

Contents

Preface.....	xxiii
Author	xxvii
Prologue: Human Factors and Ergonomics in Systems Design and Project Management.....	xxix
Chapter 1 Human Factors and Ergonomics from the Earliest Times to the Present	1
Core Knowledge: Understanding Human Factors and Ergonomics.....	1
Compatibility: Matching Demands to Capabilities	1
Brief History of Ergonomics	2
Scientific Management and Work Study	2
Human Relations and Occupational Psychology.....	4
Hawthorne Experiments	4
Sociotechnical Systems Theory	6
Participation.....	7
Occupational Medicine.....	7
Human Performance Psychology	7
Operations Research.....	8
Fit the Man to the Job versus Fitting the Job to the Man	8
Human Factors and Ergonomics	9
Will Taylorism Ever Go Away? Modern Work Systems and Neo-Taylorism	10
Attempts to Humanize Work.....	10
Success of Work Humanization Programs	11
The Fourth Industrial Revolution	12
Basic Applications.....	12
Tools and Processes.....	14
HFE Checklists	14
Task Analysis.....	19
Status of Risk Assessment and Design Tools	23
Systems Integration	24
Cost–Benefit Models and Methods.....	24
Oxenburgh Productivity Model	24
Prevention is Better Than Cure	25
Examples of Industrial Ergonomics Programs.....	26
Economics of Participation	28
Future Directions for HFE	28
Summary	29
Tutorial Topics	29
Essays and Exercises	29
Chapter 2 The Body as a Mechanical System	31
Core Knowledge: The Human Body as a Mechanical System	31
Postural Stability	32
Some Basic Body Mechanics	32
Anatomy of the Spine and Pelvis Related to Posture	34
Spine	35
Pelvis.....	37
Lumbo-Pelvic Mechanism.....	37

Basic Applications.....	38
Standing.....	38
Understanding Low Back Pain and the Role of HFE.....	41
Causes of Low Back Pain.....	43
Back Pain and Muscular Fatigue.....	43
Psychosocial Factors and Physical Stressors.....	43
Can Low Back Pain Be Prevented?.....	44
HFE and the Musculoskeletal System in General.....	46
Tools and Processes.....	47
Tolerance for Forces of Rapid Onset	47
Falls into Water.....	47
Tolerance for Collisions and Shocks	49
Shock	49
Occupational Exposure to High Forces: How to Calculate Spinal Compression	50
Spinal Compression Tolerance Limits.....	55
Measurement of Musculoskeletal Pain in the Workplace	57
System Integration.....	57
Analyze Legacy Data	57
Proactive Approach to Prevention	59
High Costs of Injury	59
Role of Occupational Factors	60
Research Directions	61
Summary	61
Tutorial Topics	61
Essays and Exercises	62
Chapter 3 Anthropometry, Workstation, and Facilities Design.....	65
Core Knowledge: Understanding Human Physical Variability.....	65
Anthropometry: Definition.....	65
Measurements of the Body Used in HFE	65
Functional Anthropometry.....	65
Sources of Human Variability	66
Factors Influencing the Change in Body Size of Populations	70
The Obesity Epidemic	71
Anthropometry Surveys	71
Implications for HFE	72
Statistical Essentials for Using Anthropometric Data in HFE.....	72
The Normal Distribution	72
Variability and the “Distance” from the Middle	73
The Standard Normal Deviate: Z.....	73
Percentiles to Real Measurements and Back Again	74
Estimating the Range.....	74
Accuracy of the Measurements	75
Patterns of Variability in Human Body Size and Shape	76
Basic Applications.....	79
Design to Fit a Target Population	79
Anthropometry and Clothing Corrections	82
How to Deal with Anthropometric Constraints on Product Dimensions.....	82
Find the Minimum Allowable Dimensions	82
Find the Maximum Allowable Dimensions.....	83

