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CONFLICTS ARISING DURING VERBAL COMMUNICATION BETWEEN LAW ENFORCEMENT OFFICERS AND THE PUBLIC

Дмитро Казначев, Володимир Тимофєєв. КОНФЛІКТИ, ЩО ВИНИКАЮТЬ ПІД ЧАС ВЕРБАЛЬНОГО СПІЛКУВАННЯ ПРАВООХОРОНЦІВ З НАСЕЛЕННЯМ. В статті розглядаються проблеми, що виникають під час комунікації правоохоронців з населенням та ключові пункти довіри населення до правоохоронних органів. Адже саме від роботи патрульної поліції у більшій мірі і залежить те, яким чином громадяни ставитимуться до правоохоронних органів в цілому, та поліції зокрема, що на пряму впливає на бажання та готовність громадян допомагати правоохоронцям у випадку необхідності.

Однією з актуальних проблем, що не дозволяє поліцейським під час виконання службових обов'язків на достатньому рівні ефективно співпрацювати з населенням є проблема професійного спілкування патрульного із громадянами. Дотримання етичних норм під час спілкування працівників правоохоронних органів, та поліцейських зокрема, передбачено низкою законодавчих та відомчих нормативно-правових актів як на національному рівні так і в міжнародних документах, в яких прописані певні практичні рекомендації щодо культури спілкування працівників поліції з громадянами під час виконання ними своїх безпосередніх обов'язків щодо підтримання правопорядку. Розглядаються типи конфліктів в діяльності поліцейського при виконанні ним службових обов'язків, їх характеристика та причини виникнення а також перешкоди для розвитку ефективного психологічного взаєморозуміння між правоохоронцями та громадянами. Визначаються основні показники довіри суспільства до працівників правоохоронних органів, що впливає на зниження рівня конфліктів під час виконання поліцейськими своїх обов'язків щодо забезпечення публічного порядку та безпеки. Наведені основні положення та рекомендації, відповідно яких повинна ґрунтуватись мовна поведінка поліцейського при спілкуванні з громадянами з метою недопущення конфліктних ситуацій під час виконання ним службових обов'язків щодо забезпечення публічного порядку та публічної безпеки.

Ключові слова: *поліцейський, конфлікт, комунікація, службові обов'язки, професійна діяльність.*

Relevance of the study. One of the decisive steps in the process of reforming the law enforcement system was the measures that formed the basis for changing the stereotypes that shaped public opinion about the police and the police in general. The measures envisaged by the current reform and implemented are aimed primarily at decisive changes in the activities of the new police, and should reduce the negative attitudes of the population to the police as a representative body of state power, including the formation of positive attitudes towards the National Police of Ukraine. to its employees. The new law "On the National Police" provides for new functions, rights and responsibilities of police officers, a radical overhaul of the system of public safety and order. The selection and training of new personnel, which form the basis of

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the patrol police, has not only increased the level of public safety, but has also increased confidence among the population. Increasing public confidence in the police was one of the key goals of the reform of the Ministry of Internal Affairs. And it depends on the work of the patrol police to a greater extent how citizens will treat law enforcement agencies in general, and the police in particular. It is the satisfaction of police officers that directly affects the desire and willingness of citizens to help law enforcement if necessary. To this end, new approaches have been developed to reinforce the desired trend, namely, rapid response teams have been set up to ensure public safety and order in rural areas, increase police presence, respond to calls and work more systematically with the population. However, even in a well-designed system, there are shortcomings that do not allow to ensure good general order.

Recent publications review. One of the urgent problems that prevents police officers from cooperating effectively with the population in the performance of their duties at a sufficient level is the problem of professional communication between the patrol and citizens. The culture of communication between law enforcement officers and the population was considered in their works by such scientists as: O. Balinska, O. Borisenko, O. Vynoslovska, L. Humenyuk, B. Dmitriev, L. Kazmirenko, V. Klachko, V. Kostyuk, V. Litvin, M. Striletska, N. Fedorovskaya and others. These studies are primarily aimed at determining the desired strategy of language behavior of police officers in the performance of their duties, but at present there are still issues that require a more detailed study of this problem.

