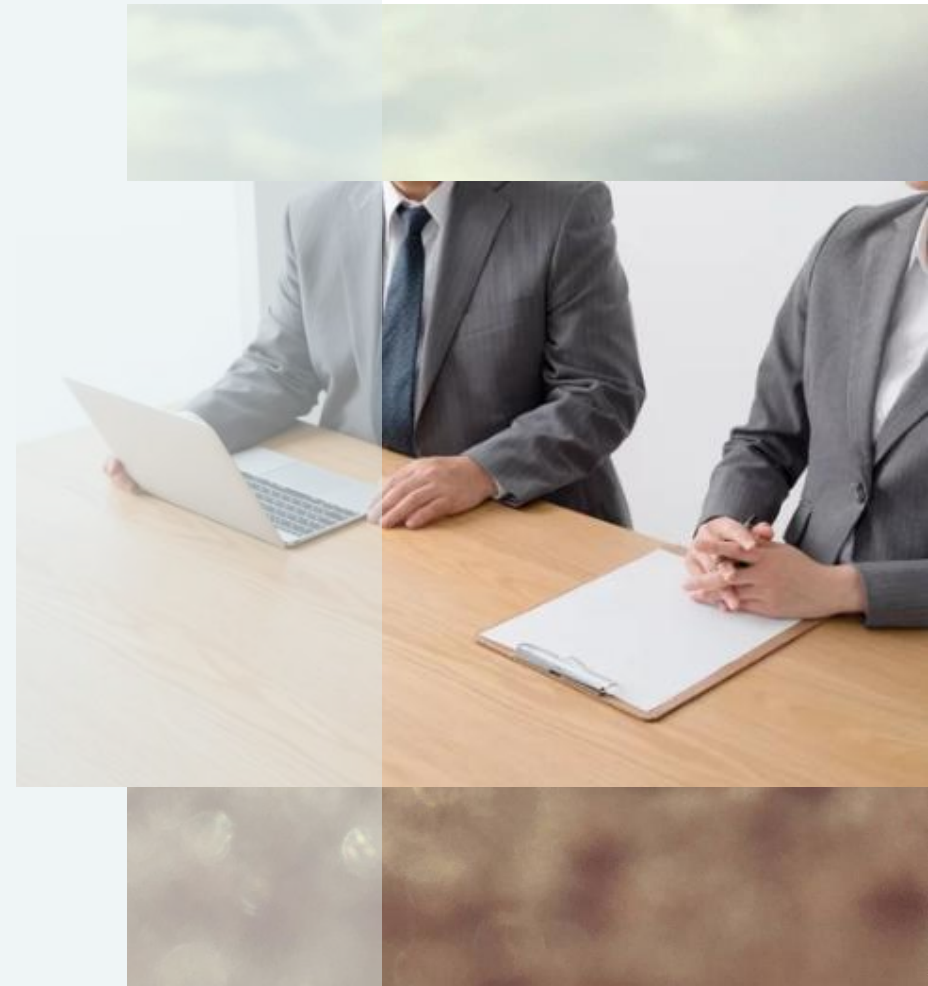


Results of a Questionnaire to Identify the Aptitudes and Behaviours of Successful VTS Operators

IALA VTS 58 – Task 3.4.1

Yasuko Nakai
TST Corporation

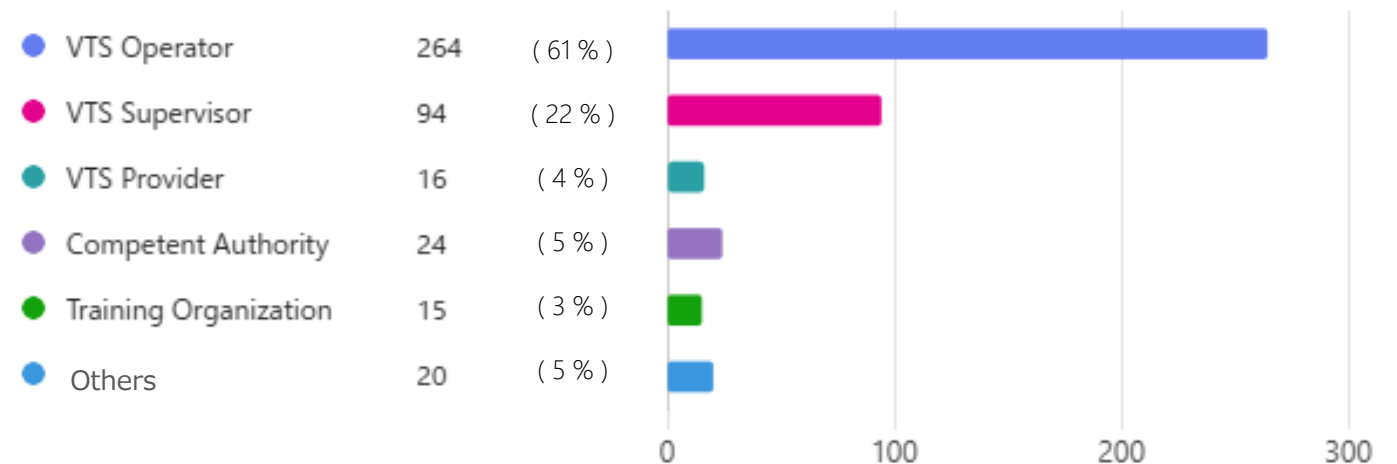


OVERVIEW

A questionnaire was conducted from April 21 to July 4 to gather input for the development of a new guideline on the use of psychometric and aptitude testing in the recruitment of VTS Operators, resulting in 433 responses.



