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International experience in the implementation of the service model of the police and its role in protecting the constitutional rights and legitimate interests of the individual

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Abstract

Relevance. The study is relevant because the global trend in public administration emphasizes respecting citizens' legitimate rights and interests. As a key law enforcement agency, the police play a crucial role in this respect. Transitioning to a service model can transform the police from a punitive body to one that serves society and provides quality services.

Purpose. The study aims to investigate the experience of implementing the service model of policing in various developed countries, identify the core principles of this model, and determine its role in protecting citizens' constitutional rights and legitimate interests.

Methodology. The primary method used is generalization. By examining the different ways countries have transitioned to a service model, the study identifies the main features and principles that constitute this model.

Results. The study examines the concept of service policing, defining its signs and principles. It analyzes the implementation experiences in highly developed countries such as the United States, Great Britain, and Japan. The study explores specific programs and technologies used, as well as the positive and negative aspects and consequences of applying the model. It also assesses the role of this transition in protecting constitutional rights and legitimate interests.

Conclusions. The study concludes that adopting a service model of policing, as evidenced by experiences in developed countries, is crucial for protecting citizens' constitutional rights and interests. Key principles include legislative and executive support, community engagement, and the use of effective programs and technologies. This model enhances public trust, law enforcement effectiveness, and fosters a cooperative relationship between the police and the community, ultimately contributing to a safer and more just society.

Keywords: community-oriented police; police services; transition to a service model; law enforcement.

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Introduction

In every country with a democratic regime of public administration, all its activities are aimed at protecting and protecting the constitutional rights and legitimate interests of citizens. Human life, health, and safety are the core values of a democratic state, and the police, as a law enforcement agency, are the main tool for protecting these values. For a long time all over the world, the police played the role of a punitive body. However, since the 1980s, a trend has begun to change the police model to service police. The new model is to get closer to society, to provide the services that society needs. Therefore, for effective police reform, it is necessary and extremely relevant to investigate the experience of countries that already have a well-established practice of such a model. One of the most striking examples among the countries that have implemented reform in the direction of service police is the United Kingdom (UK).

Back in 1988, the Crime Concern programme [1] was introduced there, which provided for the participation of volunteers in patrolling, reporting suspicious persons by citizens, assisting victims of crimes, etc. Ultimately, the British police switched to the side of providing quality services in 2012-2013 and changed the management system to a decentralised one. As part of the new work model, the Comprehensive Eye programme [2] was introduced, which provided for the placement of a large number of high-precision surveillance cameras around the city that were able to recognise facial features, manner of walking, accessories, license plates, and other small details. Now, this technology is used in all highly developed countries, such as the United States of America (USA), Germany, Belgium, Japan, and China.

A striking example of the introduction of service police is Japan. The so-called Koban system operates there, which is based on close cooperation with citizens and full trust in the police. Thus, in Japan, an extremely low crime rate was achieved precisely due to the cooperation between citizens and the police. Georgia, one of the post-Soviet countries, began police reform back in 2005. In Ukraine, the police changed to a service model in 2015. Kazakhstan has already started the reform of the police system in 2019. Since each country has carried out reforms at different times, considering cultural, social, and political peculiarities, there is still no single approach to defining the concept of service police, its features and methods of implementation. The study of this issue was conducted by such researchers as D. Weisburd and A.A. Braga [3], A.A. Braga et al. [4], S. Tobon [5], M.A. Bolger et al. [6], J. Hunt [7], J. Cossyleon [8], W.D. Moreto and R. Charlton [9], G. Charlotte et al. [10] and others.

Most of the research by authors from different countries concerns the organisational and legal aspects of police activities. The structure of law enforcement systems and the main functions that the police are obliged to perform, the role of district police officers in the performance of law enforcement activities are considered. Such American researchers as A.A. Braga et al. [4], and M.A. Bolger et al. [6], paid a lot of attention to the issue of racial discrimination during the implementation of law enforcement activities. D. Weisburd and A.A. Braga [3] investigated the service police and studied the impact of

the application of the new model on the crime rate and satisfaction of citizens. However, in the papers by international researchers, the role of the use of the service model of the police in the context of respect for the constitutional rights of citizens was under-investigated. Therefore, it is necessary to conduct a comprehensive study of the essence and principles of police work in the field of ensuring human and civil rights and freedoms. It is necessary to analyse the international experience of various highly developed countries in the application of the new police model, the positive and negative trends of such application, and the impact of the implementation of the model on the mechanism of organising the protection of citizens' rights.

