

# CROWD PSYCHOLOGY, FEATURES OF PREVENTING MASS RIOTS

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## Abstract

This article examines issues related to ensuring public safety during mass events, issues related to the emergence of various serious conflicts, ensuring interethnic disputes in international relations, preventing violations and monitoring offenders.

**Keywords:** Mass riots, political, economic, social, ethnic, religious, environmental, as a result of illegal actions of police officers and the scene of the incident, populated areas, correctional institutions, duration and long-term, episodic and participants.

## Introduction

As part of the large-scale reforms being implemented in our country, special attention is paid to ensuring a peaceful and calm life for the population, forming a culture of law-abidingness and public safety in our society. In particular, completely new mechanisms and procedures for organizing work in the direction of public safety based on the principle of "serving the interests of the people" have been introduced, and mutual targeted cooperation between government agencies and public structures has been established. At the same time, various dangers and conflicts that are escalating in the world, threats to the peace and tranquility of the country, pandemics, natural and man-made disasters, government agencies responsible for their activities with the priority of "All efforts for the benefit of man", dignity" are entrusted with further improvement based on this idea. Ensuring public safety, forming a comprehensive system of crime prevention and control, establishing effective activities of internal affairs bodies from the lowest level to the republican level, introducing modern methods of work to maintain law and order in our country. to strengthen and ensure peace and tranquility of the population, the Decree of the President of the Republic of Uzbekistan "On measures to raise the activities of internal affairs bodies to a new qualitative level in the field of ensuring public safety and combating crime" defines completely new mechanisms for organizing the activities of bodies. A number of tasks aimed at creating a modern image of employees of internal affairs bodies, increasing their responsibility and professional potential, forming the necessary skills to combat new forms of crime, achieving full digitalization of the industry have also been defined.

The term "crowd" entered social psychology during the period of powerful revolutionary upsurge of the masses in the late 19th - early 20th centuries.

By their nature, crowds can be divided into active, aggressive, expiatory, selfish, ecstatic (for example, crowds caused by religious fanaticism or irrationality, say, fans of popular jazz). The author of the given classification is psychologist Yu. As A. Sherkovin noted, such a division is



mandatory. One type of crowd can simultaneously adopt aspects of another and become a new type.

Based on the analysis of scientific works of former Soviet social psychologists (B. F. Porshnev, B. D. Parigin, Yu. A. Sherkovin, N. F. Fedenko, etc.), a number of psychological features of the crowd can be identified.

The most important distinguishing feature of the crowd is the randomness of its composition. This, of course, does not mean that the emergence of crowds goes beyond the framework of social phenomena. The initial core of the crowd is explained by the fact that it is formed under the influence of rational considerations and sets very specific goals for itself. However, the further development of the core occurs quickly and spontaneously. The crowd grows due to people who do not know each other and have nothing in common.

To be convinced of this, it is enough to turn to a crowd of teenagers who drink alcohol and engage in hooliganism. In such a crowd there are leaders who actively work to unite it and gradually direct its behavior. These are people who do not recognize the rules of morality established in society, whose morality is violated. Among them, there are crowd members who see their values in the same way as the direction of the crowd. For example, sometimes people who are close to the object of aggressive actions of the crowd are involved in group riots. They are not the initiators, but remain under the influence of the crowd and actively participate in it. Particularly dangerous are aggressive individuals who join the crowd only because they have the opportunity to show their "innocent verb" in the crowd, to release their impulses from cruelty. Usually they commit the most serious acts.

Among the participants of mass riots there are honest but misguided people. They get into the crowd because of a lack of understanding of the situation and the principle of justice. When assessing the behavior of such people, it is necessary to distinguish between its objective consequences and subjective aspects. Objectively, he remains a participant in public disorder, but subjectively does not consider himself an antisocial element. The crowd that commits mass riots includes those who joined by chance. They do not show any particular activity, they are attracted by disorder as an exciting spectacle, as sports commentators say. This spectacle supposedly brings something new to their monotonous and boring, meaningless life. In public riots there are also very impressionable people who succumb to the general mood and surrender without resistance to the judgment of spontaneous events. Finally, ordinary spectators who observe from the sidelines (from the point of view of their internal position) and do not interfere with the course of events enter the mass disorderly crowd. However, their presence increases popularity and strengthens the influence of the crowd element on people's behavior.

Thus, as noted above, one of the unique psychological features of a mass disorderly crowd is the presence of a chaotic structure. Therefore, it is impossible not to take this into account when taking measures to combat mass riots. The next feature of the crowd is manifested in the peculiarity of social and psychological phenomena that determine the uniformity of people's behavior. In society, as is known, uniform behavior is ensured by a set of values that are consciously established, recognized by all and have positive social significance. And the crowd is mainly created by opposing this community of people to the object of protest. As psychologist B. F. Porshnev noted, the crowd is transformed into a community by its "confrontation", opposition to "them". The next



feature of the crowd is that it has a specific socio-psychological phenomenon, which can be conditionally called emotional resonance. People participating in mass riots not only simply find themselves next to each other, but also provoke others and are themselves subject to their influence. The excitement received by one person becomes the object of perception of another, which further increases his excitement, and such a situation can lead to an emotional explosion that is difficult to control by reason.

