

100 學年度大四工工專題摘要

第 組	不能說的秘密-由人因工程角度探討我國飛航事故	
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摘 要		
本研究應用「人為因素分析與歸類系統 (Human Factors Analysis and Classification System, HFACS)」以及相關統計方法分析與探討我國近十年造成飛航事故之顯性與隱性人為因素間的關聯性；並依所見現象訪談民航飛行員以進一步了解實際飛航操作狀況。經比對訪談內容與分析結果後，有各階層因素相互影響之連帶關係、組織內部訊息傳達效率問題，以及飛行員個人準備狀況之重要性等幾方面之發現，進而做為改善飛航安全建議之重要依據；此外，研究過程發現 HFACS 工具存在若干侷限性，亦一併提出實際觀察與建議。 In this study, the researchers adopted "Human Factors Analysis and Classification System, HFACS" and the related statistical methods to explore and analyze the relationship between active failures and latent failures of human errors among the flight accidents in Taiwan, R.O.C. within recent ten years. For further understanding the actual flight situations, a commercial pilot was interviewed as well, based on the phenomena observed from study. We also interviewed with a pilot to understand the relations between human factors, the communication problems within organization and the importance of pilot' s personal readiness to compare with the results of our analysis. Finally, we give some useful recommendations to improve aviation safety. At the end, we have some comments on the limitations when using HFACS.		