The article's objective is to find out identify conflicts that arise during verbal communication between law enforcement and the public.

Discussion. Observance of ethical norms during communication between law enforcement officers, and police officers in particular, is provided by a number of legislative and departmental regulations, including: Law of Ukraine "On the National Police" of July 2, 2015, Law of Ukraine "On the Disciplinary Statute of the National Police of Ukraine" of March 15, 2018, the order of the Ministry of Internal Affairs of Ukraine "On approval of the Rules of ethical conduct of police" of November 9, 2016 №1179, as well as international acts ratified by Ukraine, UN General Assembly Resolution 34/169" Code of Conduct for Law Enforcement Officials ", Resolution № 690 (1979) of the Parliamentary Assembly of the Council of Europe" Declaration on the Police ", etc.

The above-mentioned normative documents mention norms of behavior and prescribe certain practical recommendations on the culture of communication between police officers and citizens in the performance of their direct duties. A police officer, as a law enforcement officer must: taking into account the circumstances that may arise in different situations, be friendly, without using profanity and slang; in the performance of official duties to show sensitivity that would fall under the form of preventive measures, namely police care; always tactfully and without raising his voice to communicate when addressing citizens, to give clear and comprehensive answers, when it is impossible to provide answers to the question, to explain where to go to resolve the issue; show respect for people, good manners and help those who need it; if there is a need to make a remark to the citizen, it should be done as correctly as possible, namely to introduce himself, according to the instructions, without interfering, to greet, explain what the violation is and the responsibility for it, etc. All actions of the police, both positive and negative, in any case, will affect the attitude not only to the police, but also to public authorities in general.

As a police officer, in the performance of his or her duties, he or she inevitably becomes a party to the conflict, as the current trend towards globalization, modernization and transformation of traditional lifestyles somehow produces a conflict of social behavior and coordination of different strata of society. Analyzing various works, we can determine that the conflict is a clash of opposing interests and views, tension and extreme aggravation of contradictions, which leads to active action, complications, struggles, accompanied by complex conflicts. Factors that are important for its emergence and course may be the perception of people, their attitudes, mental states, positions in relationships, individual personality traits [1]. Conflicts in the activities of police are characterized by: - imperfect organization of work, which is determined by: congestion, uncertainty of competence and functional responsibilities, constant responsibility; - conflicts of legal norms; - blurring of understanding of the norms of morality and life in society; - improper management by the management and excessive administration; - interpersonal hostility in the team [2, p.73].

The causes of such conflicts can be divided into groups: in the relationship between the individual and the group there are problems in connection with which a person has a wrong

reaction to others or, conversely, unjustified demands on the environment, overestimation of their skills and abilities. objective assessment and inconsistency of the possibilities of the environment, the discrepancy of these possibilities. Reasons that occur in the team, namely the lack of self-discipline in some team members, the presence in groups of people who are disorganized, socially unstable and immature, such for whom work in the team is not acceptable and desirable: careerists, robbers, egoists, etc. Many problems arise as a result of rejection of innovative processes in official activities, conservatism, there is a banal rudeness and lack of subordination, which manifests itself in rudeness, excessive meticulousness, sharpness, lack of flexibility in behavior, propensity to gossip and more. Reasons that directly depend on the law enforcement officer, such as low intellectual level, insufficient training, difficulties in service, difficult working conditions, weak material and technical base, lack of normal relations among colleagues, friendly environment, limited interactive relations of the employee, lack of motivation to work, physical data, lack of a certain system during the performance of official duties, contradictions of actions to the accepted norms, inconsistency of behavior of the employee's personality to the established statutory or formal norms adopted according to traditional habits, rules of informal communication, etc. [3, p.178].

