



Understanding of the professional reliability of officers of the National police of Ukraine

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Article info

Accepted 30.12.2020.

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Barko, V., Vagina, O., Lunov, V. (2020). Understanding of the professional reliability of officers of the National police of Ukraine. *Fundamental and applied researches in practice of leading scientific schools*, 42 (6), 20-26.

Based on the results of the expert assessment, the police officers were divided into three groups in terms of professional reliability, including the level of subjective professional experience, the development of professionally important qualities, work experience and personality characteristics.

Materials and Methods. The SACS Questionnaire - "Strategic Approach to Coping Scale" (S. Hobfoll), Coping test by R. Lazarus, Multi-level personal questionnaire "Adaptivity", by A.H. Maklakov (1993), Life meaning orientations test The test of life meaning orientations is an adapted version of the test "Purpose in life" by J. Crumbaugh and L. Maholic, Questionnaire of the motivational structure of the personality by V. Milman, Questionnaire of the level of self-actualization by A. Maslow, The personal orientation questionnaire by V. Smekalo and H. Kucher. The 1 group (optimal level of professional reliability) included 54 police officers aged from 23 to 38 years old. The 2 group (sufficient level) included 57 people aged 24 to 37 years old. The length of service is from 2 to 8 years. The 3rd group (critical level) included 55 police officers aged 24 to 33 years old. The length of service is from 2 to 7 years.

Based on the obtained results of experimental work, the program for developing the professional reliability of the administrative police officers is presented. The main tool for the implementation of the program is professionally psychological training - a comprehensive educational technology that allows you to realize the professional self-development and self-improvement of the policeman personality in the form of a continuous process. This training includes a system of methods, techniques and exercises that ensure the effective formation, development and correction of the main components of professional policeman reliability: axiological-semantic, motivational, cognitive, emotional-volitional and behavioural.

Key words: *professional reliability; administrative police; professionally psychological training; psychological support of professional activity.*

Introduction

The National Police of Ukraine is a new state law enforcement agency. In accordance with the Law of Ukraine "On the National Police" of July 2, 2015, the purpose of its activities is the implementation of state policy in the field of protecting the rights, freedoms and legitimate interests of Ukrainian citizens, foreign citizens, stateless persons; protection of properties; counteraction of crime; protection of public order and assurance of public safety. The National Police of Ukraine is built on the model of the police of Western European countries; police officers perform official tasks in close interaction with the population, based on observance of legality, human and civil rights. The police officers' work is related to complex kinds of professional activity, it is accompanied by considerable psycho-physiological and physical stress on employees, many risk factors for their life and health, is characterized by stress factors, the need to counteract criminal environment, apply physical measures, weapons, special means.

Complicated work conditions of police officers often lead to the emergence of psychological problems, the emergence of post-traumatic disorders, a propensity for deviant behaviour and professional deformation. Therefore, an important direction in improving the effectiveness of the law enforcement agency is the selection of persons with high professional reliability in the police agency, taking full account of psychological conditions that promote motivation of professional activity, professional and personal development, counteract stress and other risk factors.

Studies show that one of the reasons for the shortcomings in the activities of the National Police of Ukraine is the level of professional reliability of the police officer that is inadequate to modern requirements [1-3]. Professional reliability is traditionally understood as the complex of professional knowledge, skills, motivational, volitional, emotional, intellectual and other personality qualities that ensure accurate, faultless, adequate perception of situations and successful performance of labour functions in various operating practices [4].

The most important derivatives of personality reliability, as H. A. Ball noted, are the balance between constancy and variability, the combination of dependence on the situation with the overcoming of its direct impact [5]. Traditionally, employees that can maintain high efficiency, discipline, adherence to principles, psychological stability, devoted to their job, who work effectively, loyal to the service team, management, and a system of law enforcement bodies, who feel themselves part of the law enforcement system, are reliable.

The article goal is to reveal the modern theoretical, psychological, and applied aspects of ensuring the professional reliability of the police officers of the National Police of Ukraine, to demonstrate the first results of experimental work aimed at achieving this goal.

Materials and Methods

Based on the results of the expert assessment, the police officers were divided into three groups in terms of professional reliability, including the level of subjective professional experience, the development of professionally important qualities, work experience and personality characteristics.

