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*Maxmudova Zulfiya Mexmonovna,  
Bukhara State University  
([azizbekyarasev@mail.ru](mailto:azizbekyarasev@mail.ru))*

## **SOCIO-PSYCHOLOGICAL FACTORS OF THE EMPLOYEE'S PROFESSIONAL COMPETENCE**

**Abstract:** *This article discusses the research of the manifestation and development of the factors of professional competence of security service employees and the improvement of its own factors. related research results are presented. Completely new tasks of moral and spiritual support of all employees and military personnel serving in the system of psychological protection service, as well as raising the general outlook, moral and intellectual potential of employees, patriotism, pride, loyalty to their profession. and tasks associated with increased sense of responsibility are disclosed*

**Key words:** *security service employees, professional competence, competence, emotional intelligence, interpersonal relations, professional activity, social-psychological competence.*

## **СОЦИАЛЬНО-ПСИХОЛОГИЧЕСКИЕ ФАКТОРЫ ПРОФЕССИОНАЛЬНОЙ КОМПЕТЕНЦИИ РАБОТНИКА**

**Аннотация:** *В данной статье рассматриваются исследования проявления и развития факторов профессиональной компетентности сотрудников органов безопасности и совершенствования её собственных факторов, представлены соответствующие результаты исследований, рассмотрены совершенно новые задачи морально-духовной поддержки всех сотрудников и военнослужащих, проходящих службу в системе службы психологической защиты, а также повышения общего кругозора, морального и интеллектуального потенциала сотрудников, патриотизма, гордости, верности своей профессии, раскрыты задачи, связанные с повышенным чувством ответственности*

**Ключевые слова:** *сотрудники органов безопасности, профессиональная компетентность, компетентность, эмоциональный интеллект, межличностные отношения, профессиональная деятельность, социально-психологическая компетентность.*

## **XODIMLARNING KASBIY KOMPETENSIYASINING IJTIMOY-PSIXOLOGIK OMILLARI**

**Annotatsiya:** *Ushbu maqolada qo'riqlash xizmati xodimlarining kasbiy malakasi omillarining namoyon bo'lishi va rivojlanishi va uning omillarini takomillashtirish masalalari muhokama qilinib, tegishli tadqiqot natijalari taqdim etiladi. Psixologik himoya xizmati tizimida xizmat qilayotgan barcha xodimlar va harbiy xizmatchilarni ma'naviy-ma'naviy qo'llab-quvvatlash, shuningdek, xodimlarning umumiy dunyoqarashi, ma'naviy-intellektual salohiyatini yuksaltirish, vatanparvarlik, g'urur, o'z kasbiga sadoqat tuyg'ularini yuksaltirishning mutlaqo yangi vazifalari, mas'uliyat hissini oshirish bilan bog'liq vazifalar ochib berilgan*

**Kalit so'zlar:** *xavfsizlik xizmati xodimlari, kasbiy kompetentsiya, kompetentsiya, hissiy intellekt, shaxslararo munosabatlar, kasbiy faoliyat, ijtimoiy-psixologik kompetentsiya.*

### **Introduction.**

Acceleration of the process of globalization in the world shows the need to improve the system of educating the individual and social-psychological impact on him in accordance with the specific principles of social development. Particular attention is paid to the formation of a person who meets the requirements of large-scale reforms implemented in Uzbekistan, has high intellectual potential, can quickly adapt to sudden changes, is competitive, and works effectively at the level of the requirements for the qualifications of specialists in the labor market.

This article serves to a certain extent in the implementation of the tasks defined in the decision of the Cabinet of Ministers of the Republic of Uzbekistan dated June 7, 2019 No. 472 "On further improvement of the system of training personnel in the field of psychology and measures to prevent crimes in society" and other regulatory legal documents related to this activity .

### **Literature analysis and methodology.**

Social competence is the ability to show activity in the process of interpersonal relations, to be able to engage in interpersonal communication in the process of professional activity. Socio-psychological competence refers to the professional activity of a specialist, in which emphasis is placed on pedagogical activity and pedagogical behavior at a sufficiently high level. Therefore, the socio-psychological competence of the educator can be assessed by the ratio of his qualifications and psychological qualities.