Conflicts in the activities of employees of the National Police can be classified according to the following principle: 1) interpersonal (interpersonal): - between the employee and the object of intervention (or object of activity); - between one employee and another employee (or manager) of the same unit; 2) intergroup: - between different units; 3) intragroup: - between an individual employee (employees) and the unit; 4) personal. Interpersonal conflicts are clashes between several people; the situation of confrontation of the participants, which is perceived by them (at least one of them) as a significant psychological problem that needs to be solved and causes activity of the parties aimed at overcoming contradictions in the interests of both or one of the parties [4, p.16-18]. Interpersonal conflicts, in turn, are divided into: - motivational - conflicts of interest, ie when goals, plans, interests do not coincide with others; - cognitive - value conflicts, ie situations in which the participants are incompatible ideas; - activity - role conflicts that arise due to violations of norms and rules of interaction. Intergroup conflicts are those that arise during the interaction of both individual members of groups and between groups, it is important that they perceive themselves and others as members of different groups. Intragroup conflicts, as well as interpersonal ones, are quite common. Intergroup conflicts can take the form of a contradiction between law enforcement and the external social environment. It is a matter of non-perception of the surrounding goals, attitudes, norms, which are represented by both individuals and informal or formal social entities, and are the object of activity or official intervention for the specified employee. These are individual offenders, criminal groups or groups, their social ties, including in the spheres of family, kinship, domestic, friendly, industrial and other contact relations. Such a conflict, as already noted, includes: - on the one hand, mediated in the specific activities of the police, the interests, goals and objectives of the entire system of internal affairs, when it occurs, for example, through measures to protect public order, termination, exposure, investigation of crimes, road safety, etc., during which certain rights and freedoms of individual citizens are restricted, methods and means of coercion, including force, are used, etc.; - on the other - the interests, needs, goals, motives of offenders, which, in addition to actions related to their satisfaction, is carried out by the resistance of the environment under consideration, its open struggle with patrol police officers, etc.

If we consider the activities of the police only from the side of activities to combat offenses, then in this area we can distinguish two types of conflicts related to: - crime prevention; - with activity on counteraction to offenses. The above types of conflicts require the police officer to adhere strictly to the law and to be professional. The second type of conflict, compared to the first, due to their typical emotional tension, duration is more dangerous to life and health. Depending on the presence or absence of socially useful purpose of conflicts in law enforcement can be divided into positive and negative. For example, a positive direction of the conflict can be considered when law enforcement officers have different versions and approaches to solving the problem of stopping the offense. However, when a police officer tries to achieve selfish or selfish goals, it is a negative conflict [5].

The members of the National Police have many functional responsibilities in their professional activities: protection of life, health, rights and freedoms of citizens of Ukraine, foreign citizens, stateless persons; in the fight against crime, protection of public order, property and to ensure public safety. Very important are the psychological aspects of positioning this body in society today as: public activity and police authority, popularization of law enforce-

ment agencies among the population, creating a positive image in the minds of citizens, forming a favorable public opinion to establish their own positions on the basis of generally accepted world norms. , inherent in any civil society, trust among the population and the effectiveness of professional activities of employees of all units of the National Police. However, we can state that a significant obstacle to the development of effective psychological understanding between law enforcement officers and citizens is the prejudice and mistrust caused by the unprofessionalism of former police officers of Ukraine, corruption, stereotypes about the police and the alienation of public administration from the population. to function actively. The fight against crime, delinquency and the prevention of criminal encroachments are impossible without the effective cooperation of the police and the population. Trust, as a special indicator of the effectiveness of the National Police, on which the status of the police as a whole depends, on what level of public confidence depends on whether the police are viable. After all, the work of a state body that does not enjoy the respect of society can be considered useless. Maintaining this state can lead to increased social tensions in society. Public confidence in law enforcement agencies will stimulate the work of police officers, as it will give them a sense of the importance of their activities, which will lead to a strengthening of professional dignity, increase self-esteem. According to a study by the Kyiv International Institute of Sociology, in December 2015, 14.9% of the population trusted the National Police and 20.7% trusted the patrol police. Today, the level of trust of the population of Ukraine in the police, according to various sources, is from 40% to 55% [6]. The level of trust in the state of emergency is formed under the influence of several factors: - personal experience of communication with the state of emergency; - information received from the media; - the influence of the immediate environment. The majority of respondents noted that an important criterion for assessing the NP is: - politeness; - decency; - friendliness; - transparency, public activity; - appearance. It is safe to say that all these features are present in police officers, because in 2015 there were twice as many appeals to the police than in 2014, which is an indicator of increased trust. Among the reasons for distrust of law enforcement agencies, the majority of Ukrainians call bribery - 60.7%. In addition, 39.2% believe that the police themselves cover up criminals, 26.7% - are wary of abuse of power by law enforcement officers, 17.8% - believe that the police are engaged in formal bureaucracy, rather than actual detection of crimes, and 11.5 % believe that the professional level of the police is very low [6].

