

Methods for Establishing Psychological Communication with Citizens in Ensuring Public Security

Arzikulov Dilshod Ne'matovych

Associate Professor of the Department of "Educational-Psychological Support of Service Activities" of the Public Security University of the Republic of Uzbekistan, Ph.D. of Psychol., Associate Professor

ABSTRACT: This article provides a theoretical analysis of the need for psychological knowledge, which is necessary in the process of establishing psychological communication between citizens and military personnel and employees of the National Guard while ensuring public safety. And the article discusses ways to improve professional communication based on psychological knowledge, the development of professional qualities necessary for the formation of skills and abilities for the correct and effective use of psychological techniques of communicative means of communication when interacting with citizens of different categories performing official activities.

KEYWORD: behavior, communication, communicative, professional activity, psychological effect, communication process, psychological barriers, socio-psychological quality.

Introduction: In the protection of national interests in the field of public security, in communicating with citizens through the psychological knowledge of military servicemen and employees of the National Guard, in preventing crimes, in eliminating various conflicts, and in dealing with representatives of different nationalities (ethnos), representatives of different religions, age-specific characteristics and enter into social relations with representatives of the profession. In this process, psychological knowledge such as legal-psychological, social-psychological, ethno-psychological, religious-psychological, political-psychological, military-psychological, etc. is practically used in this process.

It is known that the national character of the peoples living in Uzbekistan consists of a set of unique characteristics of their qualities. National character includes will qualities (such as independence, endurance, principles, self-control, endurance, perseverance, fortitude) and moral qualities (civilization, politeness, purity, discipline, sincerity, justice, humanitarianism, etc.). It also expresses the attitudes towards people, the attitudes of people towards themselves, and one or another feelings appear in relation to them [2].

Transaction is a very complex process, which consists of the sum of economic, political, legal, socio-spiritual relations and connections between people. The internal and external characteristics of all types of culture are embodied in communication. Therefore, its formation at the level of historical succession and requirements of modernity ensures harmony and commonality of internal and external culture of the military personnel and employees of the National Guard.

The relevance of the study: the culture of dealing with citizens of the National Guard military servicemen and employees is their behavior with individuals, families, labor teams, social groups, various public and state

organizations, institutions, citizens of foreign countries, as well as the ethical and refers to the system of moral-aesthetic, legal relations regulated by legal norms and principles.

Professional behavior occupies an important place in the activity of every military service employee of the National Guard. That is why psychological laws and mechanisms of behavior are involved in the process of activity.

Based on the rules of interaction, the employee enters into interpersonal relations. In this process of communication, every cognitive quality of a person (memory, attention, perception, intuition, thinking, imagination) takes part [1]. These processes help the employee to think logically, to connect with the past situation, to compare and contrast skills, to perfectly perceive the object and the situation.

In the course of their activities, people naturally communicate with other people. In this process, they exchange information, influence each other, teach, share experience. This process is communication in interpersonal relations - communication.

Communication is considered an important aspect of any activity, through which the essence of a person is manifested, that is, to mutual understanding, to perform work.

when harmony is achieved or, on the contrary, conflicts and moral conflicts, disagreements at work arise due to communication.

Dialogue or communication is one of the forms of human interaction. Communication is the process of exchange of messages that represents the result of people's reflection of reality, they are an integral part of social existence and a means of formation and implementation of their individual and social consciousness. In the process of joint activity of people, organization of purposeful cooperation, exchange of experience, acquisition of work and life skills, manifestation and satisfaction of spiritual needs takes place with the help of communication [6].

Communication or communication is also a process of exchange of new information, about which Bernard Shaw notes the following: "If I have one apple and you have as many apples and we exchange, you and I both have one apple, if each of us has a personal opinion and exchange. , then each of us will have two ideas" [5]. From this emphasis, it can be seen that during the dialogue, mutual exchange of ideas occurs.

Military servicemen and employees of the National Guard engage in direct communication with citizens in the performance of their official duties. The effectiveness of their service activities depends on their ability to communicate with people and establish psychological contact. Communicative skills are an important component of the professional skills of National Guard servicemen.

