PROFESSIONAL AND PSYCHOLOGICAL QUALITIES OF THE STATE BORDER GUARD SERVICE OF UKRAINE SPECIAL AGENTS ENGAGED INTO CONFIDENTIAL COOPERATION

INTRODUCTION

The State Border Guard Service of Ukraine (SBGSU), as a law enforcement agency of special assignment, is empowered to carry out operative and investigative activities using public and non-public forces and facilities. Foreign and domestic experience testifies about the high efficiency of use of non-public forms of activity by operational units in counteracting the crime, including confidential cooperation, which requires the necessary professional qualities from the persons who carry it out.

Practical experience shows that not every special agent from the first days of his service can master all the intricacies of the professional communication activity, due to insufficient attention to the professional training of young professionals. Achievement of the profession of a special agent is under a difficult way.

One of the peculiarities of the operational and investigative activity is the inability to solve its problems without the use of special psychological knowledge, which causes the improvement and qualitative updating of the SBGSU operational units’ activity. Specificity of operational and investigative activity is its constant and increased risk factor, moral and physical stress in the conditions of uncertain or insufficient information, high responsibility and time shortage.

The formation of professional qualities becomes especially relevant in the context of the existing armed conflict, the conduct of a hybrid war, terrorist manifestations in the eastern part of Ukraine. This requires, in the framework of the improvement of the border protection system, to ensure the quality of training of personnel involved in the protection of all sections of the State border of Ukraine, including with the countries of the European Union. Therefore, one of the tasks is to increase the operational capacity of the personnel engaged into counteraction of crime by improving the quality of training (ZALITIS, ZUKOVA, MADZULE, 2016).

The National Classifier of Ukraine “Occupational classification DK 03: 2005” refers the profession “special agent” to professionals in the field of law enforcement activity (code 2423). The profession of the special agent, like any other type of work activity, requires certain abilities and qualities, special theoretical knowledge, and practical skills for its realization.

The use of psychological knowledge in the operational and search activity helps the special agent: to understand the motivation of human behavior; to evaluate the psychological state of a particular person; to build and manage relationships with the necessary people; to collect personal and other information regarding a specific crime or person whose behavior is of interest to special agents; professionally study the identity of the candidate for cooperation, to create a trusting relationship with him, to develop legends, to carry out the engagement and...
diversion of non-public official from the operational development; effectively communicate with non-public officials in the context of their isolated activity.

LITERATURE REVIEW

Modern literature on border guards’ training is sufficiently enriched with scientific developments (BLOSHCHYNISKYI, 2017); (BALENDR, 2018; 2019). However, the specificity of the special agents training for the State border protection bodies has its own peculiarities caused by the tasks assigned to the operational units. The theory of operative and investigation activity distinguishes a specialized scientific-pedagogical structure for a comprehensive study of its problems in the fight against crime, which involves the development of training methods and studying of professional staff of special agents. Thus, there is a need to develop specialized training programs for SBGSU special agents. The need for professional training of personnel is also being emphasized by our partners from the European Union, noting that Ukraine is actually at war with the Russian Federation, which imposes certain requirements to institutions that ensure the national security of the state (JANUSAUSKAS, 2015).

The implementation of strict obeyeance of laws in the course of operational and investigative activities depends primarily on the provision of qualified professional selection, appropriate training of future special agents, release from outdated dogmas and stereotypes of thinking, development of new understanding of the essence, role and place of personality in modern life and also a true fighter for truth and justice (KONDRATIEV, BARANENKO, 2002; BALENR et al., 2021; DIDENKO et al., 2020).

The use of specialized psychological knowledge in the operational and investigative activity has long been the subject of scientific debate. Psychological problems of operational and investigative activity are considered in a considerable number of publications. In particular, there is a number of works in which the psychological aspects of the selection, service career and direct activity of special agents of the criminal investigation department and other police officers are being investigated (KONDRATIEV, BARANENKO, 2002). There are attempts to investigate the socio-psychological characteristics of individuals who confidentially contribute to SBGSU’s operational units in order to form a typical social and psychological profile of a confidential informant (KHALYMON, POLOVNIKOV, VOLYNETS, 2019).

The professional profile creates appropriate conditions to professional activity. It helps to optimize and improve the performance of certain work. From a scientific point of view, a professional profile is a technology of the requirements studying that the profession relates to personal qualities, psychological abilities and capabilities of the individual. The professional profile helps to optimize and increase the efficiency of a particular work.

