



ATSB Human Factors Interviewing Questions

Background information

The Human Factors Interviewing Checklist provides a high-level view of the topics that should be considered during an interview. The Human Factors Question Bank provides sample questions that are designed to address each of these topics.

Key points to note about which questions to ask:

- It is not expected that all the questions will be used in any interview – investigators need to select those that are likely to be appropriate for a particular situation.
- The number and range of questions asked about each topic is a matter of judgement. In general:
 - the number of questions should increase depending on the level of the investigation, the profile of the investigation and the extent to which human factors aspects are potentially involved
 - some questions from each of the 12 topics should be asked during an interview with any safety-critical personnel whose actions potentially increased risk (e.g. pilots, cabin crew, controllers, drivers, guards, dispatchers, officers on watch, LAMEs, chief engineers...).
- In terms of the 'Fatigue / alertness' topic, each of the sub-topics should be covered. A more detailed coverage is warranted in situations when:
 - available information indicates there has been significant sleep restrictions in the last 3 days
 - the occurrence happened during a time of reduced alertness (0200–0600) or the individual worked during that period and the occurrence happened soon after
 - the individual had been awake for an extended period (more than 16 hours)
 - the individual's actions appeared to involve inaction, slow response time, non-detection of a signal/alert or exaggerated over-correction of control actions
 - there appears to be indications of tiredness in the individual's behaviour at the time (e.g. yawning, comments about tiredness, naps, microsleeps)
 - there appears to be indications of sources of fatigue (e.g. long duty times, night shifts, long periods requiring significant concentration or high workload).

Key points to note about how to ask the questions:

- When asking about a particular topic, the sample questions provide a preferred and/or acceptable way of asking about that topic.
- It is not possible to phrase questions in such a way that they will be applicable to every situation – investigators may need to adapt the intent of the question to suit their situation at times.
- Words such as 'please' are not included – feel free to add such words wherever they are appropriate to maintain rapport.
- With some exceptions, the intent is for all the questions to be open rather than closed. Wherever possible, use open questions on a topic before closed questions. If only a brief response is provided, use questions such as:
 - Can you provide more information about xxx?
 - Can you provide some examples of what you mean by xxx?
 - What exactly do you mean by xxx?
 - Can you tell me more about that?
- In addition, when it is important, repeat cognitive interviewing instructions (e.g. recreate the context, ask the person to recall in as much details as possible...).

- Some questions ask for rating scales to be used. In some cases a specific scale with markers is recommended (e.g. workload 1-10, alertness 1-7). For other topics using a scale of 1 to 10 is generally preferred, with 1 being the lowest and 10 being the highest of the scale. The meaning of the lowest and highest points should be made clear to the interviewee when asking the question.

Key points about when to ask the questions:

- The information processing questions (or cognitive probes) are more suited to obtaining additional information about an interviewee's recollection of a particular sequence of events. That is, they are part of the 'detailed account of specific items' stage of an interview (after the 'general account of event' stage). Questions from the other broad topics are suited to the 'background information' stage of an interview (after the detailed account).
- The 12 topics have been provided in a suggested order of what may be suitable, with related topics adjacent to each other. However, there is no perfect order.
- Some of the topics inevitably will overlap with each other, and some questions from different topics may need to be included together to suit a specific situation.
- Some questions may be confronting to some people and they may have reasons for not providing details (e.g. medical aspects, medications). These questions should be left towards the end of the interview. It can be useful to note that the ATSB is not the police or regulator, we will not be disclosing sensitive information to other parties (except in specific circumstances), we are used to obtaining and managing sensitive information, and we will only disclose such information in a report if we think it is absolutely necessary for the purposes of the investigation.]

Other key points:

- The questions are obviously not the only questions required during an interview – additional questions related to understanding the sequence of events as well as operational, engineering, technical and/or other aspects will also be needed. The full set of sub-topics or questions needs to be identified when planning the interview. In particular, the 'Knowledge, skills, experience' questions will necessarily overlap with specific questions that will normally be asked about qualifications and experience based on the role of the interviewee. The questions included here provide additional aspects to consider.
- The 12 topics cover multiple levels of the ATSB analysis model. Most are from the local conditions level, but questions about information processing is related to the nature of individual actions and questions about equipment and procedures are related to risk controls. The 'Organisational aspects' questions can relate to risk controls and organisational influences levels.

