

THE MAIN ASPECTS OF THE PSYCHOLOGY OF CUSTOMS OFFICERS AND CUSTOMS ACTIVITIES IN GENERAL

Особенности психологии таможенников и таможенной деятельности в целом

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It is well known that a diverse array of specially authorized bodies is responsible for the economic, social and other security of the country. Despite their specific target orientation, they often act in other areas, while ensuring the preservation of the rule of law and the settlement of society. One of the most important elements of the system of such state bodies is the customs authorities, which are very responsible for the economic security of the state. It can prove that the customs officer must have not only a high qualification level, but also a strong emotional and mental state. Therefore, as for the future customs officer, this topic seems to be one of the most relevant and useful.

First of all, it should be noted that the customs authorities of the Republic of Belarus are state bodies representing a single centralized system and regulating legal relations arising, changing and terminating in the field of customs.

The system of customs authorities occupies an important position in the economic, legal and social policy of the state. Its basis is effective customs control in the interests of ensuring the economic security of Belarus, protecting the health and morality of its people. An integral part of the activities of customs authorities is also law enforcement.

In connection with the foregoing, it is necessary to note such an important concept as psychology of customs activity. According to A.V. Agrashenkov, psychology of customs activity is a branch of psychological science, the subject of which are the peculiarities of the psyche of customs officers and their activities in the specific conditions of the customs service.

The problem of customs psychology is complex and multifaceted. The main psychological content of the specialist's activities: logical-analytical, controlling, cognitive activity, associated with high level of personal responsibility and the need to make decisions independently with a certain lack of time.

Speaking about the nature and extent of changes in the psycho-physiological functions and working capacity of a specialist, the following features should be noted:

- sufficiently high dependence of labor productivity on the emotional sphere and the psycho-emotional state of the specialist and the person under control;
- tendency to decrease in attentiveness and working capacity in the second half of the working day (or shift), at night;
- the possibility of the influence of various external factors (from weather conditions to moral pressure from outside);
- the possibility of reducing the dynamics of health by the end of the week.

To overcome unfavorable situations, there are a number of ways, for example:

- self-regulation skills, autogenic training;
- prevention of physical culture and sports;
- improving vocational training;
- formation of moral and psychological attitudes towards the unconditional fulfillment of their functional duties and official duty.

There is such a thing as a *psychogram of a customs specialist*. It includes a structured list of psychological qualities that a specialist should possess in accordance with the requirements of a *professiogram*:

1. Orientation, motivation, inclinations, volitional qualities.
2. Sensory perceptual properties.
3. Features of higher mental functions.
4. Psychomotor properties and physical qualities.
5. Personal and professional features.
6. Contraindications.

The stated psychological features of the activities and personality of a customs specialist should be taken into account in the professional selection and placement of personnel, in the forecast of abilities to adapt to customs activities and the degree of success of its implementation.

However, the above can be attributed to the customs specialist as an individual. But it is also important to understand that in the customs authorities there is such a thing as a *customs team*. That is a consciously organized community of people for their joint activities to protect the economic interests of the state, the protection of morality and public health.

The most important components in the structure of the psychology of the customs team are: public (collective) opinions, collective views; collective interests, needs, demands, aspirations; collective mood, social feelings; collective traditions, habits, customs; personal relationships, communication, mutual evaluation, claims, requirements, etc.

The psychology of the customs team is a complex set of intra-collective processes and phenomena, the sides of its spiritual life. The psychology of the collective can not be torn off or opposed to individual psychology. The psychology of each customs officer and the social and psychological

phenomena of the customs collective are in indissoluble dialectical unity. They mutually influence each other and mutually condition each other.

An important place in the psychology of the customs team is the concept of *socio-psychological climate* that is the qualitative side of interpersonal relations, manifested as a set of psychological conditions that promote or hinder productive joint activities and the overall development of the individual in the group. The most important signs of a favorable social and psychological climate: confidence and high demands of the members of the group to each other; friendly and business criticism; free expression of own opinion when discussing issues related to the whole team; lack of pressure from managers on subordinates and recognition of their right to make decisions relevant to the group; sufficient awareness of the team members about their tasks and the state of affairs in their performance; satisfaction with belonging to a team; high degree of emotional involvement and mutual assistance in situations that cause a state of frustration to any of the members of the team; taking responsibility for the state of affairs in the group by each of its members, etc.

Thus, the psychological climate means the prevailing and relatively stable spiritual atmosphere of the team, manifested both in the style and tone of people's attitudes towards each other, and in their attitude to the common cause. Undoubtedly, a healthy psychological climate is one of the decisive factors for successful livelihoods in all spheres of social relations, both an individual and the success and professional effectiveness of the group as a whole.

In conclusion, it should be noted that the current system of training customs specialists, including psychoanalysis and preparation for stress tolerance, in the Republic of Belarus, according to some research, is not optimal, since it does not fully ensure their high professional level, which is one of the factors that reduce the effectiveness of state customs control.

It is possible to change the situation by further studying professional activities of the customs service specialists and creating a system for their psychological support. Such a system should include the development of criteria and indicators for effective professional activity, substantiation of the content and structure of customs activities, including description of the distinguishing features of various customs options, the external factors acting in them, the most common functional states that arise in a customs officer, the development of a regulatory model of some professional categories of customs officers and the algorithm of its application.

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MAIN PSYCHOLOGICAL CHARACTERISTICS OF CUSTOMS OFFICIALS

Основные психологические навыки должностных лиц таможенных органов

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In the age of dynamic development of production relations in society, the physical condition of a person acquires great importance. No less important is his mental health. The scientific discipline that is called psychology can promote the solution of social problems caused by failures in the mental state of a person.

The problem of customs psychology is complex and multifaceted. The aim of the study is to provide concrete assistance to all students of customs law and those who are engaged in the field of customs, in developing and implementing fruitful communication and interaction, in correcting their behavior.

Employees of the psychological service contribute to the professional selection of candidates for the service, the definition of areas and activities that will successfully realize the professional and creative potential of the candidate. They provide psychological assistance to officials to adapt to the service, provide staff placement, and also provide training and training for officials in methods and techniques for interacting with participants in foreign economic activity. As a result, negative phenomena and incidents in the process of activity are prevented. Specialists with steady lawful behavior, sufficiently communicative and polite, that are able to work in difficult psychological conditions can come to work at the customs authorities.

The activities of customs officials differ in psychological characteristics, which are determined by its external conditions (environment, results and their impact on the psyche), internal (goals, methods), as well as management and self-management capabilities. It is carried out under constant volitional control, the strength of which is largely determined by the duration of the customs