

# Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	What is Human Factors Engineering? . . . . .	2
1.2	Goals and Process of Human Factors Engineering	4
1.3	Scope of Human Factors Engineering . . . . .	8
1.4	Systems Thinking . . . . .	11
1.5	Scientific Base of Human Factors Engineering . .	12
1.6	Overview of the Book . . . . .	13
	Questions . . . . .	15
<b>2</b>	<b>Design Methods</b>	<b>17</b>
2.1	Human Factors in Design and Evaluation . . . . .	19
2.1.1	System Design Processes . . . . .	20
2.1.2	Human-Centered Design . . . . .	22
2.2	Understanding Users, Context, and Tasks . . . . .	25
2.3	How to Perform a Task Analysis . . . . .	27
2.3.1	Step 1: Define Purpose and Required Data	27
2.3.2	Step 2: Collect Task Data . . . . .	30
2.3.3	Step 3: Interpret Task Data . . . . .	33
2.3.4	Step 4: Innovate from Task Data . . . . .	37
2.4	Iterative Design and Refinement . . . . .	40
2.4.1	Providing Input for System Specifications	40
2.4.2	Prototypes, Wireframes, and Mockups . .	44
2.4.3	Supporting Materials and Organizational Design . . . . .	45
2.5	Evaluation . . . . .	46
2.6	Summary . . . . .	46
	Questions . . . . .	48
<b>3</b>	<b>Evaluation Methods</b>	<b>51</b>
3.1	Purpose of Evaluation . . . . .	53
3.2	Timing and Types of Evaluation . . . . .	55
3.2.1	Literature Review, Heuristic Evaluation, and Cognitive Walkthrough . . . . .	56
3.2.2	Usability Testing . . . . .	58
3.2.3	Comprehensive Evaluations and Controlled Experiments . . . . .	59
3.2.4	In-service Evaluation . . . . .	60
3.3	Study Design . . . . .	61
3.3.1	One-factor Designs . . . . .	62
3.3.2	Multiple-factor Designs . . . . .	63
3.3.3	Between-subjects Designs . . . . .	64

3.3.4	Within-subjects Designs . . . . .	64
3.3.5	Mixed Designs . . . . .	64
3.3.6	Sampling People, Tasks, and Situations . . . . .	65
3.4	Measurement . . . . .	65
3.5	Data Analysis . . . . .	67
3.5.1	Analysis of Controlled Experiments . . . . .	67
3.5.2	Analysis of Continuous Variables in Descriptive Studies . . . . .	69
3.6	Drawing Conclusions and Communicating Results . . . . .	70
3.6.1	Statistical Significance and Type I and Type II Errors . . . . .	71
3.6.2	Statistical and Practical Significance . . . . .	72
3.6.3	Generalizing and Predicting . . . . .	73
3.7	Driver Distraction: Example of a Factorial Design . . . . .	73
3.8	Ethical Issues . . . . .	74
3.9	Summary . . . . .	75
	Questions . . . . .	77

## **I Cognitive Considerations 79**

### **4 Visual Sensory System 85**

4.1	Visual Environment . . . . .	86
4.1.1	Wavelength and Color . . . . .	87
4.1.2	Light Intensity . . . . .	88
4.1.3	Light Sources . . . . .	91
4.1.4	Optic Flow and Ecological Optics . . . . .	92
4.2	The Receptor System: The Eye . . . . .	93
4.2.1	The Lens and Accommodation . . . . .	93
4.2.2	The Receptors: Rods and Cones . . . . .	95
4.3	Sensory Processing Characteristics . . . . .	98
4.3.1	Visual Acuity . . . . .	98
4.3.2	Contrast Sensitivity . . . . .	100
4.3.3	Color Vision . . . . .	102
4.3.4	Night Vision . . . . .	103
4.4	Cognitive Influence on Visual Perception . . . . .	103
4.4.1	Depth Perception . . . . .	104
4.4.2	Visual Search and Detection . . . . .	107
4.4.3	Detection . . . . .	111
4.4.4	Discrimination . . . . .	115
4.4.5	Absolute Judgment . . . . .	116
4.5	Visual Influence on Cognition . . . . .	117
4.5.1	Light and Circadian Desynchronization . . . . .	117
4.5.2	Meaning and Emotional Influence of Color . . . . .	118
4.6	Summary . . . . .	118
	Questions . . . . .	120

### **5 Auditory, Tactile, and Vestibular Systems 123**

5.1	Auditory Environment . . . . .	124
5.1.1	Amplitude, Frequency, Envelope, and Location . . . . .	124
5.1.2	Sound Intensity . . . . .	127

