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Ambiguity Tolerance Factor at the Decision-Making System in the Professional Activity of Law Enforcement Officers

The **relevance** of the study is due to the need to form practical skills in decision-making and determine the main determinants of the ability to quickly adapt to rapid changes, generate rational ideas and make logical decisions in the professional activity of law enforcement officers. The **purpose** of the article is to expand the concept, analyze and empirically investigate the importance of the phenomenon of tolerance to ambiguity in the system of decision-making in the professional activity of law enforcement officers. The **methodology** of problem analysis was formed by the general theory of tolerance to ambiguity, which is based on both differentiation and integration of existing knowledge in various fields. **Research results.** An analysis of decision-making and overcoming uncertainty, unstructuredness, which manifests itself in life and professional situations, is carried out. The role of rigidity in the system of intolerance is substantiated and the role of this concept in the process of learning metacognitive skills is defined. The phenomenon of tolerance to ambiguity and the importance of lability and flexibility in the decision-making system are described. The concept of tolerance depends on the perspectives related to the cultural context and is formed on them, indicates how individuals relate to the near or distant future, and has the properties of emergency, which will play a special role in the practical processing of new conditions in which law enforcement officers are forced to act, migration and cross-cultural changes occurring within the country and a high load of social interaction. The extent to which these factors are important for building a new adaptation scenario for representatives of specific types of activity has been analyzed and empirically investigated. Badner's uncertainty tolerance questionnaire was tested and presented. The **scientific novelty** of the article consists in the systematization and generalization of psychological approaches in the general structure of decision-making through ambiguity tolerance, which actively participates in dynamic processes related to overcoming or generating uncertainty (primarily at the cognitive level) by changing existing ideas and concepts, and also by creating new ones. The **practical significance** is presented in the elaboration of the model of the phenomenon of tolerance to ambiguity, which allows differentiation of individuals-law enforcement officers with their ability to accept uncertainty; disclosure of coping mechanisms; description of possible means of developing tolerance to ambiguity and research and expansion of previous work in the field of decision-making and the role of the factor of tolerance to ambiguity in the specific conditions of the professional activity of law enforcement officers and the importance of developing this feature in the decision-making system.

Keywords: tolerance; uncertainty; intolerance; rigidity; metacognitive skills; tolerance interface; novelty of the situation; law enforcement officer.

Introduction

The phenomenon of tolerance to ambiguity was once studied by a number of Ukrainian scientists in the context of: readiness for changes of special police officers of various levels of vitality (S. Boychuk, 2021); formation of individual style self-regulation (I. Klymenko, 2017); psychological resources of police officers in conditions of uncertainty (S. Stetsenko, 2021); as a factor in the formation of professional identity (A. Gusev, 2012); tolerance to ambiguity and psychological analysis (I. Tomarzhevskaya, 2018); as a resource of psychological well-being (G. Pavlenko, 2019); as a specific condition of innovative activity (N. Alekseenko, 2017); when making decisions (K. Radionova, 2021), etc.

The appeal to the concept of «ambiguity» in modern psychology is largely related to the high rate of changes occurring in modern social systems; the transformation of communication, when a person is involved in many communication situations; with the appearance of new social situations, previously absent in the subject's experience. This social reality is defined as social instability, which places increased demands on the subject in terms of

activity. The effectiveness of decision-making and mental strategies is associated with flexibility, but also with the ability to gather information and overcome subjective uncertainty. At the same time, as subjective uncertainty is not the same as subjective – or «limited», in the terminology (H. Simon, 1993), rationality, which is associated, in particular, with the ability to develop plans and follow them, is also not always looks reasonable (Dorner, 1997). Special studies on the identification of structural connections of rationality as a focus on the maximum collection of information for decision-making and other properties of this process show that rationality is accompanied by both reflexivity and intolerance of ambiguity as a desire for clarity of judgments. But high reflexivity can interfere with productive decisions, and intolerance of ambiguity as a desire for clarity and rejection of uncertainty and contradictions combined with rigidity can manifest a latent variable of rigid rationality. Thus, highlighting the problem of the dynamics of the processes behind decision-making (both in terms of goals and means of goal achievement), one should assume the reciprocal (mutual) functioning of two

latent variables that psychologically represent poles, one of which is dispositionally revealed as tolerance for ambiguity, willingness to take risks, trusting intuition, and the other as rigidity, rationality and intolerance of ambiguity.

