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TA'LIMI VAZIRLIGI



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- 13.00.00 Pedagogika fanlari
- 13.00.01 Pedagogika nazariyasi. Pedagogik ta'limotlar tarixi
- 13.00.02 Ta'lim va tarbiya nazariyasi va metodikasi (sohalar bo'yicha)
- 13.00.03 Maxsus pedagogika
- 13.00.04 Jismoniy tarbiya va sport mashg'ulotlari nazariyasi va metodikasi
- 13.00.05 Kasb-hunar ta'limi nazariyasi va metodikasi
- 13.00.06 Elektron ta'lim nazariyasi va metodikasi (ta'lim sohaları va bosqichlari bo'yicha)
- 13.00.07 Ta'limda menejment
- 13.00.08 Maktabgacha ta'lim va tarbiya nazariyasi va metodikasi
- 13.00.09 Ijtimoiy pedagogika
- 07.00.00 Tarix fanlari
- 19.00.00 Psixologiya fanlari
- 01.00.00 Fizika-matematika fanlari
- 02.00.00 Kimyo fanlari
- 03.00.00 Biologiya fanlari
- 09.00.00 Falsafa fanlari
- 10.00.00 Filologiya fanlari
- 11.00.00 Geografiya fanlari

# M

# AKTABGACHA VA AKTAB TA'LIMI

Pedagogika, psixologiya fanlariga ixtisoslashgan ilmiy jurnal



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# THE ROLE OF TOLERANCE IN THE PROFESSIONAL ACTIVITIES OF INTERNAL AFFAIRS BODIES

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**Abstract:** An in-depth analysis is presented of the role and significance of tolerance principles in the activities of internal affairs bodies. In the context of globalization and increasing social diversity, ensuring harmony among various social, ethnic, religious, and cultural groups requires law enforcement officers—particularly prevention inspectors—to apply tolerance as a key psychological and ethical value. The conceptual foundations of tolerance, its socio-psychological nature, and its reflection in international legal norms and the national legislation of Uzbekistan are examined. Mechanisms for implementing tolerance are analyzed through impartiality, intercultural communication, and adherence to the principles of social justice in preventive work with diverse social groups.

**Key words:** internal affairs bodies, tolerance, prevention inspector, socio-psychological factors, empathy, communicative competence, legal culture, intercultural communication.

**Annotatsiya:** Ichki ishlar organlari faoliyatida bag'rikenglik tamoyillarining o'rni va ahamiyati chuqur tahlil qilinadi. Globallashuv va ijtimoiy tafovutlar kuchayib borayotgan sharoitda turli ijtimoiy, etnik, diniy va madaniy qatlamlar o'rtasida hamjihatlikni ta'minlash huquqni muhofaza qiluvchi organlar, xususan, profilaktika inspektorlaridan bag'rikenglikni muhim psixologik va axloqiy mezon sifatida qo'llashni talab etadi. Bag'rikenglikning konseptual asoslari, ijtimoiy-psixologik mohiyati, xalqaro huquqiy normalar hamda O'zbekiston qonunchiligidagi ifodasi yoritiladi. Profilaktik faoliyatda turli ijtimoiy guruhlar bilan ishlash jarayonida xolislik, madaniyatlararo muloqot va ijtimoiy adolat tamoyillariga amal qilish orqali bag'rikenglikni amalga oshirish mexanizmlari tahlil qilinadi.

**Kalit so'zlar:** ichki ishlar organlari, bag'rikenglik, profilaktika inspektori, ijtimoiy-psixologik omillar, empatiya, kommunikativ kompetensiya, huquqiy madaniyat, madaniyatlararo muloqot.

**Аннотация:** Представлен всесторонний анализ роли и значения принципов толерантности в деятельности органов внутренних дел. В условиях глобализации и возрастающего социального разнообразия обеспечение согласия между различными социальными, этническими, религиозными и культурными группами требует от сотрудников правоохранительных органов, особенно инспекторов профилактики, применения толерантности как важного психологического и нравственного критерия. Раскрываются концептуальные основы толерантности, её социально-психологическая сущность, а также её отражение в международных правовых нормах и законодательстве Узбекистана. Анализируются механизмы реализации толерантности через беспристрастность, межкультурную коммуникацию и соблюдение принципов социальной справедливости в профилактической деятельности.

**Ключевые слова:** органы внутренних дел, толерантность, инспектор профилактики, социально-психологические факторы, эмпатия, коммуникативная компетентность, правовая культура, межкультурная коммуникация.

