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## *Наукові перспективи*

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**Непомнящий Олександр Михайлович** — доктор наук з державного управління, кандидат економічних наук, професор, Дійсний член Академії будівництва України, професор кафедри архітектури і просторового планування Національного авіаційного університету (Київ, Україна). Заслужений будівельник України, Почесний працівник будівництва та архітектури, державний службовець 3 рангу (Київ, Україна);

**Дацій Олександр Іванович** — доктор економічних наук, професор, Заслужений працівник освіти України, завідувач кафедри фінансів, банківської та страхової справи Міжрегіональної академії управління персоналом (Київ, Україна) ;



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**Movmyga Nataliia Yevgenivna** PhD of Psychology, Associate professor, Department of Occupational and Environmental Safety, National Technical University «Kharkiv Polytechnic Institute», Kharkiv, tel.: (095) 39-306-39, <https://orcid.org/0000-0002-7207-8558>

**Demidova Yuliia Yevgenivna** PhD, Associate Professor, Department of Pedagogy and Psychology of Social Systems Management, National technical university «Kharkiv polytechnic institute», Kharkiv, tel.: (099) 660-22-74, <https://orcid.org/0000-0002-8295-5972>

**Sergeyeva Tetyana Viktorivna** DSc (Psychology), Professor, Head of the department of Cross-cultural communication and foreign language, National Technical University “Kharkiv Polytechnic Institute”, Kharkiv, tel.: (050) 327-27-67, <https://orcid.org/0000-0002-0481-316X>

**Polezhaieva Olena Viktorivna** Senior Lecturer, Department of Pedagogy, Foreign Philology and Translation, S. Kuznets Kharkiv National University of Economics, Nauki av. 9a, Kharkiv, tel: (067)771-81-42, <http://orcid.org/0000-0002-3178-6339>

## COGNITIVE AND STYLISTIC PECULIARITIES OF PROFESSIONAL ACTIVITY OF HUMAN-MACHINE SYSTEM SPECIALISTS IN CONDITIONS OF RISK AND UNCERTAINTY

**Abstract.** The article is devoted to the analysis of cognitive-style features of decision-making of human-machine specialists in conditions of risk and uncertainty. The difference of professional activity in a human-machine system is to increase the load on functional systems that provide work, in particular the intellectual functional system. The complexity of labor is increased not due to the indirect participation in processing the information obtained, but also by adjusting work and making decisions on working algorithm. It is an active inclusion in a professional process that contains the choice of alternative options for successful performance of a professional task. Therefore, a cognitive component of an operator plays a significant role in a human machine system. The article states that in modern human-machine systems there is a steady tendency to increase the information load on a human-operator with a simultaneous increase in cognitive load, which is caused by an increase in complexity and responsibility of decision-making. It is the cognitive style that integrates the relevant properties that determine the nature of decision-



making process. An important component of professional activity of a human-machine system specialist is the cognitive-style organization of a person, who makes decisions. It is proved that the individual-personal properties of a specialist, which are manifested in the form of cognitive styles, determine the individual peculiarity of strategies for professional tasks performance. The existing differences in cognitive styles connections with decision-making determine the peculiarities of decision-making process. The manifestations of cognitive styles of a human operator reflect such fundamental characteristics as activity and autonomy. They make it possible to pay attention to the following aspects: features of speed and accuracy of decision-making by experts; ability to make alternative decisions in the face of time scarcity and uncertainty; ability to analyze a large amount of information; flexibility of thinking; readiness to risk. It is the decision-making style that reduces the uncertainty of a professional situation. It is also emphasized in the article that the specificity of decision-making is revealed in the autonomy of cognitive styles influence on decision-making and the peculiarities of one's own decision-making in risky conditions for specialists of a human-machine system, thereby actualizing issues related to determining the peculiarities of cognitive style impact on both professional training and activity.

**Keywords:** cognitive style, cognitive-stylistic features, psychological determinants, decision-making process, human-machine system, a human operator, conditions of risk and uncertainty, professional activity, professional success.

**Мовмига Наталія Євгенівна** кандидат психологічних наук, доцент кафедри безпеки праці та навколишнього середовища, Національний технічний університет «Харківський політехнічний інститут», м. Харків, тел.: (095) 393-06-39, <https://orcid.org/0000-0002-7207-8558>

**Демідова Юлія Євгенівна** кандидат технічних наук, доцент кафедри педагогіки і психології управління соціальними системами Національний технічний університет «Харківський політехнічний інститут», м. Харків, тел.: (099) 660-22-74, <https://orcid.org/0000-0002-8295-5972>

**Сергєєва Тетяна Вікторівна** доктор психологічних наук, професор, зав. кафедрою Міжкультурної комунікації та іноземної мови, Національний технічний університет «Харківський політехнічний інститут» м. Харків, тел.: (050) 327-27-67, <https://orcid.org/0000-0002-0481-316X>

**Полежаєва Олена Вікторівна** ст. викладач кафедри педагогіки, іноземної філології та перекладу, Харківський національний економічний університет ім. С. Кузнеця, м. Харків, тел.: (067) 771-81-42, <http://orcid.org/0000-0002-3178-6339>





## КОГНІТИВНО-СТИЛЬОВІ ОСОБЛИВОСТІ ПРОФЕСІЙНОЇ ДІЯЛЬНОСТІ ФАХІВЦІВ СИСТЕМИ ЛЮДИНА-МАШИНА В УМОВАХ РИЗИКУ ТА НЕВИЗНАЧЕНОСТІ

