

Research Note 82-9

(1)

BASELINE DATA, VOLUME 1:  
LIKELIHOOD OF OCCURRENCE (ONE OR MORE TIMES) OF  
INFORMATION-SEEKING OR ERROR EVENTS  
UNDER DIFFERENT TASK CONDITIONS

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Applied Science Associates, Inc.

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U. S. Army

Research Institute for the Behavioral and Social Sciences

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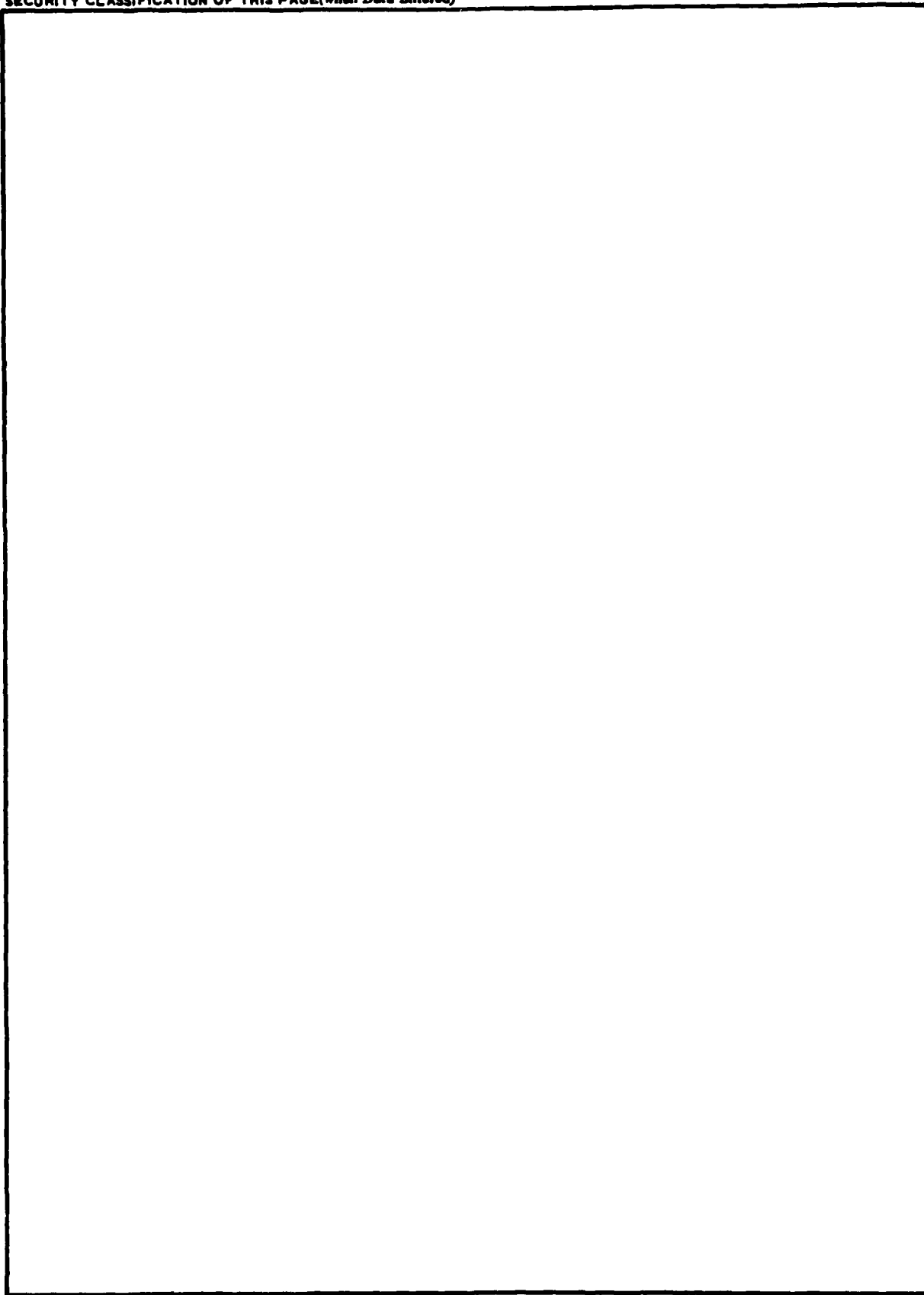
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20. ABSTRACT (Continue on reverse side if necessary and identify by block number) > Data on occurrence of information seeking and performance errors are presented for track and wheel vehicle mechanics classified by amount of prior task experience. Within this framework, information seeking behaviors are identified by type of information source used and type of information sought in relation to characteristics of the task performed. Error data is similarly displayed for type of performance error in relation to presence or absence of information seeking during the task performance and characteristics of the task performed.		

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## PREFACE

This report represents 1 of 3 volumes of tables presenting data on mechanics use of job-site information sources and quality of their accompanying task performance under routine, work-site conditions. Each volume presents different information on this data base. The three volumes are:

Baseline data, Volume 1: Likelihood of occurrence (one or more times) of information-seeking or error events under different task conditions. This volume presents the data as a basis for estimating the probability or likelihood of mechanics using manuals or other information sources and making errors during performance of different types of tasks.

Baseline data, Volume 2: Relative frequency of types of information-seeking or error events occurring under each type of task condition. This volume provides a basis for focusing on the types of information sought and the types of errors made in relation to each of the different task characteristics and type of tasks identified.

Baseline data, Volume 3: Mean frequency for types of information-seeking or error events occurring under each type of task condition. Tables in this volume parallel those in Volume 2, but present, instead of relative frequencies, the average number of times information sources were used or errors were made by the mechanics who sought information or made errors during the work assignment.

Data presented in the three volumes of this series are intended for use in identifying job-site information needs of organizational level mechanics. In addition, they are intended for future research use as baseline data in evaluating the impact of new job-site information sources and/or shop management practices on mechanics' performance.

Data in these volumes were collected as part of a research project addressing the following two major objectives:

1. develop a method for evaluating use and effectiveness of manuals and other sources of work-site information used by mechanics under routine work-site conditions.
2. develop methods to improve prediction of mechanics' work-site information needs.

During this research a method was developed for observing and recording mechanics performing tasks assigned to them under the usual assignment practices employed in their shops. The observer did not intervene during task performance. No special arrangements were made to insure that the proper tools, manuals, or other resources were readily available to the mechanic while performing the assigned work. In other words, with the exception of the observer's presence, conditions were just as they would have been if the observer had not been present.

Before conducting the observations, detailed task analyses were developed on a large pool of tasks organizational level mechanics are expected to perform on five types of vehicles. The five types of vehicles were the M60 tank series, M113 armored personnel carrier series, M151 jeep series, M35 2½-ton truck series, and the M54 5-ton truck series. During the task performance the observer recorded a written description, in a step-by-step fashion, of:

1. activity being performed and how it was performed.
2. when information was sought in the context of the ongoing activity.
3. source and identity of information sought and obtained.
4. errors made (corrected, uncorrected and omissions).

Only tasks that directly involved mechanical maintenance were observed. Assignments that involved only inspection of equipment such as quarterly inspections were not observed for this purpose. With this exception, the tasks observed were sampled from the daily work load being performed in each shop. As a result, these observations are based on the commonly occurring, "bread and butter" tasks performed at the organizational maintenance level.

The 300 observations on which these volumes are based were obtained by observing 236 organizational level mechanics (MOS 63C and 63B) located in five US Army combat arms divisions. The observations were conducted during the fall to winter of 1978-1979 and again during the fall to winter of 1979-1980. The research and observational methodology upon which data in this and the remaining two volumes are based are described in the following reports:

Schurman, D.L., Porsche, A.J., & Joyce, R.P. Assessing use of information sources and quality of performance at the work site. Applied Science Associates, Inc., Valencia, PA, Report No. 604, December, 1980.

Schurman, D.L., Porsche, A.J., Garbin, C.P., & Joyce, R.P. Guidelines: Assessing use of information sources and quality of performance at the work site. Applied Science Associates, Inc., Valencia, PA, Report 603, December 1980.

## Structure of the Normative Tables In This Volume

The percentages presented in the following tables are based on 300 observations. These observations are distributed among the three "Prior Task Experience Levels" in the following manner: 7 or more (n=128); 1-6 (n=100); none (n=72).

The first six tables in this volume are based on observations containing one or more information seeking events (seekers) and observations without information seeking events (nonseekers). The percentages of seekers and nonseekers are based on the total number of observations for one level of a single task characteristic or on total observations for a single task type and will sum to 100 percent. However, the percentages presented for seekers with one or more process errors and seekers committing one or more serious uncorrected errors are based on the number of observations with one or more information seeking events only. These percentages will not add up to 100 percent but are, in fact, a proper subset of the percentage of observations containing one or more information seeking events. The number of observations these percentages are based on is not presented but can be easily derived by multiplying the percentage of observations containing one or more information seeking events by the total number of observations listed at the top of each column. The preceding comments also apply to percentages of nonseekers with one or more process errors and nonseekers with one or more serious uncorrected errors.

For the remaining tables in this volume all percentages are based on total observations for one level (easy/hard) of a single task characteristic, or on total observations for a single task type. This number of total observations is located at the top of each column. Given that any one observation can contain several information seeking events from more than one source and of more than one type, the column percentages will not add up to 100 percent. Similarly the error tables, based on seven different types, display the same statistical phenomenon.