The purpose of the study is to improve the professional communication of military personnel and employees of the National Guard on the basis of basic psychological knowledge, to develop their skills and competencies using communicative tools.

The purpose of the research: to establish communication with different categories of citizens in the process of professional activity of the investigator, investigative military personnel and employees of the investigation body before the investigation, and to form skills and qualifications.

The widespread implementation of communication types has a significant impact on the human condition in this process. Providing the desired information in full in the process of communication, the signal that it has been received correctly creates a state of satisfaction and activates the communication process [6].

Each communication can have several goals. For example, before the investigation, the employee of the investigative body may aim to check the evidence once again, to enrich the existing evidence based on the level of involvement of the investigating person in the events. Communication is always related to human

nature, let's say a person can be quarrelsome, quarrels arise as a result of conflicts. In this case, it is necessary to study the circumstances of the person that cause the conflict.

Military servicemen and employees must have deep knowledge, skills and the following socio-psychological qualities in order to communicate with citizens:

- to quickly enter into communication with strangers, to please them;
- to have the ability to hear the speech of other persons;
- ability to psychologically influence people;
- elimination of psychological obstacles in the process of communication, etc.

The communicative activity of military servicemen and employees has special aspects, it shows a number of psychological features, firstly, the specific aspects of internal communication, and secondly, its difficulty.

An important feature of this communication is its professional orientation. After all, before the investigation, the employee of the investigation body communicates with other persons in order to identify the persons who violated the public order or the perpetrators, witnesses and victims. Before the investigation, the employee of the investigative body tries to reveal the truth, but the criminals, on the contrary, try to hide the crime, give false information, and avoid criminal responsibility.

Before the investigation, the investigator or investigator, who is an employee of the investigative body, acts within the framework of procedural laws, that is, he is obliged to communicate regardless of his negative attitude towards the criminal.

In the process of communication, it is necessary to take into account that the object has its own aspects. It is worth saying that in most cases, criminals are immoral, indecent and unscrupulous people in society. As a result, various psychological barriers appear in the process of communication, and they are mostly created artificially [4].

The following psychological barriers may arise during communication:

- 1) motivational barriers;
- 2) mental barriers (intellectual);
- 3) emotional barriers;
- 4) obstacles in the educational process.

Motivational obstacles are manifested in a person's refusal to engage in communication, unwillingness to conduct the transaction in a correct, clear manner.

Mental barriers arise in the case of a person's breadth of knowledge, depth of logical thinking and legal literacy compared to the employee.

Emotional obstacles arise from the psychological and emotional-volitional states of the participants of communication (aggression, fear, nervousness, humiliation, etc.).

Obstacles in the educational process are faced by Guard military servicemen and employees when conducting preventive measures with the education of "difficult" teenagers, unhealthy families and persons with previous convictions.

There are several stages of establishing a psychological connection:

- 1) predict future communication;

- 2) creation of external factors facilitating communication;
- 3) manifestation of external communicative qualities;
- 4) identification of general and neutral areas of interest;
- 5) elimination of deviations in circulation;
- 6) individual influence.

Predict future communication. In order for psychological communication to be effective, it is desirable to have preliminary plans. For this, it is necessary to have the necessary information about the person entering into communication. In addition, knowing the psychological characteristics of a person also helps in establishing a relationship. Also, the emotional psychological qualities of a person: anger, aggressiveness, secret character, suspicion, etc. have a negative effect on establishing a psychological relationship. The mentioned qualities should be taken into account during the prediction period.

Creating external factors that facilitate communication. In any situation that is manifested in communication, external factors must be adapted to social situations. Nothing should interrupt or distract your interlocutor. An atmosphere of mutual trust must be maintained during the interview.

Manifestation of external communicative qualities. Speech culture, facial expressions, appearance give a positive result in establishing psychological communication. Accordingly, your interlocutor will have positive emotional states, which is a necessary factor in establishing communication. You should try to agree with the interlocutor from the beginning of the conversation.

Identify common and neutral areas of interest. At the beginning of communication, it is important to find a common language with the person. Identifying a range of common, yet neutral interests, such as coin, stamp collecting, sports, travel, and other interests will help in solving this task. Finding common interests leads to positive emotional states. This brings the interlocutor closer in self-communication. Neutral interests lighten the psychological environment and equalize the situation.