[Q.1] Role of the Participants



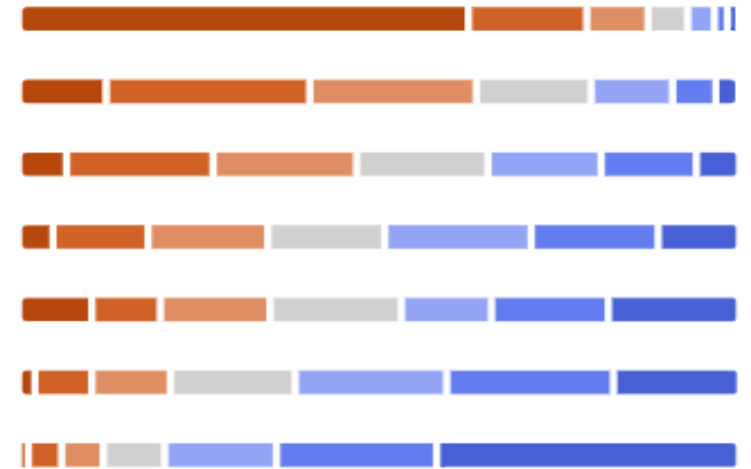
[Q.2&3]

Rank the aptitudes by level of importance.

Group A

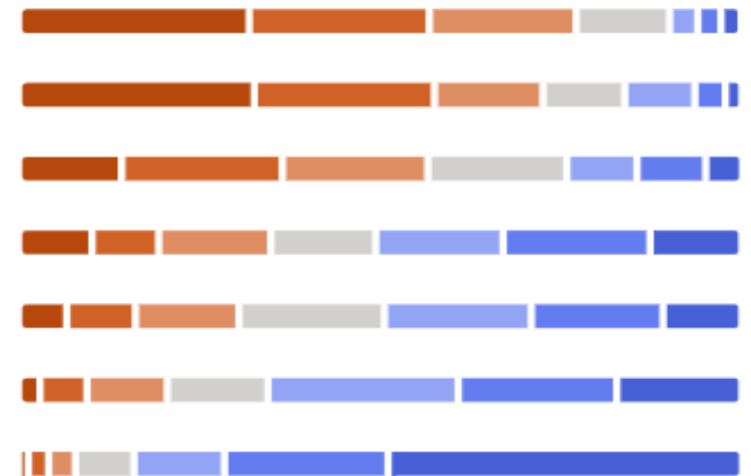
- 1 Situational awareness
- 2 Ability to detect abnormalities
- 3 Synthesize (process) information from multiple inputs
- 4 Spatial reasoning or Visualization
- 5 Multitasking
- 6 Recognize patterns
- 7 Arithmetic reasoning

highest ● ● ● ● ● ● lowest



Group B

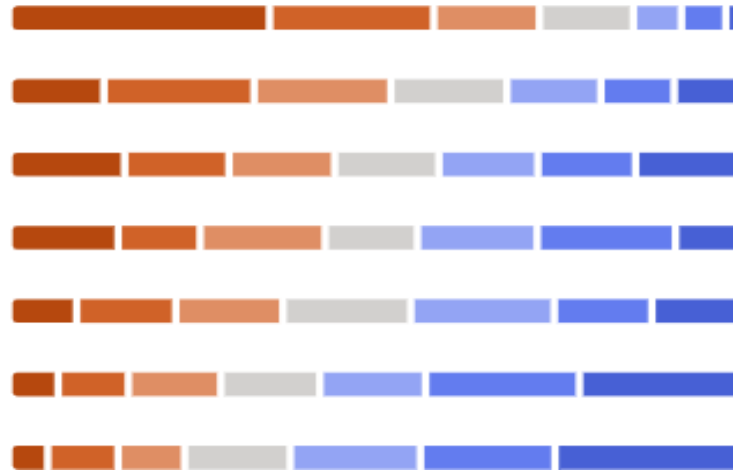
- 1 Decision making
- 2 Prioritization
- 3 Reaction time
- 4 Be able to give, receive and act upon feedback
- 5 Coping with stress
- 6 Memory – short term recall
- 7 Empathy



Group A

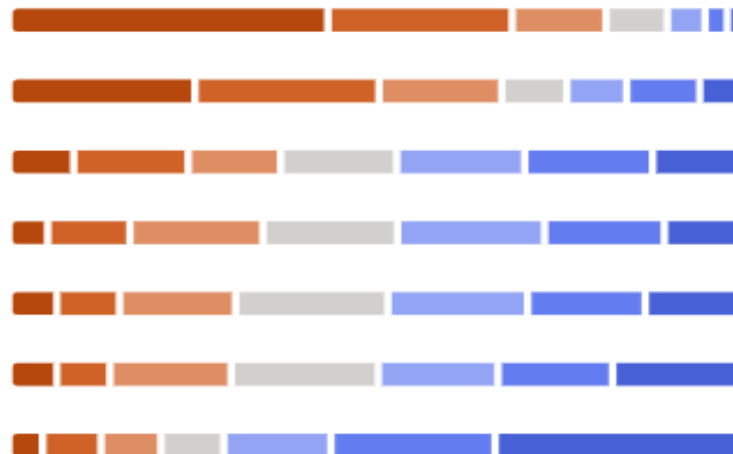
- 1 Remains calm and composed in difficult situations
- 2 Maintain attention for an extended time, not easily distracted by external factors
- 3 Teamwork, able to work with others
- 4 Initiative or Proactivity
- 5 Maintain focus during periods of low or intermittent activity
- 6 Maintain effectiveness in single person operations
- 7 Assertiveness

highest ● ● ● ● ● ● lowest



Group B

- 1 Responsibility
- 2 Sense of duty, understands the value of their role
- 3 Honesty, ethical
- 4 Adaptability, flexibility
- 5 Ability to be concise
- 6 Self-motivation, able to work independently
- 7 Service or client oriented



[Q.4&5]

Rank the
behaviours
by level of
importance.