A.A. According to Dunyushin, a person's social-psychological competence is the ability to apply the knowledge, skills and abilities necessary for interaction with people in professional activities. This definition is clarified by the author through the following several considerations:

- a) competence can be considered as a description of a specific activity subject;
- b) the content of competence depends on the purpose, structure and special requirements of professional activity;
- c) emotional volitional and communicative characteristics, intelligence, interpersonal relations, and personality orientation serve as the basis of competence.

In modern psychology, the concept of "emotional intelligence" is widely used, and this concept was introduced to science by P. Selov and Dj. Meyers brought in.

According to the authors, emotional intelligence is the ability to express and evaluate emotions; understanding of emotion and possessing emotional knowledge; in addition, it is the ability of emotional management that unites the emotional and intellectual maturity of a person. With the introduction of the term "emotional intelligence" into science, a gradual change occurred in terms of the ratio of emotional and cognitive processes.

The following traditional classifications of competence are also noted in the scientific and methodical literature:

- political and social competences related to the ability to assume responsibility, participate in joint decision-making;
- competences found in society, aimed at living with other people, regardless of their culture, language and religion, origin, understanding them, helping them and eliminating mutual disagreements;
- competencies that demonstrate the possession of written and oral communication, which are important in professional activities and in community life.

Analyzing and interpreting how and in what way socio-psychological competence is studied as a psychological problem in general is of great importance today. Because without adequately evaluating the scope of theoretical-scientific and practical-methodical researches on social-psychological competence, it is impossible to comment on the issue of improving and developing the social-psychological competence of employees working in the security service within the framework of professional activity. It can also be seen from the above considerations that the requirements for the security service personnel's activity are quite responsible, in many cases it depends on the factors affecting social-psychological competence.

Completely new tasks of moral and spiritual support of all employees and military personnel serving in the system of psychological protection service, as well as raising the general outlook, moral and intellectual potential of employees, patriotism, pride, loyalty to their profession. and assign tasks to increase the sense of higher responsibility.

Organization of moral and spiritual support for employees and military personnel is carried out in accordance with the Constitution and laws of the Republic of Uzbekistan, decisions of the chambers of the Oliy Majlis, decrees, decisions and orders of the President of the Republic of Uzbekistan, decisions of the Cabinet of Ministers and normative documents of the Ministry and this Regulation. is increased.

Moral and spiritual support of employees is carried out in psychodiagnostic, psychoprophylactic and psychocorrective work.

Psychodiagnostics is a branch of psychology that studies individual psychological conditions of a person. Psychodiagnosis is carried out using psychological test methods, questionnaires and projective methods.

Psychocorrection (correction) is the elimination of negative emotional states in certain psychological processes and the improvement of a person's ability to work by exerting a psychological influence.

Psychoprophylaxis is a comprehensive program of measures aimed at preventing negative situations that may arise in the mental state of employees and adapting personal content to service conditions.

Functions, duties and powers of expert psychologists

Functions of expert psychologists:

moral and spiritual support of employees, mandatory consideration of their psychological portraits, including provision of psychological support for the process of adaptation of young employees to the service; timely detection and correction of negative changes in the morale and depression of employees, taking into account the specific characteristics of their activities;

control and coordinate the activities of specialist psychologists working in the penitentiary system.

Tasks of specialist psychologists:

During psychodiagnosis:

in order to prevent the employees from becoming morally and spiritually restless, and to prevent negative situations that may arise in their mental state, every six months, the personnel undergo mandatory psychodiagnostics;

regularly conducts a psychological interview with the employees who provide service with a weapon and once a quarter examines their mental and emotional stability using the psychological test methodology;

examines the intellectual and individual-psychological characteristics of candidates for the security service, and based on the results, each candidate gives a conclusion with a separate recommendation;

examines management and organizational skills of employees appointed to leadership positions in the security service and makes recommendations;

conducts a moral-educational survey of employees' working mood and interpersonal relations in the team every six months, analyzes the results, and develops suggestions for preventing negative situations that may arise in the team;

gives a separate psychological description to each employee based on the results of the abilities of managers appointed to higher positions;

conducts moral and spiritual support of employees and mandatory calculation of their psychological portraits.

