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Proceedings of the 21st Congress of the International Ergonomics Association (IEA 2021)

Volume II: Inclusive Design

 Springer

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Preface

The International Ergonomics Association (IEA) is the organization that unites Human Factors and Ergonomics (HF/E) associations around the world. The mission of the IEA is “to elaborate and advance ergonomics science and practice, and to expand its scope of application and contribution to society to improve the quality of life, working closely with its constituent societies and related international organizations” (IEA, 2021). The IEA hosts a world congress every three years creating the single most important opportunity to exchange knowledge and ideas in the discipline with practitioners and researchers from across the planet. Like other IEA congresses, IEA2021 included an exciting range of research and professional practice cases in the broadest range of Human Factors and Ergonomics (HF/E) applications imaginable. While the conference was not able to host an in-person meeting in Vancouver, Canada, as planned by the host Association of Canadian Ergonomists/*Association canadienne d’ergonomie*, it still featured over 875 presentations and special events with the latest research and most innovative thinkers. For this congress, authors could prepare a chapter for publication, and 60% chose to do so. The breadth and quality of the work available at IEA2021 are second to none—and the research of all authors who prepared their publication for this congress is made available through the five volumes of these proceedings.

The International Ergonomics Association defines Human Factors and Ergonomics (HF/E) synonymously as being:

the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance.

Practitioners of ergonomics and ergonomists contribute to the design and evaluation of tasks, jobs, products, environments and systems in order to make them compatible with the needs, abilities and limitations of people.

Ergonomics helps harmonize things that interact with people in terms of people’s needs, abilities and limitations. (<https://iea.cc/definition-and-domains-of-ergonomics/>)

The breadth of issues and disciplines suggested by this definition gives one pause for thought: what aspect in our lives is not in some way affected by the design and application of HF/E? For designers and managers around the world, a similar realization is growing: every decision made in the design and application of technology has implications for the humans that will interact with that system across its lifecycle. While this can be daunting, the researchers and professionals who participated in IEA2021 understand that, by working together across our disciplines and roles, we can achieve these lofty ambitions. This is especially relevant as we continue our collective journey into an increasingly “interconnected world”—the theme for the 21st IEA Congress. With the rise of a myriad of technologies as promulgated by Industry 4.0 proponents, we need now, more than ever, the skills and knowledge of HF/E researchers and practitioners to ensure that these tools are applied in a human-centric way towards resilient and sustainable systems that provide an enduring and sustainable road to prosperity—as advocated in the new Industry 5.0 Paradigm (Breque et al. 2021). Where the trend of Industry 4.0 aims primarily at encouraging technology purchasing and application, Industry 5.0 includes goals of resiliency and sustainability for both humans and our planet. These proceedings provide examples of research and development projects that illustrate how this brighter, human-centred future can be pursued through “*Ergonomie 4.0*”, as stated in the French theme of the Congress.

While the theme of the Congress concerns human interactions within a rapidly evolving cyber-physical world, the devastating impact of the COVID-19 pandemic has given an added dimension to the Congress theme and its delivery model. As the pandemic began to engulf the world, the traditional in-person Congress became increasingly less viable and gave way to the creation of a hybrid model as a means to enhance international participation. In early 2021, it became clear that holding an in-person event would not be possible; hence, the Congress was converted to a fully virtual event. The uncertainty, mounting challenges and turbulent progression actually created new possibilities to engage the global HF/E community in ways that were never previously explored by the IEA. Indeed, one of the scientific tracks of the congress focuses explicitly on HF/E contributions to cope with COVID-19, and readers will find some submissions to other tracks similarly focus on what HF/E practitioners and researchers bring to the world during this pandemic period. This journey epitomizes broader transformative patterns now underway in society at large and accentuates the urgency for resilience, sustainability, and healthy workplaces. No doubt, the notion of globalization will be redefined in the wake of the pandemic and will have far-reaching implications for the connected world and for future society, and with new paradigms emerge a host of new human factors challenges. The breadth of topics and issues addressed in the proceedings suggests that the HF/E community is already mobilizing and rising to these emerging challenges in this, our connected world.

IEA2021 proceedings includes papers from 31 scientific tracks and includes participants from 74 countries across 5 continents. The proceedings of the 21st triennial congress of the IEA—IEA2021—exemplify the diversity of HF/E, and of the association, in terms of geography, disciplines represented, application

domains, and aspects of human life cycle and capability being considered. Our diversity mirrors the diversity of humans generally and is a strength as we learn to weave our knowledge, methods, and ideas together to create a more resilient and stronger approach to design than is achievable individually. This is the strength of the IEA congresses, in the past, in the current pandemic-affected 21st occasion, and in the future. There is no other meeting like it.

