



## **SOCIO-PSYCHOLOGICAL FACTORS OF IMPROVING COPING STRATEGIES IN INTERNAL AFFAIRS OFFICERS**

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**Abstract.** *This article examines the development of coping strategies as a decisive factor in forming professionally competent and psychologically resilient personnel within the internal affairs system. The study highlights key directions such as psychological training, development of reflection skills, stress management techniques, and enhancement of emotional intelligence.*

**Keywords:** *coping strategy, internal affairs officer, service efficiency, psychological training, professional burnout, emotional intelligence.*

### **INTRODUCTION**

The formation and development of coping strategies among internal affairs officers manifests as a multifactorial socio-psychological process. In this process, individual psychological characteristics of a person (such as temperament, stress tolerance, and emotional stability), as well as their interaction with the social environment, play a crucial role. In particular, the complexity of service activities, the necessity of rapid decision-making, and constant exposure to dangerous situations require the formation of effective coping strategies among officers. From this perspective, the level of social support, the quality of team relationships, leadership style, and the psychological climate of the work environment act as significant predictors in the development of coping strategies. Especially in teams with a positive social environment, problem-oriented and constructive coping strategies tend to prevail.

### **MAIN PART**

In addition, socio-psychological predictors influencing the development of coping strategies among internal affairs officers include the individual's motivational orientation, level of professional identification, and awareness of social roles. A high level of professional responsibility and intrinsic motivation strengthens problem-solving-orient-



ed strategies, whereas increased external pressure and psychological strain may lead to the dominance of maladaptive strategies such as emotional avoidance or denial. At the same time, as an individual's reflective abilities, level of self-awareness, and social experience increase, the flexibility and effectiveness of coping strategies also improve. This necessitates a systematic study of socio-psychological factors in ensuring professional efficiency and psychological stability of internal affairs personnel.

First of all, this concept was introduced by Richard Lazarus and Susan Folkman as part of the stress management process. They defined coping as “a set of cognitive and behavioral efforts aimed at managing stressful situations arising when the demands between the individual and the environment exceed available resources.” According to this approach, coping is not merely passive defense or avoidance of stress, but an active psychological process directed toward understanding and solving problems. For internal affairs officers, such an active and conscious approach is especially important, as they are required to make correct decisions under challenging conditions without losing psychological balance (Nikolskaya, Granovskaya, 2000:187–188).

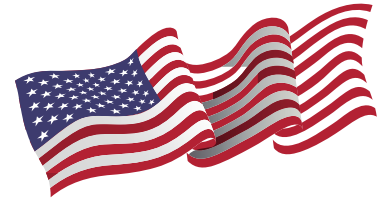
Furthermore, the formation of coping strategies is directly related to the individual psychological characteristics of a person. Factors such as temperament, character, emotional intelligence, self-regulation ability, and interpersonal adaptability determine how coping manifests. For example, individuals with an external locus of control tend to attribute the causes of stress to external factors, feel a lack of control over the situation, and show less initiative in changing it. For such individuals, emotional coping strategies—focused on reducing emotional distress and self-soothing—are more dominant. In contrast, individuals with an internal locus of control perceive problem-solving as being within their own capacity and take active steps toward resolution. Thus, the locus of control plays a significant role in shaping coping strategies (Rasskazova, Gordeeva, 2011).

In modern psychology, coping strategies are understood as a set of psychological and behavioral responses to stressful situations. They determine how an individual approaches a problematic situation, mobilizes psychological resources, and what emotional state they experience during the process. For internal affairs officers, these strategies are of particular importance, as they are responsible not only for their own safety but often for the safety of others as well. If an officer has well-developed stress management skills,



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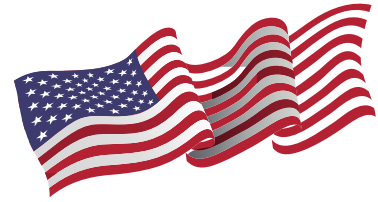
they can make rational decisions, think logically, and direct situations toward positive outcomes even under extreme conditions. Otherwise, stress may transform into internal tension, leading to emotional outbursts, depressive states, indifference, or aggressive behavior, which significantly reduces service effectiveness.

Long-term observations show that the ability of internal affairs officers to cope with stress is directly related to their professional efficiency, job commitment, and mental health. Scientific research confirms that officers with well-developed coping strategies perform their duties more consciously, patiently, and confidently. Their attitude toward work is positive, their communication is constructive, and their level of self-awareness and self-evaluation is higher. Such individuals effectively utilize psychological resources such as initiative, positive thinking, and inner confidence in problem-solving. At the same time, they demonstrate lower susceptibility to professional burnout, psychological strain, and emotional exhaustion. Therefore, the development of coping strategies is a key factor in ensuring effective performance and long-term professional sustainability in the internal affairs system (Maklakov, 2016:583)..

The development of these strategies can be supported through continuous psychological training during service, psychoprophylactic activities, training sessions, group counseling, and programs aimed at developing emotional intelligence. Psychological services can organize specialized anti-stress training, emotional regulation exercises for emergency situations, and self-reflection techniques that gradually help officers develop resilience in stressful conditions. Such psychological support is especially important for young officers at the initial stages of their professional careers.

## **CONCLUSION**

In conclusion, the psychological foundations of coping strategy formation among internal affairs officers are multifaceted and complex, being directly related to individual psychological traits, cognitive appraisal of stress, social environmental influences, professional training, and life experience. These strategies not only ensure professional success but also play a decisive role in maintaining mental health, strengthening emotional stability, and preserving human values. Therefore, in any psychological approach within this field, the development of coping strategies should be considered a central element.



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