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IMPROVING THE INTERACTION OF NATIONAL POLICE BODIES WITH THE PUBLIC IN CRISIS DERIVATION CONDITIONS

The article makes an attempt to describe factors determining the efficiency of national police bodies' interaction with public, both in general perspectives and in crisis-derived conditions. The paradigm of such interaction is considered, in particular, from the philosophical standpoints, which allowed applying deeper approaches to the analysis of factual landscape of public trust in police. The philosophical aspect entails a shift in the values of policing from traditional, reactive policing to proactive, problem-solving and people-centered policing. The strategic dimension includes components that translate philosophical elements into practice, ensuring that policies, priorities, and resource allocation are aligned with changing values. Much attention is paid to U.S. experience in community policing – its crisis-derived origins and today states and efforts are considered. The development of community policing and partnership paradigm of police bodies' interaction with the public is traced, and the phenomenon of dynamics in public trust to police is considered. It is shown that National police in Ukraine, according to the data of year 2019, has the level of public trust lower than was observed in the USA after events in Fergusson and mass protests across the whole America. The Asian experience is also described. The core peculiarities of existing concerns impeding shaping of sustainable trust to police in Ukrainian society are outlined, and the necessity of systemic investigation of foreign experience for improving the interaction of national police bodies is emphasized. Especially in conditions generated by the crisis (primarily related to the war), it seems critically necessary to study and systematize foreign experience in this area, conduct a multi-aspect analysis of best practices and failures.

Keywords: national police; public trust in police; community policing; crisis-derived situations.

Introduction

Analyzing the Law of Ukraine "On the National Police" in accordance with Article 2, it becomes evident that one of the key tasks of the police is the protection of public order and security. Defining the concept of interaction, it is not clearly prescribed, however, the text indicates in article 11 that police activities are carried out in close cooperation and interaction with the population, territorial communities and public associations on the basis of partnership and aimed at meeting their needs. In addition, in 2022, amendments were made to Article 23, Clause 34, concerning police, which exercises powers in cooperation with the Armed Forces of Ukraine, the National Guard of Ukraine, the State Border Service of Ukraine, the State Special Transport Service, the Security Service of Ukraine to fight against the sabotage and intelligence forces of the aggressor (the enemy) and paramilitary or armed formations not provided for by the laws of Ukraine; as well as paragraph 44, which organizes the interaction of law enforcement and other state bodies of Ukraine with the International Criminal Police Organization - Interpol, the European Police Office (Europol), as well as competent authorities of other states on issues related to the sphere of activity of Interpol and Europol. The concept of interaction is also in fact absent in the Law of Ukraine "On the National Security of Ukraine", which states that the National Guard of Ukraine is a mili-

tary formation with law enforcement functions, designed to perform tasks to protect and defend the lives, rights, freedoms and legitimate interests of citizens, society, and the state from criminal and other illegal encroachments, protection of public order and provision of public security, as well as in cooperation with other bodies - to ensure state security and protection of the state border of Ukraine, stop terrorist activities, activities of illegal paramilitary or armed groups, organized criminal groups and organizations. Thus, in any normative act on interaction, its concept is not defined. Meanwhile, the increase in the occurrence of crisis situations and the complexity of their landscape require a rethinking of approaches to the interaction of the police with the population in times of crisis.

Police officers today deal with many issues, and this phenomenon is not unique for Ukraine. Particularly in the USA, police personnel are in danger on a daily basis, which is made worse by societal problems that are now plaguing the country, such as hostility against police officers and calls to defund the police. They must be more mindful than ever of how they react in this social context to scenarios that might necessitate using force. When an officer or officers must respond to a situation involving people who may legitimately be experiencing a crisis, things get even more difficult. These circumstances force an officer to render quick, tough decisions regarding the person's purpose and mental state. Officers are frequently asked to use speciali-

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zed skills, strategies, and abilities beyond the "use of force" training they typically get in order to efficiently settle situations with the least amount of violence possible. They must use the jurisdiction's legislation as a guide to safely defuse the situation for all parties involved while adhering to established safety objectives. Law enforcement's constant objective is to defuse tense situations with the least amount of force necessary [16; 17].

