**Human Factors Checklist: Operator Survey**

**Brief instructions**

Questions require a free response, unless otherwise stated (i.e.: ‘please tick’ or ‘yes/no’). Only brief notes are required to remind you of the response the interviewee gave when it comes to assessing the answers.

Do not write the respondent’s name anywhere on this sheet, their data should be kept anonymous.

Try to ensure a private space for interviewing the respondent to protect his/her confidentiality.

***You’ll need to advise interviewees of how the interview will progress, just prior to the interview. We suggest the following is read out although feel free to cover the points in your own words:***

The interview you are about to have covers your perceptions and opinions of the control room, the equipment and the work itself. The aim of the interview is to identify if there are any ways in which the control room can be improved to help support the control room team in the work that you do. You are not obliged to take part in this interview or answer any questions that you don’t want to. All the information obtained from you will be kept completely confidential, so nothing will be publicly disclosed that will identify you as an individual. I will not record your name anywhere, just a broad job title as long as you aren’t concerned that it will identify you. The interview should take around 30 minutes but this depends on how chatty you are!

- Have you got any questions?

- Are you still happy to take part?

**Operator interview guide/ survey**

|  |  |  |  |
| --- | --- | --- | --- |
| *NAME OF SITE* |  | *DATE OF INTERVIEW* |  |
| *NAME OF INTERVIEWER* |  | *INTERVIEWEE JOB TITLE* |  |

**JOB**

1a) What automated technology have you got here, for example: door/fence alarms, automatic detection by cameras?

1b) To what extent do these help with your workload?

1c) Are they ever ignored or over-ridden?

*Automated technology…………………………………………………………………………*

*Effect on workload……………………………………………………………………………..*

*Reliability….……………………………………………………………………………………..*

2) To what extent would you say any alarms or warnings which relate to the CCTV system are well-designed? Both auditory and visual warnings…

*Warning design…..…………………………………………………………………..…………*

3) Are all cameras positioned so that you can carry out your work easily?

*Camera placement.…………….………………………………………………………………*

4) Do you use camera maps and if so, how easy are they to use?

*Camera map quality….……………………………………………………………..…………*

5) How long do you typically spend monitoring the screens, before either doing something else or having a break?

*Monitoring duration…………………………………………………………………..…………*

6a) How often do you typically feel overworked?

6b) How often do you feel underworked?

*Work overload………………………………………………………………………..…………*

*Work underload…..…………………………………………………………………..…………*

7a) How much variety would you say your job includes?

7b) What scope is there for you to make decisions?

7c) Does this job give you the opportunity to use your skills?

*Variety……………………………………………………………………………………………*

*Decision-making………………………………………………………………………………..*

*Use of skills……………………………………………………………………………………...*

8) How would you rate morale in the control room and why?

*Team morale….…………………………………………………………………………………*

- Now we’re moving on to talk about how team members understand each other’s roles –

9a) Can you give me an example of when a situation has arisen due to confusion about what someone in the team does as part of their job?

9b) How well would you say that other individuals or teams outside of the control room understand what you do?

9c) What about when talking to people in other organisations, (for example, the emergency services), do communication issues sometimes occur?

*Misunderstanding team roles………...……………………………………………………….*

*……………………………………………………………………………………………………*

*Understanding within the organisation…...…………..………………………………………*

*……………………………………………………………………………………………………*

*Other organisations………………………...…………..………………………………………*

*Absenteeism……………………….……………………………………………………………*

- Now we’re moving on to the control room environment in general -

10a) Are there any sources of noise in the control room, which make it difficult for you to do your job?

10b) Are you ever distracted by conversations in the control room?

*General noise.………………………………………………………………………..…………*

*Unwanted speech..…………………………………………………………………..…………*

11) Are there any workstations that people tend to avoid for any reason?

If so, why?

*Problematic workstations.……………… ...…………………………………………………..*

*……………………..…………………………………………………………………..…………*

12) Have you ever experienced aches and pains in the upper body (wrists, hands or back), which you have associated with work?

*Evidence of physical strain.……………………………………………………………………*

**INDIVIDUAL**

13a) Did you receive training when you first started this job?

13b) How well did it prepare you for the job?

*Initial training.…………….………………………………………………….………………….*

*Effectiveness training.…………….……………………………………………………………*

14a) Do you receive training on an on-going basis?

14b) Is there a training programme? If so, how well does it supply you with the skills and knowledge you need for your job nowadays?

*On-going training.…………..….……………………………………………………………….*

*Effectiveness training.…………….……………………………………………………………*

*…………….……………………………………………………………………………………...*

**ORGANISATION**

15a) Do you feel you are getting a good deal in terms of pay and other perks of the job or do you feel dissatisfied?

