

Update of the Online Command Safety Climate Assessment Survey Process

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Background

A *pproach* magazine published the article “Taking the ‘Safety Pulse’ of Your Squadron,” in the March 2002 issue. That article introduced naval aviation to the Command Safety Climate Assessment (CSCA) survey process—a web-based tool for commanding officers to survey aircrew and maintainers on their perceptions regarding safety issues within their unit. This tool allows a CO to identify human-factor issues and intervene before an adverse occurrence.

Three on-line surveys are available: (1) Command Safety Assessment (CSA) survey, which assesses an organization’s operational practices from an aircrew’s perspective, (2) Maintenance Climate Assessment Survey (MCAS), which assesses an organization’s maintenance practices from a maintainer’s perspective, and (3) NADEP Maintenance Climate Assessment Survey (MCAS), which assesses NADEP’s maintenance practices from a depot-level artisan perspective.

Each survey takes approximately 15 minutes per person to complete. To date, over 69,000 naval aviation personnel have taken the surveys.

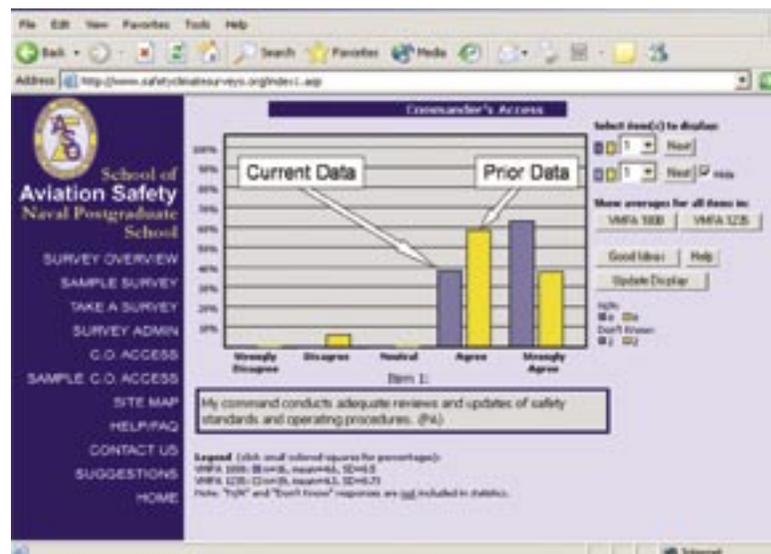
The CSCA survey process is based upon the notion of high reliability organizations (HRO), and their ability to reduce risk during hazardous operations. Using HRO principles, CSCA surveys assess an organization’s ability to conduct flight operations and maintenance in terms of leadership, culture, standards, policies, procedures, and practices. Attributes of the CSCA survey process include: ease of use, 24/7 Internet accessibility in a nonintrusive environment, participant anonymity, unit confidentiality, and the ability to compare the unit results with other aggregate organizational data. Feedback immediately is available to the CO upon completion of the survey process. Higher-headquarters commanders also can

access survey data for comparing aircraft types and communities while still maintaining unit confidentiality. The CSCA website may be viewed at: <http://www.safetyclimatesurveys.org>.

CSCA Survey Process Update

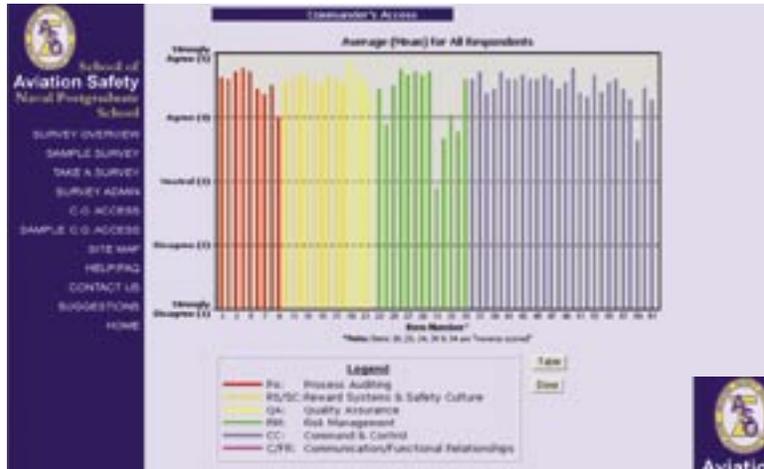
The Deputy Assistant Secretary of the Navy (Safety) and the Safety Division at Headquarters, Marine Corps, recently funded the School of Aviation Safety to upgrade the CSCA survey process. Upgrades were based on inputs from CSCA survey respondents and fleet commanders, and include enhanced speed, clarity, and user-friendliness of the website. A few of the enhanced capabilities available to commanders include:

1. Comparison of a unit’s survey results with their prior results. For example, comparing aircrew-survey results at mid-deployment with the results generated when the CO first assumed command of the unit.



