

Induvidual Approaches to Improving the Psychological Knowledge of its Citizens

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Abstract: This article covers the issues of formation of psychological skills of citizens, perfect knowledge of psychological solutions, development of psyche, formation of independent skills. Also, the formation of the worldview of citizens, the principles of positive individuality are shown in detail.

Keywords: co-worker and citizen communication, psychological counseling, psychic intelligence, diplomacy, tolerance, criticism.

In recent years, the country has done a number of things to train teachers in the field of psychology and to support the work of practicing psychologists.

Currently, there are 2,503 teachers and psychologists in the pre-school education system and 14,272 in the public education system.

5,717 students are studying in 10 higher education institutions of the country in the field of "Psychology", 19 higher education institutions in the field of "Pedagogy and Psychology". Admissions quotas in this area have been drastically increased, with 2,665 students enrolled in the 2018/2019 academic year alone.

From 2017, a system of work with young people in educational institutions of prevention inspectors and public representatives will be established, prevention inspectors in 5,696 general secondary schools, and in 5,328 general secondary schools. rooms of mahalla representatives were organized.

Despite the scale of the work, there are still a number of problems in the industry that need to be addressed urgently.

In particular:

first, although there are psychologists and organizations specializing in the diagnosis of psychological conditions of young people at all stages of the education system, the lack of a single structure to coordinate and manage their activities contributes to the low efficiency of psychological services;

secondly, although educational institutions have service offices for prevention inspectors and community representatives, the directions of their interaction with educational institutions and the mechanisms for evaluating their effectiveness have not been identified;

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third, socio-psychological problems in society, including family problems (divorces, family conflicts, parent-child relationships, in-law marriages, premature births), as a result of insufficient psychological services to the population; Addiction to the negative effects of "popular culture" and suicides continue;

fourth, the knowledge of practicing psychologists in the field of psychology in the higher education system remains general, and the practice of training specialists in a narrow field is not established;

fifth, there is a lag in the formation of the national school of psychology due to the low number of admissions to master's and doctoral programs in psychology;

sixthly, the financial incentives for psychologists and the unsatisfactory state of the psychological service centers do not allow them to attract experienced psychologists.¹

There is a need to provide quality psychological services to the population, especially youth, to coordinate the management of psychological services, to raise cooperation between educational institutions and prevention inspectors and public representatives to a qualitatively new level, to develop the school of psychology and narrow specialties in higher education. In order to introduce a system of training, to establish psychological centers, the Cabinet of Ministers adopted the Law "On measures to further improve the system of training in the field of psychology and the prevention of crime in society."

We know that the development, social, political and economic stability of any society depends on the high level of intellectual and moral potential of its citizens. Indeed, in the spiritual renewal of our society, in the formation of a socially oriented market economy, building a democratic state governed by the rule of law, which ensures its integration into the world community, the national issue of training plays an important role. One of the important conditions for the development of the Republic of Uzbekistan is the formation of a new system of training personnel based on the rich intellectual heritage of the people and new achievements of modern culture, economy, science and technology based on universal values. As a human being grows up, he strives for knowledge and enlightenment. He takes his first lesson from school. But educating the young people who are our future owners, it is natural that some of the problems associated with educating them are thought-provoking today.

Each type of person is an idealistic type focused on a specific professional environment - a technological process and technical devices for the creation of material goods, talent - intellectual labor, interaction with socio-economic labor, conventionally structured activities, business - human leadership and art. - to creativity. the model of each type of person is formed according to the following scheme: goals, values, interests, abilities, possible professional roles b dead achievements, career, etc. It is based on taking into account the structuring skills of subsequent professions. There have been several attempts to systematize occupations according to the required skills.

In the current era of globalization, the legal requirements for the readiness of personnel and military personnel to interact with the society in which they live with citizens have increased significantly. At the same time, each employee must have professional and legal knowledge, fair communication, legally correct communication with colleagues in the service team and different categories of citizens, ways to establish and maintain legal communication. should use preventive and positive intellectual methods.

¹ Resolution of the Cabinet of Ministers No. 472 "On measures to further improve the system of training in the field of psychology and the prevention of crime in society" 07.06.2019

Resolving disputes and conflicts, negotiating, and using legitimate and acceptable methods of communication are modern requirements.