Tools and Processes.....	84
Cost–Benefit Analysis and Trade-Offs.....	85
Digital Human Models	86
Anthropometric Scaling Techniques.....	87
Workstation Design and Reach.....	90
Make Different Sizes	91
Design Adjustable Products.....	92
System Integration.....	93
Understand the Context of Use.....	94
Design from the “Inside Out” Not the “Outside In”	94
Anthropometry, Workstation Design, and Task Analysis	94
Space Planning for Offices	95
“Fit for Use” Surveys and Acceptance Testing	96
Psychosocial Factors: Anthropometry and Personal Space	96
Benefits of Protective Clothing That Fits	97
Industrial Workplace Layout	98
Adjustability and Adjustment of Office Furniture.....	98
Effectiveness of Office HFE Interventions.....	99
Status of Anthropometry in HFE	99
Research Directions	102
Summary	102
Tutorial Topics.....	103
Essays and Exercises	103

Chapter 4 Standing and Sitting at Work	107
Core Knowledge: Understanding Posture and Movement	107
Anatomy of Human Posture and Its Evolutionary Origins	107
Posture	110
Fundamental Aspects of Sitting and Standing	112
Anatomy of Standing.....	112
Basic Applications.....	119
Three Steps to Effective Workstation Design	120
Visual Requirements.....	120
Postural Requirements.....	122
Temporal Requirements.....	123
Holding Times for Static Postures.....	124
Standing Aids	124
Footrests and Footrails	124
Anti-fatigue Mats.....	125
Compression Stockings and Rubber Floor Mats	125
Toespace.....	126
Shoes.....	126
Ergonomics of Seated Work	126
How Does a Lumbar Support Work?.....	126
Adjustable Backrests.....	129
Getting the Fit Right.....	129
Forward Tilting Seats	129
Dynamic Postures.....	129
Foot Pump Devices	130
Visual Display Terminals	130

Standing to Work at VDTs	131
Laptops and Tablets	131
Guidance for Office Workstation Design	132
Forward Tilting Seats	133
Lumbar Supports	133
Dynamic Sitting.....	133
Work Surface Design.....	134
Mouse-Intensive Tasks.....	135
Tools and Processes.....	135
Office Environment	135
Static Work-Risk Assessment	137
Rapid Entire Body Assessment	137
Assessment of Working Posture Using Composite Risk Zone Ratings	139
Trunk Inclination.....	141
Consulting Users for Furniture Selection: A Structured Approach	142
System Integration.....	148
Analyze Legacy Data	148
Workstation Design and Viewing Angles	149
Systems Furniture.....	149
Cost-Benefit and Payback Analysis	150
Improvement of Work Conditions of Data Entry Clerks	150
Ergonomics Program in a Large Company	150
Training Programs for VDT Ergonomics.....	150
Workstation Design and Viewing Angles	151
Research Directions	151
Summary	151
Tutorial Topics.....	152
Essays and Exercises	152
Chapter 5 Repetitive Tasks: Risk Assessment and Task Design.....	155
Core Knowledge: Functional Anatomy and Epidemiology of Injury Caused by Repetitive Work.....	155
Specific versus Nonspecific WMSDs.....	156
Risk Factors Associated with Pain and Injury	157
Models of the Development of WMSDs	160
Review of Tissue Pathomechanics and WMSDs.....	160
Muscle Pain.....	160
Tendon Pain	162
Injuries to the Upper Body at Work	165
Disorders of the Neck	166
Carpal Tunnel Syndrome.....	168
Evidence for Work Relatedness	168
Possible Causal Pathways	168
Tennis Elbow (Epicondylitis)	169
Evidence for Work Relatedness	169
Possible Causal Pathways	170
Disorders of the Shoulder	170
Evidence for Work Relatedness	170
Possible Causal Pathways	171
Lower Limbs.....	173