Conclusions. Employees of the National Police in the performance of their duties under the Law of Ukraine "On the National Police" to protect citizens from criminal and other encroachments, often as government officials are forced to use methods that may limit the rights of others under the law. The law is the same for everyone, and objectively assessing, it can be said that not all people can behave in accordance with generally accepted norms, laws, traditions, approved by society. That is why in such cases it is very important for police officers to remain polite and tolerant in different situations. And for a representative of the authority, it is also an indicator of professionalism, endurance and education. Therefore, the culture of communication of police officers is determined by whether they remain polite in various situations related to their professional activities, whether they show tolerance, maintain endurance, do not respond rudely to rudeness, even in conflict situations.

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Abstract

The article considers the problems that arise during the communication of law enforcement officers with the population and the key points of public confidence in law enforcement agencies. Here are the main provisions according to which the language behavior of a police officer during the performance of his duties should be based.

The main provisions and recommendations are given, according to which the language behavior of a police officer when communicating with citizens should be based in order to avoid conflicts during the performance of his official duties to ensure public order and public safety.

Keywords: *policeman, conflict, communication, job responsibilities, professional activity.*

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ACTORS OF ADMINISTRATIVE AND LEGAL SUPPORT OF SERVICE AND COMBAT ACTIVITY OF THE NATIONAL GUARD OF UKRAINE IN PEACETIME

Дмитро Корнієнко. СУБ'ЄКТИ АДМІНІСТРАТИВНО-ПРАВОВОГО ЗАБЕЗПЕЧЕННЯ СЛУЖБОВО-БОЙОВОЇ ДІЯЛЬНОСТІ НАЦІОНАЛЬНОЇ ГВАРДІЇ УКРАЇНИ В МИРНИЙ ЧАС. На основі аналізу чинного законодавства, що регулює суспільні відносини в секторі безпеки та оборони держави у статті розглянуті суб'єкти адміністративно-правового забезпечення службово-бойової діяльності Національної гвардії України в мирний час. Побудова авторського бачення системи суб'єктів адміністративно-правового забезпечення службово-бойової діяльності Національної гвардії України в мирний час здійснена з урахуванням змістовного наповнення концепту «адміністративно-правове забезпечення».

Констатовано поділ законодавчо визначених функцій Національної гвардії України на три групи залежно від умов в яких функціонує це військове формування. Наголошено на тому, що адміністративно-правовий статус Національної гвардії України змінюється в залежності від запровадження певного адміністративно-правового режиму, який передбачає зміну правового статусу фізичних (обмеження прав і свобод) і юридичних осіб, збільшення обсягу повноважень посадових та службових осіб Національної гвардії України у конкретно встановлених законом юридичних умовах.

Розглянуто повноваження Міністра внутрішніх справ України як суб'єкта адміністративно-правового забезпечення службово-бойової діяльності Національної гвардії України в мирний час. Проаналізовано роль та місце Головного управління Національної гвардії України та Командувача Національної гвардії України в адміністративно-правовому забезпеченні службово-бойової діяльності Національної гвардії України в мирний час.

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