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EXPERT ASSESSMENT OF THE PROFESSIONAL COMPETENCIES OF THE RESCUERS

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The professional work of rescuers is of crucial importance in emergency situations, where the efficiency of rescue operations and the safety of both rescuers and victims directly depend on their professional competences. The purpose of this investigation is to study the key professional qualities and skills that are necessary for the effective professional activity of rescuers. 28 experienced rescuers with 10 or more years of professional experience took part in the research. The expert survey method was used to study important professional qualities of rescuers. This method was applied using a questionnaire method. 15 specific skills and qualities were extracted, which were gathered in groups of professional abilities, personal traits and social skills. According to the results, the most important characteristics for a successful rescue operation is a low level of anxiety, team leadership and management skills, physical training and endurance. The study also revealed personal qualities and social skills of rescuers' profession, showing the importance of effective communication, leadership and teamwork. These results point out the issue of technical competencies giving priority to the development of personal and social skills at the same time. While hard skills can be acquired through training, the development of social skills and improvement of certain personal traits requires constant effort. Focusing on the development of interpersonal relationship, teamwork and stress management, organizations can improve the professionalism and effectiveness of their rescue teams.

Keywords: *Rescue work, skills, social, abilities, competences, expert inquiry.*

The work of a rescuer is very important in emergency situations, where highly qualified and competent professionals are responsible for saving lives and providing the population safety. Rescuers face complex and unpredictable situations that require a combination of specific skills, knowledge and abilities to perform their duties effectively. In emergency situations, the concept of professional competencies becomes primary in the context of rescue operations, as the professional efficiency of the rescuer is directly related to the important professional qualities and the efficiency of the implementation of professional activities. Extreme competence is a complex approach that includes three main groups of competences aimed at a person's self-determination in constantly changing or emergency situations, regulation skills contributing to the mobilization of forces and internal resources in a short time, and self-regulation skills in emergency situations [3].

Aspednikov notes that the important professional qualities of a rescuer can be presented in the following directions: psychological, medical (physiological), ergonomic, social-psychological, engineering-psychological, etc. In particular the following are the most important ones: high neuropsychological stability, high level of self-control, low level of anxiety, volitional qualities, decision-making in conditions of lack of information and time, ability to take responsibility in difficult situations, balance, self-control in conflicts, etc. [1].

At the same time, Mukhacheva notes that among the important psychological qualities, properties of perception should be distinguished: the stability of the functions of the senses and the quality of perception (perception of visual, auditory, tactile, shape, size, distance, speed, etc.), features of higher mental functions - well-developed spatial thinking, a significant amount of attention, transfer and concentration, the ability of quick navigation in a new and unfamiliar environment, to assess the importance of incoming information. This group also includes such features as: a high level of subjective control, emotional stability, stress and frustration tolerance, an average level of personal and situational anxiety, self-confidence, etc. [4].

The medical (physiological) group of important professional qualities characterizes the degree of compliance of the rescuer's body capabilities with the content and conditions of work. The qualities of this group comprehensively characterize the condition of the body's functional systems (cardiovascular, respiratory, musculoskeletal and sensory organs) [4].

Undoubtedly, in modern conditions, the implementation of emergency response actions by rescuers is impossible to imagine without using a wide range of technical means for various purposes. So the important professional qualities of the rescuers united in the ergonomic group are of particular importance as the efficiency, quality and reliability of the rescuer's work during interaction with technical means depend on these features. The ergonomic group includes such properties of the central

nervous system as stability, impulsivity, reflexivity, etc. According to Kochetkov, when the values of the given quality characteristics are at the optimal level, the rescuer successfully performs the technical task [2].

The effective work of the rescuer in emergency situations also depends on the existence of a certain relationship between the rescuers and the local population during the disaster. The abilities of rescuers for various relationships are determined by the important professional characteristics of the socio-psychological group. Among the qualities of this group, cognitive style and communication skills are important for rescuers.

The cognitive style determines the following features of rescuers' activity: ability to deviate from external conditions in the process of activity, ability to distinguish the essential rather than the most noticeable features in the situation, concentration while making decision on the objective situation, rather than existing knowledge and experience, focus on constant contact with other people (interaction) [2].

Another group of important professional qualities of rescuers are engineering and psychological qualities. With their help, the operator component of the rescuer's activity is taken into account, which is expressed when working with the control panels of technical means, control and measuring equipment, etc. [2, 4].