The 1 group (optimal level of professional reliability) included 54 police officers aged from 23 to 38 years old. The length of service is from 3 to 10 years. When performing service tasks in conditions of actual danger to life, they act confidently, independently, determinately. In difficult situations, they control their emotions and behaviour. They operate systematically and orderly. The 2 group (sufficient level) included 57 people aged 24 to 37 years old. The length of service is from 2 to 8 years. In the performance of service tasks related to the danger to life, they exercise restraint, caution. Characterized by responsibility, commitment, focus on the opinion of the group. Calm, balanced behaviour. The 3rd group (critical level) included 55 police officers aged 24 to 33 years old. The length of service is from 2 to 7 years. Professional activity is characterized by a low quality of performance of service tasks. Low level of ability to control their activities in extreme conditions, reduced resistance to stress, behaviour with elements of anxiety.

A lot of research studies have been devoted to the issues of the police officers' professional reliability [23-31]. Professional reliability of the police officer is defined as the ability and readiness of a person to perform qualitatively and faultlessly the duties of service in accordance with the requirements of the current legislation, the oath, the norms of official discipline and corporate culture, adhere to the standards of professional activity and ethics, be a worthy member of the team, work fruitfully in agreement with colleagues [6]. It is noted that the professional reliability is dynamic, it is not a constant value [7]. Under the influence of external and internal determinants, the reliability of personnel in general or of each individual person can grow or decrease, it depends on the actual state of a person, individual characteristics and preparedness, duration of actions, degree of their complexity [8; 9].

During the relatively short period of existence of the National Police, the psychological service has accumulated experience in formulating the main tasks of the work: professional psychological selection of candidates for service; psychological support of the service by the police personnel; psychological training of the police officers; psychological support for the operational and official activities of the police officers [10-21]. However, researchers note that along with the impetuous integration into the international community, it is necessary to optimize the psychological support system for the police [22]. We believe that a large volume of tasks facing the service of psychological support for the police can be realized through the consistent use of modern psycho-training methods.

Characteristics of the questionnaires

The SACS Questionnaire - "Strategic Approach to Coping Scale" (S. Hobfoll, 1998) was used to identify patterns of coping behaviour that police officers use predominantly in their activities. The proposed model has two main axes: prosocial-asocial, active-passive and additional: direct-indirect axis. The questionnaire consists of 54 statements and has a five-point scale of answers; It also contains 9 subscales and, accordingly, involves identifying nine models of coping behaviour. We studied an active overcome strategy using the questionnaire.

Coping test by R. Lazarus. The technique is designed to determine coping mechanisms, ways to overcome difficulties in various areas of mental activity, coping strategies. The technique was developed by R. Lazarus and S. Folkman in 1988, adapted by T. Kryukova, E. Kuftyak, and M. Zamyshlyayeva. It is possible to define coping behaviour as purposeful social behaviour that allows coping with a difficult life situation (or stress) in ways that are adequate to personal characteristics and situations. This behaviour is aimed at actively changing, transforming a controllable situation, or adapting to it, if the situation is not controllable. Styles and strategies of behaviour are separate elements of conscious social behaviour, through which a person copes with life's difficulties. The questionnaire contains 50 statements and 8 scales; we studied the indicators of the scale "Self-control".

Multi-level personal questionnaire "Adaptivity", developed by A.H. Maklakov (1993). Designed to study the adaptive potentialities of the individual person based on the assessment of some psycho-physiological and socio-psychological characteristics. The theoretical basis of the test is the idea of adaptation, as a constant process of active adaptation of the individual person to the conditions of the social environment. The effectiveness of adaptation to a large extent depends on the genetically determined properties of the nervous system, and on the conditions of education, assimilated stereotypes of behaviour, adequacy of self-esteem. The multi-level personal questionnaire "Adaptability" consists of 165 questions. We studied the indicators of moral normalization, which provides the ability of the individual person to adequately perceive a certain social role proposed to him/her.

Life meaning orientations test the test of life meaning orientations is an adapted version of the test "Purpose in life" by J. Crumbaugh and L. Maholic (1964). According to the authors' plan, the scale of search for the meaning of life goals measures the strength of the motivational tendency to search for the meaning of life. The adaptation of this test in Russian was carried out by K. Muzdybayev. In the factor analysis, six factors are identified, based on which the subscales are determined. We studied the scale of Locus control-I (I am the master of life), high scores on the scale correspond to the notion of oneself as a strong person with the sufficient will of choice to build one's life in accordance with one's goals.