**Анотація.** Стаття присвячена аналізу когнітивно-стильових особливостей прийняття рішень фахівців системи людина-машина в умовах ризику та невизначеності. Відмінність професійної діяльності в системі людина-машина полягає в підвищенні навантаження на функціональні системи, що забезпечують працю, зокрема інтелектуальну функціональну систему. Складність праці підвищується не опосередкованою участю щодо обробки отриманої інформації, а й корегуванням роботи та прийняттям рішень щодо робочого алгоритму. Це є активне включення в професійний процес, який містить вибір альтернативних варіантів для успішного виконання професійного завдання. Тому значну роль в системі людина-машина відіграє когнітивна складова оператора. У статті зазначено, що у сучасних людино-машинних системах спостерігається стійка тенденція підвищення інформаційного навантаження на людину-оператора з одночасним збільшенням когнітивного навантаження, що спричиняється зростанням складності та відповідальності ухвалюваних рішень. Саме у когнітивних стилях, що інтегрують у своєму просторі актуальні властивості, які визначають характер процесу ухвалення рішення, цей процес реалізується найповніше. Важливим компонентом професійної діяльності фахівців системи людина-машина є когнітивно-стильова організація особистості, яка приймає рішення. Доведено, що індивідуально-особистісні властивості фахівця, які проявляються у формі когнітивних стилів, визначають індивідуальну своєрідність стратегій розв'язання професійного завдання, а наявні відмінності в спрямованості зв'язків когнітивних стилів із прийняттям рішень визначають особливості процесу прийняття рішень. Прояви когнітивних стилів людини-оператора відображають такі принципові характеристики виконання професійної діяльності, як активність та автономність. Вони дають змогу звернути увагу на такі аспекти: особливості швидкості й точності ухвалення рішення фахівцями; здатності ефективно ухвалювати альтернативні рішення в умовах дефіциту часу та ситуацій невизначеності; здатності аналізувати великий обсяг інформації; гнучкість мислення; готовність до ризику. Саме стиль прийняття рішення забезпечує зниження невизначеності професійної ситуації. Підкреслено, що специфіка ухвалення рішень розкривається в автономності впливу когнітивних стилів на процес ухвалення рішення, та особливостей формування власних профілів ухвалення рішень в умовах ризику для фахівців системи людина-машина, тим самим актуалізуючи питання, пов'язані з визначенням особливостей впливу когнітивного стилю на професійну підготовку та професійну діяльність фахівців зазначеного профілю.



**Ключові слова:** Когнітивний стиль, психологічні детермінанти, когнітивно-стильові особливості, процес ухвалення рішення, система людина-машина, людина-оператор, умови ризику та невизначеності, професійна успішність.

**Problem Statement.** The introduction of the latest scientific achievements in industry, the complication and automation of technological processes, the use of information models and robotics significantly changes the nature of labour and entails the strengthening of 'human factor' role in ensuring the efficiency and safety of labour. Artificial intelligence is rapidly penetrating into industrial automation as part of intelligent decision-making systems. It qualitatively strengthens human-machine control systems but also creates new challenges in ensuring the safety of workers and production assets.

Modern human-machine systems (HMS) operate in the so-called 'background' automation mode, when the cycle of operation can be performed automatically but the achievement of the required system efficiency is not guaranteed. In this mode, the HMS operator is mainly engaged either in dealing with conflict situations not provided by the complex algorithm of HMS application or insufficiently supported by it or in correcting the decisions taken automatically (automated) on the basis of unformalised (and, therefore, inaccessible to the machine) considerations.

In modern human-machine systems, there is a steady tendency to increase the information load on a human operator with a change in the structure of the information flow. It reduces the share of simple information, the reaction to which could be predominantly motor responses with a simultaneous sharp increase in the mental load on an operator, caused by the growth of complexity and responsibility of the decisions made.

The defining link of the HMS is a human operator, whose timeliness, accuracy and reliability affect the safety or even the entire system. The optimum level of timeliness and accuracy of operator's activity is the reliability of his work, which depends on the social, psychological, psychophysiological and professional qualities of a person.

Operational activity is a special type of professional labour activity. Reflecting the general structural components of the self-regulating functional system of human activity - purposefulness, motivation, efficiency and self-control - this activity takes place in special conditions and therefore has specific characteristics. Controlling modern machinery is associated not so much with physical as with mental stress on a person included in an automated control system. In such automated systems, a person acts as an operator who is involved in complex processes of information interaction with the machine and is obliged to ensure the effective functioning of the entire system.



Mental processes are the basis of human operator's activity and have a significant impact on the safety of its functioning, as a person is the main link in the system that sets goals, coordinates and directs all processes in the system. He or she is able to think creatively, which allows him or her to perform new tasks not provided by the programme, resolve complex problem situations and make responsible decisions. Thus, it is an element that ensures the safety of the system.

One of the main risk factors of any 'man-machine' system is a human and, first of all, his cognitive component. This fundamental property of a human nervous system is currently attracting not only scientific but also high practical interest. The cognitive component represents the basis of operator's activity, combining sensorimotor and abstract-logical functions of the central nervous system and is based on such psychophysiological processes as perception, thinking, decision-making, etc.

Individual and personal properties manifest themselves in the form of cognitive styles, which, following the requirements of the task, determine the individual peculiarity of strategies for its solution, which are directly reflected in the results as a psychological mechanism mediating the influence of cognitive styles on performance.