However, the main problem of the issue is that there are no studies of the generalised practice of the use of service police, a comprehensive analysis of the concept, content, and principles of the use of police services in developing countries has not been carried out. The absence of such studies indicates a rather high complexity of this issue, and the fact that this area is rather undeveloped and new, therefore it needs further investigation. In this regard, the originality of this study is the generalisation of the practice of some countries, the definition of positive and negative aspects of the application and the role of the service police model in ensuring the protection of constitutional rights and freedoms of citizens. While considering the experience of other countries, it is also important to analyse the effectiveness of the use of the service model, namely: whether crime has decreased, whether the percentage of crime detection has increased, and how much society trusts the law enforcement system. The object of the study is the service police model itself, the experience of its application in different countries, its essence and principles, and the importance of its implementation in ensuring respect for the fundamental rights and interests of citizens.

The purpose of the study is to investigate and generalise the practice of applying a new model of police in Western Europe, the United States, and some ex-Union of Soviet Socialist Republics countries, such as Georgia, Ukraine, and Kazakhstan.

Materials and Methods

The scientific and theoretical basis of the study was the papers by American, European, and Asian researchers in the field of law enforcement and the study of the service model of the police. To investigate the international experience of using the service model of the police, several articles and textbooks were analysed, which describe the history, methods, and results of the implementation of the service system of law enforcement agencies in different states. The study was conducted based on the principles of scientific cognition. Namely: the principle of unity of theory and practice, the principle of consistency, and the principle of objectivity. A systematic approach was applied, due to which the legal foundations of police activities in the field of crime prevention and counteraction were investigated, and the features of the implementation of a new police model in each country were considered.

The methodological basis of the research is a complex of general scientific and special scientific methods. The

following methods were used: comparison, generalisation, analysis, synthesis, concretisation, etc. Using the historical and legal methods, the history and development of the police service model in various countries were studied. The logical and legal method was used to define the concept, principles, and foundations of police activity, and to study the legal foundations of the application of the new model of police in other countries. The comparative legal method was used to compare the models of service policy in Europe, the USA, and Asia. The generalisation was used to determine the general characteristics, functions, and principles of community-oriented police activity. Using the analysis, the experience of advanced countries in the implementation of the service model of the police was examined, and conclusions about the effectiveness of this model were also formulated based on this experience.

The method of concretisation was also applied, with the help of which, on a specific example of a certain state, functional links were identified between the application of the service model, its principles, and the level of protection of constitutional rights and legitimate interests of citizens. The forecasting was used to determine the prospects for further study of the topic and the implementation of the service police model in practice. The study was conducted in several stages. In the first stage, familiarisation with the general concept of service police and its main characteristics was carried out. The principles of the model were revealed and the difference between the new policy and the traditional one was studied.

The next stage was to investigate the specific experience of using this model in the law enforcement systems of the USA, Great Britain, Japan, Singapore, Korea, and Kazakhstan. The features of the structure of law enforcement agencies in each of these countries, the history and prerequisites for the transition to a new model of police were considered. Specific state programmes and technologies were investigated, due to which the police service model was implemented. Next, the consequences of changing the police model for the effectiveness of law enforcement activities, the causal relationship between the use of the model and the reduction of crime were analysed, and the criteria used to assess the effectiveness of police activities were studied. The final stage of the study was, based on the studied international experience, to determine the role of the implementation of the service model of the police in protecting the constitutional rights and legitimate interests of citizens.

Results

The law enforcement system plays a key role in every democratic state. After all, it is the effectiveness and transparency of the law enforcement agencies that determine the level of safeguarding the constitutional rights and freedoms of citizens. Currently, the service police model has already been introduced throughout the civilized world, although each state has implemented this model at different times and with its own characteristics. Although there is no single model of service police in the world, having studied the experience of other countries, it is possible to formulate a single definition. Service police is a model of police activity, the basis of which is the full interaction and communication of police bodies with civil society to reduce crime and provide social services to

citizens. The traditional police system was characterised by an aggressive work strategy, using in most cases arrests even for misconduct and aimed more at a punitive function. This approach makes society wonder whether the police really respect the rights and freedoms of citizens [11]. Therefore, the service model of the police is based on democratic principles, where the main value is citizens and their constitutional rights. Namely: the principle of recognition, the principle of openness and transparency, the principle of accessibility, and the principle of accountability.