A substantial number of works were submitted for publication across the Scientific Tracks at IEA2021. This gave us the happy opportunity to group contents by common threads. Each volume presents contents in sections with papers within the track's section presented in alphabetical order by the first author's last name. These proceedings are divided into five volumes as follows:

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These volumes are the result of many hours of work, for authors, Scientific Track Managers and their reviewer teams, student volunteers, and editors. We are grateful to Springer for making it available to you in book form and are confident you will find these works informative and useful in your own efforts to create a better, more human-centred future.

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The Organizing Committee is also indebted to those contributors who were instrumental in developing and promoting IEA2021. Joanne Bangs, our freelance Communications Specialist, provided engaging news blogs and other promotional collateral to help get the word out about the Congress. Sadeem Qureshi (Ryerson University), Elizabeth Georgiou, Elaine Fung, and Michelle Lam (Simon Fraser University) helped to create widespread awareness of the Congress as well as the HF/E field and profession through creative use of digital and social media. We are also grateful to those who worked diligently to ensure that the Congress provided meaningful opportunities for students and early career researchers, including Daniel P. Armstrong and Christopher A.B. Moore (University of Waterloo), Owen McCulloch (Simon Fraser University), Dora Hsiao (Galvion, Inc.), Chelsea DeGuzman and Joelle Girgis (University of Toronto), and Larissa Fedorowich (Associate Ergonomist, self-employed). The ePoster presentation option, new to IEA triennial congresses in 2021, was defined with care by Anne-Kristina Arnold (Simon Fraser University). Colleen Dewis (Dalhousie University) was key to

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The organizers are especially grateful to our sponsors, whose generous contributions made the Congress possible and readily accessible to the global HF/E community. Their recognition of the Congress as a valuable opportunity to advance the field of HF/E, as well as their steadfast support throughout a very trying planning period, was critical to the success of the Congress. The IEA 2021 sponsors include:

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Contents

Part I: Ageing and Work (Edited by Jodi Oakman)

Ageing Factors and Forecasting Tool for Companies	3
Bernard Michez	
Are My Employees Able to and Do They Want to Work? The Baseline Investigation in a Follow up Study Regarding Managers’ Attitudes and Measures to Increase Employees’ Employability in an Extended Working Life	10
Kerstin Nilsson and Emma Nilsson	
Management, Measures and Maintenance: Success and Setbacks in Interventions Promoting a Healthy and Sustainable Employability and Working Life for All Ages	17
Kerstin Nilsson and Emma Nilsson	
The Retention of Airline’s Customer Service Agents Within the Framework of the Digitalization of the Service Relationship	25
Lucie Reboul, Catherine Delgoulet, and Corinne Gaudart	
Analyzing the Influence of Work Demands and Work Organization on Workability Based on Age	33
Camila A. Ribeiro, Teresa P. Cotrim, Vítor Reis, Maria João Guerreiro, Susana Candeias, Ana Sofia Janicas, and Margarida Costa	
A Hybrid Approach to the Evaluation and Design of Workstations for Manufacturing Industries: A Tuscan Case Study	41
Francesca Tosi, Mattia Pistolesi, and Claudia Becchimanzi	
Aging Workers in Industry and Retail Sector – A Holistic Approach for an Age-Related Evaluation and Design of Work	50
Matthias Wolf and Sandra Maria Siedl	

**Part II: Ergonomics for Children and Educational Environments
(Edited by Lawrence J. H. Schulze)**

Establishment and Discussion of the Design Criteria for Training Chopsticks for Children 63
Yu-Hui Chen and Jo-Han Chang

Study on the Optimal Time for Intervention to Guide the Development of the Static Tripod Grip in Toddlers 71
Chiao-Yun Cheng and Jo-Han Chang

The FRAM Error Model Within a System Theoretical Work System to Support Conceptually the Development of a Technical Learning System for Learning from Errors 80
Marvin Goppold, Sven Tackenberg, Martin Frenz, and Verena Nitsch

Applying a Systems Approach to Developing Interventions to Increase Physical Activity Among Primary School Children While Distance Learning During the COVID-19 pandemic- the Stand up Kids Study 88
Judith I. Okoro, Brittany Ballen, Melissa Afterman, Carisa Harris Adamson, and Michelle M. Robertson