3.1. APTITUDES

An aptitude is defined as the natural ability or skill at doing something. The aptitudes required by VTS operators include:

An aptitude is defined as the natural capacity to learn or understand; intelligence, quick-wittedness, readiness. The aptitudes required by VTS operators include:

- Ability to detect abnormalities;
- Arithmetic reasoning;
- Being able to give, receive and act upon feedback;
- Coping with stress;
- Decision making;
- Empathy;
- Memory – short term recall;
- Multitasking;
- Prioritization;
- Reaction time;
- Recognize patterns;
- Situational awareness;
- Spatial reasoning or Visualization; and
- Synthesize (process) information from multiple inputs.

3.2. BEHAVIOURS

A behaviour is the manner of conducting oneself in the external relations of life; demeanour, deportment, bearing, manners. The behaviours required by VTS operators include:

- Ability to be concise;
- Adaptability, flexibility;
- Assertiveness;
- Honesty, ethical;
- Initiative or Proactivity;
- Maintain attention for an extended time, not easily distracted by external factors;
- Maintain effectiveness in single person operations;
- Maintain focus during periods of low or intermittent activity;
- Remains calm and composed in difficult situations;
- Responsibility;
- Self-motivation, being able to work independently;
- Sense of duty, understands the value of their role;
- Service or client oriented; and
- Teamwork, being able to work with others.

[Q.6] Additional Aptitudes or Behaviours?



101
Suggestions
in total

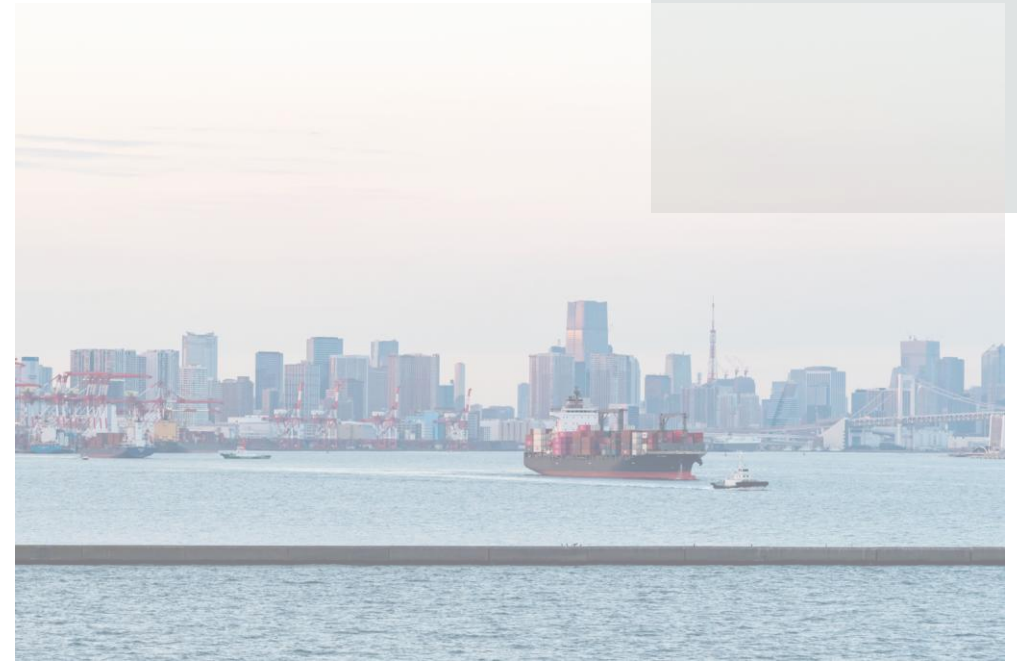
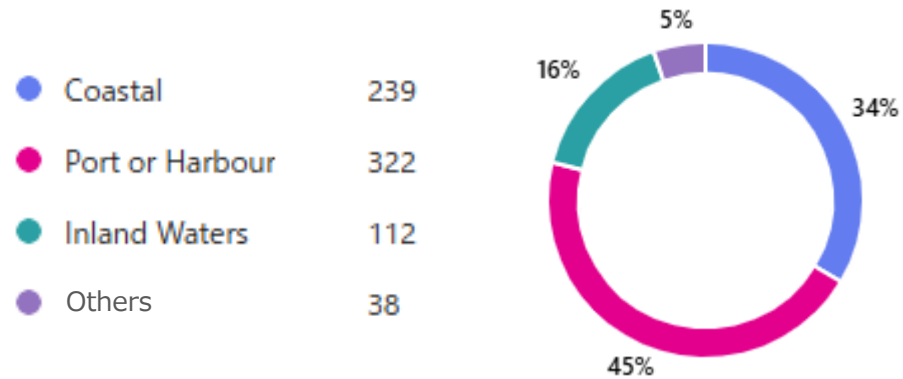
16
Suggestions
“Effective
Communication Skills”

behaviour?

