



## LEGAL FOUNDATIONS AND PSYCHOLOGICAL ASPECTS OF ENGAGING INDIVIDUALS IN COOPERATION WITH OPERATIONAL UNITS: UKRAINIAN REALITIES AND INTERNATIONAL PRACTICE

*Bases legais e especificidades psicológicas da integração de indivíduos na colaboração com unidades operacionais: realidades ucranianas e práticas internacionais*

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## ABSTRACT

This study examines the importance of engaging individuals in cooperation with operational units in Ukraine, particularly against the backdrop of ongoing military actions and escalating crime in liberated territories. It underscores the urgent need for enhanced information-gathering practices; as such, cooperation can yield critical intelligence on criminal activities. Ukraine's unique social, political, and economic factors require a careful balance between legal norms that protect citizens' rights and the operational need for information. The study also highlights the crucial role of psychological elements such as motivation, trust, and fear in establishing effective relationships between operational personnel and informants, thereby emphasizing the human aspect of law enforcement. By analyzing the legal foundations and psychological elements of cooperation, this research underscores the necessity of legislative reform to safeguard citizens while improving law enforcement effectiveness. The insights and recommendations from this study aim to inform practical improvements in collaboration within the law enforcement framework, ultimately enhancing the capacity to combat crime in contemporary Ukraine.

**Keywords:** Ukraine; law enforcement activities; operational-search activities; crime prevention; involvement of individuals; psychological features

## RESUMO

Este estudo examina a importância do envolvimento de indivíduos na colaboração com unidades operacionais na Ucrânia, especialmente no contexto das ações militares em curso e do aumento da criminalidade nas áreas recém-liberadas. O estudo destaca a necessidade urgente de fortalecer métodos de coleta de informações, uma vez que tal colaboração pode fornecer dados essenciais sobre atividades criminosas. Fatores sociais, políticos e econômicos únicos na Ucrânia exigem um equilíbrio cuidadoso entre normas jurídicas que protejam os direitos dos cidadãos e a necessidade operacional de informações. Além disso, elementos psicológicos, como motivação, confiança e medo, são fundamentais para a criação de relações eficazes entre agentes operacionais e informantes. Ao analisar as bases legais e os aspectos psicológicos da colaboração, este estudo enfatiza a necessidade de uma reforma legislativa que proteja os direitos dos cidadãos, ao mesmo tempo em que aprimora a eficácia das agências de aplicação da lei. Os insights e recomendações deste estudo visam apoiar melhorias práticas na colaboração dentro do quadro policial, o que, em última análise, aumentará a capacidade de combate ao crime na Ucrânia contemporânea.

**Palavras-chave:** Ucrânia; atuação das agências de aplicação da lei; operações de inteligência; prevenção do crime; envolvimento de indivíduos; características psicológicas



## 1. INTRODUCTION

The relevance of engaging individuals in cooperation with operational units is undeniable, especially in light of Ukraine's current challenges. Considering the prolonged military actions accompanied by violations of law and order, corruption, and criminal activities in both occupied and liberated territories, there is an urgent need to enhance information-gathering practices and their utilization to combat criminal elements. One of the most effective approaches is the covert recruitment of individuals to collaborate with operational units, which enables the acquisition of critical information on the activities of criminal groups.

The Ukrainian practice in this area is unique due to the complex social, political, and economic conditions that shape the specific features of operational and investigative activities. At the same time, the legal aspects of engaging individuals in cooperation with operational units require particular attention. Legal norms must ensure a balance between the necessity of gathering operational information and the protection of citizens' rights and freedoms.

It should be noted that, to date, our state's legislation lacks a singular, legally defined concept characterizing the use of covert voluntary assistance from individuals by law enforcement in combating crime.

The psychological characteristics of engaging individuals in cooperation also play a significant role in this process. Psychological factors such as motivation, trust, fear, responsibility, creativity, adequate self-assessment, work capacity, and communication skills are critical for establishing stable and reliable relationships between operational officers and individuals involved in cooperation. Investigating these aspects will enable a more effective adaptation of operational and investigative approaches to the realities of modern Ukraine and enhance the effectiveness of crime counteraction.

This study aims to comprehensively analyze the legal foundations and psychological characteristics of engaging individuals in cooperation with operational units in Ukraine and develop recommendations for improving this process in light of the current challenges and needs of the law enforcement system.

The objectives of the study are to examine the regulatory legal acts governing the engagement of individuals in cooperation with operational units to identify their shortcomings and gaps; analyze current conditions that influence the development of cooperation mechanisms; investigate psychological factors determining the effectiveness of collaboration, with a focus on motivational and emotional aspects; develop new approaches to improve legal and psychological mechanisms to

enhance the effectiveness of operational work; and formulate practical recommendations for law enforcement agencies to apply the studied practices in modern conditions.