The formation of a legal intellect, as in the developed democracies, while protecting the full rights of citizens in the Constitution of our country, is a topical issue. We can also understand the legal nature of this system. The reason for this is civil protection, which plays a key role in state sovereignty.

Communication with citizens in the field of law enforcement is unique. The military often has to communicate with citizens who are reluctant to contact law enforcement. Professional and communicative competence is the psychological ability of a young officer to communicate effectively in a professional and formal environment.

Based on the ancient principles of legal justice, the policy holders of this system in the state have always been respected by the people. As an example, in the work of Politics - "He will have a good name in this world, and in the hereafter he will have a high rank. People are encouraged to learn in his time," he said. Indeed, the great legacy of the scholars of this period, of the nobles, is of fruitful benefit to every young generation.

This includes establishing legal contacts with citizens and colleagues with legal and professional interests, managing intellectual development, including professional and legal responsibility in public places, diplomacy, tolerance, superiority, critique, initiative and flexibility in interpersonal communication, as well as the legal and transparent method of interpersonal relations.

If we look at the policy of developed democracies, we see, first of all, that the interests of the people have come to the forefront. This, of course, is a legally essential part of a democratic state system.

The urgency of legal intelligence is that there is a need to establish legal dialogue with different categories of citizens, to resolve conflicts in the service community and in relations with citizens in a constitutionally just manner. Due to this necessity, each person should seek personal legal advice on the development of legal intelligence, as well as legal entities.

Psychological intelligence, along with legal knowledge, is also useful in dealing with people in various conflicting situations, in mentally inadequate situations, in negotiations, and in dealing with people in a state of emotional instability. It knows how to choose the basic intellectual tools that are psychological in speech and verbal law, and how to reduce emotional tension in communication when building conflict-free communication when working with people with difficult behaviors; the use of methods of psychological communication, the methods of legal psychological influence is now a necessary guide for all employees of the body.

Intellectual knowledge aimed at respecting citizens, regardless of their social status, ethnicity and religion, and the use of legal methods of legal and psychological influence in dealing with nations with historical traditions and values. has become a necessary tool in the process. Knowing and applying this knowledge in practice will help prospective employees to negotiate and apply conflict prevention and constructive resolution, as well as legal methods of psychological intervention.

Psychological law is the internal connection of the result with the cause and development of this or that mental phenomenon. One of these psychological laws is the recurrence of a particular mental event under certain conditions. Knowing the laws of psychology allows you to understand, anticipate, and reconstruct a particular mental phenomenon. For the staff of the Migration and Citizenship Service, it is necessary to predict the general characteristics of the mental state of different categories of citizens, to determine their thinking and behavior, in particular, to regulate the relations arising in the consideration of citizens' appeals. resolving their grievances and ensuring that their rights and

legitimate interests and security are not compromised. Each employee must take into account the individual characteristics of the citizens who come to him with an application.

Three basic principles of modern psychology, including the principle of determinism; there is the principle of unity of mind and activity and the principle of development of psyche and consciousness in activity.

The principle of determinism means that the psyche is determined by lifestyle and changes as lifestyle changes. The principle of unity of mind and activity is that consciousness and activity do not contradict each other. However, they are not exactly alike, but they do form a unity. The mind forms the internal plan of activity, its program. The evolving model of reality is formed in the mind, through which a person finds purpose in the environment around him. The principle of the development of the psyche and the mind in action has determined that the dialectical development of the psyche depends on human activity, education and play. In this case, the acquisition of social experience serves as a form of mental development that is unique to man. Consciousness arises in activity and is formed in this activity.

There are specific principles of professional psychology. Psychological testing by any means requires adherence to a number of principles. For example, the primacy of the objective (material) basis in relation to the subjective (psychological) basis, the leading role of activity in the development of psyche, the principle of the specific interdependence of mental phenomena, the study of psychological activity. such as the principle of objectivity, the principle of interdependence of theory and practice.

The principle of the primacy of the objective basis over the subjective basis stems from the fact that the psyche, although not material, cannot live apart from the material. In the study of the individual, we encounter many manifestations of mental activity.

The principle that activity plays a leading role in the development of the psyche stems from the fact that the human psyche is formed at work and is formed in activity. Therefore, the psyche cannot be studied in isolation from one's practical activities.

