



Features of development of professionally important qualities of the conductor of the passenger wagons in the course of their professional work

Pavlova T.A.

The assessment of work of a conductor of the passenger wagons urged to answer the question about their work. The question is: how much is their work productive and effective. For construction of system of an estimation of professionally important qualities it is necessary to understand clearly, what factors influence quality and efficiency of work of a conductor. Whether the given qualities can give into development in the course of specially organised training.

Key words: *psychological professional selection, conductors of the passenger wagons, profессиограмма, development of professionally important qualities.*

The problem of psychological studying of activity has important, sometimes paramount value for definition of the most effective ways of the decision of many practical problems. Studying, the activity analysis assume its consideration as difficult, multi-dimensional and multilevel, dynamically developing phenomenon. And at the same time, proceeding from concrete practical problems, carrying out of the psychological analysis of concrete activity has certain specific features (from the point of view of the program, the purposes, methods, criteria). So, for example, for the decision of problems of diagnostics and forecasting of professional suitability such analysis provides a substantiation of requirements to structure, a level of development, structure of abilities and professionally important qualities of the person.

On the basis of results of the psychological analysis of concrete labour activity – professional requirements – the complex of methodical receptions of studying of psychological features of the person of the future experts is defined, developed.

The personnel assessment of works urged to answer the question on that: how much is the work productive and effective. For construction of system of the estimation promoting development of the organization, it is necessary to understand clearly, what factors influence quality and efficiency of work.

Our work with experts, construction of a profile of trades, allocation of significant professional characteristics have allowed to determine the most important factors: abilities, personal and business qualities; understanding of the working role; a professional knowledge and skills; relations with fellow workers.

Integrated approach provides the use of various techniques at construction of system of an estimation. Personal and business qualities, performance of requirements which are dictated by a post or working functions of a conductor, a professional knowledge and skills, except tests, have been estimated by means of a method of expert estimations. Special questionnaires have been developed for definition of an expert estimation of conductors of carriages. Questionnaires have been focused



on revealing of specific features of workers. Presence of experts has allowed to raise reliability of the received estimations.

The research urgency has been caused by the competitive struggle occurring now in the market of passenger transportations, between a car – avia- and railway carriers. The important element of competitive struggle, besides the price, speed, comfort and other, are readiness degree, including service, of the attendants. In a situation of increase of a competition, in need of transition from rendering of separate services to system of railway service, the decision of a problem of accurate revealing of level of professionally important qualities (further PIQ) of the personnel, its estimation becomes a severe need. The personnel estimation as one of universal personnel-technologies allows to raise a management efficiency of human resources and to solve questions of personnel management of the organisation.

The arisen contradiction between rigid requirements to qualification of the personnel and level of its preparation and not working out the complex approach to revealing PIQ of the personnel, its estimation, has allowed us to formulate **a problem**. Whether probably to develop system of accurate estimation of conductors of the passenger wagons, their PIQ, and to develop PIQ of the conductors of the passenger wagons with use of technologies of professional selection and special training.

Taking into account the importance of the given problem for a railway transportation we defined the following **purposes**. They are: 1) to reveal and estimate PIQ of conductors of the passenger wagons about their conformity professionogramma and to develop them with use of technology of situational training; 2) to create the program of definition PIQ of successful conductors; 3) on the basis of the conducted research to prepare recommendations about the program of training, preparation and improvement of professional skill of employees.

The object of our research are PIQ of conductors of the passenger wagons. **The subject** of research: revealing of features of development PIQ of conductors in the course of their professional work.

799 conductors of the passenger wagons have taken part in research. They are of the North Caucasian railway (SKZD) and 35 conductors are of the Astrakhan management of the Privolzhskaya railway.

According to the purpose, object and subject of research there were set the suggestions that were represented itself as **hypotheses** of research. The revealing PIQ of conductor of the passenger wagons define its successful professional work. Received on the basis of analysis PIQ of a successful conductor the professional work standard can be used at construction of the program of professional selection. PIQ of conductors probably can be develop during specially organised curriculum of situational training.

According to the purpose, object and the subject of research, there was studied a documentation that regulate and define the activity of SKZD regarding structure and the organisation of activity of estimated categories of employees, is constructed



analytical profессиogramma for conductors of carriages, the list measured individual and activity parameters and characteristics is received.

Empirical research on degree studying conformity the PIQ of conductors to profессиogramma has been conducted; it was possible to allocate some groups of conductors depending on degree of conformity the them PIQ profессиogramma; the technique of professional selection taking into account PIQ in the course of real industrial activity of conductors of the passenger wagons is approved.

In the methodical plan research has allowed to develop not standardised procedures and means of an estimation of the allocated parameters and characteristics. Schemes of a complex estimation on categories of workers and software of storage and processing received data.

Work has been constructed in two stages. A stage of flight research and a stage of base inspection of conductors of distant following. Flight research was spent in collective of train brigades of the Astrakhan and Kislovodsk wagon distances. Flight research has given the chance to estimate completeness and productivity of a complex estimation, and also validity the applied tests and questionnaires.

At a stage of base inspection the personnel estimation (conductors of the passenger wagons), serving passengers in trains, only 45 brigades has been spent. During the spent work the system of means of professional psychological selection of conductors of carriages has been proved and components PIQ of conductors of carriages are defined. It has given the chance to us to reveal some features of development of professionally important qualities of conductors in the course of specially organised and spent situational trainings.

The technique of professional selection developed during research taking into account PIQ conductors of carriages can be used in real manufacture and allows to organise effectively selection, professional selection and training of the given contingent. The received technique is focused on use by transport agencies and Open Society "Russian Railway" enterprises.

In a psychodiagnostic part of experiment the following techniques have been used: a technique of the automated system of professional psychodiagnostics (АСПД) [5], developed by T.P.Zinchenko and A.A.Frumkinym for profile construction (the psychological standard of a speciality) trades «conductor»; a questionnaire of temperament of J.Streljau; a scale of formal intelligence (factor) of the 16-factorial Kettel's test; a method of research of level of the subjective control (УСК), a scale of J. Rotter; a technique of definition of prevailing style of reaction in conflict situation, K.N.Thomas's test. An estimation technique: technology «Assessment-centre» as means of an estimation of professional qualities. Special control exercises have been developed for an estimation of the major professional quality – correct interaction with passengers – on technology of an estimation of the personnel «Assessment-centre».

Conclusions

1. Allocated PIQ of conductor of the passenger wagons determine its successful professional work. It was possible to allocate three degrees of conformity to refer



ence professional requirements of a conductor: 1 group – the maximum conformity, 2 group – within admissible norm, 3 group – the minimum conformity.

2. The received standard of professional work of a conductor of the passenger vagns can be successfully used at construction of the program of professional selection.

3. PIQ of conductor of the passenger vagns give into development during specially organised curriculum of situational training. Such training can be accepted, as a component of the program of improvement of professional skill of conductors of the passenger vagns.

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