Investigation on Ergonomic Well-Being for Academician’s Work from Home Arrangements by Using Association Rules Technique 95
Charles Ramendran SPR, Anbuselvan Sangodiah, Lilis Surity Abd Talib, Norazira A. Jalil, Au Yong Hui Nee, and Suthashini Subramaniam

Workload Level Assessment of Online Classes of College Students in Technological Institute of the Philippines Manila Using NASA Task Load Index (NASA TLX) 105
Janina Elyse A. Reyes, Karl Bryant P. Buan, Roi Vincent B. Limin, and John Roy D. Marucot

Investigation on Mental Health Well-Being for Students Learning from Home Arrangements Using Clustering Technique 113
Anbuselvan Sangodiah, Charles Ramendran SPR, Norazira A. Jalil, Au Yong Hui Nee, and Suthashini Subramaniam

Ergonomics Checkpoints for Educational Environments 123
Lawrence J. H. Schulze

Distance Ergonomics Laboratory Using Flipped Classroom and Smartphone Application as Learning Tools – A Case Study 130
Liyun Yang, Malin Håkansson, Malin Engquist, Carl Mikael Lind, and Linda Barman

Part III: Ergonomics in Design for All (Edited by Isabella Tiziana Steffan and Ken Sagawa)

Seniors’ Perception of Smart Speakers: Challenges and Opportunities Elicited in the Silver&Home Living Lab 137
 Leonardo Angelini, Maurizio Caon, Emmanuel Michielan, Omar Abou Khaled, and Elena Mugellini

Social Presence Despite Isolation - Insights into the Relation Between Psychological Distance and Sensory Synchronization in Computer-Mediated Communication 145
 Stina Becker, Tim Schrills, and Thomas Franke

Luminance Contrast Standards, the Boy Who Could, and Visionary Pathfinders 154
 Penny Galbraith and Richard Bowman

Research Through Co-design for Connecting Design for All and Policy Ergonomics 163
 Daniele Busciantella-Ricci and Sofia Scataglini

A Highly Legible Font for All 172
 Marco Canali, Christina Bachmann, and Federico Alfonsetti

An Inclusive Design Approach for Designing an Adaptive Climbing Wall for Children with CP 180
 Maria Rita Canina, Chiara Parise, and Carmen Bruno

Ergonomics Aspects in Workstation Development During the Covid-19 Pandemic 189
 Cristiane Nonemacher Cantele, Fabrício Santin, Jairo Beninca, Tiago Cezne, Maurício Veigel, Samuel Matté Madalozzo, and Jeferson A. Gevinski

Leef Chair: Application of the Equid Methodology and the Principles of Macro Ergonomics in Product Design 197
 Cristiane Nonemacher Cantele, Marc Sapetti, Jairo Benincá, and Giovanna Nonemacher

Opportunities and Challenges of Digital Technologies for Inclusion 205
 Maurizio Caon, Isabella Tiziana Steffan, and Alessandra Rinaldi

6Ws in the Ergonomics Review of Macro and Micro Workplace Design 209
 Justine M. Y. Chim and Tienli Chen

The Effect of Cognitive Styles on the Effectiveness of Visual Search Tasks with Different Familiarity 217
 Yu Ju Chiu, Zi Xuan Chen, and Yung Ching Liu

Designing the University of Manitoba Technology for Assisted Living Project (TALP): A Collaborative Approach to Supporting Aging in Place 223
 Mohamed-Amine Choukou, Jacque Ripat, Shauna Mallory-Hill, and Reg Urbanowski

Developing a Standard One-Fits-All Boarding Assistance System as a Universal Accessibility Solution 229
 Martin Dorynek, Anne Guthardt, and Klaus Bengler

Inclusion Design and Functionalities of a Personalized Virtual Coach for Wellbeing to Facilitate a Universal Access for Older Adults 239
 Mira El Kamali, Leonardo Angelini, Maurizio Caon, Francesco Carrino, Carlo Emilio Standoli, Paolo Perego, Giuseppe Andreoni, Filippo Palumbo, Alfonso Mastropietro, Omar Abou Khaled, and Elena Mugellini

Flat Cushion vs Shaped Cushion: Comparison in Terms of Pressure Distribution and Postural Perceived Discomfort 247
 Iolanda Fiorillo, Yu Song, Maxim Smulders, Peter Vink, and Alessandro Naddeo