The principle of the interdependence of mental phenomena stems from the fact that the human inner world is a single whole, a product of the brain, formed under certain conditions, specific to certain individuals. In this regard, the study of certain aspects of the individual, his psyche, should not be the main goal. Each study takes into account the organic relationship and impact of one mental phenomenon with another.

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There are the following categories of modern psychology.

1. Cognitive processes (attention, intuition, perception, memory, thinking, imagination).
2. Emotional-volitional states (mood, affect, stress, frustration, endurance, endurance, perseverance).
3. Individual-psychological characteristics (temperament, character, abilities, talents, orientation).

Modern psychology has its own methods of scientific research ("method" in Greek means "the way to something"), which is the study of mental processes, situations and individual characteristics. Theoretical research and practical methods used in the acquisition of knowledge about the world, and a combination of them.

Basic methods of psychology:

1. Observation (external and internal);
2. Experiment (laboratory and natural);
3. Conversation;
4. Questionnaire;
5. Sociometry;
6. Study the results of activities;
7. Test;
8. Biographical.

Psychological methods are a system of methods used to identify people belonging to a religious sect, offenders, convicts. For example, in the observation method, the employee visually observes the behavior and mental state of the persons who have submitted applications, complaints and suggestions. The behavior of the persons who have submitted applications, complaints and suggestions is mainly determined using this method. It is important to pay attention to people's eyes during the conversation. It is known that during normal communication, when people are talking to each other, eyes meet during 2/3 of the communication process. If a person insincerely tries to hide something, his eyes will collide during the conversation for a third of the time, that is, he will try to avoid them.

The interlocutor's long smile (the lower and upper part of the lip is slightly stretched, forming a line, and the smile is shallow) is insincere, although it tries to reflect subtle feelings from the outside. Defensive posture and antagonism ("resistance, struggle") are assessed by the tight squeezing of the mouth and jaw muscles during communication.

Although speech is a universal means of communication, it is important only in the context of the system of action. Activity is complemented by the use of other non-verbal means of communication.

The first group of these tools includes facial expressions and gestures. Mimicry is a dynamic expression of the face during communication. A gesture is a movement developed in a society and expressing a state of mind. Pantomime is the movement of the human body along with facial expressions, gestures, and intonations to express one's mental state, especially one's emotions. Based on them, we draw conclusions about a person's attitude to an event, person, thing. A sign can be a sign of a person's desires, of his current general condition.

Interview method is an interview of an employee with a citizen who has submitted an application, proposal or complaint. Appeals are equally important, regardless of their type or form.

At the same time, the employee should strive to be polite in dealing with citizens, to answer their questions and concerns in a straightforward manner, and to resolve complaints and grievances as legally as possible. .

One of the individual psychological characteristics of a person is emotion. Emotions are an important aspect of a person's life, expressing the diversity and diversity of a person's emotional state. Emotional tone (Greek "tonos" - tension, emphasis), emotions (Latin "emovere" - excitement, excitement), affect (Latin "affectus" - emotional excitement) These include concepts such as stress, frustration, frustration, and mood swings.

In the process of perception, memory, imagination and thinking, a person not only knows the event, but also reacts to something in life in some way. Emotion is an inner response to a person's life or to what he or she is doing.

Satisfaction or non-satisfaction of needs creates a variety of unique experiences in a person - emotions, affect (emotional outbursts), mood, strong emotions (stress) and emotions. Emotions are often emotional, as a manifestation of a mental process. In this case, the emotion is not in itself, but in the sense of a special property of things, events and actions that reflect a certain attitude in the person who seeks to know, possessing it. It is important to note that the senses of sight, hearing, smell, kinesthetic (movement) and perception are important. For example, the pleasant or unpleasant sensations caused by the color of rooms, workplaces, vehicles have a significant impact on work efficiency and the mood of employees. Calmness, pleasant music, warm interpersonal relations, communication, harmony are the guarantee of success, a factor of social development.

Emotional processes, situations, or in short, emotions are one of the most common forms of emotional experience. Emotion is the process of direct forgiveness of a feeling. For example, a person's love of music does not create emotion. Maybe it's because listening to music, praising a performer's skill, being excited about it, or not liking a performance, it's called a positive or negative emotion. Fear, horror, as an emotional experience, can take many forms, reflecting a person's attitude toward objects. For example, a person may flee from fear, become frightened, lose control of his body, and even take risks.

