

MODULE 9A – HUMAN FACTOR

Sl. No.	Topics to be Covered	Level
		B2
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.	