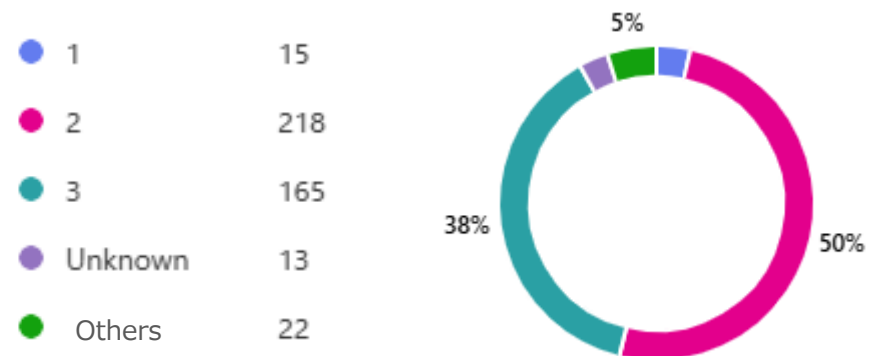
5
Suggestions
“Critical Thinking”

aptitude?

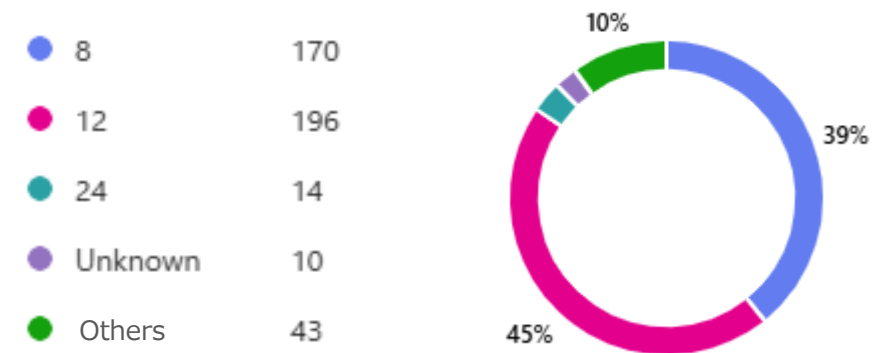
[Q.7] VTS Operation Area?



[Q.8] Shifts per Day?

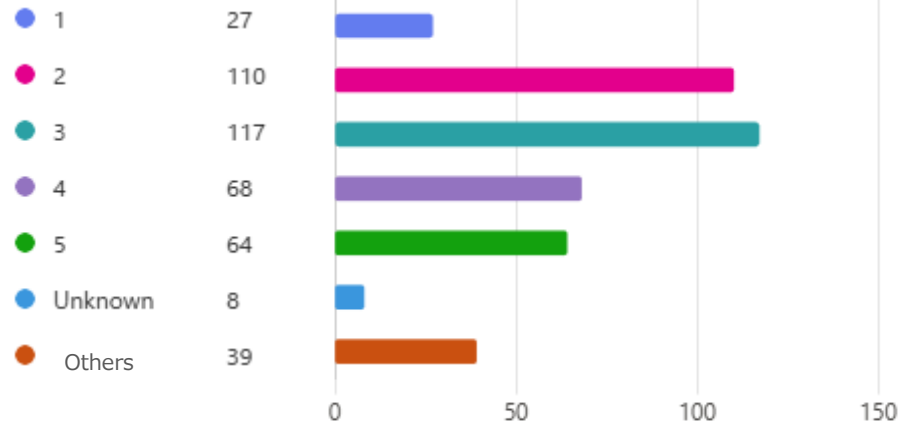


[Q.9] Duration of Each Shift?

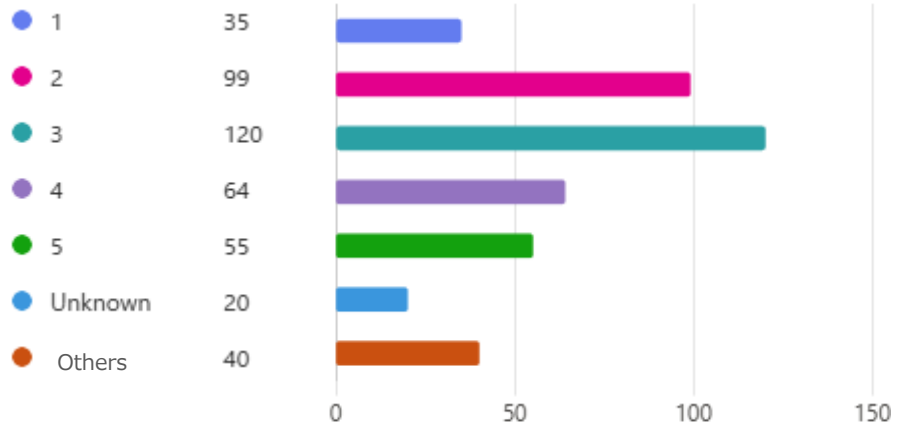


VTS Operating Positions?