There are attempts to create professional profiles of the investigator (KONOVALOVA, SHEPITKO, 2004), the SBGSU officer on work with foreigners (KIREIEVA, 2012; KOMARNYTSKA et al., 2019), (JANUSAUSKAS, 2013) in the scientific literature. The investigation of Vinod Kumar is noteworthy (VINOD KUMAR, 2019) in which the author analyses survey data on trainees’ and senior experienced officers’ perceptions of the desired professional skills of police officers. The author states that there is a high degree of consistency in the evaluation of values important to the police between the two groups. The relevance of this problem investigation is also conditioned by the requirements placed on the representatives of the border agency. After all, one of the tasks is to increase the capacity of their staff by improving of the quality of their professional training in order to be able to effectively respond to new challenges in the performance of their duties (ZALITIS, ZUKOVA, MADZULE, 2016; SOROKA et al., 2019).

The professional activity of the special agent is widely communicative. His communicative activity is to obtain the necessary information through communication, that is, direct language contact with other people in order to solve operational tasks. It is undoubtedly that the job on finding sources of operational information, opening up of trusting relationships with them, or using them on a confidential basis for a young professional is quite a difficult task, which requires certain professional qualities. Thus, the specific features of operational and investigation activity are features related to secrecy, encryption, and conspiracy. During the operative policy, non-public (visual) observation, the use of other non-public methods, special agents make clandestine not only their goals, but also their real social roles.
The professional development of the personality of the special agent is an integral dynamic process that includes such professional qualities as professional suitability, professional orientation, and psychological readiness for activity, professional competence, professional adaptability, and professional self-determination. Such qualities ensure the success of accomplishment of professional law enforcement activities.

Today law enforcement activity is the subject of research by representatives of various sciences. However, their views on its nature and content differ significantly. Considering the professional activity of a specialist, some scholars determine the notion of professional competence as the ability of special agents to perform tasks in accordance with certain standards. In order to understand this concept, there are two main areas of interpretation: the ability of a person to act in accordance with established rules and regulations; personal characteristics that allow them to achieve relevant results (KADEMIA, 2012).

The theoretical analysis of scientific research in the field of professional training of special agents for operational units shows insufficient disclosure of questions concerning the professional and psychological qualities necessary for the special agent. In this regard, we believe that in order to determine the place of SBGSU special agent in the system of such a profession, it is necessary to study the specifics of his professional activity, to create his professional profile, to determine the requirements and the criteria of professional suitability of the person to the profession of special agent. This article is an attempt to close this gap and, based on empirical data, to develop an original model, which should characterize the professional and psychological qualities of special agents who carry out confidential cooperation in SBGSU operational units taking into account the requirements for their professional knowledge, skills, habits, abilities, personal characteristics.

The purpose of this article is to determine which basic psychological and professional qualities of SBGSU special agents are most important for the formation of a professional officer's profile that performs operational and investigation activities and works with confidants. The formation of such components of the profession will help to improve the organization and quality providing of the educational process for the special agents’ training, to increase the level of their practical activity and the efficiency of managing of the operational units of SBGSU. In addition, the use of these experiences will help to create the conditions for qualitative selection of candidates for service in the SBGSU operational units. The following tasks to achieve this goal are defined:

1. To summarize the results of scientific researches on determination of psychological professional qualities of special agents in the works of domestic and foreign scientists.
2. To formulate a list of psychological professional qualities which are typical for the activity of SBGSU special agents.
3. On the basis of the analysis of the results of the survey of SBGSU special agents, heads of operational units, scientific and pedagogical staff who take part in the educational process of the special agents training in the National Academy of SBGSU, to identify those professional and psychological qualities that they consider the most important.
4. To make a list of professional and psychological qualities of SBGSU special agent, who carry out confidential cooperation, in order to take them into consideration in the content of the SBGSU special agent' professional profile.