Elimination of deviations in treatment. During the period of establishing psychological contact with individuals, more attention should be paid to eliminating deviations in behavior, because these deviations, for example, future emotional stress, negative factors affecting the formation of communication, interference of strangers during communication, etc., have a negative effect on behavior. Elimination of deviations in treatment is a mandatory condition for establishing psychological contact.

Individual exposure. At the final stage of establishing psychological contact, the employee should have an individual impact on the interlocutor. The purpose of this effect is to get reliable information from the interlocutor, at the same time, to establish a reliable relationship in the future.

The importance of the formed qualities and qualities of a person is very important for the success of communication. For example, if a person has well-developed positive qualities (politeness, modesty, humanity, correct speech, conscientiousness, etc.), the communication process will also go well. Because people need to understand each other correctly, to be sincere in order for communication to be successful [3].

National Guard officers and employees should pay attention to the following rules and mechanisms of communication in order to maintain public order and cooperate with the population:

- the interlocutor's opinion should be expressed simply, clearly and concisely, his thoughts should be carefully analyzed;
- conduct a clear, short and polite conversation during communication with the offender;
- developing a mechanism for listening to the interlocutor;

- to react with interest to the information provided by the interlocutor. If the information given to the employee of the inspection body before the investigation is unclear, then politely ask him to repeat the expressed thoughts and some sentences;
- do not pay attention to negative influencing factors during the conversation (calls, strangers walking on the corridor, etc.);
- paying attention to facial expressions, gestures and reactions of the interlocutor, summarizing and analyzing the information obtained when the interlocutor has finished his thoughts, clarifying concrete evidence, attacking with evidence when necessary;
- one of the main requirements for an employee is the formation of his hearing ability.

It has been observed in practice that some inexperienced investigators face some difficulties in communicating with citizens. Experience does not appear in them suddenly, but gradually. For example, before the investigation, the employee of the inspection body talks with different categories of citizens every day about some kind of violation, actions of citizens against the interests of the society, conflict situations in the household sphere, usually a negative mood is observed in his character and prevents the implementation of the communication process.

Service activities of National Guard servicemen and employees cannot be imagined without communication. Therefore, they should have professional skills in the process of communicating with citizens.

For example:

- development of psychological endurance, tolerance;
- learning to eliminate and prevent negative emotions;
- elimination of mental tension;
- formation of psychological and pedagogical culture of communication.

Military servicemen and employees should take into account their age, gender, social status, health, nationality, general attitude to law enforcement agencies and the conditions of communication when interacting with citizens.

It should not be forgotten that every word, tone of voice, demeanor, character, and appearance of a military serviceman and an employee are in the full attention of the citizen. Therefore, in order for a military serviceman and an employee to manage communication, the conversation should be conducted at a high legal level, psychologically sensitive, benevolent, legal, fair, and passionate.

During the dialogue, the military serviceman and employee must remove the obstacles in the mutual understanding of citizens, avoid making mistakes during the conversation, be able to control oneself, look with a critical eye, follow the laws and mechanisms of dealings, not turn social conflicts into personal conflicts, have a serious relationship with citizens, they should be able to patiently deal with their personal flaws and defects, to have psychological and pedagogical influence.

Diagnosis of false and hidden cases is based on the analysis of speech expression of people, certain criteria and signs of the interlocutor's true and false opinion.

Feedback criteria	True thoughts	False thoughts
Deep knowledge and awareness	Sometimes a person comes from the scope of his knowledge and awareness. He usually expresses honest opinions based not only on his personal experience but also on the experience of others, real facts from newspaper magazines.	A person relies on experience and expertise as well as fantasy within his knowledge. In addition, fictions can be built on the basis of typical variants in actions, real life, literature or movies.
Verbal description of ideas	The person expresses his opinion based on his real worldview, education and life experience.	It is characterized by the use of complex terms, as well as a wealth of vocabulary that is not characteristic of one's own knowledge and education, in order to express events more vividly when expressing false thoughts.
Uniqueness of reasoning	True judgments have an individual character. Details, events and concrete participants are given.	False opinions are usually schematic, stereotypical, without specific details, concrete participants are not mentioned.
Emotionally rich and convincing thoughts	True opinions are always expressed emotionally and reliably in human speech. It is difficult to disagree with him, to change his opinion and point of view because he is telling the truth.	False judgments are emotionally shallow. Emotions are reflected in the mood and from the outside, they are distinguished by their fakeness and showiness.