This problematic all the more so is becoming important in the conditions of martial law. However, the base for improvement of mechanisms of interaction of police with community should be searched for in overall social crises experience in police functioning.

Analysis of recent research and publications. As it was mentioned in the Introduction section, there is no generally accepted specific definition of "police-community interaction". Various groups and different authors interpret it differently. However, conceptually, this concept is based on a philosophy (a way of thinking) and a strategy (a way of implementing a philosophy), which are aimed at uniting the efforts of the police and the communities they serve at all levels - local, regional, and national. This concept must be implemented through the use of new and collaborative ways to proactively address issues related to disorder, crime, safety, and security. The goal is to improve the quality of life of all members of this community, always with the consent of the public and subject to the accountability of the police to it [9; 10]. In particular, it is noted that this philosophy is based on the belief that people deserve and have the right to influence the activities of the police in exchange for their cooperation with the police and its support [13]. The philosophy also recognizes that solving community problems requires the police and the public to explore innovative ways to solve them, beyond a narrow approach to individual crimes or incidents. It also covers work carried out in such specialized areas as drugs, arms and human trafficking, organized crime and support for violent groups [4; 6].

In a number of countries, the concept of interaction between the police and the public is evolving towards an open and accountable partnership between a professional police service and a responsible society. Thus, the role of the community is to ensure that informed and proactive members voice their opinions, offer their experiences and resources, and take responsibility for their actions. This philosophy makes it possible to impose restrictions on the state, and in particular on the police, so that the latter does not take on an excessively directive and managerial role, which is especially critical in situations of crisis origin [8; 9; 10; 12; 20].

The philosophical aspect entails a shift in the values of policing - from traditional, reactive policing to proactive, problem-solving and people-centered policing. The strategic dimension includes components that translate philosophical elements into practice, ensuring that policies, priorities, and resource allocation are aligned with changing values. These two aspects are then translated into specific programs, initiatives, and changing human behavior within the tactical aspects. Finally, the organizational aspect determines the success of this concept [5].

In the post-Soviet countries, including Ukraine, law enforcement agencies, as a rule, do not enjoy much trust among the public and, as a result, the public very often does not have the desire to cooperate with them. This is often the result of excessive use of force by the police against citizens, as well as the fact that citizens witness corruption,

discrimination, and ineffective police responses to their complaints almost every day. Many of the problems that create tension in society have gone unaddressed or even worsened, in part because police and security services do not always consider protecting the rights of citizens as part of their job. Without effective and continuous (or better yet, seamless) police-community collaboration and without adequate engagement of the police and the communities they serve, and indeed the entire civil society, in addressing the above issues, these problems will continue to escalate, complicating the crisis landscape. Currently, they are often addressed superficially, without addressing the root causes of crime, insecurity, conflict or violence. Meanwhile, in areas where public order initiatives have been implemented at the level and with the participation of the local population, or where joint platforms such as "Public Councils for Ensuring Public Order" (PCEPO), or "Public Prevention centers" (PPC) were created and function in a proper way, survey respondents report that the level of cooperation with the police and the level of trust in them has increased.

In conditions of crisis origin, the task of law enforcement agencies is to prevent the emergence and development of the illegal phase of crisis situations of a socio-political nature.

A crisis situation of a socio-political nature is an emergency situation that occurs throughout the entire country or in its individual localities due to the aggravation of interstate or internal economic, social, national, political, and other relations. This situation stimulates a sharp deterioration in the country's situation, increases the unpredictability of the development of the situation and requires the prompt use of non-standard economic, political, legal, military, and other measures to normalize the situation [9; 18].

It is necessary to distinguish two types of crisis situations of a socio-political nature [4]:

- 1) Crisis situations as a result of the negative development of international (interstate) relations. The incompatibility of the goals pursued by the parties to an international conflict can force them (or one of them) to neglect their international obligations and resort to the threat or use of force. Such crisis situations can either end in compromise or develop into military conflicts of varying intensity;
- 2) Crisis situations arising from aggravated internal economic, social, national, political, and other contradictions and conflicts.