METHODOLOGY

The study was conducted at the National Academy of the SBGSU and is a continuation of the work started in 2017-2018. The following respondents were interviewed: special agents who directly carry out the tasks of operational and investigation activities and perform confidential cooperation in different areas of the State border of Ukraine, including the countries of the European Union, heads of operational units of SBGSU, as well as scientific and pedagogical staff of the National Academy of the SBGSU Academy, who directly conduct training of special agents.
The specially designed questionnaire to determine the importance of the psychological professional qualities of SBGSU special agents was used during the study. The questionnaire included a list of psychological abilities, qualities and skills that are conditionally divided into six groups (communicative qualities; observational and cognitive qualities; intellectual qualities; emotional and volitional; qualities that provide psychological stability; initiative and adaptability).

These groups of qualities are formed on the basis of the analysis of the results of scientific research on similar topics, the study of regulatory and legal framework on the issues of operational and investigation activity, employment position instruction that determine the activity of SBGSU special agents, as well as personal views of the author’s team on the problem of professional qualities formation of special agent.

The survey was conducted during training courses conducted with SBGSU special agents and heads of SBGSU operational units personally by the authors of this study. Those surveyed were asked to respond to each type of psychological ability, quality, and skills, which are conventionally divided into six groups/communicative qualities; observability and cognitive qualities; intellectual qualities; emotional and volitional; qualities that provide psychological stability; initiative and adaptability/to evaluate the specified quality of the special agent and mark the answer in the options (1 - unimportant; 2 -important to a small extent; 3 -important; 4 -the most important). The survey was anonymous.

In total, 94 respondents were interviewed. These include 81 special agents of SBGSU operative units, among them are 69 operations officers and 12 heads of departments (sectors, groups) and 13 NASBGSU instructors who train special agents for SBGSU.

The results of the respondents' assessment of the professional and psychological qualities of SBGSU special agents engaged in confidential cooperation are presented below in the relevant tables by numerical indicators characterizing the answers to options from 1 to 4, the number of respondents who preferred certain qualities, the percentage that are made up from the total number – by categories of respondents (for example: 3/36 / 52,2%).

### Case studies

#### Table 1. The results of the communicative qualities assessment

| Types of psychological abilities, qualities and skills | Special agents | Heads | Instructors |
|-------------------------------------------------------|----------------|-------|-------------|
| The ability to gain people’s sympathy, to inspire their confidence | 1 / 0 / - | 1/0/- | 1/0/- |
|                                                                       | 2 / 3 / 4.3% | 2/0/- | 2/1/7.7% |
|                                                                       | 3 / 36 / 52.2% | 3/10/63.3% | 3/6/46.1% |
|                                                                       | 4 / 30 / 43.5% | 4/2/16.7% | 4/6/46.1% |
| Ability to quick establishment of contacts with new people | 1/0/- | 1/0/- | 1/0/- |
|                                                                       | 2/6/8.7% | 2/0/- | 2/1/15.4% |
|                                                                       | 3/33/47.8% | 3/8/66.7% | 3/3/23.1% |
|                                                                       | 4/30/43.5% | 4/4/33.3% | 4/8/61.5% |
| Ability to conduct business conversation, negotiation, dialogue, to argue, to defend the point of view | 1/0/- | 1/0/- | 1/0/- |
|                                                                       | 2/3/4.3% | 2/2/16.7% | 2/2/15.4% |
|                                                                       | 3/48/69.6% | 3/6/50% | 3/3/23.1% |
|                                                                       | 4/18/26.1% | 4/4/33.3% | 4/8/61.5% |
| Ability to find quickly the right tone and behaviour, appropriate form of communication, depending on the psychological status and individual characteristics of the interlocutor | 1/0/- | 1/0/- | 1/0/- |
|                                                                       | 2/6/8.7% | 2/0/- | 2/0/- |
|                                                                       | 3/21/30.4% | 3/4/33.3% | 3/4/30.8% |
|                                                                       | 4/42/60.9% | 4/8/66.7% | 4/9/69.2% |
| Ability to manipulate people’s behaviour, to influence decisions made by others | 1/3/4.3% | 1/0/- | 1/0/- |
|                                                                       | 2/12/17.4% | 2/2/15.4% | 2/2/15.4% |
|                                                                       | 3/27/39.1% | 3/4/33.3% | 3/7/53.8% |
|                                                                       | 4/27/39.1% | 4/6/50% | 4/3/23.1% |

Source: Search data.

