

# Criteria for developing communication skills of internal affairs officers in their relations with the public

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**Abstract.** Another characteristic feature of the professional activity of internal affairs officers in ensuring the stability of society is their ability to interact with a wide range of environments. The activity of ensuring a culture of communication is of great importance in the professional competence of an internal affairs officer.

**Keywords.** Society, social stability, public order, internal affairs bodies, professional activity, interaction, communication, communicativeness, cooperation, spiritual image.

In the current modern conditions, ensuring the relations of internal affairs bodies with the public is an important socio-legal process. The organization of public relations in the system is reflected in the organization of their general social dialogue with citizens. This, most importantly, plays an important role in the full protection of human rights and the realization of their social interests. Because, through public relations, regular exchange of information and constructive dialogue with the population, organizations, public, self-government structures is ensured. Regular interaction with the population and the public is of great importance for the internal affairs system in ensuring the peace and tranquility of people, the stability of their social life. Ensuring stability, peace and tranquility of the population in society is the basis of socio-spiritual development. The contribution of internal affairs bodies in this regard is very significant. One of the distinctive features of the professional activities of internal affairs bodies is their communicativeness, which is an ability to interact with a wide range of environments. In the internal affairs bodies, communication is a multifaceted and unique quality. In the course of their very busy and responsible work, employees of the internal affairs bodies have to communicate and interact with people of different ages, different social classes, different professions, various activities, and many legal and cultural statuses. This requires the employee to quickly master the spiritual image, social goals, and outlook on life of individuals, and to know the important basics of communicating with them.

Communicating with the population and solving their problems is an integral part of the socio-legal values of humanity in the world. In world practice, the culture of communication is characterized by the realization of a person's duty and responsibility to society, and the realization of a sense of respect for the law. Article 29 of the Universal Declaration of Human Rights states that "Everyone has duties to the community in which alone his personality can freely and fully develop. In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law in a democratic society and solely for the purpose of securing due respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare." This reflects the culture of interaction of each person.

The realization of the rights of the population has become an important basis for the life of today's society and forms the basis of national development trends. Improving the communicative potential of law enforcement officers with the population also plays an important role in protecting human interests in society. As the President of the Republic of Uzbekistan Sh. Mirziyoyev emphasized, "Today, the most important goal of our life, which is reflected in our Constitution, makes the issue of comprehensively ensuring human interests an urgent task. In order to ensure human interests, first of all, it is necessary to communicate with people, with the people, to know their worries and concerns, dreams and intentions, life problems and needs well."

As is known, the subjects of communication are all living beings, people. Communication can occur between all living beings, but communication between people is distinguished by the fact that it depends on language and thinking. Lively creative communication can only be carried out between people. Social and personal relationships are realized in communication. In the process of communication, warm communication, intellectual depth and mutual goodwill between people play an important role in the positive development of mutual relations. Among our people, there is a proverb that says: "Good communication is the key to the house

of happiness.” There can be no human society without communication. Because in the process of communication, people enrich each other's worldview. It is precisely through communication that communication is necessary to establish a joint action plan and implement it. Through communication, joint activities are organized and implemented. At the same time, new relationships and connections are formed between people during the activity.

It is necessary to take into account the fact that various events occur in social life and relations in society, and if these processes negatively affect the well-being of the population, then the responsibility of internal affairs officers in this process increases. Time constraints and excessive workload are also aspects that enrich the directions and characteristics of an employee's professional activity. High competence in their work, efficiency and determination are among the main principles of timely detection and prevention of crimes and offenses among the population. In such conditions, internal affairs officers gain social and spiritual experience and are ready to engage in a wide range of dialogue with the population.

Another important process of communicating with the population is the timely resolution of citizens' appeals. In the process of considering citizens' appeals, an internal affairs officer studies many current regulatory documents, accumulates a huge amount of cognitive knowledge. Even in conditions of sometimes fatigue due to the large volume of work, there are requirements for the employee to interact with the population in his own way and turn their situation into a positive one. The fact that the employee works with high competence without losing himself in the conditions of high extremity of his activity, conflict, acting in situations, the influence of various stress factors, an irregular working day, the influence of difficult conditions encountered, and the presence of negative emotions indicates the presence of a culture of communication with the population. “A distinctive feature of the employee's communicativeness is that it requires the employee to assume a different image. This requirement arises from the importance of his psychological contact with all persons within his sphere of activity.”

One of the features that is clearly expressed in the professional competence of an internal affairs officer in ensuring a culture of communication is the mastery of rational processes, that is, the expansion of cognitive abilities. This requires not only the ability to solve various difficulties and intellectual tasks in different ways, but also the organization of the implementation of these decisions. In this case, it is necessary to pay attention to various assumptions, make philosophical observations, and practically organize work that involves purely intellectual activity aimed at a certain goal in order to carry out operational service measures. Scientists emphasize that “the communicativeness of an employee is extremely necessary for the correct organization of various investigative, operational search and preventive measures.” People are in constant communication with each other throughout their life activities, through deep relationships and intense exchanges of ideas. This, in turn, becomes the main criterion for the activity of people in society, leading to their rapprochement and joint solution of existing life issues. According to experts, “During joint activities, people share various thoughts, ideas, and feelings. In this case, thoughts and feelings can be interpreted as information, and communication can be interpreted as the exchange of information. However, it should be noted that interpersonal communication does not consist simply of the exchange of information. Because in the process of communication, information is not only transmitted, but also formed, clarified, and developed.”

The purpose of the internal affairs officer in the course of his professional activity is to establish dialogue with the population in the provision of favorable conditions for the implementation of tasks and in the organization of these processes. This activity is manifested in the provision and exchange of information by employees in the performance of their official duties, and the development of problem-solving skills through spiritual and educational conditions. “The goal set for managing the spiritual life of society is to educate and raise a highly intellectual, highly pure and moral person who has achieved scientific and educational development, culture, and comprehensive maturity. The goal set for managing socio-political life is to eliminate social differences, to transform society into a society of social self-government. The society in which we live must have a high intellectual potential for successful development.”

High communicative abilities in an employee also depend on the level of his moral and aesthetic thinking. The high level of communication culture of the internal affairs officer also plays an important role in stabilizing the social environment in the localities. This, in turn, permanently prevents some violations among the population, forms their positive attitude towards the law. These communication relations have a positive effect on the spiritual stability of society. Regarding the essence of such a reality, A. Saitkasimov emphasizes

that “In this process, the ability of a person to meet the demands of society and demonstrate his social abilities is also an important aspect. This encourages a person to act in harmony with others to achieve common goals in society, and the social roles of the individual also play an important role in this”.

The professional activity of internal affairs officers is distinguished by its broad communicativeness. Its communicative activity is manifested through communication, that is, in the performance of practical operational service tasks. A busy and responsible professional activity places many different demands on employees, one of the most important of which is the development of communication skills, the important criteria of which, in turn, are the following:

- well-developed communicative qualities and the ability to apply these skills in the practice of communicating with the population and establish stable relationships;
- the ability to quickly enter into constructive contact with persons of different categories, ages and legal status, to establish trusting spiritual relationships and to maintain confidentiality;
- developed logical thinking, the ability to create an aesthetic environment, to demonstrate moral qualities, a tendency to complex intellectual work, insight, and developed creativity;
- to be constantly alert and vigilant, to be able to distinguish good from bad, positive from negative, truth from falsehood in a timely manner in communication with people, to be astute, and to constantly respect human rights.

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