In some cases, they are emotionally charged. It is a force that stimulates action and thought, and it increases motivation, and this is called stenosis in science. In another case, the emotion (asthenic) is characterized by sluggishness or indifference to activity, and the experience of emotions is relaxing.

Emotions also have some external signs that are felt in the form of emotions, moods, and strong emotions. Examples include facial expressions, meaningful hand and body movements, tone of voice, and dilation or narrowing of the pupils. These expressive actions sometimes occur in a way that the individual is not accountable to, while in other cases they occur under the control of the mind.

Affect (emotional explosion) is a process that quickly overwhelms and overwhelms a person. It is characterized by significant changes in consciousness, loss of control over behavior, loss of self-awareness, and changes in life and activity. In the case of affect, it is short-lived due to the sudden use of force. If a simple emotion is just a feeling of excitement, it is a storm of affect.

When an emotional outburst occurs, the person loses control, does not think about the consequences of their actions, and loses consciousness. For example, in the criminal world, there are affective cases of intentional homicide in a state of intense emotional excitement (Article 98 of the CC) or

intentional infliction of grievous bodily harm in a state of intense emotional excitement (Article 106 of the CC). teeth are possible. After an emotional outburst, fatigue, lethargy, indifference, inactivity, and sometimes drowsiness begin.

The emotional state that characterizes a person's actions and certain mental processes over a period of time is called mood. Emotions such as joy, humor, despair, discouragement, boredom, and sadness become a general system of mood throughout a person's life. This situation creates a favorable environment for the development of some emotional impressions, and for others it is difficult. In a sad, depressed state, a person responds differently to the jokes of his peers, to the advice and counsel of the elderly. A cheerful mood means a different attitude. Therefore, hard work, mutual assistance, cooperation, creating a warm atmosphere, the formation of a cordial relationship in the community of the internal affairs system is a guarantee of increasing the efficiency of both physical and mental work.

Stress is a special form of experiencing emotions that, by psychological definition, is close to an affective state, but in terms of duration, close to the mood, a state of intense excitement (stress). "Stress" - consists of pressure, tension) or emotional tension. Emotional stress occurs in situations where there is danger, sadness, embarrassment, danger, and so on. The concept of "stress" was introduced to psychology by Canadian physiologist G. Sele. According to him, stress is an excessive requirement for the human body.

Under stress, a person's behavior changes dramatically, there is a general reaction to the movement, and the behavior becomes erratic. Increased stress leads to the opposite reaction, resulting in lethargy, weakness, inactivity. Under stress, physiological changes may not be noticeable from the outside. However, the difficulty in solving the problem, the confusion in the distribution of attention can be assumed to be an external manifestation of stress. When a person is under stress, he misses the phone number, makes mistakes in estimating the time, that is, his mental activity is slightly impaired, cognition is reduced, and so on.

Frustration occurs when a person encounters or perceives obstacles that they believe cannot be overcome. This can lead to many changes in a person's behavior and self-awareness. Frustration is when a person loses consciousness, that is, when the victim is unable to resist the perpetrator, when the perpetrator is unable to achieve his goal, when he suddenly encounters various obstacles.

Willpower is the ability to consciously organize one's behavior and control oneself in order to overcome difficulties in achieving one's goals. Will is a special form of human activity, a special type of organization of his behavior, which is determined by the purpose set by him. In this sense, the will is a mental, goal-oriented mental activity aimed at overcoming obstacles, which takes place in the pursuit of a goal and is formed at the source of instincts.

In voluntary activity, a person controls, controls, and controls himself.

The will arises in the labor of a person who possesses the laws of nature and is thus able to change them according to his needs. Willpower provides the two interrelated functions of motivation and inhibition. The role of the facilitator is provided by the activity of the person. The role of the brakes is to control the unpleasantness of the activity.

Motivational tendencies range from a well-established system — food, clothing, protection from heat and cold — to spiritual, aesthetic, and intellectual feelings. It is a hierarchy of motives associated with the experience of the past, based on lofty aspirations.

The motivating and inhibiting functions of the will, as a whole, ensure that the individual overcomes the difficulties in achieving the goal.

