

# The Role and Legal Basis of Ethical-Psychology in Working with Citizens During the Service of the Employees of the Internal Affairs Bodies

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**Abstract.** Organization of moral-psychological units in the field in order to increase the moral-psychological awareness of the employees of internal affairs bodies.

**Key words:** Internal affairs bodies, moral-psychological, manners, stress, stress.

Today, the main goal of the internal affairs bodies of the Republic of Uzbekistan is to train employees to "serve the homeland and the people with loyalty - our highest duty!" on the basis of the conceptual idea of patriotism, dedication, loyalty to the profession and high responsibility, as well as by forming high human and professional qualities such as pride, pride, conscience, honor and dignity, to create a positive image of them as truly "people-oriented servants" among our people and their importance in the life of the state and society, active is to strengthen the vital position.

The set of standards of ethics and professional ethics of internal affairs bodies, moral values and human qualities, service obligations in the field of ethics, requirements of professional ethics in service and off-duty time, moral criteria in mutual relations between employees, standards of anti-corruption behavior are reflected.

The employees of internal affairs bodies carry out their service activities on the basis of the Constitution of the Republic of Uzbekistan, decrees, orders and decisions of the Supreme President of the Republic of Uzbekistan, decisions of the Cabinet of Ministers of the Republic of Uzbekistan. - organizes their work based on the requirements specified in Law No. 407.

Article 2 of the Law on Internal Affairs specifies the main tasks of the employees of internal affairs bodies, in which the main tasks of internal affairs bodies are to protect the rights, freedoms and legal interests of citizens, the property of individuals and legal entities, the constitutional system, the rule of law, the safety of the individual, society and the state. consists of ensuring, as well as the prevention and prevention of violations, and in Article 5, the main principles of the activities of internal affairs bodies. we can see that it is indicated that it consists of transparency.

As long as the employees of the internal affairs body address the citizen while performing their official duties;

First of all, he must state his position, title, surname, first name, patronymic, show his service certificate at the request of the citizen, and then state the reason and purpose of his application;

Secondly, in the event that measures limiting his rights and freedoms are applied to the citizen, explaining to him the reason and grounds for the application of such measures, as well as the rights and obligations of the citizen arising in this regard,

Thirdly, if a citizen addresses him, the employee must state his position, title, surname, first name, father's name, listen to him carefully, take appropriate measures within his authority, or clearly explain to the citizen who is responsible for solving the issue.

In the internal affairs bodies, the positions of the deputy head of the department for spiritual and educational affairs have been introduced in each department. on time, compliance with the rules of etiquette, moral and psychological behavior, behavior, correct wearing of official clothes, shortcomings in their service, achievements, the strength of moral and psychological aspects of employees, and social protection of employees in necessary cases deals with.

The culture of dealing with citizens of employees of internal affairs bodies;

Employees should pay special attention to the manners of speech and the culture of behavior during the service and outside of the service. Using every word in its proper place, having good relations with citizens raises the status of a person, determines his place and reputation in the community and society. In doing so, employees must comply with the state language requirements and respect other languages.

Every employee should have a sincere relationship with citizens, listen carefully to their appeal, consider it within their authority and try to solve their problem. Explains the illegality of violations committed by citizens and resolves the issue of applying legal measures.

During the interview, the employee may not smoke tobacco products, eat anything, or engage in any other inappropriate behavior that may be perceived as disrespectful to them.

If there are no defects in the documents, the employee should quickly return the document to the owner, thank him for his cooperation with the internal affairs bodies and say goodbye.

Also, I think it is appropriate to point out that recently the employees of internal affairs bodies have been doing significant work in combating violations and crimes in our society, preventing them, ensuring the rule of law in society, and timely consideration of appeals received from citizens.

In addition to these positive actions, there are many negative situations. Internal affairs officers, in the performance of their duties before the society, especially employees working in the positions of preventive inspectors, traffic safety inspectors, patrol post service inspectors, communicate with citizens and conduct interviews with them regarding their appeals. during the visit, employees do not introduce themselves, do not show their service certificate, put themselves ahead of citizens, do not give timely legal explanations about which law enforcement bodies to contact in case of a person's appeal, if it does not belong to him, do not have a good relationship with the citizens, follow the professional culture with them As a result of the fact that they did not talk, citizens are receiving complaints that they are dissatisfied with these situations.

Before the employees go on duty every day, pre-service instructions are conducted by the supervisors assigned to the field. During this instruction, in addition to explaining to the employees that they should be careful with the citizens during their service, do not have a bad relationship with them, follow the rules of etiquette, and conscientiously approach their duties, if the employees do not comply with the disciplinary and legal requirements of the service and the internal affairs bodies In case of violation of the requirements of the law, explanatory work will be carried out on the appointment of a service inspection and disciplinary punishment at the end of this service inspection.

In spite of these pre-service guidelines, we have been seeing a lot of negative actions in the mass media and on the Internet about the employees of the sector not following the rules of social behavior, etiquette, wearing official clothes, professional culture, engaging in inappropriate relations with citizens. . Unfortunately, not all the information covered in these mass media is confirmed. However, in some cases, the actions of internal affairs bodies are evaluated as violations of service discipline and cause disciplinary punishments to be imposed on employees.

Based on the above, we can see that the duties performed by the employees of the internal affairs bodies today are much higher than the tasks assigned to the employees of the internal affairs bodies in the previous period and require great responsibility, at the same time, the growing legal literacy of our people increasing legal awareness, insufficient legal literacy of some employees in the field, failure to release employees on time by some managers, not giving work holidays on time, being called to work on weekends after the shift, not being able to see a doctor on time for health reasons, and not being able to allocate free time to family members, in the consequences of sleeping less than the specified amount, fatigue, stress, strain, nervous system fatigue in employees, moral-psychological conditions of employees are disturbed.

In order to stabilize the moral and psychological condition of the employees of internal affairs bodies based on the above-mentioned points, we can highlight the following suggestions and make a conclusion:

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**First of all**, for the healthy management of the work of the managers of the internal affairs bodies in the management of personnel, conduct ethical and psychological lessons for the current managers of the system once a year.

**Secondly**, in order to determine the stress tolerance of the employees of the internal affairs bodies, to check their moral and psychological condition once every six months, to conduct individual interviews with these employees by experts when psychological weakness of the employee is noticed, and to attach the interview sheets to the employee's collective folder.

**Thirdly**, in order to improve the behavior of employees in the society, to wear service clothes correctly, to think, to improve the culture of behavior, to determine the stress tolerance of employees and to maintain a healthy environment in the system, to establish new ethical and psychological units in the system of internal affairs bodies, and to fill these positions with professionals meeting with employees.

### **List of used literature**

1. Law of the Republic of Uzbekistan dated September 16, 2016 "On Internal Affairs Bodies" No. 407.
2. Order No. 400 of the Ministry of Beverages of the Republic of Uzbekistan dated October 21, 2021.