Basic Applications.....	174
Hand Tools.....	174
Handle Design	174
Limits for Hand/Wrist Exertions in Repetitive Work	177
Wrist Flexion and Extension	178
Keyboard Design	178
Cell phones and E-Games	181
Cursor Control Devices	182
Tools and Processes.....	183
Identifying Repetitive, Monotonous Work.....	183
The Strain Index (SI): Assessing the Risk of Injury to the Distal Extremities	183
Example	184
Preventing Overuse of the Thumb.....	187
Checklists	188
Questionnaires.....	188
System Integration.....	188
Effectiveness and Cost Effectiveness	194
Productivity and the Use of Bent-Handled Pliers.....	195
Managing Musculoskeletal Pain in Aircraft Assembly.....	195
Reduction of WMSDs at the Ford Motor Company	195
Controlling WMSDs in the Telecommunications Industry	196
Training to Prevent WMSDs	197
Shorter Workday	198
Research Directions	198
Summary	198
Tutorial Topics	198
Essays and Exercises	199
 Chapter 6 Design of Manual Handling and Load Carriage Tasks.....	203
Core Knowledge: Functional Anatomy and Biomechanics of Manual Handling and Load Carriage.....	203
Standing and Walking	203
Biomechanics of Human Walking (Gait)	204
Postural Control in Dynamic Tasks	205
Other Factors Influencing Postural Stability	205
Effects of Age	205
Attentional Demands of Maintaining Posture.....	206
Anatomy and Biomechanics of Manual Handling	206
Back Injuries and Lifting and Carrying	207
Basic Applications.....	209
Foot–Floor Interface: Coefficients of Friction for Safety.....	209
Slips, Trips, and Falls: Catastrophic Failure of the Erect Position.....	209
Preventing Falls from a Height.....	210
Abdominal Belts for Manual Handling Safety: Health or Hoax	210
Summary	212
Precautions.....	213
Training People to Lift “Safely”	213
Why Is Training in Lifting Technique So Often Ineffective? False Assumptions about Manual Handling Safety	214
Content of Safety Training Programs.....	216

Design of Manual Handling Tasks	216
Task Requirements	216
Personal Characteristics of Workers.....	217
Maximum Loads for Lifting and Lowering	218
Carrying.....	219
Postural Stability and Postural Control	219
Manual Handling Outdoors: Effects of Wind on Postural Stability	220
Design of Carrying Tasks	221
Pushing and Pulling	223
Size-Weight Illusion: Minimize the Amount of Packaging.....	224
Tools and Processes.....	224
Low Back Disorder Models, Risk Assessment, and Task Redesign	224
The NIOSH Lifting Equation.....	225
Several Lifting Tasks	228
Biomechanics of Pushing and Pulling Trucks and Trolleys.....	231
Implications	233
Identify the Risk Factors in Pushing and Pulling	233
Task-Trolley-Operator Interaction	233
Design of Load	234
Wheels/Castors	234
Work Environment.....	234
Other	234
System Integration.....	234
Prevention of Falls.....	234
Validity of the Low Back Disorder Model	235
Reliability of the NIOSH Equation	235
Validity of the NIOSH Lifting Equation	235
Sensitivity, Diagnosticity, Intrusiveness, and Cost	235
Effectiveness and Cost Effectiveness	236
Does Manual Handling Add Value?	236
Basic Ergonomics in Action	236
Research Issues	237
Summary	238
Tutorial Topics	240
Essays and Exercises	240
Chapter 7 Work Capacity, Stress, Fatigue, and Recovery.....	243
Core Knowledge: Fundamentals of Work Physiology	243
Muscles, Structure and Function, and Capacity	243
Energy for Action	245
Oxygen-Dependent and Oxygen-Independent Systems.....	246
Implications	246
Efficiency of Muscle Contraction	246
Muscle Function.....	247
Control of Muscle Function.....	248
Cardiovascular System	248
Blood Pressure	250
Respiratory System.....	250
Physical Work Capacity.....	251
Basal Metabolic Rate.....	251

Maximum Oxygen Uptake	252
Factors Affecting Work Capacity	252
Aging Population	254
Removal of Waste Products	255
VO ₂ Max and Fatigue	255
Stress and Fatigue.....	256
Stress.....	256
Fatigue	257
Biochemistry and Physiology of the Stress Response	258
Basic Applications.....	259
Recovery from Work Demands	259
Antecedents of recovery	259
Immediate Antecedents of Recovery (Initiation of Recovery Process)	259
Is Recovery an Automatic Process?.....	260
Can Recovery Be Facilitated?	260
Dynamics of Recovery	261
Conceptual Issues in the Identification of Recovery	261
Tools and Processes.....	262
Heart Rate Recovery and Work Intensity	262
Cardiac Stress Index.....	262
Evaluation of Nonphysical Stress	263
Fatigue and Discomfort.....	264
Fatigue and Pain	265
Electromyography.....	267
Rest Periods for Static Exertions	269
Absolute VO ₂	269
Indirect Measures of Energy Expenditure	269
Assessment of Physical Work Demands: Ambulatory Monitoring	271
Aerobic Capacity of U.S. Workers: NIOSH Guideline	272
VO ₂ Max and Industrial Work.....	272
Subjective Measures of Physical Effort.....	275
Measuring Recovery from Work	276
System Integration.....	277
Effectiveness and Cost Effectiveness	277
Evaluation of Job Aids	278
Productivity Improvements in Developing Countries	278
Pedal Power and Its Uses in Developing Countries	279
Research Issues	279
Summary	280
Tutorial Topics	280
Essays and Exercises	280
Chapter 8	
Job Demands, Health, and Well-Being for a Changing Population	283
Core Knowledge: Workload, Fitness for Work, and Health.....	283
Energy Costs of Physical Activities.....	283
Fitness for Work	287
Fitness and Health	287
Metabolic Demands and Food Consumption	287
Physical Inactivity: A Major Challenge to Public Health and Employee Well-Being	288