During the conversation, it is necessary to focus the attention of the guard military servant and employee on the gaze of the people. It is known that in normal communication, when people are telling the truth to each other, their eyes meet during 2/3 of the communication process. If a person insincerely tries to hide something, during the conversation, the eyes will meet for 1/3 of the communication period. With that, he tries to avert his gaze.

The interlocutor's long expression (the lower and upper part of the lip is slightly drawn, forms a line, and the smile is shallow) is expressed as insincerity, even if the interlocutor tries to reflect subtle feelings from the outside. Defensive posture and antagonism (etymology: "opposition, struggle") are evaluated by tight closing of the mouth and jaw muscles during communication.

One of the methods of data analysis is Voice intonation.

The voice represents the current state of the person to those around him (character, temperament, feelings). The tone of the voice helps to know the emotion of the object (anger and sadness - lighter, jealousy and neurosis - heavier).

In nervous and anxious situations, the tone of our partner's voice changes several times. This fact is well used in non-contact samples of "Lie Detector".

When receiving information, it is necessary to pay attention to the strength and level of the voice:

During the conversation, it is necessary to focus the attention of the guard military servant and employee on the gaze of the people. It is known that in normal communication, when people are telling the truth to each other, their eyes meet during 2/3 of the communication process. If a person insincerely tries to hide something, during the conversation, the eyes will meet for 1/3 of the communication period. With that, he tries to avert his gaze.

The interlocutor's long expression (the lower and upper part of the lip is slightly drawn, forms a line, and the smile is shallow) is expressed as insincerity, even if the interlocutor tries to reflect subtle feelings from the outside. Defensive posture and antagonism (etymology: "opposition, struggle") are evaluated by tight closing of the mouth and jaw muscles during communication.

One of the methods of data analysis is Voice intonation.

The voice represents the current state of the person to those around him (character, temperament, feelings). The tone of the voice helps to know the emotion of the object (anger and sadness - lighter, jealousy and neurosis - heavier).

In nervous and anxious situations, the tone of our partner's voice changes several times. This fact is well used in non-contact samples of "Lie Detector".

When receiving information, it is necessary to pay attention to the strength and level of the voice:

- clear, loud voice - enthusiasm, joy, distrust;
- strong, loud and high-pitched voice - anger and fear;
- very loud, louder voice - alarming;
- soft, low voice expressed by a decrease in intonation at the end of each phrase - sadness, fatigue;
- authorship in the voice - tension, lies.

Nonverbal sounds provide important information:

- hostak (involuntarily playing) - lack of trust or danger;
- suddenly burst into laughter - tension;
- sudden hoarseness of the voice - tension;
- persistent cough - lies, self-doubt, anxiety.

There are also involuntary reactions, which are very difficult to control (zero, they try to hide them in various ways), but they are very important in obtaining information. Some reactions are detected by diagnostic devices such as lie detectors.

- Such reactions look like this:
- redness of the face - shame, anger;
- turning pale - feeling of fear, guilt;
- expansion of the pupil - interest, satisfaction, severe pain;
- narrowing of the pupil - dissatisfaction, rejection;
- strong throbbing of the pulse in the artery of the arm and neck area – (trying to loosen the collar with the activation of the heartbeat) anxiety, fear, shame, lies;
- decrease in pulse frequency - increase in attention;

- frequent and shallow breathing - internal tension;
- short breathing through the nose - anger;
- breathing disorder, throat tightness, reflexive swallowing of saliva - panic, shame, lies;
- dry mouth (swallowing, licking lips, thirst...) - fear, lies;
- sudden showing of teeth - anger, aggression;
- sweat - anger, embarrassment, nervousness, lies;
- tremors (hands, toes, facial muscles) - internal tension, fear, lies;
- blinking of the eyes - excitement, lies;
- rumbling of the stomach - fear (not always, depending on the situation);
- grinding of teeth - strong nervousness, stress, inability to do what one thinks. clear, loud voice - enthusiasm, enthusiasm, joy, distrust;
- strong, loud and high-pitched voice - anger and fear;
- very loud, louder voice - alarming;
- soft, low voice expressed by a decrease in intonation at the end of each phrase - sadness, sadness, fatigue;
- authorship in the voice - tension, lies.