In addition, the issue of successful professional activity in the context of diversity of information 'flows' is of interest to everyone who strives for professional self-realisation and development. Therefore, a significant increase in the volume of information in modern society and the conditions of competition of specialists in the labour market set high requirements for successful specialists training in a particular professional activity. Since the quality of professional activity is largely related to cognitive styles, studies that reveal the relationship between cognitive styles and professional success are of great value.

**Analysis of the latest research and publications.** In the middle of the previous century, Western psychology was enriched with the concept of cognitive style, which refers to stable individual-specific ways of receiving, processing information and making decisions. The prerequisite for the emergence of cognitive style research was the work of the representatives of the 'New View' trend, who proved the prospect of a personal approach to the study of cognitive processes and prompted the search for individual characteristics influencing their course. To date, about two dozen cognitive styles have been described, identified independently of each other by psychologists of different scientific directions (G. Witkin, R. Gardner, J. Kelly, J. Kagan, etc.).

The idea of the existence of stable differences in the ways of thinking and perception was first formulated by J. Klein in 1951. The term 'cognitive style' was introduced by the American Psychologist R. Gardner (Gardner, 1953).





Cognitive styles have been studied by different authors from different positions. The problem research of cognitive styles research and their classification was studied by the representatives of both, domestic and foreign psychological science. Thus, the works of foreign authors R. Gardner, J. Kagan, J. Kelly, G. Whitkin, O. Harvey, M. Kholodna, P. Holtzman, G. Shroder, G. Shlesinger, N. Shupta and others, are devoted to the substantiation of the content of the concept and the peculiarities of cognitive styles classification. The studies revealed that differences in cognitive styles affect the processes of perception, learning, problem solving, communication, thinking, intelligence and creativity.

Among Ukrainian scientists who have studied the cognitive-stylistic characteristics of a person, the studies of L. Zherdetska, O. Naprasna, H. Kutsenko, V. Synyshina, A. Studenikina, O. Pisotskyi are thorough and interesting. The cognitive-stylistic characteristics of personality in professional activity have also been studied by domestic scientists. This issue has been studied by I. Bila, L. Derkach, S. Kopylova, A. Kulchytska, S. Maksymenko, A. Pali, I. Pasichnyk, N. Pyliavets, M. Popova, O. Portiana, E. Potapchuk, O. Pushkar, O. Savchenko, A. Sannikov, N. Stovba, T. Fedotova and others.

In modern studies, there is a more differentiated understanding of the functional significance of cognitive styles as characteristics not only of the processes of cognitive reflection itself but also the processes that regulate this reflection and human activity in general, i.e. those mental processes that are associated with the actualisation of decision-making. Thus, cognitive styles occupy one of the key places in the structure of problems related to the study of individual differences in decision-making [3,4,9,11,14].

**The purpose of the article** is the need to consider the individual and personal differences of a HMS specialist in emergency response to improve the efficiency and safety of professional activity and to put forward the issue of studying the role of cognitive-stylistic organisation of a human operator. The course of writing this article involves the search for the relationship between cognitive styles and some characteristics of human operator decision-making. In this context, we consider models of cognitive styles and their role in decision-making, in particular, under conditions of risk and uncertainty. Thus, the purpose of the article is to study the essence and features of cognitive-style strategy of HMS specialists' decision-making.

**The presentation of the main material.** In complex HMSs, an operator acts as a leading, central link that ensures the reception of information, its processing, making adequate decisions and taking practical actions to control the technical link of the system. A person always actively processes information, comprehending it, and identifies the image of an object based on the experience and attitudes stored in his memory, correcting the signs coming from technical devices. In this respect, he



is able to increase the noise immunity of automated systems. Such systems separately study the objective regularities of the processes of information interaction between humans and technology in order to better understand the psychological aspects of the processes and structure of information interaction between humans and technology, including the processes of receiving, processing, storing information by humans, making decisions and mental regulation of control actions, as well as taking into account the mutual influence of various components of human-machine system in its design, creation and operation. This area is an extremely important link in the cycle of training specialists in this field due to the development, technological progress, automation of production processes, and the introduction of computers and information technology in various industries. These conditions fundamentally change human activity and increase the importance of the role of people in ensuring high production efficiency.

Depending on the content and nature of operator's activity, several types of operators are distinguished: operator-technologist; operator-manipulator; operator-researcher; operator-observer; operator-manager, etc. The differences between these types are relative. No type of operator activity appears in a pure form.

At the present stage of development, an operator, as an active element of the human-technical system, even in automatic control, should always keep in mind the ultimate goal of his interactions with the machine. In this case, its transition to active actions will take place with the lower costs of cognitive and psychological resources; the effectiveness of its activity will be higher and psychophysiological costs will be lower.

The operator's activities have a number of features that are determined by the following areas of modern production development.

1. With the development of technology, the number of objects and their parameters that need to be managed increases. This complicates and enhances the role of operations for planning and organising labour, controlling and managing production processes.

2. Remote control systems are being developed. People are increasingly moving away from the controlled objects. They estimate the dynamics of their state not by direct observation but by perceiving signals from information display devices that simulate real production facilities. When performing remote control, a person receives the necessary information in an encoded form (i.e., in the form of meter readings, indicators, measuring devices, etc.), which necessitates decoding and mental comparison of the information received with the state of the actual controlled object.