5.1.3	Sound Field . . . . .	129
5.1.4	Sound Sources and Noise Mitigation . . . . .	131
5.2	The Receptor System: The Ear . . . . .	135
5.2.1	Anatomy of the Ear . . . . .	135
5.2.2	Masking, Temporary Threshold Shift, and Permanent Threshold Shift . . . . .	136
5.3	Auditory Sensory Processing Characteristics . . . . .	138
5.3.1	Loudness and Pitch . . . . .	139
5.4	Cognitive Influence on Auditory Perception . . . . .	140
5.4.1	Detection and Localization . . . . .	140
5.4.2	Alarms . . . . .	142
5.4.3	Speech Communication . . . . .	147
5.5	Auditory Influence on Cognition: Noise and Annoy- ance . . . . .	152
5.6	Other Senses . . . . .	154
5.6.1	Touch: Tactile and Haptic Senses . . . . .	154
5.6.2	Proprioception and Kinesthesia . . . . .	155
5.6.3	The Vestibular Senses . . . . .	155
5.7	Summary . . . . .	157
	Questions . . . . .	159
<b>6</b>	<b>Cognition</b> . . . . .	<b>161</b>
6.1	Cognitive Environment . . . . .	163
6.2	Information Processing Model of Cognition . . . . .	164
6.3	Selective Attention and Perception . . . . .	165
6.3.1	Mechanisms of Selective Attention . . . . .	166
6.3.2	Mechanisms of the Perceptual Processes . . . . .	168
6.3.3	Implications of Selective Attention and Per- ception for Design . . . . .	170
6.4	Working Memory . . . . .	172
6.4.1	Mechanisms of Working Memory . . . . .	172
6.4.2	Limits of Working Memory . . . . .	174
6.4.3	Implications of Working Memory for Design . . . . .	176
6.5	Long-Term Memory . . . . .	179
6.5.1	Mechanisms of Long-Term Memory . . . . .	181
6.5.2	Effect of Repetition: Habits . . . . .	183
6.5.3	Organization of Information in Long-Term Memory . . . . .	185
6.5.4	Prospective Memory for Future Actions . . . . .	186
6.5.5	Implications of Long-Term Memory for Design . . . . .	187
6.6	Divided Attention and Time-Sharing . . . . .	189
6.6.1	Task Difficulty and Mental Workload . . . . .	189
6.6.2	Task Resource Structure . . . . .	190
6.6.3	Confusion . . . . .	193
6.6.4	Task Switching . . . . .	193
6.6.5	Training and Individual Differences . . . . .	197
6.7	Summary . . . . .	197
	Questions . . . . .	199
<b>7</b>	<b>Decision Making and Macrocognition</b> . . . . .	<b>201</b>
7.1	Macrocognitive Environment . . . . .	203

7.2	Levels of Behavior: Skill and Expertise . . . . .	205
7.3	Decision Making . . . . .	209
7.3.1	Normative and Descriptive Decision Making . . . . .	211
7.4	Balancing Intuitive, Heuristic, and Analytic Decision Making . . . . .	215
7.4.1	Vulnerabilities of Heuristics: Biases . . . . .	216
7.4.2	Benefits of Heuristics and the Cost of Biases . . . . .	223
7.4.3	Principles for Improving Decision Making . . . . .	223
7.5	Situation Awareness . . . . .	228
7.5.1	Measuring Situation Awareness . . . . .	229
7.5.2	Principles for Improving Situation Awareness . . . . .	230
7.6	Problem Solving and Troubleshooting . . . . .	232
7.6.1	Principles for Improving Problem Solving and Troubleshooting . . . . .	233
7.7	Planning and Scheduling . . . . .	234
7.7.1	Principles for Improving Planning and Scheduling . . . . .	235
7.8	Metacognition . . . . .	235
7.8.1	Principles for Improving Metacognition . . . . .	237
7.9	Summary . . . . .	238
	Questions . . . . .	240
<b>8</b>	<b>Displays</b> . . . . .	<b>243</b>
8.1	Types of Displays and Tasks . . . . .	245
8.2	Fifteen Principles of Display Design . . . . .	246
8.2.1	Principles Based on Attention . . . . .	247
8.2.2	Perceptual Principles . . . . .	249
8.2.3	Memory Principles . . . . .	250
8.2.4	Mental Model Principles . . . . .	251
8.2.5	Summary of Principles . . . . .	252
8.3	Alerts . . . . .	253
8.4	Labels and Icons . . . . .	253
8.5	Monitoring Displays . . . . .	255
8.6	Integrative Displays . . . . .	258
8.6.1	Display Layout . . . . .	259
8.6.2	Head-Up Displays and Display Overlays . . . . .	262
8.6.3	Head-Mounted Displays . . . . .	263
8.6.4	Configural Displays . . . . .	265
8.6.5	Putting It All Together: Supervisory Displays . . . . .	266
8.7	Navigation Displays and Maps . . . . .	268
8.7.1	Route Lists and Command Displays . . . . .	269
8.7.2	Maps . . . . .	269
8.8	Data Visualization and Graph Design . . . . .	273
8.8.1	Matching Types of Graphs to Questions . . . . .	273
8.8.2	Mapping Data to Display Dimensions . . . . .	274
8.8.3	Proximity . . . . .	275
8.8.4	Legibility . . . . .	276
8.8.5	Clutter . . . . .	276
8.8.6	Interactive Data Visualization . . . . .	278
8.9	Summary . . . . .	278
	Questions . . . . .	280