## 2. LITERATURE REVIEW

The issue of engaging individuals in cooperation with operational units is a significant topic in research on operational and investigative activities. For example, Davydiuk (Sept 2019), in analyzing the legal aspects of confidential cooperation between citizens and law enforcement agencies in Ukraine, notes that the terms “assistance” and “cooperation” in operational activities, although similar in meaning, have distinctions. “Assistance” is a broader concept encompassing various structures of citizen participation in law enforcement. At the same time, “cooperation” is a narrower form of aid involving covert and systematic interaction with law enforcement agencies, sometimes with elements of contractual obligations. Thus, “assistance” covers a broader range of actions, while “cooperation” is merely a subset.

Kateryniuk (2022) identified critical issues in the legal regulation of confidential cooperation and proposed solutions for addressing them. Taking into account the practices of the United Kingdom of Great Britain and Northern Ireland, as well as other countries that demonstrate the effectiveness of regulating confidential cooperation through specific codes of conduct and practice, he recommends improving current legislation, specifically by introducing a new law or expanding existing regulations to govern confidential collaboration.

Other scholars also emphasize the interdisciplinary delineation of this issue. In this regard, Kudinov and Shekhavtsov (2023) conducted research similar to that of Kateryniuk (2022) concerning the legal regulation of the institution of confidential cooperation, examining its application in criminal proceedings as well as in intelligence and counterintelligence activities. Their study highlights the intersectoral significance of this institution, stressing that it should not be confined solely to the realm of criminal procedural relations. Furthermore, the authors point out the absence of a clear legislative definition of confidential cooperation, which leads to the conflation of concepts and complicates its application. Like Kateryniuk (2022), they advocate for creating a specific law to regulate the procedures, categories of collaborators, security measures, material rewards, and the accountability of authorized bodies for inadequate organization of confidential cooperation.

Much of the literature analyzes the legal regulation of citizen cooperation with operational units in specific countries. It summarizes the characteristics of international practices in this area of law enforcement. Marchal González (2021) notes that despite the heterogeneity in legal regulation, most

legal systems guarantee the protection of personal data for involved individuals, mainly when they undertake complex and dangerous tasks. In many countries, involved individuals receive financial compensation for providing valuable information. For instance, France legally establishes a reward system for informants involved in criminal investigations. At the same time, in the United States, there are instances where informants earn a living by assisting law enforcement, as the compensation is typically proportional to the amount of property confiscated with the informant's help. Each country has specific legal restrictions and rules governing the actions of involved individuals to avoid potential abuses. German law stipulates that an involved person cannot be engaged in criminal activities as a direct participant. In the United Kingdom of Great Britain, Northern Ireland, and Italy, anonymous testimony from involved individuals is permitted, ensuring their safety. However, in many countries, including Ukraine, the testimony of involved individuals has limited evidentiary value if other sources of information cannot corroborate it.

Albul and Korniienko (2022) emphasize that special laws should regulate only the general aspects of confidential cooperation, including definitions, principles, application areas, and social and legal protection. Departmental (interdepartmental) regulatory acts should govern the organization and tactics of this cooperation. The authors also point out the standard features of legal differentiation between legislative and regulatory (departmental/interdepartmental) frameworks in Ukraine and the countries of the European Union. Makhlai (2024) notes that nearly 78.5% of operatives consider confidential cooperation to be fundamental to crime prevention; however, its effectiveness needs to be improved by underfunding and an adequate regulatory framework. Enhancing protection guarantees can encourage citizens to cooperate, as proper support increases the potential for such assistance. Although legislation protects the confidentiality of informants, this protection is not absolute: under certain circumstances, a court may require the disclosure of sources to ensure justice. The use of informants remains crucial but necessitates reliable confirmation of information to avoid abuses and violations of the right to a fair trial (Valimont, 1979).

Zlahoda (2018) argues that the primary factors complicating effective interaction with involved individuals are insufficient training of operational personnel, weak legislative regulation, and organizational shortcomings. The success of information gathering largely depends on the practical experience of operatives and their ability to establish trusting relationships with citizens. For productive cooperation with informants, operational officers require legal knowledge and psychological training that fosters the motivation and trust of involved individuals.

Based on a survey of operational personnel conducted by Khalymon, Polovnikov, and Volynets (2020), the characteristics of involved individuals were identified, forming a typical socio-psychological profile of those who assist operational units in combating crime. This profile can



serve as a valuable tool for operational staff to identify potential sources of information, assess their reliability, and establish trusting relationships, which are crucial for effective interaction with involved individuals.