In political science and sociological literature, these crisis situations are defined as socio-political crises [3].

In conditions of an internal crisis situation of a socio-political nature, there is dissatisfaction and indignation of a significant or majority of the population with the state of affairs in the country, and there is an increase in political activity in various forms. In addition, the ruling elites cannot manage with the same means and methods. The need for radical changes in the socio-political sphere is coming to the fore. As the experience of both Ukraine and other countries shows, in such a situation the police face serious challenges, and the further development of the country's socio-political landscape largely, if not decisively, depends on the correctness of its actions.

However, crisis-derived situations of an internal socio-political nature are preceded by the formation of social tension. It represents "a special state of social consciousness and behavior, a specific situation of perception and assessment of reality" [17]. At this stage, improving police interaction with the public can prevent further development of the crisis and return the "flow" of public life to normal.

Research methods and information base. The methodological significance of the sociological approach to the problem under study was to understand the nature and characteristics of social institutions, the process of social interaction and social partnership between social actors. The general methodological basis of the study is the dialectical-materialistic method of cognition, within which particular scientific methods were used: historical, systematic approach, logical.

Comparative and systemic approaches, structural and functional analysis were also applied, which made it possible to consider the mechanism of interaction between the police and civil society in a certain time perspective, to explore the mechanism of interaction between the police and civil society as an integral process, to describe its structure, functions, and to reveal features and conditions.

Research results and their discussion

Increasing social tension, as a rule, is associated with increased activity of various socio-political formations (political parties, public and religious associations). These formations act as an organizational component of public protests and movements. If extremist and radical elements predominate in their leadership, contradictions can develop into conflicts in illegal forms.

Conflicts arise and develop in two main directions:

- 1) "Vertically" - between the state and various social groups, communities, political parties, as well as social movements;
- 2) "Horizontally" - between social groups, communities and structures (national-ethnic, religious-confessional, political, etc.).

The originality, complexity and inconsistency of internal crisis-derived situations and conflicts of a socio-political nature lie in the processes of functioning and development of society. Any society is a super complex system. It functions under the influence of many external and internal factors: natural, biological, mental, social, etc. These factors are constantly changing, their role and impact on social life are being transformed.

Multimillion layers of the population may be drawn into active action. This results in the massive scale of protests and clashes, the distinctive features of which are high dynamism, rapid change of forms, methods, and socio-political orientation. Crisis-derived situations of a socio-political nature arise when social and political conflicts develop, the ability to manage them from a single center decreases, and the unpredictability of changes in situations in the country or in its individual localities increases. These situations lead to increased tension, mass unrest, armed clashes, and provoke the emergence of new contradictions and conflicts. Effective interaction between the police and the public in such situations of crisis origin can change the direction of the vector of public sentiment from destructive one to stable and constructive. Conversely, the lack of open dialogue and cooperation between the police and the public, the lack of understanding by the police of the diversity of values of different categories of the population, and an exclusively authoritarian approach from a position of force can greatly increase the degree of public tension, a clear example of which are the events in American cities Baltimore and Ferguson.

After the events in Baltimore and Ferguson, there was a shift in American police communication, named "from crisis to community policing".

Agencies may be unclear on what to do when people demand significant changes in policing throughout the world.

A genuine commitment to community policing is one essential solution, and agencies can gain from the experiences of Baltimore, Maryland, an agency that has been putting the reforms demanded now into practice in recent years.

Following Freddie Gray's death in police custody in 2015 and the ensuing turmoil in the city, the Baltimore Police Department entered into a federal consent decree that required extensive changes to every aspect of the department's operations in order to address illegal practices and foster public trust. Based on research and substantial community and officer participation, the Baltimore Police Department has now created its first-ever Community Policing Plan. With the help of this plan and its meticulous development process, agencies can start to address the demands of the present by implementing the community policing concept across the board to foster trust and improve efforts to solve problems in order to work with the community to produce better results.

