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# MUD Questionnaire

## General

Obtain the following information:

- Name of job (or part of a job)
- Position within the organisation structure
- Purpose of the job
- Main activities in the job
- Percentage time spent on these activities (e.g. less than 30%, between 30% and 70%, more than 70%)

*Ask for the estimated time so that you can assess the frequency and importance of the main activities. It does not matter if the time adds up to more than 100% overall.*

- Brief description of the physical environment

## Specific Questions

1. Does your job involve following any procedures, i.e. sequences of activities that must be carried out in a specific order? What are these procedures?

*The emphasis is on identifying the procedures, not documenting them in detail. Also identify job aids such as checklists and procedure manuals which make it unnecessary to remember the procedures. It is important that those involved know that such aids exist, where to find them, their significance and purpose and when and where to use them.*

2. What written or electronic materials do you produce or use? How do you produce or use them?

*Explain that written or electronic materials include charts, diagrams, documents, drawings, forms, graphs, manuals, memos and reports. Probe for materials that need to be interpreted.*

3. Is there any information you have to remember only for short periods?

*This refers to information that has to be remembered for a period of between a few minutes and a few days, and can then be forgotten.*

4. What information do you have to remember for a long time, i.e. what is the knowledge base of your job?

*The information is likely to be a combination of concepts, principles and theoretical information (e.g. formulae, organisational structure, legal knowledge, product knowledge, relevant policies).*

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5. Does your job involve any planning? When and how do you plan?

*Planning refers to determining the nature and/or order of activities to be carried out to achieve a specific objective. It can be a formal or informal process, the latter being especially significant since it is often overlooked. Probe for instances of informal planning.*

Do you ever change the usual or standard way of doing things?

6. When do you have to look ahead or anticipate things? What do you do?

*This involves thinking of all the variables that could affect a situation, identifying the potential problems and then taking preventative action.*

7. What problems do you have to deal with at work? How do you deal with them?

*This refers to job situations where the person needs to analyse the possible causes of problems and take corrective action. The problems can be technical or people related.*

8. What judgements or decisions do you need to make in your job?

*“Judgement” refers to the forming of an opinion or conclusion by conceptualising (i.e. reasoning) or by discriminating (i.e. comparing against a known standard). For each example, ask what information is used, from where it comes and how it is used to reach a decision. Probe by asking:*

What decisions do you make (or what actions do you take) based on what you see? ... hear? ... touch or feel? ... taste? ... smell?

9. What physical skills do you use in your job, i.e. physical behaviours that need to be practiced for some time to develop competence?

*A physical skill is exactly what it says, a skill, not an action that happens to involve the use of the body. Development of a physical skill to a level of competence requires practice/repetition.*

10. What difficulties do people typically experience in learning how to do this job?

*If only issues external to the person are raised, ask “What parts of this job are the most difficult to learn?” Probe for reasons.*

11. Give some examples of when you had to learn new ways of doing things or how you have had to cope with change.

*This refers to the nature and frequency of changes in the job. These changes could be technical or people related.*

12. Can you think of any people who were ineffective in this job? What makes you say they were ineffective?

*Probe for specific examples of what they did or did not do which caused them to be ineffective. It is very important to get behavioural statements.*