

<https://doi.org/10.52387/1811-5470.2025.3.05>
CZU: 17:37.015:374=111

ETHICS, VALUES AND COMMUNICATION WITHIN THE FRAMEWORK OF THE MINISTRY OF INTERNAL AFFAIRS

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Summary. Particularly forceful institutions such as the Ministry of Internal Affairs often adopt a clearly defined set of core values to distinguish themselves and to guide their internal operations and public service. These values, which may include integrity, accountability, impartiality, and respect, serve as the foundation upon which the institution builds trust, both internally among employees and externally with the public. The continued nurturing and maintenance of these values is essential to the growth, stability, and credibility of the institution over time. Starting from a broader perspective, we recognize that such values are not only crucial for the overall development of the institution but also play a key role in enhancing the productivity and morale of each individual employee. When employees align with the institution's values, they are more likely to perform their duties with commitment and a clear sense of purpose. Understanding the importance and role of these values empowers individuals to apply them more effectively in their daily work, thereby supporting organizational goals while advancing their own professional development. In this context, ethics and professional communication emerge as essential tools. They help uphold the core values of the institution by ensuring that conduct remains respectful, transparent, and consistent. In this article, we explore the concepts of ethics and professional communication in detail. We define the core values necessary for employees, examine how these values contribute to institutional culture, and highlight their specific relevance within the Ministry of Internal Affairs. Our aim is to emphasize the critical role values play in maintaining a strong, cohesive, and effective workplace.

Keywords: Ministry of Internal Affairs, values, communication, ethics, policemen.

ETICĂ, VALORI ȘI COMUNICARE ÎN CADRUL MINISTERULUI AFACERILOR INTERNE

Rezumat. Instituții deosebit de puternice, cum ar fi Ministerul Afacerilor Interne, adoptă adesea un set clar definit de valori fundamentale pentru a se distinge și pentru a-și ghida operațiunile interne și serviciul public. Aceste valori, care pot include integritatea, responsabilitatea, imparțialitatea și respectul, servesc drept fundament pe care instituția construiește încredere, atât intern, în rândul angajaților, cât și extern, cu publicul. Cultivarea și menținerea continuă a acestor valori sunt esențiale pentru creșterea, stabilitatea și credibilitatea instituției în timp. Pornind dintr-o perspectivă mai largă, recunoaștem că astfel de valori nu sunt doar cruciale pentru dezvoltarea generală a instituției, ci joacă și un rol cheie în creșterea productivității și a moralului fiecărui angajat. Atunci când angajații se aliniază valorilor instituției, este mai probabil să își îndeplinească atribuțiile cu angajament și un simț clar al scopului. Înțelegerea importanței și rolului acestor valori îi împuternicește pe indivizi să le aplice mai eficient în munca lor zilnică, susținând astfel obiectivele organizaționale, promovând în același timp propria dezvoltare profesională. În acest context, etica și comunicarea profesională apar ca instrumente esențiale. Acestea ajută la susținerea valorilor fundamentale ale instituției, asigurându-se că un comportament rămâne respectuos, transparent și consecvent. În acest articol, explorăm în detaliu conceptele de etică și comunicare profesională. Definim valorile fundamentale necesare angajaților, examinăm modul în care aceste valori contribuie la cultura instituțională și evidențiem relevanța lor specifică în cadrul Ministerului Afacerilor Interne. Scopul nostru este de a sublinia rolul esențial pe care îl joacă valorile în menținerea unui loc de muncă puternic, coeziv și eficient.

Cuvinte cheie: Ministerul Afacerilor Interne, valori, comunicare, etică, polițiști.

Introduction. Currently, the Ministry of Internal Affairs (MIA) places great emphasis on the personal development of employees, realizing how important this fact is in the performance of each individual's service duties. Their personality largely depends on the productivity of work within the subdivision they represent, job satisfaction and last but not least the results obtained in the service line, which are directly proportional to the satisfaction of civil society, their safety and increasing the image of the MIA. When we talk about employee development, we are particularly referring to their ethics, values and communication [1].