To properly integrate community policing throughout an agency, a plan for community policing must be created. An agency may not be able to do much beyond general community involvement activities and a hazy grasp of the goal of community policing without a plan. Plans that are effective must explain to officers how their everyday actions support the mission and clearly define their roles and responsibilities. Plans do not have to be created from scratch by agencies; instead, each agency must customize it to suit its needs. In order to establish and implement a community policing strategy, agencies must carefully consider the needs of the community and gather feedback from a diverse range of agency and community stakeholders. Baltimore's initial plan to enhance community services was developed through a multi-step process.

Reform-related discussions always touch on community policing, but one question that always comes up is "does it work"? Researchers found "strong evidence that community policing increases satisfaction with police, elements of police legitimacy, and citizen perceptions of disorder", according to a comprehensive review of the subject. However, the analysis concluded that there was "no overall significant effect on crime". Having said that, the authors acknowledged that there were "a number of challenges in assessing the effectiveness" of community policing as a whole, including variations in how the idea is used and interpreted as well as the absence of a widely agreed framework or model [6].

The authors proceed to suggest a logical next step, saying that "refining [community-oriented policing] as an intervention and assessing its effectiveness may be key to identifying the specific components that are implemented in collaboration with the community, such as problem-solving". Towards this aim, the authors state that "specific strategies like problem-oriented policing may mediate the relationship between community engagement and crime control; it is unlikely that the police simply engaging more with citizens is in itself sufficient to prevent crime" [6]. Consequently, community policing needs to involve much more than just positive participation. However, this kind of trust-building appears to have the ability to improve problem-solving, which has been linked to a decrease in crime, according to other study [19].

In light of these findings, the Baltimore Police Department set out to develop a Community Policing Plan, which included the following recommendations:

- Creating a clear implementation model that linked planned activities with desired outcomes in order to collaborate with the community to reduce crime and disorder and build trust;
- Stressing the importance of problem-solving as a crucial component of achieving those outcomes, building on comprehensive initiatives to foster relationships and trust.

Following the aforementioned procedure, the plan was drafted and then revised in response to feedback from the National Police Foundation and subject matter experts supervising the consent decree. Baltimore then made the draft plan available for public comment on its website. In order

to make sure the revised draft met the community's expectations for reshaping Baltimore policing going forward, the agency added a specific set of community responsibilities to the plan and made responsive adjustments. After that, the plan was reposted for a second round of public comment. By working with the community, the Baltimore Police Department co-created its first Community Policing Plan through this process, offering a foundation for better services.

This new paradigm is evidently different from the old one. Table 1 below summarizes the differences.

Table 1. Differences between approaches to police interaction with the public [16]

Traditional Policing Methods	Police interaction with the public
Arrest as the main tool of law enforcement. Emphasis on statistics. Response to emerging incidents or events. Commitment to an "us versus them" mentality. Work only on shifts. Citizens ask for help. Police provide security for citizens. Passive role of citizens/community. Police, government agencies, and citizens are reluctant to share information with each other.	Additional tools for problem solving. Result-oriented. Proactive problem solving. Partnerships are at the core of police work. Conducting meetings and interaction of citizens with the police and government agencies in order to jointly solve problems related to crime, safety and quality of life. Police provide security with or in conjunction with citizens/communities. Active role of citizens. Recognition by police, government agencies, and citizens of the value of information sharing. Consent rather than coercion as the guiding principle of policing.

The importance of the social function performed by law enforcement officers is beyond doubt, since ensuring law and order is one of the most important conditions for building a stable and correct system of public relations. In one form or another, most members of society recognize the importance of the social function of internal affairs bodies. However, despite this, in the social worldview of members of society there are a number of persistent negative stereotypes of perception of law enforcement officers, which determines the presence of a significant proportion of society members with a negative attitude towards police officers, as well as a lack of trust in them. Violation of the social perception of law enforcement agencies is a serious problem, since the effectiveness of their activities largely depends on the nature of the attitude towards law enforcement agencies in the civilian environment.

