

TABLE OF CONTENTS

CHAPTER 1

The Evolution of Human Engineering: A Selected Review	1
William F. Moroney	
1.0 Introduction	1
2.0 1900-1920	2
3.0 1920-1940	3
4.0 1940-1960	4
5.0 1960-Present	7
6.0 Where Are We Going?	10
7.0 Biography	15
References	15

CHAPTER 2

Developing a Research Project	20
Jon Weimer	
1.0 Where Do I Start?	20
1.1 Basic Human Engineering Research	20
1.2 Applied Human Engineering Research	21
2.0 Finding a Problem	22
2.1 Filling a Gap in Existing Research	23
2.2 Resolving Contradictory Experimental Results	24
2.3 Explaining the Occurrence of an Unexplained Fact	26
2.4 Reading for Problems	28
2.5 Summary	32
3.0 Turning a Problem Into a Testable Hypothesis	33
3.1 Some Reasons for Problems that Aren't Testable	34
4.0 Conducting the Experiment	37
5.0 Threats to Research Validity	38
5.1 Threats to Internal Validity	38
5.2 Threats to External Validity	41
5.3 Summary	44
6.0 Suggestions for Further Reading	44
7.0 Biography	45
References	45

CHAPTER 3

Review of Experimental Design	49
Robert C. Williges	
1.0 Introduction	49

2.0 Stages in Experimental Research	49
2.1 Stage 1: Problem Definition	49
2.2 Stage 2: Planning	51
2.3 Stage 3: Conduct of Research	53
2.4 Stage 4: Data Analysis	53
2.5 Stage 5: Interpretation	54
3.0 Some Experimental Designs	55
3.1 Two Group Designs	55
3.2 Multiple Group Designs	55
3.3 Data Reduction Designs	61
3.4 Sequential Experimentation	65
4.0 Conclusion	68
5.0 Biography	69
References	70
CHAPTER 4	
Usability Testing	72
Mark W. Scerbo	
1.0 Usability	72
2.0 History	74
3.0 Rationale	75
4.0 Conducting a Usability Test	75
5.0 Error Analysis	79
6.0 Test Subjects	81
6.1 Who are the users?	81
6.2 How many?	82
7.0 Tools of the Trade	84
7.1 Keystroke records	85
7.2 Video Records	86
7.3 Eye Movement Tracking	89
7.4 Think Aloud Protocols	91
7.5 User Surveys and Checklists	92
8.0 Assessing Costs and Benefits	94
9.0 Contextual Research	97
10.0 Concluding Remarks	98
11.0 Biography	98
References	99
Appendix 4-1: Sample User Profile	103
Appendix 4-2: Blank User Profile Worksheet	105
Appendix 4-3: Selecting an Eye Tracker	110

CHAPTER 5

Aerospace Techniques	112
Christopher D. Wickens	
1.0 Introduction	112
2.0 Research Domains	113
2.1 Flight Control	113
2.2 Procedures	115
2.3 Pilot Judgment and Decision Making	115
2.4 Crew Interactions and Cockpit Resource Management	116
2.5 States Experienced in Pilot Performance	117
2.6 Influences on Operator Performance	119
3.0 Research Methods	121
3.1 The Experimental Method	121
3.2 Protocol Analysis	125
3.3 Surveys	125
3.4 Incident Analysis	125
3.5 Accident Reports	126
3.6 Modeling	127
3.7 Literature Reviews	128
3.8 Research Methodologies in Consort	128
4.0 Statistical Inference	129
5.0 Summary	131
6.0 Biography	132
References	132

CHAPTER 6

Aging Techniques	143
Lila Laux	
1.0 Introduction	143
2.0 Who Are Older People?	144
3.0 Research Issues	144
3.1 Which Characteristics of Older People Are of Interest	145
3.2 Age-Related Changes in Sensory Functioning.	146
3.3 Age-Related Changes in Psychomotor Functioning.	150
3.4 Age-Related Changes in Anthropometry and Physical Function ...	151
3.5 Age-Related Changes in Cognitive and Intellectual Functioning. ...	152
3.6 Age-related changes in motivation and attitudes/beliefs.	154
4.0 Research Design	156
4.1 Stratified Designs	156
4.2 Longitudinal Designs	157
4.3 Methods for Studying the Effects of Aging	158