Insulin Resistance.....	288
Type II Diabetes	289
Defining Overweight and Obesity	290
Changes in Work Capacity	290
Psychological Stress and Health.....	290
Sleep	291
Sleep Quality	292
Sleep Inertia.....	293
Circadian Rhythms.....	293
The Aging Population.....	293
Basic Applications.....	294
Build Movement into Sedentary Jobs.....	294
Exercise Breaks for Visual Display Terminal (VDT) Workers.....	294
Standing and Moving after Lunch.....	294
Fitting the Job to the Obese Worker.....	296
Don't Design an "Obesogenic" Workplace	296
Countering Sleep Disruption.....	296
Jet Lag.....	298
Daylight Saving Time.....	298
Design of Shiftwork Systems	298
Hours of Work per Day.....	299
Hours of Work	300
Accidents and Fatigue	301
Regulations Concerning Working Hours	302
Evaluation of Organizational Interventions to Reduce Exposure to	
Psychosocial Hazards	302
Computer Stress.....	302
Methods of Reducing Computer Stress	303
Tools and Processes.....	303
Understanding the Risk: Hazard Ratios	303
Assessing Fitness for Work	304
Assessment of Physical Work Demands: Ambulatory Monitoring	304
Quick Activity Checklist	307
Assessment of Physical Work Demands: MET Tables.....	307
Work Ability Index	308
Fitness Apps	310
System Integration.....	310
Work Hardening Programs.....	311
Work Hardening Programs and Rehabilitation	311
Participation in Decision Making.....	312
Status of Physiological Methods in Risk Assessment and Task Design	312
Effectiveness and Cost Effectiveness	312
Target High-Risk Groups.....	313
Reduce Long Work Hours and Badly Designed Shift Systems.....	313
Reduce Psychosocial Hazards	313
Participation, Job Enlargement, and More Control	313
Research Issues	314
Summary	315
Tutorial Topics.....	315
Essays and Exercises	316

Chapter 9 Working in Hot and Cold Climates.....	317
Core Knowledge: Fundamentals of Human Thermoregulation.....	317
Thermal Balance	317
Skin Temperature.....	319
Units of Clothing Insulation: Clo	319
Dry Bulb Temperature.....	320
Relative Humidity and Wet Bulb Temperature.....	320
Globe Temperature	321
Thermoregulatory Mechanisms	321
Peripheral Vasomotor Tone.....	321
Countercurrent Heat Exchange.....	322
Sweating.....	322
Shivering.....	323
Heat Tolerance	323
Age.....	323
Sex	324
Physical Fitness.....	324
Body Fat.....	324
Basic Applications.....	324
Work in Hot Climates.....	324
Relative Humidity	324
Heat Acclimatization	324
Heat Illnesses.....	325
Heat Stress Management	326
Work in Cold Climates	326
Core Temperature in the Cold	327
Peripheral Temperatures and Repetitive Work	327
Acclimatization to Cold	328
Immersion in Cold Water.....	328
Perception of Cold	329
Cold Injury.....	329
Protection against Extreme Climates	330
Specify Safe Work–Rest Cycles	330
Design Cool Spots	330
Issue Protective Clothing.....	331
Cool the Extremities	331
Cold Climate Protection	332
Comfort and the Indoor Climate	332
Building Design and the Indoor Climate.....	332
Thermal Comfort in Buildings	333
Ventilation	335
Thermal Comfort When Sleeping	336
Tools and Processes.....	337
Wet Bulb GT Thermometers	337
Measuring Thermal Comfort.....	339
Air Movement and Wind Chill.....	339
System Integration.....	339
Thermal Comfort, Air Quality, and Sick Buildings.....	339
ISO Standards.....	340