Ukrainian authors also highlight the main problems that arise during the interaction of the National Police with the population at the current stage under the conditions of the legal regime of martial law in Ukraine, and try to outline ways to solve them. V. Bondar [2] claims that the interaction of the police with the population has become even more fruitful in the conditions of war. Actually, the very concept of this body involves partnership, trust, communication and dialogue between the police and citizens. In addition, as the author notes, citizens' trust in the National Police of Ukraine depends on the success of the police in the field of legal protection of citizens, as well as on the level of public interaction with law enforcement agencies.

Indeed, in wartime, the role of the police and the community in ensuring security increases significantly. In the conditions of hostilities and martial law, there is an increase in crime related to looting, sabotage, as well as the activities of criminal groups. In such conditions, an effective fight against crime is possible only if there is close cooperation between the police and the community. The majority of Ukrainian authors refer specifically to Community Policing models, which are also supported as a way to increase com-

munity trust in the police and enhance their support for police work [1].

Meanwhile, statistical data are quite alarming. In 2019, The Razumkov Center conducted a national sociological survey on the level of trust of citizens in the bodies of the Ministry of Internal Affairs (see Fig. 1).

As can be seen from the graph, National police has the lowest level of trust in comparison with other structures. Moreover, namely the bodies which are directly involved in ensuring public order, enjoy low levels of trust.

For comparison, in the USA, even after Fergusson events and other broad scandals related to police behavior, level of public trust in police did not decline lower than 50 % (see Fig. 2).

Naida V. [14] emphasizes that the principles of the rule of law, legality, equality, systematicity, high ethical and aesthetic culture, efficiency and planning are among the general legal principles of police interaction with the public under martial law. The author notes that the system of special legal principles of interaction between the police and the public under martial law includes the principles of taking into account the combat situation and the combat mode of functioning of the police unit during the interaction of the police with the public under martial law, the flexibility of the activities of police bodies and units, as well as the public under martial law, constant communication and exchange of information between the police and the public, compensatory measures, increased responsibility of the police under martial law, broad consideration of the needs of internally displaced persons, support for intellectual capital, educational and legal education work in the course of police interaction with the public in the conditions of martial law.

According to A.V. Kubaenko, police activity based on interaction with the public involves the implementation of socially oriented principles, cooperation with authorities and citizens to ensure security, joint responsibility for security, the presence of a system of public control and promotes mutual trust and cooperation between the police and society [11].