## INTRODUCTION

In today's process of globalization, socio-political, cultural, and ideological differences emerging in society are leading to increasingly complex relationships among various social groups. In particular, the ability of law enforcement agencies—especially internal affairs bodies that work directly with the public—to engage in effective intercultural communication with citizens has become an important strategic task. In this context, an approach based on the principles of tolerance serves as a key psychological and ethical factor in ensuring social stability and fostering an environment of mutual trust.

Within the activities of internal affairs bodies, the role of prevention inspectors is of particular importance, as they are in direct contact with families, youth, and socially vulnerable groups. In performing their professional duties, tolerance, empathy, cultural sensitivity, and communicative competence are considered essential requirements. This article examines the essence of tolerance principles within the internal affairs system, their

legal, psychological, and social foundations, as well as current issues related to the practical implementation of these principles.

## LITERATURE REVIEW

The role of tolerance principles in the activities of internal affairs bodies is considered one of the important directions of modern socio-psychological and legal research. Studies conducted in this field, both foreign and domestic, cover key aspects such as intercultural communication, empathy, communicative competence, and public trust within the internal affairs system. In global scholarship, the concept of tolerance is interpreted as a multifaceted social phenomenon. UNESCO (1995) defines tolerance as “respect for and acceptance of the right of others to think and live differently.” G. Allport (1954), in his work *The Nature of Prejudice*, discusses the role of tolerance in combating stereotypes in social consciousness. According to him, an impartial attitude of police and internal affairs officers can be a decisive factor in preventing social conflicts.

Bandura (1986), within the framework of social learning theory, associates employees' tolerant attitudes toward the social environment with personal experience and adaptation to external changes. U. Bronfenbrenner (1979), in his ecological systems theory, demonstrates the development of tolerance through the interaction of internal systems such as family, school, and legal institutions.

From international practice, methods of implementing tolerance in law enforcement activities have been studied in the United States, the United Kingdom, Canada, and Scandinavian countries. For example, within the framework of the “Procedural Justice” model (Tyler, 2003), reforms carried out by the U.S. police emphasize fairness, respect, transparency, and trust-based relations with citizens as key indicators of tolerance.

In Uzbek scientific literature, the concept of tolerance has mainly been studied within the contexts of spirituality, education, civil society, and legal culture. N. Komilov (2002) recognizes tolerance as a human virtue grounded in moral values and interprets it as a foundation of social stability. N. N. Azizkhojaeva (2010) highlights the impact of a tolerance-based approach in pedagogical communication on the effectiveness of education.

Q. Abdurakhmonov (2006), in his work *Social Psychology of Family Relations*, substantiates that tolerance is an important psychological factor in resolving family conflicts and problems. At the same time, G. G. Abdulvaeva (2014) reveals the interconnection between family and societal tolerance in youth upbringing.

Although R. Shamsiyev (2014) and M. Alimov (2016) analyzed cultural and legal approaches to crime prevention within internal affairs bodies, they paid less attention to the practical manifestations of tolerance, empathy, and communication. Therefore, there is a need for deeper psychological analyses and the study of mechanisms for developing tolerance in a broader social context.

While many scientific sources describe tolerance as a general social value, its application to specific professional activities within the internal affairs system remains insufficiently developed. In particular, there is a lack of systematic research focusing on the psychological preparedness of prevention inspectors, their communication culture, and their tolerance-based approaches in working with citizens. International literature considers tolerance as an essential ethical competence for law enforcement personnel, whereas local literature tends to approach it more from an educational and moral perspective. Conducting in-depth analytical and empirical studies on this topic would serve as an important foundation for improving the effectiveness of internal affairs bodies.

Tolerance is not only a readiness for compromise or the ability to endure differing opinions but also involves active empathetic listening, understanding social roles, and establishing positive interpersonal relationships. The concept of “unconditional positive regard,” proposed by American psychologist Carl Rogers, is regarded as a foundation of interpersonal tolerance. This approach requires internal affairs officers to build relationships with citizens based on respect, attentive listening, and empathy.

Additionally, according to the emotional theory developed by S. Schachter and J. Singer (1962), correctly identifying and evaluating individuals' emotional states leads to tolerance-based decision-making. This is particularly relevant for internal affairs officers who operate in stressful situations.

## RESEARCH METHODOLOGY

This article provides an in-depth analysis of the role of tolerance principles in the activities of internal affairs bodies, their socio-psychological and legal foundations, as well as key aspects of their practical implementation. The central idea of the study is that tolerance should not only be regarded as a social value but also elevated to the level of a necessary professional competence for employees of the internal affairs system. In particular, the direct interaction of prevention inspectors with the population requires them to adopt a conciliatory, empathetic, and culturally sensitive approach in addressing various social, cultural, and psychological issues.



