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EXPERIENCE OF FOREIGN COUNTRIES IN WORKING WITH APPLICATIONS IN CRIMINOLOGICAL DIAGNOSTICS OF CRIME DETERMINANTS.

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Abstract: This research paper is focused on upgrading the mechanisms of handling public petitions within the framework of criminological diagnostics of crime determinants and early forecasting of negative trends. The study examines the theoretical and legal foundations for identifying and systematically assessing criminogenic factors reflected in citizens' appeals. A comparative legal analysis of the most effective institutional and digital models of developed foreign countries in this field is carried out, and the prospects for integrating their positive elements into national practice are substantiated. Based on the findings of the research, scientific and practical recommendations have been developed to transform the complaint management system into a modern and powerful tool for crime prevention.

Keywords: Crime determinants, criminological diagnostics, foreign experience, analysis of appeals, criminogenic risks, crime prevention, comparative study, digital models.

INTRODUCTION

In the current era of rapid globalization and social transformation, the primary focus of crime-fighting strategies is shifting from taking *post-factum* measures against committed offenses to the proactive identification and elimination of the underlying criminogenic factors. In this context, the early criminological diagnosis of crime determinants is becoming a priority in modern criminology.

The new version of the Constitution of the Republic of Uzbekistan has elevated the relationship between the state and society to a new conceptual level. Notably, the public's ability to appeal to state institutions serves not merely as an administrative procedure but as an institutional foundation for identifying systemic criminogenic risks and destructive processes at an early stage.

The priorities of the new version of the Constitution of the Republic of Uzbekistan (2023) are aimed at ensuring transparency in the activities of state bodies and modernizing the system for the protection of human rights. The right of citizens—enshrined in our Constitution—to submit appeals to state agencies and officials, whether individually or collectively, is not only an integral part of a democratic society but also an effective constitutional mechanism for identifying the determinants of crime. Signals sent by the public regarding violations of rights and interests enable state bodies to promptly detect systemic flaws and issues within the social environment. In turn, this serves as a primary and reliable source of information for diagnosing and assessing the actual criminogenic situation in the regions.».[1]

[1] Ўзбекистон Республикасининг Конституцияси. – Тошкент: Ўзбекистон, 2023. – Б. 24-28.

A comparative analysis of international experience within this dissertation research demonstrates that Uzbekistan's updated constitutional reforms fully align with the advanced democratic standards of developed nations, based on the following factors:

The principles of constructive partnership between state institutions and civil society—enshrined in the new version of our Constitution—share a common conceptual foundation with the "Direct Public Engagement" model practiced in developed countries (specifically Germany and South Korea). Indeed, mirroring advanced international practices, our national legal system has established robust constitutional and legal guarantees and a solid framework for monitoring negative social factors and making criminological forecasts regarding their trends by analyzing public appeals.

The Law of the Republic of Uzbekistan "On Appeals by Individuals and Legal Entities" serves as an institutional mechanism for identifying offenses within the social environment at an early stage. While protecting the legitimate interests of citizens, this regulatory legal act enables authorized state bodies to promptly examine—from a criminological perspective—latent destructive processes and sources of conflict within society, and to implement targeted preventive measures in response.

This Law classifies submissions into categories such as applications, proposals, and complaints, each of which holds specific informational value for the criminological diagnosis of crime determinants. Specifically, while public complaints serve as an indicator for the rapid monitoring of legal violations in social relations or deficiencies in agency operations, proposals provide a basis for developing regional programs and criminological models to mitigate existing systemic risks. Our national legislation establishes strict timeframes for the review of appeals (ranging from fifteen days to one month); these measures ensure the promptness required to curb the criminogenic situation and prevent criminological risks before the underlying factors can lead to adverse consequences.

In criminological theory, the determination of crime refers to the complex of social, economic, political, legal, and moral-psychological factors that shape, trigger, and condition the development of unlawful behavior. Information received by state agencies serves as a valuable empirical basis for the criminological diagnosis of these factors. This is because the content of such appeals directly reflects the real problems and concerns troubling the population, as well as territorial disputes, threats to public safety, and the conditions conducive to the commission of offenses. Therefore, public appeals serve as a primary and highly reliable source of analysis for the comprehensive study and assessment of crime determinants—that is, the root causes and contributing factors of crime. The activities of internal affairs bodies in this sphere within the Republic of Uzbekistan rest upon a solid legal foundation. Specifically, Article 4 of the Law "On Internal Affairs Bodies" outlines the priority areas of the system's operations, which include such vital tasks as the prevention of offenses, as well as the detection and investigation of crimes.