Questionnaire of the motivational structure of the personality by V. Milman. This technique was developed in the 90's, it allows to diagnose motivational and emotional

personality profiles. It contains 14 statements concerning life aspirations and some aspects of a person's way of life. The scales of the motivational profile are as follows: maintenance of life support, comfort, social status, communication, general activity, creative activity, public utility. We studied the indicators for the scale "Creative Activity".

Questionnaire of the level of self-actualization by A. Maslow. This questionnaire was developed in the 90s of the last century; it consists of 126 items and contains 14 scales, reflecting various components, collectively characterizing the level of self-actualization of the personality. We studied "Self-acceptance" scale, measuring a person's ability to accept himself/herself despite his/her weakness. A high estimate means that the self-actualizing personality assumes himself/herself as is, with all shortcomings and weaknesses.

The personal orientation questionnaire by V. Smekalo and H. Kucher the questionnaire is a modified version of the questionnaire designed by B. Bass (1988); it is based on the verbal reactions of the test person in the alleged situations associated with the work or participation in them of other people. It contains 28 items that allow us to identify three leading orientations in the motivational structure of the personality: on oneself, on the task and on the interaction. We studied the focus of the police officer on the task, as a kind of orientation, contributing to the professional reliability of the personality. To study the *cognitive components* of professional reliability, we used the methods of "Mechanical Memory"; "Concentration of attention"; "The speed of a simple reaction", developed by K.K. Platonov (1980).

Results

During the research, a correlation analysis was made between the indicators of the expression of professionally important qualities of the police officers and the level of their professional reliability. The Pearson r-criterion was used to determine the proportions of variability of the variables under study. The analysis made it possible to establish that the level of professional reliability had a close positive relationship with the following indicators: work experience: ($r = 0.93, p \leq 0.01$); type of coping "self-control" ($r = 0.91, p \leq 0.05$); moral normalization ($r = 0.88, p \leq 0.05$); "active" strategy to overcome stress ($r = 0.84, p \leq 0.05$); locus control-I ($r = 0.88, p \leq 0.05$); perception of sound and light stimulus responses ($r = 0.75, p \leq 0.05$); orientation to the problem ($r = 0.71, p \leq 0.05$); self-acceptance ($r = 0.69, p \leq 0.05$); concentration of attention ($r = 0.63, p \leq 0.05$); operative memory ($r = 0.59, p \leq 0.05$); perception of sound and light stimulus responses ($r = 0.56, p \leq 0.05$); creative activity ($r = 0.53, p \leq 0.05$); self-assessment ($r = 0.29, p \leq 0.05$); intelligence ($r = 0.26, p \leq 0.05$); the need for an active life position of all members of the team ($r = 0.26, p \leq 0.05$); the need for public recognition of personal contribution and the importance of teamwork ($r = 0.25, p \leq 0.05$); the need for creative and interesting work ($r = 0.21, p \leq 0.05$).

Table 1
**Generalized results of a comparative analysis of the
development of professional reliability components
(before and after training sessions)**

Level of development, %								
High			Medium			Low		
Behavioural component								
before	after	adjustment	before	after	adjustment	before	after	adjustment
"Active" strategy to overcome stress (SACS method)								
23.6	31.7	+8.1	35.8	41.9	+6.1**	40.6	26.4	-14.2**
Type of coping – "self-control" ("Coping test" method by R. Lazarus)								
24.8	32.6	+7.8	36.4	41.4	+4.9**	38.8	26.2	-12.8**
Cognitive component								
Concentration of attention								
22.6	29.3	+6.7	37.4	44.6	+7.2**	40.0	26.1	-13.9**
Operative memory								
23.2	28.0	+4.8	35.6	41.3	+5.7**	41.2	30.7	-10.5**
Perceptions of sound and light stimulus-responses								
25.4	33.9	+8.5	37.3	42.1	+4.8**	39.3	26.0	-13.3**
Axiological and semantic component								
Indicators on "Locus Control-I" scale (test of life-meaningful orientations)								
22.5	29.9	+7.4	36.9	43.3	+6.4**	40.6	27.4	-13.2**
Indicators "Moral normality" scale (“Adaptivity” test by A.H. Maklakov)								
27.2	36.4	+9.2**	36.6	46.1	+9.5**	36.2	17.5	-18.7**

