

HUMAN ERROR

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The shape of the book

The book is divided into three parts. The first two chapters introduce the basic ideas, methods, research traditions and background studies. They set the scene for the book as a whole.

Chapter 1 discusses the nature of error, makes a preliminary identification of its main categories and considers the various techniques by which it has been investigated.

Chapter 2 reviews the human error studies that have been most influential in shaping the arguments presented later in the book. It distinguishes two traditions of research: the natural process and engineering (or cognitive control) approaches. The former is distinguished by its restricted focus upon well-defined, manipulable phenomena and their explanation by local, identifiable, perceptible differences and processes of least, attributable to the