At the current stage, the issue of informant security requires precise legal regulation, as disclosing an individual's connection to law enforcement can threaten their life and reputation. In many countries, including Ukraine, the legislation provides for the confidentiality of the personal data of involved individuals, restricting their disclosure even to prosecutors; however, these provisions require further enhancement. Therefore, Davydiuk (May 2019) notes that for practical work with involved individuals, it is necessary to develop legal and social protection mechanisms and provide for the possibility of granting unique legal guarantees after cooperation.

Herbowski (2014) also addresses the need to enhance work effectiveness with involved individuals. In his opinion, it is essential to diagnose the existing cooperation system, address regulatory issues related to control and privacy, and avoid excessive formalism by focusing on the reliability of the information obtained rather than on statistics. Furthermore, the author emphasizes that involving individuals is a complex and prolonged process that requires highly qualified operational personnel and support from management at every stage.

Some scholars see the path to effectiveness by differentiating confidential cooperation into strategic and tactical levels. As Antonov (2020) points out, the strategic level involves the regulatory and legal protection of individuals who assist law enforcement agencies, thereby establishing the foundations for long-term cooperation. In contrast, the tactical level focuses on the direct use of informants in specific operational measures, where their information contributes to collecting evidence and resolving crimes. Distinguishing these levels enhances the effectiveness of cooperation while minimizing risks for involved individuals. It is important to note that these levels' legal and psychological aspects are interconnected and require a systematic approach to improve the effectiveness of collaboration.

Thus, the literature review indicates that the issue of involving individuals in cooperation with operational units remains pertinent in the studies of operational search activity. Scholars such as Davydiuk (May 2019) emphasize the distinction between "assistance" and "cooperation," highlighting the need for precise legal regulation. The research conducted by Kateryniuk and other authors reveals the necessity for legislative improvement to regulate confidential cooperation, including establishing specific codes of conduct to ensure the safety and motivation of individuals involved in collaboration. Overall, the literature underscores the importance of an interdisciplinary approach and practical recommendations for effectively using informants in the fight against crime.

### 3. RESEARCH METHODOLOGY

The study of the legal foundations and psychological characteristics of involving individuals in cooperation with operational units in Ukraine is based on a comprehensive approach that combines theoretical and empirical methods. In the initial stage, analysis and synthesis of scientific literature and regulatory legal acts were applied, which allowed for identifying key trends and gaps in legal regulation. Comparative legal analysis was also utilized to compare cooperation mechanisms with informants in Ukraine and other countries, helping to highlight the features of various practices.

The theoretical analysis framework employed induction and deduction to identify general patterns in the psychological processes of engaging individuals in cooperation. The main stages and components of preparing operational personnel for targeted communication with informants were outlined during the modeling process. A constructive analysis of legal and psychological literature allowed for identifying the main approaches and techniques for cooperation between involved individuals and law enforcement agencies.

This methodology provided a comprehensive assessment of the legal foundations and psychological aspects of engaging individuals in operational and investigative activities in Ukraine, along with a comparison to specific elements of international practice.

### 4. LEGAL BASIS FOR INVOLVING PERSONS IN COOPERATION WITH OPERATIONAL DEPARTMENTS

In Ukraine's current legislation, citizens' cooperation with operational units is a complex and responsible process based on legislative provisions enshrined in various normative acts. Defining the rights, obligations, and social guarantees for individuals who assist in operational, counterintelligence, and intelligence activities underscores the importance of protecting both state interests and citizens' rights. The systematization of legislative norms in this area aims to ensure transparency in the relationships between law enforcement agencies and citizens, protect confidentiality, and streamline cooperation procedures.

The legislation outlines the rights of operational units, the conditions for cooperation with citizens, and mechanisms for protecting involved individuals. It establishes limitations regarding professional categories that have special status in protecting professional confidentiality. At the same time, legislative acts provide social and legal protection for citizens

participating in operational activities, ensuring them a certain level of social security and safety in case of risks to their lives or property.

This legal mechanism, combining normative and ethical standards, creates conditions for balanced and secure cooperation while enhancing the effectiveness of law enforcement agencies. This is particularly important in the context of increasing threats to national security and the necessity for effective combat against organized crime.

Thus, the legislative regulation of cooperation between citizens and operational units aims to ensure transparency in interactions, the protection of confidentiality, and the safety of those involved. These principles are enshrined in the Law of Ukraine “On Operational-Search Activities,” which outlines the procedures and conditions for engaging individuals in cooperation with operational units. The law places significant emphasis on the rights of operational units, the conditions for citizen involvement in cooperation, guarantees for the protection of informants, and the obligations of individuals collaborating with law enforcement agencies (Verkhovna Rada of Ukraine, 1992).