15b) To what extent would you feel the organisation has been fair in its treatment of you?

*Reward satisfaction………..….………………………………………………………….…….*

*…………….……………………………………………………………………………………...*

*Fairness…………………….…..……….………………………………………………………*

16) How would you describe the attitude towards security throughout the organisation, in general?

*Attitudes towards security………..….………………………………………………….…….*

*…………….……………………………………………………………………………………...*

17a) To what extent are the operator team able to influence decisions about what equipment is selected for the control room?

17b) Do the operator team have the opportunity to influence how cameras are placed?

*Designed for op. req.…………….……………………………..………………………………*

*Camera placement.…………….……………...…….………..………………………………*

18) If you see something suspicious, are you able to raise it with the relevant agencies immediately or do you need to check with someone first?

*Confidence/ authority to report.…………….………………………... ………………………*

*……………………………………………………………………………………………………*

**Answer key: operator survey**

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| --- | --- | --- | --- |
| Qu # | Information prompt | Typical response requiring referral to the Guide | Guide section |
| 1a | Automated tech. | *No direct referral is likely* | **Job** *(Task workload, Task Automation, Alarms/Warnings)* |
| 1b | Effect on workload | ‘Increased workload’; indication technology is no help but workload reduction required |
| 1c | Reliability | ‘Frequently’; ‘always’ |
| 2 | Warning design | Negative response | **Job** *(sections as above)* |
| 3 | Camera placement | Negative response – indication cameras positioned poorly | **Job** *(Screens and cameras)* |
| 4 | Camera map quality | Indication no camera map (when desired); map is difficult to use/ understand | **Job** *(Camera maps and other maps)* |
| 5 | Monitoring duration | Any non-stop period greater than 20 mins, especially when security critical | **Job** *(Vigilance tasks)* |
| 6a | Work overload | ‘Very often’; indications struggling to cope with workload | **Job** *(Task workload)* |
| 6b | Work underload | ‘Very often’; indication of boredom | **Job** *(Task workload)* |
| 7a | Variety | Negative response, i.e. ‘very little’ | **Job** *(Task design for job satisfaction)* |
| 7b | Decision-making | Negative response, i.e. ‘very little’ |
| 7c | Use of skills | Negative response, i.e. ‘very little’ |
| 8 | Team morale | Negative response; indications of job dissatisfaction | **Job** *(Task design for job satisfaction)*  *also see* **Organisation** *(Organisational culture, Leadership sections)* |
| 9a | Misunderstanding team roles | Indication that misunderstandings are frequent and/or very problematic | **Job** *(Shared team awareness)*  *also see* **Individual** *(Training)* |
| 9b | Understanding within organisation | Negative response, i.e. ‘they haven’t got a clue’ | **Job** *(sections as above)* |
| 9c | Other organisations | Evidence of frequent/ severe communication issues | **Job** *(sections as above)* |
| 10a | General noise | Positive response; evidence noise interferes with job performance | **Job** *(Design of physical work environment, Environmental conditions)* |
| 10b | Unwanted speech | Positive response; evidence that overheard speech makes it hard to concentrate |
| 11 | Problematic workstations | Issues will typically relate to equipment and/or glare, & ambient conditions |
| 12 | Evidence of physical strain | Positive response, especially if issue occurs frequently and appears work-related | **Job** *(Equipment and technology)* |
| 13a | Initial training | Negative response | **Individual** *(Training)* |
| 13b | Effectiveness training | Negative response |
| 14a | On-going training | Negative response and indication training desired |
| 14b | Effectiveness training | Negative response; indication training does not equip operators for key issues/ outdated |
| 15a | Reward satisfaction | Perception that rewards for job done are lacking | **Organisation** *(Leadership sections)* |
| 15b | Fairness | Indication of resentment about treatment |
| 16 | Attitudes towards security | Indication that senior management do not support the security function/ ops team | **Organisation** *(Organisational culture)* |
| 17a | Designed for op. req | Indication operators have little influence over equipment selection | **Organisation** *(The function of the control room – CCTV operational requirements; user centred-design)* |
| 17b | Camera placement | Negative response – indication cameras positioned poorly/ or for another purpose | **Organisation** *(sections as above)* |
| 18 | Confidence/ authority to report | Indication operator lacks confidence/ authority to report suspicious behaviour | **Organisation** *(Organisational culture)* |

**This answer key is not a definitive list of concerning responses and is for guidance purposes only. The interviewer should use his/her own judgement of an interviewee’s responses in conjunction with knowledge of the organisational context, to interpret when referral to the Guide is necessary.**