<b>9</b>	<b>Controls</b>	<b>283</b>
9.1	Types of Controls and Tasks . . . . .	284
9.2	Information Theory: Response Selection and Execution . . . . .	286
9.3	Fifteen Principles for Discrete Controls . . . . .	286
9.3.1	Attention Principles . . . . .	287
9.3.2	Perceptual Principles . . . . .	288
9.3.3	Memory Principles . . . . .	290
9.3.4	Mental Model Principles . . . . .	291
9.3.5	Response Selection Principles . . . . .	292
9.3.6	Summary of Principles . . . . .	296
9.4	Discrete Controls: Buttons and Switches . . . . .	296
9.5	Discrete Controls: Keyboards . . . . .	298
9.5.1	Numerical Data Entry . . . . .	298
9.5.2	Text Data Entry . . . . .	299
9.6	Discrete Controls: Voice Input . . . . .	300
9.6.1	Benefits of Voice Control . . . . .	300
9.6.2	Costs of Voice Control . . . . .	301
9.7	Continuous Control: Position and Track . . . . .	302
9.7.1	The Tracking Loop: Basic Elements . . . . .	303
9.7.2	Input and Bandwidth . . . . .	305
9.7.3	Control Order . . . . .	306
9.7.4	Stability . . . . .	310
9.7.5	Open-loop Versus Closed-loop Systems . . . . .	311
9.8	Pointing Devices . . . . .	311
9.8.1	Task Performance Dependence . . . . .	313
9.8.2	The Work Space Environment . . . . .	313
9.9	Displays for Tracking . . . . .	315
9.10	Remote Manipulation, Teleoperation, and Telerobotics . . . . .	316
9.10.1	Time Delay . . . . .	316
9.10.2	Depth Perception and Image Quality . . . . .	317
9.10.3	Proprioceptive Feedback . . . . .	317
9.10.4	Design Solutions for Teleoperation . . . . .	317
9.11	Summary . . . . .	318
	Questions . . . . .	320
<b>10</b>	<b>Human-Computer Interaction</b>	<b>323</b>
10.1	Matching Interaction Style to Tasks and Users . . . . .	326
10.1.1	Understanding Users and Their Tasks . . . . .	326
10.2	Interaction Styles . . . . .	328
10.3	Theories for Interface and Interaction Design . . . . .	335
10.3.1	Goal-directed Behavior . . . . .	336
10.3.2	Affect, Emotion, and Aesthetics . . . . .	340
10.4	Fifteen Principles for HCI Design . . . . .	341
10.4.1	Attention Principles . . . . .	341
10.4.2	Perception Principles . . . . .	342
10.4.3	Memory Principles . . . . .	342
10.4.4	Mental Model Principles . . . . .	343
10.4.5	Response Selection Principles . . . . .	344
10.4.6	Interaction Principles . . . . .	344
10.4.7	Summary of Principles . . . . .	345