2. Ability to display the mean (average) values of all survey items on one computer screen.

process are assured. Future upgrades to the system include a version for use by squadrons with contract maintenance.



Requesting the CSCA Survey

COs and detachment OinCs should have their safety officer contact the School of Aviation Safety, Naval Postgraduate School at (831) 656-2581 (DSN 756). The unit safety officer supervises the survey and must identify how many aircrew (CSA) and maintainers (MCAS) will take the survey. Once a set number

3. Access to a table listing each survey item and its corresponding mean value. Survey items can be listed in order (i.e., 1, 2, 3, 4...), or by their mean values. Until now, a minimum of five CSA responses or 20 MCAS responses was required before data could be displayed in the CO access module. These minimums were set to help protect the anonymity of individuals taking the survey. These thresholds made survey use impossible for small detachments with insufficient personnel to meet the minimums. The thresholds can now be adjusted (on a case-by-case basis) for small detachments to allow det OinCs the ability to use this safety tool while deployed, yet still maintain the anonymity of survey respondents.

Item	Mean	Description
1	85.00	Commander's participation in high quality performance.
2	84.00	Training and distribution in the command are high.
3	83.00	Commander clearly defines performance and content standards to ensure crew are qualified to perform their duties.
4	82.00	Commander's participation in the command's safety program and management of safety matters.
5	81.00	Commander's participation in the command's safety program and management of safety matters.
6	80.00	Commander's participation in the command's safety program and management of safety matters.
7	79.00	Commander's participation in the command's safety program and management of safety matters.
8	78.00	Commander's participation in the command's safety program and management of safety matters.
9	77.00	Commander's participation in the command's safety program and management of safety matters.
10	76.00	Commander's participation in the command's safety program and management of safety matters.
11	75.00	Commander's participation in the command's safety program and management of safety matters.
12	74.00	Commander's participation in the command's safety program and management of safety matters.
13	73.00	Commander's participation in the command's safety program and management of safety matters.
14	72.00	Commander's participation in the command's safety program and management of safety matters.
15	71.00	Commander's participation in the command's safety program and management of safety matters.
16	70.00	Commander's participation in the command's safety program and management of safety matters.
17	69.00	Commander's participation in the command's safety program and management of safety matters.
18	68.00	Commander's participation in the command's safety program and management of safety matters.
19	67.00	Commander's participation in the command's safety program and management of safety matters.
20	66.00	Commander's participation in the command's safety program and management of safety matters.
21	65.00	Commander's participation in the command's safety program and management of safety matters.
22	64.00	Commander's participation in the command's safety program and management of safety matters.
23	63.00	Commander's participation in the command's safety program and management of safety matters.
24	62.00	Commander's participation in the command's safety program and management of safety matters.
25	61.00	Commander's participation in the command's safety program and management of safety matters.

of surveys (minimum 66 percent is recommended) are completed, the CO receives a password to access the unit's data online and compare them with other survey data. Higher headquarters can contact the Safety School to gain access to the aggregate database. Additional information on the CSCA survey process can be obtained by contacting the Safety School or at: <http://www.safetyclimatesurveys.org>.

The March 2002 *Approach* article can be viewed online at: <http://safetycenter.navy.mil/media/approach/issues/mar02/taking.htm>. 🦅

Future of the CSCA Survey Process

Fleet interest in this safety tool is high. A derivative of this tool is now being implemented in the surface Navy. The Marine Corps is expanding its survey use for their ground warriors and off-duty activities. Other services are looking at employing it within their unique domains. Most importantly, with recent funding from Commander Naval Air Force (CNAF), additional upgrades and continued service of this on-line safety



A PICTURE'S WORTH A THOUSAND WORDS...AND THOUSANDS OF HITS ON OUR WEBSITE.

Check out the Photo of the Week at [Http://safetycenter.navy.mil/photo/default.htm](http://safetycenter.navy.mil/photo/default.htm)