NORMATIVE TABLES OF WORK BEHAVIOR  
FOR WHEEL AND TRACK MECHANICS  
(63B/C MOS)

Volume 1 of 3

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**RELATIONSHIPS BETWEEN INFORMATION-SEEKING (ISB) AND ERROR-MAKING (EMB) BEHAVIORS BY LEVELS OF TASK CHARACTERISTICS**  
(Percent of Appropriate Total)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n = 71	Hard n = 57	Easy n = 55	Hard n = 73	Clear n = 71	Unclear n = 57	Clear n = 50	Unclear n = 78	None n = 59	One or More n = 69	None n = 48	One or More n = 80	None n = 24	One or More n = 104
<b>ISB AND EMB</b>														
% of Observations Containing One or More Information Seeking Events (Seekers)	34	40	33	40	31	44	24	45	37	36	40	35	25	39
% of Seekers With One or More Process Errors	88	78	89	79	91	76	92	80	68	96	74	89	100*	80
% of Seekers Committing One or More Serious Uncorrected Errors	58	48	50	55	64	44	42	57	23	80	26	71	100*	46
% of Observations Containing No Information Seeking Events (Nonseekers)	66	60	67	60	69	56	76	55	63	64	60	65	75	61
% of Nonseekers With One or More Process Errors	85	82	84	84	78	94	74	93	73	93	94	90	67	89
% of Nonseekers Committing One or More Serious Uncorrected Errors	55	82	59	73	6	63	63	71	43	86	45	90	61	68

\*Cell contains 1 or more observations in this cell.

**RELATIONSHIPS BETWEEN INFORMATION-SEEKING (ISB) AND ERROR-MAKING (EMB) BEHAVIORS BY LEVELS OF TASK CHARACTERISTICS**

(Percent of Appropriate Total)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=54	Hard n=46	Easy n=39	Hard n=61	Clear n=61	Unclear n=39	Clear n=39	Unclear n=61	None n=47	One or More n=53	None n=38	One or More n=62	None n=18	One or More n=82
<b>ISB AND EMB</b>														
% of Observations Containing One or More Information Seeking Events (Seekers)	57	67	59	64	59	67	56	66	60	64	47	71	44	66
% of Seekers With One or More Process Errors	90	97	87	97	92	96	95	93	93	94	94	93	88*	94
% of Seekers Committing One or More Serious Uncorrected Errors	58	71	52	72	61	69	64	65	57	70	39	73	50*	67
% of Observations Containing No Information Seeking Events (Nonseekers)	43	33	41	36	41	33	44	34	40	36	53	29	56	34
% of Nonseekers With One or More Process Errors	74	87	75	82	72	92	88	71	63	94	65	94	90	75
% of Nonseekers Committing One or More Serious Uncorrected Errors	52	41	69	36	52	46	47	52	21	79	20	83	50	54

\*Cells in bold type indicate significant differences between ISB and EMB groups.



**RELATIONSHIPS BETWEEN INFORMATION-SEEKING (ISB) AND ERROR-MAKING (EMB) BEHAVIORS BY LEVELS OF TASK CHARACTERISTICS**  
(Percent of Appropriate Total)

PRIOR TASK EXPERIENCE LEVEL: NONE

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=40	Hard n=32	Easy n=29	Hard n=43	Clear n=43	Unclear n=29	Clear n=28	Unclear n=44	None n=37	One or More n=35	None n=32	One or More n=40	None n=14	One or More n=58
<b>ISB AND EMB</b>														
% of Observations Containing One or More Information Seeking Events (Seekers)	63	91	62	68	65	90	61	84	65	86	63	85	79	74
% of Seekers With One or More Process Errors	76	93	78	89	71	100	71	92	71	97	70	94	100*	81
% of Seekers Committing One or More Serious Uncorrected Errors	52	66	61	58	46	73	53	62	42	73	15	82	55	60
% of Observations Containing No Information Seeking Events (Nonseekers)	37	9	38	32	35	10	39	16	35	14	37	15	21	26
% of Nonseekers With One or More Process Errors	87	67*	82	35	87	67*	82	86*	77	100*	75	100*	100*	80
% of Nonseekers Committing One or More Serious Uncorrected Error	40	0*	27	18	33	33*	27	41*	23	60*	17	67*	67*	27

\*Cell contains 0 or 1 in the cell, and 0 in the column.

**RELATIONSHIPS BETWEEN INFORMATION-SEEKING (ISB) AND  
ERROR-MAKING (EMB) BEHAVIORS BY TASK TYPES**  
(Percent of Appropriate Total)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

ISB and EMB	GENERAL TASK TYPES					
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30	
% of Observations Containing One or More Information Seeking Events (Seekers)	47	11	7	59	40	
% of Seekers With One or More Process Errors	89*	100*	100*	68	100	
% of Seekers Committing One or More Serious Uncorrected Errors	44*	67*	100*	36	83	
% of Observations Containing No Information Seeking Events (Nonseekers)	53	89	93	41	60	
% of Nonseekers With One or More Process Errors	100	79	57	93	94	
% of Nonseekers Committing One or More Serious Uncorrected Errors	80	54	36	73	94	

\*Causal relationship in this table for less than 10 cases.

**RELATIONSHIPS BETWEEN INFORMATION-SEEKING (ISB) AND  
ERROR-MAKING (EMB) BEHAVIORS BY TASK TYPES**  
(Percent of Appropriate Total)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

ISB and EMB	GENERAL TASK TYPES				
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22
% of Observations Containing One or More Information Seeking Events (Seekers)	65	79	60	61	50
% of Seekers With One or More Process Errors	100	91	100*	88	91
% of Seekers Committing One or More Serious Uncorrected Errors	71	64	50*	65	64
% of Observations Containing No Information Seeking Events (Nonseekers)	35	21	40	39	50
% of Nonseekers With One or More Process Errors	56*	100*	100*	73	91
% of Nonseekers Committing One or More Serious Uncorrected Errors	33*	100*	25*	27	82

\*Caution: Percentages in this table based on less than 10 cases.

**RELATIONSHIPS BETWEEN INFORMATION-SEEKING (ISB) AND  
ERROR-MAKING (EMB) BEHAVIORS BY TASK TYPES**  
(Percent of Appropriate Total)

PRIOR TASK EXPERIENCE LEVEL: NONE

ISB and EMB	GENERAL TASK TYPES					
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16	
% of Observations Containing One or More Information Seeking Events (Seekers)	68	73	57*	75	94	
% of Seekers With One or More Process Errors	73	82	100*	78*	100	
% of Seekers Committing One or More Serious Uncorrected Errors	53	45	75*	56*	73	
% of Observations Containing No Information Seeking Events (Nonseekers)	32	27	43*	25	6	
% of Nonseekers With One or More Process Errors	71*	100*	100*	67*	100*	
% of Nonseekers Committing One or More Serious Uncorrected Errors	14*	50*	67*	0*	100*	

\*Faulty or Percentages based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR INFORMATION SOURCE**  
(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

		TASK CHARACTERISTICS												
Source From Which Information Sought	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=	Hard n=	Easy n=	Hard n=	Clear n=	Unclear n=	Clear n=	Unclear n=	None n=	One or More n=	None n=	One or More n=	None n=	One or More n=
Person - Ask (%)	20	39	20	34	17	42	16	36	27	29	31	26	13	32
Person - Discuss (%)	23	28	18	30	24	26	14	32	24	26	29	23	25	25
Printed Material (%)	7	5	7	5	7	5	4	8	5	7	6	6	4	7

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR INFORMATION SOURCE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

		TASK CHARACTERISTICS												
Source From Which Information Sought	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 54	Hard n= 46	Easy n= 39	Hard n= 61	Clear n= 61	Unclear n= 39	Clear n= 39	Unclear n= 61	None n= 47	One or More n= 53	None n= 38	One or More n= 62	None n= 18	One or More n= 82
Person - Ask (%)	52	57	49	57	49	62	56	52	53	55	34	66	33	59
Person - Discuss (%)	22	35	23	31	26	31	23	31	19	36	21	32	17	30
Printed Material (%)	26	35	23	34	23	41	26	33	26	34	13	40	17	33

\*Caution - Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR INFORMATION SOURCE**  
(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

TASK CHARACTERISTICS														
Source From Which Information Sought	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n = 40	Hard n = 32	Easy n = 29	Hard n = 43	Clear n = 43	Unclear n = 29	Clear n = 28	Unclear n = 44	None n = 37	One or More n = 35	None n = 32	One or More n = 40	None n = 14	One or More n = 58
Person - Ask (%)	53	75	48	72	51	79	43	75	49	77	41	80	64	62
Person - Discuss (%)	30	53	24	51	37	45	29	48	32	49	44	38	43	40
Printed Material (%)	20	53	28	40	28	45	21	43	27	43	28	40	21	38

\* Caution: Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 63B/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR INFORMATION SOURCE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Source From Which Information Sought	GENERAL TASK TYPES				
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30
Person - Ask (%)	32	7	0	51	30
Person - Discuss (%)	37	4	7	41	27
Printed Material (%)	0	7	0	8	10

\*Caution Percentage in this cell based on less than 10 cases.