Level of development, %								
High			Medium			Low		
Motivational component								
before	after	adjustment	before	after	adjustment	before	after	adjustment
Indicators on "Creative Activity" scale ("Diagnosis of the motivational structure of personality" method by V.E. Milman)								
24.1	29.7	+5.6	36.2	42.0	+5.8**	39.7	28.3	-11.4**
"Focus on the problem" scale ("Focus on personality" method by V. Smekalo, H. Kucher)								
26.5	34.1	+7.2	34.3	44.8	+7.4**	32.9	15.6	-11.8**
Emotional-volitional component								
Indicators "Self-acceptance" scale (“Assessment of self-actualization level” questionnaire by A. Maslow)								
28.6	37.4	+8.8*	37.1	44.2	+7.1*	34.3	18.4	-15.9**

Notice: * Differences between groups are credible at a statistical significance level of ≤ 0.01 . ** Differences between groups are credible at a statistical significance level of ≤ 0.05 .

Also, the level of professional reliability has a negative relationship with the following indicators: personal anxiety ($r = -0.44$, $p \leq 0.05$); confrontational coping ($r = -0.41$, $p \leq 0.05$); asocial type of coping strategy (-0.36 , $p \leq 0.05$); trustfulness-alertness ($r = -0.22$, $p \leq 0.05$); relaxation-tension ($r = -0.18$, $p \leq 0.05$). The professionally psychological training was conducted with the police officers, who demonstrated a critical level of professional reliability.

To obtain information about the professional and personal dynamics of the persons who took part in the training, after 10 months repeated expert assessments and psychodiagnostic examination were carried out. Examination of personal and business qualities. The data obtained were compared with the data obtained prior to participation in the professionally psychological training (see Table 1).

Discussions

We have developed a program for the development of professional reliability of the police officers of the administrative police forces. During its implementation, the analysis and accounting of a set of factors, such as the level of development of professional abilities, the nature of motivation for inclusion in activities, the level of professional preparedness, and the characteristics of the specialist's personality were carried out. The goal of the program is to achieve the optimum level of development of the reliability of official activities of the police officers of the administrative police forces. The main tasks of the program include:

- actualization of the professional potential of the police officer; increase in its social, professional and psychological competence;
- prevention of socially and professionally undesirable qualities of the police officer, destructive personality changes;

– correction of the personal and professional profile of the police officer.

The content of the program was realized on the basis of the following psychological regularities: the purpose, nature and content of the development of professional reliability are determined by the objective needs of the individual person and society; the effectiveness of development of professional reliability of the police officer in the process of adaptation is determined by the ability of the individual person to realize socially useful and socially significant activity; the dependence of professional level of development of the individual person on the level of formation of professional team; the presence of a competent instructor; the development of the professional reliability of the police officer occurs in parallel with the development of self-actualization. As the general principles for the development of professional police reliability, the principles were as follows: determinism; activity; development; individual approach. In the process of implementing the program, it was also taken into account the following need: the development of professional orientation of the police officers; taking into account the public and personal interests in the process of inclusion in official activities; activation of the need and motivational sphere of the police officers; maximum orientation on preparation for overcoming professional difficulties in activities; elimination of contradictions between interest and employees' satisfaction with activities.

The main means of implementing the program for the development of professional reliability of the police officers of the administrative police forces was the technology of professionally psychological training. The latter is a system of task-oriented methods, techniques and exercises that allow the effective development of professionally significant qualities of the police officer's personality. The training also has the provision for the mastery of a system of knowledge, skills and habits that increase the reliability of professional activity [4; 22].

In the design of the professionally psychological training of the development of professional reliability, a priority role belongs to the improvement of personal qualities. This concerns professional motives and values; professional self-awareness and competence; professionally important qualities that include significant individual characteristics, thinking, memory, attention, psychomotor system, stress resistance, self-management ability, responsibility, self-discipline, initiative, teamwork, learning ability, psychophysiological qualities, effective coping behaviour strategy.