In the direction of psychocorrection:

develops the necessary measures to create a healthy moral and spiritual environment in service teams;

carries out work aimed at increasing the level of psychological preparation of personnel and further improving professional and psychological characteristics;

taking into account the specific characteristics of the employees' activities, he carries out psychocorrective work aimed at preventing negative changes in their morale, depression.

In the direction of psychoprophylaxis:

the process of adapting young employees to the service provides psychological support;

provides mental stability of employees using psychological methods in extreme situations;

studies personal, interpersonal, international relations of employees on the basis of socio-psychological laws and implements a healthy moral and spiritual environment;

the security service gives psychological recommendations to the management staff in working with subordinates and managing the service process;

prevention and psychological correction of professional and domestic stress, depression and other negative mental states.

gives recommendations to responsible employees on the wide use of psychological tools and methods in the process of training personal content;

studies the social, moral and spiritual environment in service teams and relations between employees, develops recommendations for their improvement;

identifies employees with a high tendency to negative behavior, conducts psychological interviews with employees, studies personal and family problems and helps to solve them;

through targeted application of modern scientific and psychological methods in the security service, develops scientific and methodical manuals for solving the problems of the service and family environment of the employees.

Powers of expert psychologists:

collection of personal content for psychodiagnostic and psychoprophylactic measures; to give 3 days of rest to employees who are in a state of severe stress or have noticed negative changes in their morale (exemption from service);

studying family conditions and personal problems of employees and collecting (receiving) information;

conducting examination of employees using polygraph and other psychodiagnostic devices if necessary;

in addition to official duties, engage in pedagogical activities in order to work on oneself, improve one's qualifications and form the necessary skills;  
control and coordinate the activities of specialist psychologists working in the penitentiary system;  
development of proposals for continuous study of advanced foreign experience and wide promotion of practice.

Organization of moral and spiritual support

Psychologists use the following methods to provide moral and spiritual support to employees: observation, interview, consultation, survey, test taking, sociometry and psychological training.

In order to effectively organize the work of specialist psychologists and provide quality psychological support to employees in a timely manner, service rooms are allocated and their material and technical base is constantly being improved.

Psychologists are provided with special services, diagnostic, consultation and "Mental relaxation" rooms.

At the initiative of the head of the body where there is no position of psychologist, rooms for "Mental relief" can be organized with the participation of local specialists-psychologists.

First of all, psychological work is carried out with the following: candidates who expressed their desire to join the security service; young employees admitted to the security service;  
employees with negative changes in their mental state;  
employees who are constantly in service with a sign weapon.

The list of psychological and psychophysiological methods and methods used by specialist psychologists in providing moral and spiritual support to employees is determined by the Service of Spiritual and Educational Affairs.

The results of the psychological test obtained from the candidates who expressed their desire to join the security service are valid only during the competition.

Candidates who failed to pass the competition will undergo a psychological examination again in the next competition.

Every employee must undergo mandatory psychodiagnostics at least once every six months.

Twice a year (once every six months) in each service team, the moral and spiritual stability of employees and the relationship between them are studied, and according to the results of the investigation, the environment is found to be unhealthy in order to eliminate negative situations in the teams. appropriate measures will be determined.

This interview form is kept for each employee after the interviews conducted by psychologists with the employees (psychological interview, psychological counseling, interview with the employees who serve with weapons).

In cooperation with the inspectors on women's issues, based on the principle "the employee does not go to the psychologist - the psychologist goes to the employee":

problems identified by psychologists in the family of employees;

family disputes determined on the basis of the "khodimbay" work system; A separate "employee" work system will be introduced with each employee and his family members who are included in the risk group due to unhealthy family environment and family quarrels.

Based on the "Khodimbay" work system, psychological interviews are conducted with the living conditions of each employee, as well as spouses and children, and their psychological state and the mental environment in the family, as well as the relationships between family members. is studied.

An individual psychological interview will be conducted with each of the employee's family members.