The researches particularly emphasize the issue of the existence of special professional qualities and skills necessary for effective professional activity, which are characteristic mainly to rescuers. Mastery of specific competencies directly contributes to the success of rescue operations and the safety of both rescuers and victims. Among such skills and qualities are the ability to perform monotonous movements for a long time in uncomfortable working positions in the presence of great physical and emotional stress, the ability to move quickly and perform work in the presence of potential danger, to independently choose the optimal pace of work, to match it with the work of other rescuers, machines and equipment. the ability to quickly perceive and quickly process information in conditions of poor visibility, sound interference, sudden changes in lighting, dust, smoke and other distractions, the ability to respond adequately to sudden danger, the ability to perceive, distinguish and isolate "useful" sound information from general noise, work independently the ability to make changes and make quick decisions when the situation changes, courage, sense of duty, self-control, responsibility and the ability to empathize, etc.

The effectiveness of professional rescue work directly depends on the degree and diversity of professional knowledge, skills and abilities of rescuers [5].

Although previous research has made significant contributions to taking out and interpreting the competencies required in rescue work, there are still gaps and limitations in the existing literature. In particular, greater attention was paid to the physical and technical training of rescuers, in that case: when the psychological component of important professional qualities is an equally important factor for

effective work organization. The question of the primacy of important professional qualities requires further research to provide a comprehensive understanding of competencies and their impact on rescue operations and to develop a plan for optimal strategies to enhance the professional performance of rescuers.

The purpose of the research is to study key professional qualities and skills, which are necessary for the effective professional activity of rescuers, through an expert survey.

Option: 28 active male rescuers participated in the study. The participants were selected as experts in the field due to their considerable experience and knowledge in the implementation of search and rescue operations. The average age of the participants is 37.9 years (± 3.7). All subjects had been involved in rescue work for more than 10 years, the average work experience for the research sample was 12.7 (± 4.120). On average, participants reported participating in approximately 52.85 (± 9.94) rescue operations per month. All the participants have higher education and were involved in search and rescue operations.

The expert survey method was used to study the important professional qualities of rescuers. A questionnaire was developed for data collection, consisting of two main parts: collection of general demographic data and assessment of professional abilities. The purpose of the first part was to collect general information about the participants, including their gender, age, marital status, education level, work experience, unit, and number of rescues they participated in during the past month.

The purpose of the second part of the questionnaire is to evaluate the importance of special skills and qualities necessary for the professional activity of rescuers. The qualities and skills involved in the questionnaire were derived based on a comprehensive analysis of literature sources and cover both personal and professional qualities. Separated competencies were grouped into three groups: professional abilities, personal qualities and social skills.

The group of professional abilities includes qualities and skills that are directly related to the technical skills and knowledge necessary for rescue operations (physical training and endurance, mastery of search and rescue methods, working with hazardous materials, the ability to recognize and distinguish objects, provide first aid, make quick decisions).

The group of personal qualities includes attributes related to psychological and emotional characteristics that allow effective functioning in complex and stressful situations (low level anxiety, self-confidence, will and courage, self-control and self-control skills, adaptability and flexibility in different situations, stress management skills).

The group of social skills include the abilities needed for communication, teamwork and empathy in rescue operations (leadership and group management skills, effective communication skills, compassion for others and willingness to help).

Experts rated these qualities on a scale from 1 to 10, depending on their importance to the lifeguard profession. Qualities that are definitely important - 10 points, and qualities that are not important at all - 1 point. So, they were marked according to importance in the range of 1-10 points. The collected data were analyzed by IBM SPSS Statistics using descriptive statistics and ranking to derive the importance of each competency based on the participants' ratings.

As a result of the expert survey, the average points given by the expert group of 15 qualities and skills were taken out.

Table 1 presents the descriptive statistics of the research group for each quality and skill. Separated qualities and skills are classified according to the obtained points, from high (significant) to low (less significant).

Table 1: Descriptive statistics and classification of individual abilities and skills

	Min	Max	Mean	Std. D.
1. Low level of anxiety	7,00	10,00	9,5714	,83571
2. Leadership and team management skills	8,00	10,00	9,5000	,63828
3. Physical training and endurance	5,00	10,00	9,4643	1,03574
4. Self confidence	7,00	10,00	9,4286	1,06904
5. Effective communication skills	5,00	10,00	9,3929	1,19689
6. Will and courage	7,00	10,00	9,3929	,83174
7. Self-management and self-control skills	6,00	10,00	9,3571	1,02611
8. Knowledge of search and rescue methods	5,00	10,00	9,2857	1,21281
9. Work with hazardous materials	7,00	10,00	9,2857	,80999
10. Ability to recognize and distinguish the objects	7,00	10,00	9,2857	,71270
11. Stress management skills	7,00	10,00	9,2500	1,00462
12. Adaptability and flexibility in different situations	7,00	10,00	9,0714	1,05158
13. Providing first aid	5,00	10,00	8,9286	1,56178
14. Compassion and desire to help	1,00	10,00	8,9286	1,90377
15. Making Quick decision	5,00	10,00	8,8214	,41562

The results in Table 1 show the most important qualities and skills identified by the expert group. It is characteristic that a low level of anxiety, team leadership and management skills, physical fitness and endurance are the most important three factors in conducting an effective rescue operation. The low anxiety score (9.57) highlights the important role of staying focused and calm in stressful situations. Team leadership and management skills (9.50) emphasize the importance of effective team coordination and management. Physical fitness and endurance (9.46) emphasize the physical ability of rescuers to respond quickly and react difficult conditions.