5.0 Useful General References on Aging	160
6.0 Biography	161
References	161
CHAPTER 7	
Automotive Techniques	165
Paul Green	
1.0 Perspective	165
2.0 Introduction	165
3.0 Field Surveys and Evaluations	168
3.1 Clinics	168
3.2 Focus Groups	169
3.3 Mail/Licensing Office Surveys	171
4.0 General Laboratory Studies	172
4.1 Secondary Control Evaluation	172
4.2 Response Time to Displays	174
4.3 Rear Lighting Design	175
4.4 Ingress/Egress, Trunk, and Underhood Access	176
4.5 Driver Anthropometry Studies	176
4.6 Component Evaluation - Seat Comfort	178
4.7 Computer Testbeds-Rapid Prototyping of Driver Interfaces	179
5.0 Specialized Laboratory Studies	181
5.1 Thermal Comfort	181
5.2 Vehicle Sound Measurement	182
5.3 Crash Tests	183
6.0 Driving Simulation	184
6.1 Advice and Comments	187
7.0 Proving Grounds Experiments	188
7.1 Advice and Comments	189
8.0 Experiments on Open Roads	189
8.1 Individual Cars With No or Minimal Instrumentation	189
8.2 Instrumented Cars	190
9.0 Operational Field Tests	196
9.1 Advice and Comments	197
10.0 Lessons from My Experience	198
10.1 Which Method is Best?	198
10.2 Maintain an Automotive Context	198
10.3 Collect Data on the Road When Possible	198
10.4 Test Drivers of All Ages	199
10.5 Videotape Participant Interactions	199
11.0 Closing Remarks	199

12.0 Suggestions For Further Reading	200
13.0 Biography	200
References	201
CHAPTER 8	
Communication Systems Techniques	209
Edmond W. Israelski	
1.0 Introduction	209
2.0 Telecommunications Equipment and Service	209
3.0 Categories of Users	210
3.1 End Users	213
3.2 Expert Users	213
4.0 Special Usability Attributes	214
4.1 Usability Principles as Applied to Telecommunications	215
4.2 Usability Methodologies as Applied to Telecommunications	218
5.0 Special Usability Methods	218
5.1 Speech Quality	219
5.2 Telecommunications Network Transmission Objectives	221
5.3 Text-To-Speech Quality Measurements	222
5.4 Measurement of Speech Intelligibility	222
5.5 Automatic Speech Recognition	223
5.6 Interactive Voice Response	226
5.7 Simple Voice Telephony Services	229
5.8 Distinctive Sounds for Telephone Tone Ringers	230
5.9 Additional Telephone Design Issues	232
5.10 Complex Voice Telephony	233
6.0 Usability Evaluation of Emerging Technologies	235
6.1 Video Communications	235
6.2 Multimedia Communications	239
7.0 Summary of Methodologies	240
8.0 The Future	242
9.0 Additional Readings in Telecommunications	243
10.0 Biography	243
References	243
CHAPTER 9	
Consumer Products Techniques	246
Peter P. Mitchell	
1.0 Introduction	246
2.0 Nature of Consumer Products Research	247
3.0 Informal Techniques	247
3.1 Focus Groups	247

3.2 The "Rapid Fire" Review Technique	252
3.3 Voice of the Customer	253
3.4 One-Person Research	255
4.0 Formal Techniques	257
4.1 One Person Research	257
4.2 Two-Person Research	260
5.0 The Reality of Usability Testing	261
5.1 How to Get Buy-in from Management	262
6.0 Biography	262
References	263
Appendix 9-1. Typical Screener	265