As a result of summarizing the data obtained in Table 1, it was found that the communicative qualities of the special agent are rated as the most important (answer option - 4): 42,62% of special agents; 40% of heads and 52,28% of instructors. At the same time, 65,6% of all respondents consider the most important among these qualities is ability to find quickly the right tone and behavior, appropriate form of communication, depending on the psychological status and individual characteristics of the interlocutor.
Table 2. Results of observation and cognitive qualities assessment

| Types of psychological abilities, qualities and skills | Special agents | Heads | Instructors |
|------------------------------------------------------|----------------|-------|-------------|
| Ability to choose the data (information) during the observation necessary to solve the task | 1/0/2/3/4.3% 3/27/39.1% 4/39/56.5% | 1/0/2/0/3/43.3% 3/4/33.3% 4/8/66.7% | 1/0/2/0/3/5/38.5% 4/8/61.5% |
| Ability to notice minor/inconspicuous changes in the investigated object | 1/0/2/3/4.3% 3/48/69.6% 4/18/26.1% | 1/0/2/0/3/10/83.3% 4/2/16.7% | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to detect related features in different categories of information | 1/0/2/9/13% 3/57/73.9% 4/9/13% | 1/0/2/0/3/12/100% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability for constant personal and professional development | 1/0/2/6/8.7% 3/27/39.1% 4/36/52.2% | 1/0/2/0/3/6/50% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to make right conclusions based on disembodied data | 1/0/2/30/43.5% 4/39/56.5% | 1/0/2/0/3/8/66.7% 4/4/33.3% | 1/0/2/0/3/7/53.8% 4/10/76.9% |

Source: Search data.

As a result of summarizing the data obtained in Table 2, it is determined that the observational and cognitive qualities of the special agent are rated as the most important: 40.86% of the special agents; 33.34% of heads and 55.36% of instructors. At the same time, the most important among such qualities, 61.5% of all respondents consider the ability to choose the data (information) during the observation necessary to solve the task.

Table 3. Results of the intellectual qualities assessment

| Types of psychological abilities, qualities and skills | Special agents | Heads | Instructors |
|------------------------------------------------------|----------------|-------|-------------|
| Ability to choose from a large amount of information that is necessary for decision-making and task accomplishment | 1/0/2/0/3/15/21.7% 4/54/78.3% | 1/0/2/0/3/6/50% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to give up familiar, standard methods and solutions that have become unusable and to find new, original solutions (creative thinking) | 1/0/2/18/26.1% 3/24/34.8% 4/27/39.1% | 1/0/2/0/3/6/50% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| The ability to determine the content of the main relationships inherent to the problem | 1/0/2/6/8.7% 3/57/82.6% 4/1/6.8% | 1/0/2/0/3/6/50% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| The ability to make the right decision in the absence of the necessary information in the absence of time to comprehend it | 1/3/4.3% 2/6/8.7% 3/33/47.8% 4/27/39.1% | 1/0/2/0/3/10/83.3% 4/2/16.7% | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to give clear, distinct formulation in a terse language (during answering and asking questions) | 1/0/2/9/13% 3/42/60.9% 4/18/26.1% | 1/0/2/0/3/12/100% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to see several possible ways and to choose the most appropriate mentally | 1/3/4.3% 2/6/8.7% 3/30/43.5% 4/30/43.5% | 1/0/2/0/3/4/33.3% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to express thoughts coherently and logically in an expanded form (report, statement, presentation) | 1/6/8.7% 2/9/13% 3/39/56.5% 4/19/21.7% | 1/0/2/0/3/12/100% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |
| Ability to critically analyse the situation, to argue own position | 1/0/2/6/8.7% 3/24/34.8% 4/39/56.5% | 1/0/2/0/3/8/66.7% 4/0/ | 1/0/2/0/3/7/53.8% 4/10/76.9% |

Source: Search data.

As a result of summarizing the data obtained in Table 3, it is found that the intellectual qualities of the special agent are rated as the most important: 39.12% of the special agents; 20.83% of heads and 49.01% of instructors. At the same time, the most important among such qualities,
65.8% of all respondents consider the ability to choose from a large amount of information that is necessary for decision-making and task accomplishment.