ATSB Human factors interviewing checklist

Topic	Sub-topics
Information processing (during event)	<ul style="list-style-type: none"> • Perception • Focus of attention • Memory • Situation assessment / awareness • Decision making • Response execution (actions)
Knowledge, skills, experience	<ul style="list-style-type: none"> • General qualifications / experience • Specific qualifications / experience • Consolidation • Recency
Task demands	<ul style="list-style-type: none"> • Workload (amount) • Task complexity • Time pressure • Distractions (see also focus of attention) • Physical workload / effort
Equipment / ergonomics	<ul style="list-style-type: none"> • Availability, usability, reliability • Displays / controls • Alarms / warnings • Tools / devices • Maps / charts • Workspace layout and equipment (seating, access, obstructions...)
Procedures / guidance	<ul style="list-style-type: none"> • Availability, usability, relevance • Normal procedures • Emergency procedures • Checklists • Job aids / decision aids

Topic	Sub-topics
Physical environment	<ul style="list-style-type: none"> • Visibility (outside vehicle / workstation) • Lighting / illumination / glare • Noise / vibration • Temperature / humidity / air quality • Rain / wind
Social factors	<ul style="list-style-type: none"> • Teamwork and communications • Interpersonal differences / gradient • Peer pressure
Fatigue / alertness	<ul style="list-style-type: none"> • Work and sleep hours • Sleep quality • Level of alertness • Normal sleep pattern • Factors influencing sleep • Other factors influencing alertness
Recent history	<ul style="list-style-type: none"> • Recent meals / drinks • Caffeine / related substances • Non-work activities
Medical / physiological factors	<ul style="list-style-type: none"> • General health / fitness / wellbeing • Specific medical conditions • Recent illness / injury • General physical capabilities • Medications • Alcohol / smoking / other substances
Personal factors	<ul style="list-style-type: none"> • General disposition / mood • Recent or significant changes • Non-work issues
Organisational aspects	<ul style="list-style-type: none"> • Task pressures • Morale / culture / climate • Safety reporting / management • Safety lessons

Human Factors Question Bank

Topic	Sample questions
<p>Information processing (during event sequence)</p> <ul style="list-style-type: none"> • Perception • Focus of attention • Memory • Situation assessment / awareness • Decision making • Response execution (actions) 	<p>Perception</p> <ul style="list-style-type: none"> • Describe what you can recall seeing / hearing in as much detail as possible. (Note: can do seeing and hearing separately; can also consider smelling, etc.) • To what extent was XXX consistent with what you normally see / hear? How was it different? What was it similar to? <p>Focus of attention</p> <ul style="list-style-type: none"> • During this period, describe what you were focussing on or paying attention to? • Can you provide more information about what were you seeing at that time? • What were you hearing at that time? • What else was going on which was requiring your attention at the time? • What alerted you to the problem / event/ situation? <p>Situation assessment / awareness</p> <ul style="list-style-type: none"> • Describe your assessment of the situation at the time. What cues did you use to make this assessment? • What were you expecting to happen? • How easy or difficult was it to make your assessment of the situation? Why? • Were you reminded of any previous experiences at the time? What were they? Why were they similar? • Imagine that you were asked to describe the situation at that point in time to another XXX (e.g. pilot, controller, driver...). How would you describe the situation? • What types of additional information did you search for (or listen for)? Why? • To what extent did you think you understood the situation? (Use scale: 1 very low to 10 very high understanding) • What aspects of the situation did you not understand so well? What would have helped you understand the situation better? <p>Memory</p> <ul style="list-style-type: none"> • To what extent were you able to remember what to do in this situation (or how to respond to this situation)? What aspects were the most difficult to recall? Why? • To what extent were you able to recall the information you needed to do XXX? What aspects were the most difficult to recall? Why? • To what extent does doing XXX rely on your ability to remember YYY? How easy or difficult is that to do? What would make it easier to do in the future? <p>Decision making</p> <ul style="list-style-type: none"> • When doing this type of task, what are the factors you are considering? • What were your main goals at the time? What were you trying to do? • Can you provide more information about what ‘tricks’ / rules of thumb you used to make your decision? • Did you consider any alternatives / options to the decision you made? Can you describe these alternatives? Why did you make the decision you made rather than one of the alternatives?