3. Increased complexity and speed of production processes imposes increased requirements on the accuracy of operators' actions and the speed of decision-making. The degree of responsibility for the actions taken increases significantly, since an



operator's mistake in performing even the simplest act can lead to disruption of the entire human-machine system and create an emergency situation that threatens the lives of working people. Therefore, the work of an operator in modern man-machine complex is characterised by a significant increase in the load on a person's neuropsychological activity, which raises the issue of quality criteria for operator labour in a different way. The main criterion is not the difficulty of physical work but its neuropsychological stress.

4. Working conditions change in the production environment. Some types of operator's activities are characterised by a limitation of motor activity, which is not only manifested in a general decrease in the amount of muscle work, but is also associated with the predominant use of small muscle groups. Sometimes an operator must perform work in isolation from the usual social environment, surrounded by devices and indicators. So, if these devices are designed without taking into account the psychophysiological characteristics of an operator or provide false and distorted information, a 'conflict' situation between a person and the devices arises.

5. Increasing the degree of automation of production processes requires an operator to be highly prepared for emergency actions. In the normal course of the process, the main function of an operator is to control and monitor its progress. In the case of a disturbance, an operator must make a sharp transition from monotonous work in conditions of 'operational calm' to active, vigorous actions to eliminate the deviations that have arisen. At the same time, he or she must process a large amount of information within a short period of time, make and implement the right decision. This can lead to a sensory, emotional and intellectual overload.

The considered features of operator labour make it possible to distinguish it into a specific type of professional activity, and therefore, the analysis and evaluation, the classical methods developed by the psychology and physiology of labour, which are used to optimise various types of work not related to remote control by instruments, are not enough for its study.

When the composition of the HMS is determined, it is important to correctly present the classification of links within this system. It is necessary for understanding the internal organisation of a system, identifying its vulnerable links and predicting its behaviour under different operating conditions.

First and foremost, the links are made through the information interaction between an operator and a machine. The operator's activity in a human-machine system can be of a very different nature. In general, it is presented in the form of four main stages [1].

1. Information reception. At this stage, the incoming information about the control objects and those properties of the environment and the HMS in general that are important for performing the task assigned to the human-machine system is perceived. This involves such actions as detecting signals, selecting them from the





set of the most significant ones, encoding and decoding them. As a result, the operator has a preliminary idea of the state of the controlled object. The information is brought into a form suitable for evaluation and decision-making.

2. Information assessment and processing. At this stage, the set and current (real) modes of operation of the HMS are compared. The information is analysed and summarised, critical objects and situations are identified, and the order of information processing is determined on the basis of pre-known criteria of importance and urgency. The quality of this stage largely depends on the adopted methods of encoding information and an operator's ability to decode it. At this stage, an operator can perform actions such as storing, retrieving and decoding information, etc.

3. Decision-making. Decisions about the necessary actions are made on the basis of the analysis and evaluation of information, as well as on the basis of other known information about the goals and conditions of the system, possible ways of action, consequences of correct and incorrect decisions, etc. The decision-making time significantly depends on the entropy of the decision set. If several solutions can be assigned to each state of an object, the complexity of choosing the right one from a set of possible solutions is also taken into account.

4. Implementation of decision. At this stage, the decision is brought into execution by performing certain actions or giving appropriate orders. Certain actions at this stage include: encoding the decision into machine code, searching for the required control, moving to the control and manipulating it. At each stage, an operator exercises self-control over his or her actions.

The difference between the work of operators and other professions is the extreme reduction in the load of the motor part of labour actions and the much greater role of the functions of intellectual and emotional and volitional components.

All technical means operate in the mode of converting and retransmitting the received information, while a person acts as a link that is able not only to process information but also to add additional information to the system. The very act of making a decision, which he or she performs in the process of management, consists of choosing the most suitable option from various alternative ones for the successful completion of this task. The more complex the task is, the more uncertainty will be removed in the process of its performing and therefore the more additional information will be introduced into the system.

In accordance with the topic of our study, there is the necessity to consider individual differences to improve the effectiveness of professional activity of a HMS specialist and put forward the point of studying the role of cognitive styles in a human operator's decision-making.

In the modern scientific literature, the concept of cognitive style is considered as an individual way of processing information, which characterizes the specifics of





mental organisation of a particular person and the distinctive features of his or her intellectual behaviour.

M. Kholodna defines cognitive style as an individually peculiar way of processing information that characterizes the specificity of mind of a particular person and the distinctive features of his or her intellectual behaviour; as a type of intellectual abilities characterised by the maturity of the subject's representational capabilities and is related to the metacognitive regulation of intellectual activity [2]. She defines that the concept of cognitive style is used, on the one hand, to denote individual differences in the processes of information processing, and on the other hand, the types of personalities depending on the peculiarities of the organisation of their cognitive sphere [3].

Analyzing the scientific literature, we have found out that: cognitive styles are understood as individual psychological characteristics of cognitive processes, a predisposition to use methods of interaction with information that are characteristic of a person, the actualization of an individually specific cognitive structure of a person, mediating the processes of operating with information at all levels of cognitive sphere[4]; as an individually-characteristic ways of obtaining a particular cognitive product, that is, an instrumental characteristic of intellectual activity, which can be contrasted with its productive characteristics [5]; they are interpreted as preferring to certain ways of intellectual behavior, which most closely correspond to the cognitive inclinations and capabilities of a subject [6]; as a peculiar consequence of interaction of cognitive and personal component of a subject, the result of which directly influences the formation of ways of setting and solving problems, decision -making [7].

The researchers pay great attention to the manifestation of cognitive styles in their professional activity.