There are several stages from the first signs of a crowd gathering to mass riots. Stage one: the emergence of a pretext can be seen as the emergence of a crowd, the beginning of public unrest. Such an excuse can be any event or fact that has attracted people's attention and is misinterpreted by them. Research shows that excuses can be extremely diverse. The second stage of creating public disorder is associated with the emergence of the first disturbing rumors. At this stage, it becomes more difficult to prevent violations. People have managed to master a certain view of the event and perceive any information through their own view. The way to combat further complication of the situation is to convince people and prove the falsity of rumors with evidence. At this stage, individual convincing of people most affected by the event or fact is most effective. Public denial of rumors at this stage can complicate the situation and lead to an even greater spread of rumors.

The third stage can be conventionally called a change in consciousness. Rumors that are not immediately refuted continue to spread, undergo serious changes and cause a "dumb" excitement among people. This stage, like the two previous stages, precedes the gathering of people - the crowd and prepares it psychologically. The fourth stage is associated with the formation of the crowd. First, a kind of circular reaction begins among the gathered people, that is, after this, a rapid exchange of thoughts and feelings occurs, creating a mental basis for the same behavior. Then the cycle begins: emotional excitement increases, and as a result, people become ready for immediate action. In the process of rotation, the object of protest is revealed, an image of hatred is formed. Finally, people begin to become active. In this process, for example, additional stimulation carried out by the leader of the crowd creates impulses directed against the image formed in the process of rotation.

The fifth stage is the development of antisocial crowd behavior, i.e., mass disorder itself. The disruption is initiated by the most aggressive individuals, who are provoked by the initiators. Then, on the basis of imitation, the crowd follows the bad example and apathy develops. Various forms and methods are used to prevent and stop antisocial crowd actions. What they have in common is a deep knowledge and precise consideration of the psychological laws of crowd behavior. For example, the feeling of anonymity can be used to encourage crowd members to act unconsciously. When the crowd is large enough, it is appropriate to address specific members through a loudspeaker. This encourages even the most sensible people to be aware of their actions, helps them regain a sense of control and take responsibility for their actions. From this point of view, the crowd is a set of human actions, not organized by any nation in its psychological origin. According to the French psychologist Le Bon Gustave, "when a crowd gathers, regardless of nationality, profession, language, they pursue the same goal, and their minds are completely lost in thinking, even death does not seem terrible to them. It seems."



Knowledge of crowd psychology is important for the military internal affairs agency, useful in preventing negative situations such as mass riots, demonstrations, meetings and maintaining public order.

Mass riots, meetings and various demonstrations are carried out on the basis of the negative behavior of an unorganized group. In the minds of people joining the crowd, one can observe a pronounced tendency to imitate, susceptibility to external influences, lack of a sense of social responsibility. For this reason, for some malicious and provocative individuals, the crowd becomes a weapon that destroys the object.

The organizers of mass riots masterfully use the mechanisms of negative behavior of the assembled crowd and provoke aggressive instincts in it. Mass riots are used to create rumors against the state, its policies, and also to provoke aggression among the people. In such situations, it is impossible to regulate the behavior of the masses.

The crowd itself can be aggressive (fierce) by nature, violent rumors lead to public unrest.

In crowd psychology there is definitely a notion of mine and them. That is, the crowd is a generator that complicates the situation and in its own way accelerates it. As an example, we can cite the crowds of people at international rallies in Spain in 2006 and in Pakistan in 2007. There are certain changes in crowd psychology, and you can see what these changes are.

The psychology of the emergence of mass disorder in behavior is as follows:

- 1) a strong emotional state arises in the crowd from sight and hearing;
- 2) reaction to their actions is the last thing for them;
- 3) he feels a surge of strength and a change in consciousness.

Depending on the incident and event, the crowd is divided into the following types.

- 1) a sudden crowd;
- 2) an expressive crowd;
- 3) an ordinary crowd.

A crowd suddenly gathers, suddenly wants to understand the essence of what is happening.

An expressive crowd includes a wedding, a god, a crowd at a funeral – the people.

Ordinary crowds include people gathered at mass sporting events, such as football matches. The peculiarity of this category of crowd is that its morality in most cases deviates from a certain pattern. This is evident in their shouts, sadness and joy.

Examples of crowd movement include the miners' movement in Donbass, the teachers' movement in Bryansk and Brest. A crowd in motion is often called a violent crowd, a crowd achieving its goal through rebellion.