CHAPTER 10

Human-Computer Interaction Techniques 268

Deborah A. Boehm-Davis

1.0 Introduction	268
2.0 Scope of the Chapter	269
3.0 Hardware	270
3.1 Major Research Issues	270
3.2 Anthropometry Measures and Methods	271
3.3 Human Performance Measures and Methods	272
4.0 Software Interface	274
4.1 Major Research Issues	274
4.2 Measuring User Interface Effectiveness	275
4.3 Issues in Evaluating User Interface Effectiveness	281
5.0 Users	282
5.1 Individual Difference Variables.	283
5.2 Methodological Approaches	284
6.0 Software	285
6.1 Major Research Issues	285
6.2 Measures Computed from the Software	286
6.3 Measures Computed from Human Performance	289
6.4 Methodological Approach	293
7.0 Summary	295
8.0 Issues For Further Research	295
9.0 Biography	295
References	296

CHAPTER 11

Industrial Ergonomics 302

Anil Mital

1.0 Industrial Ergonomics and Its Scope	302
2.0 Scope of This Chapter	304

3.0 The Nature of Research	304
4.0 Experimental Design	305
5.0 Experimental Variables	306
6.0 Measurement of Experimental Variables	307
6.1 Types of Human Strengths	308
6.2 Electromyography (EMG)	311
6.3 Joint Angles and Body Posture	312
6.4 Measurement of Body Size Parameters	314
6.5 Heart Rate	315
6.6 Oxygen Consumption	315
6.7 Core Temperature	316
6.8 Sound Pressure Level	316
6.9 Illumination	317
6.10 Vibration	317
7.0 Instrumentation	317
7.1 Human Strengths	317
7.2 Joint Angles and Body Measurements	318
7.3 Heart Rate	319
7.4 Oxygen Consumption	319
7.5 Sound Level	319
7.6 Illumination	319
7.7 Core Temperature	319
7.8 Vibration	320
8.0 Major Research Issues	320
8.1 Human Strengths	320
8.2 Hand Tools	324
8.3 Anthropometry	324
8.4 Noise	324
8.5 Illumination	325
8.6 Musculoskeletal Injuries	325
9.0 Biography	325
References	326
CHAPTER 12	332
Medical Techniques	332
Paula Sind-Prunier	
1.0 Introduction	332
1.1 Human Factors in Health Care Quo Vadis?	332
2.0 Health Care Personnel Shortages	333
3.0 Shortcomings in Medical Education	335
4.0 Medical Information and Communication System Deficiencies	338
5.0 Diagnostic and Treatment Equipment Deficiencies	339
6.0 Assessment of Medical Procedures on Patient Performance	344
7.0 Health Care Technology Assessment	346

7.1 The Methods of Technology Assessment	349
7.2 Technology Assessment and Ergonomics Practice	352
8.0 Summary	356
9.0 Resources	356
9.1 Public and Private Organizations	356
9.2 Research in Progress	358
9.3 Publications	358
9.4 Additional Information	358
10.0 Biography	359
References	359

CHAPTER 13

Military Systems Techniques 363

William F. Moroney

Alvah C. Bittner, Jr

1.0 Overview	363
1.1 The Aircraft Carrier	364
1.2 Rapid Deployment Forces.	365
2.0 Uniqueness of the Military	365
2.1 Systems Considerations	366
2.2 Personnel/Selection Considerations	366
2.3 Training Considerations	367
2.4 Military Personnel	367
2.5 Funding of Human Factor Engineering Related Activities	369
2.6 Human Factor Engineering's Areas of Responsibility	369
2.7 Support for a Human Factors Engineering Technical Group	372
2.8 Development of Specifications and Standards	372
2.9 Crew System Ergonomics Information Analysis Center	374
3.0 System Development	375
3.1 Selected Systems	375
3.2 Test and Evaluation	377
3.3 Statistical and Methodological Issues	377
3.4 Maintenance	387
4.0 HFE Tools/Techniques Developed/Utilized	389
4.1 Catalogs/Integration of Tools	389
4.2 Questionnaires, Surveys, Interviews, and Protocol Analysis	391
4.3 Operator Workload (OWL) Measurement	392
4.4 Performance Test Batteries	394
4.5 Simulation	397
5.0 Environmental Effects	399
5.1 Sustained Operations	402
5.2 Acceleration	404
5.3 Decision Making Under Stress	405
6.0 Use of Human Subjects in the Military	406
7.0 Women in the Military	410
8.0 Opportunities for Involvement in DOD Programs	413

