

Human error is so often cited as a cause of accidents. There is perception of a human error problem. Solutions are thought to lie in changing the people or their role. The label human error, however, is prejudicial and hides more than it reveals about how a system malfunctions. This book takes you behind the label. It explains how human error results from social and psychological judgments by the systems stakeholders that focus only on one facet of a set of interacting contributors.

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