After reviewing sources from other countries, it was determined, that the service police or the police aimed at the public is not just a set of mechanisms for the work of law enforcement agencies. This philosophy considers interaction and communication between the police and society as a basis for reducing crime and fear of them. Community policing efforts include hiring and training police officers to prevent crimes and “solve” society's problems instead of responding only after crimes have occurred. Even though public policing spending has significantly decreased in the last decade, there are new calls to reconsider this crime prevention strategy [12]. Following these principles, many countries of the world have reformed their law enforcement system, applying various latest technologies, changes in the very structure of the police, and changes in the strategy of law enforcement.

The transition to the service model of police in the United States began after the Civil Rights Movement in 1960 and after the Vietnam War in 1970. The implementation of this model took place because of the application of the “Stop, Question and Frisk” (SQF) strategy, according to which law enforcement officers have the right to stop and detain citizens only based on reasonable suspicion. That is, the basis of this strategy is the absolute observance of the constitutional rights of citizens. Moreover, the improvement of the results of the work of the police is carried out by increasing foot patrols and close interaction between citizens and the police [13]. The use of the service model of the police in the USA showed a positive result and changed the performance of the police for the better.

Since the trust of citizens is one of the criteria for evaluating police work, a sociological study was conducted, the results of which indicated the growth of citizens' trust in the police. Statistical data described by M.A. Bolger et al. [6], indicate that the highest level of public confidence in the police reached in 2000, compared with 1990 and 2010, namely more than 57%. Older people trust the police more; it is more than 80%, and women – 63%. It was revealed that education and social status do not affect the level of trust. Nevertheless, a greater level of trust is observed among representatives of the white race. Nevertheless, the problem of implementing this model of police in the United States of America is the application of the SQF strategy mainly in areas where national minorities live, which contributes to some racial discrimination in the course of criminal justice [14]. That is why at present the focus of the American police is aimed at establishing cooperation with national minorities and ensuring the rights of all citizens. One of the illustrative examples of the use of the police service model among Western European countries is the United Kingdom. The police system

combines the powers of the state and local self-government bodies. Currently, about 53 police structures in the UK have a local character and limited jurisdiction. The police perform not only a repressive function but also implement informational and social functions aimed at increasing citizens' confidence in the police and broad involvement of society in crime prevention. The transition began back in 1988, with the introduction of the Crime Concern programme, which assisted victims of crimes, patrolling volunteers in public places, organising neighbourhood surveillance in residential neighbourhoods, reporting suspicious persons, improving street lighting, etc.

One of the important achievements of the new law enforcement system aimed at crime prevention was the Safe London programme, within which the Comprehensive Eye technology has been introduced. The technology involves the placement of 20000 high-precision surveillance cameras throughout the city, capable of recognising people's facial features, manner of walking, accessories, vehicle license plates, and other identification signs. Information received from video cameras is centrally processed and analysed, which helps the police to respond promptly to any event [15]. This technology has been inherited by many countries in Europe and Asia. Japan is one of the safest countries in the world, as evidenced by the low crime rate and high crime detection rate.

The modern system of the Japanese police Koban dates back to imperial times, but in its current state, it was fixed in 1954. Today Koban is an extensive system of administrations with a large amount of authority located in each locality. Law enforcement officers carry out their work with the help of patrols in particularly dangerous areas and the evening. In addition, the police are equipped with high-tech communications equipment and high-precision surveillance cameras. The national policy is aimed at increasing the authority of the police among the population. Although many researchers believe that, the Japanese police are the most effective in the world precisely because of their discipline and mental habit of following moral norms [16].

The law enforcement systems of South Korea and Singapore have become followers of the Japanese Koban system. Singapore began the transition to community-oriented policing in the 1980s, although the very concept of service police has never been there. With the introduction of community policing, various programmes have been introduced, such as Neighbourhood Foot Patrol, Problem-Oriented Policing, Neighbourhood-oriented Policing, and Civilian Police Academies. A decentralised police system was adopted and mini-precincts were created, to which police officers were assigned. Law enforcement officers carry out patrolling, contact with the population, crime prevention, and acceptance of complaints. Unfortunately, there are no empirical studies on the effectiveness of the police in Singapore. By analogy, the same system was created in South Korea. For this country, such a law enforcement system is traditional. Thus, each police department is responsible for law and order in its district. However, despite the similarity with the Japanese law enforcement system, citizens' trust in the police in South Korea is far from the highest level. In 2018, a sociological survey of citizens was conducted in the city

of Tejon, according to which only 59% of respondents trust the police and this indicator decreases with a decrease in the effectiveness of police activities. Therefore, it can be argued that the law enforcement system is not perfect, does not meet the needs of society, and needs to be reformed, because it was created not to meet the needs of citizens, but to a greater extent, to control society [17].

