

THE ACTIVITIES OF INTERNAL AFFAIRS AGENCIES THROUGH THE EYES OF CITIZENS

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Annotation: This article explores the perception of the activities of internal affairs agencies from the perspective of ordinary citizens. It highlights the importance of mutual trust between law enforcement and the public, analyzing how effective communication, transparency, and psychological services contribute to improving the image and performance of internal affairs agencies. The study is based on public opinion surveys, expert analysis, and real-life examples, emphasizing the need for continuous reforms and professional development within the system.

Main Body.

In a democratic society, the activities of internal affairs agencies must align with the principles of justice, human rights, and the rule of law. In Uzbekistan, recent reforms have aimed to modernize the Ministry of Internal Affairs and make its institutions more citizen-oriented. This transformation requires not only structural changes but also a shift in how society views and interacts with these institutions. The relationship between citizens and internal affairs agencies is shaped by daily interactions, media coverage, and personal experiences. When law enforcement officers treat citizens with respect, respond promptly to complaints, and act fairly, public trust is strengthened. On the other hand, cases of misconduct, corruption, or abuse of power severely damage the image of these agencies and create long-term distrust among the population. To improve this situation, it is necessary to implement programs focused on community policing, where officers actively engage with the public, listen to their concerns, and work together to solve local issues. This approach helps create a sense of shared responsibility for public safety and enhances mutual understanding. Psychological services within the internal affairs system also play a key role in improving both internal communication among officers and external communication with the public. These services help officers manage stress, prevent burnout, and approach difficult situations with emotional intelligence. When officers are mentally well-supported, they are more likely to perform their duties with empathy and professionalism. Another important aspect is education and professional development. The inclusion of subjects such as foreign languages, particularly English, in academic lyceums under the Ministry of Internal Affairs reflects an increasing demand for globally aware, communicative, and culturally sensitive personnel. Teachers contribute not only to language acquisition but also to the moral and intellectual growth of future law enforcement professionals. Moreover, transparency and accountability should be fundamental values in every internal affairs agency. Public reporting, access to complaint mechanisms, and independent oversight bodies help ensure that the rights of citizens are respected and that law enforcement agencies remain trustworthy institutions. In summary, the activities of internal affairs agencies must always reflect the expectations and needs of the society they serve. Through open dialogue, professional training, psychological support, and a commitment to transparency, these agencies can earn and maintain the trust of citizens. The more positively the public views law enforcement, the more effective and resilient the entire system becomes.

Conclusion:

The perception of internal affairs agencies by citizens is a crucial indicator of their effectiveness, integrity, and legitimacy. As Uzbekistan continues to modernize its law enforcement system, it becomes increasingly important to prioritize transparency, psychological support, community



engagement, and professional development. The integration of psychological services and education, including foreign language instruction, significantly contributes to building a law enforcement body that is competent, respectful, and trusted by the public. Establishing mutual trust between the police and citizens is not a one-time goal but a continuous process that requires dedication, reform, and a deep understanding of societal needs. Only through genuine cooperation and open communication can internal affairs agencies fully fulfill their mission to serve and protect the people.

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