In her research, G. Yurchinskaya points out that the conditions and nature of the interaction of employees, the content of professional tasks influence the structure of individuality and its individual components, in particular, such an important functional instrumental characteristic as a cognitive style. In cognitive style, differences between people in the nature and ways of processing information, which are permanent in different situations of activity, are manifested [8].

On the basis of the analysis of M. Popova's works, it is determined that cognitive style is an important psychological regulator of various spheres of professional activity. It is noted that any activity, that requires information processing, should take into account not only the requirements of professional competence but also psychological parameters. Only under such conditions, the maximum result of professional activity can be expected. Cognitive styles are extremely important in any professional activity [9].



Scientists have noted that individual differences in the organization of the cognitive sphere form different styles of cognitive response, according to which, people with different types of cognitive response are similar or differ from each other. Thus, the concept of cognitive style defines, on the one hand, individual differences in information processing and, on the other hand, the types of people depending on the uniqueness of the peculiarities of their cognitive sphere [10].

It is believed that cognitive styles are not directly responsible for the effectiveness of intellectual activity in terms of the correctness and speed of solving problems, and in this regard they are not abilities. However, cognitive styles are responsible for information processing, and from this point of view, styles are metacognitive abilities related to intellectual self-regulation and, therefore, to the productivity of intellectual function.

Cognitive-style differences due to the peculiarity of the composition and structure of individual mental experience characterize the features of the organization of mental space, within the framework of which, the cognitive image of what is happening, is built. If intellectual capabilities are insufficient to build an effective mental representation of the situation, then in the negative way in this case we can speak about the non-formality of mental control mechanism, which reveals itself in a certain syndrome of style properties: manifestations of a fixed field dependence, inaccurate or impulsive type of decision-making, narrow scanning of information and cognitive control, simplification and concreteness of the categorization of what is happening, intolerance to “impossible” experience, etc.).

Also, studies show that this process is most fully implemented in cognitive styles that integrate the current properties which determine the nature of decision-making in their space.

Making decisions in the system is an extremely complex process that is accompanied by psychological, organizational and technical difficulties. The decision-making tasks are rarely formulated in a “pure” form, when many alternatives are clearly set, having certain assessments according to known indicators. Before making a choice, it is necessary to carry out a huge job - to diagnose the problem being solved, to analyze information about alternatives and factors affecting the results of decisions, to evaluate the consequences of each alternative, especially if the decision is made in conditions of risk and uncertainty. The adoption of a certain decision depends not only on the factors in which it is located, but also on the personality itself, his psychological characteristics.

Analysis of the cognitive-style characteristics of decision-making processes allows us to distinguish the result of O. Sannikova's work: “In modern studies, there is more differentiated than earlier understanding of the functional meaning of cognitive styles as the characteristics of not only the processes of cognitive reflection, but those that regulate the activity of a person as a whole, that is, those mental processes that are associated with the actualization of decision-making.



Cognitive styles are evaluated in the course of a person's performance of cognitive tasks, but in any such process, the act of decision-making is necessary, in which at least two mental subsystems are involved - cognitive and regulatory. A description of the integral process of solution can be obtained through the organization of a special study and analysis of the joint functioning of these subsystems. As part of cognitive style functions in cognitive processes, regulatory function is also distinguished along with traditional and cognitive ones"[11].

It is believed that cognitive styles can be better prerequisites for individual success in special situations than general intelligence or situational factors [6], with cognitive styles of awareness of their weaknesses and strengths to solve various problems[10], through analysis of cognitive styles, their identity and the activity of an individual mind [12].

Thus, it can be assumed that the formation of professionalism can also be considered from the point of view of cognitive-style characteristics, which define the ability of a subject of labor to establish an adequate relationship between the measure of invested efforts and the results of his work. When performing practical and creative tasks, the cognitively mature and professionally active subject successfully uses productive mental strategies, distinguishes a significant sign from the incoming new information, deciphers the value that is hidden in the information, coordinates the sequence of his actions, rationally uses knowledge and makes decisions, planning a successful result of his work.

The scientific literature describes various theories of cognitive styles and ways of their classification and measurement. However, some common features of cognitive styles include [13].

1. Personality traits because cognitive styles are directly related to certain psychological and physical traits. For example, personality with impulsive cognitive style is usually more adventurous and risky, while persons with reflexive cognitive style are usually more introspective and cautious.

2. Methods of information perception, as cognitive styles can influence the way an individual perceives and processes information. For example, a personality with an analytical cognitive style, as a rule, focuses on details and facts, whereas a personality with a coherent cognitive style, as a rule, is able to see a general picture of information. There are also differences in the forms of information perception. Some individuals are better in visual information, while others rely more on verbal one.

3. Methods of information processing. For example, some individuals prefer to think logically and analytically, while others rely more on intuition and creativity. Some people are more linear in their thinking, while others are more associative and creative.





4. Decision-making processes, since cognitive styles also have an impact on how individuals make decisions. For example, personalities with a decisive cognitive style, as a rule, make decisions quickly based on limited information, while others, with cautious cognitive style, usually do not hurry and carefully weigh all available information and options for development of events.

5. Memory, since cognitive styles also have an impact on how individuals memorize information. For example, some personalities remember facts and details, while others remember the concepts and ideas better, some have better visual memory and others – auditory one.

