Joint Cognitive Systems: Foundations of Cognitive Systems Engineering

Erik Hollnagel, David D. Woods

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Nothing has been more prolific over the past century than human/machine interaction. Automobiles, telephones, computers, manufacturing machines, robots, office equipment, machines large and small; all affect the very essence of our daily lives. However, this interaction has not always been efficient or easy and has at times turned fairly hazardous. Cognitive Systems Engineering (CSE) seeks to improve this situation by the careful study of human/machine interaction as the meaningful behavior of a unified system.

Written by pioneers in the development of CSE, Joint Cognitive Systems: Foundations of Cognitive Systems Engineering offers a principled approach to studying human work with complex technology. The authors use a top-down, functional approach and emphasize a proactive (coping) perspective on work that overcomes the limitations of the structural human information processing view. They describe a conceptual framework for analysis with concrete theories and methods for joint system modeling that can be applied across the spectrum of single human/machine systems, social/technical systems, and whole organizations. The book explores both current and potential applications of CSE illustrated by examples.

Understanding the complexities and functions of the human/machine interaction is critical to designing safe, highly functional, and efficient technological systems. This is a critical reference for students, designers, and engineers in a wide variety of disciplines.

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