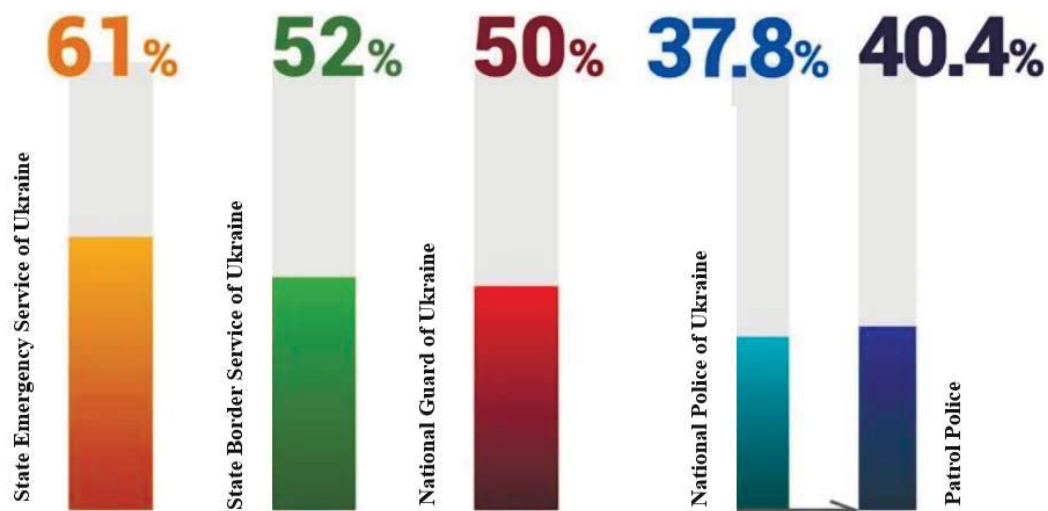


Fig. 1. Level of public trust to law enforcement bodies in Ukraine, 2019

* according to Razumkov sociology center, <https://razumkov.org.ua/>

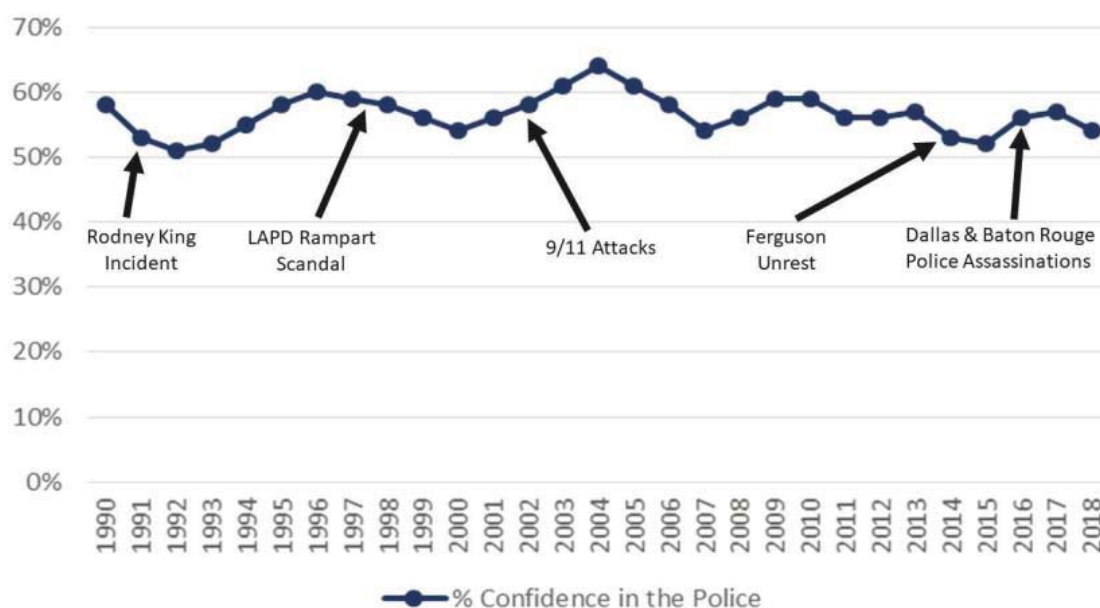


Fig. 2. Gallup poll data on public confidence in the police (1990-2018) [7]

Bondar V. [2] rightly asserts that the advantages of involving the community in the fight against crime during martial law are:

1. Improvement of security. Community involvement allows the police to more effectively detect, investigate, and prevent criminal offences.
2. Increasing trust in the police. When citizens feel they can trust the police, they are more willing to cooperate with them in the fight against crime.

One cannot but agree with this. At the same time, however, there are quite serious problems – in particular, the involvement of the police in mobilization activities, as well as in the out-of-court settlement of disputes between business actors, religious communities, etc.

Law No. 3633-IX amends the Law of Ukraine "On the National Police", expanding the powers of police officers in matters of mobilization. Although the police still do not have the right to serve summonses on their own, their main function is, as before, to ensure law and order when serving summonses. This often provokes a negative reaction from citizens, creating in them a sense of police autocracy. In such conditions, the police should strengthen their efforts in interaction with communities, as well as develop a kind of

code of conduct when providing mobilization measures, and try as much as possible to avoid forceful scenarios of communication with conscript citizens.