Status of Methods Used in Risk Assessment and Task Design.....	342
Limitations of WBGT.....	342
Effectiveness and Cost-Effectiveness	342
Physical Tasks	342
Mental Tasks.....	343
Cost-Effective Interventions	344
Protection against Heat.....	345
Ventilation.....	345
Mobile Workforces: Establishing Safe Systems of Work in the Heat	345
Research Directions	346
Summary	346
Tutorial Topics.....	347
Essays and Exercises	347
Chapter 10 The Visual Environment: Measurement and Design	349
Core Knowledge: Fundamentals of Vision and Lighting.....	349
Vision and the Eye	349
Refractive Apparatus of the Eye.....	349
Blinking	351
Accommodation	352
Optical Defects	353
Chromatic Aberration.....	354
Convergence	355
Resting Posture of the Eye.....	355
Retina.....	356
Melanopsin.....	356
Peripheral Vision and the Visual Field of the Stationary Eye.....	356
Retinal Adaptation.....	357
Color Vision.....	358
Color Perception	359
The Purkinje Shift	360
The Pulfrich Pendulum.....	360
Measurement of Light	360
Derivation of Terms	360
Basic Applications.....	362
General Recommendations for Restful Viewing.....	362
Visual Acuity	363
Color and Visual Acuity	366
Lighting Standards	366
Contrast and Glare.....	368
Visual Fatigue, Eyestrain, and Near Work	369
Prevention of Visual and Upper Body Fatigue	370
Tools and Processes.....	371
Lighting Design Considerations	371
Illumination Levels.....	371
Lighting Surveys.....	371
Balance of Surface Luminances.....	371
Avoidance of Glare	374
Glare and VDTs.....	375
Temporal Uniformity of Lighting.....	377

Color Rendering and Artificial Light	377
Color Temperature and Color Rendering	379
Surveys of Visual Function and VDTs.....	380
Surveying Satisfaction with Lighting	380
Perimetry: Peripheral Vision Testing	381
System Integration.....	382
Psychological Aspects of Indoor Lighting	382
Vitamin D and Calcium Metabolism.....	383
Depression	383
Status of Methods in Risk Assessment and Task Design.....	384
Effectiveness and Cost-Effectiveness	384
Effects of Controllable Task Lighting on Productivity	384
Effects of Rest Breaks on VDT Symptoms and Productivity	385
Safety	385
Illumination Levels.....	386
Lines of Sight and Visual Access	386
Benefits of Exposure to Daylight.....	387
Target Detection When Driving: Center High-Mounted Brake Lights	387
Research Issues	388
Summary	388
Tutorial Topics.....	388
Essays and Exercises	389
Chapter 11 Hearing, Sound, Noise, and Vibration	391
Core Knowledge: Hearing and Sound.....	391
Terminology	391
Sound Transmission.....	392
Frequency Analysis.....	393
The Ear	394
Outer Ear	394
Middle Ear	395
Inner Ear	395
Sensitivity of the Ear	396
Noise-Induced Pathology of the Ear.....	398
Tinnitus.....	398
Psychosocial Aspects of Noise-Induced Hearing Loss and Hearing Impairment	399
Basic Applications.....	400
Design of the Acoustic Environment.....	400
Specification of Noise Levels at the Design Stage	400
Reverberation	401
Speech Intelligibility and the Speech Transmission Index.....	402
Auditory Startle Response	402
Industrial Noise Control	402
Noise Insulation	404
Screens, Carpets, Curtains, and Tiles	405
Active Noise Control	405
Noise and Communication	405
Outdoor Noise.....	405
Hearing Protection	406

