

Radno okruženje kontrolora zračnog prometa, ljudski faktori i mentalno zdravlje kontrolora zračnog prometa

*Work environment of air traffic controllers,
human factors and mental health of air traffic
controllers*

ŽELJKO OREŠKI, Human Factors Specialist

Thursday, November 30, 2023

OBUKA ZA OBNAVLJANJE
ZNANJA IZ ZRAKOPLOVNE
MEDICINE

AME REFRESHER
TRAINING



Zeljko Oreski

Master of Transportation
Engineering

- Air Traffic Controller since 1996- (ATC 1992)
- Operational Shift Supervisor since 2005
- OJTI 2003/STDI 2016-
- Deputy Head ACC Zagreb 2007-2013
- IFATCA Executive Vice-President Europe 2010-2016
- CROATCA President 2003-2016/2020-
- CROATCA Deputy President 2016-2020
- Associate Lecturer Zagreb Transportation University 2005-
- CISM Peer 2007
- Human Factor Specialist (EAAP Netherlands) 2017-



Intro

OBUKA ZA OBNAVLJANJE
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„DIRTY DOZEN”



Poor
Communication



Complacency



Lack of
Knowledge



Distraction



Stress



Lack of
Resources



Pressure



Lack of
Teamwork



Loss of
Awareness



Accepting the
Norms



Fatigue



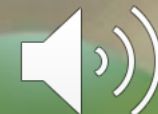
Lack of
Assertiveness

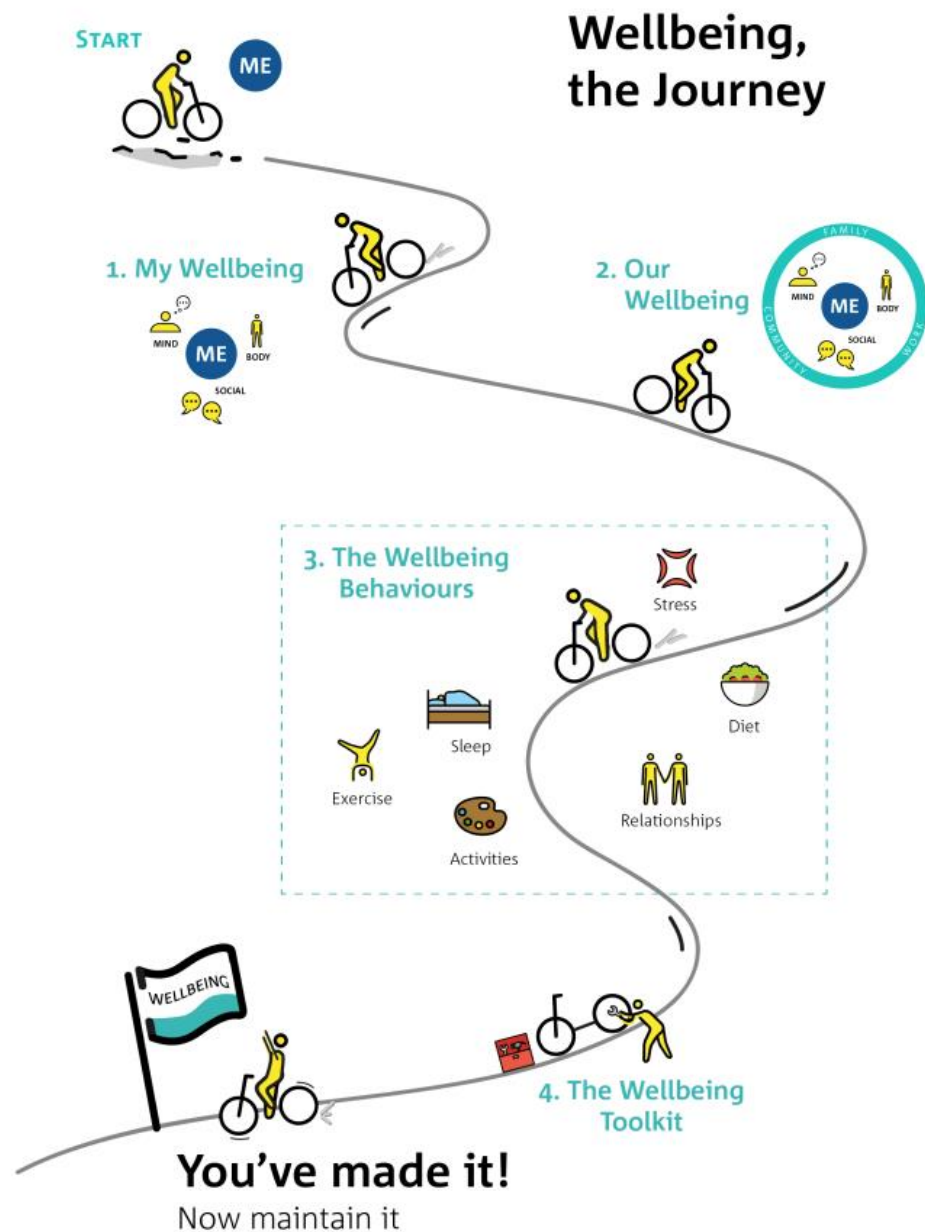


Wellbeing

“A state of complete physical, mental and social wellbeing, and not merely the absence of disease or infirmity”.