Georgia's experience was used to change the police model in Ukraine in 2015. Both in Georgia and Ukraine, the Comprehensive Eye technology was introduced, with the help of which thousands of video cameras were placed in the largest cities to fully monitor the situation on the streets of cities. In addition, foot patrol and bicycle patrol are becoming widely used. In Kazakhstan, the course towards changing the police model began in 2019. The structure of the police has been completely changed, where the key role, unlike in Georgia, was played by district inspectors. The vector of police activity has been changed to the prevention of crimes, the police are endowed with broader functions, including law enforcement and information activities.

Technologies with video cameras and reporting of crimes using mobile applications are also used. Consequently, Kazakhstan also uses the latest technologies to simplify ways of communicating with the police. According to the latest research, the proportion of police activity that can influence the causes and conditions of crime is 30% [18]. Notably, police reforms in post-Soviet countries have not brought the same tangible results as in other highly developed countries. After all, it becomes clear that for a complete transition to a new model of police work, not only changes in legislation and the structure of law enforcement agencies are necessary. Changes in the consciousness of citizens are also needed since the effectiveness of communication with the police depends on the responsibility and legal awareness of members of civil society.

Common to all countries whose experience has been studied is the use of patrolling, on foot or by bicycle, which allows for effective supervision of public order. In addition, in each law enforcement system, there is a position of the so-called "district inspector" responsible for public order in a certain small area. This is the middle link in the law enforcement hierarchy, at the level of which a police officer can supervise a small number of citizens and solve their problems corresponding to the principle of accessibility. Georgia initially rejected this link, but this led to an increase in the crime rate and, accordingly, the level of trust in the police decreased.

It can be concluded that changing the police model plays an important role in ensuring the legitimate rights and interests of citizens by the state since the focus of the reform is aimed at protecting the basic values of civil society: the life and health of citizens, well-being, and security. It is difficult to overestimate the role of the transition to the service model of the police because at the centre of this model, there are citizens, their rights and interests. According to the new model, one of the main functions of the police is the prevention of crimes, which affects the enforcement of the constitutional rights of citizens in general. After all, no matter how effective the traditional model of the police is with its punitive function if the right is violated, it is difficult to restore it, and

sometimes it is simply impossible. Crime prevention allows for avoiding such violations and negative consequences for citizens and the state. Informing the population is also an important function of the new model. Offences are often committed because the subject does not know what exactly the violation of the law is, or ignorance of responsibility for the crime committed. Law enforcement activities, to a certain extent, carry out an educational function and help to avoid violations of the constitutional rights of citizens and their legitimate interests. Consequently, cooperation between citizens and the police in one form or another always plays an important role in ensuring public order. When cooperation leads to a rapid response by the police, it leads to an increase in public confidence, an increase in legal awareness, and promotes further close cooperation, thus forming a certain cycle.

From the experience of other countries, it becomes obvious that a structural change in the police model will not lead to the desired results in reducing crime. This requires systematic work with civil society, where each member of society bears personal responsibility and accepts it. This can be understood by the example of Japan, to what extent the willingness of citizens to cooperate with the police plays an important role in the activities of the law enforcement system. Therefore, the desired significant changes can occur only after the gradual integration of the new police model at all levels of public life. No less important nuance of the introduction of service police is the activity of law enforcement officers themselves. To establish full contact with society, the police must also change the model of behaviour. Law enforcement officials must also change the system of values and be sufficiently motivated to effectively implement reforms to carry out democratic changes. According to some researchers, this is one of the most important factors in the process of implementing changes. With the transition to a new model, the penitentiary services of the countries also acquire innovations. The attitude towards persons serving sentences in correctional facilities is changing. Regardless of the severity of a crime, the state must ensure respect for the constitutional rights of citizens, even in situations where it is most difficult and, it would seem, impractical.