9.0 Future Directions of Military HFE	414
9.1 Simulation.	416
9.2 Modeling.....	416
9.3 Workload/Situational Awareness	416
9.4 Automation	417
9.5 Expert Systems	417
9.6 Personnel Utilization	417
9.7 Maintenance	418
10.0 Biography	418
References	419
 CHAPTER 14	
Training Effectiveness Techniques	439
Eduardo Salas	
Kerry A. Burgess	
Janis A. Cannon-Bowers	
1.0 Overview	439
2.0 Training Effectiveness	440
2.1 What is Training Effectiveness?	441
3.0 The Nature of Training Effectiveness Research	444
3.1 Individual Characteristics	444
3.2 Organizational Characteristics.	448
3.3 Motivation.....	452
3.4 Training Program.	453
3.5 Transfer of Training.	457
4.0 Measures Used to Assess Training Effectiveness	458
4.1 Example of a Training Effectiveness Measures Study	459
4.2 Summary	460
5.0 The Training Research Tool Box	460
5.1 Theory	460
5.2 Measurement	463
5.3 Statistics	464
5.4 Experimental Design	464
5.5 Odds & Ends Issues.....	464
6.0 Conclusion	465
7.0 Biography	465
References	466
Appendix 14-1	472
Appendix 14-2	473
Appendix 14-3	475
INDEX	477

INDEX OF FIGURES, TABLES, AND CASE STUDIES

FIGURES:

Figure 1-1. Areas of Human Systems Integration	11
Figure 3-1. Flow Diagram of the Stages in Experimental Research	50
Figure 3-2. Hypothetical Example of a Two-way Interaction.	57
Figure 3-3. Blocked 2x2x2 Factorial Design	63
Figure 3-4. Second-order, Central-composite Design in 3 Variables	64
Figure 3-5. Summary of Sequential Experimentation.....	66
Figure 4-1. A Pareto Chart	80
Figure 4-2. Proportion of Problems Detected as a Function of Ss	83
Figure 4-3. A Usability Laboratory Test Station.....	84
Figure 4-4. A Usability Laboratory Control Room.	85
Figure 4-5. ASL 4100H Head Mounted Eye Movement Tracker	89
Figure 4-6. Head Mounted Pupil to Corneal Reflex Eye Tracker	90
Figure 4-7. Eye Fixations on a 9 Square Grid	91
Figure 4-8. Usability Checklist for Visual Clarity	93
Figure 5-1. The Pilot as a System Component	113
Figure 5-2. Methodologies Used in Consort	129
Figure 7-1. Test Configuration for Secondary Control Research	173
Figure 7-2. Examples of Digital Speedometer Designs.....	174
Figure 7-3. H-Point Machine	177
Figure 7-4. Prototype Destination Entry Screens	180
Figure 7-5. UMTRI Impact Test Facility.....	183
Figure 7-6. STI Driving Simulator	185
Figure 7-7. UMTRI Driving Simulator Road Scene	186
Figure 7-8. Sample Route Guidance Screens.....	194
Figure 8-1 Results of Dialpad Studies (From Deininger, 1960).....	229
Figure 8-2. Results of Adding Machine Vs. Telephone Dialpad Study	230
Figure 8-3. Mean Pleasantness and Correct-Identification Ratings	232
Figure 9-1. Lunchbox (Carried by Corner Handle)	250
Figure 9-2. Lunchbox Compartmentalization	251
Figure 9-3. Voice of the Customer Final Saw Design.....	253
Figure 9-4. "Shift" + "on/off" Key for Pager (Method A)	259
Figure 9-5. Press and Hold for Pager (Method B)	259
Figure 10-1. Two Different Versions of a Shell Sort.	288
Figure 10-2. Research Based on Boehm-Davis, Holt, and Schultz	294
Figure 13-1. Confounding of Learning and System Differences	381
Figure 13-2. Workload and Performance For Systems Under Test	383
Figure 13-3. Evaluation of Protective Clothing	400