Discussions. The Code of Ethics for MIA employees sets standards for integrity, professionalism and responsibility. Service performance behavior must exemplify honesty and respect for the law [3]. If we refer to the values necessary for the MIA employees, they are fundamental and represent the essential pillars that guide the activity and behavior of employees. These values not only influence the efficiency and professionalism of the institution, but also contribute to the building of a relationship of trust and collaboration between the institution and the community. In this context, values such as integrity, respect, responsibility, compassion, professionalism, fairness and loyalty play crucial roles in ensuring the optimal functioning of MIA employees [9].

The prodigious activity can only be carried out through constructive communication and within the MIA it is essential exclusively for the efficient coordination of activities and for ensuring a quick and well-informed reaction in emergency situations.

Particularly law enforcement institutions such as the MIA often adopt a set of core values and professional ethics to distinguish themselves. Their continuous feeding and maintenance are essential for the development of the institution, but also for granting trust in society. Starting from the general to the particular, we realize that both the ethics and the values of each police employee are very important for the work productivity but also for the communication process. Understanding the importance and roles of different values can enable you to apply them more effectively in the workplace and help you achieve your career goals [10].

Professional ethics in the context of MIA is essential for ensuring fair and responsible behavior on the part of employees and for maintaining public confidence in law-and-order institutions. Professional ethics refers to the observance of a set of

principles and standards that govern the behavior and decisions of employees in the performance of their duties [11].

Communication plays an essential role in the activity of the police, having a significant impact on their efficiency, effectiveness and relations with the community and with each other. Here are some key aspects of the role of communication in the police context [13]:

1. Coordination of efforts and resources;
 - *Real-time coordination:* In complex operations or emergency situations, police officers must communicate effectively to coordinate team efforts.
 - *Planning and implementation:* Communication between different departments and units enables the planning and implementation of security and intervention strategies, ensuring the correct allocation of resources and the appropriate distribution of tasks.
2. Incident prevention and resolution:
 - *Crime prevention:* Communicating with the community helps to identify security issues and develop preventative strategies.
 - *Incident resolution:* During an incident, police officers must communicate effectively to gather information, coordinate the response and ensure the safety of all involved.
3. Maintaining positive community relations:
 - *Trust building:* Open and transparent communication helps build and maintain trust among the community.
 - *Crisis management:* Police must provide accurate updates and clarify safety measures to prevent panic and misinformation.
4. Internal efficiency improvement:
 - *Training and instructions:* Communication is vital to police training and education. New procedures, rules and techniques are communicated through formal communication channels, ensuring that all team members are well trained.
 - *Feedback and evaluation:* Effective internal communication enables feedback to be collected and provided, helping to evaluate performance and identify opportunities for improvement.
5. Resource and information management:
 - *Information distribution:* Effective communication ensures that critical information is shared correctly and in a timely manner among team members.

- *Document management*: Communication also includes managing and updating of relevant documentation, ensuring that all records are correct and accessible to all who need them.
- 6. Ensuring compliance with law and order:
 - *Law enforcement*: Clear communication of regulations and laws to the public helps to ensure compliance.
 - *Conflict resolution*: In conflict situations, communication skills are essential for de-escalating tense situations and finding peaceful solutions.

In the police context, communication can be divided into four main categories: internal and external, horizontally and vertically, and each type of communication plays a specific role in the smooth functioning of the organization [12].

Internal Communication-

1. *Vertical communication*:

- *Ascendant*: It refers to information flowing from subordinates to superiors.
- *Descendant*: The information that is transmitted from superiors to subordinates.

2. *Horizontal communication*:

It refers to the exchange of information between colleagues at the same level or between different functional units.

External Communication-

1. *Vertical Communication*:

- *Ascendant*: In this direction, information is transmitted from the institution to the general public or other external entities.
- *Descendant*: It refers to the way in which information is passed from external entities to the police.

2. *Horizontal Communication*:

This refers to the interaction between the police and other external organizations or entities, such as non-governmental organizations, educational institutions or other law enforcement agencies.

Thus, communication is the foundation on which the efficiency and success of police activities is

based. Good communication ensures that all aspects of operations are managed correctly, that community relations are maintained and that all resources are used optimally.

Values are guidelines or principles that police officers use to make decisions and determine courses of action. These can range from being general and inclusive, such as providing excellent services to civil society if we refer to MIA, to being more specific and focused, such as providing a safe working environment.

