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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

officer's work, the complexity of relations with various categories of persons undergoing customs control, and the physiological state of the customs official (mental fatigue, stress, illness).

The degree of emotional stress (from moderate to extreme) of customs activity depends on the nature of the performed actions of professional experience and the individual psychological characteristics of a customs official. It is affected by:

- greater personal responsibility;
- the presence of competent authorities supervising the work, and the possibility of identifying the specialist who committed the violation;
- the need for constant preparedness for unexpected situations;
- the impact of constantly changing objects of observation, external factors;
- a fairly high level of conflict situations arising during customs control and clearance;
- the constant impact of criminogenic structures seeking to exert psychological pressure, blackmail, bribing customs officers, to create opportunities for violation of existing legal norms;
- confrontation that occurs quite often.

Some persons undergoing customs control see the customs officer as the main culprit of the difficulties that arise and are trying to take out their irritation on him, threatening with all sorts of punishments or offering bribes to alleviate his fate.

The listed peculiarities of activity place high demands on any official of the customs body, on his moral and ethical qualities.

Today, there are special requirements for the customs inspector. Along with excellent knowledge of customs legislation, a customs officer must be physically and mentally healthy, possess a high level of attention concentration and stability, communication skills, the ability to make quick decisions in tense working situations and under time pressure to be able to analyze a large amount of information, be decent, disciplined and emotionally stable person.

It is well known that in any sphere only those who can work with people successfully work. Day-to-day business communication with representatives of organizations and individuals requires professional psychological preparation. It implies the ability to establish contact with people on the basis of a particular model of behavior to exert on them psychological influence and the ability to build interpersonal communication relevant in this situation.

Each customs officer must be ready to change his behavior and style of communication with others in the process of performing service tasks. Equally important is the possession of skills to neutralize conflict situations and exit from them.

Customs officers should be familiar with general principles of psychology. This includes: personality typology (for example, sanguine, choleric, phlegmatic, melancholic) and determining the type of temperament; determination of typology, psychological openness and closeness of the partner.

Elements of practical psychology in customs matter are extremely important. This problem generally covers the following aspects: contact establishment; methods of psychological joining a communication partner; psychological aspects of conducting a survey on cases of violations of customs rules: visual identification of signs of smuggling; psychological aspects of the conversation; how to listen.

Quickly recognizing lawbreakers to customs officials is helped by profiling - the ability to visually diagnose a citizen's personality according to his style of communication, gestures and facial expressions.

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.

Thus, the customs officer should be able to listen and understand, explain and prove, convince, create an atmosphere of confidence in the conversation and business attitude in the interview, find a subtle psychological approach to the interlocutor, resolve the conflict, relieve tension.

In turn, the assistance of the employees of the psychological service of the customs authorities will allow the use of modern achievements of practical psychology and achieve a certain psychologization of customs activities, in particular, the formation appropriate psychological culture of each employee, the ability to independently cope with adverse stress conditions and conflict resolution.

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DECLARATION OF POSTAL CORRESPONDENCE

Таможенное декларирование товаров, пересылаемых в международных почтовых отправлениях

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Nowadays, there is an increase of international mail cross-boarding caused by the growth in sales through the network, online stores, as well as an increase in attempts to move goods that are prohibited or limited for sending by post.

The border-crossing procedure of postal correspondence is regulated both by the norms of the Customs legislation of the Customs Union and the national legislation of the Republic of Belarus (in terms of assignment to its competence) and by international legal acts [2].

In accordance with Article 4 of the Customs Code of the Customs Union, postal correspondence is mail items accepted for shipment outside the Customs territory of the Customs Union, entering the Customs territory of the Customs Union or following transit through this territory and accompanied by documents stipulated by acts of the Universal Postal Union. The movement of postal correspondence includes not only the services of postal operators (packing, receiving, shipping, temporary storage, handing), but also the application of Customs formalities for such goods.

The delivery in our country is carried out through the Express Mail Service (EMS)Belpost system. Reception, processing, storage, transportation, delivery of such goods is carried out by the RUE "Belpost" - the only postal service operator in the Republic of Belarus. The Customs clearance point, that performs Customs operations in relation to the international mail, is Minsk Post of Minsk Regional Customs.

The Customs declaration of postal correspondence is carried out with the help of the documents or the goods declaration provided by the acts of the Universal Postal Union [3].