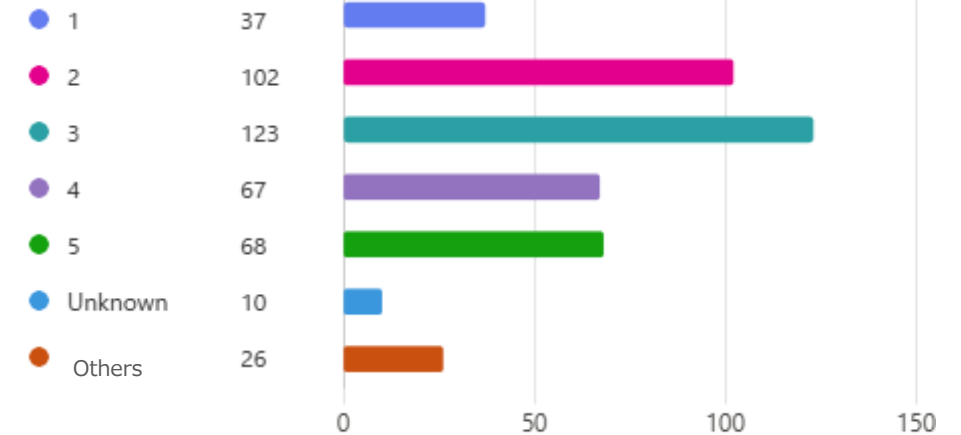
[Q.10] Day



[Q.11] Evening (afternoon)

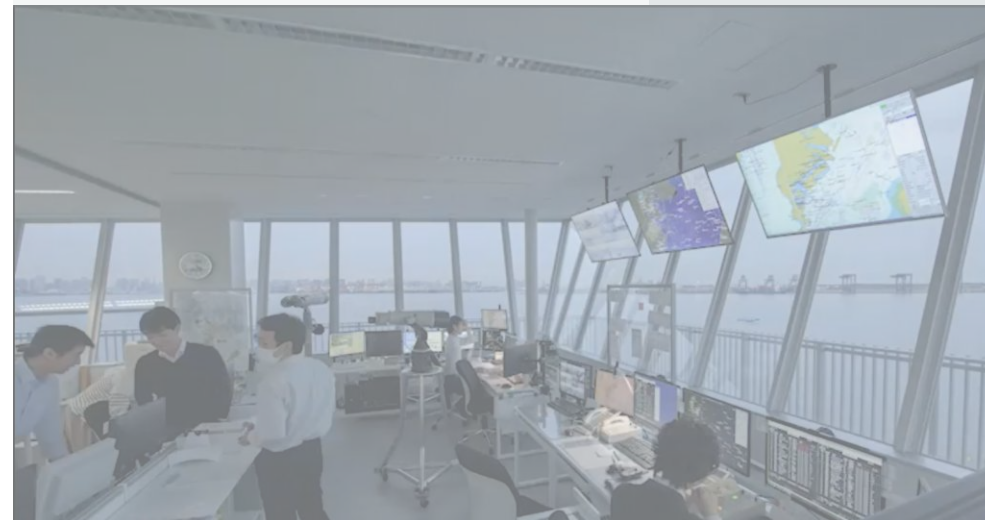
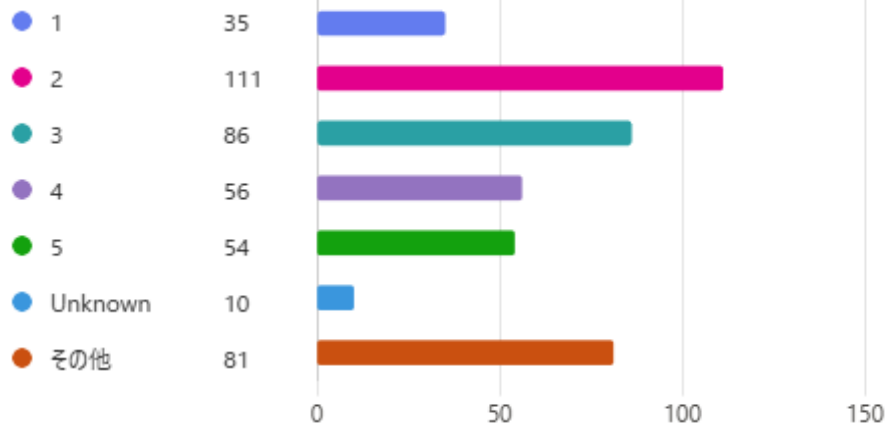


[Q.12] Night

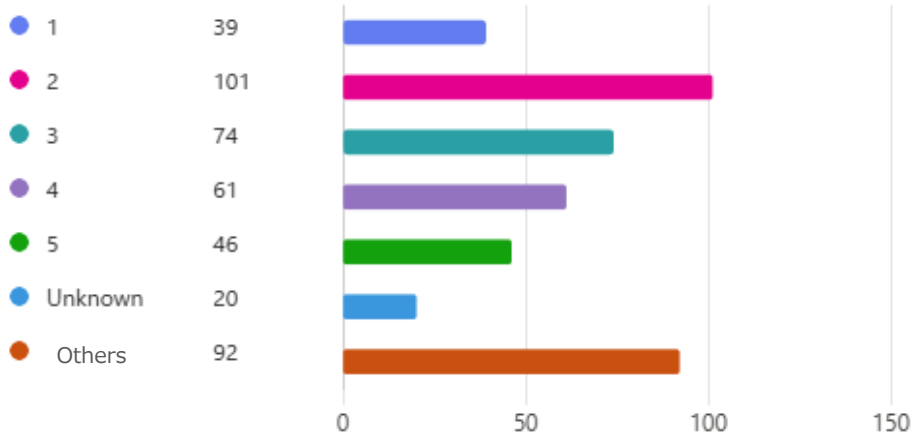


VTS Operators per Shift?