First, the article examines the psychological and social essence of the concept of tolerance based on the theories of scholars such as Carl Rogers, Gordon Allport, and Erich Fromm. In addition, the legal framework of this principle is outlined with reference to key documents, including the Constitution of the Republic of Uzbekistan, the Law “On Internal Affairs Bodies,” and the “Development Strategy of New Uzbekistan for 2022–2026.”

The analysis of international experience highlights that special attention is given to teaching tolerance culture to law enforcement officers in countries such as Canada, Germany, Norway, and the United States. For example, in the Norwegian police system, special annual training programs on intercultural communication and empathy are conducted, ensuring high effectiveness in building trust-based relationships with citizens.

In local practice, it is noted that, in Uzbekistan, preventive work is carried out through the activities of prevention inspectors with families, youth, and socially at-risk individuals. From this perspective, the development of tolerance, empathy, and communicative competencies within their professional training remains a pressing issue. The article pays particular attention to scientific research methods. Conclusions are drawn based on data obtained through methods such as analysis and synthesis, comparison, content analysis, psychodiagnostics, and sociological surveys. In particular, a survey was conducted among 45 internal affairs employees and 100 citizens to study their attitudes toward tolerance principles. Additionally, the level of tolerance among employees was assessed using the “Tolerance Diagnostics” methodology.

The study also reflects the use of digital technologies. Specifically, the survey was conducted via the Google Forms platform, and the collected data were statistically analyzed using SPSS software. During the analysis, the chi-square ( $\chi^2$ ) test and correlation coefficients were used to determine the levels of association. Furthermore, digital monitoring and facial expression recognition technologies (face-reading) were applied to study employees’ communicative behavior within internal affairs bodies.

The main findings of the study are as follows:

1. Tolerance-based approaches exist among internal affairs employees; however, they require systematic and continuous development.
2. Employees with higher levels of tolerance demonstrate significantly greater service effectiveness and higher levels of mutual trust with citizens.
3. 65% of respondents consider tolerance to be a core element of professional training in internal affairs bodies.
4. There is potential to adapt international approaches within local practice; however, cultural context and social differences must be taken into account.

Overall, this article demonstrates the relevance of tolerance principles at the current stage of development of the internal affairs system. Tolerance is an integral component of humanity, legal culture, and professional ethics. A deep understanding and effective implementation of this principle in the activities of internal affairs employees contribute to strengthening the foundations of civil society.

## ANALYSIS AND RESULTS

This section presents the findings of a study on the importance and practical application of tolerance principles in the activities of internal affairs bodies. A total of 145 respondents participated in the study, including 45 internal affairs employees and 100 citizens. Based on the results of surveys and psychological tests, 78% of employees and 65% of citizens consider tolerance to be important in internal affairs activities. This confirms that tolerance is a key factor in fostering social trust and ensuring effective communication within internal affairs institutions.

According to the “Tolerance Diagnostics” method, 36% of employees were assessed as having a high level of tolerance, while 42% expressed readiness for intercultural communication. Statistical analysis conducted using the  $\chi^2$  (chi-square) test in SPSS revealed a positive correlation of up to 70% between the level of tolerance and service effectiveness. In addition, the average level of citizens’ trust in employees was 58%, which is directly related to the communicative competence of the staff.

Digital technologies such as Google Forms, SPSS statistical analysis tools, and monitoring systems were widely used in the study. Overall, the results indicate the need to strengthen tolerance-based approaches in the activities of internal affairs bodies, improve service quality, and establish effective communication with citizens. This, in turn, serves as an important factor in enhancing social stability and legal culture.

**Reliability and Scientific Validity of the Research Results.** To ensure the reliability and scientific validity of the research findings, several statistical and psychometric approaches were applied. The study involved

145 respondents (including 45 internal affairs employees and 100 citizens), which ensured the adequacy of the sample size. According to the methodology of psychological research, a sample size of  $n > 100$  provides sufficient statistical power for generalizing the results.

The psychometric methods used in the study (such as the “Tolerance Level Diagnostics” and the “Communicative Competence Test”) were pre-adapted and evaluated in terms of reliability using the Cronbach’s alpha ( $\alpha$ ) coefficient. For these tests, an  $\alpha$  value greater than 0.78 was obtained, indicating a high level of internal consistency. Furthermore, statistical analyses conducted using SPSS software—including the chi-square ( $\chi^2$ ) test, t-test, and Pearson correlation—confirmed the statistical significance of the results ( $p < 0.05$ ).

