

CRISIS DECISION-MAKING AND AVIATION SECURITY:
SEPTEMBER 11, 2001 CASE STUDY

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Abstract: During the terrorist attacks of September 11, 2001, Al Qaeda took the advantage of weaknesses of existing aviation security system in the USA and caused event, which resulted in the large number of human casualties and enormous material damage in the entire aviation industry. In addition, there are long-term repercussions and system changes due to these events. This paper describes the socio-economic consequences of the terrorist attacks on air transport. Special attention has been paid to changes in the security system, derived as a result of inability of aviation authorities to prevent the event and minimize the damage. The paper provides an overview of practical decision-making in managing this crisis and the measures taken during and after the terrorist attacks. It processed the operational, tactical and strategic decision-making for the aviation industry worldwide, in relation to the events of September 11, 2001.

Keywords: crisis decision-making, air transport, security, terrorist attack.