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PROBLEMS OF FLIGHT DISPATCHERS' PROFESSIONAL ADAPTATION

The problems of professional adaptation and aspects of flight dispatchers' professional adaptation are considered in the work. The groups of difficulties encountered by flight dispatchers in the process of professional adaptation are presented. The main conditions and factors, on which the success of flight dispatchers' professional adaptation depends, are highlighted. Flight dispatchers perform a lot of tasks related to flight information service, with the calculation of flight parameters, flight planning, assistance to the crew in preparation for the flight, flight control. All these tasks must be performed quickly, confidently and with the great accuracy. All these working conditions result in certain difficulties in the young professionals' adaptation. When analysing different sources and surveys, it has been found that the airline young specialists in terms of professional adaptation can be divided into several groups: young professionals who easily master the profession and quickly join the service or division of the airline; young professionals who easily master the profession, but who need socio-psychological adaptation; young professionals who need all kinds of adaptation to the profession and to the team. It has been found that the most common difficulties, which the airline young employees face with, are the difficulties of adapting to the specifics of the content of specific professional tasks associated with their lack of training. The scientific literature on professional adaptation, factors and conditions of adaptation success have been analyzed; work on the factors of professional adaptation success has been revealed. An expert survey of airline specialists to identify problems, ways to overcome difficulties of adaptation, conditions and factors of flight dispatchers' professional adaptation in obtaining clearance to perform flights have been made. It has been established that young professionals within the professional adaptation are adapted to the peculiarities of professional activity, to the specifics of the content of specific professional tasks, as well as to the the airline staff. We consider the development and substantiation of the young aviation specialists' professional adaptation model components as further directions of the research.

Key words: professional adaptation, flight dispatchers, factors and conditions of successful professional adaptation.

Formulation of the problem. The professional responsibilities of flight dispatchers are to perform a large number of tasks related to flight information service, with the calculation of flight parameters, flight planning, assistance to the crew in preparation for the flight, flight control, etc. Such tasks must be performed quickly, confidently and with the required accuracy. All these working conditions lead to certain difficulties in young specialists' adaptation.

The practice of airlines shows that a fairly high percentage of layoffs in airlines occurs in the first months of young specialists' work. The increase in staff turnover is directly related to the success of young specialists' professional adaptation. Therefore, the creation of an effective model of young aviation specialists' professional adaptation, which will eliminate most of the problems that arise at the beginning of work, is appropriate and relevant.

Analysis of recent research and publications. The study of adaptation, including professional, is reflected in many researches, both domestic and foreign scientists (Krushelnytska O.V, Kibanov A.Ya., Lobza A.V, Moskalenko A.P, Armstrong M., Fowler A. and others). The scientific literature on professional adaptation, factors and conditions of adaptation success has been analyzed. Professional adaptation is expressed in a certain level of mastery of professional skills and abilities, in the formation of some professionally necessary personality traits, in the development of the employee's stable positive attitude to his profession. Professional adaptation is expressed in introduction to professional work, acquisition of professional skills and necessary skills for high-quality performance of professional duties [2]. Great importance is attached to professional adaptation at the state level, interpreting it as a scientifically substantiated system of measures that ensures the entry, mastery and achievement of professional skills in a particular type of work in the workplace [1].

The purpose of the article is to identify and investigate the problems of professional adaptation of air traffic controllers in the performance of flight planning tasks.

Presentation of the main material. Professional activity is an integral part of modern life. The person's satisfaction with his life and his harmonious development depends on the success in his professional career. The speed of adaptation depends on many factors. According to Manukhyna S. Yu. the normal adaptation period for different categories of employees is from one to three years. The inability to enter the labor organization, to adapt to it causes the phenomenon of industrial and social disorganization [2].

The successful operation of any company is the result of well-established processes and efficient interaction of the elements which are the management system of the organization. Therefore, it is advisable to allocate staff as one of the most important resources of the company. After all, it is people who ensure the rational and effective use of other available capabilities of the enterprise, and the successful operation of the company depends on their successful adaptation [4].

Success of adaptation according to Krushelnytska O. V. depends on a number of conditions, the main of which are: the quality of work on career guidance of potential employees; objectivity of business assessment of personnel (both in the selection and in the process of labor adaptation); prestige and attractiveness of the profession, work in the specialty in this organization; features of labor organization that would implement the motivational guidelines of the employee; flexibility of the personnel training system at the enterprise; features of the socio-psychological climate that has developed in the team; personal qualities of the worker who is undergoing adaptation, related to his age, marital status, character [3].

In the work of Panov M. S. the psychological component of professional adaptation is considered, which foresees conformity of professional activity to value institutions and orientation of personality, as well as its satisfaction with results of own work, presence of motivation of professional development and realization of own professional plans [5].