In this article, we define what ethics are, what are the values of MIA employees and discuss the importance of communication within MIA.

The purpose of the research: establishing the prevailing values among MIA employees

Research hypothesis:

H1. We assume that there are statistical differences between the values of MIA employees according to gender;

H2. We assume that there are statistical differences between the levels of communication among MIA employees according to gender.

Research objectives:

1. Researching specialized literature in order to determine the conceptualization of ethics, values, communication;
2. Evaluation of values and levels of communication among MIA employees;
3. Presentation of the results of the assessment of values and levels of communication among MIA employees according to gender;
4. Presentation of the results of the assessment of values and levels of communication among MIA employees depending on the position held (leadership/execution);
5. Formulation of research conclusions and development of relevant recommendations.

Research methods:

The sample was made up of 70 subjects, aged between 25 and 45, employees of the public order (57% of subjects are male and 43% female).

Table 1. Distribution of subjects by gender

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Male	57	57.0	57.0	100.0
Female	43	43.0	43.0	100.0
Total	100	100.0	100.0	

Table 2. Distribution of subjects by age

	N	Minimum	Maximum	Average
Age	100	25	45	35

The research used the reduced version V21 of the Values Assessment Questionnaire (Monica Albu) and the COS-1 communicative and organizational skills assessment test (V.V. Sineavski, B.A. Fedorişin) and for our study we only involved the data regarding the level of communication [8].

Research tools

The Values Assessment Questionnaire contains 36 sentences that are short descriptions of people and aims to assess various values: *professional recognition*; *authority*; *social relations*; *autonomy*; *safety*; *compliance with the rules*; *challenge*.

The communicative and organizational skills evaluation test COS-1 (V.V. Sineavski, B.A. Fedorişin) is developed based on the principle of self-analysis and self-assessment of the behavior of the tested subject in one situation or another. The content of the test takes a series of situations from everyday experience. The results obtained after testing indicate the current level of communication skills: *very low*, *low*, *medium*, *high*, *very high*.

Results achieved

The collected data were statistically processed and denote the following connotation:

From the results obtained (fig. 1) we conclude that MIA employees have a significant percentage of the values of *compliance with the rules* – 41% and *social relations* – 29%. We can attribute this percentage to the fact that being active within the MIA means having contact with people and social relations are an indispensable factor in police activity if we refer to the values of *social relations*, and at the same time due to the fact that the MIA institution is a hierarchical, closed system and compliance with the rules is one of the significant values of each employee.

Compliance with the rules is essential in the work of the police to ensure legality, fairness and efficiency in law enforcement.

It should be noted that the values like *challenge* – 0%, *autonomy* – 5%, *safety* – 9%, *professional recognition* – 5%, *authority* – 11%, have an insignificant percentage, but are still quite important in managerial activity.

Given the fact that the police profession is a masculinized one, we considered it appropriate to identify the gender characteristics able to give a distinctive touch to the values held by MIA employees (fig. 2), [2, 4, 6].