Accessibility Performance for a Safe, Fair, and Healthy Use of the Elevator 255
 Elena Giacomello, Mickeal Milocco Borlini, Daniele Pavan, Christina Conti, and Dario Trabucco

Improving Accessibility and Inclusiveness of Digital Mobility Solutions: A European Approach 263
 Sabina Giorgi, Rebecca Hueting, Andrea Capaccioli, Floridea di Ciommo, Gianni Rondinella, Andrés Kilstein, Imre Keseru, Samyajit Basu, Hannes Delaere, Wim Vanobberghen, Miklós Bánfi, and Yoram Shiftan

A Study on the Acceptance Towards Blockchain-Based Access to Biobanks’ Services Using UTAUT2 with ITM and Perceived Risk 271
 Fouad Hannoun, Francesco Carrino, Omar Abou Khaled, Elena Mugellini, and Maurizio Caon

How to Increase Users of Products, Services and Environments - Concept and Methods of Accessible Design 280
 Nana Itoh, Kenji Kurakata, and Ken Sagawa

Ergonomic Design, Evaluation and Application of a 3-Dimensional Simulation of a Clinical Setting for People with Lower Limb Disabilities 286
 Stephen Ong, James D. McGlothlin, Bradley S. Duerstock, Philip S. Dunston, and James F. Schweitzer

Information Design and Plain Language: An Inclusive Approach for Government Health Campaigns 294
 Claudia Mont’Alvão, Livia Clemente, and Tiago Ribeiro

“Progetto di Vita” and Design for All: An Integrated Approach in Supporting Collaborative Housing Projects for Persons with Disabilities 299
 Cristiana Perego, Angela Silvia Pavesi, and Ilaria Oberti

Humane Design for Inclusion 307
 Audrey Reinert and David S. Ebert

Bridging the Gap: An Ergonomically Designed Motorized Tricycle Accessible by Persons with Disability Using Anthropometry and Rapid Entire Body Assessment (REBA) 317
 Janina Elyse A. Reyes, Carlo John M. Barbosa, Mon Eleazar B. Nonato, Tommy N. Olayres, and Emmerson R. Tamba

Digital Technologies as Opportunity for Facilitating Social Inclusion and Multicultural Dialogue 325
 Alessandra Rinaldi and Kiana Kianfar

Type to Be Seen and Type to Be Read 334
 Elisabete Rolo

Usability Evaluations Focused on Children with Down Syndrome: A Systematic Literature Review 342
 Lizie Sancho Nascimento, Laura Bezerra Martins, Nelson Zagalo, and Ana Margarida Pisco Almeida

Revising Recommendations for Evacuating Individuals with Functional Limitations from the Built Environment 350
 Yashoda Sharma, Waqas Sajid, Cesar Marquez-Chin, Brad W. R. Roberts, Abdulrahman Al Bochi, Steven Pong, Mark Weiler, Albert H. Vette, and Tilak Dutta

From Accessibility to Inclusion in People Centered Design 357
 Erminia Attaianese, Francesca Tosi, and Isabella Tiziana Steffan

Good Lighting and Visual Contrast to Improve Accessibility in the Built Environment-A Literature Study 367
 Gregorio Feigusch, Isabella Tiziana Steffan, and Doris Ossberger

Towards Innovative Bathroom Solutions for All - A Needs Analysis 376
 AnnaKlara Stenberg Gleisner, Andrea Eriksson, Mikael Forsman, and Linda M. Rose

Designing Smart Ring for the Health of the Elderly: The CloudIA Project 384
 Francesca Tosi, Filippo Cavallo, Mattia Pistolesi, Laura Fiorini, Erika Rovini, and Claudia Becchimanzi

Passenger Activities, Postures, Dis(Comfort) Perception, and Needs During Train Travel 393
 Sumalee Udombhoonyanupap, Stella Boess, and Peter Vink

Part IV: Gender and Work (Edited by Marie Laberge)

Working Conditions in Educational Establishments: Research on Ergonomics and Gender Among Teachers in Pandemic Context ... 403
 Pamela Astudillo and Carlos Ibarra

Agile Development of Prevention Tools in Occupational Health and Safety: A Gender Consideration 413
 Myriam Bérubé, Marie Laberge, Céline Chatigny, and Denys Denis

Methods for Considering Sex and Gender During Intervention-Research Studies: What Do Researchers Say? 421
 Vanessa Blanchette-Luong, Marie Laberge, Véronique Poupart-Monette, and Karen Messing