The purpose and tasks of the research

The methodological tools of the research were chosen taking into account the set goal, the specifics of the object and the subject of the research. In accordance with the goal, the tasks of the research are outlined: 1) to conduct a system-structural analysis – to determine the content of the researched categories; 2) to investigate the factors and mechanisms of forming tolerance to ambiguity in the decision-making system; 3) make a classification analysis – to determine the main concepts of decision-making and tolerance to ambiguity; 4) to summarize the work of leading scientists who researched and highlighted the latest work in the given topic.

The theoretical basis of the research is the results of the latest work of scientists in the field of studying tolerance, uncertainty, decision-making by representatives of various sciences, in particular: economic, psychological, legal, etc.

The empirical basis for approbation of the S. Budner scale was the data of the study conducted in November 2022, the sample of law enforcement officers was 20 people (12 women and 8 men), the average age was 20 years.

Presenting main material

The problem of psychological readiness of police officers to make decisions in crisis situations is relevant in the context of the socio-economic situation in Ukraine. The study of psychological readiness to carry out professional activities is presented in the works of: A. Akulych, M. Dyachenko, A. Mateyuk, P. Korchemny, S. Maksimenko, L. Orban-Lembryk, V. Osyodlo, V. Sysoeva and others, in which it is emphasized on the need to form motivation for professional activity, the ability to manage one's own emotional states, being in a psychologically difficult situation. In the context of consideration of the problem of psychological readiness for decision-making in crisis situations by representatives of law enforcement agencies, it is important to reveal the specifics of their professional activity. The peculiarity of such activity is influenced by the political situation that has developed in Ukraine, in particular, full-scale military actions that are taking place throughout the country, and with it the aggravation of the military and political situation on the border from all sides. An extreme situation is currently understood as the state of the environment caused by phenomena and factors of a natural, man-made or social nature that sharply disrupt the normal conditions

of the population, public order in the region, several regions or the country as a whole.

Ambiguity tolerance is a scientific construct that has many interpretations. Uncertainty as a lack of certainty, unambiguity can be found in many situations: in everyday life, in interpersonal communication, in interpersonal and intergroup interaction, in solving tasks of professional and educational activities, in making decisions. R. W. Norton, as a result of his content analysis of articles related to the problem of uncertainty, singled out 8 different categories through which the content of this concept is revealed (Norton, 1975): multiplicity of judgments; inaccuracy, incompleteness and fragmentation; probability; unstructuredness; lack of information; variability; incompatibility and contradiction; incomprehensibility.

In the English-language literature, as noted by A. Lakhana, such concepts as tolerance of ambiguity, tolerance for ambiguity, intolerance of ambiguity, intolerance for ambiguity, ambiguity tolerance, ambiguity intolerance, tolerance-intolerance of ambiguity are involved [1]. It should be noted that along with the concept of «ambiguity» the authors often use the concept of «uncertainty», either assuming that they are synonymous, or focusing on the fact that the concept of «ambiguity» is broader and includes all phenomena of uncertainty, ambiguity, ambiguity, and «uncertainty» is associated only with the phenomena of inaccuracy and uncertainty.