### Table 4. Results of emotional and volitional qualities assessment

| Types of psychological abilities, qualities and skills | Special agents | Heads | Instructors |
|------------------------------------------------------|----------------|-------|-------------|
| Ability to defend your point of view                  | 1/0/ 2/3/4.3% 3/9/56.5% 4/27/39.1% | 1/0/ 2/4/33.3% 3/8/66.7% 4/0/ | 1/0/ 2/1/7.7% 3/5/38.5% 4/7/63.8% |
| Ability to take responsibility in difficult situations | 1/0/ 2/3/4.3% 3/21/30.4% 4/45/65.2% | 1/0/ 2/0/ 3/8/66.7% 4/4/33.3% | 1/0/ 2/1/7.7% 3/6/46.1% 4/6/46.1% |
| Low suggestibility, ability to resist influence, especially from reputable individuals | 1/0/ 2/15/21.7% 3/30/43.5% 4/24/34.8% | 1/0/ 2/6/50% 3/4/33.3% 4/2/16.7% | 1/0/ 2/4/30.8% 3/5/38.4% 4/4/30.8% |
| Ability to keep working capacity in the face of negative external and internal circumstances | 1/0/ 2/9/13% 3/42/60.9% 4/18/26.1% | 1/0/ 2/0/ 3/8/66.7% 4/4/33.3% | 1/0/ 2/0/ 3/4/30.8% 4/9/69.2% |
| The ability to objectively evaluate own achievements, strengths and capabilities | 1/0/ 2/9/13% 3/42/60.9% 4/18/26.1% | 1/0/ 2/0/ 3/10/66.7% 4/2/83.3% | 1/0/ 2/1/7.7% 3/9/69.2% 4/3/23.1% |
| Persistence in overcoming difficulties                  | 1/0/ 2/3/4.3% 3/33/47.8% 4/33/47.8% | 1/0/ 2/0/ 3/8/66.7% 4/4/33.3% | 1/0/ 2/1/7.7% 3/8/61.5% 4/4/30.8% |
| Ability to force yourself to do not interesting but necessary work | 1/0/ 2/3/4.3% 3/30/43.5% 4/27/39.1% | 1/0/ 2/0/ 3/4/33.3% 4/3/66.7% | 1/0/ 2/4/30.8% 3/6/46.1% 4/2/15.4% |
| The ability to quickly turn attention from one type of work to another | 1/0/ 2/18/26.1% 3/39/56.5% 4/12/17.4% | 1/0/ 2/6/50% 3/4/33.3% 4/0/ | 1/0/ 2/3/23.1% 3/6/46.1% 4/4/30.8% |
| Ability to keep a secret                               | 1/0/ 2/0/ 3/9/13% 4/60/87% | 1/0/ 2/0/ 3/8/66.7% 4/12/100% | 1/0/ 2/0/ 3/1/7.7% 4/12/92.3% |

Source: Search data.

As a result of summarizing the data obtained in Table 4, it is found that emotional and volitional qualities of an special agent are rated as the most important: 39.6% of special agents; 33.3% of heads and 43.58% of instructors. At the same time, the most important among such qualities 93.01% of all respondents consider the ability to keep secret.

### Table 5. The results of the assessment of the qualities that provide psychological stability

| Types of psychological abilities, qualities and skills | Special agents | Heads | Instructors |
|------------------------------------------------------|----------------|-------|-------------|
| Responsibility and discipline                        | 1/0/ 2/6/8.7% 3/33/47.8% 4/30/43.5% | 1/0/ 2/0/ 3/8/66.7% 4/4/33.3% | 1/0/ 2/1/7.7% 3/5/38.5% 4/7/63.8% |
| Resistance to stress                                 | 1/0/ 2/0/ 3/30/43.5% 4/39/56.5% | 1/0/ 2/0/ 3/8/66.7% 4/4/33.3% | 1/0/ 2/1/7.7% 3/9/69.2% 4/3/23.1% |
| Resistance to failure                                | 1/0/ 2/0/ 3/42/60.9% 4/27/39.1% | 1/0/ 2/2/16.7% 3/6/50% 4/4/33.3% | 1/0/ 2/2/15.4% 3/6/46.1% 4/5/38.5% |
| Assiduity, desire to perform the task in the best possible manner | 1/0/ 2/6/8.7% 3/30/43.5% 4/33/47.8% | 1/0/ 2/2/16.7% 3/4/33.3% 4/6/50% | 1/0/ 2/0/ 3/5/38.5% 4/8/61.5% |
| Enjoyment yourself                                   | 1/0/ 2/0/ 3/33/47.8% 4/36/56.5% | 1/0/ 2/2/16.7% 3/6/50% 4/4/33.3% | 1/0/ 2/1/7.7% 3/6/46.1% 4/6/41.1% |
| Tolerance                                            | 1/6/8.7% 2/18/26.1% 3/36/52.2% 4/0/13% | 1/0/ 2/2/16.7% 3/8/66.7% 4/2/16.7% | 1/7/7.7% 2/2/15.4% 3/7/53.8% 4/3/23.1% |