“This Is a Job for Women, Isn’t It?”: The Evolution of a Traditional Gendered Occupational Segmentation in a Portuguese Industrial Cluster 429
 Liliana Cunha, Daniel Silva, and Mariana Macedo

The Rules, the Strategies and Gender Regarding Safety 438
 Fabienne Goutille and Alain Garrigou

Gender in the Literature of Healthcare Workers Operating in War Settings 442
 Rima R. Habib, Dana A. Halwani, Diana Mikati, and Layal Hneiny

Training M.Sc. Students in Ergonomics to Integrate a Sex/Gender-Sensitive Approach 450
 Marion Inigo, Marie Laberge, Martin Chadoin, and Karen Messing

Considering Sex/Gender in the Design of a Technology-Supported Work Injury Prevention Model Among Adolescents with Learning Difficulties 457
 Marie Laberge, Myriam Bérubé, Aurélie Tondoux, Céline Chatigny, and Denys Denis

Work-Related Musculoskeletal Disorders Interventions in a Seasonal Work Context: A Scoping Review of Sex and Gender Considerations 462
 Marie-Eve Major, Hélène Clabault, and Audrey Goupil

The “Woke” Ergonomist: How Can We, How Should We Improve Gender Equality as Well as Health? 470
 Karen Messing and Nicole Vézina

Facilitators and Obstacles to Sex/Gender-Conscious Intervention-Research on Occupational Health: Researchers and Partners Perspectives 477
 Véronique Poupart-Monette, Marie Laberge, Marie-Laurence Genier, Jessica Riel, Karen Messing, and Valérie Lederer

Laying the Foundations to Build Ergonomic Indicators for Feminized Work in the Informal Sector 482
 Sandra Liliana Ruiz-Amórtégui, Sandra Liliana Joaqui-Galindo, and Martha Helena Saravia-Pinilla

Upper and Lower Limb Work Injuries: A Question of Sex or Gender? 487
 Silvana Salerno and Claudia Giliberti

Dynamic Workstation Exposure: Does Sex Affect Response? 495
 Mathieu Tremblay, Nancy L. Black, and Jean-Philippe Morin

Part V: Human Factors and Sustainable Development (Edited by Andrew Thatcher)

Eco-Drivers and Eco-Automation: A Case Study with Hybrid Electric Vehicle Drivers 503
 Matthias G. Arend and Thomas Franke

Scaling Micronarrative with Machine Learning to Model Human and Environmental Wellbeing in Macro, Meso and Micro Systems 512
 Wendy Elford and Keil Eggers

Designing Sustainable Situations 521
 Myriam Fréjus

Weaving the Net: Integrating Ergonomics and Sustainability in a Web-Based Co-creation Platform 530
 Lia Buarque de Macedo Guimarães

Emerging Ergonomic Associations: Achievements, Obstacles, and Lessons Learned 538
 Bouhafis Mebarki, Rosemary R. Seva, Mohammed Mokdad, Serpil Aytac, and Ng Yee Guan

Comparing Two Modalities of Urban Solid Waste Collection: Insights from Activity Analysis and Physiological Measurement 544
 Talita M. Oliveira, Andréa Regina Martins Fontes, Esdras Paravizo, Renato Luvizoto Rodrigues de Souza, Daniel Braatz, and Márcia R. N. Guimarães

Buyer Networking in Supplier HSEQ Development – A Macroergonomics Analysis in a CSR Framework 552
 Arto Reiman, Henri Jounila, and Osmo Kauppila

