

MODULE 9A – HUMAN FACTOR

Sl. No.	Topics to be Covered	Level
		B1.1
9.1.	GENERAL	
a.	The need to take human factors into account;	2
b.	Incidents attributable to human factors/human error;	
c.	'Murphy's' law.	
9.2.	HUMAN PERFORMANCE AND LIMITATIONS	
a.	Vision;	2
b.	Hearing;	
c.	Information processing;	
d.	Attention and perception;	
e.	Memory;	
f.	Claustrophobia and physical access.	
9.3.	SOCIAL PSYCHOLOGY	
a.	Responsibility: individual and group;	1
b.	Motivation and de-motivation;	
c.	Peer pressure;	
d.	'Culture' issues;	
e.	Team working;	
f.	Management, supervision and leadership	
9.4.	FACTORS AFFECTING PERFORMANCE	
a.	Fitness/health;	2
b.	Stress: domestic and work related;	
c.	Time pressure and deadlines;	
d.	Workload: overload and underload;	
e.	Sleep and fatigue, shift work;	
f.	Alcohol, medication, drug abuse.	
9.5.	PHYSICAL ENVIRONMENT	
a.	Noise and fumes;	1
b.	Illumination;	
c.	Climate and temperature;	
d.	Motion and vibration;	
e.	Working environment.	

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9.6.	TASKS	
	a. Physical work;	1
	b. Repetitive tasks;	
	c. Visual inspection;	
	d. Complex systems.	
9.7.	COMMUNICATION	
	a. Within and between teams;	2
	b. Work logging and recording;	
	c. Keeping up to date, currency;	
	d. Dissemination of information.	
9.8.	HUMAN ERROR	
	a. Error models and theories;	2
	b. Types of error in maintenance tasks;	
	c. Implications of errors (i.e., accidents)	
	d. Avoiding and managing errors.	
9.9.	HAZARDS IN THE WORKPLACE	
	a. Recognizing and avoiding hazards;	2
	b. Dealing with emergencies.	