Maintenance Resource Management/Technical Operations Questionnaire (Post-training)

Your maintenance organization is interested in your comments regarding human factors and safety within the department. The success of this survey depends on your contribution, so it is important to answer as honestly and fairly as you can. All answers are confidential. There are no right or wrong answers. This survey is part of a NASA-sponsored study regarding maintenance safety throughout the USA. Additional comments are welcome throughout the survey.

I. BACKGROUND INFORMATION: Today’s Date: ___/___/___

1. Job Title: _________________________________
2. Years in Maintenance at this company: _____
3. City or Station: ______
4. Present Shift: ______
5. Gender Male Female
6. Year of birth:__________
7. Past Experience or Training: (# of years: fill in below)
   Military: _____  Trade School: _____ College: ____ Other Aviation: ____(Specify other company if “Other Aviation”:___________________)
8. Non-Contract Contract
9. Where do you work?  Line  Hangar  QC  Planning  Shop  Stores  Engineering  Appearance  Other

II. TECHNICAL OPERATIONS ATTITUDE MEASUREMENT:

Using the scale above, please circle the number that best describes your opinion.

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1. Maintenance personnel should avoid disagreeing with one another.
2. Even when fatigued, I perform effectively during critical phases of work.
3. My suggestions about safety would be acted on if I expressed them to my lead or supervisor.
4. My supervisor protects confidential or sensitive information
5. It is important to avoid negative comments about the procedures and techniques of other team members.
6. Mechanics’ ideas are carried up the line.
7. I know the proper channels to route questions regarding safety practices.
8. Having the trust and confidence of my coworkers is important.
9. A truly professional team member can leave personal problems behind when working.
10. We should always provide both written and verbal turnover to the oncoming shift.
11. Employees should make the effort to foster open, honest, and sincere communication.
12. My supervisor can be trusted.
14. A debriefing and critique of procedures and decisions after a significant task is completed is an important part of developing and maintaining effective crew coordination
15. Personal problems can adversely affect my performance.
16. My coworkers value consistency between words and actions.
17. Start of shift crew meetings are important for safety and for effective crew management.

Please go on to the other side-
III. Human Factors Training QUESTIONS:
Using the scale above, please circle the number that best describes your opinion about each item.

1 2 3 4 5 1. This training has the potential to increase aviation safety and crew effectiveness.

1 2 3 4 5 2. This training will be useful for others.

3. Is the training going to change your behavior on the job? (circle one from the list below)
   - No Change
   - A Slight Change
   - A Moderate Change
   - A Large Change

4. How will you use the information from the Human Factors training on your job?

   __________________________________________

   __________________________________________

5. What aspects of the Human Factors training were particularly good?

   __________________________________________

   __________________________________________

6. What do you think could be done to improve the training?

   __________________________________________

   __________________________________________

THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY.