

Lecture Notes in Networks and Systems 219

Nancy L. Black · W. Patrick Neumann ·  
Ian Noy *Editors*

# Proceedings of the 21st Congress of the International Ergonomics Association (IEA 2021)

Volume I: Systems and  
Macroergonomics



 Springer

# Lecture Notes in Networks and Systems

Volume 219

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Editors

# Proceedings of the 21st Congress of the International Ergonomics Association (IEA 2021)

Volume I: Systems and Macroergonomics

 Springer

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# Preface

The International Ergonomics Association (IEA) is the organization that unites Human Factors and Ergonomics (HF/E) associations around the world. The mission of the IEA is “to elaborate and advance ergonomics science and practice, and to expand its scope of application and contribution to society to improve the quality of life, working closely with its constituent societies and related international organizations” (IEA, 2021). The IEA hosts a world congress every three years creating the single most important opportunity to exchange knowledge and ideas in the discipline with practitioners and researchers from across the planet. Like other IEA congresses, IEA2021 included an exciting range of research and professional practice cases in the broadest range of Human Factors and Ergonomics (HF/E) applications imaginable. While the conference was not able to host an in-person meeting in Vancouver, Canada, as planned by the host Association of Canadian Ergonomists/*Association canadienne d’ergonomie*, it still featured over 875 presentations and special events with the latest research and most innovative thinkers. For this congress, authors could prepare a chapter for publication, and 60% chose to do so. The breadth and quality of the work available at IEA2021 are second to none—and the research of all authors who prepared their publication for this congress is made available through the five volumes of these proceedings.

The International Ergonomics Association defines Human Factors and Ergonomics (HF/E) synonymously as being:

*the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance.*

*Practitioners of ergonomics and ergonomists contribute to the design and evaluation of tasks, jobs, products, environments and systems in order to make them compatible with the needs, abilities and limitations of people.*

*Ergonomics helps harmonize things that interact with people in terms of people’s needs, abilities and limitations. (<https://iea.cc/definition-and-domains-of-ergonomics/>)*

The breadth of issues and disciplines suggested by this definition gives one pause for thought: what aspect in our lives is not in some way affected by the design and application of HF/E? For designers and managers around the world, a similar realization is growing: every decision made in the design and application of technology has implications for the humans that will interact with that system across its lifecycle. While this can be daunting, the researchers and professionals who participated in IEA2021 understand that, by working together across our disciplines and roles, we can achieve these lofty ambitions. This is especially relevant as we continue our collective journey into an increasingly “interconnected world”—the theme for the 21st IEA Congress. With the rise of a myriad of technologies as promulgated by Industry 4.0 proponents, we need now, more than ever, the skills and knowledge of HF/E researchers and practitioners to ensure that these tools are applied in a human-centric way towards resilient and sustainable systems that provide an enduring and sustainable road to prosperity—as advocated in the new Industry 5.0 Paradigm (Breque et al. 2021). Where the trend of Industry 4.0 aims primarily at encouraging technology purchasing and application, Industry 5.0 includes goals of resiliency and sustainability for both humans and our planet. These proceedings provide examples of research and development projects that illustrate how this brighter, human-centred future can be pursued through “*Ergonomie 4.0*”, as stated in the French theme of the Congress.

While the theme of the Congress concerns human interactions within a rapidly evolving cyber-physical world, the devastating impact of the COVID-19 pandemic has given an added dimension to the Congress theme and its delivery model. As the pandemic began to engulf the world, the traditional in-person Congress became increasingly less viable and gave way to the creation of a hybrid model as a means to enhance international participation. In early 2021, it became clear that holding an in-person event would not be possible; hence, the Congress was converted to a fully virtual event. The uncertainty, mounting challenges and turbulent progression actually created new possibilities to engage the global HF/E community in ways that were never previously explored by the IEA. Indeed, one of the scientific tracks of the congress focuses explicitly on HF/E contributions to cope with COVID-19, and readers will find some submissions to other tracks similarly focus on what HF/E practitioners and researchers bring to the world during this pandemic period. This journey epitomizes broader transformative patterns now underway in society at large and accentuates the urgency for resilience, sustainability, and healthy workplaces. No doubt, the notion of globalization will be redefined in the wake of the pandemic and will have far-reaching implications for the connected world and for future society, and with new paradigms emerge a host of new human factors challenges. The breadth of topics and issues addressed in the proceedings suggests that the HF/E community is already mobilizing and rising to these emerging challenges in this, our connected world.

