also known as non-compliances) occur when an individual or individuals deliberately contravene established and known rules.

“People are fully aware of what they should do, but, for some reason, consciously decide not to follow the approved working practices.”

People may find it difficult to get the job done without violating. **Why** is that? People often face a dilemma between following the procedure and meeting deadlines.

Violations are different from errors

Errors are unintended. People usually commit violations **deliberately**. They often occur because of a mismatch between the agreed procedures and work situations or conditions.

Is training the solution?

Retraining staff in the correct practices is not the answer to violations, as they already know what they should do!

Reducing Violations

Violations and non-compliance can be reduced by ensuring that staff:

- have practical user-friendly procedures, that are workable and realistic
- understand the importance and need for procedures
- understand the consequences of non-compliance for themselves and the quality of their work
- have the resources (including the time and tools) to carry out their tasks correctly
- perceive that managers and supervisors place a higher priority on high standards and safety than short-term operational demands
- are suitably supervised to ensure that good practices are encouraged and poor practices are discouraged.

Remember!

While their behaviour may be intentional, people generally do not intend bad consequences to result.

Human behaviour is often driven by the principle of **least effort** and so:

“Make the right and safe way the easy way”

Mental Economics?

People weigh up the costs and benefits of not complying. When the perceived benefits exceed the perceived costs, people are more likely to violate. To prevent violations, ensure that staff do not perceive the benefits of non-compliance to be greater than any adverse consequences.

Perceived Benefits of Non-compliance

- Easier way of working
- Saves time
- Meets a deadline
- More exciting
- Gets the job done
- Looks macho