In contrast, the three skills rated as relatively less important in the study were first aid (8.93), empathy for others and willingness to help (8.93), and quick decision making (8.82). Despite the importance of these skills and their significant role in the

professional activity of rescuers, these competencies were considered to be of less importance as compared to others.

The results suggest that while certain skills such as low anxiety, team leadership and management, and physical fitness are considered essential for successful rescue operations, a more flexible approach can be used to develop skills such as first aid skills, quick decision making and compassion. However, it is important to note that although these skills were evaluated lower, they contribute to the efficiency and professionalism of rescuers.

Table 2: Group statistics for competency groups

	Mean	Std. Deviation	Std. Error Mean
Professional abilities	9,1786	,24744	,10102
Personal abilities	9,3452	,17003	,06942
Social abilities	9,2738	,3,375	,17537

Competency group statistics show the importance given to different categories of competencies by the expert group. The most significant of these categories are personal qualities, which include characteristics such as low anxiety, self-confidence, will and courage, as well as self-management and self-control. They are essential to provide the emotional stability and flexibility of rescuers in difficult situations, allowing them to perform their duties effectively and make effective decisions.

Along with personal qualities, social skills are important. These skills include leadership and team management skills as well as effective communication skills. They play a vital role in developing cooperation, coordination and clear communication between rescue team members. Social skills create a collaborative environment where information can be effectively shared and tasks can be assigned, ultimately improving the overall effectiveness of rescue operations.

Finally, the professional skill group is the least significant category in terms of group statistics. These skills include technical knowledge such as search and rescue techniques, handling hazardous materials and the ability identify and distinguish objects quickly. Despite the importance of these qualities, they receive a lower priority than personal qualities and social skills.

The results of group statistics can be commented in the context of "soft" and "hard" skills, which is a widely used tool in the field of human resource management. Soft, or interpersonal, skills include personal qualities that improve human interaction and work productivity. These skills focus on interpersonal skills such as effective communication, leadership and teamwork and are widely applicable to effective work activities. On the other hand, hard skills are specific technical abilities

and knowledge needed to perform specific tasks or activities directly related to the job.

It is important to distinguish between soft and hard skills in human resource management, particularly in employing. Hard skills, which are often associated with professional abilities and are specific to a profession, are more easily developed through academic education and training programs, and therefore more easily assessed through education and certification [6, 7]. According to the results of our study, hard skills such as physical skills, handling hazardous material and first aid were rated as less important than soft skills by expert rescuers.

Unlike hard skills, soft skills play an important role in the hiring process because they are more difficult to develop. Personal qualities such as low anxiety levels, self-confidence, adaptability and compassion for others, as well as social skills such as effective communication, leadership and group management, were highly valued by rescuers. These skills are closely related to interpersonal skills, emotional intelligence, and the ability to work effectively with others in a variety of situations.

So, our research results emphasize the importance of personal and social skills of rescuers. The ability to communicate effectively, lead and manage teams, as well as personal qualities such as low anxiety, adaptability and self-confidence are key factors in successful rescue operations. These skills are essential for building strong interpersonal relationship, developing teamwork, and dealing with emergency situations arising during rescue operations.

For the effective rescue operations, it is essential that organizations of this field prioritize the development of these skills. While hard skills can be acquired through formal education and training programs, developing personal and social skills requiring effort and willingness. Human resource management and staff development strategies must be adapted to develop the social and personal skills that are a prerequisite for effective rescue operations. Focusing on basic skills development and additional training, MES and other authorized agencies can prepare their staff better for a variety of emergency situations, ensuring the safety and well-being of both rescuers and victims.

