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## PSYCHOSOCIAL WORK IN THE AVIATION INDUSTRY

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### Abstract

*Annotation. As the volume of passenger and cargo transportation in the aviation industry grows, psychosocial work with various categories of employees and customers becomes increasingly important. In the conditions of increased stress and high responsibility typical of this industry, psychosocial aspects have a significant impact on the safety, health and performance of not only individual employees, but also the entire organization. This article aims to examine the importance of psychosocial work in air transportation, with an emphasis on practical methods and approaches aimed at improving the psychological climate and maintaining the mental health of employees. The rapidly changing working conditions in aviation, including the introduction of new technologies, pandemic challenges and increasing safety requirements, are considered as prerequisites for the study. These factors lead to increased stress and increased anxiety among employees, which can ultimately lead to a deterioration in service quality and a decrease in safety. The methodology includes an analysis of existing psychosocial work practices in aviation, surveys and interviews with employees, as well as a review of scientific publications on this topic. The methods used provide an integrated approach to the study, allowing you to take into account the opinions and experiences of various industry participants. The main findings of the study emphasize that effective psychosocial work contributes to increased employee satisfaction, reduced professional burnout and improved communication within the team. In particular, the implementation of psychological support programs, the creation of conditions for open discussion of problems and the development of stress management trainings show positive results. The study also reveals the need to integrate psychosocial aspects into strategic development plans of organizations, which will not only improve the working atmosphere, but also increase the overall safety and efficiency of aviation companies. The conclusion of the article states that psychosocial work is crucial to ensure the successful operation of the aviation industry in the context of modern challenges. Investments in psychosocial aspects are not just an additional cost area, but, on the*

*contrary, represent a strategic path to achieving long-term goals related to sustainable development and increased competitiveness in a dynamically changing world.*

**Keywords:** Aviation, well-being, flight, psychosocial work, support, stress, crew.

## Introduction

The Kyrgyz Republic is actively developing its aviation infrastructure and attracting new airlines. With the increase in the number of workers in aviation, the importance of psychosocial support increases, which is associated with high levels of stress and the importance of decisions. Given that Kyrgyzstan is a developing country, issues of psychosocial work in the aviation industry may require special attention and more active development. This can help to increase the psychological stability, professionalism and safety of aviation personnel.

The presence of effective psychosocial work in aviation has several important reasons. Firstly, it allows you to maintain the psychological well-being and presence of pilots, crew members and other workers in the aviation industry. Harmony within a person and his environment is an essential condition for the successful completion of tasks in the sky.

Secondly, psychosocial work helps prevent the occurrence of mental disorders and emotional stress. It creates conditions in which workers in the aviation industry can be aware of and manage their emotions, rationally evaluate their actions and find harmony in interactions with others. The third reason why psychosocial work is relevant in aviation is that it provides support and counseling to workers who are stressed, anxious or dissatisfied. People in the air must be able to turn to for help and comfort when they are having difficulties. Ultimately, psychosocial work in aviation reflects a fundamental truth: caring for the state of mind and soul of those whose responsibility falls on the mighty shoulders of pilots is an integral part of the success of the aviation industry.

The relevance of psychosocial work in aviation is manifested in several aspects:

**Caring for the well-being of workers:** The aviation industry is characterized by unique working conditions, such as long flights, work schedules associated with frequent changes in time zones, and high safety requirements. All this can lead to stress, fatigue and a negative impact on the psychological well-being of workers. Psychosocial work in aviation is relevant in providing support, counseling and assistance in dealing with such difficulties. Reducing the risk of aviation accidents. Psychological well-being and social support play an important role in improving concentration, making informed decisions and ensuring safety. Psychosocial specialists in aviation help prevent mental and emotional factors that can cause aviation accidents.

**Improving communication and interpersonal relationships.** In aviation, where cooperation and teamwork are important for safety and efficiency, conflict resolution, improving communication and building positive interpersonal relationships are key aspects. Psychosocial work in aviation is relevant in supporting leadership, teamwork and developing effective interaction skills.

**Improving quality of life and employee.** Psychosocial work in aviation is important for improving the quality of life of employees and creating a positive working environment. Employee well-being

and satisfaction affect their productivity, motivation and overall performance.

## Methodology

There are many authors who have contributed to research and development in the field of psychosocial work in aviation.