For the first time, the concepts «intolerance to ambiguity» and «tolerance to uncertainty» were proposed by E. Frenkel-Brunswik (1949) in the context of the problems of ethnic stereotypes and anti-Semitism. E. Frenkel-Brunswik defines [2] tolerance to uncertainty as an emotional and perceptive personal variable. The subject of scientific interest for the author was the role of motivational factors in the process of perception. It was based on the psychoanalytic concept of «emotional ambivalence» as the coexistence of one individual with opposite emotions, feelings, and attitudes towards an object. For the scientific validation of this psychoanalytic construct of E. Frenkel-Brunswik, it was necessary to find factors that can be formalized. She suggested that repressed ambivalence can manifest itself on the cognitive level as a rigid and inadequate perception of reality. The work describes a type of personality that has a high level of intolerance to uncertainty, characterized by a tendency to make decisions based on the principle of black and white; make hasty conclusions without taking into account significant factors and the real state of affairs; strive for unconditional acceptance or rejection in relations with other people. E. Frenkel-Brunswik proposed a number of procedures for assessing tolerance to uncertainty (ambiguity). It was expected that a rigid personality would be less likely to observe fluctuations in the perception of uncertain (multi-valued) figures, that they would stick to the primary image of the object longer and be less

sensitive to changes in it, and that when solving tasks they would stick to the first successful way of solving for a longer time, even if potentially simpler ones are possible. Accordingly, an uncertainty-intolerant personality demonstrates difficulty in recognizing an uncertain situation, a relative inability to change one's behavior when the situation changes, and rigid, suboptimal behavior that reproduces past experience but does not correspond to the changed situation. E. Frenkel-Brunswik raised the question of whether the construct of intolerance to uncertainty is general, acting as a basic personality trait; or specific, functioning in those perceptions of only certain social objects [2]. As noted by K. Durheim and D. Foster, in further studies tolerance and intolerance to uncertainty began to be considered as a basic personality trait, and this happened largely due to the inclusion of tolerance to uncertainty in the theory of authoritarian personality (T. Adorno, E. Frenkel -Brunswik, D. Levinson, N. Sanford) as one of the characteristics typical of an authoritarian personality and explain his behavior.

In 1962, S. Budner, criticizing the fact that tolerance and intolerance of uncertainty (ambiguity) have become rather elements of the political theory of authoritarianism, again raises the question of the actual psychological content of this construct and proposed the definition of intolerance as a personality trait, having developed a corresponding questionnaire. S. Budner sees intolerance as «the tendency to perceive (interpret) uncertain situations as a source of threat» [3]. He singled out the following signs of an uncertain situation: novelty (absolutely new situation that has not previously been encountered in experience); complexity (complex situation with a large number of variables); irresolvability (different elements of the situation give rise to conflicting interpretations).

4 indicators of individual perception of a threat were identified, acting as an experience of a threat (phenomenological reactions) or behavior in a threat situation (operational reactions): phenomenological submission (discomfort); phenomenological denial (repression, suppression); operative subordination (avoidant behavior); operational denial (destructive or reconstructive behavior).

In contrast to intolerance, the author defined tolerance as «the tendency to perceive uncertain situations as desirable» [3]. S. Budner notes that intolerance is not realized in behavior, does not include its specific forms, but the behavior or preference of certain forms of activity and social phenomena becomes a manifestation of intolerance to uncertainty. Yes, intolerance itself is not a direct cause of a preference, such as censorship, but the preference for censorship in most situations can be seen as a sign of intolerance.

Summarizing the formed views on intolerance to uncertainty, S. Bochner in 1965 came to the

conclusion that the construct of intolerance carries at least two meanings. First, it acts as a basic phenomenon that affects the flow of all emotional and cognitive processes, cognitive styles of the individual, beliefs and the system of social attitudes, interpersonal and social behavior, as well as behavior in difficult situations. Secondly, it acts as a characteristic of the «perceptual apparatus» of the individual, so that individuals intolerant to uncertainty will demonstrate identical perceptual behavior when perceiving objects. Accordingly, S. Bochner singled out the primary and secondary characteristics of a personality intolerant to uncertainty (ambiguity). He attributed the characteristics of cognitive style to the primary ones: rigid dichotomization into fixed categories, calling them the «need for categorization»; search for certainty, unambiguity and avoidance of uncertainty, ambiguity («need for certainty»); the inadmissibility of the coexistence of positive and negative aspects in the same object (for example, «bad» and «good» traits in the same person); adoption of rigid attitudes, views of life according to the «black – white» principle; the preference of the familiar over the unfamiliar; rejection of everything unusual and different from the usual; stability of the primary image when perceiving changing objects; making a decision at the early stages and committing to it in a perceptually uncertain situation; premature conclusions.