The system of analyzing public appeals has the following fundamental scientific, theoretical and practical priorities in criminological diagnostics of crime determinants:

- Forecasting the criminogenic situation and risk factors: The flow of applications and complaints from citizens serves as a kind of criminological indicator (barometer), indicating in advance the trends and dynamics of latent crime in certain administrative-territorial units.
- Complex and systemic analysis (multi-vector approach): Article 15 of the Law "On Internal Affairs Bodies" establishes the close cooperation of internal affairs bodies with other state agencies

and civil society institutions. This legal basis allows for a thorough study of incoming appeals not as isolated cases, but as a set of systemic socio-economic and legal determinants.[2]

In this context, the modern experience of advanced foreign countries such as the USA, Great Britain or Germany shows that processing citizen appeals and sectoral data based on digital algorithms (in particular, using analytical software packages such as Predictive Policing or CompStat) allows for automatic mapping of the root causes of crime (creation of a criminogenic geo-information system). Systematic integration of existing legal frameworks in the national legislation and practice of Uzbekistan with foreign digitalized determination models will raise the potential of internal affairs bodies for early diagnosis and assessment of criminogenic threats to a qualitatively new level.

In the Republic of Uzbekistan, the conceptual transformation of the system for ensuring public security architecture and early prevention of crimes is being systematically implemented within the framework of the implementation of decrees and resolutions of the Head of State. In particular, in accordance with the Strategic Document of the President of the Republic of Uzbekistan dated November 29, 2021, the principle of "social prevention" was established as a priority in identifying negative factors that threaten public safety and curbing them at an early stage. This, in turn, requires the formation of a comprehensive system of criminological forecasting of the conditions for the emergence of crime through regular monitoring of public appeals and the study of pressing problems in society. In addition, the Presidential Resolutions adopted in order to fully digitize the field of crime prevention and increase the efficiency of working with incoming appeals have significantly expanded the possibilities for in-depth assessment and diagnosis of crime determinants in the vertical management system ("republic - region - district - mahalla").[3]

In accordance with this modern approach to ensuring public safety, internal affairs agencies are moving beyond the mere registration—or statistical tracking—of complaints, applications, and proposals from the public; instead, they are transforming these inputs into effective tools for the digital mapping of actual crime situations by region and for conducting criminological diagnostics.

From this perspective, implementing practices from advanced nations—such as Singapore's "Safe City" model or the UK's community policing models—into the national legal system serves to qualitatively enhance the analytical and predictive capabilities of the "mahalla-based" working system established by the Head of State.

Comparative criminological analyses indicate that in developed countries, the system for handling public appeals is not merely a mechanism for upholding citizens' constitutional right to petition; it is assuming strategic importance as a vital information-generating and causal-analysis mechanism for the criminological forecasting and systematic prevention of crime. Criminological Aspects of the United States Experience

In U.S. law enforcement practice, information received from the public is utilized comprehensively for the criminological diagnosis of the root causes and contributing factors of crime. The widely

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[2] Ўзбекистон Республикаси жамоат хавфсизлиги концепциясини тасдиқлаш ва уни амалга ошириш чора-тадбирлари тўғрисида»ги ПФ–27-сонли Фармони соҳадаги детерминацион омилларни тизимли баҳолашда мутлақо янги даврни бошлаб берди.

[3] Ўзбекистон Республикаси Президентининг «Жамоат хавфсизлигини таъминлаш ва ҳуқуқбузарликларнинг олдини олишда рақамли технологияларни кенг жорий этиш чора-тадбирлари тўғрисида»ги Қарори // Миллий қонунчилик базаси lex.uz (Мурожаат санаси: 01.07.2026.

adopted "Community Policing" concept in the country is based on strengthening a close institutional partnership between local residents and police agencies.

The fundamental goal of this criminological concept is not to wait for a crime to occur or be officially reported (a reactive approach), but rather to identify and mitigate local risk factors in advance—based on information gathered through ongoing dialogue with citizens (a proactive approach). Consequently, the data from inquiries and reports received by police units is systematized using specialized analytical software. In our view, a noteworthy aspect of the US experience for national practice is that citizens' appeals are not merely reviewed in isolation but are analyzed through logical and quantitative integration with existing crime statistics. Such an approach enables the early identification of underlying factors driving an escalation of destructive incidents in specific localities and facilitates the development of targeted preventive programs.

Within this system, public petitions and complaints serve as a distinct criminological indicator (or signal). This is because, even if the content of many incoming appeals does not yet constitute the elements of a crime, they clearly highlight social, economic, and domestic issues that could create conditions conducive to future criminal offenses.