People differ significantly in who they tend to hold accountable for their actions. Localization of control is the quality that determines whether a person is responsible for the results of their activities to external forces and conditions, or, conversely, connects them to their personal strengths and abilities. (In the psychological literature, the term "control locus" is used, which in Latin means "lotus" - "location" and in French "contrôle" - "check"). There are people who tend to think that the reasons for their behavior and actions are external factors (fate, circumstances, coincidences, etc.). In this case, the idea of external localization of control is considered.

In the process of regulating relations with citizens, protecting their life, health and property, ensuring their rights and legitimate interests, they face various obstacles that prevent them from achieving their goals. will be. In such situations, it is important to demonstrate these volitional qualities. In order to develop willpower, it is important to include specific elements and barriers that prevent you from completing the task in the training process.

Ways to cultivate an independent will include the following conditions:

- 1) to begin the training of the will with the overcoming of relatively insignificant difficulties;
- 2) understand that overcoming difficulties and obstacles is done to achieve a specific goal;
- 3) the execution of the decision;
- 4) be able to see the stages of goal achievement.

Nurturing the will must begin with the habit of overcoming trivial difficulties. At first, one overcomes a small challenge, and over time, one overcomes a greater challenge by regularly practicing and training one's will.

The ability of an employee to maintain a comfortable mood in difficult situations is one of the factors that ensure the effectiveness of the work.

Employee emotional stability:

- Absence of psychological reactions that reduce the effectiveness of action in extreme situations, causing confusion;
- Improper performance of professional duties in psychologically complex conditions;
- Professional vigilance is manifested in a prudent and prudent approach to risks, dangers and contingencies.

In this sense, the effectiveness of the employee depends in many ways on the ability to control their behavior, to control their emotions. The ability of the staff of the Migration and Naturalization Service to manage themselves voluntarily, to make quick and wise decisions in difficult situations is determined by their professionalism. In other words, the main qualities of an employee are the ability to eliminate negative emotions through self-control, to inspire confidence, to concentrate and to mobilize all their energy to perform the assigned task.

It is well known that an employee's inability to control his or her psychological state and behavior is a sign of weak will, inability to adapt to socio-psychological conditions, and in many cases this can lead to negative consequences. Therefore, it is important for employees to master the ways and means of emotional and voluntary self-government. An employee who has a strong will, manages his

emotions, and uses his physical and mental abilities wisely to prevent and combat crime will be more successful.

The main purpose of emotional management is to form special psychological characteristics that help the employee to use their inner potential to the fullest, to reveal their creative potential, to show their professional qualities and abilities.

The great commanders of the East, when they established a centralized state, also carried out legal work in order to ensure the peace and well-being of the people in politics. As an example, "Amir Temur established such peace, stability and tranquility in his reign that in order to test the laws in everyday life, he put a coin of gold on the head of a child and destroyed the country. even when he turned to the east, it was inevitable that he would return without losing a single mir. " Indeed, our great ancestor Sahibkiran Amir Temur not only established a centralized state, but also left an indelible mark in history as the first historical figure to lay the foundation of an empire based on the principles of great legal equality and a just society.

Legal reforms in the highly developed countries of Europe have now proved this. However, a citizen with a high level of legal intelligence can participate not only in personal matters, but also in any organizational issues of state importance, with an independent mind, with a clear understanding of his political rights and duties. and to exercise his right to express his personal opinion independently. Europe's leading parliaments have now made public safety a priority, first and foremost in order to further the interests of the people and to protect them. This is evidenced by the various terrorist attacks, the threats posed by terrorist and extremist organizations to the human factor, for example, of course. became the main character situation. The reason was the answer.

The values of each country reflect its influence on the constitution, which is called the legal force of the state. In particular, our mentality, national values, traditions and customs have an impact on it. For example, it is legally confirmed that our national holidays, celebrations and hashars are celebrated in the prescribed manner. Of course, such effective legal advice will increase the necessary legal knowledge and intelligence of every citizen.

Of course, in any country where justice always prevails, peace and prosperity will always be maintained.

CONCLUSION

"The scientific assessments and conclusions of world-renowned scientists confirm that such world-class achievements can only be achieved in a state and society that is surrounded and governed by just laws." These examples are the most painful topic of the day, and it is a modern requirement that we study them in detail and use them in practice. Of course, the use of these methods will have a significant impact on the development of legal knowledge of citizens.

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