

– формирование у личного состава мотивации на персональную заинтересованность в данной системе;

– обеспечение беспрепятственного и непрерывного процесса передачи добровольных конфиденциальных сообщений;

– организацию творческой аналитической работы на основе конфиденциальных сообщений и обоснование предложений по устранению или локализации опасных факторов.

Чтобы добиться состоятельности системы добровольных конфиденциальных сообщений, следует придерживаться принципов латентности, дополнительности, доверительности, простоты передачи, стимулирования информатора (если он пожелал раскрыться) и адекватной объективной реакции адресата. Отступление от этих принципов или их неэффективная реализация превращает предполагаемую

работу в бесполезную и формирует у авиационных специалистов безразличное или негативное к ней отношение.

*Подводя итог, стоит еще раз подчеркнуть, что система добровольных конфиденциальных сообщений потенциально является высокоэффективным инструментом в профилактической работе по предотвращению авиационных событий. Поэтому ее реализация должна стать целью каждого авиационного командира (начальника). Причем формальный подход здесь неприемлем, и надо искать его разумное сочетание с неформальным, психологически более выверенным.*

## ЛИТЕРАТУРА

1. Руководство по предотвращению авиационных происшествий с государственными воздушными судами в Российской Федерации. Утв. приказом министра обороны Российской Федерации. – М.: Воениздат, 2003. – 71 с. ●

## CONFIDENTIAL REPORTING SYSTEM FOR AIR ACCIDENTS' PREVENTION

**Novoselskiy, Andrey V.** – Ph.D., lieutenant colonel, senior lecturer at Balashov branch of Krasnodar Military Training and Research Center of Russian Air Forces «Air Force Academy», Balashov, Russia.

### ABSTRACT

*The article deals with the organization of voluntary confidential communications designed to prevent accidents in the civil aviation. The author, considering the conditions of functioning of the system, emphasizes the importance of analyzed method of hazards' identification of flight operations. There is an attempt to show the prevention of air accidents on the basis of confidential communications in the form of a multi-stage technology that can provide a result in the implementation of the proposed options.*

### ENGLISH SUMMARY

**Background.** Ensuring air safety of state aviation is based on precise regulation of normative documents and requirements for the organization of activities for the prevention of air accidents and incidents. The essence of such prevention is to actively identify the hazards of flight operations and to take measures to address them, to reduce their impact on security conditions [1, p. 7]. At the same time such activities must be in constant development, and people responsible for them have to be in a dynamic search for new methods for the detection of threats and risks.

One of the most effective methods is voluntary confidential communications of personnel on deficiencies, special situations and other events, which in the opinion of aviation experts; pose a threat to air safety. Usually such events are known only to those who are directly involved in them, and the management team, if it does not receive the corresponding message, can be unaware of them. Of course, the method is built on trust and strict anonymity. However, as practice shows, the creation of an efficient system of voluntary confidential reporting is not an easy task. The main obstacle is the mentality of commanders and subordinates, who are not always conscious of the purpose and role of the system.

**Objective.** The author aims at showing the method for hazards' identification, which is the system of voluntary confidential reporting, which can be applied in civil aviation. The author stresses advantages of the proposed method and demonstrates peculiarities of its application.

**Method.** The author bases his study on the methods of scientific description and comparative analysis.

**Results.** It must be emphasized that voluntary confidential messages – is an isolated source of unique information about the hazards, the presence of which has a negative impact on the state of the aviation system and, ultimately, may lead to lower levels of air safety. Hazards' identification, transformed into the cause and have caused the error, and the more aviation event allows, on the one hand, opening the underpinnings of what happened, but on the other showing ineffective preventive work in subunit (unit) for the prevention of air accidents and incidents.

It is important to note that the hazards are usually not located on the «surface» of the manufacturing process and flight operations. Members of aviation team, even if they find them, do not attach importance to the potential danger, which under certain circumstances can become actual. Personnel become accustomed with defects, adapt to them and consider them as an acceptable norm. But once any hazard will necessarily appear with all the consequences. In this regard, confidential communications act as an element of preventive work, which takes place through revealing the hidden, not yet appeared dangerous threats.

It is impossible to ignore the fact that other sources of information about the hazards are based on the already occurred events, specific events and circumstances. Such events may be an error of the pilot, failure of any device or equipment of the aircraft, the negative impact of the environment, and aviation event of any level. However, at the present stage of development of the state aircraft such a direction of the struggle for air safety is retroactive, and therefore is unproductive and outdated. Occurred events or errors are the result of manifestation of not one but several hazards that were inherent at this particular moment to one or another component of the aviation system. Moreover, these factors did not appear suddenly, and already existed for a long time, but since they did not cause adverse events, the attention was not paid to them.

From the standpoint of safety management, this approach is unacceptable. Only the timely identification and elimination of hazards becomes the only correct and the most productive method to prevent aviation accidents. Other methods – for example, the analysis of causal relationships in the investigation of air accidents and incidents – have only an indirect relationship



to security management. Therefore, the importance of information about the hazards and potential risks in the prevention of accidents is always higher than the information obtained with the use of objective control after the occurrence of the aviation event. This is the very essence of the need for voluntary confidential messages.