Source: Search data.
As a result of summarizing the data obtained in Table 5, it is found that the qualities that ensure the psychological stability of the special agent are rated as the most important: 43.45% of special agents; 38.88% of heads and 47.41% of instructors. At the same time, the most important among such qualities 50.43% of all respondents consider stress resistance.

Table 6. Results of adaptive qualities assessment

| Types of psychological abilities, qualities and skills | Special agents | Heads | Instructors |
|------------------------------------------------------|----------------|-------|-------------|
| The tendency to define tasks and ways to achieve them independently | 1/0/2/3/4.3% 3/24/34.8% 4/42/29.9% | 1/0/2/0/3/10/63.3% 4/2/16.7% | 1/0/2/1/7.7% 3/5/38.5% 4/7/53.8% |
| The tendency to combine business and personal contacts with the environment | 1/0/2/15/21.7% 3/42/60.9% 4/1/12/17.4% | 1/0/2/2/16.7% 3/6/50% 4/4/33.3% | 1/0/2/2/15.4% 3/7/53.8% 4/4/30.8% |
| Ability to quickly adapt to changes in the environment | 1/0/2/3/4.3% 3/33/47.8% 4/33/47.8% | 1/0/2/0/3/4/33.3% 4/8/66.7% | 1/0/2/0/3/8/61.5% 4/5/38.5% |
| The ability to feel comfortable in company with little known people | 1/3/4.3% 2/21/30.4% 3/24/34.8% 4/21/30.4% | 1/0/2/2/16.7% 3/8/66.7% 4/2/16.7% | 1/0/2/2/15.4% 3/5/38.5% 4/6/46.1% |

Source: Search data.

As a result of summarizing the data obtained in Table 6, it is found that the responsive qualities of the special agent are rated as the most important: 34.66% of the special agents, 36.68% of heads and 43.06% of instructors. At the same time, the most important among such qualities, 51% of all respondents consider the Ability to quickly adapt to changes in the environment.

DISCUSSION

The results of the survey indicated that most of the qualities offered in the questionnaire were positively evaluated by the respondents, as evidenced by the small number of answers using the variant, which stated that quality – 1 was not important.

In particular, the highest number of respondents preferred the following qualities from all the professional and psychological qualities of SBGSU special agents engaged in confidential cooperation: special agents (43.45%) – qualities that provide psychological stability; heads (40%) – communicative qualities; instructors (55.36%) preferred observational and cognitive qualities. The largest number of respondents (93.1%) consider the most important quality of the special agent for his professional activity is the ability to keep secret.

Based on the interpretation of the results of the summarized data obtained in Tables 1-6, the diagram was created showing the results of the evaluation of the most important qualities (see Fig. 1. Diagram of the assessment results by respondents of the most important qualities of special agent). It clearly demonstrates the differences in the assessment of certain categories of respondents on professional and psychological qualities of SBGSU special agents who carry out confidential cooperation.
The specifics of the answers made by different categories of respondents testify to the different views on the system of psychological abilities, qualities and skills required for an SBGSU special agent engaged into the confidential cooperation. Nevertheless the results of the study indicate that there is a high degree of consistency in the assessment of the professional qualities important for the SBGSU special agent between the three groups.

In our opinion, different perception of the list of necessary and most important professional and psychological qualities of SBGSU special agents provides:

1) the need for further research of such qualities of special agents in order to determine their impact on the results of activity depending on the psychological type of the person – SBGSU special agent, his life and practical experience of activity, the nature of the criminogenic situation at the border area, his willingness to act in risk conditions, threats to life, health, property, etc.;

2) the need to form a professional profile of SBGSU special agent;

3) the requirement for continuous improvement of their professional and psychological qualities throughout their professional activity.