Personality traits were classified as secondary: authoritarianism; dogmatism; rigidity; closedness of new experience; presence of ethnic prejudices; low creativity; anxiety; extrapunitiveness; aggressiveness.

The isolation of tolerance/intolerance as a construct related to personality traits, on the one hand, and a construct related to perceptual processes, on the other hand, largely determined the two main directions of research into this phenomenon – as personality traits or as characteristics of cognitive style, perceptual and cognitive process. At the same time, the authors faced the following tasks: to develop a psychodiagnostic toolkit, conceptual detailing and clarification of the construct itself, as well as to identify the construct's connections with other psychological variables [4].

Tolerance to uncertainty (ambiguity) as a personality trait

D. T. Already in 1958, Kenny and R. Ginsberg note that in most of the works carried out after the publication of T. Adorno's «Study of the Authoritarian Personality» and others [5], tolerance was considered as a basic feature, in the absence of arguments to confirm or refute this situation. At the same time, the researchers did not pay attention to the fact that E. Frenkel-Brunswik herself expressed fears about the hasty generalization of the construct proposed by her. R. J. Hallman (1967) suggests that tolerance should be understood as «the ability to accept conflict and tension arising in a situation of duality, to resist

incoherence and inconsistency of information, to accept the unknown, not to feel uncomfortable in the face of uncertainty». A. P. MacDonald (1970), after analyzing the research on tolerance, came to the conclusion that although the existing approaches to tolerance overlap significantly, it was not possible to develop a common definition. Following S. Budner, he considers uncertainty tolerance as a basic limit [3].

R. Norton (1975) describes intolerance of uncertainty (ambiguity) as a personality trait associated with a variety of behavioral phenomena, for example, reluctance to analyze problems in terms of probabilities and preference for clear, understandable situations. He defined it as «the tendency to perceive uncertain information as a kind of psychological discomfort or threat». J. Sidanius (1978) considers uncertainty tolerance as a basic personality trait. N. Rotter and A. O'Connell (1982) define it as a personality trait. J. Ray (1987) suggests considering intolerance to uncertainty as a situation-specific variable, while taking into account the features of the tools used. C. Ely (1989) questions the admissibility of considering personal variables and characteristics of cognitive style, including tolerance to uncertainty, as compared to stable variables that are actualized depending on the situation. S. Anderson and A. Schwartz (1992) offer a situation-specific understanding of the trait tolerance to uncertainty as a predictor of depression only in the presence of thoughts about negative aspects of life [6; 7]. D. McLain (1993), considering uncertainty tolerance as the limit of «a range of reactions, from denial to attraction, when perceiving unknown, complex, dynamically uncertain or having conflicting interpretations of stimuli» [8], singles out three of its aspects: perception new, complex and/or intractable situations as sources of threat (according to S. Budner); the connection of tolerance to uncertainty with authoritarianism and superstitions (according to E. Frenkel-Brunswik); avoiding recognition of uncertainty and making judgments about likely events under unclear conditions based on past experience (according to Ellsberg).