Topic	Sample questions
	<ul style="list-style-type: none"> • Describe what sources of information you used to decide what to do? What was the most useful / important information? • What did you think was going to happen if you did not take any action? • What did you think was going to happen as a result of your action? • If you could make the decision again, what would you do differently? Why? • What training, knowledge, or information could have helped you with making this decision? <p>Response execution (actions)</p> <ul style="list-style-type: none"> • Were your actions when doing XXX consistent with what you were intending to do? • If you experienced the same situation again, what would you do differently? • Was there anything that made it difficult to control the situation on this occasion? • What are the main types of errors people make doing XXX? What factors can contribute to such errors? Were any of those factors present on at the time of the event? (If so, obtain details.)
<p>Knowledge, skills, experience</p> <ul style="list-style-type: none"> • General qualifications / experience • Specific qualifications / experience • Consolidation • Recency 	<ul style="list-style-type: none"> • Describe your overall level of experience and qualifications. • Describe your level of experience with XXX. (e.g. this task, this role, this type of vehicle / system / tool, this location, this type of situation / emergency / event, this type of environment, this task at night...) • How often have you done XXX? When was the last time you did XXX? • After being trained to do XXX, to what extent did you have the opportunity to consolidate your skills? How could this be improved? • How would you describe your level of familiarity with doing XXX? • How would you describe your level of confidence with doing XXX? • What was the general nature of the situation when you did XXX before (or on YYY occasion)? How was it similar or different to this occasion? Did that previous experience influence how you handled this situation? How or why (or why not)? • Have you received any training or guidance for managing this type of situation? Describe the training. To what extent was this training useful in this situation? How could it be more useful? • How often do you XXX now compared to YYY? (e.g. prior to change in position, prior to some other change...). Have you found that the change has affected your skills or capability in any way? Can you provide further details? • How do you maintain currency on doing XXX?