**Comparative Analysis.** Comparative analysis shows that, although internal affairs employees generally demonstrate a relatively positive attitude toward tolerance, there are still certain gaps in practical communication and intercultural interaction. The fact that only 22% of employees possess a high level of communicative competence corresponds with 19% dissatisfaction among citizens.

The data obtained within the study were subjected to in-depth statistical analysis. The Pearson correlation coefficient ( $r = 0.63$ ) indicates a moderate positive relationship. Based on the chi-square test ( $\chi^2 = 9.47$ ,  $p < 0.01$ ), a statistically significant relationship was identified between employees’ level of tolerance and service effectiveness. The Student’s t-test confirmed a significant difference between those prepared and unprepared for communication ( $t = 2.73$ ,  $p < 0.05$ ).

The average level of tolerance was 3.68 (on a 5-point scale), the average level of trust was 3.52, and the standard deviation was 0.74, indicating a balanced distribution of the results. Based on these findings, it is emphasized that practical recommendations should be developed to strengthen tolerance-based approaches within the internal affairs system.

## CONCLUSION AND RECOMMENDATIONS

The results of the conducted research demonstrate that the role of tolerance principles in the activities of internal affairs bodies is of critical importance. In particular, intercultural communication, patience, respect, and fairness in the interactions of prevention inspectors with citizens contribute not only to strengthening law and order but also to ensuring social stability. The study shows that higher levels of tolerance and communicative competence among employees lead to increased public trust and improved effectiveness of preventive measures.

The findings, based on statistical and psychological methods, indicate that employees who adhere to tolerance principles tend to adopt constructive positions in communication with citizens, which helps prevent negative social situations. However, certain shortcomings in communicative and tolerance capacities among some employees were also identified. This necessitates a systematic approach, continuous professional development, and the introduction of modern psychological practices.

Based on the research findings, the following recommendations are proposed:

1. **Specialized training for employees:** introduce targeted training programs for internal affairs employees, especially prevention inspectors, focusing on tolerance, intercultural communication, stress management, and empathy skills.
2. **Evaluation system for tolerance indicators:** develop and implement performance evaluation indicators that include tolerance and communication culture within internal affairs bodies.
3. **Implementation of digital technologies:** establish digital analytical platforms (such as mobile applications, surveys, and analytical tools) to monitor and analyze communication between citizens and employees.
4. **Strengthening psychological services:** increase the number of psychologists in each regional internal affairs department and integrate their work closely with prevention inspectors.
5. **Academic collaboration:** promote cooperation with higher education institutions to conduct research, encourage practitioners’ participation in scientific activities, and enrich the analytical and psychological knowledge base.
6. **Engagement of civil society institutions:** foster positive social attitudes among citizens through tolerance-promoting projects, seminars, training sessions, and open dialogues.
7. **Improvement of the legal framework:** develop regulatory documents governing communication culture and tolerance-based practices among internal affairs employees.

Overall, the implementation of these recommendations will contribute to enhancing the effectiveness of internal affairs bodies, strengthening public trust, and promoting social stability and legal culture.

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- 13.00.00 Pedagogika fanlari
  - 13.00.01 Pedagogika nazariyasi. Pedagogik ta'limotlar tarixi
  - 13.00.02 Ta'lim va tarbiya nazariyasi va metodikasi (sohalar bo'yicha)
  - 13.00.03 Maxsus pedagogika
  - 13.00.04 Jismoniy tarbiya va sport mashg'ulotlari nazariyasi va metodikasi
  - 13.00.05 Kasb-hunar ta'limi nazariyasi va metodikasi
  - 13.00.06 Elektron ta'lim nazariyasi va metodikasi (ta'lim sohaları va bosqichlari bo'yicha)
  - 13.00.07 Ta'limda menejment
  - 13.00.08 Maktabgacha ta'lim va tarbiya nazariyasi va metodikasi
  - 13.00.09 Ijtimoiy pedagogika
  - 07.00.00 Tarix fanlari
  - 19.00.00 Psixologiya fanlari
  - 01.00.00 Fizika-matematika fanlari
  - 02.00.00 Kimyo fanlari
  - 03.00.00 Biologiya fanlari
  - 09.00.00 Falsafa fanlari
  - 10.00.00 Filologiya fanlari
  - 11.00.00 Geografiya fanlari



# MAKTABGACHA VA MAKTAB TA'LIMI

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