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## Publications on Errors and Error Management

### *Books*

Frese, M. & Zapf, D. (Eds.). (1991). *Fehler bei der Arbeit mit dem Computer: Ergebnisse von Beobachtungen und Befragungen im Bürobereich*. Bern: Huber.

### *Chapters in Books and Proceedings*

Zapf, D., & Frese, M. (1989). Benutzerfehler im Kontext von Arbeitsaufgabe und Arbeitsorganisation. In H. Oberquelle, & S. Maaß (Eds.), *Software Ergonomie'89*. (pp. 213-222). Stuttgart: Teuber.

Frese, M., & Altmann, A. (1989). The treatment of errors in learning and training. In L. Bainbridge, & S.A.R. Quintanilla (Eds.), *Developing skills with new technology* (pp. 65-86). Chichester: Wiley.

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Frese, M. (1995). Error management in training: Conceptual and empirical results. In C. Zucchermaglio, S. Bagnara & S.U. Stucky (Eds.), *Organizational learning and technological change* (pp. 112-124). Berlin, Heidelberg, New York: Springer.

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Frese, M., van der Schaaf, T., & Heimbeck, D. (1996). Error management and recovery in technical system design. *Proceedings of the ICESA '96 Multiconference. Symposium on Robotics and Cybernetics*. Lille, France, July 1996, 161-164.

V.d.Schaaf, T.W., Frese, M., & Heimbeck, D. (1996). Human recovery and error management. *Proceedings of the XV. European Annual Conference on Human Decision Making and Manual Control*. Soesterberg, June 1996, 5.2-1 - 5.2-10.

Zapf, D., Frese, M., & Brodbeck, F.C. (1999). Fehler und Fehlermanagement. In D. Frey, C. Graf Hoyos & D. Stahlberg (Eds.), *Arbeits- und Organisationspsychologie* (pp. 398-411). Weinheim: Beltz Psychologie Verlags Union.

### ***Articles in peer-reviewed journals***

Frese, M., & Peters, H. (1988). Zur Fehlerbehandlung in der Software-Ergonomie: Theoretische und praktische Überlegungen. *Zeitschrift für Arbeitswissenschaft*, 42 (14NF), 9-18.

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Prümper, J., Zapf, D., Brodbeck, F., & Frese, M. (1991). Errors in computerized office work: Differences between novice and expert users. *SIGCHI Bulletin*, 23, 2, 63-66.

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Brodbeck, F.C., Zapf, D., Prümper, J. & Frese, M. (1993). Error handling in office work with computers: A field study. *Journal of Occupational and Organizational Psychology*, 66, 303-317.

Dormann, T. & Frese, M. (1994). Error training: Replication and the function of exploratory behavior. *International Journal of Human-Computer Interaction*, 6(4), 365-372.

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### ***Articles in Professional Outlets***

Frese, M. (1992). *Eine empirisch validierte Fehlertaxonomie: Generalisierungsmöglichkeiten im Bereich der Kraftfahrzeugforschung*. Daimler-Benz Workshop-Report on "Psychologische Fehlerforschung". Berlin: Eigendruck.

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Frese, M. (1998). Managementfehler und Fehlermanagement. *Personalführung*, 2, 58-62.

### ***Book Reviews, Abstracts in Journals, and Encyclopedia/Dictionary contributions***

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