**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR INFORMATION SOURCE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Source From Which Information Sought	GENERAL TASK TYPES				
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22
Person - Ask (%)	38	50	60	68	55
Person - Discuss (%)	23	57	20	32	14
Printed Material (%)	23	43	20	32	32

\*Caution - Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 63B/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR INFORMATION SOURCE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

Source From Which Information Sought	GENERAL TASK TYPES				
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16
Person - Ask (%)	55	57	57*	50	94
Person - Discuss (%)	41	40	14*	33	56
Printed Material (%)	27	40	14*	50	38

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR TYPE OF INFORMATION SOUGHT**  
(Percent of Total Observations At Each Level of Task Characteristic)

**PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE**

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 71	Hard n= 57	Easy n= 55	Hard n= 73	Clear n=71	Unclear n=57	Clear n=50	Unclear n=78	None n= 59	One or More n=69	None n= 48	One or More n=80	None n= 24	One or More n=104
Types of Information Sought	3	0	2	1	3	0	2	1	3	0	4	0	0	2
Location/Identification of Components (%)	18	21	18	21	18	21	10	26	15	23	23	18	25	18
Technique for a Task Step (%)	11	14	11	14	13	12	8	15	15	10	21	8	8	13
Task Steps Required for Completion (%)	6	5	5	5	3	9	2	8	7	4	2	8	0	7
Formal Specification Data (%)	6	21	7	16	6	21	6	17	17	9	17	10	4	14
Help on Serviceability Judgement (%)	7	11	5	11	8	9	10	8	5	12	2	13	8	9

\*Caution: Percentage in this table based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR TYPE OF INFORMATION SOUGHT**  
(Percent of Total Observations At Each Level of Task Characteristic)

**PRIOR TASK EXPERIENCE LEVEL: 1 - 6**

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 54	Hard n= 46	Easy n= 39	Hard n= 61	Clear n= 61	Unclear n= 39	Clear n= 39	Unclear n= 61	None n= 47	One or More n= 53	None n= 38	One or More n= 62	None n= 18	One or More n= 82
Types of Information Sought	11	9	10	10	10	10	10	10	13	8	11	10	0	12
Location/Identification of Components (%)	39	50	36	49	39	51	36	49	40	47	34	50	39	45
Technique for a Task Step (%)	13	17	10	18	15	15	8	20	15	15	11	18	11	16
Task Steps Required for Completion (%)	19	13	21	13	10	26	18	15	11	21	3	24	6	18
Formal Specification Data (%)	6	17	8	13	7	18	5	15	9	13	8	13	6	12
Help on Serviceability Judgement (%)	7	15	3	16	13	8	13	10	13	9	3	16	0	13

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR TYPE OF INFORMATION SOUGHT**  
(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

TASK CHARACTERISTICS														
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 40	Hard n= 32	Easy n= 29	Hard n= 43	Clear n=43	Unclear n= 29	Clear n= 28	Unclear n= 44	None n= 37	One or More n= 35	None n= 32	One or More n=40	None n=14	One or More n= 58
Types of Information Sought	13	25	14	21	16	21	11	23	16	20	22	15	14	19
Location/Identification of Components (%)	43	56	38	56	42	59	39	55	35	63	38	58	64	45
Technique for a Task Step (%)	25	47	28	40	30	41	29	39	27	43	28	40	43	33
Task Steps Required for Completion (%)	10	31	10	26	14	28	14	23	11	29	9	28	21	19
Formal Specification Data (%)	10	13	3	16	7	17	7	14	5	17	3	18	21	9
Help on Serviceability Judgement (%)	3	13	0	12	2	14	0	11	3	11	3	10	14	5

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR TYPE OF INFORMATION SOUGHT**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30	
Location/Identification of Components (%)	11	0	0	0	0	0
Technique for a Task Step (%)	26	7	7	27	23	
Task Steps Required for Completion (%)	26	4	0	19	10	
Formal Specification Data (%)	4	4	0	11	3	
Help on Serviceability Judgement (%)	4	0	0	35	7	
Help on Alignment Judgement (%)	16	4	0	6	17	

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR TYPE OF INFORMATION SOUGHT**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Types of Information Sought	GENERAL TASK TYPES				
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22
Location/Identification of Components (%)	12	22	10	0	10
Technique for a Task Step (%)	54	42	40	39	41
Task Steps Required for Completion (%)	19	7	0	21	14
Formal Specification Data (%)	8	42	10	21	5
Help on Serviceability Judgement (%)	8	7	10	11	18
Help on Alignment Judgement (%)	0	7	20	18	14

\* Caution: Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 63B/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS,  
LISTED BY MAJOR TYPE OF INFORMATION SOUGHT**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16	
Location/Identification of Components (%)	23	27	0*	8	19	
Technique for a Task Step (%)	41	40	43*	33	81	
Task Steps Required for Completion (%)	23	33	29*	50	44	
Formal Specification Data (%)	14	7	43*	25	25	
Help on Serviceability Judgement (%)	18	0	14*	0	19	
Help on Alignment Judgement (%)	5	7	0*	0	19	

\*Caution: Percentage in this cell based on less than 10 cases.



**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS — TYPE BY SOURCE**  
(Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PERSON — ASK

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

TASK CHARACTERISTICS														
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=71	Hard n=57	Easy n=55	Hard n=73	Clear n=71	Unclear n=57	Clear n=50	Unclear n=78	None n=59	One or More n=69	None n=48	One or More n=80	None n=24	One or More n=104
Types of Information Sought	1	0	2	0	1	0	2	0	2	0	2	0	0	1
Location/Identification of Components (%)	8	9	9	8	7	11	6	10	7	10	10	8	8	9
Technique for a Task Step (%)	4	7	4	7	4	7	2	8	7	4	13	1	0	7
Task Steps Required for Completion (%)	1	2	2	1	0	4	0	3	2	1	0	3	0	2
Formal Specification Data (%)	4	23	5	18	4	23	4	18	15	10	17	10	4	14
Help on Serviceability Judgement (%)	6	9	4	10	6	9	6	8	3	10	0	11	8	7

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPE BY SOURCE**  
 (Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PERSON – ASK

PRIOR TASK EXPERIENCE LEVEL: 1 – 6

		TASK CHARACTERISTICS													
		Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
		Easy n= 54	Hard n= 46	Easy n= 39	Hard n= 61	Clear n= 61	Unclear n= 39	Clear n= 39	Unclear n= 61	None n= 47	One or More n= 53	None n= 38	One or More n= 62	None n= 18	One or More n= 82
Types of Information Sought		9	7	10	7	10	5	13	5	11	6	3	11	0	10
Location/Identification of Components (%)		28	26	26	28	21	36	26	28	26	28	18	32	17	29
Technique for a Task Step (%)		7	4	8	5	8	3	5	7	6	6	5	6	11	5
Task Steps Required for Completion (%)		7	4	10	3	5	8	10	3	4	8	0	10	6	6
Formal Specification Data (%)		6	17	8	13	7	18	5	15	9	13	8	13	6	12
Help on Serviceability Judgement (%)		7	15	3	16	13	8	13	10	13	9	16	16	0	13

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPE BY SOURCE**  
 (Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PERSON – ASK

PRIOR TASK EXPERIENCE LEVEL: NONE

		TASK CHARACTERISTICS											
Types of Information Sought	Visual Accessibility	Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
		Easy n=29	Hard n=43	Clear n=43	Unclear n=29	Clear n=28	Unclear n=44	None n=37	One or More n=35	None n=32	One or More n=40	None n=14	One or More n=58
Location/Identification of Components (%)	10	9	10	12	7	11	9	8	11	9	10	14	9
Technique for a Task Step (%)	33	47	34	42	48	32	43	27	51	19	55	36	40
Task Steps Required for Completion (%)	18	13	17	14	17	14	16	16	14	16	15	21	14
Formal Specification Data (%)	5	9	0	12	14	0	11	0	14	3	10	7	7
Help on Serviceability Judgement (%)	10	16	3	19	21	7	16	5	20	3	20	21	10
Help on Alignment Judgement (%)	3	13	0	12	14	0	11	3	11	3	10	14	5

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPE BY SOURCE**  
(Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PERSON – DISCUSS

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

		TASK CHARACTERISTICS												
	Visual Accessibility	Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required		
		Easy n= 57	Hard n= 73	Clear n= 71	Unclear n= 57	Clear n= 50	Unclear n= 78	None n= 59	One or More n= 69	None n= 48	One or More n= 80	None n= 24	One or More n= 104	
Types of Information Sought	Easy n= 71	Hard n= 57	Easy n= 55	Hard n= 73	Clear n= 71	Unclear n= 57	Clear n= 50	Unclear n= 78	None n= 59	One or More n= 69	None n= 48	One or More n= 80	None n= 24	One or More n= 104
Location/Identification of Components (%)	1	0	0	1	1	0	0	1	2	0	2	0	0	1
Technique for a Task Step (%)	15	16	13	18	15	16	6	22	10	20	19	14	25	13
Task Steps Required for Completion (%)	7	12	5	12	8	11	4	13	10	9	13	8	8	10
Formal Specification Data (%)	3	0	2	1	1	2	0	3	2	1	0	3	0	2
Help on Serviceability Judgement (%)	1	2	2	1	1	2	2	1	3	0	2	1	0	0
Help on Alignment Judgement (%)	1	4	2	3	4	0	6	0	2	3	2	3	0	3

\*Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPE BY SOURCE**  
(Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PERSON – DISCUSS

PRIOR TASK EXPERIENCE LEVEL: 1 – 6

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n = 54	Hard n = 46	Easy n = 39	Hard n = 61	Clear n = 61	Unclear n = 39	Clear n = 39	Unclear n = 61	None n = 47	One or More n = 53	None n = 38	One or More n = 62	None n = 18	One or More n = 82
Types of Information Sought	2	2	3	2	3	0	3	0	3	2	3	2	0	2
Location/Identification of Components (%)	19	28	18	26	21	26	21	25	13	32	16	27	17	24
Technique for a Task Step (%)	4	7	5	5	5	5	5	5	9	2	3	6	0	6
Task Steps Required for Completion (%)	2	0	3	0	0	3	3	0	2	0	0	2	0	1
Formal Specification Data (%)	0	2	0	2	0	3	0	2	0	2	0	2	0	1
Help on Serviceability Judgement (%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS — TYPE BY SOURCE**  
(Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PERSON — DISCUSS