Gander D.V. in his work "Psychological Support for Flight Training" <sup>1</sup> considered the issues of psychological preparation and support of cadets during flight training. This work identified the methods of the necessary psychological and professionally important qualities for successful mastery of the flight profession. Criteria for the psychological selection of candidates for training in flight schools, the formation and development of professionally important psychological qualities of cadets. In the work of Gander D.V. the key aspects of psychological support and support of the process of flight training of cadets on the basis of the Higher Military Aviation School are revealed.

In the monograph of Lysakov N.D. "Psychological Support for the Formation and Development of the Personality of a Military Pilot: Theory and Practice" <sup>2</sup> reveals the psychological characteristics of the personality of a military pilot. Considers the processes of professional development and pays attention to the psychological support of flight training and activities. Also, highlights professionally important qualities and explores the patterns of formation of professional orientation of the individual, offers methods of psychological diagnostics and correction in work with pilots.

Brief analysis of the dissertation work of Strelkov Yu.K. "Psychological content of navigation work in aviation" <sup>3</sup> which aims to identify and describe the psychological content of navigation activity. The basic functional components of navigation activity are defined and the main psychological qualities necessary for navigators are analyzed. An integral psychological model of professional competence of navigators has been developed, which for the first time comprehensively studied the psychological content of navigation work and substantiated the psychological structure and specificity of navigation activity. In general, the work of Strelkov Yu.K. makes a significant contribution to the development of aviation psychology, enriching the theory and practice of psychological support for navigation activity.

In the work of Yusov V.T. "Psychological and pedagogical aspects of ensuring accident-free flights (prevention of flight accidents) in

<sup>1</sup> Гандер Д. В. Психологическое обеспечение летного обучения. Психологическая служба в ВВАУЛ. Волгоград: ВВАУЛ, 1984.

<sup>2</sup> Лысаков Н. Д. Психологическое обеспечение формирования и развития личности военного летчика: Теория и практика. Монино: ВВА, 2002.

<sup>3</sup> Стрелков Ю.К. Психологическое содержание штурманского труда в авиации: дис.... д-ра психол. наук. М. : МГУ, 1992.

aviation units"<sup>4</sup> the causes of flight accidents associated with the human factor are considered. The ways of increasing the safety of flights on the basis of psychological and pedagogical approaches are proposed. Practical significance, introduction of psychological and pedagogical technologies in the system of training of aviation personnel and increasing the efficiency of the system of psychological support of flight safety. Improvement of methodological tools for preventing flight accidents. In general, the work of Yusov V. T. makes a significant contribution to the development of psychological and pedagogical aspects of ensuring safety of flights in aviation units.

In the collective monograph "Methods of Restoring the Functional State of Flight Crew"<sup>5</sup>, the authors: Vartbaronov R.A., Khomenko M.N., Kolyagin V.Ya., Glod G.D., Baranova E.V. analyzed the specifics of professional activity and its impact on the functional state. Psychophysiological characteristics of pilots of highly maneuverable aircraft and the impact of extreme flight factors (overloads, stress, information tension). Revealed the main areas of rehabilitation as: medical rehabilitation (restoration of physical health); psychological rehabilitation (correction of mental states); comprehensive rehabilitation (combination of medical and psychological methods). This work reveals a comprehensive approach to the rehabilitation of pilots of highly maneuverable aircraft, combining medical and psychological methods of restoring their functional state.

In the work of Ponomarenko V.A. studied the formation of aviation medicine and psychology at the beginning of the 20th century. Identified professional risks and diseases of aviation personnel. Adaptation of the human operator to the conditions and capabilities of aviation equipment. The limits of human capabilities in flights are studied. Thus, aerospace medicine and psychology have made a significant historical mark on ensuring the safety, reliability and efficiency of human aviation and space activities<sup>6</sup>.

In the work "Flight Safety: From Provision to Management"<sup>7</sup> the author refers to the concept of proactive and reactive approaches in the field of flight safety. He gives examples of best practices and emphasizes the importance of developing a risk management system specifically in the aviation sector.

We see that the results of these studies contribute to the transformation of the understanding of flight safety from simple provision to an active management system. This allows aviation organizations to better anticipate and manage risks, strive for continuous improvement and enhance flight safety. Thus, the work "Flight Safety: From Provision to Management" makes a valuable contribution to the development of safety in aviation, drawing our

<sup>4</sup> Юсов В.Т. Психолого-педагогические аспекты обеспечения безаварийности полетов (предотвращения летных происшествий) в авиационных частях. М. : Воениз-дат, 1993.