There is also a shift in focus from punishment to correction of persons who have taken the path of delicate behaviour. In the course of studying the experience of post-Soviet countries, it is difficult to determine what kind of result was actually achieved in the implementation of the police service model. The difficulties are related to the fact that the reforms have taken place quite recently, for example, in Kazakhstan. Therefore, it cannot be argued that the reforms there have completely passed. Many researchers point out that the level of citizens' trust in the police has not increased, and crime remains at the same level. The reason for such difficulties may be the unwillingness of civil society to change. After all, a lot of time must pass for changes in the minds of citizens. Despite some negative opinions, in general, the practice of applying the new model of police in Georgia, Ukraine, and Kazakhstan is positive, because the vector of law enforcement activity has been forever changed towards absolute respect for the rights and freedoms of citizens.

Studies have shown that decisive reforms are always carried out because of certain shocks. The speed and decisiveness of changes are influenced by many factors, namely: the economic situation in the state and certain political sentiments. Changes take place especially quickly against the background of armed conflicts, when there is a reassessment of values, and the state again returns its focus to the fact that a person, their life and health are the main value. As a rule, the transition to a new model of work is taking place in parallel with the development of new digital technologies by countries. The service police include not only a legal and social basis, but also the use of new digital technologies that allow for fast and transparent law enforcement. Considering how the reform was carried out, it can be concluded that the changes were always marked by the creation of a certain information base, or a mobile application, or some other service.

Discussion

In order to expand knowledge about the service model of the police and determine its role in observing constitutional rights and legitimate interests of citizens, the international experience of implementing service police was considered on the experience of highly developed countries. The results showed that the study on this topic is quite relevant in the world community and takes place in different areas. The analysis of a number of papers and publications reveals the fact that the study of the police service model is extremely broad and quite complex. Among the considered research papers, there are a large number of studies that describe the police system of one country or the topic is considered rather narrowly. Usually, researchers describe the structure of the police of a certain state and special problems that are inherent in only one system. There are very few studies that investigate the models of police work in those countries that have just begun to change their law enforcement system. Researchers pay much attention to the indicators of the effectiveness of the police, but there are no empirical studies on reducing the crime rate due to the introduction of the service model of the police. Many American researchers pay great attention to the study of the role of the public in the implementation of the new police model [19-22].

For example, A.A. Braga et al. [4] examine the service model of the US police in the context of racial discrimination. The researchers highlight the problem of establishing cooperation with national minorities. The main shortcomings of the US police are outlined, since this system is imperfect, which leads to certain racial discrimination in the commission of criminal justice. In addition, the authors describe in detail the police strategy used in the United States of America. M.A. Bolger et al. [6] examine in detail the performance indicators of the police in the United States. They consider criteria for evaluating police activities, such as the level of crime prevention, satisfaction of citizens, and the level of security, prevention of misunderstandings between neighbours. The main purpose of police activity is the satisfaction of the needs of citizens, therefore, the researchers dwell in detail on the study of all factors affecting the level of public confidence in the police. The authors also describe the prerequisites for the transition to

a new police model. S. Mello [23] proves by an experimental method that the expansion of the police system and financial support for the police at the local level significantly improves the criminogenic situation in economically difficult times.

S.A. Myroniyk [15] considers the types of social services of the police, which is also important when studying the concept and mechanisms of this model. The study of the social function of the police reveals the very essence of the service police and allows an understanding of the purpose of this model. In addition, this author examines the functions of the service police in the example of other countries, such as the USA, Great Britain, and France. Yu.Yu. Kolesnikov and A.E. Mukazhanov [18] consider precisely the preventive function of the police in Kazakhstan. They examine in detail the social causes and preconditions for crime prevention and the role of the new police model in this. Defining crime prevention as one of the priority areas of police work, the researchers propose new areas of law enforcement work, including close work with society and the introduction of new technologies.

D. Weisburd and A.A. Braga [3] carried out a systematic review of the police service model and its components. The paper cited some sociological studies on changing the attitude of citizens toward the police, changing victimisation, and reducing the level of fear of crimes. Korean researcher Ch. Ho-Lim [17] divided the police service model into three more models and described in detail the factors of citizens' trust in the police. The author cites sociological studies that clearly show how variable the phenomenon of trust in law enforcement agencies is and how many prerequisites it depends on. Japanese researchers N. Kawamura and Y. Shirakawa [16], consider in detail in their work the traditional system of law enforcement agencies – Koban. They reveal the structure, responsibilities of the police, the features of this model, and the history of implementation.