<p>Task demands</p> <ul style="list-style-type: none"> • Workload (amount) • Task complexity • Time pressure • Distractions (see also focus of attention) • Physical workload / effort 	<p>[Note: there may be some overlap with the focus of attention questions.]</p> <ul style="list-style-type: none"> • Describe what tasks were you doing and what demands you were experiencing in the period prior to XXX. • How would describe your workload at the time of XXX? • How would you rate your level of workload level using the following scale of 1 to 10? <ul style="list-style-type: none"> ○ 1 (low workload, could accomplish anything easily) ○ 4 (moderate workload, could accomplish everything, took some effort) ○ 7 (high workload, difficult to accomplish everything, but did not need assistance) ○ 10 (very high workload, extremely difficult to accomplish everything, assistance was required). • (Alternatively if it is hard to present the full scale.) On a scale of 1 to 10, how would you rate your workload? (with 1 being very low and 10 being very high). • How did the workload compare to a normal XXX? • How would you describe the complexity of the situation at the time of XXX? (Can also ask to rate complexity on scale of 1 very low to 10 very high). • How did the complexity compare to a normal XXX? • How would you describe the rate or pace with which things were happening? How did this compare to normal? • Describe what types of strategies or techniques you were using to manage your workload at the time. • How would you describe the extent to which you were coping with the workload / complexity? • To what extent were you able to concentrate on performing your key tasks? What types of things were influencing your ability to focus or concentrate? • To what extent were any factors distracting your attention or affecting your ability to concentrate on your key tasks? What types of things were influencing your ability to focus or concentrate? • How would you describe the XXX during that period? (e.g. traffic level, traffic complexity, quality of radio communications, visibility, wind gusts, or range of other task-related factors). To what extent was the XXX able to be managed? (Can use scale of 1 very easy to 10 very difficult.) • On a scale of 1 to 10, how would rate the physical effort or difficulty involved in doing XXX? (with 1 being very low and 10 being very high). What are the main factors influencing the effort or difficulty?
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<p>Equipment / ergonomics</p> <ul style="list-style-type: none"> • Availability, usability, reliability • Displays /controls • Alarms / warnings • Tools / devices • Workspace layout and equipment (seating, access, obstructions...) • Maps / charts 	<ul style="list-style-type: none"> • How does the XXX work? (e.g. display, system, control panel, vehicle, tool, workstation, interface ...) • How do you use / operate the XXX? What are you expecting to see / hear when that works / happens? • For equipment that interviewers are not familiar with: <ul style="list-style-type: none"> ○ In as much detail as possible, describe the XXX (e.g. display, system, control panel, vehicle, tool, workstation, interface ...). How big is the XXX? Where is it located? What other (instruments / buttons / controls ...) are nearby? What types of markings, placards, lights, ... does it have? ... ○ How do you use the XXX? What things do you need to look at? What sort of movements do you use to operate the xxx? Do you need to use a lot of force or do you need to be precise/delicate? Is there any feedback when you do YYY?... • How often have you used / do you use this XXX? • How does the XXX compare to other XXX you have used? • What are the main strengths / limitations of the XXX? • To what extent is the XXX easy or difficult to use? • Do other people use the XXX differently to you? If so, why? • Is the XXX something other (pilots / drivers / XXX) find easier / more difficult to use? Why? • What instruments / displays were you focussing on / scanning when doing xxx? • To what extent does the XXX provide you with the information you need to do your task effectively? • Are there any specific traps or 'gotchas' you need to consider when using the XXX? • What are the main problems or difficulties you have had when using the XXX? • What were the main problems or difficulties you had when using the XXX during this event? • What information do you need to be able to use the XXX effectively? To what extent was that available at the time? • What else do you need to be able to use the XXX effectively? To what extent was that available at the time? • What types of alarms or alerts does the XXX provide? When do they occur? How often do they occur? To what extent are these effective in getting your attention? • How would you describe the layout of the XXX? (e.g. cockpit, cab, cabin, bridge, workstation, ...) • To what extent can you access / reach / see / read the things you need to use? • [Note: questions about emergency egress aspects should be developed separately.]
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<p>Procedures / guidance</p> <ul style="list-style-type: none"> • Availability, usability, relevance • Normal procedures • Emergency procedures • Checklists • Job aids / decision aids 	<ul style="list-style-type: none"> • What XXX have you been provided with to do this task? (e.g. procedures, checklists, tools, charts, job aids, decision aids...) • What XXX were you using during this task? • Within XXX, how is this procedure/task normally done? (e.g. the operator, team, organisation, depot ...) How is this different to what is written in the procedures? • How is the XXX meant to be used? How is the XXX normally used? How was the XXX used on this occasion? • To what extent is the XXX accessible or available when you need to use it? • What are the main strengths / limitations of the XXX? • To what extent is the XXX easy or difficult to use? • What are the main problems or difficulties you have had when using the XXX? • What were the main problems or difficulties you had when using the XXX during this event? • Are there any specific traps or ‘gotchas’ when using the XXX? (If so, obtain details) • To what extent does the XXX provide you with the information you need to do your task effectively? • What else do you need to be able to use the XXX effectively? To what extent was that available at the time? • What is the normal flow/sequence of checks (or steps / actions)? • Was a checklist available for the task? To what extent was it being used? <ul style="list-style-type: none"> ○ What do you recall about the sequence of checks on this occasion? Any variations to normal? ○ Were there any breaks, disruptions or distractions during the checks? ○ Describe how the checks (steps / actions) were conducted on this occasion? (From memory or with checklist? Read-do or do then check? Who was involved? Who did what?) ○ To what extent was XXX visually checking things before responding to a challenge item? ○ To what extent were all the checklist items completed? ○ To what extent were the checklist items being done in the correct order?
<p>Physical environment</p> <ul style="list-style-type: none"> • Visibility (outside vehicle / cab / bridge) • Lighting / illumination / glare • Noise / vibration • Temperature / humidity / air quality • Rain / wind 	<ul style="list-style-type: none"> • How would you describe the physical environment you were working in at that time? • How did the environment compare to normal? • How would you describe the (level of) XXX? (e.g. visibility, illumination, glare, noise, vibration, wind, temperature, humidity, air quality...) (Use scale of 1 to 10 from very low to very high, very poor to very good, or similar scale unless other obvious measure such as temperature.) • How did the XXXX compare to a normal situation? • What aspects of the physical environment were making it easier / more difficult to do your tasks at the time? • To what extent were you able to see xxx? [If visibility / illumination / glare potential problems] • To what extent were you able to hear xxx? [If noise potential problem] • You indicated that the XXX was (fairly / very high). Can you describe what influence (if any) that was having on your ability to xxx? • To what extent were you (or others) having any difficulties or problems with the physical environment you were working in? • To what extent were you (or others) having any particular difficulties or problems with XXX?

