

Optimisation of the current recruiting system for the position of a flight attendant

Н.С. Сорокина, С.О. Давыдова, А.А. Чайкина

Самарский национальный исследовательский университет имени академика С.П. Королева, Самара, Россия

Background. While civil aviation was developing, there was a need for people who would service passengers and provide safety during a flight. So, the profession of a flight attendant appeared. The educational and recruiting systems for the cabin crew are of great importance for the flight safety [1]. That is why there are a lot of requirements for the position of a flight attendant. However, the open question is to find an optimal psycho-diagnostic method and to optimise the recruiting system for this position.

Aim. To develop remote tools for staff psycho-diagnostics.

Methods. The current recruiting system for the position of a flight attendant is divided into three main parts: an interview, medical assessment and psycho-diagnostics. A candidate must be ready for working in stressful conditions, serving different types of passengers and handle difficult situations [2]. That is why during psycho-diagnostics psychologists try to match the candidate's psychological condition with the requirements of the position. For example, among them are: stress resistance, social orientation, problem-solving skills and emotional stability. There are three popular tools for psycho-diagnostics: Luscher color test, The MMPI test and Cattell's Sixteen Personality Factor Questionnaire. They are all used by mental health professionals as screening instruments for recruiting system [3]. In this paper, online psycho-diagnostics is supposed to be carried out. The development of a Telegram Bot for staff psycho-diagnostics can improve the recruiting system for the position of a flight attendant and make the process of psycho-diagnostics more structured. The code of this application has been written in Kotlin, which was developed in 2011 by JetBrains in order to create a language that is more concise and simpler than Java.

Results. The Telegram Bot has been developed to test candidates online. This app provides taking the previously mentioned tests by the candidates. The interface of the Telegram Bot is convenient and intuitive. The users receive questions and are able to choose their own answers. When the candidates finish each of three tests, we get results and psychologists have opportunity to analyze them according to the requirements for the position of a flight attendant.

Conclusions. This app can be a multipurpose tool for recruiting. And it's especially relevant today due to Covid-19 restrictions.

Keywords: recruiting system; flight attendant; psycho-diagnostics; flight safety; remote tool.

Список литературы

1. Гринько З.И. К вопросу о формировании профессиональной компетентности бортпроводников // Вестник РГУ им. И. Канта. 2007. № 11. С. 101–107.
2. Волкова А.С. К проблеме актуальности подготовки бортпроводника к решению конфликтов, возникающих на борту воздушного судна // Глобальный научный потенциал, 2018. № 12. С. 14–16.
3. Носс И.Н. Психодиагностика в кадровой работе: учебное пособие. Москва: РАГС, 2009. 73 с.

Сведения об авторах:

Настасья Сергеевна Сорокина — студентка, группа 1170-230401Z, институт авиационной и ракетно-космической техники; Самарский национальный исследовательский университет имени академика С.П. Королева, Самара, Россия. E-mail: nastasyasorokina@yandex.ru

Светлана Олеговна Давыдова — научный руководитель, старший преподаватель; старший преподаватель кафедры иностранных языков и русского как иностранного; Самарский национальный исследовательский университет имени академика С.П. Королева, Самара, Россия. E-mail: davidova.so@ssau.ru

Анастасия Алексеевна Чайкина — научный руководитель, кандидат технических наук, доцент; доцент кафедры организации и управления перевозками на транспорте; Самарский национальный исследовательский университет имени академика С.П. Королева, Самара, Россия. E-mail: tikhonova_a.a@mail.ru