According to Article 8 of this Law, operational units have the right to engage overt and covert staff, including permanent and temporary personnel, to perform their tasks through confidential cooperation per Article 275 of the Criminal Procedure Code of Ukraine (Verkhovna Rada of Ukraine, 2012). To effectively implement such powers, Article 11 requires government authorities, enterprises, and organizations, regardless of ownership, to assist operational units in carrying out their tasks. This includes the possibility of voluntary cooperation with individuals based on a written agreement that guarantees confidentiality.

Article 11 also stipulates that individuals involved in cooperation must maintain confidentiality regarding information they become aware of during the execution of assignments, with responsibility outlined for any disclosure of this information. At the same time, the law restricts the involvement of specific categories of professionals whose activities require the preservation of professional secrecy, such as lawyers, notaries, medical professionals, clergy, and journalists, when such cooperation involves disclosing confidential professional information.

According to Article 13, the state provides social and legal protection to individuals executing operational and investigative tasks. Their cooperation is counted towards general work experience if a labor agreement is concluded with them. In cases threatening such an

individual's life, health, or property, additional protection is ensured as defined in Part Three of Article 12 of this Law.

Another legislative act, the Law of Ukraine “On Counterintelligence Activities,” regulates the conditions and grounds for engaging individuals to cooperate with counterintelligence agencies. According to Article 6, the main grounds for such cooperation include the study and verification of individuals being cleared to access state secrets, who work with nuclear materials, or who are already involved in confidential collaboration (Verkhovna Rada of Ukraine, 2002).

In this context, it is essential to note that individuals engaged in confidential cooperation with counterintelligence agencies may participate in covert counterintelligence operations. Such collaboration involves using operational, operational-technical, and extraordinary means, which enhances the effectiveness of counterintelligence activities and enables rapid responses to threats to national security.

Within the Law of Ukraine “On Intelligence,” comprehensive legal foundations are established for engaging individuals in cooperation with the operational units of intelligence agencies. This legislation regulates the conditions of confidential cooperation, outlines the rights and obligations of the involved individuals, and guarantees their social and legal protection (Verkhovna Rada of Ukraine, 2022).

According to Article 19, intelligence agencies may engage adults who are legally competent for confidential cooperation under the conditions specified by the regulatory acts of these agencies. Information obtained during the cooperation cannot be disclosed without the consent of the intelligence agency. Individuals involved in carrying out intelligence tasks are entitled to remuneration, as well as additional incentives and compensation for expenses related to the execution of such tasks, which are equivalent to the conditions for regular employees. The law prohibits the involvement of minors in such cooperation.

Additionally, according to Article 21, individuals who confidentially cooperate with intelligence agencies may carry out particular intelligence tasks approved by the head of the agency, even as part of criminal or terrorist organizations, to ensure national security. Article 27 also stipulates that during a state of war or other emergencies, individuals engaged in cooperation may use extraordinary means, techniques, and even weapons under the control of intelligence agencies to fulfill intelligence tasks.

The protection of individuals cooperating with intelligence agencies is regulated by Article 41. The state guarantees them social and legal protection, including the right to confidentiality regarding their cooperation. Individuals who have participated in operations in combat zones or temporarily occupied territories may receive the status of combatants or individuals with disabilities due to war, provided that the confidentiality of their cooperation is maintained. In the event of detention or conviction of such individuals abroad, the state is obliged to assist in their release, and all material damages incurred while carrying out tasks are reimbursed at the state's expense.

Individuals involved in confidential cooperation also benefit from protection under democratic civilian control. Article 51 states that intelligence documents or information about these individuals and the practices and means used in intelligence activities shall be disclosed once all operations are completed. This measure aims to preserve the security and secrecy of intelligence operations.

Given the importance of democratic civilian control and confidentiality protection, there is a need to enhance the legislative framework that would systematize activities in the area of confidential cooperation. Confidential cooperation is an interdisciplinary legal institution that regulates the secret actions of law enforcement agencies related to the involvement of individuals in collaboration to execute tasks in operational and investigative activities and criminal proceedings. This creates risks of violating human rights and freedoms, as well as threats to the life and health of participants. The existing legislative basis is inadequate and fragmented, necessitating its consolidation into a single legislative act—the Law of Ukraine “On Operational-Search Activity.” This law should establish fundamental concepts, principles, and guarantees for protecting informants and eliminate gaps and competition among norms regulating confidential cooperation and the status of involved individuals, thereby enhancing the effectiveness of law enforcement activities (KATERYNIUK, 2021).

The involvement of individuals, often used in the fight against organized crime, can include community members, victims of crimes, participants in criminal organizations, or even law enforcement personnel, and they typically seek to remain anonymous due to the risk of retaliation. Although most informants collaborate with the police in exchange for leniency in punishment, their effectiveness and ability to quickly provide valuable information make them a crucial tool in combating organized crime. However, it is essential to balance the need for

justice and the protection of involved individuals, as trust, confidentiality, and fairness remain central to their cooperation (UNITED NATIONS OFFICE ON DRUGS AND CRIME, 2024).

