THE IMPORTANCE OF PROFILE TECHNOLOGY TO ENSURE SECURITY IN THE CUSTOMS CONTROL ZONE

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--------------------------------**ABSTRACT**--------------------------------
This article discusses the problem in the detection of non-verbal signs of potentially dangerous people using profiling technology in the provision of customs control. The authors also outlined some of the non-verbal signs that customs officials should pay attention to and the importance of the tracking method in ensuring customs control.
KEYWORDS: *profiling, verbal and non-verbal signs, customs control, customs service, passenger.*

INTRODUCTION

The current stage of development of society is characterized by significant changes in the political, economic and social spheres of life, which leads to a sharp complication of the criminal situation in the country. The growing terrorist and extremist threats in the modern world, the increase in drug trafficking, the emergence of mass riots require new approaches from the State Customs Service of the Republic of Uzbekistan.

In order to ensure quality security in the context of globalization, it is important to use not only classical methods of operational search activities, technical means of identification and video surveillance, but also modern psychological methods to identify individuals hiding their illegal intentions.

The customs officer should aplly the principles of selection of forms of customs control in determining the persons committing violations among the people crossing the customs border. One of the methods of psychology for the analysis of risks in the activities of law enforcement agencies around the world is the use of profiling.

According to experts, profiling of individuals through profiling technology allows obtaining the most accurate information about possible threats and can be used effectively in preventing terrorist acts at airports, transport, crowded places, detecting the smuggling of goods across borders.

RELEVANCE OF THE TOPIC

Modern checkpoints are the most important means of transportation, providing national and international connections, and are characterized by large passenger traffic. The presence of passengers in the post area, as well as the presence of their companions, imposes a special responsibility on the customs service. The Customs Service has responsibilities and methods to identify potentially dangerous passengers and prevent unlawful interference or illegal actions. In our opinion, the most important thing in preventing an offense is to prevent the illegal and inappropriate actions of potentially dangerous passengers.

To ensure a high level of safety, the post officer must identify an offending or aggressive passenger among passengers based on their skills, which requires them to study passengers' hand gestures, facial expressions, speech, gait, and other non-verbal signs. The ability to read non-verbal signals and detect them correctly allows the detection of offenders, crimes of a terrorist nature, as well as high-level disturbed

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passengers who are more likely to carry contraband products at the post.

In modern conditions, the administrative posts under the State Customs Committee of the Republic of Uzbekistan are provided with a high level of organizational and technical means. In addition to traditional methods, the methodology of risk analysis, which is widely used by law enforcement agencies in the world community today, the application of profiling remains one of the urgent tasks.

Profiling is a technology aimed at preventing unlawful interference by identifying potentially dangerous individuals and situations when conducting security measures using the methods of practical psychology. At present, appropriate profiling is used at world border customs posts as a method of identifying potentially dangerous passengers.

Profiling methods are based on verbal and non-verbal signs that reflect intended illegal actions and can be identified by analyzing them in terms of potential risk. Certain signs, including non-verbal ones, are seen as identifiers of the passenger that may be related to unlawful interference or other illegal actions.

Non-verbal communication is a form of self-expression based on "sign language", "body language", words and other speech symbols. More than half of interpersonal communication takes place verbally. Non-verbal information corresponds exactly to a person's thoughts, feelings, and desires, and it is almost impossible to distort this information artificially because it occurs at the level of unconsciousness or subconscious. The study of the appearances of human behavior allows them to read thoughts and intentions, to understand the sign language of passengers, which is necessary to provide in the customs control room.

To properly understand the mental state and intentions of individuals who may commit an offense, it is necessary to consider the full range of non-verbal signals and their relevance to the environment being observed by the individual. Verbal (words) and non-verbal (gestures, actions, facial expressions, glances) signals should be evaluated for compatibility.

Some people have good control over their facial expressions and gestures, that's why listen carefully to what they are saying so that you can see the truth. You may see other uncontrollable non-verbal signs, such as paralinguistic means or changes in the vegetative nervous system (intonation, timbre, rhythm, pause, rapid breathing, sweating, facial expressions, fading and other micro-expressions). Therefore, non-verbal channels provide reliable information about a person's emotional state and intention. [1]

The following factors should be considered when interpreting nonverbal signals:

1) all signals should be interpreted together, in sequence, without paying attention to a single symptom;

2) if words and gestures contradict each other, gestures are given priority because words are controlled but gestures are difficult to control because they are a complex system of micro signals;

3) behavior should be considered taking into account environmental conditions: if the room is cold, the person may inadvertently occupy closed positions because it is cold;

4) The younger the person is, the clearer the nonverbal signals will be.

