

Abstract

Human error has been identified as a leading cause of accidents and incidents in many "high-consequence" industries, such as aviation and medicine. These industries have evolved widespread employee training programs to prevent such errors or to mitigate their impact on the public. In addition, common perceptions exist in these industries regarding the role of age, employee tenure, and type of position held in an employee's responsiveness to such training. This study was conducted to identify the predictive role individual difference variables may play in the impact of maintenance resource management training programs in an aviation maintenance setting. Using multiple regression analyses, the study identifies common misperceptions in the industry regarding the effect of these variables on employees' responses to training.