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ЭКСПЕРТНАЯ ОЦЕНКА ПРОФЕССИОНАЛЬНЫХ КОМПЕТЕНЦИЙ СПАСАТЕЛЕЙ

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Профессиональная деятельность спасателей играет решающую роль в чрезвычайных ситуациях, поскольку от их компетенции напрямую зависит эффективность спасательных операций и безопасность как самих спасателей, так и пострадавших. Цель данного исследования — выявление ключевых профессиональных качеств и навыков, необходимых для эффективной работы спасателей. В исследовании приняли участие 28 опытных спасателей с профессиональным стажем более 10 лет. Для изучения значимых профессиональных качеств спасателей использовался метод экспертного опроса, проведённого с помощью анкетирования. В результате были выделены 15 конкретных навыков и качеств, которые были сгруппированы в три категории: профессиональные способности, личностные качества и социальные навыки.

Согласно результатам исследования, наиболее важными характеристиками для успешного выполнения спасательной операции являются низкий уровень тревожности, лидерские качества и навыки управления командой, физическая подготовка и выносливость. Исследование также выявило важность личностных и социальных навыков в профессии спасателя, особенно в контексте эффективной коммуникации, лидерства и командной работы. Эти результаты

подчеркивают проблему технических компетенций в ущерб развитию личностных и социальных навыков. В то время как жёсткие навыки можно освоить через обучение, развитие социальных навыков и улучшение личных качеств требует постоянных усилий. Сосредоточив внимание на улучшении межличностных отношений, командной работы и управлении стрессом, организации могут повысить профессионализм и эффективность своих спасательных команд.

Ключевые слова: спасательная работа, навыки, социальные качества, способности, компетенции, экспертное исследование.

ՓՐԿԱՐԱՐՆԵՐԻ ԱՌԱՆՑՔԱՅԻՆ ՄԱՍՆԱԳԻՏԱԿԱՆ ԿՈՄՊԵՏԵՆՑԻԱՆԵՐԻ ՓՈՐՁԱԳԻՏԱԿԱՆ ԳՆԱՀԱՏՈՒՄ

Կարինե Հակոբյան (Հայաստանի ֆիզիկական կուլտուրայի և սպորտի պետական ինսիրիդուլ), Երևան, Հայաստան karine.hakobyan@sportedu.am

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Փրկարարների մասնագիտական աշխատանքը վճռորոշ նշանակություն ունի արտակարգ իրավիճակներում, որտեղ փրկարարական աշխատանքների արդյունավետությունը ինչպես փրկարարների, այնպես էլ տուժածների անվտանգությունը ուղղակիորեն կախված է նրանց մասնագիտական կոմպետենցիաներից:

Սույն հետազոտության նպատակն է՝ ուսումնասիրել առանցքային մասնագիտական որակներն ու հմտությունները, որոնք անհրաժեշտ են փրկարարների մասնագիտական արդյունավետ գործունեության համար:

Հետազոտությանը մասնակցել են 28 գործող փրկարար, ովքեր ավելի քան 10 տարի ներգրավված են եղել փրկարարական աշխատանքներում: Փրկարարների մասնագիտական կարևոր որակների ուսումնասիրության համար օգտագործվել է փորձագիտական հարցման մեթոդը: Փորձագիտական հարցման մեթոդը կիրառվել է հարցարանի միջոցով՝ գնահատելու 15 հատուկ հմտություններ և որակներ, որոնք խմբավորվել են մասնագիտական կարողությունների, անձնական գծերի և սոցիալական հմտությունների խմբերում:

Ստացված արդյունքների համաձայն՝ հաջողակ փրկարարական գործողության համար ամենակարևոր հատկանիշներն են տագնապայնության ցածր մակարդակը, թիմում առաջնորդելու և կառավարման հմտությունները, ֆիզիկական պատրաստվածությունը և տոկունությունը: Ուսումնասիրությունը նաև ընդգծեց անձնային որակների և սոցիալական հմտությունների կարևորությունը փրկարարի մասնագիտության մեջ՝ ընդգծելով արդյունավետ հաղորդակցության, առաջնորդության և թիմային աշխատանքի կարևորությունը:

Այս արդյունքները ընդգծում են տեխնիկական կոմպետենցիաների հետ մեկտեղ անձնական և սոցիալական հմտությունների զարգացմանն առաջնահերթություն տալու հիմնահարցը: Թեև կոշտ հմտություններ (hard skills) կարելի է ձեռք բերել վերապատրաստման միջոցով, անձնական և սոցիալական հմտությունների զարգացումը պահանջում է մշտական ջանք: Կենտրոնանալով միջանձնային հարաբերությունների զարգացման, թիմային աշխատանքի և սթրեսի կառավարման վրա՝ կազմակերպությունները կարող են բարելավել իրենց փրկարարական թիմերի ընդհանուր պրոֆեսիոնալիզմը և արդյունավետությունը:

Հանգուցային բառեր: Փրկարարական աշխարհանք, հմտություններ, կարողություններ, կոմպետենցիաններ, փորձագիտական հարցում:

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