One of the tasks of flight dispatchers is to plan flights. Obtaining a permission to fly is a standard procedure performed by flight dispatchers when planning flights. This is a complex professional task associated with the evaluation and processing of large amounts of information and decision-making based on such processing.

The specifics of the adaptation of young professionals in the airline's departments are due to flight dispatchers' nature of activities, as well as the conditions in which it is carried out. Most often, a young employee who has just started working for the airline, faces with a large amount of independent professional work, he needs to learn the rules and values of the team, enter into a complex system of interpersonal relationships, take their place in the airline and assert themselves, show their inclinations, interests and opportunities.

Psychological assistance during adaptation is necessary to treat anxiety and mobilize a young aviation specialist's professional activity, who may be working in constant emotional stress due to negative factors that complicate professional activities (the need to encode and decode information, speed of information evaluation, high accuracy and responsibility, time constraints, information load).

In the analysis of scientific research, it was found that professional adaptation is the unity of the individual's adaptation to the physical conditions of the professional environment (the first aspect, psychophysiological), adaptation to professional tasks, operations, professional information, etc. (second aspect, professional) and the individual's adaptation to the social components of the professional environment (third, socio-psychological aspect). Such aspects are shown in Fig. 1.

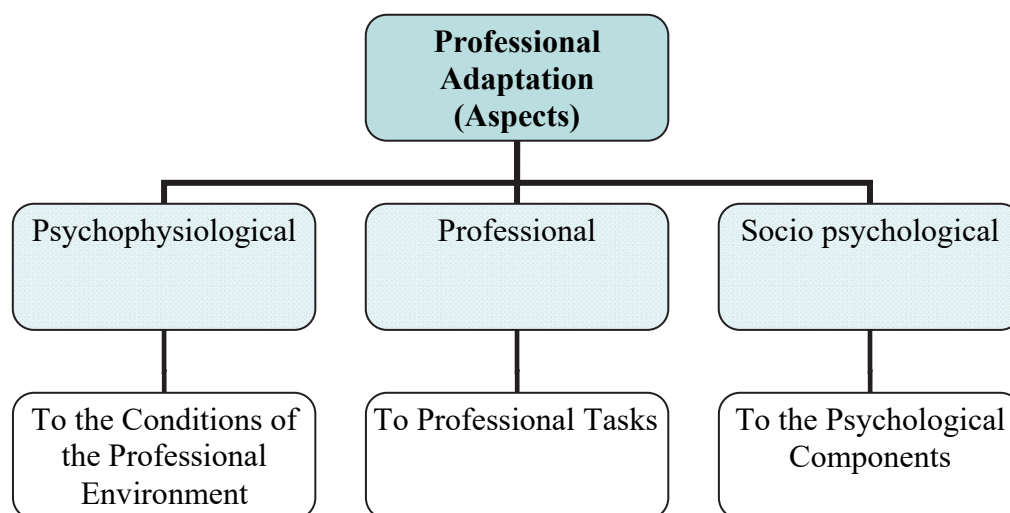


Fig. 1 Aspects of Professional Adaptation

The study conducted experts' survey to identify and study the features of young airline specialists' professional adaptation; identification of professional adaptation problems, identification of factors and conditions of professional adaptation success. The group of twelve experts included flight dispatchers from various airline departments. During the expert survey the following tasks were solved:

1. Describe the problems faced by young professionals – flight dispatchers in the professional adaptation process, the causes of these problems, ways to overcome them and the conditions that affect the professional adaptation success.
2. Conduct a self-assessment of the level of professional adaptability.
3. Identifying the features of young professionals's adaptation to professional activities; factors influencing the success of this process.

According to the results of the survey, it is established that a young specialist may face with the following problems during his probation:

- insufficient basic theoretical training;
- lack of practical skills and abilities;
- high requirements for initial knowledge;
- a large amount of information received simultaneously (during the probation);
- variety and complexity of profile documentation, including English;

- the complexity of integration into the new team;
- difficulties in quickly understanding various aspects of work;
- difficulties in getting used to the specifics and working conditions, including a variable schedule and night shifts, etc.

The analysis of the obtained results allowed to single out such groups of difficulties that young flight dispatchers face in the professional adaptation process (Fig. 2).