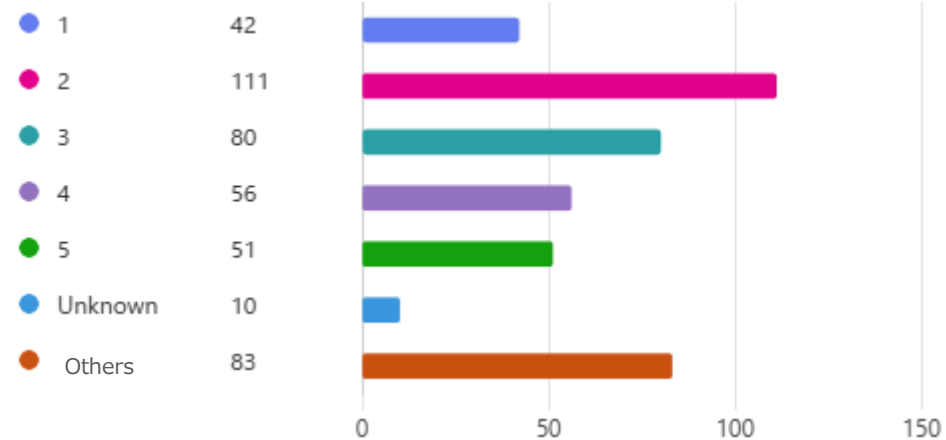
[Q.13] Day



[Q.14] Evening (afternoon)

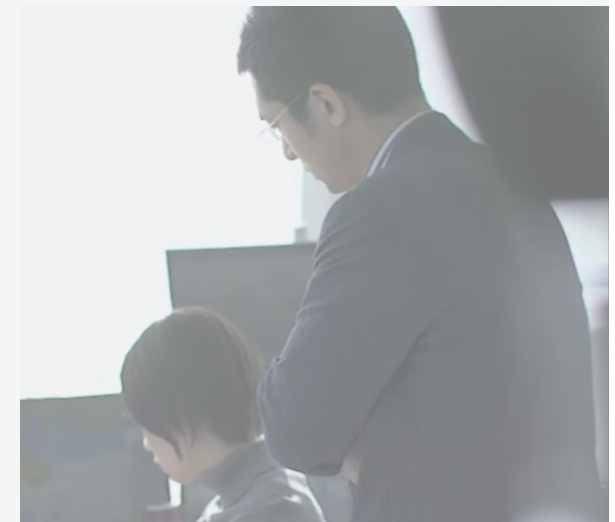
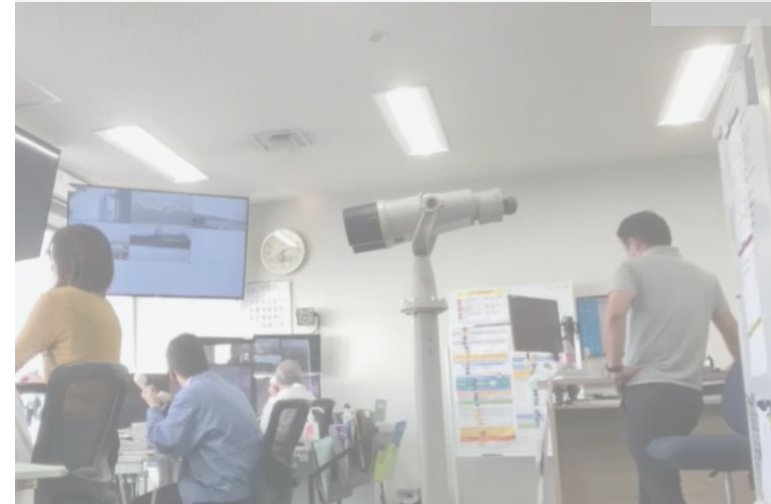
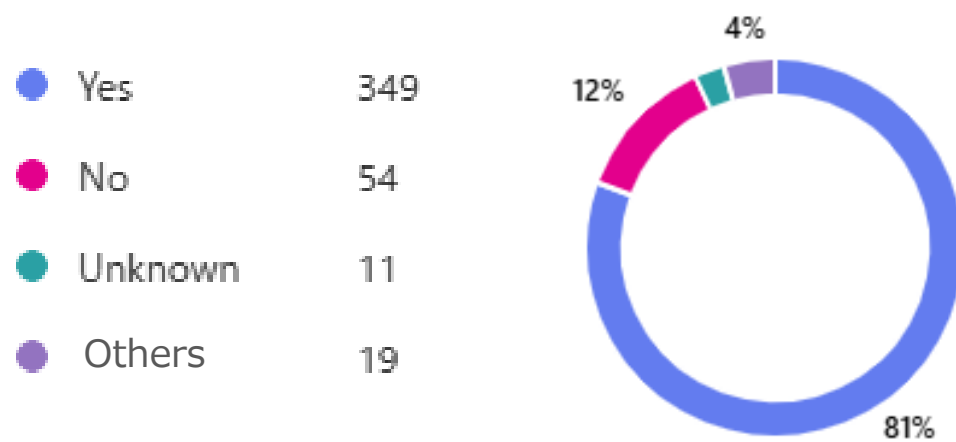


[Q.15] Night



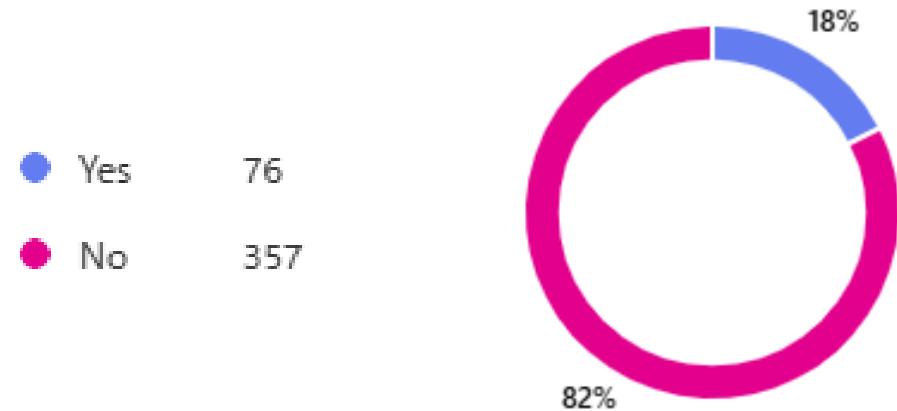
[Q.16]

Is there a shift supervisor or team leader per shift?