6. Ways and methods of solving problems, since cognitive styles also have an impact on how a person identifies problems and finds the ways of their solution. For example, individuals with intuitive cognitive style, as a rule, rely on their instincts and anticipation, whereas a personality with a rational cognitive style, as a rule, uses logical analysis and deduction. Some personalities are more systematic and staged in their approach to problem-solving, while others are more spontaneous and improvisational.

The higher the degree of complexity, dynamism and non-determinism of a situation, the more options for the implementation of possible actions of a subject. The subject is forced to consider these options and choose one of them, i.e., make a decision.

Not each situation, a combination of circumstances is defined as a risk. Uncertainty is the most important characteristic of a risky situation requiring a decision. One of the characteristics of a risky situation is to have a choice from the alternatives (option, method of action, means, etc.). Traditionally, mental processes associated with the choice and overcoming of uncertainty are described as a decision-making.

Thus, we can see an obvious dependence of decision-making not only on external conditions (for example, the conditions of uncertainty of choice, risk, information deficiency), but, above all, on the cognitive characteristics of a person who makes a decision.

For example, the situation of uncertainty is characterized by the fact that it is based on a problematic situation, which occurs not only with a shortage of information, but with its excessiveness. This situation causes an ambiguous subjective assessment of information perception and has a dynamics determined by the degree of its possible change or transformation in the time interval, which is commensurate with the time of problem solution in the proposed conditions. Another characteristic of the situation of uncertainty is the complexity, which is expressed as a function of the number of variables, factors, objects, relationships, necessary in the situation of uncertainty.





On the other hand, an operator can have ready-made algorithms for solving these problems, methods of their logical and intellectual analysis and decision making on this basis. But in some cases, he does not have rational explanations for what is happening, therefore he is not able to find an adequate model of behavior and make the right decision, and at the same time reacts to the situation emotionally. He can experience fear, depression, expect inevitable failures, etc.

Also, the success of persons of extreme professions, especially involved in operator activities, depends not only on the level of development of individual functional capabilities of the psyche, but also on the ability to combined activity. Such activities are associated with the need to solve a large number of independent problems that an operator is forced to either combine or divide in sequence. In this case, we are talking about the ability to combined activity. The conditions of uncertainty in combination with diverse loads on the psyche of a human operator can provoke a set of functional disorders of decision-making mechanism. In such conditions, temporary restrictions are also of great importance.

Thus, our interest in the problem of cognitive styles is associated with a number of features of style indicators, which allow to use them in the operator interaction algorithms with technology in the “human-machine” system. In the process of solving cognitive problems, a specialist manifests his abilities in an effective work with information, its structuring, generating new one and finding accurate solutions of professional problems.

Cognitive styles, as a psychologically determined property, are formed and developed in the conditions of professional specialization. Therefore, the maturity of a specialist is accompanied by the maturity of his cognitive-style organization [12]:

- cognitive styles show a tendency to the specific type and specificity of professional activity;
- cognitive styles determine the field of professional activity and the success of a specialist;
- cognitive styles can change as a result of vocational training.

Determination of professional activity and cognitive styles is bilateral. Cognitive style, correlating with all levels of individual properties, affects professional activity and depends on it. Not only cognitive-style specificity determines the attitude to work and professional competence. The specificity of professional activity also affects the peculiarities of cognitive styles, but as a result, it influences on the professional competence. That is, cognitive style is a dynamic formation, which for the purpose of professional development and proper level of professional competence, can be changed by modifying inefficient cognitive styles for more effective ones [14].

The features of cognitive mediation of decision-making processes in human labour activity are identified in A.V.Karpov's theory of decision-making, which include: the need to recognise situations of uncertainty, the role of subjective



perception of decision-making tasks, human activity in the implementation of decision-making and the manifestation of the phenomenon of responsibility (which is expressed in the increase of subjective phenomena involved in decision-making, as well as their integration). This allows you to consider cognitive styles as one of the system nodes that regulate the process of making a choice [15].

The decision-making process, i.e. choice, is associated with such phenomena as thinking, reflection, determining ways of problems solution, making inferences, testing hypotheses or making conclusions. All these acts are the subject of research of cognitive component of professional's personality. The process of decision making is also one of professional functions, which consists of collecting and processing information with the subsequent decision on future actions. A person makes a choice to change the situation that has arisen. A decision is the conscious selection of one option from at least two possible ones. Sometimes decisions are very simple, others can be much more complex and people have to take into account a great deal of professional responsibility for their choice.

In the conditions of choice, according to the researches of scientists [4], the recognition of variability of regulation systems of decision making, allows us to talk about the relevance of different basic processes and diagnostics of various interrelations of components, levels and intercomponent links in the regulation of decision making, including cognitive and personal efforts of a subject in the situation of choice. One of these components is the cognitive-style organisation of a decision maker.

For example, researchers have obtained results in studying the decision-making process in a dialogue with a computer, identified the relationship between cognitive-style features of a personality, the speed of decision-making, and found that irrationality and risk-taking are characteristics of impulsive subjects who are also characterised by rigidity. For polydependent individuals, indecision and risk-taking are characteristic [11].

When performing production tasks, a human operator uses a system of methods and techniques that are unique to him or her, which forms his or her individual style of professional activity. The style is a rather stable formation and often serves as a characteristic of a professional that distinguishes him or her from others. Accordingly, when designing the technical environment, it is necessary to take into account the individual characteristics of the processes of information interaction in the human-machine system, allowing a human operator to use the most 'convenient' styles during his work.