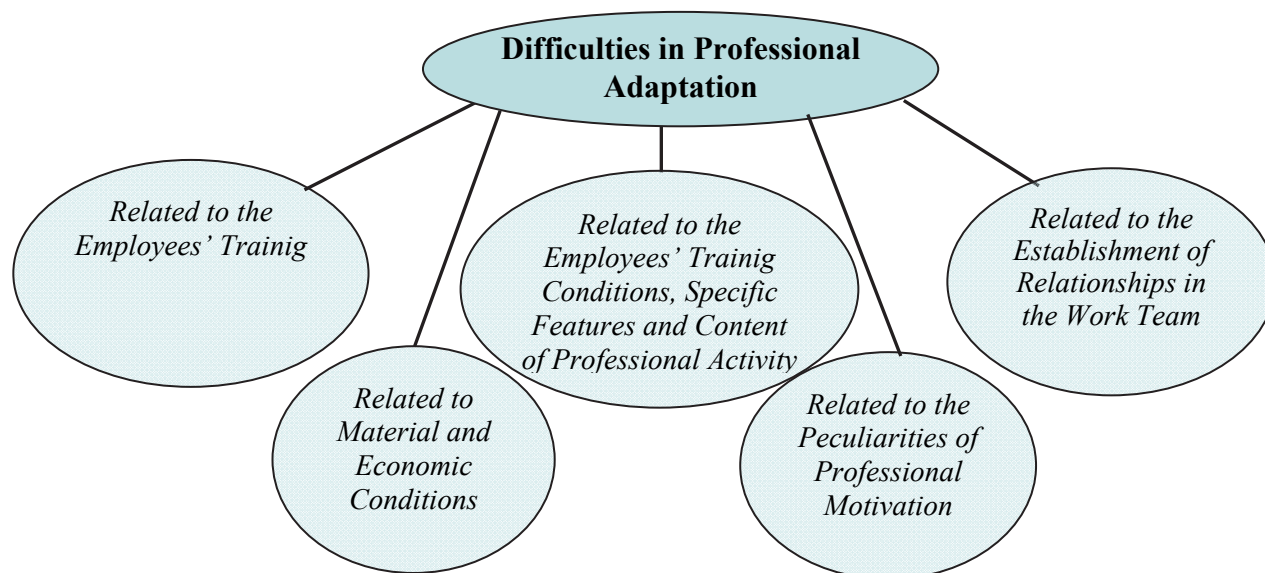


Fig. 2 Groups of Difficulties of Flight Dispatchers' Professional Adaptation when Performing Flight Planning Tasks

For example, the group of difficulties related to the conditions, specific features and content of professional activities includes (in parentheses indicated the percentage of experts who indicated this component):

- high workload (58.3%);
- lack of free time (33.3%);
- seasonal nature of activity (58.3%);
- shift work schedule (41.7%);
- insufficient information of young professionals about the peculiarities of professional tasks (33.3%).

In general, this group of difficulties of professional adaptation was identified by 75% of respondents.

1. Factors related to the support of professional adaptation of a young specialist at the place of work, professional training and working conditions.
2. Factors related to the professional motivation of employees.
3. Factors related to material and economic conditions.
4. Factors related to a young specialist's psychological characteristics.

For example, in the group of factors related to the support of a young specialist's professional adaptation at the place of work, professional training and working conditions, the conditions that contribute to successful adaptation are identified:

- assistance, understanding and support of the young specialist by the airline department staff;
- assistance and support from management;
- presence of professional knowledge, skills and abilities;
- presence of an experienced mentor;
- moderate workload during the period of adaptation, gradual increase in workload, setting specific goals and objectives by managers for young professionals;

- additional classes at the place of work;
- probation at the place of work with mandatory participation in all activities held in the department, the airline in general.

During the analysis of scientific literature and survey of airline employees, it was found that young specialists of the airline in terms of professional adaptation can be divided into several groups: young professionals who easily master the profession and quickly join the service or the airline division; young professionals who easily master the profession, but who need socio-psychological adaptation; young specialists who need all kinds of adaptation to the profession and to the team. It was found that the most common difficulties faced by young employees of the airline are the difficulties of adapting to the specifics of the content of specific professional tasks associated with their lack of training.

Conclusions. The scientific literature on professional adaptation, factors and conditions of adaptation success is analyzed; work on the factors of professional adaptation success is revealed. An expert survey of airline specialists to identify problems, ways to overcome difficulties of adaptation, conditions and factors of flight dispatchers' professional adaptation in obtaining permission to perform flights. It is established that young professionals within the professional adaptation are adapted to the peculiarities of professional activity (information load, time limit and shortage, etc.), to the specifics of the content of specific professional tasks, as well as to the the airline staff. We consider the development and substantiation of the young aviation specialists' professional adaptation model components as further directions of the research.

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ПРОБЛЕМИ ПРОФЕСІЙНОЇ АДАПТАЦІЇ ДИСПЕТЧЕРІВ ІЗ ЗАБЕЗПЕЧЕННЯ ПОЛЬОТІВ

У роботі розглядаються проблеми професійної адаптації та наведені аспекти професійної адаптації диспетчерів із забезпечення польотів. На основі експертної інформації виокремлені групи труднощів, з якими зустрічаються диспетчери із забезпечення польотів в процесі професійної адаптації. Виділено основні умови та фактори, від яких залежить успішність професійної адаптації диспетчерів із забезпечення польотів.

Ключові слова: професійна адаптація, диспетчер із забезпечення польотів, фактори та умови успішної професійної адаптації.

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