C. Chen and R. Hooijberg (2000) write about uncertainty (ambiguity) tolerance as a personal variable [9]. L. Sallot and L. Lyon (2003) rely on the model of tolerance to uncertainty as a trait proposed by E. Frenkel-Brunswik and S. Budner, and believe that this trait remains stable over time [10]. S. Bakalis and T. Joiner (2004) attribute tolerance to uncertainty to stable personality characteristics (traits) that affect interaction with others and behavior in various situations [11]. F. Hartmann (2005) sees uncertainty tolerance as an individual characteristic [12]. P. Clampitt and M. Williams (2007) include tolerance to uncertainty as a group of personal characteristics. F. Zenasni (2008) notes that tolerance/intolerance is mostly considered as a personal trait. B. Naemi (2009) calls uncertainty

tolerance a stable personality trait. J. Herman (2010) writes about uncertainty tolerance as an «individual tendency» that depends on the context. J. Litman (2010) describes this phenomenon as an attitude. M. Trottier (2010) refers to basic personality traits. B. Hazen (2012) considers it as the limit of personality. D. Zhu (2012) considers it as a personality trait. Therefore, consideration of tolerance to uncertainty as a personality trait implies a view of this construct as stable over time, changing only under the influence of new experience or purposeful activity of the subject himself [13].

Tolerance to uncertainty (ambiguity) as a dynamic characteristic

In a review article on the problem of uncertainty tolerance (1995), A. Fumham and T. Ribchester criticize the fact that in most works this phenomenon is considered as a stable independent variable [14]. V. DeRoma (2003) states the need to develop tolerance for uncertainty, since uncertainty and ambiguity are inevitable elements of learning and professional activity [15]. Such a position implies the need to remove the emphasis from consideration of this phenomenon as a stable feature to the process of functioning of tolerance, studying the process of «tolerating» uncertainty. E. Vapenstad (2010) writes about the possibility of developing tolerance in the process of psychotherapy [16]. L. Kajs and D. McCollum (2010) in a study of administrative employees of educational institutions found a decrease in tolerance for uncertainty with increasing age of respondents [17]. They explained this by the fact that, from accumulated experience, with age, fewer and fewer situations are perceived as uncertain, ambiguous; the individual increasingly tends to avoid dissonance; conservative attitudes strengthen, a person's orientation to stability and social guarantees increases, which generally reduces tolerance for uncertainty. As noted by K. Merenluoto and E. Lehtinen, an alternative view of this construct involves the analysis of personality activity in conditions of change, when tolerance is considered in the context of the dynamic process of unfolding metacognitive and motivational variables [18]. Thus, overcoming new complex conceptual systems (it can be a problematic situation or a task) is possible if the subject has metacognitive skills (abilities) that allow overcoming the contradictions generated by a given situation or task. A positive attitude to uncertainty is not enough: there is a problem of objectifying the mechanisms that allow overcoming uncertainty and building a new, consistent conceptual model.

M. Lane and K. Klenke (2004) propose a social-cognitive model of management in conditions of uncertainty [19], considering tolerance as a link between self-efficacy and managerial effectiveness, as well as noting its moderating role in the process of setting goals. They proposed the concept of

Ambiguity Tolerance Interface (ATI). At the same time, ATI is considered by them as a structure that monitors the uncertainty of the environment and, based on feedback, makes corrections to the structure of self-efficacy. ATI appears as an integral characteristic that includes continuous creation of new categories, openness to new information, implicit awareness of more than one perspective, point of view; creativity, aesthetic judgment, spirituality. Thus, tolerance to uncertainty is a scientific construct that today has many interpretations, but its introduction into the apparatus of psychology can contribute to the explanation of the characteristics of individual behavior in uncertain, ambiguous situations.

Analysis of empirical research results

As part of an empirical study, we tested Budner's Scale of Tolerance – Intolerance of Ambiguity as a way of measuring the phenomenon of tolerance among representatives of specific professions, in particular law enforcement officers.