At the same time, it is considered that the formed cognitive style manifests itself as an individual peculiarity, which can be relied on and should be taken into account. At the same time, individual activity style can be formed spontaneously. It can be selected and consciously discarded. Consequently, since a person's



cognitive style is a formal individual feature of high order, it plays the role of a structure that determines the construction of an individual activity style. It is also believed that cognitive styles are considered to be quite stable formations, pervasive in problem solving regardless of the course of activity.

Decision-making in modern conditions for specialists of the 'human-machine' system can be associated with such problems as insufficiently structured information, complexity and large information volumes. In this case, cognitive decision-making manifests itself in two aspects. The first aspect is related to cognitive modelling in the preparation of information for decision support. It is related to structuring and simplification of initial unstructured information. Information preparation is an obligatory stage preceding decision-making. The second aspect of cognitiveness is related to the development of a managerial decision. The process of decision formation is presented in the form of the main stages: formation of goals, search for means to achieve the goal, formation of managerial decisions, verification of decisions and prediction of consequences, implementation of the decision, control over the implementation of the decision.

Based on such mental processes as analysis, perception, categorization, structuring, evaluation of what is going on, there are many classifications of cognitive styles. In the literature there are about two dozens of cognitive styles descriptions, each of which is associated with a certain formal psychometric procedure, has a corresponding specific name. The most prominent of them are: Polydependence - Polyindependence; Impulsiveness - Reflexivity; Rigidity - Vigor of cognitive control; Cognitive simplicity - Complexity.

Based on the research of scholars [2,3,11] and summarising the results of the study, we will present the main characteristics of these styles, taking into account the decision-making process (DM).

**1. Polydependence - Polyindependence.** Polydependence is manifested in the analytical nature of cognitive images: the tendency to detail and differentiate cognitive impressions, focusing on the relevant elements of the perceived material. The subjects' cognitive images are more mobile and "three-dimensional". They easily perform any spatial transformations, tend to structure and link the material presented. They focus on the substantive characteristics of the activity, not on its emotional and personal "background". The following type of mental experience is characteristic of the subjects. They have more integrated figurative and verbal-linguistic channels of information processing; more pronounced experience of reflection.

Polydependent subjects in the course of the study rely on an external visible field, overcome its influence. They need a lot of time to highlight the desired part in a complex image. In their mental experience, perceptual signals play a dominant role. Control processes are formed at a relatively low level.





There are also differences in the nature of subject's orientation: either to external factors (the tendency to be polydependent) or to internal factors (the tendency to be polyindependent). These are the peculiarities of their information search strategies: a polydependent uses another person as a means of solving problematic situations, while pole-dependent subjects rely on their own experience, preferring to analyze the situation and make decisions on their own independently.

Poly-dependent people in an uncertain or threatening situation demonstrate simpler, non-specialized forms of protection that exclude active processing of experience and, as a consequence, provoke the construction of a distorted image of reality. On the contrary, pole-independent people in such situations begin to use more complex, specialized forms of protection, focused on the transformation of experience and building a more or less connected picture of events. Poly-dependent people have a more prone tendency to risk as a result of a tendency to avoid uncertainty situations.

In the decision-making situation, it is much easier for poly-independent persons, compared to the poly-dependent, to use rational PR strategies, since their cognitive structures allow them to compare and evaluate different alternatives quickly, to see the situation in detail. Based on the subjective criteria of the correctness of a particular choice, they do not depend on the opinion of other people. They can make decisions quickly without fear of making mistakes. Therefore, the motivational regulation of choosing in poly-independent persons will be overwhelmed by the motivation of success. At the pole in poly-dependent people, the opposed strategies of DM, will most likely prevail, namely: risk, intuitive solutions, high temporary costs for choice and avoidance motivation. At the same time, the risk in these two categories of people will be different, since poly-independent persons risk with a sufficiently complete orientation in the situation, unlike the poly-dependent who are ready to risk with insufficient information.

**2. Impulsiveness-Reflexivity.** The cognitive style of "impulsiveness-reflexivity" characterizes individual differences in the tendency to make decisions quickly or slowly. Most striking this stylistic property manifests itself in uncertainty when you need to make the right choice with many alternatives. Impulse subjects tend to respond quickly in the situation of multiple choice, with hypotheses put forward without analyzing all possible alternatives. The reflective subjects are characterized by a slowed response rate in a similar situation. Hypotheses are checked and specified many times. Decisions are made on the basis of careful preliminary analysis of the features of alternative objects. Reflective subjects spend more time not so much on the assessment of their hypotheses, but on the collection of information in the process of constructing the representation of the situation.

The prudence and tendency to analyze in PR can also be expressed in reflective persons in addition to rational decisions, based on thought that involve a





person's appeal to his own experience for topical tasks. Impulsive people, on the contrary, will have intuitive solutions and increased readiness for risk.

The scientists associate determinants of individual differences in impulse and reflective persons with the peculiarities of the motivational-effective sphere of personality. The tendency to be reflective or impulsive is the balance of the balance between two subjective values: orientation to rapid success or anxiety for a possible mistake. If a person's fear to make a mistake is greater than to achieve success quickly, then he has a reflective style. If the anxiety of mistakes is lower than the desire for rapid success, then in a person prevails the impulsive style.

