Subjective Assessment Methods
for assessing
Ergonomic Issues

Questionnaires vs. Interviews

- Interviews:
  - pros - dynamic, flexible structure, rich data
  - cons - time consuming, expensive, often badly conducted, difficulties in comparing results.

- Questionnaires
  - pros - structured, time efficient, easy comparisons, detailed data
  - cons - no flexibility, GIGO

Recording responses

- Ranking methods
- Rating methods
  - Simple rating scales
  - Paired comparisons technique
  - Equal-appearing intervals methods
  - Summated ratings methods
- Semantic differential technique
- Repertory grids

Questionnaire sequencing

- Prologue - introduction, instructions
- Information section
  - background information, specific job details
- Conceptual core section
- Classification section
  - personal information
- Epilogue - thanks, final instructions

Critical Incidents

- Analysis of ‘near miss’ incidents.
- Usually used with small groups.
- Most often used to analyze relatively rare events.

Checklists

- Quick, structured data collection method widely used in
ergonomics.

- Often collect superficial data.
- List serves as 'aides-memoire'.
- Relatively easy to create and administer.