<sup>5</sup> Вартбаронов Р.А., Хоменко М.Н., Колягин В.Я., Глод Г.Д., Баранова Е.В. Методы реабилитации летчиков высокоманевренных самолетов // Методы восстановления функционального состояния летного состава. М.: Полет, 1994, с. 29-44.

<sup>6</sup> Пономаренко В.А. Исторический след, оставленный авиакосмической медициной и психологией в авиации // Вести. Междунар. академии проблем человека в авиации и космонавтике. 2003. № 2. С. 5-31.

<sup>7</sup> Козлов В.В. Безопасность полетов: от обеспечения к управлению. – М., 2010.

attention to the need for active risk management and the desire for continuous improvement. It reminds us of the importance of progressive approaches and the constant desire for safe and harmonious flights.

One of the main problems that the author raises is the question of what methods and approaches should be used to study the psychological aspects of aviation. He also emphasizes the importance of adapting and developing international experience and concepts in domestic conditions. The interpretation of the methodological problems of aviation psychology in this work brings an understanding of what theoretical and methodological concepts can be applied in the domestic context to better understand the interaction between psychological processes and the aviation environment.

Thus, the work "Methodological Problems of Domestic Aviation Psychology"<sup>8</sup> offers us a look at the main metaphysical issues related to the domestic direction of aviation psychology. It is a valuable contribution to the development of domestic psychology, aimed at understanding and solving the methodological challenges facing researchers and practitioners in this area.

Navigator's work in aviation is not only technical skills and knowledge, but also a complex psychological component. In the work of Yu.K. Strelkov<sup>9</sup>, the content and features of the psychological component of navigation work are considered.

The author emphasizes that the navigator is not only a specialist responsible for navigation and aviation charts, but also a kind of "second pilot" who maintains team spirit and coherence in the crew. After all, the skies are an area where each crew member plays an important role in ensuring the safety and successful completion of the flight.

The psychological content of navigational work in aviation includes such aspects as stress resistance, concentration, the ability to make prompt decisions and communication within the crew. The navigator must be psychologically prepared to solve complex problems and quickly respond to changing situations in flight. Also, in the work of Yu.K. Strelkov, the importance of teamwork and mutual trust in the crew is emphasized. The navigator must be able to effectively interact with pilots and other crew members to ensure timely decision-making and coordination of actions in flight.

So, the psychological content of the work of a navigator in aviation helps us to realize that in addition to technical skills, the navigator must have psychological training and qualifications. He plays an important role in ensuring the safety and success of the flight, maintaining team spirit, problem solving and interaction within the crew.

These are just some of the authors whose works influence psychosocial work in aviation. Each of them contributes to the development of this field and contributes to the improvement of the well-being and professional effectiveness of aviation workers.

<sup>8</sup> Лысакова Е.Н. Методологические проблемы отечественной авиационной психологии // Российский научный журнал. – 2009. – №2 (9). – С.100-105.

<sup>9</sup> Стрелков Ю.К. Психологическое содержание штурманского труда в авиации: дис... докт. психол. наук ; // [МГУ]. – М., 1992

## Conclusion

Psychosocial work in aviation is a specialized activity aimed at supporting the psychological and social well-being of workers in the aviation industry. It includes assistance in resolving problems related to work, stress, relationships and other aspects that affect the well-being and professional effectiveness of employees in the aviation industry. The aims and objectives of psychosocial work in aviation include the following:

**Providing emotional support:** Psychosocial workers in aviation help workers cope with the stress and emotional difficulties associated with their work, such as long flights, high safety requirements and unpredictable working conditions.

**Psychological counselling and support:** Aviation workers may face a variety of problems both at work and in their personal lives. Psychosocial workers provide confidential counselling and support to help solve problems such as stress management, communication problems, workplace conflicts and other personal difficulties.

**Training and education:** Psychosocial workers provide training and education programs for aviation workers to improve their skills in stress management, communication, conflict resolution, problem solving and other social and psychological aspects of work.

**Development of policies and procedures:** Aviation psychosocial workers collaborate with management and other decision makers to develop and implement policies and procedures to ensure the well-being of workers, support their psychological health and enhance the quality of the working environment.

**Group support:** Organise group settings such as support groups and self-help groups where workers can share their experiences, receive support from colleagues and jointly seek solutions to common problems.

The aim of psychosocial work in aviation is to create a positive and supportive environment for all employees, promoting their physical and psychological well-being, professional satisfaction and effectiveness.

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