10.5	Interactive Visualization . . . . .	346
10.6	Website and Application Design . . . . .	348
10.7	Tangible and Wearable Technology . . . . .	349
10.8	Computers in Cars . . . . .	351
10.9	Evaluation Criteria for HCI . . . . .	352
10.10	Summary . . . . .	353
	Questions . . . . .	355
<b>11</b>	<b>Human-Automation Interaction</b>	<b>357</b>
11.1	Why Automate? . . . . .	359
11.2	Types of Automation and Types of Tasks . . . . .	361
11.2.1	Types of Automation . . . . .	361
11.2.2	Types of Tasks . . . . .	364
11.3	Problems with Automation . . . . .	364
11.3.1	Automation Reliability . . . . .	365
11.3.2	Trust: Calibration and Mistrust . . . . .	366
11.3.3	Overtrust, Complacency, and Out-of-the-loop Behavior . . . . .	367
11.3.4	Workload and Situation Awareness . . . . .	370
11.3.5	Mode Confusion and Managing Multiple Elements of Automation . . . . .	371
11.3.6	Loss of Human Cooperation . . . . .	371
11.3.7	Job Satisfaction . . . . .	371
11.3.8	Training and Certification . . . . .	372
11.4	Allocating Functions between People and Automation . . . . .	372
11.5	Fifteen Principles of Human-Centered Automation	375
11.5.1	Mental Model Principles . . . . .	375
11.5.2	Attention Principles . . . . .	377
11.5.3	Perception Principles . . . . .	378
11.5.4	Response Selection Principles . . . . .	378
11.5.5	Interaction Principles . . . . .	379
11.5.6	Organizational Principles . . . . .	381
11.5.7	Summary of Principles . . . . .	383
11.6	Increasingly Autonomous Technology . . . . .	383
11.7	Summary . . . . .	385
	Questions . . . . .	387
<b>12</b>	<b>Engineering Anthropometry and Workspace Design</b>	<b>389</b>
12.1	Human Variability and Statistics . . . . .	392
12.1.1	Human Variability . . . . .	392
12.1.2	Statistical Analysis . . . . .	394
12.2	Anthropometric Data . . . . .	395
12.2.1	Measurement Devices and Methods . . . . .	395
12.2.2	Civilian and Military Data . . . . .	397
12.2.3	Structural and Functional Data . . . . .	401
12.2.4	Use of Anthropometric Data in Design . . . . .	402
12.3	Principles for Workspace Design . . . . .	405
12.3.1	Clearance Requirement of the Largest Users	406
12.3.2	Reach Requirements of the Smallest Users	406
12.3.3	Special Requirements of Maintenance . . . . .	408
12.3.4	Adjustability Requirements . . . . .	408

12.3.5	Visibility and Normal Line of Sight . . . . .	409
12.3.6	Component Arrangement . . . . .	410
12.4	Design for Standing and Seated Work . . . . .	414
12.4.1	Choosing between Standing and Seated Work . . . . .	414
12.4.2	Work Surface Height . . . . .	415
12.4.3	Work Surface Depth . . . . .	415
12.4.4	Work Surface Inclination . . . . .	416
12.5	Summary . . . . .	417
	Questions . . . . .	418
<b>13</b>	<b>Biomechanics of Work</b>	<b>419</b>
13.1	The Musculoskeletal System . . . . .	421
13.1.1	Bones and Connective Tissues . . . . .	421
13.1.2	Muscles . . . . .	422
13.2	Biomechanical Models . . . . .	424
13.2.1	Single-segment Planar Static Model . . . . .	425
13.3	Low-back Problems . . . . .	427
13.3.1	Low-back Biomechanics of Lifting . . . . .	427
13.4	NIOSH Lifting Guide . . . . .	430
13.4.1	Manual Materials Handling . . . . .	435
13.4.2	Seated Work and Chair Design . . . . .	437
13.5	Cumulative Trauma Disorders . . . . .	439
13.5.1	Common Forms of CTD . . . . .	439
13.5.2	Causes and Prevention of CTDs . . . . .	441
13.5.3	Hand-Tool Design . . . . .	442
13.6	Summary . . . . .	445
	Questions . . . . .	446
<b>14</b>	<b>Work Physiology</b>	<b>449</b>
14.1	Muscle Structure and Metabolism . . . . .	451
14.1.1	Muscle Structure . . . . .	451
14.1.2	Aerobic and Anaerobic Metabolism . . . . .	452
14.2	Circulatory and Respiratory Systems . . . . .	454
14.2.1	The Circulatory System . . . . .	455
14.2.2	The Respiratory System . . . . .	459
14.3	Energy Cost of Work and Workload Assessment . . . . .	461
14.3.1	Energy Cost of Work . . . . .	461
14.3.2	Measurement of Workload . . . . .	463
14.4	Work Capacity and Whole-body Fatigue . . . . .	468
14.4.1	Short-term and Long-term Work Capacity . . . . .	468
14.4.2	Causes and Control of Whole-body Fatigue . . . . .	470
14.4.3	Static Work and Local Muscle Fatigue . . . . .	473
14.5	Summary . . . . .	475
	Questions . . . . .	477
<b>15</b>	<b>Stress and Workload</b>	<b>479</b>
15.1	Environmental Stressors . . . . .	481
15.1.1	Motion . . . . .	482
15.1.2	Thermal Stress . . . . .	483
15.1.3	Air Quality . . . . .	484
15.2	Psychological Stressors . . . . .	485
15.2.1	Cognitive Appraisal . . . . .	485