Budner's scale of tolerance/intolerance of ambiguity is the first independent technique aimed at diagnosing tolerance to uncertainty. Based on it, other scales were subsequently created. First published by Badner in 1962. Despite the significant age of the technique, it does not lose its relevance as a simple technique that diagnoses an important humanistic personality trait, and in this sense it is applicable in a wide range of tasks – from professional counseling to psychotherapeutic work. The presented version of the Badner questionnaire can be used for the purposes of express diagnosis

of personal characteristics of tolerance/intolerance, that is, primarily for the purpose of examination. Tolerance for uncertainty is a personal trait that determines an individual's attitude to ambiguous, uncertain, disturbing situations, regardless of the emotional sign of this uncertainty. A personality tolerant to uncertainty considers any uncertain situation as an opportunity to choose, develop, gain new experience, does not feel destructive anxiety in uncertain situations, is able to actively and productively act in them. In turn, a person intolerant of uncertainty has a high level of anxiety in situations of uncertainty or even the threat of its occurrence, even if this uncertainty means development and positive change in the future. Individuals intolerant of uncertainty are prone to childish regulation of all spheres of life, including relationships and systems of gaining experience. Thus, the concept of intolerance to uncertainty converges with the concept of rigidity in domestic psychology, and tolerance – with the concept of Muddy's vitality. The 16-point scale of intolerance to uncertainty by S. Badner was used in the study. Respondents' answers suggested a score of agreement with each of the statements from 1 (absolutely disagree) to 7 (absolutely agree). Answers to which are formed on a 7-point Likert scale. It is possible to extract indicators of 3 subscales from the questionnaire: novelty, complexity and intractability.

The results of the study on the scale of S. Badner tolerance/intolerance to ambiguity in representatives of law enforcement officers of the Academy of Internal Affairs of Ukraine (n=20):

Table 1

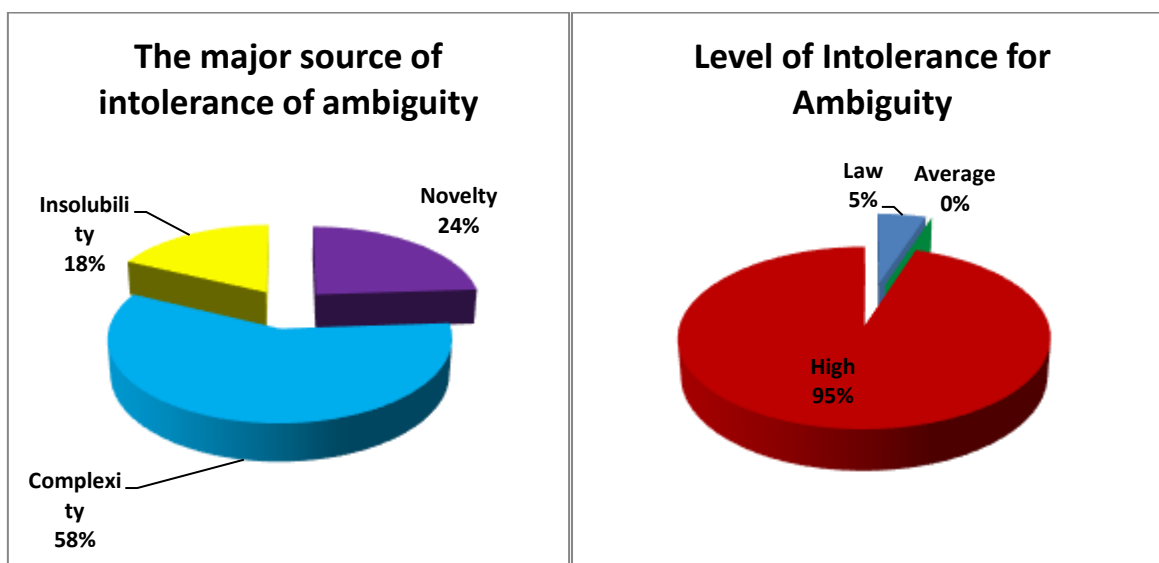
Item	Subscale novelty (N)	Subscale complexity (C)	Subscale insolubility (I)	Total (average range 44-48)
1	7	13	6	26
2	21	40	10	71
3	15	44	14	73
4	20	45	16	81
5	16	49	13	68
6	17	42	14	73
7	23	45	18	86
8	14	43	11	58
9	18	47	13	78
10	13	50	18	81
11	17	36	11	64