WHO





WELLBEING

Biological

- Sleep
- Exercise
- Diet

Psychological

- Personal Reflection
- Meditation
- Attitude to life
- Stress Management
- Coping Techniques

Social

- Increased Social Support
- Decreased Social Pressure
- Support Network





The Wheel of Wellbeing



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Fatigue



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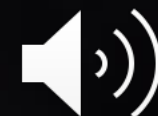
EU Reg 373/2017:
Normal physiological
state of fatigue,
sleepiness, and
reduced mental or
physical abilities.



Fatigue

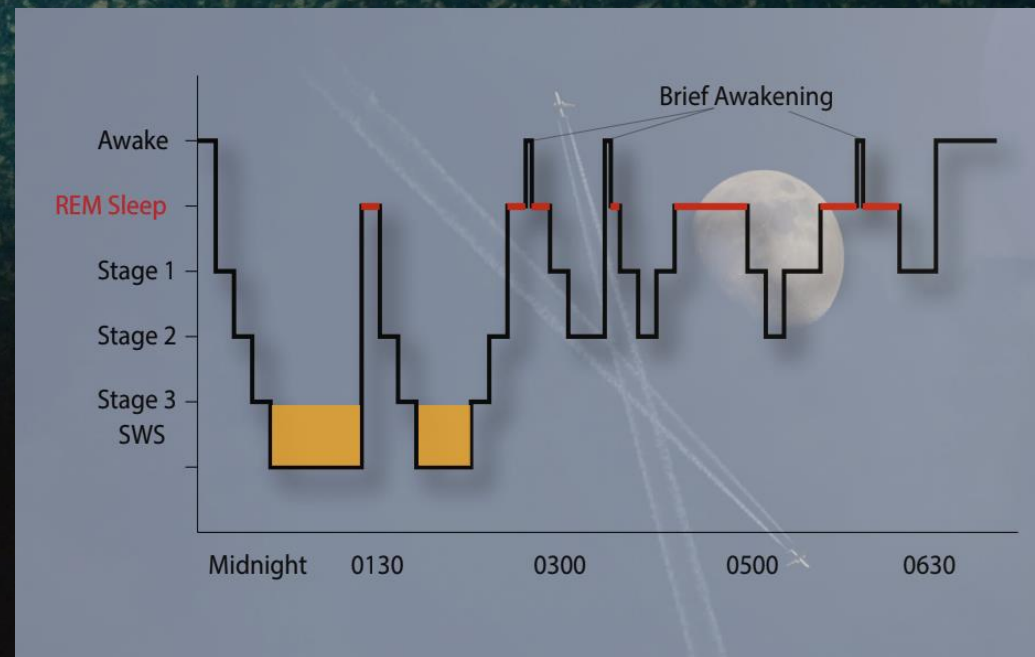
What affects fatigue in ATC?

- Shift work
- Length of shift
- The type of task being performed
- Workload
- Working environment
- Frequency of breaks
- Sleep disorder
- Individual factors
- Age
- Circadian rhythm
- Family obligations





The need for sleep



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Sleep loss
and dept

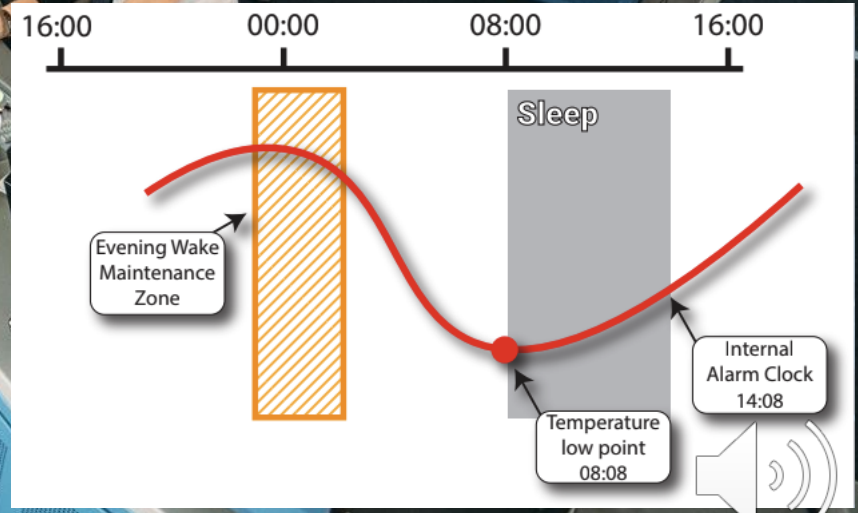




**Sleep deprivation is
comparable to increased
amount of alcohol**



Sleep and performance



Preventing Fatigue

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Mental Health





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