PRIOR TASK EXPERIENCE LEVEL: NONE

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=40	Hard n=32	Easy n=29	Hard n=43	Clear n=43	Unclear n=29	Clear n=28	Unclear n=44	None n=37	One or More n=35	None n=32	One or More n=40	None n=14	One or More n=58
Types of Information Sought	3	6	3	5	2	7	4	5	3	6	3	5	0	5
Location/Identification of Components (%)														
Technique for a Task Step (%)	23	31	14	35	26	24	18	32	16	37	25	28	29	26
Task Steps Required for Completion (%)	5	19	7	14	7	17	0	18	8	14	13	10	21	9
Formal Specification Data (%)	0	6	0	5	5	0	7	0	5	0	6	0	7	2
Help on Serviceability Judgement (%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Help on Alignment Judgement (%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0

\*Caution. Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 638/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPE BY SOURCE**  
 (Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PRINTED MATERIAL

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 71	Hard n= 57	Easy n= 55	Hard n= 73	Clear n= 71	Unclear n= 57	Clear n= 50	Unclear n= 78	None n= 59	One or More n= 69	None n= 48	One or More n= 80	None n= 24	One or More n= 104
Types of Information Sought	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Location/Identification of Components (%)	1	2	2	1	3	0	0	3	0	3	2	1	4	1
Technique for a Task Step (%)	3	2	4	1	3	2	2	3	3	1	6	0	0	3
Formal Specification Data (%)	4	4	4	4	3	5	2	5	3	4	2	5	0	5

\*Caution: Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 63B/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS — TYPE BY SOURCE**  
 (Percent of Total Observation At Each Level of Task Characteristic)

SOURCE: PRINTED MATERIAL

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy	Hard	Easy	Hard	Clear	Unclear	Clear	Unclear	None	One or More	None	One or More	None	One or More
	n=	n=	n=	n=	n=	n=	n=	n=	n=	n=	n=	n=	n=	n=
Types of Information Sought	54	46	39	61	61	39	61	61	47	53	38	62	18	82
Location/Identification of Components (%)	6	7	5	7	5	8	5	8	9	4	5	6	0	6
Technique for a Task Step (%)	15	20	10	21	13	23	10	21	17	17	8	23	11	18
Task Steps Required for Completion (%)	6	9	3	10	7	8	3	10	6	8	3	10	0	9
Formal Specification Data (%)	13	13	13	13	8	21	13	13	6	19	3	19	6	15

\* Caution: Percentage in this cell based on less than 10 cases



**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS -- TYPE BY SOURCE**  
 (Percent of Total Observation At Each Level of Task Characteristic)

**SOURCE: PRINTED MATERIAL** . . . . . **PRIOR TASK EXPERIENCE LEVEL: NONE**

	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 40	Hard n= 32	Easy n= 29	Hard n= 43	Clear n= 43	Unclear n= 29	Clear n= 28	Unclear n= 44	None n= 37	One or More n= 35	None n= 32	One or More n= 40	None n= 14	One or More n= 58
Types of Information Sought	3	9	3	7	5	7	0	9	8	3	13	0	0	7
Location/Identification of Components (%)	8	16	7	14	9	14	4	16	8	14	6	15	7	12
Technique for a Task Step (%)	8	22	10	16	14	14	14	14	11	17	6	20	7	16
Formal Specification Data (%)	5	25	10	16	9	21	11	16	8	20	6	20	7	16

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPES BY SOURCE**  
(Percent of Total Observations of Each Task Type)

SOURCE: PERSON – ASK

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30	
Location/Identification of Components (%)	5	0	0	0	0	0
Technique for a Task Step (%)	11	4	0	11	13	
Task Steps Required for Completion (%)	11	0	0	11	3	
Formal Specification Data (%)	5	0	0	0	3	
Help on Serviceability Judgement (%)	5	0	0	35	7	
Help on Alignment Judgement (%)	11	4	0	5	13	

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS -- TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

SOURCE: PERSON -- ASK

PRIOR TASK EXPERIENCE LEVEL: 1 -- 6

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22	
Location/Identification of Components (%)	4	14	20	0	14	
Technique for a Task Step (%)	27	14	20	36	27	
Task Steps Required for Completion (%)	4	7	0	7	10	
Formal Specification Data (%)	0	14	10	11	0	
Help on Serviceability Judgement (%)	8	7	10	11	18	
Help on Alignment Judgement (%)	0	7	20	18	14	

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

**SOURCE: PERSON – ASK** **PRIOR TASK EXPERIENCE LEVEL: NONE**

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16	
Location/Identification of Components (%)	5	20	0*	0	19	
Technique for a Task Step (%)	23	27	43*	33	75	
Task Steps Required for Completion (%)	10	20	14*	17	19	
Formal Specification Data (%)	10	0	14*	8	6	
Help on Serviceability Judgement (%)	23	0	14*	0	19	
Help on Alignment Judgement (%)	5	7	0*	0	19	

\* Caution Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

**SOURCE: PERSON – DISCUSS**

**PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE**

Types of Information Sought	GENERAL TASK TYPES				
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30
Location/Identification of Components (%)	5	0	0	0	0
Technique for a Task Step (%)	21	4	7	22	20
Task Steps Required for Completion (%)	21	0	0	16	7
Formal Specification Data (%)	0	0	0	5	0
Help on Serviceability Judgement (%)	0	0	0	5	0
Help on Alignment Judgement (%)	5	0	0	0	7

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

SOURCE: PERSON – DISCUSS

PRIOR TASK EXPERIENCE LEVEL: 1 – 6

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22	
Location/Identification of Components (%)	0	14	0	25	0	
Technique for a Task Step (%)	23	43	20	14	9	
Task Steps Required for Completion (%)	4	0	0	4	0	
Formal Specification Data (%)	0	0	0	0	0	
Help on Serviceability Judgement (%)	0	0	0	0	5	
Help on Alignment Judgement (%)	0	0	0	0	0	

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS -- TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

SOURCE: PERSON -- DISCUSS      PRIORITY TASK EXPERIENCE LEVEL: NONE

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16	
Location/Identification of Components (%)	9	7	0*	0	0	
Technique for a Task Step (%)	27	20	0*	17	50	
Task Steps Required for Completion (%)	9	13	0*	8	19	
Formal Specification Data (%)	0	0	14*	8	0	
Help on Serviceability Judgement (%)	0	0	0*	0	0	
Help on Alignment Judgement (%)	0	0	0*	0	0	

\*Caution: Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 63B/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS -- TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

**SOURCE: PRINTED MATERIAL** **PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE**

Types of Information Sought	GENERAL TASK TYPES				
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30
Location: Identification of Components (%)	0	0	0	0	0
Technique for a Task Step (%)	0	0	0	0	7
Task Steps Required for Completion (%)	0	4	0	3	3
Formal Specification Data (%)	0	4	0	8	3

\*Caution: Percentages in this cell based on less than 10 cases



BASELINE DATA, MOS 638/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS — TYPES BY SOURCE**  
 (Percent of Total Observations of Each Task Type)

**SOURCE: PRINTED MATERIAL**      **PRIOR TASK EXPERIENCE LEVEL: 1 — 6**

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22	
Location Identification of Components (%)	8	0	10	0	9	
Technique for a Task Step (%)	19	14	0	21	18	
Task Steps Required for Completion (%)	8	0	0	11	5	
Formal Specification Data (%)	8	36	10	14	5	

\*Caution: Percentage in this cell based on less than 10 cases.

BASELINE DATA, MOS 63B/C, 1978-80

**OBSERVATIONS WITH ONE OR MORE INFORMATION SEEKING EVENTS – TYPES BY SOURCE**  
(Percent of Total Observations of Each Task Type)

SOURCE: PRINTED MATERIAL PRIOR TASK EXPERIENCE LEVEL: NONE

Types of Information Sought	GENERAL TASK TYPES					
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16	
Location/Identification of Components (%)	9	7	0*	8	0	
Technique for a Task Step (%)	5	13	0*	17	19	
Task Steps Required for Completion (%)	5	13	14*	33	13	
Formal Specification Data (%)	14	7	14*	17	19	

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS, LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Type of Error	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=71	Hard n=57	Easy n=55	Hard n=73	Clear n=71	Unclear n=57	Clear n=50	Unclear n=78	None n=59	One or More n=69	None n=48	One or More n=80	None n=24	One or More n=104
Violate Good Mechanical Practice (%)	13	19	11	19	11	21	10	19	7	23	8	20	13	16
Wrong Technique Used (%)	24	32	24	30	27	28	20	32	10	42	23	30	38	25
Specification Errors (%)	31	51	31	47	35	46	30	46	14	62	0	64	46	38
Wrong Part/Component (%)	21	14	20	16	24	11	22	15	14	22	19	18	21	17
Wrong Order of Steps (%)	35	35	36	34	31	40	34	36	41	32	40	33	38	35
Wrong Position or Orientation of Part/Component (%)	21	12	20	15	17	18	14	19	10	23	13	20	29	14
Wrong Adjustment Technique (%)	8	18	11	14	6	21	6	17	14	12	10	14	0	15

\*Caution: Percentages in this table based on totals greater than 100. Uses

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

All Persons	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=54	Hard n=46	Easy n=39	Hard n=61	Clear n=61	Unclear n=39	Clear n=39	Unclear n=61	None n=47	One or More n=53	None n=38	One or More n=62	None n=18	One or More n=82
Type of Error	15	20	15	18	11	26	10	21	13	21	11	21	22	16
Violate Good Mechanical Practice (%)														
Wrong Technique Used (%)	26	43	23	41	30	41	31	36	19	47	26	39	39	33
Specification Errors (%)	39	43	44	41	39	44	46	38	13	66	0	66	44	40
Wrong Part/Component (%)	20	22	13	26	20	23	21	21	21	21	18	23	11	23
Wrong Order of Steps (%)	24	49	26	41	21	56	23	43	23	45	32	37	39	34
Wrong Position or Orientation of Part/Component (%)	13	20	10	20	16	15	15	16	9	23	11	19	22	15
Wrong Adjustment Technique (%)	11	22	15	16	8	28	5	23	15	17	13	18	0	20

\* Caution: Percentages in this cell based on 100 observations.