The individual and psychological characteristics of each family member of the employee are taken into account, and practical preventive work (psychological counseling and training sessions) is carried out with them.

A report is kept on the work done.

Specialist psychologists provide services based on the "weekly workload".

At the end of every quarter, the work done by psychologists and the shortcomings are discussed in the presence of the heads of the departments of the Ministry's structural and territorial divisions of the Ministry of Spiritual and Educational Affairs and personnel provision. will be done.

Monthly and quarterly reports on the work performed by expert psychologists are kept.

Reports on the performed work are submitted to the Spiritual and Moral Affairs Service by the 28th of each month.

By the 28th of the last month of each quarter, submit a report on the work carried out, a reference (with photos of the events) and the minutes of the meeting to the Department of Spiritual and Educational Affairs and Human Resources will be done.

Regarding the application of disciplinary measures against specialist-psychologists who did not submit reports on time or filled them in incorrectly to the Department of Spiritual-Educational Affairs and Personnel Supply, an offer is made to the head of the personnel department.

In order to provide high-quality psychological services to employees, to constantly control and monitor their mental state, to identify and correct negative changes in time, a separate "Psychological report" is kept for each employee by specialist psychologists.

The procedure for keeping a "psychological collection".

"Psychological collection" is kept by specialist-psychologists for each employee from the day of admission to the service of individual business affairs bodies or to the higher education institution of the ministry until the day of his dismissal.

Psychological assessments are primarily conducted against the "Positive and Leading Personnel Reserve" and the employees included in the "risk group".

The meeting must contain the following documents:

a certificate about the employee himself and his family members (lens); results of the employee's psychological test;

the results of the interview with the employee (interview sheets);

references (with photos) about training, roundtable discussions and other psychological events attended by the employee;

an interview sheet or document (with photos) recording the interviews conducted with the participation of the employee himself and his family members;

psychological description of the employee; psychological portrait of the employee;

Psychological portraits include the following information in their work:

socio-demographic characteristics (gender, age, education, type of activity),

individual-psychological characteristics (temperament, character, ability, orientation, intelligence, motivation, range of interests),

emotional-volitional qualities (emotional state, volitional qualities, level of self-assessment and control);

interpersonal relations (communicativeness, ability to work in a team, ability to cooperate).

Also, a psychological portrait is created based on the results of interview, observation and psychodiagnostic research.

In addition, the specialist-psychologist can additionally use other methods.

During the creation of a psychological portrait, a specialist-psychologist must act within his authority, observe the culture of behavior, respect the dignity and honor of a person.

Psychologists regularly add information to the employee's psychological portrait, taking into account changes in his personality and behavior.

When an employee is appointed to another position, his "Psychological summary" is sent to the body where the employee was appointed with the signature of the head.

When the employee starts from the security service, his psychological collection is given to the HR departments to combine it with the personal collection.

### **Results.**

Social-psychological competence is necessary to ensure a person's effective introduction to interpersonal relationships and successful adaptation. In the section devoted to the theoretical analysis of the problem, special emphasis was placed on the fact that it is impossible not to rely on theoretical approaches in the formation of the program for the development of socio-psychological competence of preschool teachers (M.I. Bobneva, A.L. Yujaninova, G.Yu. Aysenk, etc.).

One of the scientists promoting the modern interpretation of the socio-psychological structure is M.I. According to Bobneva, it is not for nothing that it is emphasized that socio-psychological competence is the result of the mutual harmony of individual and socialization aspects of the social development of a person.

A.L. The socio-psychological guidelines developed by Yujaninova can serve to determine the specific importance of the implementation of this program. The author emphasizes that communicative competence is similar to the concept of socio-psychological competence and that it is formed due to the internalization of social experiences, which is an endless and continuous process.

Now let's turn to the overview of the main results.

Personality types play an important role in determining the socio-psychological competence of security service personnel. After all, the professional activity of security service employees requires a certain level of harmony with personality traits.

Security personnel can develop through factors such as socio-psychological competence, communicative competence, personality types and social competence.

Extroversion means "directed from the inside out", people with this type of tendency like to be inside people more, share their experiences more with others. Sociable, has a wide circle of acquaintances. In some cases, they lack seriousness. He is quick to gain people's trust and is also quick to offend.