Nonlinear Ear Plugs.....	406
Training in the Use of HPDs	408
Tools and Processes.....	408
Measurement of Sound.....	408
Speech Interference Level	409
Several Sound Sources	409
Measuring Noise Exposure.....	410
Safe Exposure Levels.....	411
Noise Dosimeters.....	411
Integrating SL Meters.....	414
Noise Surveys	414
Vibration.....	419
Human Responses to Vibration	419
Vibration and Back Injury	420
Exposure to Shock.....	422
System Integration.....	423
Effects of Noise on Task Performance	423
Industrial Music	423
Nonauditory Effects of Noise on Health	423
Noise and Blood Pressure	424
Noise and Stress.....	424
Noise and Satisfaction.....	425
Vibration and Health.....	426
Prevention of VWF.....	427
Vibration and Public Transport	427
Mitigating Exposure to Vibration and Shock	427
Status of Methods in Risk Assessment and Task Design	427
Effectiveness and Cost Effectiveness	429
Avoidance of Retrofitting.....	429
Hearing Conservation Programs Do Work.....	429
Costs and Benefits of Hearing Conservation Programs	429
Cost Effectiveness of Different Noise Control Strategies	430
Noisy Machines are Often Inefficient Machines	431
Reduced Noise Improves Productivity and Reduces Absenteeism and Human Error.....	431
Research Issues	432
Summary	432
Tutorial Topics.....	433
Essays and Exercises	433
 Chapter 12 The Mind at Work: Intention, Action and Interpretation	435
Core Knowledge: Processing Information in Everyday Life	435
Executive Control	437
Self-Regulation	438
Self-Regulation and the Role of Glucose	438
Fatigue	439
Sustaining Task Performance.....	439
People Make Errors When System 2 Is Disengaged	440
Cognitive Fatigue and Human Performance	441

Basic Applications.....	442
Human Error.....	443
Perception: How the Design of the World Affects the Ease with Which We Interact with It	443
Keeping Stuff in Your Head: Paying Attention to Short-Term Memory.....	444
Chunking	445
Attention: A Usable Resource That Gets Used Up	446
How Many Tasks Can We Do Simultaneously?.....	447
Should People Be Allowed to Use Cell Phones While Driving?	448
Sustained Attention: Vigilance As a Self-Control Problem	449
Aiding Vigilance Task Performance	450
LTM: Our Model of the World	450
How to Make Things Easier to Remember and to Recall	450
Mnemonics, Verbal Elaborative Processing, and Visual Imagery	451
Visual Imagery	451
Network Theories of Memory	452
Relationship between STM and LTM	453
Response Selection and Execution	453
Feedback.....	453
Tools and Processes.....	454
Mental Workload	454
Factors Affecting Mental Workload	455
Modeling the Breakdown of Task Performance.....	457
Measuring Mental Workload	462
Executive Control in Skilled Performance and the “Dysexecutive Syndrome”..	464
System Integration.....	467
Behavioral Design: Nudging and Friction.....	467
Learning to Use New Systems	469
Massed versus Spaced Practice	469
Transfer of Learning from One System to Another	469
Demands on Attention of Mobile Electronic Devices.....	470
Preventing Driver Distraction.....	470
Interacting with Websites Using Passwords	471
Attention Restoration Theory: Designing for Recovery of Mental Resources ...	471
Status of Mental Workload Methods Used in Ergonomics	471
Research Issues	472
Summary	472
Tutorial Topics.....	473
Essays and Exercises	473
Pedro Ruiz’s Paella Recipe	474
Chapter 13 Displays and Controls.....	477
Core Knowledge: Interaction at the Interface	477
Is There Anything There? Signal Detection Theory	478
Trade-Offs	479
Sensitivity	479
Reaction Time When a Target Is Detected.....	480
Population Stereotypes	481
Control Order and System Dynamics.....	482

Automation	483
Cursor Control Devices	483
Position Effects When Viewing Simultaneous Displays	483
Basic Applications: Designing Displays and Controls to Support System 1	483
Key Principles for Display Design	483
Design to Promote Figure–Ground Differentiation	483
Enhance Contours	484
Promote Closure	484
Use Skeuomorphs	486
Grouping	487
Color	489
Resolution of Detail: Object Size and Viewing Distance	490
Color Coding of Dials	490
Digital Displays	490
Multiple Displays and Control Rooms	491
Guiding Visual Search in Complex Displays	492
Maps and Navigation Aids	492
Three-Dimensional Displays	493
Head-Mounted Displays	494
HMDs and Space Navigation	495
Auditory Displays	495
Synthetic Speech	495
Auditory Warnings and Cues	496
Auditory Cueing in Visual Search	497
Advantages of Auditory Displays	497
Voice Warnings	497
Representational Warnings and Displays	498
Auditory Alarms: Compatibility with Other Auditory Displays	498
Haptic (“Tactile”) Displays	498
Design of Controls	499
Vehicle Controls	499
Control Distinctiveness	500
Keyboards	500
Pointing Devices	501
Touchscreens	503
Voice Control	504
Problems the Voice Recognizer Faces	504
Hearing Lips and Seeing Voices	504
Tools and Processes	505
Avoid Spatial Transformations	509
System Integration	510
Control Room Design	510
Displays and Controls in Complex Systems	510
Status of Ergonomic Principles Used in Control and Display Design	510
Effectiveness and Cost-Effectiveness	511
Specialist Soft Keyboards for Improved Productivity	511
Warnings	512
Research Issues	512
Summary	513
Tutorial Topics	514
Essays and Exercises	514