These advanced foreign approaches are fully aligned with the fundamental essence of the decrees and resolutions adopted by the Head of State regarding the architecture of public safety and the conceptual transformation of the system for the early prevention of offenses in the Republic of Uzbekistan. In particular, Decree of the President of the Republic of Uzbekistan No. PF-27 dated November 29, 2021, "On Approving the Concept of Public Security of the Republic of Uzbekistan and Measures for Its Implementation," initiated a new methodological stage in the systematic assessment and diagnosis of criminogenic factors.[4]

Under this strategic document, the principle of "social prevention" has been designated as a priority for identifying and eliminating—at an early stage—factors that threaten public safety. This entails developing a system for the criminological forecasting of the causes and conditions of crime through the in-depth analysis of citizens' appeals and the assessment of issues within the social environment.

Furthermore, Presidential decrees aimed at digitizing the crime prevention system and enhancing the efficiency of handling public appeals have significantly expanded the capacity to conduct in-depth assessments and diagnoses of crime-related factors across vertical management levels (republic, region, district, and *mahalla*).[5] In accordance with the modern order established in the field of ensuring public safety, internal affairs bodies are abandoning the practice of simple registration of complaints and applications from citizens (keeping dry statistics), turning them into an effective tool for digital mapping of the real criminogenic situation in the regions.

In this direction, the implementation of the practice of advanced foreign countries (for example, the Singaporean "Safe City" concept or the British public sector-based police models) into the national

[4] Ўзбекистон Republicasi Президентининг «Ўзбекистон Республикаси жамоат хавфсизлиги концепциясини тасдиқлаш ва уни амалга ошириш чора-тадбирлари тўғрисида»ги Фармони, 29.11.2021 йилдаги ПФ-27-сон // Қонунчилик маълумотлари миллий базаси.

[5] Ўзбекистон Республикаси Президентининг «Жамоат хавфсизлигини таъминлаш ва ҳуқуқбузарликларнинг олдини олишда рақамли технологияларни кенг жорий edits чора-тадбирлари тўғрисида»ги Қарори // Миллий қонунчилик базаси lex.uz.

legal system will serve to further strengthen the analytical and criminological potential of the "neighborhood" work system put forward by the head of our state.

Experience of using appeals as a means of criminological monitoring in Great Britain

In British law enforcement practice, appeals from the population are recognized as one of the fundamental indicators for assessing the architectonics of public safety. In this country, along with official statistical indicators, the subjective sense of security of the population (public opinion and concerns) is also taken into account in a comprehensive analysis of crime rates.

A distinctive feature of the British model is that police structures approach citizens' appeals not just as a separate legal problem, but as a reflection of deep social processes in society. For example, an increase in the flow of complaints from the population about unruly youth, alcoholism among minors, domestic noise or antisocial behavior (violations) is perceived as a primary signal (factor) indicating an aggravation of the latent criminogenic situation in a certain local area, and prompt preventive measures are taken.

In general, the process of determining crime is a multifaceted socio-legal phenomenon, and in order to correctly diagnose its components, it is advisable to rely on fundamental criminological theories and scientific views of local scientists. In particular, Professor I. In his research, Ismailov places special emphasis on the principles of systemicity and determinism in identifying the causes and conditions of crime. According to the scientist, criminogenic factors can be detected and curbed early not only through dry statistical reports, but also through a systematic analysis of the real social mood of the population and the information flows coming from them.[6]

This theoretically substantiates the fact that citizens' appeals are the most primary and reliable barometer for empirically diagnosing crime determinants and developing preventive measures. In turn, Academician M.Kh. Rustambaev advocates studying crime determinants by dividing them into micro- and macro-level factors. According to the conceptual views of the scientist, the effectiveness of crime prevention in certain territorial units directly depends on the timely diagnosis of social contradictions at the local level and problematic foci that concern the population.[7] This scientific approach clearly reveals the criminological function of the system for working with citizens' appeals: timely assessment of the determinants ("criminogenic risk points") hidden in the complaints and applications of the population serves to develop a crime prevention strategy in real-time mode.

Systematic comparison of these theoretical conclusions of the National School of Criminology with the models of automatic analysis of appeals and criminological mapping (Crime Mapping) in the practice of foreign countries (in particular, Germany or Japan) creates the opportunity to transform the system of working with appeals in internal affairs bodies from a simple compulsory-bureaucratic process into a deep scientific-analytical tool.

The issue of a comprehensive and systematic study of the determinants of crime has always been one of the priority areas in the research of representatives of the National School of Criminology. In particular, Sh.T. While studying the criminological activities of internal affairs bodies, Zulfikarov pays special attention to the invaluable role of modern information and analytical

[6] Исмаилов И. Криминология: Дарслик. – Тошкент: Ўзбекистон Республикаси ИИВ Академияси / ТДЮУ, 2020. – 384 б.