An angry crowd destroys, breaks, sets fire to everything, and the crowd itself panics.

The crowd also has its own composition, for example:

- 1) people who joined by mistake;
- 2) cruel people;
- 3) people who support the mass movement;
- 4) starters (i.e. fire starters.)

Arsonists undermine the behavior and morale of the crowd and direct it in one direction. Such people do not go on a journey, they start work, and then run away from the crowd.

The direct participation of people who support the behavior of the crowd is less.



The most dangerous people in the crowd are aggressive people who flaunt their morality.

In some cases, individuals unknowingly join the flow and fill the crowd. The reason they find themselves in such a situation is that they fall for false news.

Stages of the formation of social disturbances:

- 1) the emergence of conditions (circulation);
- 2) inhibition in the brain;
- 3) the formation of an enemy image;
- 4) the activation of the crowd;
- 5) the rise of the antisocial movement.

The circular reaction leads to the formation of a crowd in which various possibilities are created, for example, facts (proofs), various messages.

In the boiling in the brain, people only exchange messages with each other, and most importantly, have a certain opinion. That is why, when they hear the next (new) message, they consider themselves, in a certain sense, not mistaken.

The formation of the enemy image is such a situation that the crowd imagines only negative situations and expresses its discontent. All this activates the movement of the crowd.

Such imaginary objects unite the masses and make them integral. The last step is the creation of antisocial behavior and the activation of mafia activity.

Panic, fear and confusion are the main tasks of the crowd, and in such cases it can be observed that self-control takes the last place in the behavior of individuals, the sense of responsibility is lost. On the basis of panic, fear and confusion, a feeling of helplessness in the face of a real or potential danger and the idea of avoiding it instead of overcoming it arises. Panic is a psychophysiological mechanism of fear that causes inhibition over a large area of the cerebral cortex, leading to a decrease in cognitive activity and creating a state of increased emotionality. As a result, we can observe cases of inadequate (incorrect) thinking, illusory (incorrect) perception, exaggeration of danger due to strong emotional arousal, strong impressionability, indulgence. Panic and fear arise in groups and individually. Panic or fear that arise individually manifests itself in the inadequacy of actions, the inability to come to a conclusion, make a decision, avoid an existing danger or take safety measures to prevent it. The situation in cases of mass disorder is directly related to the leader's reaction to individual panic and confusion.

*Panic, confusion, fear are mainly divided into two types:*

- a feeling of danger of death due to fear in dangerous situations;
- strong tension after prolonged anxiety, nervous system disorders, concentration on the subject of anxiety.

From this point of view, it is important for employees of the military internal affairs agency to study and analyze the social and ethnopyschological characteristics and geographical conditions of mass activity in their professional activities in order to combat the main socio-psychological manifestations. (rumors, mobs) keeps rin. A person is obliged to observe customs, ethnic and social values throughout his life. This, in turn, manifests itself as a psychological mechanism for creating an internal environment in a team. In most cases, the inability to adapt to certain social relations is considered one of the main factors in the deviation of people's behavior from legal norms.





Because the lack of social flexibility is manifested not only in the weakness of internal values and attitudes, but also in the absence of positive social stereotypes and skills, low self-esteem.

From this point of view, psychological susceptibility to rumors, conformism (quick susceptibility to external influences) are observed in most people entering the crowd. It should be said that the socio-political and economic changes occurring in society today have a direct impact on people's consciousness, and this in a certain sense lead to a deviation of human behavior from a certain norm, which is one of the main causal factors. Because each person performs some task in a certain group based on their internal worldviews, needs and motives.

### **SUMMARY:**

In order to prevent public disorder, it is necessary to take into account the following:

- Internal affairs agencies must take preventive measures to prevent such negative events that may occur.
- In order to disperse a crowd during mass disorder, it is important to divide it into small groups, find violent participants in the crowd and punish them.
- It is important for internal affairs agencies to know social psychology and its laws, that is, to take into account the psychological characteristics of social processes, communities and groups, as well as the psychological mechanisms that control them, in order to prevent antisocial actions. in a crowd.
- It is necessary to study the spiritual and spiritual environment in society, to know the place of communities and groups in the system of social and psychological relations.
- In order to prevent public disorder, the internal affairs agency and its employees must attract the attention of people in the crowd, and to attract attention, it is necessary to use means and facts of attracting attention.
- It is advisable to identify and isolate individuals causing mass disorder and who are in an aggressive mood.

To combat public disorder:

- widespread use of the media and clarification of information about rumors and disclosure of their content;
- monitoring the territory of the spread of rumors and organizing preventive work in this territory;
- correctly explain issues related to rumors and provide the public with reliable information;
- it is necessary to use public forces to prevent and combat rumors.

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#### **Main literature:**

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