<p>Social factors / teamwork</p> <ul style="list-style-type: none"> • Teamwork and communications • Interpersonal differences / gradient • Peer pressure 	<ul style="list-style-type: none"> • How long/often have you worked with XXX before? (e.g. other pilot, driver, supervisor, team member...) • How would you describe your working relationship with XXX? • How would you describe the overall level of teamwork between you and XXX? • How would you describe the amount / quality of communication with XXX (or within the team)? • How does your experience level and background compare with XXX? • How would you describe XXX as a YYY? (e.g. pilot, driver, captain, instructor/tutor, controller, pilot monitoring / driver monitoring...) What are / were their strengths? What are /were there limitations? Can you provide some examples of what you mean by xxx? • What are some key words you would use to describe XXX as a YYY? • Did you raise any concerns or observations with XXX? What were they? How were these received or managed? • Did you have any concerns that you did not raise? Can you provide further details? Why did you not raise the concerns? • To what extent did you think you could (or were able) to raise any concerns or observations with XXX? • Did XXX raise any concerns or observations with you? What were they? How did you perceive them? How did you respond? • To what extent was XXX actively involved in ZZZ? (e.g. responding to the event, discussing options, completing tasks...) • What can you recall in terms of your communication with XXX during ZZZ? What do you recall saying? What were you trying to communicate? Did you think that XXX understood what you meant? What makes you think that? • What can you recall hearing from XXX during (event)? How would you describe their voice / tone / volume / rate of speech? • Have you ever raised any concerns about XXX's YYY with anyone else? Can you provide further details? • To what extent would you have been comfortable doing XXX if you had been doing YYY with another ZZZ?
<p>Fatigue / alertness</p> <ul style="list-style-type: none"> • Work and sleep hours • Sleep quality • Level of alertness • Normal sleep pattern • Factors influencing sleep • Other factors influencing alertness 	<p>Work and sleep hours</p> <ul style="list-style-type: none"> • Outline your hours of work and sleep in the 3 days leading up to the event. (Use the timeline in the ATSB HF data collection tool. Consider additional days if fatigue seems likely, shifts are unusual, etc.) • How would you describe the general amount sleep you obtained in the period prior to these 3 days? • Do you use any device or app that records your activity or hours of sleep (e.g. Fitbit, Apple watch, fatigue calculator, Oura ring)? If so, what does the device show for the period from XXX to YYY? (May need to ask for them to send information later.) • [Note: recorded duty hours should be obtained for at least 2 weeks prior to the event of interest and preferably at least 4 weeks; in some cases it is also important to obtain the planned or master roster as well as the actual worked roster.] <p>Sleep quality</p> <ul style="list-style-type: none"> • How was the quality of your last sleep on XXX? (Use scale of 1 very good to 10 very poor.) How did this compare to normal? If low or average rating for either last or normal sleep: What were the reasons why you say that? • To what extent was your last sleep period interrupted? • How was the quality of your previous sleep period on XXX? (Use scale of 1 very good to 10 very poor. After the last 2 sleeps periods, apply the same question to the previous sleep periods as a group or do specifically if that seems appropriate.) • What was the general quality of your sleep on the previous days? (Note: if the person says normal, try to clarify what normal means using the scale.)