Officers can specifically assist an individual in crisis and accomplish voluntary compliance by proceeding SLOW [3]. It is difficult to get someone out of a crisis and into compliance. Officers can assist a person in crisis and accomplish voluntary compliance by identifying signs of emotional distress, gathering information through active listening, communicating understanding, building connections, and making well-informed decisions. The abbreviation SLOW may be useful to police while talking with someone who is experiencing a crisis:

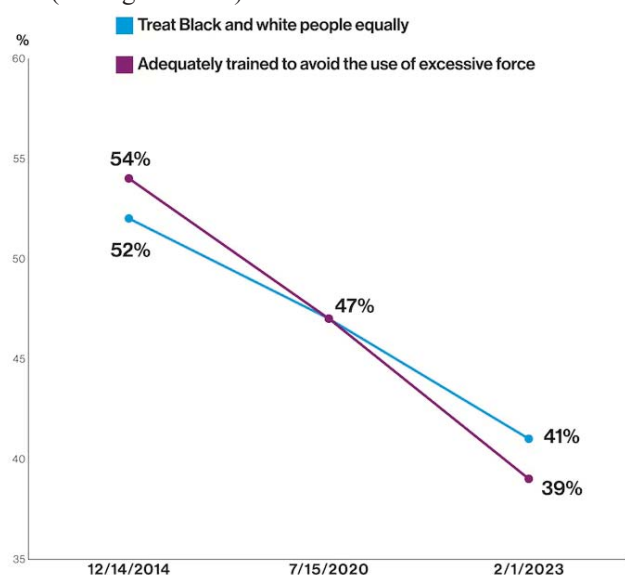
- Situational awareness
- Listening
- Outlining
- Wellness

One should also note the innovative approaches of police interaction with the population used in the countries of Central and South Asia - for example, SARO (scanning, analysis, reaction, assessment). The ratio of SARO and the need to ensure public safety is presented in Table 2.

Table 2. Approaches to solving problems used in the interaction of the police with the public [16]

Ensuring public safety	SARO (scanning, analysis, reaction, assessment).
A socially oriented or citizen-centered approach that focuses on addressing incentives for crime, insecurity, conflict, and violence. Identifies community-level security issues and sets priorities. Citizens are responsible for implementing a collective response involving relevant actors, including authorities and security service providers. Consists of five stages: analysis; jointly identifying and prioritizing issues of concern to communities; response planning; implementation of action plans; monitoring, evaluating and planning further improvements. Ensures the interaction of state, non-state and civil society actors with communities. Sensitive to specific contexts, conflicts and gender perspectives. Emphasizes inclusiveness, equity and participation of people in activities that reflect their actual needs; Promotes accountability of authorities, including security service providers.	A problem-solving approach often used in police-community interactions to reduce the impact of crime on the community and to address problems associated with community disorder. Consists of four stages: scanning, analysis, response, and evaluation. Can be used as a collaborative problem identification/resolution methodology between police, communities, and other players. Requires a creative and flexible approach, out-of-the-box thinking to find innovative solutions to law enforcement problems.

Meanwhile, despite significant efforts made by police bodies and police as the institution as whole, at least in the USA confidence in police (regarding racial equality and use of force) sharply declined if to consider the period 2014–2023 (see Fig. 3 below).

**Fig. 3.** Dynamics of confidence in police, 2014–2023 [15]

The drop has been dramatic. In 2014, 54 percent of adults were confident that police officers are appropriately taught to avoid using excessive force; this has since dropped by 15 percentage points. Fifty-two percent believed the police treated black and white people equally, which is 11 points lower presently. Although there is no significant racism problem in Ukraine, language, culture, and political ideology conflicts continue to escalate in society, and Ukrainian national police should study the experience of their American counterparts in order to avoid falling into the same trap.

Conclusions and prospects for further research. The interaction of state law enforcement agencies with the public and its various formations has always been considered as the most important and necessary condition for successfully combating crime, ensuring law and order and public safety. Domestic and foreign experience clearly demonstrates that the interaction of law enforcement agencies and, above all, the police, with civil society increases the level of legal culture and social activity of citizens, helps reduce the level of delinquent behavior, makes the law enforcement system

more open to information, and increases the level of trust in it, its authority and the prestige of the law enforcement service. However, the creation of an effective system of social interaction between internal affairs bodies and civil society is complicated by the fact that the process of forming such interaction was inconsistent and contradictory, which reduced and continues to reduce the possibility of using the creative potential of civil society in the law enforcement sphere. The process of interaction is also hampered by the lack of a socially approved level of performance of law enforcement agencies and the necessary trust in them.