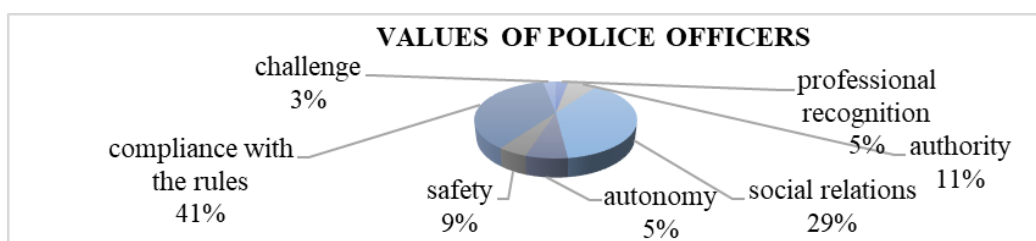


Figure 1. The results of values for MIA employees

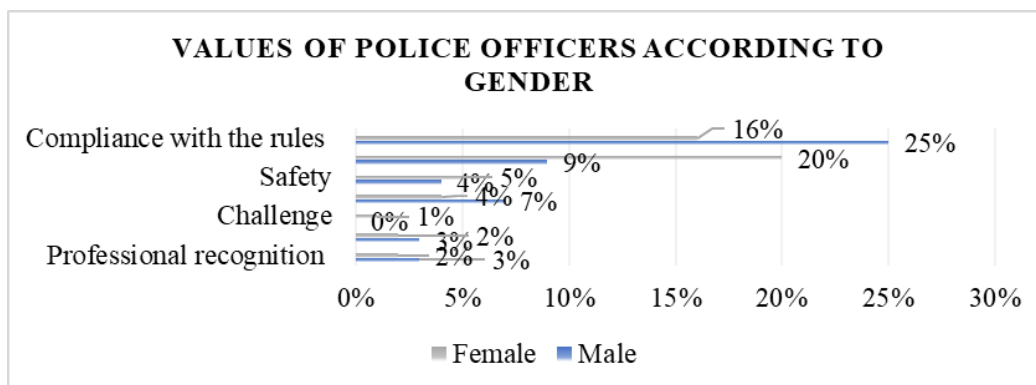


Figure 2. The results of the values of MIA employees according to gender

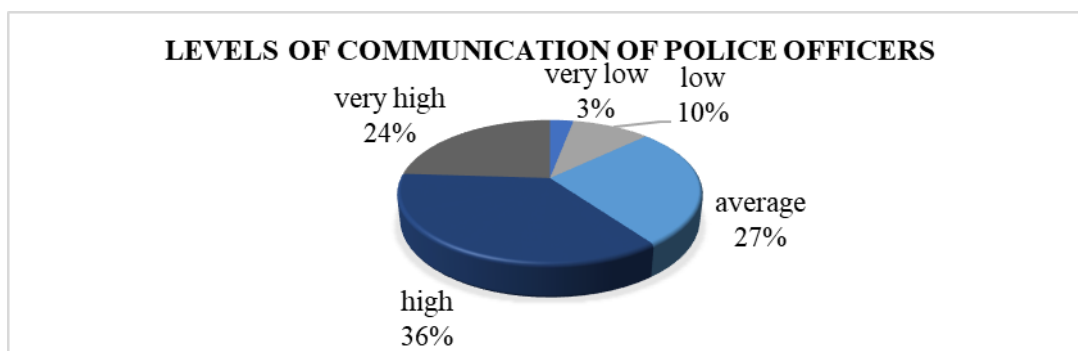


Figure 3. Communication levels among MIA employees

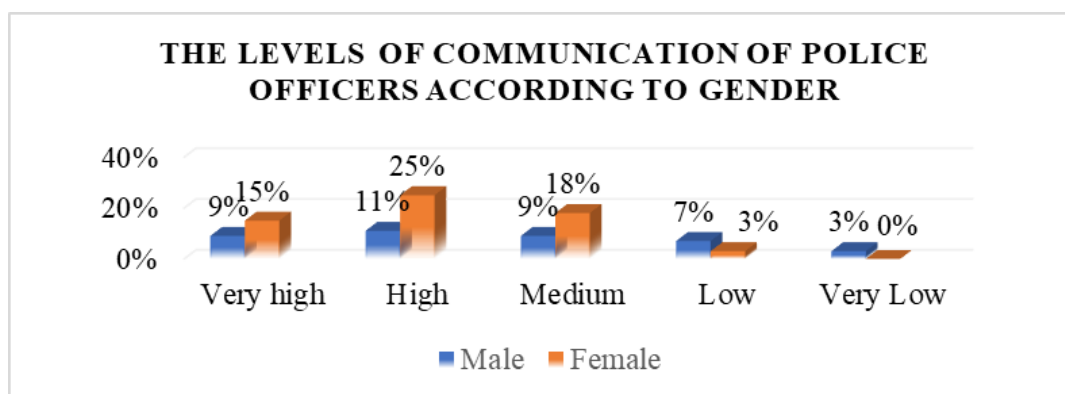


Figure 4. The results of communication levels among MIA employees according to gender

The results show that both male and female applicants obtained insignificant rates of the values: *Professional recognition* (3% men, 2% women), *Autonomy* (3% men, 2% women), *Challenge* (0% men, 1% women), *Authority* (7% men, 4% women), *Safety* (4% men, 5% women), and more significant rates of values like *Social relations* (9% men, 20% women), *Compliance with the rules* (25% men, 16% women).