**3. Rigidity-Vigor of cognitive control.** The cognitive style of "rigid-vigor cognitive control" reflects the degree of subjective difficulty in changing the ways of processing information in a situation of cognitive conflict. Rigid control indicates difficulties in the transition from verbal functions to sensory-perceptual due to the low degree of their automation. Rigid people are distinguished by the lack of tendency to think about their actions, as well as the focus on preliminary collection of information when making decisions. Indirectly, because of the balance of verbal and sensory modalities of experience, this cognitive style, apparently, influences the peculiarities of individual mental images. The tendency of rigid persons is also emphasized to respond to the impulse type, that is, they are less inherent in persons with flexible cognitive control, to think through their actions in advance and to focus on preliminary collection of information when you make decisions, due to which it can accompany pronounced readiness for risk. Then flexible persons in the decision-making situations will be characterized by rational strategies and the need to spend more time to make a choice.

**4. Cognitive Simplicity-Complexity.** The style of "cognitive simplicity-complexity" is associated with the fact that each person perceives, understands, interprets and predicts reality on the basis of the structures of his individual mental experience. According to the research, some people build multidimensional models of events, others "see" the same events as simplified and unharmed. In cognitive-simple and complex subjects, an understanding of the situation in the context of changing its information characteristics is constructed differently. With high differentiation and integration of concepts (cognitively complex), the ability to fasten and generalize a variety of information is developed. Many features of objects are taken into account. The information is processed before the decision is made. Cognitively ordinary people are characterized by a categorical "black and white" view of things by reducing the ability to think in relativity regime. In a conflict situation, there is a desire to minimize it until it is ignored. If the conflict is still being discussed, the decision is made very quickly. It is also suggested that you avoid failure in regulating decision-making in cognitively ordinary persons, a tendency to make decisions quickly, intuitively and the ability to make risky choice (in cognitive complex - opposed strategies).



The model of interconnection of cognitive styles with decision-making parameters is given in Table. 1 [11].

Table 1

The model of interconnection of cognitive styles with decision -making parameters

Cognitive styles	Decision -making characteristics (DM)
Poly-independent	Rationality. Risk readiness. Motivation of achievement. High speed of DM
Poly -dependent	Risk readiness. Intuitive solutions. Avoid motivation. Low speed of DM
Impulse	Risk readiness. Intuitive solutions. Motivation of achievement
Reflective	Rationality. Solutions based on thought. Avoid motivation
Rigid cognitive control	Risk readiness. Intuitive solutions. Motivation of achievement. High speed of DM
Flexible cognitive control	Rationality. Avoid motivation. Low speed of DM
Cognitive simple	Risk readiness. Intuitive solutions. Avoid motivation. High speed of DM
Cognitive complex	Rationality. Low speed of DM

Speaking about decision- making in professional activities in HMS, a problematic situation, which needs to find an effective solution, is usually considered. The decision-making process is inextricably linked with thinking, that is, with the work of specific operating procedures. They are based on strategies and methods of problem- olving, especially in risk and uncertainty conditions.

In the reactions of operators to the risky situation, significant individual differences, which largely affect the reliability of the corresponding “human-machine” systems, are observed. In the study of decisions made by an operator, the essence of the problem is why he acted in this situation in this way but not the other one.

Personal dispositions that determine strategies for overcoming the situation that has arisen (the tendency of decision-makings in a certain way) are associated with the subject's behavior in this situation and reflect the characteristics of involuntary intellectual control and decision-making pace. In this case, cognitive styles characterize typical features of intellectual activity as forms of intellectual activity of a higher order compared to the described features of cognitive processes. Cognitive styles are defined as a subjective instrument for regulating the subject's intellectual activity in conditions of risk and uncertainty of the situation. Individual differences in cognitive styles can determine the perception and assessment of risks, as well as the choice of specific behavior in response to these risks. There are integrated methods for overcoming the influence of individuality on decision-



making in situations of uncertainty. On the one hand, these are probabilistic methods of risk and decision analysis, on the other hand, individual-specific methods of decision-making that correspond to cognitive-style features.

**Conclusions.** In the course of our research, the analysis of individual capacity of the HSM specialist was analyzed for the increase of efficiency and safety of professional activity in the perspective of study of cognitive-style role of an operator. We have analyzed the peculiarities of cognitive styles and their internships with the decision-making parameters of "Human-Man" system specialists.

The manifestations of cognitive style of an operator in solving cognitive problems reflect his fundamental characteristics as a subject of their implementation: activity and autonomy. The subject independently and autonomously chooses a specific decision-making strategy, specific to him, due to his cognitive-style effectiveness in the framework of the task.

The style of decision-making strategy is a personality characteristic, one of the determinants of a professional formation, which develops and transforms under the influence of professional activity peculiarities. It is the decision-making style that provides a decrease in uncertainty. Thus, the specifics of making decisions is revealed in the autonomy of cognitive styles influence on the decision-making process and features of decision -making profiles in risky for HMS specialists situations.

In this perspective, it is necessary to note that a detailed study of the foundations of cognitive-style organization of a professional's personality (as a component of intellectual activity) and creation of its evaluation and control using modern computer technologies are the most important tasks for the human factor consideration when organizing any operational activity.

In our opinion, a rather important aspect in the professional training of future specialists of human-man systems, their professional selection are such cognitive-style characteristics as: Polydependence - Polyindependence, Impulsiveness-Reflexivity, Rigidity-Vigor of cognitive control and Cognitive Simplicity-Complexity. They allow one to pay attention to the following aspects: features of the speed and accuracy of making a decision by specialists; ability to effectively make alternative decisions under conditions of time deficit and situations of uncertainty; ability to analyze a large amount of information; flexibility of thinking; readiness to risk, thereby actualizing issues related to determining the features of cognitive style influence on professional training and professional activity of a specialist.

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