The sociological aspect of the issue of interaction between internal affairs bodies represented by the police and civil society institutions in overcoming crime and ensuring law and order is that through this interaction a problem of important social significance is being solved. This interaction characterizes, on the one hand, the measure of social efficiency of the activities of law enforcement agencies, and, above all, the institution of police, and, on the other hand, the effectiveness of civil society, the formation of legal culture and the manifestation of social and legal activity of the population. This interaction forms an important area of social partnership between civil society and the state, which is one of the foundations of a modern socially oriented democratic rule-of-law state.

In this landscape, especially in conditions generated by the crisis (primarily related to the war), it seems critically necessary to study and systematize foreign experience in this area, conduct a multi-aspect analysis of best practices and failures, which will make it possible to build a truly balanced, carefully thought out and effective model of interaction between the police and the public - a model that has sufficient flexibility to function not only in stable, but also in crisis conditions.

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УДОСКОНАЛЕННЯ ВЗАЄМОДІЇ ОРГАНІВ НАЦІОНАЛЬНОЇ ПОЛІЦІЇ З ГРОМАДСЬКІСТЮ В УМОВАХ КРИЗОВОГО ПОХОДЖЕННЯ

В українському правовому дискурсі немає чіткого поняття взаємодії поліції з населенням, хоча і зазначено, що вона повинна здійснюватися на засадах партнерства. Однак працівники поліції сьогодні вирішують чимало питань, які вимагають від них високої культури взаємодії із громадськістю, і це явище не поодиноким для України. Зокрема, у США поліцейські щодня перебувають у небезпеці, яка посилюється соціальними проблемами, які нині переслідують країну, такими як вороже ставлення до поліцейських і заклики припинити фінансування поліції.

Актуальність дослідження. Проблематика вдосконалення взаємодії поліції з громадськістю стає щораз актуальнішою в умовах воєнного стану. Проте базу для вдосконалення механізмів взаємодії поліції з громадою варто шукати в загальному соціально-кризовому досвіді функціонування поліції.

Методи. Методологічне значення соціологічного підходу до досліджуваної проблеми полягало у розумінні природи та особливостей соціальних інститутів, процесу соціальної взаємодії та соціального партнерства між соціальними суб'єктами. Загальнометодологічну основу дослідження становить діалектико-матеріалістичний метод пізнання, у межах якого застосовували приватно-наукові методи: історичний, системний підхід, логічний. Використовували також порівняльний та системний підходи, структурно-функціональний аналіз, що дали змогу розглянути механізм взаємодії поліції з громадянським суспільством у певній тимчасовій перспективі, дослідити механізм взаємодії поліції та громадянського суспільства як цілісний процес, описати його структуру, функції, розкрити особливості та умови.

Результати. Створення ефективної системи соціальної взаємодії органів внутрішніх справ із громадянським суспільством ускладнюється тим, що процес формування такої взаємодії відбувався непослідовно та суперечливо, що знижувало та продовжувало знижувати можливість використання творчого потенціалу громадянського суспільства у правоохоронній сфері. Стимує процес взаємодії також відсутність соціально схвалюваного рівня результативності роботи правоохоронних органів та необхідної довіри до них. Соціологічний аспект проблеми взаємодії органів внутрішніх справ в особі поліції з інститутами громадянського суспільства у справі подолання злочинності та забезпечення правопорядку полягає в тому, що за допомогою цієї взаємодії вирішують завдання, що має важливе соціальне значення. Ця взаємодія характеризує, з одного боку, міру соціальної ефективності діяльності правоохоронних органів, і насамперед інституту поліції, а з іншого боку, ефективність громадянського суспільства, сформованість правової культури та прояв соціально-правової активності населення. Ця взаємодія утворює важливу сферу соціального партнерства громадянського суспільства та держави, що є однією з основ сучасної соціально орієнтованої демократичної правової держави.

Ключові слова: національна поліція; громадська довіра до поліції; громадська поліція; кризові ситуації.