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

All Persons	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=40	Hard n=32	Easy n=29	Hard n=43	Clear n=43	Unclear n=29	Clear n=28	Unclear n=44	None n=37	One or More n=35	None n=32	One or More n=40	None n=14	One or More n=58
Type of Error														
Violate Good Mechanical Practice (%)	18	13	17	14	14	17	11	18	5	26	6	23	29	12
Wrong Technique Used (%)	20	50	17	44	21	52	14	45	19	49	22	43	57	28
Specification Errors (%)	28	47	21	47	23	55	25	43	8	66	0	65	57	31
Wrong Part/Component (%)	10	28	10	23	14	24	14	20	19	17	19	18	14	19
Wrong Order of Steps (%)	38	38	41	35	35	41	32	41	32	43	38	38	29	40
Wrong Position or Orientation of Part/Component (%)	10	25	10	21	14	21	14	18	11	23	6	25	21	16
Wrong Adjustment Technique (%)	5	9	7	7	7	7	11	5	5	9	3	10	0	9

\*Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

**PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE**

seekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=	Hard n=	Easy n=	Hard n=	Clear n=	Unclear n=	Clear n=	Unclear n=	None n=	One or More n=	None n=	One or More n=	None n=	One or More n=
Type of Error	24	23	18	29	22	25	17	20	9	28	16	21	6	41
Violate Good Mechanical Practice (%)	17	22	17	21	18	20	17	20	9	28	16	21	33*	17
Wrong Technique Used (%)	29	35	33	31	36	28	33	31	14	48	26	36	83*	24
Specification Errors (%)	33	48	33	45	41	40	33	43	14	64	0	68	67*	37
Wrong Part/Component (%)	21	13	22	14	27	8	25	14	18	16	16	18	33*	15
Wrong Order of Steps (%)	33	43	33	41	27	48	33	40	45	32	47	32	33*	39
Wrong Position or Orientation of Part/Component (%)	25	13	22	17	18	20	17	20	5	32	5	29	67*	12
Wrong Adjustment Technique (%)	8	9	11	7	9	8	17	6	9	8	5	11	0*	10

\* Caution: Percentages in this table based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Seekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 31	Hard n= 31	Easy n= 23	Hard n= 39	Clear n= 36	Unclear n= 26	Clear n= 22	Unclear n= 40	None n= 28	One or More n= 34	None n= 18	One or More n= 44	None n= 8	One or More n= 54
Type of Error														
Violate Good Mechanical Practice (%)	13	19	13	18	8	27	5	23	11	21	11	18	13*	17
Wrong Technique Used (%)	26	48	22	46	31	46	32	40	25	47	39	36	38*	37
Specification Errors (%)	45	45	43	46	47	42	55	40	21	65	0	64	38*	46
Wrong Part/Component (%)	23	23	13	28	22	23	23	23	21	24	17	25	13*	24
Wrong Order of Steps (%)	16	58	26	44	19	62	14	50	29	44	44	34	0*	43
Wrong Position or Orientation of Part/Component (%)	6	26	0	26	17	15	9	20	11	21	17	16	13*	17
Wrong Adjustment Technique (%)	16	26	17	23	11	37	9	28	21	21	17	23	0*	24

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

Seekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
Type of Error	Easy n= 25	Hard n= 29	Easy n= 18	Hard n= 36	Clear n= 28	Unclear n= 26	Clear n= 17	Unclear n= 37	None n= 24	One or More n= 30	None n= 20	One or More n= 34	None n= 11	One or More n= 43
Violate Good Mechanical Practice (%)	20	14	17	17	14	19	12	19	8	23	5	24	27	14
Wrong Technique Used (%)	16	48	11	44	14	54	12	43	13	50	10	47	73	23
Specification Errors (%)	32	52	33	47	29	58	29	49	6	70	0	68	55	40
Wrong Part/Component (%)	12	28	11	25	18	23	18	22	21	20	20	21	18	21
Wrong Order of Steps (%)	32	41	33	39	29	46	24	43	29	43	40	35	27	40
Wrong Position or Orientation of Part/Component (%)	8	28	6	25	14	23	18	19	13	23	10	24	27	16
Wrong Adjustment Technique (%)	8	10	11	8	11	8	18	5	8	10	5	12	0	12

\*Caution: Percentage in this cell based on less than 10 cases



**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND NO INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Nonseekers	Type of Error	TASK CHARACTERISTICS													
		Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
		Easy n=47	Hard n=34	Easy n=37	Hard n=44	Clear n=49	Unclear n=32	Clear n=38	Unclear n=43	None n=37	One or More n=44	None n=29	One or More n=52	None n=18	One or More n=63
	Violate Good Mechanical Practice (%)	11	18	8	18	8	22	8	19	5	20	6	19	6	16
	Wrong Technique Used (%)	21	29	19	30	22	28	16	33	8	39	21	27	22	25
	Specification Errors (%)	30	53	30	48	33	50	29	49	14	61	0	62	39	40
	Wrong Part/Component (%)	21	15	19	18	22	13	21	16	11	25	21	17	17	19
	Wrong Order of Steps (%)	36	29	39	30	33	34	34	33	38	30	34	33	39	32
	Wrong Position or Orientation of Part/Component (%)	19	12	19	14	16	16	13	19	14	18	17	15	17	16
	Wrong Adjustment Technique (%)	9	21	11	18	4	31	3	26	16	14	14	15	0	19

\*Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND NO INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Nonseekers		TASK CHARACTERISTICS													
		Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
Type of Error		Easy n=23	Hard n=15	Easy n=16	Hard n=22	Clear n=25	Unclear n=13	Clear n=17	Unclear n=21	None n=19	One or More n=19	None n=20	One or More n=18	None n=10	One or More n=28
Violate Good Mechanical Practice (%)		17	20	19	18	16	23	18	19	16	21	10	28	30	14
Wrong Technique Used (%)		26	33	25	32	28	31	29	29	11	47	15	44	40	25
Specification Errors (%)		30	47	44	36	32	46	35	38	5	68	5	72	50	32
Wrong Part/Component (%)		17	20	13	23	16	23	18	19	21	16	20	17	10	21
Wrong Order of Steps (%)		35	27	25	36	24	46	35	29	16	47	20	44	70	18
Wrong Position or Orientation of Part/Component (%)		22	7	25	9	16	15	24	10	5	26	5	28	30	11
Wrong Adjustment Technique (%)		4	13	13	5	4	15	0	14	5	11	10	6	0	11

\*Caution - Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND NO INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

Nonseekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
Type of Error	Easy n=15	Hard n=3	Easy n=11	Hard n=7	Clear n=15	Unclear n=3	Clear n=11	Unclear n=7	None n=13	One or More n=5	None n=12	One or More n=6	None n=3	One or More n=15
Violate Good Mechanical Practice (%)	13	0*	18	0*	13	0*	9	14*	0	40*	8	17*	33*	7
Wrong Technique Used (%)	27	67*	27	43*	33	33*	18	57*	31	40*	42	17*	0*	40
Specification Errors (%)	20	0*	0	43*	13	33*	18	14*	8	40*	0	50*	67*	7
Wrong Part/Component (%)	7	33*	9	14*	7	33*	9	14*	15	0*	17	0*	0*	13
Wrong Order of Steps (%)	47	0*	55	14*	47	0*	45	29*	38	40*	33	50*	33*	40
Wrong Position or Orientation of Part/Component (%)	13	0*	18	0*	13	0*	9	14*	8	20*	0	67*	0*	13
Wrong Adjustment Technique (%)	0	0*	0	0*	0	0*	0	0*	0	0*	0	0*	0*	0

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

All Persons	GENERAL TASK TYPES					
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30	
Type of Error						
Violate Good Mechanical Practice (%)	0	7	7	14	40	
Wrong Technique Used (%)	21	2	20	8	60	
Specification Errors (%)	42	30	20	32	67	
Wrong Part/Component (%)	37	19	7	5	27	
Wrong Order of Steps (%)	26	33	20	46	37	
Wrong Position or Orientation of Part/Component (%)	21	22	0	8	30	
Wrong Adjustment Technique (%)	0	15	7	19	13	

\* Caution - Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS, LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

All Persons	GENERAL TASK TYPES					
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22	
Type of Error						
Violate Good Mechanical Practice (%)	12	14	30	18	18	
Wrong Technique Used (%)	46	21	30	11	59	
Specification Errors (%)	38	43	40	25	59	
Wrong Part/Component (%)	35	14	0	14	27	
Wrong Order of Steps (%)	38	36	30	29	41	
Wrong Position or Orientation of Part Component (%)	23	29	0	4	23	
Wrong Adjustment Technique (%)	8	50	10	18	5	

\* Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

All Persons	GENERAL TASK TYPES					
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16	
Type of Error						
Violate Good Mechanical Practice (%)	5	7	29*	25	25	
Wrong Technique Used (%)	18	13	14*	33	81	
Specification Errors (%)	23	20	57*	25	69	
Wrong Part/Component (%)	14	20	29*	17	19	
Wrong Order of Steps (%)	55	33	29*	33	25	
Wrong Position or Orientation of Part/Component (%)	18	0	29*	8	31	
Wrong Adjustment Technique (%)	5	7	0	17	6	