Considering the research of many authors, it is possible to isolate the axiological and semantic, motivational, cognitive, emotional-volitional, behavioural components in the structure of professional reliability (see Table 1).

The axiological-semantic component is characterized by awareness of social significance and personal responsibility for the results of activities. An important characteristic of the dynamics of the axiological and semantic component of professional reliability is the measure of awareness of the professionally significant personal qualities of the police officer, the relationship between "I am a real professional" and "I am an ideal professional" at different stages of professional development. Professional self-assessment, in

turn, sets the mode of self-relationship and contributes to replenishment with new professional knowledge. The result of the work of the axiological and semantic component is the professional image of the police officer's "I", which is the result of objective self-knowledge.

The basis of the cognitive component of professional reliability is professional knowledge, spreading the boundaries of individual experience, that open the possibility for the improvement and development of the police officer. The cognitive component includes a certain level of professional development in the cognitive sphere of personality: professional perception, memory, thinking, imagination, attention, which collectively constitute the intellectual and cognitive component of professional reliability. This is manifested not only in the accumulation of information about professional activity and qualitative mastery of the ways of activity, but also in increase of the level of selectivity, complexity, and integration of information, in the growth of the ability to analyse and effectively solve professional problems.

Emotional-volitional component of professional reliability reflects the attitude of the police officer to professional activity in general or to certain professionally significant qualities of his/her personality. The content of this component of professional reliability is presented in the form of professional interests, professional self-relationship, and self-esteem. Interest motivates learning, development of skills and abilities, intelligence, and creative aspirations. Self-attitude is a powerful incentive for professional and personal self-development. Depending on the nature of the relationship to various objects of social reality, police officers show moral, intellectual, and aesthetic feelings. The result of the "work" of the emotional-volitional component of professional reliability is the subject's experience of his/her achievements, both successful and not, the desire to achieve goals of a high degree of complexity.

The motivational component of professional reliability includes motivational readiness to carry out professional actions, motivation to observe law and professional discipline, responsibility for the legitimacy and validity of law enforcement activities.

The behavioural component includes the ability to realize the acquired knowledge, skills, experience of successful mastery of professional activity. It regulates behaviour and activities in accordance with legal norms, determines the ability to make independent decisions, manage and control their behaviour. The productive solution of professional tasks contributes to the appearance of new goals, assessments, motives, attitudes, and meanings of professional activity for the police officers.

In the process of forming professional reliability of the police officers the following methods of professionally psychological training were used: development of cognitive qualities; psycho-regulation; development of communication potential; psychodrama; psychotechnical games, etc. The methods of development of cognitive qualities include: the development of professional memory, professional observation, the accumulation of experience of professional perceptions, the development of professional sensitivity. The development of communication potential involves mastering by the police officers of skills of establishing psychological

contact and trusting relationships, exercising psychological influence.

To master the skills of self-regulation of emotional-volitional processes, methods of psycho-regulation were used. The latter makes it possible to regulate the emotional state of the police officer, relieve excessive stress, create a positive mood. The same group includes autogenic training and mastery of self-regulation techniques. Psychotechnical game - an effective method of psychological training of the police officers, used to form certain qualities, by means of game behaviour. It involved the performance by police officers of a certain role, mutual actions, because of which a situation was formed that psychologically was close to the real conditions of activity. The method includes a system of actions and exercises that ensure the effective formation, development, and correction of components of the specialist's professional reliability.

The content of the training for the development of professional reliability included the methods of changing the mental states of a person as well: non-traditional psychotechnics, adapted on the basis of Zen Buddhism: "Observation of breathing", "conflict without emotion", "general story", "general drawing", "imaginary victory", "imaginary action"; transregulation psychotechnics, aimed at increasing the level of self-control for their feelings and actions; concentration and distribution of attention; methods of adaptation to the darkness, the whiz of bullets, explosions, moans, etc.; individual and group ritual actions, which are a trigger signal for habitual automatic actions fixed in skills. Rituals are associated with determined, volitional actions, that help in difficult conditions to overcome relaxation, apathy, and insecurity in their power; psychotechnics were also used to increase the effectiveness of special activities (shooting, martial arts) [8].