Figure 13-4. Evaluation of NASA's Shuttle Launch/Entry Suit	401
Figure 13-5. Subject Undergoing Rapid Deceleration	409
Figure 14-1. Simplistic View of the Training Process	441
Figure 14-2. Training Effectiveness Model	442

TABLES :

Table 2-1. Questions to Ask When Article Results are in Conflict	24
Table 2-2. Questions for Critical Readers	30
Table 3-1. Two Group Experimental Design	55
Table 3-2. Comparison of Analysis of Variance Design Classifications ...	59
Table 3-3. Completely Counterbalanced Design	60
Table 3-4. Balancing Order of Presentation Using a Latin Square	61
Table 3-5. Matrix for a Three-Factor, Between-Ss, Hierarchical Design. .	62
Table 3-6. Guidelines for Conducting Sequential Experimentation	69
Table 4-1. A Sample Attribute Specification Table.	77
Table 4-2 . Problem Categories in a Usability Test	79
Table 4-3 . Sample Output From a Keystroke Logging Package.	86
Table 4-4. Personnel Expenses for a Usability Test.	95
Table 4-5. Subject and Materials Expenses for a Usability Test.	95
Table 4-6. Eye Tracking Methods	110
Table 4-7. Questions to Ask When Considering Eye Tracking	111
Table 4-8. Eye Tracker Performance Requirements for Certain Tasks..	111
Table 7-1. BIC Categories, Characteristics, and Examples	166
Table 7-2. Automotive Human Factors Evaluation Contexts	167
Table 8-1. Telecommunications User Interface Technologies.	210
Table 8-2. Telecommunications Product and Service Categories.....	211
Table 8-3. Usability Objectives for Telecommunications	216
Table 8-4. Usability Engineering Methods For Telecommunications	217
Table 8-5. Dimensions Assessed in the Tone Ringer Sound Study	231
Table 8-6. User Perceptible Complex Telephony Design Criteria	234
Table 8-7. Video Telephony Usability Problems.....	238
Table 8-8. Summary Of Methodological Considerations	241
Table 12-1. Technology Building Investigative Sequence	355
Table 13-1. Gender Distribution of Active Duty Military	368
Table 13-2. Racial Distribution of Active Duty Military	368
Table 13-3. Age Distribution of Active Duty Military	368
Table 13-4. Major HF R&D Organizations in the Army.....	370
Table 13-5. Major HF R&Development Organizations in the Air Force...	370
Table 13-6. Major HF R&D Organizations in the Navy	371
Table 13-7. ANOVA Table For a Typical Split Plot	385

Table 14-1. Summary of the Most Common Training Techniques	455
Table 14-2. Illustrative Examples of Typical Training Effectiveness	461
Table 14-3. Predominant Theories of Training	462
Table 14-4. Measurement Criteria/Techniques	463
Table 14-5. Representative Statistical Techniques Used In Training	463
Table 14-6. Common Experimental Designs Utilized in Training	464
Table 14-7. References for Odds and Ends Issues	465

CASES:

Case Study #1. Developing a New Lunchbox	250
Case Study #2. Developing a New Circular Saw	253
Case Study #3. Follow-me-home Technique	255
Case Study #4. Wizard of Oz Used in a Mall Intercept Environment	256
Case Study #5. The CLASS Services	257
Case Study #6. A Cordless Phone	259
Case Study #7. Human Factors at Philips Laboratories, USA	261