	<p>Level of alertness</p> <ul style="list-style-type: none"> • How would you describe your level of alertness at the time of the XXX? (e.g. event, incident, approach, landing,) How did this compare to normal for this operation? • Using the scale, how would you rate your level of alertness at the time of XXX? (Use the Samn-Perelli 7-point scale of 1 fully alert to 7 completed exhausted, as per ATSB HF data collection tool. If you cannot show the scale, then provide the markers for 1 'fully alert / wide awake', 4 'a little tired, less than fresh' and 7 'completed exhausted, ready to drop'). • How would you rate your level of alertness at YYY? (e.g. other key time of interest, such as signing on for duty). <p>Normal sleep pattern</p> <ul style="list-style-type: none"> • For this type of shift / roster, what would be your normal hours of sleep? (Note: we need the normal time to bed and time awake in addition to the total sleep time.) • When you are not working (or when you are on day shifts), what are your normal hours of sleep? • Do you have any difficulty falling asleep, staying asleep, or waking up too early? <p>Factors influencing sleep</p> <ul style="list-style-type: none"> • What was the sleeping environment like at XXX? (e.g. in terms of bed, temperature, lighting, noises, others nearby, phones / other devices, ...) • To what extent did personal (or non-work related) factors influence the amount or quality of your sleep? Family issues? Environmental aspects? • To what extent did work-related issues influence the amount or quality of your sleep? • Would you describe yourself as a morning person or an evening person? • Have you ever been assessed to see if you have a sleep disorder? Have you ever been diagnosed with a sleep disorder? (If so, obtain details of condition and treatment.) • Do you have any other medical conditions that can influence your ability to sleep? (If so, obtain details or condition and treatment.) <p>Other factors influencing alertness</p> <ul style="list-style-type: none"> • How would you describe the overall level of effort / difficulty / concentration required during XXX? (Use scale of 1 very low to 10 very high.) (e.g. last work period, last work periods, last flight / trip...) • To what extent did you have rest breaks during XXX? Describe the nature / duration of these breaks. • Did you have any naps during XXX? When / where? How long? How did you feel after? • How long does it take you to commute from XXX to YYY? Was there any difference on this occasion? • What is your overall impression of your shifts / rosters? What are their main strengths / limitations? How could they be improved? (Can also ask same question regarding accommodation, rest breaks, ...) • [Note: additional questions regarding fatigue reporting are under organisational aspects.]
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<p>Recent history</p> <ul style="list-style-type: none"> • Recent meals / drinks • Non-work activities • Caffeine / other substances 	<ul style="list-style-type: none"> • When was your last meal prior to the event? What was the meal? • Describe the meals and snacks you had during the day of the event (or during XXX period)? • Was there anything different or unusual about your diet in the 24-48 hours before the event? • During the day of the event (or XXX period), what did you have to drink? • Did you have any coffee, caffeine, colas or energy drinks during the day (or XXX period)? How many did you have? How does this compare to normal? • Other than work and sleep, what were the main things you did prior to starting work that day? (Can note we are mainly looking for anything requiring significant mental or physical effort or may increase stress levels.) • Other than work and sleep, what are the main things you did in the day prior to the event? • When did you last do physical exercise? What was the activity?
<p>Medical / physiological</p> <ul style="list-style-type: none"> • General health / fitness / wellbeing • Specific medical conditions • Recent illness / injury • General physical capabilities • Medications • Alcohol / smoking / other substances 	<ul style="list-style-type: none"> • How would you describe your overall health and fitness? • How would you describe your fitness for duty (or medical fitness) on the day (or at the time)? (Note: could alternatively select in the period leading up to the event, in the days leading up to the trip, etc.) • Do you do any regular physical exercise? Describe the type / frequency of exercise. • Have you had any recent illnesses or injuries? (If yes, obtain details.) • Have you had any recent operations or medical treatments? (If yes, obtain details.) • Do you have any medical conditions for which you are currently receiving treatment? (If yes, obtain details or conditions and how treated.) • Do you have (or have you recently had) any other medical conditions that can influence your fitness for duty? (If yes, obtain details or conditions and how treated.) • When was your last medical assessment / check-up? Were any problems identified? (Note: generally we can get the results of this or any limitations on a medical certificate via documentation.) • How would you describe the quality of your eyesight? Do you need to wear glasses / contact lenses at times? Were you wearing them at the time? Any problems or difficulties? • How would you describe the quality of your hearing? Do you need to use any aids? Were you using them at the time? Any problems or difficulties? • Do you find it more difficult than others to perform your tasks effectively or comfortably due to your height, size, fitness or strength? • Were you taking any prescription medications in the period leading up to the event? Any over-the-counter medications (e.g. aspirin/Panadol, vitamins, cold/flu medication...)? Any herbal remedies or other medications? (If yes, obtain details.) • When was the last time you drank alcohol? How many drinks? • Are you a smoker (or vapor)? If yes: How much do you normally smoke (or vape)? Any difference in the period leading up to this event? • Have you recently taken any recreational drugs or substances? (If yes, obtain details.) (If asked about ‘recent’ state in the 2 days prior to the event or key time of interest.)