Therefore, adhering to fundamental principles, including safety, clear procedures, oversight, and trust through open communication, is crucial when working with involved individuals. These principles protect the rights and well-being of the individuals involved and enhance cooperation between law enforcement agencies and informants. By prioritizing these aspects, it is possible to create a more secure and productive environment for collaboration, ultimately leading to better outcomes in combating crime and ensuring justice (HRIBOV, 2022). These principles contribute to the successful execution of operational and investigative activities, prevent abuses, and enhance the overall effectiveness of operational search activities. One of the most crucial principles of confidential cooperation is the principle of proportional necessity (rationality) in using covert assistance from informants. This principle emphasizes the importance of employing informants judiciously, ensuring that their involvement is warranted and appropriate for the case's specific circumstances. By adhering to this principle, law enforcement agencies can maximize the utility of informants while minimizing potential risks and ethical concerns associated with their use.

Important aspects also include understanding the role of each participant, adhering to confidentiality, and fulfilling the obligations between the informants and operational staff. It is essential to emphasize that working with informants should involve qualified and well-trained operational personnel adept at navigating this collaboration's complexities. Given the contemporary challenges in preparing professional staff for operational units, it is crucial to prioritize ongoing training and development. This ensures operational workers have the necessary skills and knowledge to manage informants while maintaining ethical standards and operational integrity. A well-prepared workforce enhances operations' effectiveness and fosters trust and confidence in the confidential cooperation process (THE AMERICAN LAW INSTITUTE, 2023).

Thus, it is evident that the success of the fight against crime is significantly influenced by the relationship between informants and operational staff, alongside the need to enhance the professional and moral standards of contemporary operational personnel. This, in turn, requires a deep understanding of psychology, as establishing trust, ensuring protection, and forming personal connections are grounded in comprehending human motives and emotions. Honesty, transparency, and emotional support create a safe environment in which informants are willing

to take risks to share valuable information, enabling the arrest and prosecution of dangerous criminals. Professionalism and respect in communication foster long-term partnerships that form the foundation for effective law enforcement operations (FASTER CAPITAL, 2024).

In the modern world, law enforcement agencies encounter numerous challenges in combating organized crime and illegal migration. Despite various risks and criticisms, engaged individuals play a significant role in ensuring security and maintaining public order, particularly in the United States of America (MUSIIENKO AND HRECHYN, 2016). One example of this practice can be observed in Norway, where the identification of illegal migrants is carried out through a wide range of practices, including enhanced border control, which involves not only immigration officers but also regular police officers and civilians, such as engaged individuals. The immigration police actively utilize engaged individuals who develop long-term relationships with operational staff and provide information regarding illegal migrants. Although this practice is not regulated by criminal procedural legislation, it is becoming standard in immigration policy, raising concerns about the visibility and accountability of police operatives. This issue must become a public discussion subject and further research (MOHN, 2015).

With the development of legislation in the United Kingdom of Great Britain and Northern Ireland, it is necessary to carefully consider its impact on involving individuals in law enforcement agencies. Legislation allowing these individuals to operate within sanctioned crimes opens new opportunities for investigations but also raises significant ethical questions. In this context, discussing control mechanisms and the prevention of abuses that may threaten human rights and public safety is particularly relevant (CASCIANI, 2020).

In its latest report, the United States Department of Justice emphasizes the need to improve approaches in working with individuals who cooperate with the Federal Bureau of Investigation. The Department's proposals aim to enhance the effectiveness of investigations and adhere to ethical standards, which is crucial for preventing abuses and ensuring transparency in dealings with informants. The recommendations focus on developing unified standards, increasing oversight, and conducting regular training, which will help support involved individuals and strengthen trust in law enforcement procedures (SPECIAL REPORT, 2005).

To achieve transparency and prevent abuses in working with informants, relying solely on legal guarantees is insufficient. Analyzing the psychological factors determining citizens'

willingness to cooperate with law enforcement plays a crucial role in developing practical legal mechanisms. Studying potential informants' motivational and psychological characteristics is necessary to understand and improve their interaction with operational units.

## **5. PSYCHOLOGICAL FEATURES OF INVOLVING PERSONS IN COOPERATION WITH OPERATIONAL DEPARTMENTS**

The role of psychological aspects in operational activities, particularly in the interaction with individuals involved in confidential cooperation, cannot be overstated. It is these aspects that allow law enforcement officers to establish contact and effectively manage communication, taking into account personal and motivational factors. This understanding is crucial in minimizing the risks of manipulation or obtaining unreliable information, especially when working with representatives of the criminal environment. Their egocentrism and lack of remorse can facilitate the disclosure of information but also increase the likelihood of deception. Understanding psychological characteristics such as motivation, trust level, and propensity to cooperate enables the optimal selection of influence practices, adapting approaches to different personality types of interlocutors to ensure the effectiveness of operational measures (Reese, 1980). It should be noted that the specificity of the operational activities of law enforcement agencies lies in its constant and heightened pace, moral and physical strain in conditions of uncertain or insufficient information, increased responsibility, and time constraints.

