

King Saud University

College of Engineering

IE – 341: “Human Factors Engineering”

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Chapter 1. Introduction

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Human Factors: Overview

- ▶ Successful design entails what man:
 - Needs
 - Wants (desires)
 - Can use
- ▶ Human factors investigated by designers:
 - Anthropometry (Human physical size, limitations)
 - Physiology: human body,
 - Reactions (hearing, seeing, touching, etc.)
 - Functions
 - Limitations
 - Capabilities
 - Ergonomics (“doing” vs. anthropometry: “being”)
 - dynamic interaction of operator and machine
 - Psychology: influence of mental conditions
 - Others: social, climate, religion, etc.



Cont. Human Factors: Overview

▶ Objectives of Human Factors (HF):

- Increase work efficiency
 - Increase effectiveness of work
 - Increase convenience and ease of use of machines
 - Increase productivity
 - Decrease errors
- Study influence of design on people
- Change designs to suit human needs, limitations
- Increase human values:
 - Increase safety
 - Increase comfort
 - Increase job satisfaction
 - Decrease fatigue and stress
 - Increase quality of life



Human factors, definitions

▶ Definition 1:

- Systematic application of information about human:
 - Capabilities, limitations, and characteristics to the design of:
 - objects and procedures that people use,
 - and the environment in which they use them

▶ Definition 2:

- HF discovers and applies information about human:
 - Behavior, abilities, limitations, other characteristics to the design of:
 - tools, machines, systems, jobs, tasks, environments for:
 - productive, safe, comfortable, effective human use



Human Factors: Characteristics

- ▶ HF involves study of:
 - Human response to environment
 - Response as a basis for design, improvements
- ▶ Characteristics of HF:
 - Machines must be built to serve humans (not opp.)
 - Design must take human differences into account
 - Designs influence humans
 - Design process must include data and calculations
 - Human data must be tested scientifically
 - Humans and machines are related
 - NOT just check lists and guidelines
 - NOT: using oneself as model for design
 - NOT just common sense



Human Factors: History (US)

- ▶ Early 1900's: Frank and Lilian Gilbreth:
 - Design of workstations for disabled (e.g. surgery)
- ▶ After WWII (1945): HF profession was born
- ▶ 1949: HF books, publications, conferences, e.g.:
 - *HF in Engineering Design*, 1949
 - *HF Society* (largest HF professional group), 1957
- ▶ 1960–80: emphasis moved from military to industry:
 - Pharmaceuticals, computers, cars, etc.
- ▶ 1980–90: HF in PC revolution
 - “ergonomically–designed” equipment, software
 - HF in the office
 - Disasters caused due to HF considerations
 - e.g. Chernobyl, Soviet Union, 1986
 - HF in forensics (injury litigations, defective designs)
- > 1990's:
 - Medical devices, devices for elderly
 - OSHA ergonomic regulations



Human Factors: Profession

- ▶ HF Society members:
 - Psychology: 45.1%
 - Engineering: 19.1%
- ▶ People performing HF work (in general)
 - Business (private): 74%
 - Government: 15%
 - Academia: 10%



Human–Machine Systems

- ▶ System (Defⁿ):
 - “Entity that exists to carry out some purpose”
 - Components: humans, machines, other entities
 - Components must integrate to achieve purpose (i.e. not possible by independent components):
 - Find, understand, and analyze purpose
 - Design system parts
 - System must meet purpose
- ▶ Machine (Defⁿ):
 - Physical object, device, equipment, or facility
 - used to perform an activity
- ▶ Human–Machine system (Defⁿ):
 - ≥ 1 Human + ≥ 1 physical component
 - Interaction using given input/command
 - Result: desired output
 - e.g. man + nail + hammer to hang picture on wall
 - *See Figure 1–1, pp. 15 (Sanders and McCormick)*



Cont. Human–Machine Systems

► Types of HM systems:

◦ Manual systems:

- operator + hand tools + physical energy

◦ Mechanical systems (AKA semiautomatic systems):

- operator (control) + integrated physical parts
e.g. powered machine tools

◦ Automated systems:

- little or no human intervention (e.g. Robot)
- Human: installs programs, reprograms, maintains, etc.