<p>Personal factors</p> <ul style="list-style-type: none"> • General disposition / mood • Recent / significant changes • Non-work issues 	<ul style="list-style-type: none"> • How were you generally feeling when you started work that day? • How were generally feeling when XXX? (e.g. a point later in the sequence if relevant) • How are things going away from work? • Have there been any significant or recent changes in your life? If yes: Can you provide more details about that? (e.g. when started, to what extent has it influenced your work...) • Is there anything you were thinking about a lot that day or in the days prior to the event? • Compared to normal, how easy were you finding it to concentrate on your work that day? • Were you experiencing anything in your life that was influencing your ability to concentrate? • Using a scale of 1 (negative) to 10 (positive), describe your mood that day? How does that compare with your normal mood? • How would you describe your overall stress level? What are your main sources of stress? To what extent were these a problem on the day of the event?
<p>Organisational aspects</p> <ul style="list-style-type: none"> • Task pressures • Morale / culture / climate • Safety reporting / management • Safety lessons 	<p>[Note: This is not a full list of questions we would do for organisational interviews - just some key questions to get an initial impression.]</p> <p>Task pressures</p> <ul style="list-style-type: none"> • To what extent did you perceive any pressure or incentive to do XXX? (e.g. undertake the flight/trip, complete the task, do the task a certain way, not report a hazard or defect, ...) Can you describe what you mean in more detail? Can you provide any specific examples of that? • On previous occasions, have you perceived any pressure or incentive to do XXX? Can you provide any specific examples of that? What was different on this occasion compared to those occasions? • What would you have expected to happen if you XXX? (e.g. turned around, not accepted the task, not departed, reported a defect, reported fatigued) Has this result happened before? Do you have any specific examples? • How do you think you would you have been perceived by YYY if you had XXX? (e.g. managers, other pilots, other drivers...) Why is that? <p>Morale / culture / climate</p> <ul style="list-style-type: none"> • What is your overall level of satisfaction with your current job / role? (Can use scale 1 very low to 10 very high.) If low or high: What specific aspects of the job make you say that? • How would you describe the overall level of morale amongst the XXX at YYY? Can you give any specific examples of what you mean by ZZZ? What specific things have led to this situation? • How would you describe the safety culture at XXX? Can you give any specific examples of what you mean by YYY? What specific things have led to this situation? • How does XXX compare to other places you have worked? (e.g. morale, safety culture...) What do you think are the reasons for that difference? <p>Fatigue management</p> <ul style="list-style-type: none"> • How does the fatigue management system work in your organisation? What types of rosters do you work? How are they determined?

	<ul style="list-style-type: none"> • What is your opinion of the rosters you work? What are the good points? What are the not-so-good points? • Is there a process for someone to report being fatigued? How does that work? • Have you ever called in fatigued or sent in a fatigue report? What were the details? What feedback did you receive? What was the organisation’s response? • How often do other people report being fatigued? What happens if someone calls in fatigued or submits a fatigue report? Can you provide any specific examples of that happening? • What type of fatigue awareness or fatigue management training have you had? How would you describe the training? What topics were discussed? What was your impression of the training? • Has your organisation provided you with information or training on how much sleep you normally need to have to work effectively? What is your understanding of this information? • Overall, how would you describe the way fatigue is managed at XXX? What aspects are done well? What aspects are not done so well? Can you provide any specific examples of what you mean by YYY? • How does XXX compare to other places you have worked in terms of fatigue management? <p>Safety reporting / management</p> <ul style="list-style-type: none"> • How does the XXX system work in your organisation? (e.g. SMS, incident reporting system, hazard reporting system...) • Have you ever reported a XXX? (e.g. incident, hazard, defect, ...) What were the details? What feedback did you receive? • What happens if someone reports a XXX? Can you provide any specific examples? • What type of XXX training have you had? (e.g. safety management, hazard reporting...) How would you describe the training? What topics were discussed? What was your impression of the training? • How would you describe the way safety is managed at XXX? What aspects are done well? What aspects are not done so well? Can you provide any specific examples of what you mean by YYY? • How does XXX compare to other places you have worked? (e.g. change management, safety management ...) • How would you describe the balance between safety and getting the job done at XXX? Can you provide further details or examples of what you mean? <p>Safety lessons</p> <ul style="list-style-type: none"> • Has this type of event happened before in your organisation? If so, can you provide details of when and where? What happened following that previous event? • Based on this (current) event, what do you think are some important lessons for other XXX? (e.g. pilots, drivers, controllers...) • What could be improved to reduce the risk of this type of event in the future? • What topics do you think we should be looking at in our investigation? Who else should we talk to?
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