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CUSTOMS OFFICER ETHICS AND EMOTIONAL BURNOUT = ЭТИКА СОТРУДНИКА ТАМОЖНИ И ЭМОЦИОНАЛЬНОЕ ВЫГОРАНИЕ

The concept of job conditioning in customs service is examined. The main types of professional conditioning are identified: watchman syndrome, emotional burnout, and forbidden fruit syndrome. The influence of long-term customs work on an officer's worldview outside the professional environment is analyzed. Practical recommendations for preventing negative professional conditioning are provided.

Customs officer ethics is a system of professional moral norms governing an officer's conduct, while performing state control duties. Three key principles form its foundation: lawfulness, impartiality, and integrity. Furthermore, professional ethics requires respect for human dignity, confidentiality regarding commercial and personal information, and professional competence – an officer must acknowledge the limits of their expertise and pursue continuous training. In essence, professional ethics in customs serves a dual function: protecting state in-

terests against smuggling and revenue loss, while simultaneously safeguarding officers themselves from abuse of power and criminal liability.

Job conditioning (or professional conditioning) is defined as the gradual, often unconscious process by which the requirements, habits, and ethical tensions of a profession alter a person's values, assumptions, and automatic reactions. In customs work, this conditioning manifests daily through specific behavioral patterns. A customs officer stops trusting any verbal explanation and demands written proof for everything. After intercepting multiple drug shipments, an officer begins to suspect every young traveler. Having witnessed sophisticated smuggling schemes, an officer starts believing that everyone is trying to cheat the system. Customs work is unique because it combines three stressors: legal authority over others, constant exposure to deception, and high stakes.

Three specific syndromes emerge from customs work, each representing a distortion of professional ethics. The watchman syndrome describes an officer, who becomes excessively detail-oriented, suspicious, and rigid. The professional virtue of being thorough turns into a personal vice of trusting no one. This manifests through checking the same document multiple times even when it is clearly valid, demanding physical inspection of every bag regardless of X-ray results, and finding minor violations (for example, a missing stamp) and escalating them as major crimes. In ethical terms, the officer prioritizes security at any cost over fairness or efficiency [1].

Emotional burnout is the most widely recognized form of job conditioning. Emotional burnout, according to modern research, consists of three main psychological manifestations. The first is emotional exhaustion, which occurs as a result of excessive psychological stress, leading to exhaustion of emotional resources and chronic fatigue. The second is depersonalization, which is expressed in the development of cynicism and emotional distance towards customers and colleagues. The third is the reduction of personal achievements, reflecting a decrease in customs officers' self-esteem of their professional competence and effectiveness in performing their specialized functions [2].

Studying these components and their relationship to demographic factors opens up opportunities for forecasting and identifying the causes of burnout. A comprehensive analysis of demographic, organizational, and contextual variables allows researchers to understand the multifaceted nature of this syndrome. In addition, research has identified five basic educational needs that have a significant impact on the level of emotional burnout: the need for self-esteem, communication, security, self-fulfillment, and autonomy.

In customs work, burnout has specific triggers: high emotional load from confronting smugglers, dealing with aggressive travelers, and refusing entry to desperate people; monotony mixed with danger, where 95 % of inspections are routine but 5 % are life-changing; moral distress from enforcing laws that feel unfair. Symptoms include emotional numbness, depersonalization, and reduced personal

accomplishment. A 2021 study of Lithuanian customs officers found that 42 % showed moderate to high emotional burnout after five years of service. The highest risk group was frontline baggage inspectors [3]. The forbidden fruit syndrome describes the psychological process where the very existence of a prohibition creates desire. In customs work, this means being surrounded by valuable goods, undeclared cash, and opportunities for bribery gradually normalizes the idea of taking a cut [4].

The officer does not begin as a corrupt person. But daily exposure to forbidden goods erodes the psychological barrier. In Robert Merton's strain theory (1938), when institutional goals (stopping smuggling) are not matched by institutional means (adequate salary, support), individuals innovate – often into deviance.

Customs conditioning affects an officer's private worldview beyond the workplace. Research on law enforcement families shows that officers are two to three times more likely to have marital conflict over trust issues. Many officers admit they check their children's rooms more thoroughly than other parents. Social gatherings become difficult: the officer mentally profiles friends' behavior.

Long-term customs work tends to produce a pessimistic anthropology – a belief that humans are fundamentally deceptive, greedy, and rule-breaking. This is not paranoia; it is statistical learning. The officer sees thousands of violations and only a few honest declarations. And so, they make a conclusion, that nothing to declare usually means nothing I want you to find.

One promising avenue for addressing professional burnout lies not in post-hoc therapy alone, but in preventing its root causes through intelligent automation. By significantly reducing the cognitive and administrative burden on frontline officers, AI-assistive tools allow personnel to focus on high-value judgment tasks rather than repetitive data entry and manual vetting. This reduction in mundane yet stressful workloads directly counteracts the "emotional exhaustion" component of burnout, as officers reclaim time and mental energy. By streamlining operations and improving decision-making accuracy under pressure, AI helps lower the chronic stress levels that lead to depersonalization and reduced personal accomplishment [5].

To effectively combat burnout, organizations must first identify it objectively, moving beyond subjective self-reports. Recent advancements in neuroimaging and biometric analysis offer specific solutions. For instance, functional near-infrared spectroscopy (fNIRS) combined with machine learning algorithms has demonstrated a 90 % accuracy rate in classifying burnout risk by analyzing pre-frontal cortex activity during verbal fluency tasks. In addition, platforms like IntegriSense utilize wearable biometric sensors to measure heart rate variability (HRV) and electrodermal activity (EDA), providing real-time dashboards of stress and emotional congruence. For a broader wellness overview, systems such as the MyOmnia Wholeness Screener offer adaptive assessments. Together, these technologies shift burnout management from reactive to predictive [6].

The first practical recommendation for customs officers is to rotate tasks. Not staying on baggage inspection for five years reduces burnout and temptation. Secondly, customs officers are recommended to seek peer supervision. Talking

openly about ethical dilemmas with trusted colleagues amplifies distortion. Thirdly, they should maintain their identities outside of the working career. Having hobbies, friends, and roles unrelated to enforcement preserves perspective. Finally, psychological services may offer confidential counseling, and it should be used before burnout becomes permanent. In conclusion, it should be mentioned that customs work is essential for any state. However, it comes at a human cost. The officer, who checks passports at the border, is not naturally suspicious. This problem is conditioned by psychological social environment and the amount of tasks to be fulfilled. It should be treated with compassion, systemic reform, and honest conversation about professional ethics.

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ВЛИЯНИЕ ЦИФРОВИЗАЦИИ НА РЫНКИ РЕСПУБЛИКИ БЕЛАРУСЬ

Цифровизация трансформирует экономику, усиливая адаптивность ИТ- и финансового секторов. Геополитические факторы изменили экспортные потоки, а внутреннее потребление стало ключевым драйвером роста. Государственная стратегия цифрового развития формирует устойчивую экономическую модель.

Современное общество характеризуется высоким уровнем цифровиза-