

Cultural Variation of Views on Effective Crew Resource Management Skills

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While it is generally agreed in the aviation community, that effective crew resource management (CRM) skills are an indispensable condition for a safe and efficient flight operation, there seems to be a wider range of views on what behaviours constitute effective crew performance. Within a European project an evaluation tool for CRM skills called NOTECHS was developed with four categories: Cooperation, Leadership and Managerial Skills, Situation Awareness and Decision Making. In a study to examine its suitability as a standard for CRM skills in different European regions the cultural robustness of the method was tested. 105 instructor pilots from 14 different airlines representing 12 European countries participated in the study. The participants evaluated crew behaviours in eight video scenarios with the NOTECHS method. According to results of one- and two-factorial ANOVAs, regional differences in Europe seem to influence the ratings of CRM-skills only to a small degree. Cultural differences are confounded with other background variables, such as English language proficiency, work experience, instructor experience and attitudes. These background variables seem to have much stronger effects on the views of effective CRM behaviours than culture per se. Results of the analysis will be discussed, which provide some evidence of the cultural robustness of the NOTECHS method.