15.2.2	Ethical Issues . . . . .	486
15.2.3	Level of Arousal . . . . .	486
15.2.4	Performance Changes with Overarousal . . . . .	487
15.2.5	Measuring Stress . . . . .	488
15.2.6	Remediation of Psychological Stress . . . . .	488
15.3	Life Stress . . . . .	489
15.4	Workload and Overload . . . . .	490
15.4.1	The Timeline Model . . . . .	491
15.4.2	Mental Workload Measurement . . . . .	493
15.4.3	Overload Remediations . . . . .	496
15.5	Vigilance, Fatigue, and Sleep Disruption . . . . .	497
15.5.1	Vigilance and Underarousal . . . . .	498
15.5.2	Vigilance Remediations . . . . .	499
15.5.3	Sleep Disruption . . . . .	500
15.5.4	Sleep Deprivation and Performance Effects . . . . .	500
15.5.5	Circadian Rhythms . . . . .	501
15.5.6	Circadian Disruption . . . . .	503
15.5.7	Sleep Disruption Remediation . . . . .	504
15.6	Summary . . . . .	506
	Questions . . . . .	508
<b>16</b>	<b>Safety and Accident Prevention</b>	<b>511</b>
16.1	Costs and Causes of Accidents . . . . .	513
16.2	Safety Legislation . . . . .	513
16.2.1	Workers' Compensation and Liability . . . . .	514
16.2.2	Establishment of OSHA and NIOSH . . . . .	515
16.2.3	Product Liability . . . . .	516
16.3	Causes and Contributors to Accidents . . . . .	517
16.3.1	Worker Characteristics . . . . .	518
16.3.2	Job Characteristics . . . . .	520
16.3.3	Equipment and Tools . . . . .	521
16.3.4	Physical Environment . . . . .	524
16.3.5	Social/Psychological Environment . . . . .	526
16.3.6	Human Error . . . . .	527
16.4	Hazard Identification and Control . . . . .	531
16.4.1	Hazard Criticality and Risk . . . . .	532
16.4.2	Hazard Identification . . . . .	532
16.4.3	Hazard Controls . . . . .	535
16.5	Safety Management . . . . .	537
16.5.1	Safety Programs . . . . .	537
16.5.2	Accident and Incident Investigation . . . . .	539
16.5.3	Safety Regulators . . . . .	540
16.6	Risk-taking and Warnings . . . . .	540
16.6.1	Risk-taking as a Decision Process . . . . .	540
16.6.2	Written Warnings and Warning Labels . . . . .	542
16.7	Summary . . . . .	544
	Questions . . . . .	546
<b>17</b>	<b>Job Design, Selection, and Training</b>	<b>547</b>
17.1	Job Design . . . . .	549
17.2	Personnel Selection . . . . .	553
17.2.1	Basics of Selection . . . . .	553



17.2.2	Selection Tests and Procedures . . . . .	555
17.3	Performance Support and Job Aids . . . . .	558
17.4	Supporting People with Disabilities . . . . .	561
17.5	Training . . . . .	562
17.5.1	Learning and Expertise . . . . .	562
17.5.2	Methods for Enhancing Training . . . . .	565
17.5.3	Transfer of Training and Simulation . . . . .	572
17.5.4	On-the-Job and Embedded Training . . . . .	574
17.6	Training Program Design . . . . .	574
17.6.1	A Training Program Design Model . . . . .	575
17.7	Summary . . . . .	578
	Questions . . . . .	579
<b>18</b>	<b>Organizational Design</b>	<b>581</b>
18.1	System and Organizational Characteristics . . . . .	583
18.1.1	Organizational Design . . . . .	584
18.1.2	Organizational Culture and Social Norms . . . . .	585
18.2	Groups and Teams . . . . .	586
18.2.1	Characteristics of Groups, Teams, and Crews . . . . .	587
18.2.2	Group Performance . . . . .	587
18.2.3	Team Performance . . . . .	588
18.2.4	Team Training . . . . .	593
18.3	Computer-supported Cooperative Work and Network Enabled Interactions . . . . .	595
18.3.1	Decision Making Using Groupware . . . . .	596
18.3.2	Computer-supported Team Performance . . . . .	596
18.3.3	Difficulties of Remote Collaboration . . . . .	598
18.4	Macroergonomics and Work System Design . . . . .	599
18.5	Summary . . . . .	602
	Questions . . . . .	604
	<b>Bibliography</b>	<b>605</b>
	<b>Figure credits</b>	<b>657</b>
	<b>Index</b>	<b>659</b>