According to the results of the research, it is possible to emphasize the need to focus on the following qualities of SBGSU special agents: during the training period – on observation and cognitive qualities. To focus on the qualities that provides psychological stability at the stage of practical activity. Also it’s important to focus on communicative qualities within cooperation with heads.

It is important, in our opinion, to constantly develop, improve your professional skills and competences required for police or border guards. Currently, SBGSU’s role is changing around the world. The training of the border guard officer must be completed by the formation of an all-rounded person who is able to plan, analyse activities properly and manage the activities of others responsibly. Appropriate competences and qualifications must be achieved to help the future specialist to move from cognition to practical use of knowledge and skills to analyse and integrate the available information and demonstrate high overall cultural competence (JANUSAUSKAS, 2015).

Scientists have repeatedly tried to outline the professional qualities in their works that a special agent should possess. In our opinion, the most successful description of professional qualities of special agent is given in scientific works of (OKHRIMENTKO, 2009). Thus, in his opinion, operative and investigative activity requires the presence of advanced visual and motor...
memory, operational memory, accelerated response to the selection and assessment of the situation and more. The highest proportions of professionally important personality traits are those that determine the effectiveness of professional communication. All this in the complex enables more thorough and qualified selection of the most suitable future special agents of the operational units and so on.

Establishment of psychological contact with other people plays an important role in the professional communication of the special agent. Thus, establishment of psychological contact is a purposeful activity to create conditions that ensure the development of communication in the right direction and to achieve its goal. To establish psychological contact - means to ensure the next communication process. The fact of making psychological contact is determined by the desire of one person to come into communication with another person, the willingness and ability to perceive and process the information that comes in the course of communication, to exchange confidential information, to interact and to overcome psychological barriers. All this determines the specific content of communication of the persons participating in the conversation, in particular, influences their communicative activity, role positions, etc. In many cases, individuals who interact in the process of confidential cooperation by sharing some information, satisfy their existing need, or thus influence one another. In this sense, communication in the operative and research activity is one of the main psychological tools of this activity.

Requirements for the ability to establish psychological contacts with different people are also imposed on police officers in foreign countries. Officers must possess strong analytical skills, critical and strategic thinking, etc. (RAYMOND et al., 2005; SCRIVNER, 2006).

Janusauskas, (2013) points out that a police professional in the modern world must have very important characteristics, such as responsibility. In our opinion, this is not just a characterization of an officer, but an important professional quality that must be included in the SBGSU's professional profile and special.

Chovdyrova (2016) on the basis of psychological type formed the average portrait of an special agent: this is a person with high communicative qualities, ability to coordinate their activity with others; capable to making contact with strangers quickly; this is a person with well-developed memory and attention that can remember a large amount of information for a long time; strong-willed - committed to overcoming difficulties; capable of analytical work.

Generalization of scientific researches allows attributing the following elements to the structure and content of the psychological and diagnostic model of an SBGSU special agent: individual-psychological qualities and processes (general abilities, mental (intellectual) processes, psychophysiological qualities, orientation; character traits, emotional and sensual traits of character, communication features, self-awareness; professional requirements (general legal competence, orientation in the legal space, free mastering of the necessary amount of knowledge of the current legislation, general erudition, high general educational and cultural level, knowledge of the directions of activity of SBGSU, structure of bodies and units, etc.); business and moral qualities (ability to work in command in order to solve service duties, purposefulness in achieving results, the ability to highlight the main goal in the work and to focus on achieving it with the most effective means, the ability to clearly plan their actions, and to perform them regardless of the sudden changes at established order; responsibility and honesty) discipline and attitude to work, personal discipline, conscious and voluntary adherence to a regulated work schedule, daily routine, etc., assiduity, desire to perform the task as best as possible; the ability to conduct the work systematically, the ability to draw up a work plan and strictly adhere to it; the ability to make grounded decisions quickly.

CONCLUSION

The theoretical analysis of the professional activity of the special agent who is engaged into confidential cooperation allowed us to identifying certain components of the psychological professionally important qualities of the special agents, namely: special professional competence - knowledge, skills and habits that ensure the independent performance of professional tasks and further professional development; communicative professional
competence – the ability to establish emotional contacts with different participants in communication, to maintain trusting relationships, the ability to cooperate; self-competence – is possessing of skills and self-regulation skills of the volitional and emotional sphere, technologies of overcoming professional destruction, high level of reflection and self-examination; oral and written skills (ability to accurately present in written form material received material, timely and competently formulate questions, oratory); search-reconstructive competence – the ability to search, process received information, hypothesize, model processes and events terms, to make a decision in different situations. During performing a search function, such types of thinking of a special agent are developed: discursive (logical), intuitive, creative and critical.