Informants associated with drug-related activities, alongside individuals from criminal backgrounds, play an essential role in providing information and have specific characteristics and motives for cooperation. While the involvement of such individuals can be beneficial for law enforcement agencies, their psychological vulnerability and instability demand special attention. For effective interaction with this category of informants, it is essential to clearly define management procedures that allow optimal use of their resources while minimizing potential risks for law enforcement officers (Lee, 1993).

Psychological influence is not just a tool but necessary to conduct operational and investigative activities to achieve set objectives. Interaction with individuals involved in operational measures requires a deep understanding of their psycho-emotional characteristics, motivations, and behavioral patterns. In this context, psychological influence is directed not only at obtaining the necessary information but also at correcting behavioral attitudes or motivations, which is a key factor in increasing the effectiveness of operational and investigative activities.

To achieve this goal, various psychological models, practices, and techniques are used, taking into account both the peculiarities of the communication itself and the contextual conditions under which this communication takes place. The table “Models of Psychological Influence on Involved Individuals in Operational and Investigative Activities,” developed based on the work of Baranenko et al., systematizes and generalizes the main components of psychological interaction used in operational and investigative activities (Table 1).

The list includes critical aspects of the psychological structure of operational and investigative activities, communication phenomena and models, types and practices of influence, as well as additional techniques that enable operational officers not only to establish contact with involved individuals but also to achieve a deeper understanding and effective control over the development of communication processes. The practices presented in the table reflect primary and auxiliary means of influence that enhance specialists' psychological awareness and expertise while executing their operational and investigative tasks.

Communication Structure	Models	Description
Psychological Structure	General Factors	Operational communication is based on knowledge of the psychological structure of subjects and objects and the specifics of operational investigative activities as law enforcement activities.
	Operational Communication Model	It includes general principles of social psychology and specific features of conducting operational investigative measures; It aims to understand and effectively communicate between participants in operational investigative activities.
Communication Phenomena	Communication Models	It ensures contact and information exchange (messages, ideas) to achieve the pragmatic goals of communication participants.
	Model of Understanding	It is oriented towards the participants' adequate perception of each other, including understanding the communication partner's attitudes, goals, and desires.
	Emotive Model	It evokes emotional responses to influence another participant's emotional state or adjust one's emotions according to the context.
	Model of Psychological Influence	It is used to change a partner's mental state, attitudes, or behavior to benefit the influencing subject while considering possible ethical and legal frameworks.
	Mutually Oriented Model	It involves joint action organization to achieve agreed-upon goals; this is especially important for coordinating joint activities in operational investigative work.
	Stimulating Model	It encourages the partner's activity in relevant actions, prompting initiative within the established tasks or plans.
Types of Communication	By Organization	Internal (managerial) and external (with individuals of operational interest), determined by the nature of communication and its participants
	By Duration	Short-term (quick questioning) or long-term (long-term understanding of the subject to obtain meaningful information).
	By Degree of Closeness	Direct communication (“face-to-face”) or mediated (through third parties or other means).
	Persuasion	Forming or changing views through arguments and associative connections;

Practices of Psychological Influence		Achieved through informing, refuting, or negotiations.
	Coercion	Rigid influence, limiting the object's choices through manipulation of circumstances, prohibitions, categorical demands, warnings, or threats.
	Suggestion	Subconscious influence with minimal critical perception; Requires careful use due to potential ethical consequences.
	Additional Techniques	Psychological traps, "bargaining," and "playing on emotions," where each technique elicits certain emotions or reactions to obtain necessary information.
Nonverbal Signals	Posture, facial expressions, gaze, gestures	Signals of emotional states: for example, crossed arms indicate skepticism, open palms indicate sincerity, and avoiding eye contact suggests possible concealment.
	Spatial zones	Intimate (up to 0.5 m), personal (0.5-1.5 m), formal (1.5-3 m), public (over 3 m); Distance affects feelings of trust and comfort.
Psychological Barriers	Age-related, intellectual, status-role	Age-related, intellectual, status-role: difficulties in communication due to differences in age, social status, or views; Require consideration to avoid conflicts and tension.
Recommended Techniques	Kindness, tactfulness, self-criticism	Kindness, tactfulness, self-criticism: creating a comfortable atmosphere, willingness to listen, correcting one's behavior, and attention to detail to build mutual trust and positive contact.
Psychological Contact	Building trust	Building trust: respect for the interlocutor, attention to their thoughts, and establishing mutual understanding through openness and empathy, which enhances the effectiveness of operational communication.

