Human Performance[1][2]

Human performance in I/O psychology covers an array of topics. From an organization's point of view this would include but not be limited to how employees perform their task, their capabilities, how well humans interact with computer based programs, as well as the ergonomics of the underlying mechanics. A relationship between psychology and organizations became more apparent during WWI and WWII, when psychologist began to study human behavior and the work environment. Stress related issues, such as work fatigue, mental state, limitations, and human capabilities were important factors in building successful aviation programs for military use during the war. Thus, Human Performance became a vital subject to be researched. Fast forward fifty or so years and human performance research and applications have evolved from individual performance to team performance and the challenges that organizations are presented with today.

Moving forward from WWII, organizations have realized the importance of analyzing and processing the performances of teams versus an individual and the applied science that accompanies a systematic approach to improve performance. Work teams are comprised of the plurality of individuals that make up an organizations performance group.

The main components of human resource for any organization are a business process, a valued activity, an optional activity, and a cost versus benefits resource (Swanson, 1995). Within an organization, these human resource components do not change. Rather, changes are the innovations that industrial and organizational psychologists bring about through their research. Swanson (1995) categorizes knowledge concerning organizational development into three concepts: human performance, human resource development, and performance levels. The first concept, human performance, is one of the main pillars. Human performance includes the cognitive domain and how it plays a role in decision making and performance (Charness & Tuffiash, 2008). In other words, an individual's knowledge or expertise can enhance individual performance and then ultimately their team's ability. Likewise, it is vital to organizations for employees gain a high level of knowledge regarding the techniques that are required to fulfill individual task obligations and work within the team concept.

Human Performance relies upon an individual's knowledge or his/her expertise of certain content in order to enhance performance and team ability. Likewise, it is vital to organizations for employees to hold or gain a high knowledge of the mechanics of the techniques that are required to fulfill task obligations and work within team concepts. To be able to measure human performance, human factors is a universal need for all organizations.

References

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