In the author's opinion, one of the basic conditions for the functioning of the system under review is awareness and motivated participation of all personnel. To implement such a binding condition, aviation specialist must clearly and accurately be aware of not only targets of the introduction of voluntary confidential communications, but his own role and participation. It is important for members of an aviation team to be sure that their information will not be left unattended, all proposals and recommendations aimed at improving safety will be taken into account. At the same time, they should realize that ignoring the hazards, jeopardizing the flight operation, will not be tolerated.

Accompanying, but still important conditions in solution of the discussed problems are:

- growing self-consciousness of all personnel, increasing its activity and fundamental change in the understanding of its role in the production, management and flight operations;
- restructuring of the relationship between the commander and his subordinates by increasing the amount of information in both «top down» and «bottom-up» directions;
- strictly scientific approach to the development and analysis of measures relating to the organization and the use of voluntary reporting.

Introduction of a system of voluntary confidential reporting puts a commander in completely different conditions. Now he is deprived of unidirectional accusatory thinking that he «exploited» earlier. Moreover, if personnel repeatedly reported on system defects, and the commander took no action, he personally should bear the responsibility for the mistake of aviation specialist.

It becomes apparent that a voluntary confidential reporting system as X-rays shines through professional abilities of the person at a managerial position. Unlike civil aviation, where relationships are built purely on service duties, in military aviation liability, including in the field of safety, attaches solely to the commander. He should remember that the organization of formal relationships among units' officials by setting goals and delegation of power, his personal responsibility cannot be delegated to anyone.

In order to ensure flight safety it is necessary for available rights of a commander to be confirmed by his personal authority, i. e. also by an informal influence on the subordinate staff. This fact has implications on the state of morale- psychological climate in the aviation subunit. The commander must be able to build a management system that would allow subordinates to self-organize and voluntarily accept his instructions and orders.

It is expected that at the level of the state aviation system of voluntary confidential reporting will make it possible to:

- direct the command staff's attention to hazards, which affect or likely to affect the functioning of the aviation system;
- improve the organization of activities, the regulatory framework, tools and methods of work, improve training of aviation professionals;
- create conditions for the most effective implementation of the personnel its professional duties;
- give an opportunity for each aviation professional to protect himself in case of unjustified accusations on the committed error;

**Keywords:** air safety, state aviation, voluntary reporting, accidents' prevention, system technology.

## REFERENCES

1. Guidelines for prevention of air accidents with state aircrafts in the Russian Federation. Approved by the order of the Minister of Defense of the Russian Federation [Rukovodstvo po predotvrascheniyu

– make a personal contribution to the improvement of air safety of subunits (units), get moral satisfaction.

Why is this method of identifying hazards not properly widespread in practice? It is most likely, that it happens because of the complex representation of the purpose of object of the consideration and a formal approach to the process by commanders. The prevailing attitude to security is affecting the fulfillment of professional duties by the airmen. Weak organizational culture of flight safety in state aviation does not allow the members of the organization to properly perform their functions according to the level of existing competencies and awareness of consequences of their actions. These disadvantages worsen in establishing a system of voluntary confidential reporting in state aviation on the following positions:

- lack of regulatory support in information processing of voluntary reporting and the preparation of appropriate measures at the subunit (unit) levels;
- organizational culture of flight safety culture is formed without regard to the changed conditions and does not develop;
- command staff has no conviction of productiveness of the system's use;
- personnel does not fully realize the usefulness of voluntary confidential reporting or inadequately perceives them.

Unfortunately, it is not easy to eliminate such gaps. Moreover, even their elimination does not guarantee the achievement of the desired result. But it is possible to change the mindset of an airman and with this in mind to build the process of implementing a system of voluntary confidential reporting as a multistage technology, including:

- evaluation of guidelines on the level of an aviation unit, determining the response of senior management and their actions on the information provided;
- command staff's awareness of obligatoriness of systematic prevention of air safety for their professional activity;
- personnel's awareness of the value of voluntary reporting system to facilitate the prevention of air accidents and incidents;
- formation of personnel's motivation aimed at personal interest in this system;
- securing unhindered and continuous process of voluntary confidential messages transmission;
- organization of creative analytical work on the basis of confidential messages and rationale for the proposals to eliminate or localization of hazards.

To achieve consistency of voluntary confidential reporting system it is necessary to adhere to the principles of latency, complementarity, confidence, ease of transmission, stimulating of an informant (if he wished to be revealed) and adequate objective response of a recipient. Deviation from these principles or their ineffective implementation converts a prospective work into a useless one and forms indifferent or negative attitude to it of aviation specialists.

**Conclusion.** To summarize, it is necessary to stress once again that a voluntary confidential reporting system is potentially a highly effective tool in the prevention work to prevent air accidents. Therefore, its implementation should be the goal of each aircraft commander (chief). Moreover, a formal approach in this situation is unacceptable, and it is necessary to look for its reasonable combination with informal, psychologically more verified approach.

aviatsionnyh proissheshtviy s gosudarstvennymi vozdushnymi sudami v Rossiyskoy Federatsii. Utv. prikazom Ministra oborony Rossiyskoy Federatsii]. Moscow, Voenizdat publ., 2003, 71 p.

Координаты автора (contact information): Новосельский А. В. (Novoselskiy A. V.) – novoselskiy-bal@mail.ru.  
Статья поступила в редакцию / article received 25.04.2014  
Принята к публикации / article accepted 24.06.2014