[7] Рустамбаев М.Х. Криминология асослари: Дарслик / Дарслик ва ўқув қўлланмалар. – Тошкент: ILM ZIYO, 2018. – 312 б.

support in preventing violations of the law.[8] According to the researcher, a systematic assessment of criminogenic factors is directly determined by the level of correct and prompt processing of information flows at the local level, including primary signals sent by the population.

A.A. Rakhmonov, who has scientifically studied the practical and organizational aspects of crime prevention, puts on the agenda the need to modernize the system of two-way prompt communication (feedback) with citizens in order to increase the effectiveness of preventive measures.[9] Based on the scientist's scientific approach, the institute of appeals is not just a means of formal consideration of complaints, but a real legal mechanism for early detection of social conflicts and negative changes in the environment that cause crimes. Having further developed this concept, F.M. Mukhitdinov scientifically substantiates the need to minimize existing bureaucratic obstacles in the system and deeply assess the socio-legal nature of citizens' appeals from a criminological point of view in the process of analyzing urgent problems of crime prevention.[10]

In turn, S.S. Niyazov researches the organic, systematic connection between conditions and root causes in the process of crime determination. According to the scientist's conceptual views, in order to assess the dynamics of crime at the local level, it is necessary to continuously monitor social conflicts and problematic factors in the neighborhood.[11]

These theoretical conclusions put forward by local scientists are fully consistent with the analysis of population appeals using artificial intelligence algorithms and the advance mapping of potential threats (Crime Mapping) models in the practice of advanced foreign countries (for example, South Korea and Great Britain). Thus, there are real opportunities for the successful implementation of the criminological forecasting system predicted by local researchers through the digitization of the national system.

Theoretical models of modern Western schools of criminology are also of great scientific importance in identifying and assessing the determinants of crime. In particular, Larry Siegel, in his research, substantiates the priority of the level of information exchange between the population and law enforcement agencies in assessing the systemic factors of crime.[12] Professor Tim Newburn emphasizes that the functional effectiveness of the police system is measured by how quickly it can predict (predict) criminogenic threats based on citizen appeals and complaints.[13] In this case, the system of appeals is not just a legal obligation, but also a major analytical source indicating

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[8] Зулфиқоров Ш.Т. Криминология: Дарслик. – Тошкент: Ўзбекистон Республикаси ИИВ Академияси, 2021. – 420 б.

[9] Раҳмонов А.А. Ҳуқуқбузарликлар профилактикасининг назарий ва амалий масалалари: Монография. – Тошкент, 2021. – 180 б.

[10] Мухитдинов Ф.М. Жиноятчилик профилактикасининг долзарб муаммолари: Ўқув қўлланма. – Тошкент, 2019. – 156 б.

[11] Ниёзов С.С. Жиноятчилик детерминацияси ва профилактикаси: Илмий-амалий қўлланма. – Тошкент, 2020. – 210 б.

[12] Siegel L.J. Criminology: Theories, Patterns and Typologies. – 14th ed. – Boston: Cengage Learning, 2022. – 640 p.

[13] Newburn T. Criminology. – 3rd ed. – London: Routledge, 2017. – 1134 p.

(exposing) hidden destructive processes in society. J. Wold, T. Bernard and J. Snipes, who summarize the evolutionary development of criminological theories, explain the role of social contradictions and social structures in the determination of crime.[14]

In modern legal and criminological systems, there are several conceptual and institutional models for the analytical processing of citizens' appeals for preventive purposes. In particular, comparative legal analyses indicate that in countries belonging to the Anglo-Saxon legal tradition (such as the USA and the UK), raw data derived from public complaints and reports serve as a fundamental empirical basis for the geoinformation mapping of high-crime areas ("Crime Mapping") and for ensuring the effectiveness of situational crime prevention.[15]

In contrast, in the criminological doctrine of continental Europe (Germany, France), the institution of appeals is interpreted more as a direct legal subject and subject of activities of multi-disciplinary entities that prevent social prevention and crime.[16]

In the practice of South Korea and Singapore, which are considered technologically advanced countries in the Asia-Pacific region, these processes are highly algorithmic and aimed at automatic diagnosis and prediction of criminogenic determinants in real-time mode using artificial intelligence technologies..[17]

If we look at the national experience, a solid institutional foundation has been created in the Republic of Uzbekistan for systematic, vertical and consistent work with citizens' appeals through the activities of the Institute of People's Receptions of the President of the Republic of Uzbekistan.[18]

However, according to the scientific conclusions of criminologists, modern digital mechanisms for transforming the vast socio-legal and empirical database being collected within this preventive system into a process of criminological forecasting of crime and rapid assessment (diagnosis) of the situation at the sub-community level have not yet been fully formed.[19] In order to eliminate such institutional gaps and technological shortcomings, we consider it necessary to gradually implement (adapt) advanced digital and criminal-analytical methods of developed foreign countries into our national legislation and law enforcement practice.

