

The 13th Human Factor



Contributory role of Humans Factor

Introduction

Humans, by their very nature, make mistakes. Human error is implicated in 70% to 80% of aviation accidents. (O'Hare, Wiggins, Batt, & Morrison, 1994; Wiegmann and Shappell, 1999; Yacavone, 1993).

My views

I beg to differ with the basic premise. Human involvement in the chain of events leading to an accident is a fact. There is a 100% involvement of humans in the error chain. Elimination of error is not feasible. Human factors are about designing systems that are resilient to unanticipated events.

Training

Crew resource management is a training intervention for threat error management. The whole focus has now shifted to error reduction. The human factor is a scientific discipline that requires years of training; most human factors professionals hold relevant graduate degrees. It is a myth that Human factors consist of a limited set of principles. As a result, the concept of CRM cannot be learned during a brief training.

Holistic view

Human factors work is not just limited to the individual level. Most importantly, HF also ranges from individual to organizational levels. As a result, it can bring other potential contributors. It can examine how the performance and safety of individuals and teams are impacted by organizational policies and procedures.

Summary

Human factor training needs in-depth study. Similar to learning the skill of flying, the same applies to the principles of human factor.

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