

MAINTENANCE ENVIRONMENT SURVEY (MES) (2<sup>nd</sup> version)

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This is a scale that can be used to measure safety climate in an aviation maintenance setting. I used it in a military setting. Researchers are welcome to use the scale.

The relevant citation for the validation research is:

**Fogarty, G.** (2005). Psychological strain mediates the impact of safety climate on maintenance errors. *International Journal of Applied Aviation Studies*, 5 (1), 53-63.

A copy of this paper can be downloaded at:

<http://eprints.usq.edu.au/434/>

Other papers of mine can be found on the same site.

The published paper contains information on scale reliabilities, inter-scale correlations, and so forth.

If you need anything further, please contact me via email: [fogarty@usq.edu.au](mailto:fogarty@usq.edu.au).

## Scales and Items forming the Maintenance Environment Survey (2<sup>nd</sup> Version)

### Recognition

- In this job the rewards and encouragement usually outweigh the threats and the criticism
- In this job people are rewarded according to performance
- There is not enough reward and recognition for doing good work ®
- In our promotion system, the best people generally rise to the top
- I am satisfied with the recognition I get for doing good work

### Safety Concern

- Personnel are well trained in the consequences of unsafe acts
- This workplace regards safety as a major factor in achieving its goals
- Lack of proper equipment sometimes forces us to cut corners in our work ®
- There is not always time to follow safe procedures ®
- In high workload conditions, I am prepared to take a few shortcuts to get jobs done on time ®

### Supervision

- My immediate supervisor has had many years experience in aviation maintenance
- My supervisor really understands the maintenance task
- I trust my supervisor
- My supervisor sets clear goals and objectives for the team
- My supervisor actively encourages team members to lift their level of performance
- When I make an error, my supervisor will support me
- My immediate supervisor checks my work very carefully

### Feedback

- The quality of our work is rated or evaluated frequently
- It is difficult for me to find out how well I am doing my job ®
- My supervisor keeps me regularly informed of my progress
- My work group receives detailed feedback regarding overall performance

### Training

- My training and experience have prepared me well for duties in my current job
- I have been encouraged to improve myself through continued training
- I have found many opportunities to use my training in my current job
- I am not expected to perform tasks for which I have not been trained
- Maintenance personnel receive a lot of "hands-on" training

### Stress

- I need to spend more time with my family and friends
- The demands of my work interfere with my home and family life
- I find it difficult to leave work concerns at work
- I have sometimes felt unwell because of work pressures
- My job here does not allow me enough time to relax
- I often feel irritated by things that happen at work
- Other workgroups don't appreciate the problems they cause by amending their work schedules
- A heavy workload makes me feel tense
- I get anxious when I work to strict deadlines

## Errors

- When performing a maintenance task, I sometimes miss a step in a test sequence
- In a maintenance task, I sometimes do things I don't intend to do
- Occasionally I plan an action that subsequently proves to be incorrect
- There are times I have deliberately acted contrary to written procedures
- When I return to a task sequence after an interruption, I sometimes don't start at the right place
- Occasionally, I forget to remove a tool at the completion of a task
- I have been known to make a slip-up when I haven't been concentrating
- Under pressure, it's easy to forget steps in a task sequence
- I only depart from approved procedures with my supervisor's approval
- I make errors in my job from time to time
- There have been times when tiredness has affected my attention to detail
- I am pretty hard on myself when I make an error
- I have made errors that have been detected by my supervisor

All items are assessed using a Likert-style format with the following response options: Strongly disagree, Disagree, Neither disagree nor agree, Agree, Strongly agree

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