Table 1: Models of Psychological Influence on Engaged Individuals in Operational Investigative Activities (BARANENKO et al., 2014, pp. 192-209)

To ensure effective communication and control over the interaction process, operational officers must master the stages outlined in Table 2 and undergo comprehensive training covering informational, technological, organizational, and psychological aspects. Successful rapport-building requires general knowledge, communication skills, and a profound understanding of the interlocutor's characteristics, which guides the conversation in the desired direction (Khalymon et al., 2023).

Table 2 summarizes the primary stages of preparing operational officers for interactions with confidential informants. Each stage incorporates specific elements that facilitate the selection of appropriate communication tactics and foster an atmosphere conducive to gathering reliable information. This structured preparation approach ensures operational effectiveness and flexibility in diverse situations.

Stages of Preparation	Components	Description
General Preparation	Informational Preparation	Basic: General knowledge that ensures the erudition necessary for conducting a casual conversation; the ability to take the initiative and pique the interlocutor's interest; Specialized: Researching information on topics of operational interest and studying the target's social (criminal) environment.

	Technological Preparation	Essential: Knowledge of the interlocutor's language and jargon, mastery of non-verbal communication (facial expressions, gestures) to help assess the target's state; Targeted: Knowledge of the terminology necessary for discussing specific issues.
Organizational Preparation	Choice of Location	Preference for informal locations that evoke a sense of security in the interlocutor (cafés, bars, restaurants); Meetings in crowded places (train stations, airports, beaches) may be helpful for brief conversations but are less suitable for extended discussions.
	Choice of Time	Casual conversations are more easily initiated when the target has free time (preferably after lunch or in the evening), and it is better to avoid the morning hours.
Psychological Preparation	General Psychological Preparation	Development of sociability and information-gathering skills, fostering a positive attitude towards the communication process.
	Targeted Psychological Preparation	Conducted immediately before the meeting: Considering social norms and individual characteristics of the target to select practices of influence and create an atmosphere conducive to interaction; Preparation for possible changes in the target's behavior (e.g., the emergence of suspicion or hostility).
Assessment of Individual Characteristics	Social and Professional Behavior Norms	Knowledge of the social and cultural norms of the target is necessary to avoid communication errors (e.g., rules of conduct in various social groups and professions).
	Temperament and Sociability	I consider that the target's degree of sociability (talkativeness, suggestibility, ambition) influences the choice of conversation tactics.
	Typological and Individual Psychological Characteristics	Sociability, ambition, susceptibility, and inability to lie may facilitate information gathering.
Formation of Psychological Readiness	Psychological Setup Before the Meeting	Modeling possible conversation scenarios and planning the optimal course of action according to the characteristics of the target; It is tuning in to the conversation while considering factors that may impact its success (the target's emotional state, previous events, etc.).

Table 2: Key Stages and Components of Operational Officers' Preparation for Targeted Communication (BARANENKO et al., 2014, pp. 231-242)

Operational officers actively employ various psychological techniques to ensure the practical application of communication strategy adaptations with targets. Mastery using these techniques enables the acquisition of essential information and the maintenance of effective contact, through which the individual may inadvertently disclose crucial data. Considering the interlocutor's unique cognitive processes, self-awareness, and emotional states, these techniques become versatile tools of influence.

The table (Table 3) organizes the primary psychological techniques for gathering information through targeted communication. Each method includes a description, psychological foundations, objectives, and conditions for effectiveness, highlighting the diversity of practices, their specific

characteristics, and their potential impact in various situations. Mastery of these tactics, as detailed in the training manual by Baranenko et al., enhances the likelihood of establishing trust-based relationships with the interlocutor, a critical condition for achieving the objectives of operational investigative activities.