Chapter 14	Interactive Devices and the Internet.....	517
	Core Knowledge: Usability in a World of Intelligent Devices.....	517
	Cognitive Systems	518
	Mental Models.....	519
	Mental Models of the World Wide Web.....	519
	Utility of Mental Models	521
	Gaps in Users' Models of Search Engines	522
	Modes	522
	Automated Systems and Mental Models	523
	Designing Language: Principles for Comprehension	523
	Sound and Spelling of Words	523
	Normal Meanings of Words	524
	Grammatical Rules for Acceptable Utterances	524
	Metaphorical/Idiomatic Usages.....	525
	Contextual Knowledge	525
	General (World) Knowledge.....	525
	Basic Applications: Supporting System 2 in Everyday Life	525
	Design of Visible Language	525
	Few Clauses	526
	Active versus Passive Voice	526
	Negative versus Affirmative Sentences	527
	Concrete versus Abstract Words.....	527
	Instructions and Warnings.....	527
	Composite Signs Work Better	528
	Designing Codes and Keywords: Keywords and Names Should Reflect Common Usage	529
	Design of Alphanumeric Codes.....	529
	Reversal Errors	529
	Code Content	529
	Coding in Errors by Design.....	530
	Communicating with Codes	530
	Retrieval Cues for Web Pages	531
	Waiting in the Web: System Response Time.....	531
	Designing Icons for Ease of Recognition	531
	Human–Computer Interaction.....	532
	Implementation Modes for Human–Computer Interaction	533
	Virtual (“Synthetic”) Environments.....	536
	Cyber Sickness.....	537
	Interacting with VEs.....	537
	VE Technological Limitations are HFE Issues	539
	Self-Driving Vehicles	539
	Tools and Processes.....	540
	User Consultation	540
	Active Involvement of Users and a Clear Understanding of the User and Task Requirements	541
	Measuring the Mind: Psychometrics	543
	How Do People Think About Cell Phones?	543
	Data Reduction	544
	Reducing the Items and Constructing Composite Scales	545
	Internal Reliability.....	547

Benefits of Using Summative Scales	547
External Reliability.....	548
Validity and Standardization	554
Usability Questionnaires	555
Readability Metrics	555
System Integration.....	556
Design Goals for Interactive Systems.....	556
Summary of Design Guidelines for Usability in HCI	557
Status of Ergonomic Principles Used in Human–Computer Interaction	557
Effectiveness and Cost Effectiveness	558
If It's Hard to Read, It's Hard to Understand and Hard to Do.....	558
Making Public Information Easy to Understand.....	558
Costs and Benefits of Iterative Usability Testing.....	560
VEs for Training	560
Research Issues	561
Summary	562
Tutorial Topics.....	563
Essays and Exercises	563
Chapter 15 HFE in Accident Investigation and Safety Management	567
Core Knowledge: HFE and System Safety	567
Risks and Hazards	567
What is Safety?.....	567
HFE and Safety	568
Macroergonomics and Swiss Cheese: Looking Backward and Outward	569
Bridging the Microergonomics and Macroergonomic Approaches	569
What is “Human Error”?.....	569
Error Categorization	570
Error Production	570
Auto-Detection of Error.....	571
“Situational Awareness”?	572
Heuristics and Biases: Making Life Easier for System 2	574
Recognition.....	574
Take the Best.....	574
Choose the Default	574
Tallying	574
Representativeness.....	575
Availability	576
Adjustment and Anchoring.....	576
The Dunning–Kruger Effect	577
Heuristics and Biases: Pros and Cons.....	577
Breakdown of Problem-Solving Behavior.....	577
The Psychology of Violations.....	578
What Determines the Target Level of Risk?	579
Is There Such a Thing as Accident Proneness?.....	579
Basic Applications.....	580
Microergonomics of Safety: Identifying Risk Factors	580
No Single Point of Failure	582
Macroergonomics of Safety: Why Were Risk Factors Present?.....	584
Improving Safety at the Human–Machine Interface.....	585