Identifying Sustainability Attributes of Products/Services with Ergoecology	560
Martha Helena Saravia-Pinilla and Lucas Rafael Ivorra-Peñaafort	
A Comprehensive Overview on ‘Eco-concepts’ Use from Ergoecology Vision	566
Martha Helena Saravia-Pinilla, Gabriel García-Acosta, and Carolina Daza-Beltrán	
Supporting Interaction with CO₂ as a Resource with Individual Carbon Footprint Trackers as Everyday Assistants	573
Tim Schrills, Laura Rosenbusch, Mourad Zoubir, Jacob Stahl, and Thomas Franke	
The Ergonomics of Recycling Mattresses in Australia	582
Elizabeth M. Smith	
Ergonomics Role in Sustainable Development: A Review Article for Updates the Recent Knowledge	588
Mohammad Sadegh Sohrabi	
Work Process and Restrictions Related to Activities Carried Out in a Waste Sorting Cooperative	603
Renato Luvizoto Rodrigues de Souza, Andréa Regina Martins Fontes, João Alberto Camarotto, and Talita M. Oliveira	
Uncovering Sustainable System-of-Systems Elements in the Design of a Greywater Treatment System for Urban Informal Settlements	611
Andrew Thatcher	
Part VI: Slips, Trips and Falls (Edited by Richard Bowman)	
How Might Slip Resistance Standards Become More Evidence Based?	623
Richard Bowman	
Determining the Risk of Slipping with Slip-Resistant Footwear	631
Davood Dadkhah, Danny Cen, and Tilak Dutta	
Alternative Measures for Determining the Risk of Tripping	638
Ghazaleh Delfi, Abdulrahman Al Bochi, and Tilak Dutta	
Effect of Test Conditions on COF Measurements on Ice Surfaces Using SATRA STM603 Whole Shoe Tester	644
Chantal Gauvin and Yue Li	
Minimum Toe Clearance Estimation Using a Novel Wearable System	652
Shilpa Jacob, Geoff Fernie, and Atena Roshan Fekr	

Can Tribometers and Testing Protocols Affect Slip Resistance Values and Opinions? 660
 Timothy G. Joganich, Angela Levitan, and Tamara L. Cohen

The Misuse of Regulations, Standards and Acceptable Practice in Ambulation-Safety Analysis 666
 Mark I. Marpet

Why, How, and How Effectively Do USA and Canadian Building Codes Address Two Leading Fall Sites in Homes? 674
 Jake Pauls and Daniel Johnson

Effect of Combining Hydrophobic and Hydrophilic Treatments on Slip Resistance for Wet Flat Glass Flooring 682
 Kei Shibata, Hirotaka Oguni, Hiromi Wada, Takeshi Yamaguchi, and Kazuo Hokkirigawa

Estimation of Perceived Hand Force During Static Horizontal Pushing Tasks Using the Zero-Moment Point-Based Balance Control Model 689
 Atsushi Sugama, Akiko Takahashi, and Akihiko Seo

Do Stairs with Visual Cues Lead to Fewer Missteps? 697
 Steve Thorpe and Mike Roys

Part VII: Visual Ergonomics (Edited by Marino Menozzi)

Pragmatic Needs-Oriented Evaluation of Visibility, Impressions, Aesthetics and Eye Movement for Platform Display Design 707
 Hirotaka Aoki and Naoto Koizumi

Preferences of People with Vision Impairment with Respect to Visibility of Elements in the Built Environment 715
 Mei Ying Boon and Byoung Sun Chu

Applied Visual Ergonomics - A Compelling Consideration for the New Normal 723
 Nivedita Dabir and Prajakta Khanwalkar

Visual Symptoms and Risk Assessment Using Visual Ergonomics Risk Assessment Method (VERAM) 729
 Hillevi Hemphälä, Marina Heiden, Per Lindberg, and Per Nylén

Effects of the Use of a Widescreen Display on Information Retrieval ... 736
 Kaoru Honda

Dynamic Signs: Appropriate Contrast and Speed for Older Adults and Low Vision 742
 Nana Itoh, Ken Sagawa, Hiroshi Watanabe, and Reiko Sakata

Visual Ergonomics in a Virtual World: Examples of Lighting Assessments Conducted in Cyberspace 749
Jennifer Long

Error Rate as Mediators of the Relationships Among 2D/3D TV Environment, Eye Gaze Accuracy, and Symptoms 756
Yogi Tri Prasetyo and Retno Widyaningrum

Dynamic Signs: Field Test to Install Signs Around the Stairs 762
Reiko Sakata, Naoki Furuhata, Atsushi Shimada, Kenta Mishina, Hiroshi Watanabe, Nana Itoh, Hiroyasu Ujike, and Ken Sagawa

The Influence of Guiding Information Propagated from the Elbow on Foot Proprioception Among Severely Visually Impaired People 770
Tadashi Uno and Tetsuya Kita

Data Visualization for Interdisciplinary Medical Research (Pilot Study) 775
Aleksandr Volosiuk, Iaroslav B. Skiba, Alexey Polushin, Daria Plotnikova, Daria Filippova, and Artem Smolin

Dynamic Signs: Multiple Attributes Determining Visibility 783
Hiroshi Watanabe, Nana Itoh, Hiroyasu Ujike, Ken Sagawa, Reiko Sakata, and Naoki Furuhata

Author Index 791