Thus, the professional activities of SBGSU special agents are quite complex and require the formation of a large number of psychologically important professional qualities for successful performance of their tasks. Our survey using the original questionnaire allowed us determining the list of psychologically important professional qualities of an SBGSU special agent. Such qualities make up only a part of the general professional profile of a special agent.

The obtained results may form the basis for the further scientific research aimed at working out technological means of optimizing the development of the ideal model of the special agent, taking into account the individual psychological, personal and professional characteristics of the SBGSU special agent.

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Professional and psychological qualities of the State Border Guard Service of Ukraine special agents engaged into confidential cooperation

Abstract
The purpose of the proposed research is an attempt to determine which basic professional and psychological qualities of SBGSU special agents are the most important for the formation of a professional officer’s profile of a special agent, who performs tasks of operative and investigative activities and works with confidants based on the generalization of the survey results of three groups of respondents. The sample was made by 94 of respondents. There are 81 special agents of SBGSU operative units, among them are 69 operations officers and 12 heads of departments (sectors, groups) and 13 instructors of the National Academy of the SBGSU who train special agents for SBGSU. The results of the survey using the original questionnaire made it possible to determine the list of professional and psychological most important qualities of an SBGSU special agent. According to the results of the study, we propose it is necessary to focus attention and concentrate on the following qualities of SBGSU special agents: during the training period – at observational and cognitive qualities.

Keywords: Special agent. Professional and psychological qualities. Professional profile. Operative and investigative activity. State border guard service of Ukraine.

Resumo
O objetivo da pesquisa proposta é a tentativa de determinar quais qualidades básicas profissionais e psicológicas dos agentes especiais da SBGSU são as mais importantes para a formação do perfil de um agente especial, que executa tarefas de atividades operacionais e investigativas e trabalha com confidentes com base na generalização dos resultados da pesquisa de três grupos de respondentes. A amostra foi feita por 94 dos entrevistados. São 81 agentes especiais das unidades operacionais da SBGSU, entre eles 69 oficiais de operações e 12 chefes de departamentos (setores, grupos) e 13 instrutores da Academia Nacional da SBGSU que treinam agentes especiais para a SBGSU. Os resultados da pesquisa utilizando o questionário original possibilitou determinar a lista de qualidades profissionais e psicológicas mais importantes de um agente especial da SBGSU. De acordo com os resultados do estudo, suponhamos que seja necessário focar a atenção e concentrar-se nas seguintes qualidades dos agentes especiais da SBGSU: durante o período de treinamento – em qualidades observacionais e cognitivas.

Palavras-chave: Agente especial. Qualidades profissionais e psicológicas. Perfil profissional. Atividade operacional e investigativa. Serviço de guarda de fronteira do Estado da Ucrânia.

Resumen
El propósito de la investigación propuesta es determinar qué cualidades profesionales y psicológicas básicas de los agentes especiales de SBGSU son las más importantes para la formación del perfil de un oficial profesional de un agente especial, que realiza tareas de actividades operativas y de investigación y trabaja con confidencia en función de la generalización de los resultados de la encuesta de tres grupos de encuestados. La muestra fue realizada por 94 de los encuestados. Hay 81 agentes especialista de las unidades operativas de la SBGSU, entre ellos 69 oficiales de operaciones y 12 jefes de departamentos (sectores, grupos) y 13 instructores de la Academia Nacional de la SBGSU que capacitan a agentes especiales para la SBGSU. Los resultados de la encuesta utilizando el cuestionario original hicieron posible determinar la lista de cualidades profesionales y psicológicas más importantes de un agente especial de SBGSU. De acuerdo con los resultados del estudio, suponemos que es necesario centrar la atención y concentrarse en las siguientes cualidades de los agentes especiales SBGSU: durante el período de entrenamiento – en las cualidades observacionales y cognitivas.

Palabras-clave: Agente especial. Cualidades profesionales y psicológicas. Perfil profesional. Actividad operativa e investigativa. Servicio estatal de guardia de fronteras de Ucrania.