Continuation of the table 1

12	21	40	11	72
13	15	45	14	74
14	20	40	10	80
15	19	38	8	65
16	16	48	13	77
17	15	37	13	65
18	19	48	17	84
19	20	44	12	76
20	20	47	17	84

The results of the study at the *Tabl.1* showed that almost all respondents in the presented sample have a high index of intolerance to uncertainty, based on the average index of 44–48 points. In the vast majority of law enforcement officers (19 people), the indicators of intolerance to uncertainty

are inflated and the main source is the complexity of the situation of choice or action. For a better understanding of the methodology, we consider it important to display these indicators visually in the diagrams below.



Level of Intolerance for Ambiguity by Budner's Scale, Fig.1

As can be seen and analyzed in Fig.1, the general result of intolerance to uncertainty: according to the low indicator 1 person (5%), according to the average indicator 0 people (0%) and according to the high indicator 19 people (95%), from which we make assumption that in this sample of law enforcement officers the vast majority has a high level of intolerance to uncertainty. Dividing these indicators into sub-scales according to S. Budner in order to reveal the source of intolerance, we obtained the following results: novelty of the problem (situation) 24%, complexity 58%, intractability 18%, from which we make the

assumption that the main source of intolerance the law enforcement officers of this sample (n=20) have precisely the complexity of the problem or situation that needs to be solved. Based on the results of the collected material, we can also make an assumption about a high degree of rigidity – which is an identical concept in domestic psychology, the main tendency to perceive uncertain information as a kind of psychological discomfort or threat, taking into account the specific conditions of activity and complex situations surrounding representatives of dangerous professions, logically emphasize that acting according

to the protocol is the main construct that law enforcement officers must learn and conduct their professional activities within the framework of the law and obey the orders of higher management. It is important to note that rigidity is characterized as a feature of the regulation of intellectual strategies and characterizes authoritarian personalities, often this concept is considered as an inability to change, which explains the obtained research results, because representatives of law enforcement structures have clear instructions and an action plan, other activities that go beyond the scope of the protocol (inactivity, excessive initiative, etc.), carries with it certain negative consequences. Also, from the obtained results, we can make an assumption that age also affects high intolerance (the average age is 20 years), because with age, fewer and fewer situations are perceived as uncertain, ambiguous, and the tolerance for uncertainty increases due to accumulated experience. Intolerance is a tendency to interpret uncertain situations as a source of threat, which logically explains the obtained data due to a lack of experience. If tolerance means accepting the unknown and not feeling uncomfortable in the face of uncertainty, then we make an assumption that our sample of law enforcement officers sees the difficulty in making decisions due to the lack of instructions for actions, or they have always been taught not to act without a protocol and reject emotions, forming certain constructs of cognitive styles. that have a clear implementation and direction of actions. For law enforcement officers, the need for categorization, the search for certainty, unambiguity, the preference of the familiar over the unfamiliar, decision-making at the early stages and commitment to it in a perceptually uncertain situation are important; premature conclusions.

Scientific novelty

The scientific novelty of the article consists in the systematization and generalization of psychological knowledge of the phenomenon of tolerance to ambiguity in the decision-making system of law enforcement officers in the process of professional activity, the importance of the role of tolerance is determined as a trait that is important in improving

adaptation to changes. The importance of flexibility in the decision-making process is substantiated. The method of tolerance to uncertainty was tested and presented, and the inconsistency of the importance of tolerance to uncertainty among law enforcement officers due to the territorial location of their professional activity was revealed.

