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Roll No.	No. of Pages : 02
Total No. of Questions:09	_
B.Sc. (Hons) Aircraft Maintenance (2018 Batch)	(Sem3)
HUMAN FACTORS	
Subject Code : BSCARM-303-18	
M.Code:76601	
Time:3 Hrs.	Max. Marks:60

### **INSTRUCTIONS TO CANDIDATES :**

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks 1. each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying TEN marks each and students 3. have to attempt any TWO questions.

## **SECTION-A**

- 1. Explain the following with respect to human factors :
  - (a) Murphy's Law
  - (b) Claustrophobia
  - (c) Peer pressure
  - (d) SHEL model
  - (e) Automation
  - (f) Error prevention
  - (g) Reason model
  - (h) Reward systems
  - (i) Visual inspection
  - (j) Culture issues



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### **SECTION-B**

- 2. Write a note on 'advanced job aid tools'.
- 3. Explain the ways to recognize and avoid hazards.
- 4. Discuss briefly the contemporary maintenance problems.
- 5. Explain how negligence in information exchange and communication affects performance?
- 6. Explain the effect of training on performance.

#### **SECTION-C**

7. Explain the following factors affecting human performance :

(a) Fitness	(2)
(b) Stress	(2)
<ul> <li>(b) Stress</li> <li>(c) Time pressure &amp; deadlines</li> <li>(d) Workload</li> </ul>	(2)
(d) Workload	(2)
(e) Shift work	(2)
What are the physical environment factors and how these factors affect the perform	mance? (1,9)
Explain the following :	
(a) Incidents attributable to human factors/human errors	(4)
(b) Error models and theories	(6)

# NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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