Thus, figure no. 2 shows that male employees have a higher level of values such as *Compliance with the Rules*, which are influenced by factors such as organizational culture, professional training, experience and the specific context in which the activity is carried out, and female employees have a higher level of values as *Social Relations*.

Regarding the level of communication among MIA employees, we note (fig. 3) that the highest percentage achieved the *high level* of communication (36%), followed by the *very high level* (24%) and the *medium level* (27%), and the other levels achieved a much lower rate (*low*-10%, *very low*-3%).

The next step of our study was to identify gender differences regarding the communication levels of MIA employees.

Figure 4 shows that female police officers have a higher percentage at *very high* -15%, *high* - 25%, *medium* - 18% communication levels, while men show a higher percentage at *low level* - 7% and *very low* - 3%.

Factors influencing sociability are personality traits: extroversion, neuroticism, experiences and environment, early socialization, culture and social norms.

Conclusions

In conclusion, we note that ethics, values and professional communication are not just a set of abstract rules, but are essential principles that contribute to building and maintaining a healthy and efficient work environment. By respecting truthfulness, confidentiality, fairness, objectivity and accountability, professionals can ensure transparent and high-quality communication that supports organizational success and the development of harmonious working relationships. In an increasingly complex and interconnected professional world, a commitment to communication ethics becomes an essential value for the prosperity and integrity of any institution.

Thus, general values are essential for the harmonious functioning of society and for personal and collective development. The diversity of values reflects the plurality of cultures and human experiences, and their influence on human behavior is deep and complex. In a constantly changing society, adaptation and evolution of values are essential to maintain relevance and promote a fairer and more harmonious future [5].

Ethics, values and professional communication are fundamental to the success and integrity of police activity. Adherence to ethical principles ensures integrity and accountability in law enforcement, core values help build a healthy organizational culture, and effective communication facilitates coordination and interaction in a way that promotes public safety and trust. In an environment as complex and challenging as policing, commitment to these essential principles is crucial to maintaining a fair justice system and promoting a safer and more cohesive community [7].

As for the hypothesis *H1: We assume that there are statistical differences between the values of MIA employees according to gender*, it was confirmed only for some values of MIA employees. It was statistically demonstrated that there are differences in the manifestation of values depending on the gender variable. The comparative analysis according to the gender variable demonstrated the existence of statistically significant differences in the manifestation of the values as *Social Relations* and *Compliance with the Rules*, and insignificant differences in the values as *Professional Recognition*, *Autonomy*, *Challenge*, *Authority*, *Safety*.

Thus, female police officers emphasize the values of *Social Relations*, while male police officers emphasize *Compliance with the Rules*.

Gender differences are often characterized by higher scores on a given value, on average. This means that women, on average, are gentler and more altruistic than men. However, such a finding

does not rule out the fact that men may also experience states of gentleness and altruism, and that some men may even score higher on these traits than some women. Gender differences in mean scores do not imply that men and women only experience states at opposite ends of the trait spectrum, on the contrary, there may be significant differences along with a high degree of overlap between the distributions of men and women (Hyde, 2005).

Even though female police officers emphasize social relationships to a greater extent than male police officers, due to the levels of communication and gender norms that influence how they interact and collaborate, it is nevertheless essential to avoid generalizations and to recognize the diversity of approaches and work styles between individuals. In a force institution, values such as *social relations* are important to all employees, and fostering a respectful and collaborative work environment can bring significant benefits to team efficiency and morale.

With reference to the hypothesis *H2: We assume that there are statistical differences between the levels of communication among MIA employees according to gender*, we can specify that it has been confirmed. Female police officers are more sociable compared to male police officers.

Sociability refers to the tendency and ability to interact and communicate effectively with others. It is an important aspect of social interactions, whether we are talking about personal or professional life. Sociability is an important personality trait that influences the way we interact with others and build our personal and professional relationships. Although general trends in sociability may vary between sexes and between individuals, it is essential to recognize the diversity and complexity of human behavior. Understanding of sociability and the factors that influence it can help improve social interactions and develop healthy and productive relationships.

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