\*Caution - Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Seekers	GENERAL TASK TYPES					
	Component Part Replacement n = 9	Preventive Maintenance n = 3	Drivetrain n = 1	Brake n = 22	Suspension and Wheel n = 12	
Type of Error						
Violate Good Mechanical Practice (%)	0*	33*	0*	14	42	
Wrong Technique Used (%)	33*	33*	100*	5	75	
Specification Errors (%)	22*	67*	0*	32	67	
Wrong Part/Component (%)	44*	0*	0*	5	25	
Wrong Order of Steps (%)	33*	33*	0*	45	33	
Wrong Position or Orientation of Part/Component (%)	11*	33*	0*	5	50	
Wrong Adjustment Technique (%)	0*	0*	0*	9	17	

\*Caution: Percentages in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Seekers	GENERAL TASK TYPES					
	Component Part Replacement n = 16	Preventive Maintenance n = 11	Drivetrain n = 6	Brake n = 17	Suspension and Wheel n = 12	
Type of Error						
Violate Good Mechanical Practice (%)	12	9	17*	18	25	
Wrong Technique Used (%)	62	27	17*	6	67	
Specification Errors (%)	56	36	50*	41	42	
Wrong Part/Component (%)	37	18	0*	12	33	
Wrong Order of Steps (%)	50	36	17*	35	33	
Wrong Position or Orientation of Part/Component (%)	31	27	0*	6	8	
Wrong Adjustment Technique (%)	12	55	0*	24	8	

\*Caution: Percentage in this cell based on less than 10 cases



**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

Seekers	GENERAL TASK TYPES					
	Component Part Replacement n = 15	Preventive Maintenance n = 11	Drivetrain n = 4	Brake n = 9	Suspension and Wheel n = 15	
Type of Error						
Violate Good Mechanical Practice (%)	7	9	25*	33*	20	
Wrong Technique Used (%)	13	9	25*	22*	80	
Specification Errors (%)	33	18	50*	33*	73	
Wrong Part/Component (%)	20	9	50*	22*	20	
Wrong Order of Steps (%)	53	36	25*	33*	27	
Wrong Position or Orientation of Part/Component (%)	20	0	50*	11*	27	
Wrong Adjustment Technique (%)	7	9	0*	22*	7	

\* Caution - Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND NO INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations of Each Task Type)

**PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE**

Nonseekers Type of Error	GENERAL TASK TYPES				
	Component Part Replacement n = 10	Preventive Maintenance n = 24	Drivetrain n = 14	Brake n = 15	Suspension and Wheel n = 18
Violate Good Mechanical Practice (%)	0	4	7	13	38
Wrong Technique Used (%)	10	25	14	13	50
Specification Errors (%)	60	25	21	33	67
Wrong Part/Component (%)	30	21	7	7	28
Wrong Order of Steps (%)	20	33	21	47	39
Wrong Position or Orientation of Part/Component (%)	30	21	0	13	17
Wrong Adjustment Technique (%)	0	17	7	33	11

\*Caution - Percentages in this call based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND NO INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Nonseekers Type of Error	GENERAL TASK TYPES					
	Component Part Replacement n = 10	Preventive Maintenance n = 3	Drivetrain n = 4	Brake n = 11	Suspension and Wheel n = 10	
Violate Good Mechanical Practice (%)	10	33*	50*	18	10	
Wrong Technique Used (%)	20	0*	50*	18	50	
Specification Errors (%)	10	67*	25*	9	80	
Wrong Part/Component (%)	30	0*	0*	18	20	
Wrong Order of Steps (%)	20	33*	50*	18	50	
Wrong Position or Orientation of Part/Component (%)	10	33*	0*	0	40	
Wrong Adjustment Technique (%)	0	33*	25*	9	0	

\* Caution - Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE PROCESS ERRORS AND NO INFORMATION SEEKING,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

Nonseekers Type of Error	GENERAL TASK TYPES					
	Component Part Replacement n = 7	Preventive Maintenance n = 4	Drivetrain n = 3	Brake n = 3	Suspension and Wheel n = 1	
Violate Good Mechanical Practice (%)	0*	0*	33*	0*	100*	
Wrong Technique Used (%)	29*	25*	0*	67*	100*	
Specification Errors (%)	0*	25*	67*	0*	0*	
Wrong Part/Component (%)	0*	50*	0*	0*	0*	
Wrong Order of Steps (%)	57*	25*	33*	33*	0*	
Wrong Position or Orientation of Part/Component (%)	14*	0*	0*	0*	100*	
Wrong Adjustment Technique (%)	0*	0*	0*	0*	0*	

\*Caution - Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Type of Error	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n = 71	Hard n = 57	Easy n = 55	Hard n = 73	Clear n = 71	Unclear n = 57	Clear n = 50	Unclear n = 78	None n = 59	One or More n = 69	None n = 48	One or More n = 80	None n = 24	One or More n = 104
Violate Good Mechanical Practice (%)	0	2	0	1	0	2	0	1	0	1	0	1	0	1
Wrong Technique Used (%)	7	23	7	19	11	18	6	19	3	23	6	19	25	12
Specification Errors (%)	31	51	29	48	35	46	32	45	10	65	0	64	46	38
Wrong Part/Component (%)	17	0	16	4	17	0	16	5	10	9	17	5	8	10
Wrong Order of Steps (%)	14	9	16	8	13	11	18	8	12	12	17	9	33	7
Wrong Position or Orientation of Part/Component (%)	1	2	2	1	1	2	2	1	2	1	0	2	4	1
Wrong Adjustment Technique (%)	4	11	5	8	4	11	2	10	7	7	8	6	0	9

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

All Persons	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 54	Hard n= 46	Easy n= 39	Hard n= 61	Clear n= 61	Unclear n= 39	Clear n= 39	Unclear n= 61	None n= 47	One or More n= 53	None n= 38	One or More n= 62	None n= 18	One or More n= 82
Type of Error														
Violate Good Mechanical Practice (%)	2	4	3	3	3	3	0	5	6	0	8	0	0	4
Wrong Technique Used (%)	9	17	10	15	10	18	13	13	6	19	5	18	17	12
Specification Errors (%)	41	43	44	41	43	41	46	39	17	64	3	66	39	43
Wrong Part/Component (%)	15	13	8	18	15	13	13	15	13	15	13	15	6	16
Wrong Order of Steps (%)	7	7	10	5	7	8	10	5	2	11	3	10	22	4
Wrong Position or Orientation of Part/Component (%)	0	4	0	3	2	3	0	3	0	4	0	3	0	2
Wrong Adjustment Technique (%)	4	13	8	8	7	10	3	11	9	4	11	6	0	10

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

All Persons	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 40	Hard n= 32	Easy n= 29	Hard n= 43	Clear n= 43	Unclear n= 29	Clear n= 28	Unclear n= 44	None n= 37	One or More n= 35	None n= 32	One or More n= 40	None n= 14	One or More n= 58
Type of Error														
Violate Good Mechanical Practice (%)	0	9	3	5	5	3	4	5	3	6	3	5	7	3
Wrong Technique Used (%)	5	12	7	9	2	17	0	14	0	17	0	15	7	9
Specification Errors (%)	27	50	21	49	23	59	25	45	8	69	6	62	57	33
Wrong Part/Component (%)	2	12	10	9	9	10	11	9	11	9	9	10	7	10
Wrong Order of Steps (%)	12	6	10	9	9	10	7	11	11	9	6	12	14	9
Wrong Position or Orientation of Part/Component (%)	0	3	0	2	0	3	0	2	0	3	0	2	0	2
Wrong Adjustment Technique (%)	7	3	7	5	7	3	11	2	5	6	3	7	0	7

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Seekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n= 24	Hard n= 23	Easy n= 18	Hard n= 29	Clear n= 22	Unclear n= 25	Clear n= 12	Unclear n= 35	None n= 22	One or More n= 25	None n= 19	One or More n= 28	None n= 6	One or More n= 41
Type of Error														
Violate Good Mechanical Practice (%)	0	0	0	0	0	0	0	0	0	0	0	0	0*	0
Wrong Technique Used (%)	4	26	6	21	14	16	0	20	0	28	11	18	50*	10
Specification Errors (%)	37	39	33	41	36	4	25	43	9	64	0	64	14*	34
Wrong Part/Component (%)	12	0	11	3	14	0	8	8	9	4	11	4	0*	7
Wrong Order of Steps (%)	12	9	11	10	9	12	17	9	9	12	16	7	7*	7
Wrong Position or Orientation of Part/Component (%)	0	0	0	0	0	0	0	0	0	0	0	0	0*	0
Wrong Adjustment Technique (%)	4	0	6	0	0	4	0	3	0	4	0	4	0*	2

\*Caution: Percentage in this cell based on less than 10 cases.