Consider broomstick vs vacuum vs Roomba™

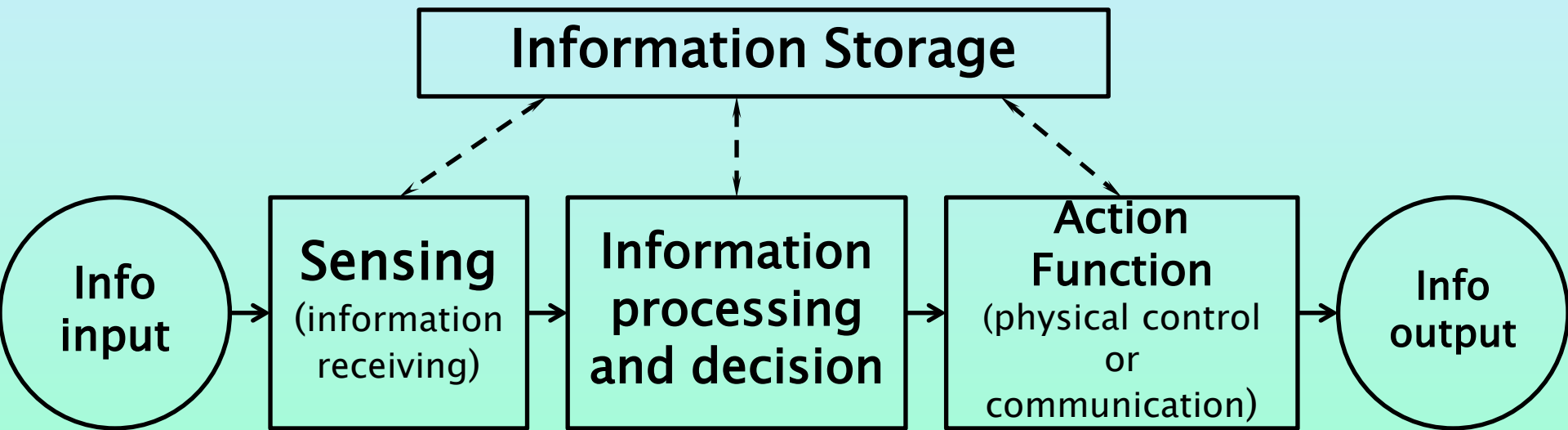


HM System Characteristics

- ▶ Systems are purposive
 - Systems have ≥ 1 objective
- ▶ Systems can be hierarchical
 - Systems may have subsystem levels (1, 2, etc.)
- ▶ Systems operate in **environment** (i.e. inside **boundary**)
 - Immediate (e.g. chair)
 - Intermediate (e.g. office)
 - General (e.g. city)
- ▶ **Components** serve functions
 - Sensing (i.e. receiving information; e.g. speedometer)
 - Information storage (i.e. memory; e.g. disk, CD, flash)
 - Information processing and decision
 - Action functions (output)
 - Physical control (i.e. movement, handling)
 - Communication action (e.g. signal, voice)
 - *See Figure 1-2, pp. 17 (Sanders and McCormick)*



HM System Characteristics



Cont. HM System Characteristics

- ▶ Components interact
 - components work together to achieve a goal
 - components are at lowest level of analysis

- ▶ Systems, subsystems, components have I/O
 - I: input(s)
 - O: output(s)
 - O's of 1 system: can be I's to another system
 - I's:
 - Physical (materials)
 - Mechanical forces
 - Information



Types of HM Systems

- ▶ Closed-loop systems
 - Require continuous control
 - Require continuous feedback (e.g. errors, updates, etc.)
 - e.g. car operation
- ▶ Open-loop systems
 - Need no further control (e.g. car cruise-control)
 - Feedback causes improved system operation



System Reliability

- ▶ Defⁿ: “probability of successful operation”
- ▶ Measure #1:
 - **success ratio**
 - e.g. ATM gives correct cash:
9999 times out of 10,000 \Rightarrow Rel. = 0.9999
 - Usually expressed to 4 d.p.
- ▶ Measure # 2:
 - mean time to failure (**MTF**)
 - i.e. # of times system/human performs successfully (before failure)
 - Used in continuous activity



System Rel.: Components in Series

- ▶ Successful operation of system \Rightarrow Successful operation of **ALL** components (i.e. machines, humans, etc.)
- ▶ Conditions:
 - Failure of 1 component \Rightarrow failure of complete system!
 - Failures occur independently of each other
- ▶ Rel. of system = Product of Rel. of all components
- ▶ e.g. System has 100 components
 - components all connected in series
 - Rel. of each component = 99%
 - \Rightarrow Rel. of system = 0.365 (why?)
 - i.e. system will only work successfully: 365 out of 1,000 times!
 - Conclusions:
 - more components \Rightarrow less Rel.
 - **Max.** system Rel. = Rel. of least reliable component
 - least Rel. component is usually human component (weakest link)
 - In reality, system Rel. \ll least Rel. component



System Rel: Components in Parallel

- ▶ ≥ 2 components perform same functions
 - AKA: backup redundancy (in case of failure)
- ▶ System failure \Rightarrow failure of ALL components
- ▶ e.g. System has 4 components
 - components connected in //
 - Rel. of each = 0.7
 - \Rightarrow System Rel. =
 $1 - (1 - \text{Rel}_{c1})(1 - \text{Rel}_{c2})(1 - \text{Rel}_{c3})(1 - \text{Rel}_{c4}) = 0.992$
 - Conclusions
 - more components in // \Rightarrow higher Rel.
 - Note, Rel. \downarrow with time (e.g. 10-year old car vs. new)

