

Copyright is owned by the Author of the thesis. Permission is given for a copy to be downloaded by an individual for the purpose of research and private study only. The thesis may not be reproduced elsewhere without the permission of the Author.

Human Factors as a Corporate Culture

A thesis presented in partial fulfillment
of the requirements for the degree of
Master of Aviation
At Massey University

Dwinarni Wisnu Astuti

1997

Abstract

Studies on human factors training needs assessment have been conducted within Western airlines. Little, however, is known whether other non-western aviation industries have the same needs. The present study aims to take a small step towards remedying that deficiency. This study concentrates on the identification of specific human factors training which is in line with the organisational objectives, on a sample of Indonesian aviation employees.

The needs assessment questionnaire used in this study was based on Hunt's (1984b) NEBEAT model. The questionnaire also obtains biographical information. Descriptive statistics, Principal component analysis, and content analysis were used on the data.

A clear implication of the findings of this study is that human factors training is less effective if only received by one of the teams in the company. A corporate culture of human factors is a prerequisite of maximum human resource efficiency and effectiveness.

Acknowledgments

I would like to thank my supervisor, Dr. Lynn M. Hunt for her advice, support and encouragement. Thanks also to Dr. Fiona Alpass for her support. Thanks to all staff of the School of Aviation for their encouragement and support.

I would like to acknowledge the support of my colleagues: Farida, Ratna, and Vinda. I am also grateful to members of Garuda who participated so willingly in this study.

I would like to thank my family: My husband, Djoko Wibowo, for his patience, encouragement, and understanding, and my daughter, Vienna Fawzia Djoko Wibowo who was always able to cheer me up in difficult times. Finally, I would like to thank my mother, Mrs. R.A. Murni Insijah who was always around to support me.