**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Seekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
Type of Error	Easy n=31	Hard n=31	Easy n=23	Hard n=39	Clear n=36	Unclear n=26	Clear n=22	Unclear n=40	None n=28	One or More n=34	None n=18	One or More n=44	None n=8	One or More n=54
Violate Good Mechanical Practice (%)	0	3	0	3	0	4	0	2	4	0	6	0	0*	2
Wrong Technique Used (%)	13	16	17	13	14	15	18	12	11	18	11	16	25*	13
Specification Errors (%)	42	48	39	49	47	42	50	42	25	62	6	61	25*	48
Wrong Part/Component (%)	19	13	9	21	17	15	18	15	14	18	17	16	12*	17
Wrong Order of Steps (%)	0	10	0	8	0	12	18	7	4	6	6	5	0*	6
Wrong Position or Orientation of Part/Component (%)	0	6	0	5	3	4	0	5	0	6	0	5	0*	4
Wrong Adjustment Technique (%)	3	16	4	13	8	12	5	12	14	6	17	7	0*	11

\*Caution: Percentages in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

Seekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
	Easy n=25	Hard n=29	Easy n=18	Hard n=36	Clear n=28	Unclear n=26	Clear n=17	Unclear n=37	None n=24	One or More n=30	None n=20	One or More n=34	None n=11	One or More n=43
Type of Error														
Violate Good Mechanical Practice (%)	0	10	6	6	7	4	6	5	42	7	5	6	9	5
Wrong Technique Used (%)	4	14	6	11	0	19	0	14	0	17	0	15	9	9
Specification Errors (%)	32	55	33	50	29	62	29	51	8	73	10	65	55	42
Wrong Part/Component (%)	8	14	11	11	11	12	12	11	12	10	10	12	9	12
Wrong Order of Steps (%)	16	7	11	11	11	12	12	11	12	10	5	15	6	9
Wrong Position or Orientation of Part/Component (%)	0	3	0	3	0	4	0	3	0	3	0	3	0	2
Wrong Adjustment Technique (%)	12	3	11	6	11	4	18	3	8	7	5	9	0	9

\*Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERROR AND NO INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

**PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE**

Nonseekers	Type of Error	TASK CHARACTERISTICS														
		Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required		
		Easy n= 47	Hard n= 34	Easy n= 37	Hard n= 44	Clear n= 49	Unclear n= 32	Clear n= 38	Unclear n= 43	None n= 37	One or More n= 44	None n= 29	One or More n= 52	None n= 18	One or More n= 63	
	Violate Good Mechanical Practice (%)	0	3	0	2	0	3	0	2	0	2	0	0	2	0	2
	Wrong Technique Used (%)	9	21	8	18	10	19	8	19	5	20	3	19	17	13	
	Specification Errors (%)	28	59	27	52	35	50	34	47	11	66	0	63	39	41	
	Wrong Part/Component (%)	19	0	19	5	18	0	18	5	11	11	21	6	11	11	
	Wrong Order of Steps (%)	15	9	19	7	14	9	18	7	14	11	17	10	33	6	
	Wrong Position or Orientation of Part/Component (%)	2	3	3	2	2	3	3	2	3	2	0	4	6	2	
	Wrong Adjustment Technique (%)	4	18	5	14	6	16	3	16	11	9	14	8	0	13	

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERROR AND NO INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Nonseekers	TASK CHARACTERISTICS													
	Visual Accessibility		Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required	
Type of Error	Easy n=23	Hard n=15	Easy n=16	Hard n=22	Clear n=25	Unclear n=13	Clear n=17	Unclear n=21	None n=19	One or More n=19	None n=20	One or More n=18	None n=10	One or More n=28
Violate Good Mechanical Practice (%)	4	7	6	5	8	0	0	10	11	0	10	0	0	7
Wrong Technique Used (%)	4	20	0	18	4	23	6	14	0	21	0	22	10	11
Specification Errors (%)	39	33	50	27	36	38	41	33	5	68	0	78	50	32
Wrong Part/Component (%)	9	13	6	14	12	8	6	14	11	11	10	11	0	14
Wrong Order of Steps (%)	17	0	25	0	16	0	24	0	0	21	0	22	40	0
Wrong Position or Orientation of Part/Component (%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wrong Adjustment Technique (%)	4	7	12	0	4	8	0	10	0	11	5	6	0	7

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERROR AND NO INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations At Each Level of Task Characteristic)

PRIOR TASK EXPERIENCE LEVEL: NONE

Nonseekers

		TASK CHARACTERISTICS													
Type of Error	Visual Accessibility	Manual Accessibility		Clarity of Necessary Task Steps		Clarity of Techniques to Perform Task Steps		Special Tools Required		Formal Specs Required		Operational Check Required			
		Easy n=15	Hard n=3	Easy n=11	Hard n=7	Clear n=15	Unclear n=3	Clear n=11	Unclear n=7	None n=13	One or More n=5	None n=12	One or More n=6	None n=3	One or More n=15
Violate Good Mechanical Practice (%)	0	0*	0*	0	0*	0	0*	0	0*	0	0*	0	0*	0	0
Wrong Technique Used (%)	7	0*	0*	9	0*	7	0*	0	14*	0	20*	0	17*	0*	7
Specification Errors (%)	20	0*	0*	0	43*	13	33*	18	14*	8	40*	0	50*	67*	7
Wrong Part/Component (%)	7	0*	0*	9	0*	7	0*	9	0*	8	0*	8	0*	0*	7
Wrong Order of Steps (%)	7	0*	0*	9	0*	7	0*	0	14*	8	0*	8	0*	0*	7
Wrong Position or Orientation of Part/Component (%)	0	0*	0*	0	0*	0	0*	0	0*	0	0*	0	0*	0*	0
Wrong Adjustment Technique (%)	0	0*	0*	0	0*	0	0*	0	0*	0	0*	0	0*	0*	0

\*Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS,  
LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

All Persons	GENERAL TASK TYPES					
	Component Part Replacement n = 19	Preventive Maintenance n = 27	Drivetrain n = 15	Brake n = 37	Suspension and Wheel n = 30	
Type of Error						
Violate Good Mechanical Practice (%)	0	0	0	0	0	0
Wrong Technique Used (%)	0	1	13	8	40	
Specification Errors (%)	42	30	20	30	73	
Wrong Part/Component (%)	32	11	7	0	7	
Wrong Order of Steps (%)	5	7	7	14	17	
Wrong Position or Orientation of Part/Component (%)	0	0	0	3	3	
Wrong Adjustment Technique (%)	0	11	0	11	7	

\* Caution: Percentage in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

All Persons	GENERAL TASK TYPES					
	Component Part Replacement n = 26	Preventive Maintenance n = 14	Drivetrain n = 10	Brake n = 28	Suspension and Wheel n = 22	
Type of Error						
Violate Good Mechanical Practice (%)	8	0	0	4	0	
Wrong Technique Used (%)	12	0	10	0	41	
Specification Errors (%)	38	43	40	29	59	
Wrong Part/Component (%)	19	14	0	11	18	
Wrong Order of Steps (%)	4	0	10	4	18	
Wrong Position or Orientation of Part/Component (%)	8	0	0	0	0	
Wrong Adjustment Technique (%)	4	21	0	14	0	

\* Caution - Percentages in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS,  
LISTED BY MAJOR ERROR TYPE**

(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

All Persons Type of Error	GENERAL TASK TYPES				
	Component Part Replacement n = 22	Preventive Maintenance n = 15	Drivetrain n = 7	Brake n = 12	Suspension and Wheel n = 16
Violate Good Mechanical Practice (%)	0	0	0*	8	12
Wrong Technique Used (%)	0	0	0*	0	37
Specification Errors (%)	27	20	57*	17	69
Wrong Part/Component (%)	5	7	14*	8	19
Wrong Order of Steps (%)	5	13	14*	17	12
Wrong Position or Orientation of Part/Component (%)	0	0	0*	0	6
Wrong Adjustment Technique (%)	0	7	0*	17	6

\*Caution: Percent in this cell based on less than 10 cases



**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Seekers	GENERAL TASK TYPES					
	Component Part Replacement n = 9	Preventive Maintenance n = 3	Drivetrain n = 1	Brake n = 22	Suspension and Wheel n = 12	
Type of Error:						
Violate Good Mechanical Practice (%)	0*	0*	0*	0	0	
Wrong Technique Used (%)	0*	0*	100*	5	42	
Specification Errors (%)	22*	67*	0*	32	58	
Wrong Part/Component (%)	33*	0*	0*	0	0	
Wrong Order of Steps (%)	11*	0*	0*	9	17	
Wrong Position or Orientation of Part/Component (%)	0*	0*	0*	0	0	
Wrong Adjustment Technique (%)	0*	0*	0*	0	8	

\* Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Seekers	GENERAL TASK TYPES				
	Component Part Replacement n = 16	Preventive Maintenance n = 11	Drivetrain n = 6	Brake n = 17	Suspension and Wheel n = 12
Type of Error					
Violate Good Mechanical Practice (%)	6	0	0*	0	0
Wrong Technique Used (%)	19	0	17*	0	42
Specification Errors (%)	56	36	50*	41	33
Wrong Part/Component (%)	19	18	0*	12	25
Wrong Order of Steps (%)	6	0	0*	6	8
Wrong Position or Orientation of Part/Component (%)	12	0	0*	0	0
Wrong Adjustment Technique (%)	6	18	0*	18	0

\*Cauter. Percent age in this cell based on less than 10 cases.