A potentially dangerous passenger may experience a variety of confusion during the repetition of any non-verbal signs, while a safe passenger will answer as previously indicated when asked again.

Passengers intending to commit illegal acts passing through the customs control zone often try to deceive the customs officer. Researchers of non-verbal signs P. Eckman and O. Fry noted that the deceiver clearly shows signs of fear and guilt to the external environment [2].

There are a number of problems in detecting non-verbal behavior of a liar. First, it is related to objective or real lie indicators - with elements of non- verbal action associated with falsehood. The second is related to subjective lie indicators – the fact that an element an oficcer thinks is a lie may not actually be a lie. Therefore, it is wrong to interpret all of a person's non-verbal behavior as lying.

Oldert Fray, a researcher of non-verbal behavior, concluded that there is no clear typical non-verbal behavior that accompanies lying [3]. Today many researchers are proving the opposite. It is mentioned in the works of many psychologists that when a person lies, some part of his body can definitely express it.

THE MAIN CONTENT OF THE AUTHOR'S RESEARCH ON THE TOPIC

Observing passengers' behavior and their non-verbal behavior was held at Tashkent International Airport. The flow of passengers was very large and the time to observe was very short. Despite the high workload, the behavior of about ninety law-abiding passengers has been studied. A list was developed to observe non-verbal signs, and each sign was assigned a number.

While observing, a combination of two to five non-verbal signs was detected in each passenger. The following symptoms were more common in passengers: uneasiness, pulling clothes nervously, aggression, arrogance and disrespect for others, rudeness, trembling of hands, coughing, frequent and slurred speech.

Anxiety and stress were common among law-abiding passengers. Signs of anxiety and stress are similar to those of a liar, but are not signs of passengers preparing to commit illegal acts, although it is advisable to check them to ensure the safety of the customs control zone.

Throughout our study, we conducted an in-staff study using the "oral portrait" methodology. We conducted the "Oral Portrait" method among the officers who participated in the observation process and those who did not. During the application of the "Oral Portrait" method, 20 black and white photographs of women and men of the same format (9x14) were selected. During the selection process, attention was paid to the neutrality of the facial expressions of the people in the photo [4].

There were no restrictions on the choice of narration categories for participants in the application of the method of "oral portrait". Participants were asked to describe the photographs both externally and internally. The surveys were conducted individually, participants responded in writing, and response time was not limited.

ANALYSIS OF THE MAIN RESULTS OF THE CONDUCTED EXPERIMENT

While the average size of the statement (average amount of words in the oral portrait) was 57 percent for the male portrait and 64 percent for the female portrait for the experimental groups in Part 1, this figure increased significantly and accounted for 80 percent of the participants in the average experiment. Along with the increase in size, the number of categories used to express impressions from the image of a stranger has increased. Below we present an average percentage of male and female portraits combined. In the study groups, pre- and post observing cases were reported, while in the control groups, after oral explanations, Part 2 was conducted (Table 1).

Table 1. Distribution of opinions of researchers on the categories of content analysis in parts I-II (as a percentage)

Category name	Research team		Control group	
	Before	After	I part	II part
Functional-role characteristics	58 %	84 %	54 %	67 %
Appearance characteristics:				
- appearance characteristics	35 %	78 %	43 %	57 %
– expressive characteristics (facial expressions, mimicry)	67 %	85 %	64 %	71 %
Personality characteristics:				
- feature characterictics	28 %	63 %	32 %	33 %
- characteristics of communicative skills (interaction with people)	67 %	79 %	54 %	50 %
- ethical and normative characteristics	29 %	87 %	38 %	42 %

It should be noted that the post observing results of the research group increased significantly, but we can see that the percentage of the control group in the first part decreased in part 2 in some categories. It should be noted that the role of monitoring can play a significant role in improving the knowledge and skills of officers in profiling.

Analysis of the results shows that participants of the observation demonstrated their ability to read other people better, analyze conflict situations, self-control, and influence their attitudes toward others, as well as their conversational techniques, ability to express and justify their point of view.

CONCLUSION

Mastering the profiling technology of customs officers is one of the most pressing requirements of today. Due to the fact that the service of profile has not yet been introduced in the Republic of Uzbekistan, the period requires the constant armament of customs officers with psychological knowledge to ensure the safety of citizens, the identification of suspects. Therefore, in order to achieve a high level of security, it is necessary to pay great attention to the process of psychological preparation. The profiling method also serves to develop the ability of officers to manage emotional situations in emergencies during the customs control process and to act against the suspect.

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