Introversion means "directed from outside to inside", people of this type are heavy, restrained, sensitive, careless, strictly following the rules of friendship, limited communication circles, shy, more busy with their inner world and like solitude. It can be seen from the definition that people belonging to this type are people who organize positive interpersonal relations in social relations and can quickly adapt to the social environment. G.Yu. The statistical values of the empirical data obtained on Eysenck's questionnaire "Determining extroversion, introversion and neuroticism" can be interpreted on the basis of the table below (Table 1).

Table 1.

General values of security personnel personality types

Based on Yu.G. Eysenck's methodology	Scales	M	S
	Extrovert	15,61	0,93
	Introvert	11,93	0,55
	Neuroticism	13,41	0,62
	Fake	1,99	1,94

In order to accept the results of the survey in practice, the indicators of the "fake" scale, which means the neutrality of the respondents' answers, were also taken into account.

According to the requirements of the questionnaire, the value of this scale is smaller than the standard of the test, that is, according to the standard, the value around 5 points has objectivity. In general, the extroversion type of educators of the analyzed preschool educational organization is in a normal state (15,61). This indicates that the extrovert type of security guards are sociable, like to be among people, active, can openly express their feelings, and are quick to adapt to situations. Also, the willingness of this type of people to learn social experiences can be found out from the results of the survey. According to this result, the value of their neuroticism scale (13.41) shows that the person has tension in the nervous system and has the ability to control it.

In our study, the values of preschool teachers belonging to the introvert type (11.93) indicate that they are more restrained and able to manage their nervous system. However, our goal was to determine the influence of a certain type on the formation of social-psychological competence, not the personality types of preschool teachers. Therefore, the results are explained based on the type of personality and the social-psychological competence relationship of preschool teachers.

Quantitative values between social-psychological competence index and personality types of security service personnel were observed (Table 2).

Table 2.

The results of the correlation relationship between the personality types of security service employees and indicators of socio-psychological competence index

Criteria		Personality types		
		Extrovert	Introvert	Neuroticism
Index of social-psychological competence	Social-perceptual competence	0,476**	-0,083	-0,467**
	Communicative competence	0,299*	-0,094	-0,335*
	Cognitive competence	0,302*	-0,023	-0,068
	Self-psychological competence	-0,386**	0,341*	-0,058

Note: \*  $p \leq 0,05$ , \*\*  $p \leq 0,01$

In this case, extrovert educators have a well-developed ability to carefully conduct communication, to understand the interlocutor's feelings, experiences, and wishes. It can be seen that they carry out their activities cheerfully, they are able to solve the unpleasantness that they may encounter in relationships without restraint, restraint and excessive passions, and the decrease in the ability of communicative competence and neuroticism is also characteristic of extrovert type educators.

But in extroverts, there is a decrease in "interpersonal interaction analysis" and a slight increase in interactions in introverts. This can be explained as a consequence of security guards' observability, calmness in interpersonal interactions, correct use of words when reacting to interlocutors, lack of excessive nervousness and caution in dealing with tensions.

#### **Conclusion.**

In the course of our research, it was noted that the factors of social-psychological competence of security service personnel each have their own dynamics and results, and this method, in turn, naturally becomes important in determining the effectiveness of social-psychological competence in the science of social psychology.

The role of personality types in the development of social-psychological competence of security service personnel is incomparable. It may depend on the growing demands for the professional activity of security service personnel and the formation of social experiences.

The increase in indicators of socio-psychological competence factors of security service employees is directly related to the increase of experience in their professional activities, as well as the formation of social skills and qualifications.

The role of socio-psychological competence in the development of security service personnel depends not only on the increase in the duration of the activity, but also on the socialization of the individual.

In general, when evaluating indicators of socio-psychological competence, which are important in the manifestation of the harmony of personal and professional activity of security service employees, forensic psychologist experts assess professional competence by in-depth study and analysis of factors such as their adequate communication, adequate emotional attitude and drawing relevant empirical conclusions. the possibility of provision was confirmed once again.

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