

8th April 2010



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❖ NOTICE ❖

TO: ALL MEMBERS

RE: Survey on LAME/AME work environment

In the last edition of eTorque we drew your attention to a critical engineering survey created by Kerri Garland that looks into the environment that LAMES and AMES work in and the resultant effect that has on his/her demeanour.

Kerri Garland is studying a Bachelor of Psychology at the University of New England and has chosen the topic of working conditions for aircraft maintenance engineers as the major topic for her thesis. Kerry has written a short note about herself and the study, which we have attached to this notice.

There is high value for the ALAEA in having this type of information collected and deciphered. The better we understand the issues that affect you as an engineer and the environment in which you work in, the better we can represent you. Our goal is the continued improvement of every engineer's workplace atmosphere and the quality of Australian aviation.

Attached to this notice is a copy of the survey, information sheet and a consent form that must be signed. We request that you take time to seriously consider each of the questions being asked and complete the survey and consent form then return both to the ALAEA Federal Office by mail, fax or email. Any concerns or queries please contact me through the ALAEA office.

Thank you,

PAUL COUSINS
Federal President

"To undertake supervise and certify for the safety of all who fly."

Kerri Garland

Through the years I have come to appreciate the make-up of aircraft engineers. Being married to an engineer, along with socialising regularly with engineers, I understand them to be a unique bunch.

In my opinion, engineers are born systems analysts; they naturally have a questioning nature. I often marvel at their ability to not only understand a whole system but they also carry the ability to understand the nature of each contributing component. This ability enables them to deductively analyse very complex systems. Anyone who knows them understands that you cannot make them attempt something without them thoroughly understanding a whole system first.

Being the systems analysts that engineers are, and being motivated by tasks, engineers have been misunderstood, and often seen by others as people who are difficult and hard to control. Their questioning nature and natural bent toward cynicism leads others to be reluctant in wanting to include them in decision making. Therefore engineers often report being unconsulted, unappreciated, and being treated like an "expensive overhead". End results are that engineers often carry resentment and dissatisfaction in an environment which should be where they shine at their best.

My desire would be that working environments become more appreciative of the complexities and uniqueness of aircraft engineers through simple understanding and appreciation of their uniqueness. For these reasons I have chosen to explore the working conditions for aircraft maintenance engineers as the major topic of my upcoming thesis.





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INFORMATION SHEET ABOUT PROPOSED STUDY

Research Project: *Using Self Determination Theory to
Examine the Maintenance
Environment of the Australian
Aviation Industry*

I wish to invite you to participate in my research on the above topic. The details of the study follow, and I do hope you will consider being involved. I am conducting this research project for my Honours thesis at the University of New England. My supervisor is Dr Debra Dunstan, University of New England. Dr Debra Dunstan can be contacted by email at ddunstan@une.edu.au or by phone on 02 6773 3764.

Aim of the Study:

The aim of this study is to explore the relationships between motivation, a supportive work place, and the management of maintenance error. Existing research suggests that people who experience a supportive work place are more highly motivated and work-place engaged. Thus this study will investigate the importance of supporting employee well-being when managing risks and stressors associated with highly critical tasking such as aircraft maintenance.

Time Requirements:

You will be asked to complete a questionnaire which will take approximately 20 minutes.

The Questionnaire:

The questionnaire contains a series of items that ask you to rate your views and workplace practices. Your answers will be entered into a data base and will be de-identified.

Participation:

Participation is completely voluntary. You may withdraw from the project at any time and there will be no disadvantage to you if you decide not to participate or withdraw.

It is unlikely that this research will raise any personal or upsetting issues but if it does you may wish to contact your local Community Health Centre.



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The questionnaires will be kept in a locked filing cabinet at the researcher's office. These will be kept in the same manner for five (5) years following thesis submission and then destroyed.

Research Process:

It is anticipated that this research will be completed by the end of 2010. In addition to the thesis, the results may also be presented at conferences or written up in journals but no participant will be identified in any way. Aggregated or result data may also be available through the Australian Licensed Aircraft Engineers Association (ALAEA) on request.

This project has been approved by the Human Research Ethics Committee of the University of New England (Approval No. HE10/047, Valid to 15/03/2011).

Should you have any complaints concerning the manner in which this research is conducted, please contact the Research Ethics Officer at the following address:

Research Services
University of New England
Armidale, NSW 2351.
Telephone: (02) 6773 3449 Facsimile (02) 6773 3543
Email: ethics@une.edu.au

Thank you for considering this request and I look forward to further contact with you.

Regards
Kerri Garland
(4th year B.Pcyh.Hons.)



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Consent Form for Participants

Research Project: *Using Self Determination Theory to Examine the Maintenance Environment of the Australian Aviation Industry*

I,, have read the information contained in the Information Sheet for Participants and any questions I have asked have been answered to my satisfaction.

Yes/No

I agree to participate in this activity, realising that I may withdraw at any time.

Yes/No

I agree that research data gathered for the study may be published using a pseudonym.

Yes/No

.....
Participant Date

.....
Researcher Date

.....
Researcher Date

(tick all that apply)

Personal Details

Age:

Gender: male female

Marital Status: single married or partnered separated or divorced

Level of Formal Education Completed:

less than Year 10 School Certificate Higher School Certificate
 TAFE Certificate University Degree Other (please specify):.....

Employment Information

Years of Service in the Aviation Industry:

Years of Service in the Aviation industry as a LAME:.....

Which type of organisation do you currently work for?

General Aviation (GA)
 Regular Public Transport (RPT)
 Other (please specify).....

Current Employment Status:

working
 off work / job seeking
 off work / unfit
 retired

Are you currently working shift work?.....