Nonverbal sounds provide important information:

- hostak (involuntarily playing) - lack of trust or danger;
- suddenly burst into laughter - tension;
- sudden hoarseness of the voice - tension;
- persistent cough - lies, self-doubt, anxiety.

There are also involuntary reactions, which are very difficult to control (zero, they try to hide them in various ways), but they are very important in obtaining information. Some reactions are detected by diagnostic devices such as lie detectors.

Such reactions look like this:

- redness of the face - shame, anger;
- turning pale - feeling of fear, guilt;
- expansion of the pupil - interest, satisfaction, satisfaction, severe pain;
- narrowing of the pupil - dissatisfaction, rejection;
- strong throbbing of the pulse in the artery of the arm and neck area – (trying to loosen the collar with the activation of the heartbeat) anxiety, fear, shame, lies;
- decrease in pulse frequency - increase in attention;
- frequent and shallow breathing - internal tension;
- short breathing through the nose - anger;
- breathing disorder, throat tightness, reflexive swallowing of saliva - panic, shame, lies;
- dry mouth (swallowing, licking lips, thirst...) - fear, lies;
- sudden showing of teeth - anger, aggression;

- sweat - anger, embarrassment, nervousness, lies;
- tremors (hands, toes, facial muscles) - internal tension, fear, lies;
- blinking of the eyes - excitement, lies;
- rumbling of the stomach - fear (not always, depending on the situation);
- grinding of teeth - strong nervousness, stress, inability to do what one thinks.

Such reactions are more pronounced in men than in women and are more likely to be observed. [3].

It should be kept in mind that in any psychological-physiological diagnosis, in addition to symptomatic conditions, it is necessary to pay attention to parameters such as time, place, situation, condition (for example, in a patient with a temperature of 39C, mouth opening, sweating, blinking of eyes, reddening of the face, etc. such cases occur).

Methods of data analysis. Professional communication is a rather complex process that requires the development of certain skills of military servicemen and employees of the National Guard, but it can be easily managed if there is a desire and appropriate communicative training, which positively affects the effectiveness of their work.

It is known that human reaction is divided into voluntary and involuntary types. The involuntary reaction is not controlled and is manifested in the following: paleness of the face, redness, tremors of the hand, frequent breathing, sweating, changes in the voice, disturbance of the direction of movement, stuttering, etc. [4].

We should emphasize that communication takes the leading place in the activity of ensuring public safety. Verbal and non-verbal means of communication, aspects, effects of social perception and interpersonal relationships are always involved. Taking into account the mentioned points, we can draw the following conclusion:

1. Communication is a complex multifaceted process that is an important factor in human life and plays a major role in personality formation;
2. Treatment, culture of treatment is an important component of the activities of military servants and employees of the National Guard in ensuring public safety;
3. In order to ensure public safety, military servants and employees of the National Guard should know their individual psychological characteristics in order to effectively communicate with different categories of people;
4. The correct use of communication tools increases the efficiency of the military servicemen and employees of the National Guard.

Used literature:

1. Andreeva, G. M. Sotsialnaya psychologia: uchebnik dlya vuzov / G. M. Andreeva. — M.: Aspect Press, 2014.
2. Arzikulov D.N., Dusanov N.E. Professional culture of internal affairs officers. Study guide. - T., 2010.
3. Bodalev A.A. Lichnost i obshenie. M., 1983.
4. Enikeev M.I. Legal psychology. M., 2005.
5. Kogan M.S. Mir obshcheniya - M., 1990.
6. Karimova V.M. Social psychology. Textbook, T., 2020.