In the course of the study, it was revealed that there is no single definition of the police service model and there is no single mechanism for its application in international literature. Ultimately, each state received its own experience at different times and under different conditions. Therefore, in this study, considerable attention was paid to the formulation of the concept of service police and its principles, which would be universal for use in different countries. It was especially difficult to investigate the concept of service police in the works of Asian researchers, because there is no such thing as service police in Asian countries, but the law enforcement system is based on its principles. That is why the study of this topic is extremely relevant and necessary. The study used the experience of other countries, vividly demonstrating the advantages and positive consequences of switching to a new model of police. The United States, Great Britain, and Japan are countries in which the change of the police model began several decades ago and it can already be stated that such changes have had an extremely effective impact on reducing crime and increasing the level of security of citizens. Many researchers agree that the introduction of service police, despite its peculiarities and shortcomings, still has a positive impact on the effectiveness of the law enforcement system. It can be noted that all researchers define the new model as the only

one acceptable in modern realities. The service policy meets the democratic foundations of a civilized society [24-27].

In common with other studies, it also considers the legal and organisational structure of the police, the history of police transformation, and the principles and constituent components of the model. These provisions are considered both in the general context and in the example of specific countries. Positive and negative practices are considered on the experience of other countries, and familiarisation with state programmes and technologies is carried out, due to which the model is implemented. Like many researchers, the service police in the USA and the UK are reviewed as countries that are a good example of the successful implementation of the police model designed to provide high-quality services to society. Some problems and challenges that state governments face when applying a new model of the law enforcement system are considered. Unlike previous studies, this paper examined the experience of Asian countries such as Japan, South Korea, and Singapore.

The experience of using the service model of the police in post-Soviet countries was also investigated. Thus, the use of the service police was considered from different sides and a variety of experiences were considered, allowing a better understanding of the essence of the model and its positive and negative manifestations. The study of the police service model took place not just by examining the structure and legal framework itself, but also by analysing the role of the use of certain technologies and methods of police work in how effectively the law enforcement system, due to its new model of work, will be able to protect the constitutional rights of citizens. The study compared the law enforcement systems of different countries, determined how purposeful the police action in a particular country is, and how appropriate it is to introduce a new police model.

The limitations of this study are that the experience of other countries of only some countries has been studied. For example, the USA, Great Britain, and Japan were taken, since these countries already have a well-established practice of using the police service model. Some post-communist countries where the transition has just begun were also considered. Usually, researchers describe the structure of the law enforcement system, technologies and strategies used in public policy. However, little attention has been paid to the definition of the general concept of the police service model and its principles of operation. There are no studies on the general international experience because attention was paid to the peculiarities of a particular country. In addition, the evaluation of the results of the introduction of a new police model remained without the attention of researchers. This is especially true for states that have recently made the transition from a traditional model to a service one.

The role of the transition to the service model of the police in ensuring the constitutional rights of citizens has been under-investigated since the effectiveness of the new model is assessed through the criterion of satisfaction of citizens. Some results of sociological research were presented in the paper, but the limitation is that, firstly, these studies concern only some countries. Secondly, the studies were conducted in different periods of the

implementation of the police service model, so it is difficult to compare them. Moreover, sociological surveys were conducted on the subject of citizens' trust in the police and the level of satisfaction with the activities of law enforcement agencies. Moreover, this is only one of the criteria for determining the effectiveness of the police. A certain limitation is that in the papers revealing the peculiarities of police work in Singapore, no research has been conducted on the effectiveness of the police, and there were no indicators that would help to understand how well the police provide social services and whether law enforcement reform is necessary. This is conditioned by the fact that Asian researchers did not intend such studies [28-30].

The result of this study suggests that the transition to the service model of the police is an important step towards a democratic way of government. Studies have shown that the new model has shown itself on the positive side in all countries, especially in those where society has a high level of legal consciousness and has long lived according to the principles of democracy. Thus, this study is to a certain extent a generalisation of the practice of other countries, in which there is a combination of both general concepts and certain features of each foreign model. Studies show that states adopt positive experiences very quickly, therefore, in a certain country, the activity of the service police is not unique. Such activity is always an interpretation of someone's positive experience with its own characteristics [31-34].