Action	Description of Features	Psychological Basis	Purpose of Application	Conditions for Effectiveness
Thematic Regulation of the Conversation	Utilizing topics related to the critical issue to obtain necessary information without direct questioning	Associative thinking	To gain information on sensitive topics	The related topic must be familiar to the interlocutor and aligned with their interests.
Demonstration of Specific Objects	I use items (photos, documents) associated with the needed information.	Activation of attention, visual and auditory perception	Provoking spontaneous statements	The target should not be aware of the manipulative nature of the actions
Provision of Information	Provoking the interlocutor's attention through hints or unfinished thoughts about a topic of significance to them	Engaging the interlocutor's interest	Involving the interlocutor in the discussion of the topic	The relevant topic should elicit interest or hold significance for the interlocutor
Mosaic	Fragmenting information for analysis with gradual extraction of necessary data	Establishing associative connections	Creating a state of confusion and interest in the interlocutor	The practice works better on less perceptive interlocutors
Communication of "Important" Information	Using information for emotional influence on the interlocutor	Emotional influence	Obtaining information under reduced critical thinking	The information must alter the interlocutor's emotional state, suitable for a confidential conversation
Inaccurate or Incorrect Statement	They are intentionally providing false information to elicit clarification from the interlocutor.	Emotional control	Extracting accurate information through the interlocutor's reaction	It is effective for emotional or impulsive individuals concerned about the truth
Expression of Praise and Flattery	Deliberately elevating the status of the interlocutor to enhance openness	Boosting self-esteem	Deepening contact and building trust	Praise should be appropriate and aimed at vain interlocutors
Demonstration of Indifference	Feigned interest in a topic that increases the interlocutor's desire to assert the significance of the information	Reaction to indifference	Stimulating additional statements	The interlocutor should be "overwhelmed" with information; the reaction should occur in a context of trust.
Expression of Distrust	Demonstrating doubts to prompt the interlocutor to feel	Need for acknowledgment	Obtaining additional information that	It should be used sparingly, especially in cases of

	the need to prove their correctness		confirms the interlocutor's statements	insufficient trust or low topic importance for the interlocutor.
Engagement in Argument	Creating a discussion on a topic that concerns the interlocutor to provoke additional statements	Desire to prove correctness	Provoking expression on critical issues	Interest in the topic by the interlocutor activates their desire to defend their position.
Approval of Actions or Behavior	Supporting the interlocutor's views to increase openness in discussing the topic	Positive reinforcement	Deepening the conversation to uncover additional facts	Sincerity in statements and adherence to trusting relationships must be evident

Table 3: Psychological Features of Communication with Involved Persons  
(BARANENKO et al., 2014, pp. 224-230)

The outlined techniques enable operational officers to achieve a communicative advantage during conversations to obtain critical information. Applying each practice requires theoretical knowledge and practical skill, as each method considers the unique characteristics of the interlocutor and the specifics of the situation.

A flexible combination of various tactics creates an atmosphere that encourages openness and trust in the interlocutor. At the same time, it is crucial to maintain a balance between taking the initiative in the conversation and fostering a trusting environment, as excessive pressure may trigger a defensive reaction, reducing the effectiveness of the interaction.

Thus, the systematic mastery and refinement of these techniques are integral to the professional training of operational officers, directly influencing the achievement of their objectives.

## 6. CONCLUSION

In contemporary Ukrainian legislation, engaging citizens in cooperation with operational units is complex and responsible, based on legislative provisions enshrined in various normative acts that define the rights, responsibilities, and social guarantees for individuals assisting in operational investigative, counterintelligence, and intelligence activities. The importance of protecting state interests and citizens' rights is emphasized through the systematization of legislative norms, which ensures transparency in the relationships between law enforcement agencies and the public. The legislation regulates the rights of operational units, the conditions for collaboration with citizens, mechanisms for protecting engaged individuals, and restrictions concerning categories of professions with special status for protecting professional secrets.

According to the norms, individuals engaged in cooperation must maintain confidentiality regarding information obtained during the execution of assignments, and there are penalties for

disclosing such information. The law also restricts the involvement of specific categories of professionals whose activities require the preservation of professional secrecy. Regulatory measures governing collaboration with operational units play a crucial role, encompassing social and legal protections for engaged individuals, ensuring their safety and confidentiality.

The relevance of systematizing the legislative framework that regulates the activities of operational units and confidential cooperation is undeniable, as the absence of a unified regulatory document can lead to legal gaps and abuses. The effectiveness of collaboration with engaged individuals depends on establishing trust, transparency, and the assurance of their safety. Psychological aspects, such as understanding motives and emotions, play a crucial role in creating a secure environment for cooperation.

Analyzing confidential informants' motivational and psychological characteristics is essential for enhancing their interaction with operational units. Engaged individuals, often community members or victims of crimes, require a unique approach and support. Establishing control mechanisms to prevent abuses and ensure adherence to ethical standards in cooperation with informants is necessary for maintaining public trust in law enforcement agencies.

Psychological influence is a critical element that fosters trust and openness during interactions. Operational officers must consider the individual characteristics of the individuals involved in cooperation, such as their motivations, emotional states, and personality traits. Applying various psychological practices and techniques enables effective rapport-building, reduces the risks of manipulation, and ensures the reliability of the information gathered.

Thus, the training of operational officers should encompass the development of communication skills, the study of psychological influence practices, and the adaptation of interaction strategies to specific conditions. This approach will maximize the potential of engaged individuals and achieve operational objectives while ensuring the safety and reliability of the collaboration process.

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