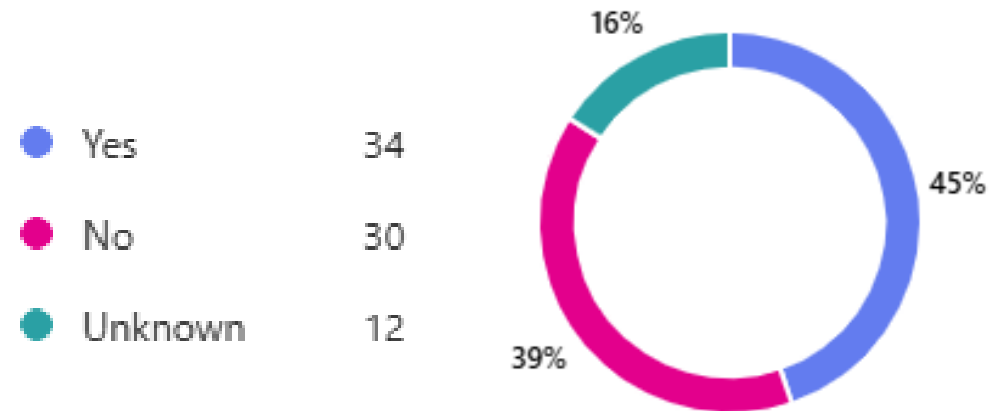
[Q.17]

Are you responsible for the recruitment of VTS operators?

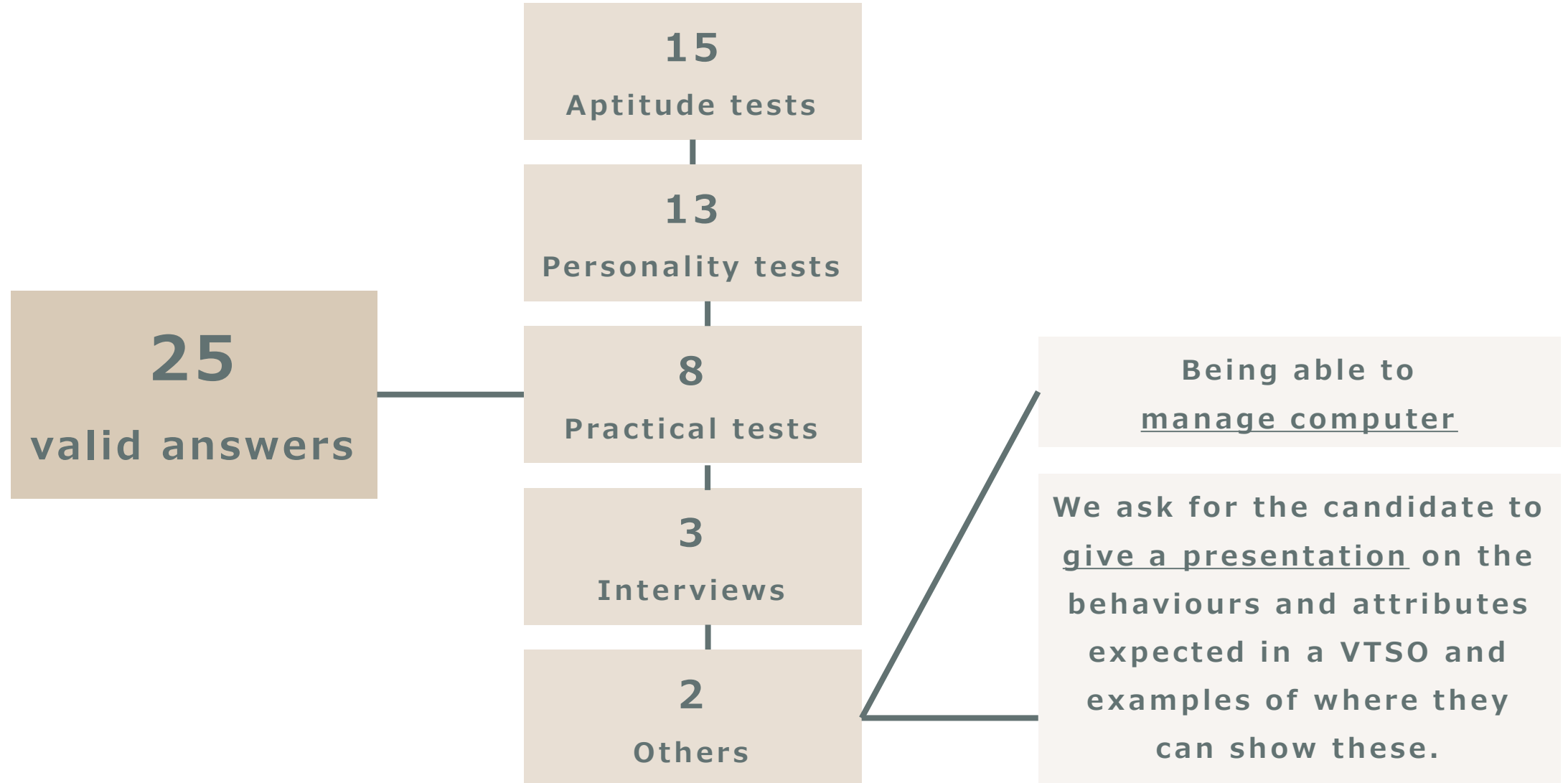


[Q.18]

