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Applying Attribution Theory to Perceptions of Maintenance Error

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Appendix 2 - Interview/FGD Guidelines

1. What is your understanding of an Error? (Clarifies reference point)
    i. **Ask follow up questions to clarify understanding fully**
    ii. **Give explanation of error/error event in context of this research (error includes error events)**

An error is essentially an event that takes place, which was not intended and causes financial loss, physical injury, or time delays. It includes events like losing our place in a series of actions, not obeying a regulation/s, applying bad habits or solutions, doing the right thing at the wrong time, making mistakes due to a lack of knowledge and training.

2. These questions concentrate on errors that are reported and may be investigated.
    a. Can you give me some examples of typically reported errors?

    b. Are there regulations that aim to prevent these errors?

    c. Does ignoring these regulations lead to more of these errors taking place? Which errors? Expand?

3. An analysis of the Investigation of Incident (IOD) reports, which are specific to injuries, shows that the reported errors that occur most often are Bumps, Sprains, Splashes and Chemical Exposure.

    a. Why do you think the errors reported and investigated in the IOD take place so often? Expand?

    b. I'd like you to think a little deeper than the surface issues, Are there other reasons or factors you can think of that contributed to these errors reported and investigated in the IOD's taking place? Expand?

4. Considering all the errors we have discussed, what do you think should be done to prevent these errors in the future? Why?

    a. What do you think should be done to minimise the contributing factors to these errors in future? Why?

5. Have you or someone very close to you contributed or been involved in an Error Event?
    i. **Reiterate confidentiality**

    b. Tell us what factors you think lead to that error taking place?

6. This section concentrates on errors that take place, but are not reported or investigated. Can you think of errors/ (error events) that take place and are not reported?

    i. Why do you think these errors happen or are allowed to happen? Expand?

b. Can you think of any errors that cause injury but are not typically reported?
    i. What are the factors that lead to these errors?

c. Can you think of potentially harmful events or situations that could lead to injury in your work environment or in flight but are overlooked?
    i. What are the factors associated with these situations?

d. What actions or events, to you, are not identified as errors but should be?
    i. What can be done to prevent these errors?

e. Are there actions or events you think should not be considered as errors?
    i. Tell me some circumstances that contribute to these events?

f. Are there actions or events that have been classified as errors but you think are irrelevant?
    i. What can be done to prevent these?

g. Are there errors that supervisors ignore when they occur? Expand?
    i. What do you think leads to more of these errors?

h. Are there regulations that supervisors overlook?
    i. What are the factors associated with these situations?

i. What errors can take place without an investigation?
    i. Do you think they can be prevented? How?

j. Can you think of any errors that take place and are rectified before anyone can notice them? Expand?
    i. That's interesting. Tell me your thoughts on what leads to these errors? What factors or circumstances make them more predominant?