Provide Decision Support Systems.....	585
Training	587
Support Problem Solving.....	588
Tools and Processes.....	588
Error or Violation?.....	588
Performance Shaping Factors.....	589
Macroergonomic Investigations	589
Directing Recommendations	590
If Human Factors Contributed to the Accident, What Can We Do to Remove Them to Prevent Recurrence?.....	590
Building Reliability into Systems.....	591
Problems in Accident Investigation	594
Methods of Data Capture for the Analysis of Cognitive Tasks.....	597
System Integration.....	598
Safety Culture.....	599
Measurement of Safety Culture.....	600
Safety Culture Maturity	600
Indicators of Safety Culture Maturity	601
Cross-Cultural Considerations	602
Social Beliefs and Ergonomic Controls.....	603
Effectiveness and Cost Effectiveness	604
Automatic Teller Machines and Human Error	604
Incentive Schemes for Health and Safety Promotion	606
Advanced Driver Training.....	606
Research Issues	607
Summary	607
Tutorial Topics.....	608
Essays and Exercises	608
 Chapter 16 System Stability and Sustainability.....	 611
Core Knowledge: General Characteristics of Stable and Sustainable Systems	611
Humans in Equilibrium with the Rest of the Ecosystem	611
System Stability	612
Inertia.....	612
Resilience.....	612
Succession.....	613
Sensitivity to Feedback.....	615
System Evolution	615
Systems of Systems	616
System Sustainability: A User-Centered Approach Is Not Enough	617
Levels of Sustainability	617
Sustainable Organizations Must Be Human-Centered.....	617
Basic Applications.....	618
Domestic Energy Consumption.....	618
Home Heating.....	618
Using Locally Produced Energy.....	618
Electric Vehicles: Range Anxiety.....	619
Human-Centered Organizations.....	620
Overall Design of the Physical Environment	620
Psychosocial Environment	620

Motivation.....	621
Job Enlargement and Job Enrichment	621
Job Enrichment.....	621
Job Satisfaction	622
Evidence for the Effectiveness of Job Design	623
Aggregate Levels of Job Satisfaction.....	623
Other Psychosocial Stressors and Stress Buffers	623
General Principles of Stress Management.....	624
New Ways of Working.....	625
Tools and Processes.....	625
Questionnaire Design in HFE	625
More about Reliability and Validity	626
Assessing Reliability and Validity: Pilot Studies Are Essential	627
A Structured Approach to Questionnaire Design	629
Generation of Items for Questionnaires.....	629
Wording of Items	629
Sources of Bias in the Design of Experiments, Surveys, and Field Trials	632
Subject Reactivity	632
Experimenter Effects	633
Placebo Effect.....	633
Reduction of Bias in Field Trials, and Surveys	634
Survey Design in HFE.....	634
Sample Size and Participant Response Rates.....	634
Reasons for Nonresponse and How to Improve Response Rates	635
Tactics to Maximize Response Rates	635
Reduction of Bias in Surveys.....	635
How to Deal with Low Response Rates	637
The Deterministic Model	637
The Stochastic Model	638
Multiple Surveys and Repeats	639
Computer-Administered Questionnaires and Internet Surveys.....	639
Big Data.....	640
System Integration.....	640
Economic Growth and Environmental Pressure: Putting HFE “Back in the Box”.....	641
Containerization—A Worked Example.....	642
Influencing What Happens at the End of the Chain.....	642
Barriers to Sustainable Behavior: Temporal Discounting.....	642
Underweighting the Future	643
Population Growth and Immigration	644
Research Directions	644
Summary	645
Tutorial Topics.....	645
Essays and Exercises	645
Appendix A: Probabilities Associated with Values of z in Normal Distribution	649
Glossary	651
References	663
Index.....	695