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
 (Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

Seekers	GENERAL TASK TYPES				
	Component Part Replacement n = 15	Preventive Maintenance n = 11	Drivetrain n = 4	Brake n = 9	Suspension and Wheel n = 15
Type of Error					
Violate Good Mechanical Practice (%)	0	0	0*	11*	13
Wrong Technique Used (%)	0	0	0*	0*	33
Specification Errors (%)	40	18	50*	22*	73
Wrong Part/Component (%)	7	0	25*	11*	20
Wrong Order of Steps (%)	0	18	25*	11*	13
Wrong Position or Orientation of Part/Component (%)	0	0	0*	0*	7
Wrong Adjustment Technique (%)	0	9	0*	22*	7

\* Caution - Percentages in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND  
NO INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 7 OR MORE

Nonseekers Type of Error	GENERAL TASK TYPES				
	Component Part Replacement n = 10	Preventive Maintenance n = 24	Drivetrain n = 14	Brake n = 15	Suspension and Wheel n = 18
Violate Good Mechanical Practice (%)	0	0	0	0	6
Wrong Technique Used (%)	0	1	7	13	39
Specification Errors (%)	60	25	21	27	83
Wrong Part/Component (%)	30	12	7	0	11
Wrong Order of Steps (%)	0	8	7	20	17
Wrong Position or Orientation of Part/Component (%)	0	0	0	7	6
Wrong Adjustment Technique (%)	0	12	0	27	6

\*Caution: Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND  
NO INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: 1 - 6

Nonseekers Type of Error	GENERAL TASK TYPES					
	Component Part Replacement n = 10	Preventive Maintenance n = 3	Drivetrain n = 4	Brake n = 11	Suspension and Wheel n = 10	
Violate Good Mechanical Practice (%)	10	0*	0*	9	0	
Wrong Technique Used (%)	0	0*	0*	0	40	
Specification Errors (%)	10	67*	25*	9	90	
Wrong Part/Component (%)	20	0*	0*	9	10	
Wrong Order of Steps (%)	0	0*	25*	0	30	
Wrong Position or Orientation of Part/Component (%)	0	0*	0*	0	0	
Wrong Adjustment Technique (%)	0	33*	0*	9	0	

\* Caution - Percentage in this cell based on less than 10 cases

**OBSERVATIONS WITH ONE OR MORE SERIOUS UNCORRECTED ERRORS AND  
NO INFORMATION SEEKING, LISTED BY MAJOR ERROR TYPE**  
(Percent of Total Observations of Each Task Type)

PRIOR TASK EXPERIENCE LEVEL: NONE

Nonseekers Type of Error	GENERAL TASK TYPES					
	Component Part Replacement n = 7	Preventive Maintenance n = 4	Drivetrain n = 3	Brake n = 3	Suspension and Wheel n = 1	
Violate Good Mechanical Practice (%)	0*	0*	0*	0*	0*	0*
Wrong Technique Used (%)	0*	0*	0*	0*	100*	
Specification Errors (%)	0*	25*	67*	0*	0*	
Wrong Part/Component (%)	0*	25*	0*	0*	0*	
Wrong Order of Steps (%)	14*	0*	0*	0*	0*	
Wrong Position or Orientation of Part/Component (%)	0*	0*	0*	0*	0*	
Wrong Adjustment Technique (%)	0*	0*	0*	0*	0*	

\*Caution: Percentage in this cell based on less than 10 cases

## GLOSSARY OF TERMS

### MECHANICS' TASK EXPERIENCE

Prior Task Experience - the number of times the mechanic reported having previously performed the same or similar work assignment. The three levels (7 or more times, 1 to 6, none) were formed using Multiple Discriminant Function techniques.

### TASK CHARACTERISTICS

General - ratings made during the front-end analysis performed for each task prior to conduct of the observations. These ratings, with the exception of Operational Checkout Required, are defined in Figure 1.

Operational Checkout Required - A yes/no rating made after the observation was completed. Determination of when a checkout was required before considering an assignment successfully completed depended on such things as the scope of the mechanic's work assignment (for example, only to remove a component), availability of replacement parts, and the operational status of the vehicle apart from the mechanic's assignment.

Levels of Task Characteristics - each of the four task characteristics rated on the five-point scale (Figure 1) were divided into two categories by making a median split for the judged difficulty of each based on the ratings for all tasks observed. These two categories are labeled "easy/hard" or "clear/unclear" depending on the particular characteristic. The two levels for the task characteristics rated "yes/no" are simply based on those ratings.

### GENERAL TASK TYPES

General - the five listed task types were selected from a number of possible task typologies on the basis of correlational analyses. These task types seemed to clearly group tasks in ways that assisted prediction of information-seeking or error behaviors, yet make meaningful groups in terms of automotive principles.

Component Part Replacement - Examples: remove/install carburetor; remove/install exhaust pipe.

Preventive Maintenance - Examples: tune-up engine; remove/install oil filters.

Drivetrain - Examples: remove/install U-joints; adjust clutch linkage.

Brake - Examples: remove/install wheel cylinders; bleed brakes.

Suspension and Wheel - Examples: remove/install inner axle seal; adjust toe-in; adjust wheel bearings.

INFORMATION DEMAND RATING

Perceptual Dimension

1. Visual Accessibility  1  2  3  4  5  
 easy hard

(Can the part or component to be worked on be seen easily - such as the upper radiator hose? Or is it hard to see - such as the parking brake drum?)

2. Manual Accessibility  1  2  3  4  5  
 easy hard

(Can the part or component to be worked on be gotten to easily - such as the radiator cap? Or is it hard to get to - such as the double spray linkage?)

Cognitive Dimension

1. Clarity of Necessary Task Steps  1  2  3  4  5  
 clear unclear

(Is it clear that something has to be done first - such as removing the spark plug wire before removing spark plug? Or is it unclear whether something has to be done before starting on the central task - such as disconnecting the battery ground before removing an electric fuel pump?)

2. Clarity of Techniques to Perform Task Steps  1  2  3  4  5  
 clear unclear

(Is it clear as to just what needs to be done first - such as removing the distributor cap and rotor before cleaning the breaker points? Or is it unclear, such as which tubes and hoses must be removed before removing the cylinder head?)

Performance Requirements

1. Special Tools Required  0  1  
 no yes  
 (Are any tools required that are not found in the mechanic's common tool box - such as torque wrenches, timing light, feeler gauges?)

2. Formal Specification Required  0  1  
 no yes  
 (Does the task require any close tolerances or fine adjustments - such as torque cylinder head bolts, or adjusting valve tappet clearance?)

Figure Illustration of the Information Demand Rating



## INFORMATION-SEEKING EVENTS

General - observed actions of the mechanic directed toward acquiring information to assist in completing the assigned mechanical maintenance task.

### Information Sources -

Person-Ask - refers to task relevant information obtained by directly asking a specific question of a supervisor or co-worker.

Person-Discuss - refers to discussions in which the mechanic and one or more persons talk over the task but it is not clear who is requesting or giving information (i.e., information flow directions are confused).

Printed Material - refers to any consulting with technical manuals where there is written, photographic or graphic material presented.

### Types of Information Sought -

Location/Identification of Components - Questions about the nomenclature of task-related hardware items and where they are located on the equipment being worked on.

Technique for a Task Step - Questions concerning how to complete the task step presently being performed. Examples include information about how to remove a brake shoe clip, how to detach a universal joint, or special precautions to be followed.

Task Steps Required for Completion - Questions about what the next step in the task is. This type of ISB is distinguished from Technique for a Task Step by whether the question addresses "what to do next?" That is, if the mechanic seeks information about how to successfully complete the action presently engaged in, it is a Technique event. If the mechanic completes a step, then seeks information about what to do next, it is a Task Steps Required for Completion event.

Formal Specification Data - Questions about the range of conditions and indications for a device operating within acceptable limits. Examples of specification information include torque values, electrical values, and pictures of acceptable and unacceptable spark plug conditions.

Help on Serviceability Judgement - Questions about whether or not an equipment part or assembly is serviceable in its present condition. Examples include such questions as, "Are these bearings OK?", or "Can I use this gasket again?"

Help on Alignment Judgement - Questions about whether or not an adjustment has been completed correctly or whether equipment parts or assemblies are correctly positioned (aligned). Examples include such questions as, "Is this the right brake pressure?", or "Is this road wheel on all the way?"

## ERROR EVENTS

**Process Error Events** - actions of the mechanic during task performance, whether or not later corrected, which were not in conformance with US Army doctrine (as defined by Technical Manuals), or which, in the judgment of the observer, did not conform to generally accepted good mechanical practices, or which had negative results in terms of task completion.

**Serious Uncorrected Errors** - any error which was left uncorrected when the mechanic stated that the job was finished and which, in the opinion of expert mechanics, would result in (a) shortening the serviceable vehicle life, (b) immediately endanger the vehicle, (c) endanger drivers or passengers in the vehicle, and (d) endanger by-standers near the vehicle.

### Specific Types of Errors -

**Violate Good Mechanical Practices** - Errors made when the mechanic violates good general mechanical practice. These are errors which often lead to damaged parts or sloppy workmanship. Examples include improperly greasing wheel bearings, and failing to drain oil reservoir before attempting to change primary oil filter.

**Wrong Technique Used** - Errors when the mechanic uses the wrong tools or procedure during the task process. Errors of this type often lead to damaged equipment parts. Examples include not using a sling to support heavy equipment parts being removed or installed, and prying with a screwdriver to remove an oil filter element, and damaging the element.

**Specification Errors** - Process errors made when the mechanic does not follow exact specification requirements stated in the Task Manual. Examples include adjusting contact breaker points to an incorrect gap width, or tightening cylinder head bolts to an incorrect or unknown torque.

**Wrong Part/Component** - Errors made when an incorrect equipment part is installed, or an attempt is made to install it. Occasions when an equipment part is left out of an assembly are also **Parts Errors**. Examples include installing a secondary oil filter in the primary filter case, or leaving out part of the U-joint assembly.

**Wrong Order of Steps** - Errors made when the mechanic does task steps out of their prescribed order. (Occasions when task steps are completely omitted are also **Order-of-Steps Error**.) Examples include repeated efforts to pull off a brake drum **before** contracting brake shoes, or repeated attempts to pull out generator **before** removing all attached wires.

**Wrong Position or Orientation of Part/Component** - This error usually occurs when equipment parts are installed in such a place or rotated so that they cannot be properly seated and attached. An example is seating an oil cooler in such a position that the inflow/outflow links cannot be attached

**Wrong Adjustment Technique** - Errors made when the mechanic uses a wrong tool or procedure to complete adjustment of an equipment part. Examples include turning an adjustment the wrong way to tighten/loosen it, and not jacking up a jeep before adjusting the wheel bearings.