In the structure of the psychological qualities of the police officers who participated in the professionally psychological training, certain positive changes have been identified. Participation in the training strengthened the "active" strategy to overcome stress. The participants showed more desire for independence, freedom, self-confidence, trust in the outside world, ability to overcome the limited personal freedom and behaviour conditioned by the specifics of the service were developing. The training also promoted the development of the type of coping behaviour "self-control", characterized by neutralization of aggressive manifestations, the formation of tolerance to others, reducing the risk of inadaptation in stress, increasing neuropsychic stability.

Participation in the training helped to improve the police officer's attention, memory, perception of sound and light stimulus responses. This allows to provide the processing of large amounts of operational information; perform generalization on the basis of analysis, synthesis, observation and other logical operations; choose necessary information from a large amount of information to solve the tasks; see several ways to solve the problem, choose the most effective one, find new unusual solutions; highlight the leading relationships; make the right decision in case of an acute shortage of necessary information and in the absence of time for its consideration. In addition, participation in the training launches the mechanisms of axiological and semantic changes, the police officers begin to evaluate

themselves more sensibly, critically and constructively, their past, present and future.

The police officers show the desire to control themselves, they reveal great activity in the formulation of life goals and their achievement. It was established that some constructs, those that relate to axiological and semantic blocks, did not reveal immediately after the training, but were fixed after a while, which indicates the delay, the stability of positive individual and professional changes caused by the training in the axiological and semantic sphere of the police officers. As a result of participation in the training, there is a more positive attitude to their life, there is an increase in the overall indicator of life's meaning, leadership qualities, initiative, and concentration are developing. Qualitative changes are also observed in terms of "moral normalization", which indicates a high level of socialization, an adequate assessment of their role in the team, an orientation toward observance of generally accepted norms of behaviour. Among the general trends of changes in the semantic sphere, it is important to note the growing sense of success in life, the ability to influence the course of events, the confidence in the fundamental possibility of independent realization of life choices and successful self-realization.

Participation in the training contributed to the restructuring of the system of motives, mainly represented by a progressive motivational profile, a noticeable excess of the level of developing motives over the level of maintenance motives; predominance of motives generated by activities. Also, positive changes in the emotional-volitional sphere of the participants of the training were noted: they became more active and emotionally involved in activities; they have decreased the level of negative emotional states (anxiety, frustration).

Application of the obtained results in practical work

Thus, the implementation of the resource, personal approach to the problem of developing the professional reliability of the police officer's personality allows us to conclude that the phenomenon under study is not a passive integration of the influence of external and internal conditions of human existence, not only the characteristic of the adapted activity, but the result of accumulation of ways to achieve goals, formed by the police officers. Evaluation and research of professional reliability are impossible without disclosing the role of subjective activity, influence on the activity of the individual person, his/her experiences, the structure of meanings and value priorities realized in professional activity. Therefore, it seems necessary to give extra attention to the individual specificity of the axiological and semantic sphere of the individual, world outlook positions, subjective experiences, the importance of professional tasks and goals, i.e., the inclusion of professional activity in the personal structure of meanings, peculiarities of individual response to professional difficulties.

The effectiveness of the use of the professionally psychological training, aimed at the development of professional reliability, is confirmed by the positive changes in the indices of the expression of personal factors, the professionally important qualities of the police officers,

according to which, during the correlation analysis, there is a positive relationship with the level of professional reliability of the individual person. This indicates the proportionality of variability of the variables under study. Thanks to training, it becomes possible to expand the "zone of reliability" of the police officers.

Thus, the use of psycho-training technologies in order to provide psychological security for the professional reliability of the police officers allows to solve the following tasks: formation of professional and psychological readiness for the performance of operational and service tasks; development of professionally significant qualities and psychological orientation in various aspects of professional activity; improving communication skills and skills for establishing psychological contact with citizens; prevention and resolution of conflicts; formation of skills of role behaviour in various situations of operational and service activity; the formation of psychological stability in complex and extreme situations, training in self-regulation techniques; training tactics, methods and techniques for ensuring personal safety in the conditions of professional activity and in everyday life; preventive measures and prevention of employee turnover; violations of discipline and legality, other manifestations of professional and psychological deformation; overcoming personal or professional stagnation; saving the mental and physical health of the police officers; maximum extension of professional longevity.

Conflict of interest. The authors have declared no conflict of interest.

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