IEA2021 proceedings includes papers from 31 scientific tracks and includes participants from 74 countries across 5 continents. The proceedings of the 21st triennial congress of the IEA—IEA2021—exemplify the diversity of HF/E, and of the association, in terms of geography, disciplines represented, application

domains, and aspects of human life cycle and capability being considered. Our diversity mirrors the diversity of humans generally and is a strength as we learn to weave our knowledge, methods, and ideas together to create a more resilient and stronger approach to design than is achievable individually. This is the strength of the IEA congresses, in the past, in the current pandemic-affected 21st occasion, and in the future. There is no other meeting like it.

A substantial number of works were submitted for publication across the Scientific Tracks at IEA2021. This gave us the happy opportunity to group contents by common threads. Each volume presents contents in sections with papers within the track's section presented in alphabetical order by the first author's last name. These proceedings are divided into five volumes as follows:

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These volumes are the result of many hours of work, for authors, Scientific Track Managers and their reviewer teams, student volunteers, and editors. We are grateful to Springer for making it available to you in book form and are confident you will find these works informative and useful in your own efforts to create a better, more human-centred future.

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The Organizing Committee is also indebted to those contributors who were instrumental in developing and promoting IEA2021. Joanne Bangs, our freelance Communications Specialist, provided engaging news blogs and other promotional collateral to help get the word out about the Congress. Sadeem Qureshi (Ryerson University), Elizabeth Georgiou, Elaine Fung, and Michelle Lam (Simon Fraser University) helped to create widespread awareness of the Congress as well as the HF/E field and profession through creative use of digital and social media. We are also grateful to those who worked diligently to ensure that the Congress provided meaningful opportunities for students and early career researchers, including Daniel P. Armstrong and Christopher A.B. Moore (University of Waterloo), Owen McCulloch (Simon Fraser University), Dora Hsiao (Galvion, Inc.), Chelsea DeGuzman and Joelle Girgis (University of Toronto), and Larissa Fedorowich (Associate Ergonomist, self-employed). The ePoster presentation option, new to IEA triennial congresses in 2021, was defined with care by Anne-Kristina Arnold (Simon Fraser University). Colleen Dewis (Dalhousie University) was key to

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The organizers are especially grateful to our sponsors, whose generous contributions made the Congress possible and readily accessible to the global HF/E community. Their recognition of the Congress as a valuable opportunity to advance the field of HF/E, as well as their steadfast support throughout a very trying planning period, was critical to the success of the Congress. The IEA 2021 sponsors include:

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**Part I: Activity Theories for Work  
Analysis and Design (ATWAD) (Edited  
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Castro Moura Duarte)**



# Classes and Dimensions of Task Microprojects: A Case Study on Cargo Handling

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**Abstract.** This communication aimed at identifying the different classes of microproject, a specific type of situated design performed by users facing an unpredictable situation of great uncertainty. Our hypothesis is that microprojects work differently, depending on the heterogenous actors and the intermediary objects involved. The research presented three case studies carried out on oil extraction platforms in Brazil, focusing on cargo-handling work. Each case presented unique characteristics, which were analyzed and compared in order to understand the situated design process comprehensively. It was observed that the situated design process has different characteristics depending on the level of interdependence of actors involved in solving the problem. The greater the distance between the realms of the actors involved in the design, the greater the need for formal decision procedures and the use of intermediary objects in situated design. Therefore, design must provide material (equipment, zones, routes) and immaterial (competences, intermediary objects) resources for action and for the situated design.

**Keywords:** Microproject · Situated design · Design ergonomics · Design in use

## 1 Introduction

Design does not end when an artifact “leaves” the project office. On the contrary, situated design is observed during the operation [1]. Usually, it is considered that design continues in use due to a lack of understanding of the work process by the designers. While working, users define how to fill the gaps left by designers for the needs of their activities [2–4].

Situated design, however, cannot be seen as one thing. The characteristics, methods, and motivations of situated design can lead to different interpretations of the nature and relevance of the design and work processes.

This communication is centered on “Microprojects,” defined by Gotteland-Agostini et al. [5] as a specific type of situated design in which users face an unpredictable situation of great uncertainty. In these situations, the prescribed tasks are usually far from the actual work since the action to be taken depends on the context. The authors understand the design of such tasks as occurring in the form of microprojects, whose central characteristics are a short duration of time and an execution that is guaranteed by the