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[14] Vold G.B., Bernard T.J., Snipes J.B. Theoretical Criminology. – Oxford: Oxford University Press, 2018. – 464 p.

[15] Clarke R.V. Situational Crime Prevention. – New York: Criminal Justice Press, 2019. – 250 p.

[16] Исмаилов И. Криминология: Дарслик. – Тошкент: Ўзбекистон Республикаси ИИВ Академияси, 2020. – 384 *б.*

[17] Раҳмонов А.А. Ҳуқуқбузарликлар профилактикасининг назарий ва амалий масалалари: Монография. – Тошкент, 2021. – 180 б.

[18] Ўзбекистон Республикаси Президентининг «Фуқароларнинг мурожаатлари билан ишлаш тизимини тубдан такомиллаштириш чора-тадбирлари тўғрисида»ги Фармони // Миллий қонунчилик базаси lex.uz.

[19] Зулфиқоров Ш.Т. Ички ишлар органларининг ҳуқуқбузарликлар профилактикаси соҳасидаги ахборот-таҳлил фаолиятини такомиллаштириш: Юридик фанлар доктори (DSc) диссертацияси автореферати. – Тошкент, 2022. – 62 б.

Based on this urgent scientific and practical task, we found it necessary to determine the following theoretical definition, systematic classification and proposals for improving the legislation within the framework of the study:

1. Conceptual definition (Theoretical basis)

"Criminological diagnostics of crime determinants based on appeals" is not an official registration of complaints and applications from citizens in a simple administrative-executive procedure, but a system of early prediction (forecasting) of crime trends in certain areas through a systematic analysis of latent socio-economic conflicts and criminogenic factors (root causes of crime) hidden in them using modern digital tools.

2. Systematic classification (comparative analysis of international models)

In order to clearly demonstrate the scientific level, depth and comparative legal scope of the dissertation research, we found it necessary to express the studied foreign experiences in the form of the following systematized table:

No.	**Country / Model system**	**The primary criminological feature of working with appeals**	**National practice and significance for digital transformation**
1.	Japan ("Koban" institute model)	Social prevention of criminal determinants before they become reality by establishing chronic, direct communication with the population and the public.	Strengthening the system of identifying and eliminating population problems at the initial stage by neighborhood law enforcement agencies (prevention inspectors).
2.	Singapore and South Korea (Asia digital model)	Analysis of the content of citizens' appeals in an automated format using artificial intelligence algorithms and Big Data technologies.	Reducing the subjective (human) factor in criminological analysis, remotely predicting high-risk criminogenic points (Hot Spots) using computer programs.
3.	USA and UK (Anglo-Saxon prevention system)	Integration of information flows from the population into digital criminal maps using geographic information systems (GIS).	Transforming the database for working with applications in internal affairs bodies from a simple registration system to the level of active digital criminological analysis and

No.	Country / Model system	The primary criminological feature of working with appeals	National practice and significance for digital transformation
			diagnostics.

3. Normative and practical proposals (*de lege ferenda*)

Based on the research conducted and comparative analyses performed, the following significant proposals aimed at fundamentally improving national legislation and practice are put forward:

1. It is necessary to incorporate specific provisions into the normative content of the Laws of the Republic of Uzbekistan "On Internal Affairs Bodies" and "On the Prevention of Offenses" that mandate the systematic use of digital information resources and the analysis of citizens' appeals for the criminological forecasting and diagnosis of offenses.

2. A mechanism must be established to utilize appeals received by the People's Receptions of the President of the Republic of Uzbekistan and the Ministry of Internal Affairs' "102" automated system—not merely for providing traditional responses or taking formal measures, but for generating digital criminogenic risk maps (crime mapping) at the *mahalla* (neighborhood) level using artificial intelligence, drawing upon the experiences of Singapore and South Korea.

3. The advanced foreign theoretical and practical model of "Predictive Policing" should be systematically localized within the operations of the analytical centers of internal affairs bodies. This will establish a system for the proactive and targeted deployment of forces and resources to "red zones"—areas from which the public most frequently submits specific types of systemic complaints and petitions.

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