(Tick all that apply)

12 hour shift day shift
 8 hour shift afternoon shift
 night shift

Seniority: LAME Leading Hand Supervisor

Chief Engineer Manager or hold Senior Company Position

License Category: Airframe Electrical Radio
 Engine Instrument

Doing My Job

Please read each statement and rate the degree to which it is true for you by circling one of the numbers. Keep in mind that no one from your company will see your answers. Please use the following scale in responding to the items.

1 2 3 4 5 6 7
not at all somewhat very
true true true

1. I try very hard to do well in my job.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

2. I really like to devote myself to my work.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

3. When I'm on my job, I am often not really working.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

4. I often think about ways to do my job better.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

5. When I'm at work, I often feel bored.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

6. When I'm at work, I just try to look busy.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

7. When I'm on the job, I work as hard as I can.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

8. I feel a sense of responsibility to my company.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

9. If I have things I need to do, I feel free to take time from my job to do them.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

10. I do not feel committed to work hard at my job.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

11. I like to take initiative at work to be sure things are done well.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

12. When I'm at work, I often feel tired.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

12. I feel that my manager cares about me as a person.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

13. I don't feel very good about the way my manager talks to me.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

14. My manager tries to understand how I see things before suggesting a new way to do things.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

15. I feel able to share my feelings with my manager.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

13. My feelings are taken into consideration at work.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

14. On my job I do not get much of a chance to show how capable I am.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

15. People at work care about me.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

16. There are not many people at work that I am close to.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

17. I feel like I can pretty much be myself at work.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

18. The people I work with do not seem to like me much.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

19. When I am working I often do not feel very capable.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

20. There is not much opportunity for me to decide for myself how to go about my work.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

21. People at work are pretty friendly towards me.

1	2	3	4	5	6	7
---	---	---	---	---	---	---

13. I trust my supervisor

1	2	3	4	5	6	7
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14. My supervisor sets clear goals and objectives for the team

1	2	3	4	5	6	7
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15. My supervisor actively encourages team members to lift their level of performance

1	2	3	4	5	6	7
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16. When I make an error, my supervisor will support me

1	2	3	4	5	6	7
---	---	---	---	---	---	---

17. My immediate supervisor checks my work very carefully

1	2	3	4	5	6	7
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18. The quality of our work is rated or evaluated frequently

1	2	3	4	5	6	7
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19. It is difficult for me to find out how well I am doing my job ®

1	2	3	4	5	6	7
---	---	---	---	---	---	---

20. My supervisor keeps me regularly informed of my progress

1	2	3	4	5	6	7
---	---	---	---	---	---	---

21. My work group receives detailed feedback regarding overall performance

1	2	3	4	5	6	7
---	---	---	---	---	---	---

22. My training and experience have prepared me well for duties in my current job

1	2	3	4	5	6	7
---	---	---	---	---	---	---

23. I have been encouraged to improve myself through continued training

1	2	3	4	5	6	7
---	---	---	---	---	---	---

24. I have found many opportunities to use my training in my current job

1	2	3	4	5	6	7
---	---	---	---	---	---	---

25. I am not expected to perform tasks for which I have not been trained

1	2	3	4	5	6	7
---	---	---	---	---	---	---

26. Maintenance personnel receive a lot of "hands-on" training

1	2	3	4	5	6	7
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27. I need to spend more time with my family and friends

1	2	3	4	5	6	7
---	---	---	---	---	---	---

28. The demands of my work interfere with my home and family life

1	2	3	4	5	6	7
---	---	---	---	---	---	---

29. I find it difficult to leave work concerns at work

1	2	3	4	5	6	7
---	---	---	---	---	---	---

30. I have sometimes felt unwell because of work pressures

1	2	3	4	5	6	7
---	---	---	---	---	---	---

31. My job here does not allow me enough time to relax

1	2	3	4	5	6	7
---	---	---	---	---	---	---

32. I often feel irritated by things that happen at work

1	2	3	4	5	6	7
---	---	---	---	---	---	---

33. Other workgroups don't appreciate the problems they cause by amending their work schedules

1	2	3	4	5	6	7
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34. A heavy workload makes me feel tense

1	2	3	4	5	6	7
---	---	---	---	---	---	---

35. I get anxious when I work to strict deadlines

1	2	3	4	5	6	7
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36. When performing a maintenance task, I sometimes miss a step in a test sequence

1	2	3	4	5	6	7
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37. In a maintenance task, I sometimes do things I don't intend to do

1	2	3	4	5	6	7
---	---	---	---	---	---	---

38. Occasionally I plan an action that subsequently proves to be incorrect

1	2	3	4	5	6	7
---	---	---	---	---	---	---

39. There are times I have deliberately acted contrary to written procedures

1	2	3	4	5	6	7
---	---	---	---	---	---	---

40. When I return to a task sequence after an interruption, I sometimes don't start at the right place

1	2	3	4	5	6	7
---	---	---	---	---	---	---

41. Occasionally, I forget to remove a tool at the completion of a task

1	2	3	4	5	6	7
---	---	---	---	---	---	---

42. I have been known to make a slip-up when I haven't been concentrating

1	2	3	4	5	6	7
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43. Under pressure, it's easy to forget steps in a task sequence

1	2	3	4	5	6	7
---	---	---	---	---	---	---

44. I only depart from approved procedures with my supervisor's approval

1	2	3	4	5	6	7
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45. I make errors in my job from time to time

1	2	3	4	5	6	7
---	---	---	---	---	---	---

46. There have been times when tiredness has affected my attention to detail

1	2	3	4	5	6	7
---	---	---	---	---	---	---

47. I am pretty hard on myself when I make an error

1	2	3	4	5	6	7
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48. I have made errors that have been detected by my supervisor

1	2	3	4	5	6	7
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Thankyou for your time and effort.

Regards,
Kerri Garland
(4th year, B.Psych.Hons)