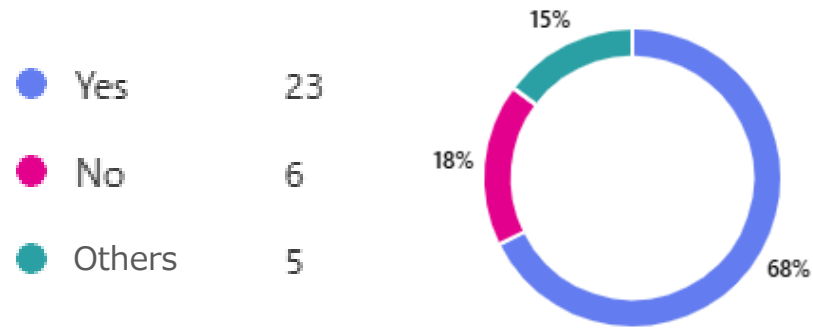
Does your organization use psychometric testing in the recruitment process?



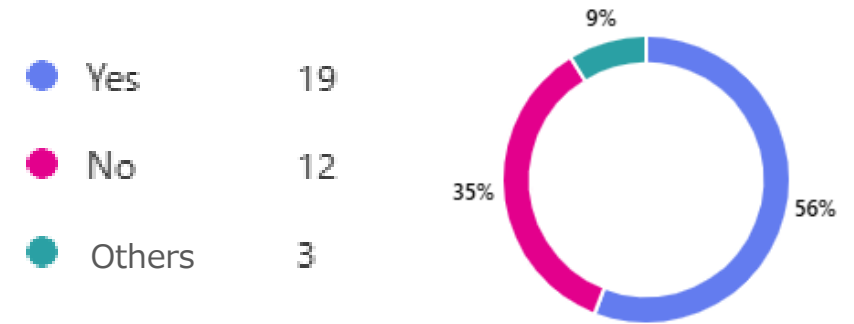
[Q.19] What type of testing is done and how they are used?



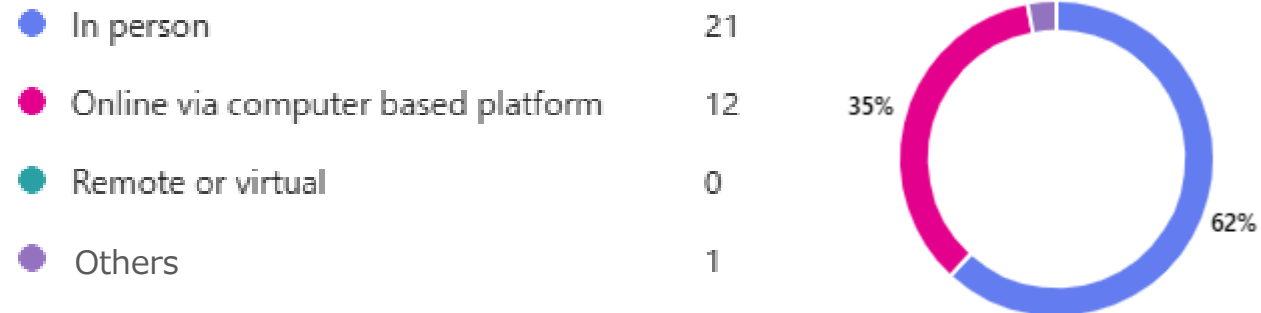
[Q.20] Assessments completed internally?



[Q.21] Assessments administered by an external company?

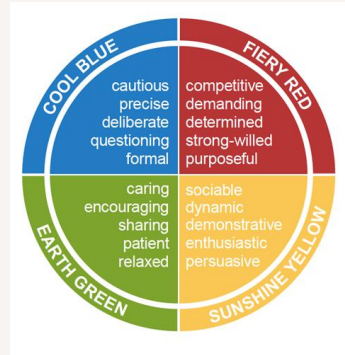


[Q.22] How are the assessments completed?



[Q.23] Use aptitude or psychometric testing in other ways?

We also have behavioral profiles made on our employees by external companies such as; Insights Discovery Profile, C-me, etc.,



YES- test such as Job Simulation /role specific test

Situational Judgement Test-Candidates are given realistic work scenario, and they must choose the best course of action. From this they will be measure/evaluate based on the decision making and behavior.

SUMMARY

We were able to gather **a wide range of responses** from people in various types of VTS and work arrangements, which can be fully utilized as **a solid basis for the guideline**.

To determine the aptitudes that are consistently demonstrated by effective VTS operators:

- **All of the listed aptitudes and behaviours** should be included in the guideline.
- Consider whether to add **“Effective communication skills”** and **“Critical thinking”** in the lists.

To consider methods to assess those aptitudes:

- **4 approaches** are used; aptitude tests, personality tests, practical tests and interviews.
- Assessments are carried out **internally, externally, or both**.
- Assessments are conducted **in person, online via computer based platform, or both**.



Thank you very much for your
great cooperation and support!