Conclusions

Research on tolerance for ambiguity is conducted at different levels, such as individual and cultural. With regard to the related cultural value dimension of uncertainty avoidance, there is a validity issue that needs to be addressed. Constructing measurement instruments based on philosophy or on actual responses reveals the possible difference between the cognitive, emotional, and action components of uncertainty tolerance. The relatively small number of tolerance studies in recent decades offer opportunities for further study of this concept. While mostly researched as a cognitive variable, it should also be linked to other psychological aspects such as hyperarousal or the «dark triad» of personality traits. We made a thorough analysis of the phenomenon of tolerance, but in practice we highlighted data that do not coincide with the data of representatives of other European countries and peoples, this is an important variable in explaining the high rates of intolerance that we obtained in the process of a pilot empirical study on a small sample and we understand what to investigate this phenomenon is needed in correlation with other important features and characteristics in order to more thoroughly understand certain tendencies that may occur among representatives of specific professions. The integration of the tolerance/intolerance construct into the Ukrainian-language psychological discourse gives rise to a number of problems related to both the multiplicity of interpretations of the concept itself and the lack of a specific term in domestic Ukrainian psychology. Nevertheless, the study of tolerance to uncertainty in relation to other psychological phenomena, as well as the very process of tolerating uncertainty and building models of this process is an urgent task due to qualitative changes in what has happened and is currently happening in the modern world.

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Роль фактора толерантності до невизначеності в системі прийняття рішень у професійній діяльності правоохоронців

Актуальність дослідження обумовлено необхідністю формування практичних навичок під час прийняття рішень і визначення основних детермінант здатності швидкої адаптації до стрімких змін, генерування раціональних ідей і приймання логічних рішень у професійній діяльності правоохоронців. **Мета** статті – проаналізувати й емпірично дослідити важливість феномена толерантності до невизначеності в системі прийняття рішень у професійній діяльності правоохоронців. **Методологію** аналізу проблеми становить загальна теорія толерантності до невизначеності, що ґрунтується на диференціації та інтеграції наявних знань у різних галузях. **Результати дослідження**. Проведено аналіз прийняття рішень і подолання невизначеності, неструктурованості, що виявляється в життєвих і професійних ситуаціях. Обґрунтовано роль ригідності в системі інтолерантності й окреслено значення цього поняття в процесі засвоєння метакогнітивних навичок. Описано феномен толерантності до невизначеності, важливість лабільності й гнучкості в системі прийняття рішень. Концепція толерантності залежить від перспектив, пов'язаних з культурним контекстом, і формується на них; визначає, як особистості ставляться до найближчого чи віддаленого майбутнього, і має властивості емерджентності, що є значущим у практичному опрацюванні нових умов, у яких вимушені діяти правоохоронці, міграційних і кроскультурних змін, які відбуваються всередині країни, та високого навантаження соціальної взаємодії. Проаналізовано й емпірично досліджено, наскільки ці фактори є важливими для побудови нового адаптаційного сценарію для представників специфічних видів діяльності. Апробовано та презентовано опитувальник толерантності до невизначеності Баднера. **Наукова новизна** статті полягає в систематизації та узагальненні психологічних підходів у загальній структурі прийняття рішень через толерантність до невизначеності, що бере активну участь у динамічних процесах, пов'язаних з подоланням або породженням невизначеності (передусім на когнітивному рівні) шляхом зміни нинішніх уявлень і концептів, а також шляхом створення нових. **Практична значущість** полягає в опрацюванні моделі феномена толерантності до невизначеності, що сприяє диференціації особистостей-правоохоронців з їхньою здатністю приймати невизначеність; розкритті механізмів подолання; описі можливих засобів розвитку толерантності до невизначеності та дослідження й розширення попередніх напрацювань щодо прийняття рішення і ролі фактору толерантності до невизначеності в специфічних умовах професійної діяльності правоохоронців, важливості розвитку цієї риси в системі прийняття рішень.

Ключові слова: толерантність; невизначеність; інтолерантність; ригідність; метакогнітивні навички; інтерфейс толерування; новизна ситуації; правоохоронець.