All researchers describe the police service model as having a positive impact on the development of civil society. Considering other studies, there is a clear impression that the introduction of a new model of police justifies all the costs and efforts that states are making to introduce service police. Most researchers note a tendency to improve the efficiency of police work. However, the researchers who investigate police reforms in post-Soviet countries note the fact that there has not yet been a sharp increase in citizens' satisfaction and confidence in the actions of the police. According to preliminary studies, the results also confirmed that it is quite difficult to determine the role and importance of the service police in ensuring the protection of fundamental rights and freedoms of citizens. This is influenced by many factors.

Among the studies, there are no directly indicated signs that the service police provide protection of citizens' rights effectively. From the research, it can be understood that from whatever angle this model is considered, it is still obvious that it is designed precisely to provide constitutional guarantees. Of course, in no country does such a system work in its pure form and has its drawbacks. Therefore, the satisfaction of citizens is not the determining criterion for evaluating the work of the police. The results obtained correspond to the expectations and most of the previous studies; therefore, they require further detailed investigation.

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Conclusions

It was found that all civilized countries have long made the transition to a model of police work directly aimed at ensuring democratic foundations. The police service model is based on close communication with civil society. This model works extremely effectively with the observance of the basic principles by all actors involved in its implementation. Such highly developed countries as the USA, Great Britain, and Japan have positive and valuable experience in applying the new model of police, which served as an example for other countries to follow. Admittedly, the implementation of the reform of the law enforcement system has its peculiarities and difficulties in each state, depending on social, political, and cultural factors. The latest technologies used in the process of changing the model are extremely important for the effective work of the police. Thus, the main task of the police is not to punish the committed offences but to provide high-quality services using the latest digital technologies and close communication with society.

The change of police work to a service model plays an important role in increasing the level of respect for the rights and freedoms of citizens around the world. The purpose of this model is to ensure the protection of the constitutional rights and legitimate interests of citizens, which, in general, is the main function of law enforcement agencies. According to the study, the introduction of the police service model has positive consequences and a direct impact on reducing crime and the possibility of protecting citizens' rights. The materials of this study will have theoretical and practical significance, because they may be useful in the implementation of the police service model by other countries.

The study of international experience will be useful in allocating resources when implementing the model. The research materials help to understand the value of implementing the service model of the police as opposed to the traditional one. In the course of the study, new questions and problems appeared. It is in the post-Soviet space that the study of the service model of policing is promising, since these countries have only recently begun the transition to a more democratic law enforcement system. The development of research will concern the creation of new technologies and public policy strategies for the full and effective provision of civil security and increasing the level of trust of citizens in public authorities, in particular, the police.

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Conflict of Interest

None.

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Міжнародний досвід впровадження сервісної моделі поліції та її роль у захисті конституційних прав і законних інтересів особи

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Анотація

Актуальність. Актуальність дослідження зумовлена тим, що світова тенденція в державному управлінні акцентує увагу на дотриманні законних прав та інтересів громадян. Поліція як ключовий правоохоронний орган відіграє вирішальну роль у цьому відношенні. Перехід до сервісної моделі може перетворити поліцію з карального органу на орган, який служить суспільству та надає якісні послуги.

Мета. Метою дослідження є вивчення досвіду впровадження сервісної моделі поліції в різних розвинених країнах світу, виявлення основних принципів цієї моделі та визначення її ролі в захисті конституційних прав і законних інтересів громадян.

Методологія. Основний метод дослідження – узагальнення. Розглядаючи різні шляхи переходу країн до сервісної моделі, у дослідженні виокремлено основні риси та принципи, які складають цю модель.

Результати. У дослідженні розглянуто концепцію сервісної поліції, визначено її ознаки та принципи. Проаналізовано досвід його впровадження у високорозвинених країнах, таких як США, Великобританія та Японія. Досліджуються конкретні програми та технології, що використовуються, а також позитивні та негативні аспекти і наслідки застосування цієї моделі. Також оцінюється роль цього переходу в захисті конституційних прав і законних інтересів.

Висновки. У дослідженні зроблено висновок, що запровадження сервісної моделі роботи поліції, як свідчить досвід розвинених країн, має вирішальне значення для захисту конституційних прав та інтересів громадян. Ключовими принципами є підтримка з боку законодавчої та виконавчої влади, залучення громадськості, використання ефективних програм і технологій. Така модель підвищує довіру населення, ефективність правоохоронних органів та сприяє розвитку відносин співпраці між поліцією та громадою, що в кінцевому підсумку сприяє побудові більш безпечного та справедливого суспільства.

Ключові слова: орієнтована на громаду поліція; поліцейські послуги; перехід до сервісної моделі; правоохоронна діяльність.