Research of features of professional self-actualization of civil servants through the determinants of information security

Investigación de características de autorrealización profesional de los servidores públicos a través de los determinantes de la seguridad de la información

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Abstract

The article studies the features of professional self-actualization of civil servants through the determinants of information security. The essence and content of professional self-actualization are determined. The main theoretical approaches of scholars to the definition of professional self-realization of a specialist are described. Thus, professional self-actualization is a socialized direction of comprehensive development of the specialist's personality, which combines professional and spiritual experience in the process of obtaining professional qualifications and self-improvement in the process of performing professional tasks and functions, which is a necessary feature for disclosure and realization of personal and professional potential. The study of the features of professional self-actualization of civil servants through the determinants of information security included the following interrelated stages: analysis and synthesis, method of critical analysis of scientific sources, research and information materials, abstraction and concretization, analogies and modelling, information approach, generalization of results, testing for determination of the importance of self-actualization in professional activity, testing with the use of the CAT questionnaire which helped to supplement the quantitative indicators for determining the self-actualization of an individual. A socio-psychological

study was conducted during 2019-2020. It involved 150 civil servants of public authorities, local self-governments, state enterprises, institutions and organizations of Kyiv district and the city of Kyiv. The level of influence of information security determinants on self-actualization of civil servants is investigated. Thus, the professional activity of public servants in modern Ukraine is complicated by the fact that it is realized in an extremely aggressive information space. The main sources of this aggression are both Ukrainian and foreign, which are aimed at destabilizing the system of government, gaining political advantage and power, maintaining a general atmosphere of social anxiety. Therefore, professional self-actualization of civil servants should be aimed at developing their communication skills and professional competence.

Keywords: Civil Servants, Information Security, Professional Competence, Effective Activity, Conditions of Professional Self-Actualization.

Resumen

El artículo estudia las características de la autorrealización profesional de los servidores públicos a través de los determinantes de la seguridad de la información. Se determina la esencia y el contenido de la autorrealización profesional. Se describen los principales enfoques teóricos de los académicos para la definición de la autorrealización profesional de un especialista. Así, la autorrealización profesional es una dirección socializada de desarrollo integral de la personalidad del especialista, que combina la experiencia profesional y espiritual en el proceso de obtención de calificaciones profesionales y la superación personal en el proceso de realización de tareas y funciones profesionales, que es una característica necesaria. para la divulgación y realización del potencial personal y profesional. El estudio de las características de la autorrealización profesional de los servidores públicos a través de los determinantes de la seguridad de la información incluyó las siguientes etapas interrelacionadas: análisis y síntesis, método de análisis crítico de fuentes científicas, materiales de investigación e información, abstracción y concreción, analogías y modelado, enfoque de información, generalización de resultados, testeo para la determinación de la importancia de la autorrealización en la actividad profesional, testeo con el uso del cuestionario CAT que ayudó a complementar los indicadores cuantitativos para determinar la autorrealización de un individuo. Se realizó un estudio socio-psicológico durante el período 2019-2020. En él participaron 150 funcionarios de autoridades públicas, gobiernos autónomos locales, empresas estatales, instituciones y organizaciones del distrito de Kiev y la ciudad de Kiev. Se investiga el nivel de influencia de los determinantes de la seguridad de la información en la autorrealización de los funcionarios públicos. Por lo tanto, la actividad profesional de los servidores públicos en la Ucrania moderna se complica por el hecho de que se realiza en un espacio de información extremadamente agresivo. Las principales fuentes de esta agresión son tanto ucranianas como extranjeras, que tienen como objetivo desestabilizar el sistema de gobierno, ganar ventaja política y poder, manteniendo una atmósfera general de ansiedad social. Por tanto, la autorrealización profesional de los servidores públicos debe tener como objetivo el desarrollo de sus habilidades comunicativas y su competencia profesional.

Palabras clave: Funcionarios, Seguridad de la Información, Competencia Profesional, Actividad Efectiva, Condiciones de Autorrealización Profesional.

Introduction

Research topicality

Currently, the main strategic directions of Ukraine's development are based on such laws as the Sustainable Development Strategy "Ukraine-2020", the Public Administration Reform of Ukraine for 2016-2020, the State Personnel Policy Strategy for 2012-2020, which require the creation of an effective professional institution of civil service, providing highly qualified personnel in order to implement a successful public policy for the current challenges of modern society. On this basis, the professional potential of civil servants becomes important.

The main argument for the topicality of the study is the introduction of new legislation in the field of public administration and requirements for civil servants in Ukraine, namely their creative abilities, self-development, self-improvement and their willingness to serve the Ukrainian people.

Due to the rapid changes in society, there is a need for constant work of civil servants on their own identity, professional self-determination, increasing responsibility for their future and that of other people, for the opportunity to succeed, for the full realization of their inner potential. As Rogers (1997) note, "the main motive in human life is the actualization, that is the development of one's personality, the manifestation of the most important personal and professional qualities of one's personality, which are naturally inherent in it." It is the need for self-actualization that is a natural need that gives a particular person's life a bright focus and meaning, helps to withstand life's difficulties.

Thus, the main direction of improving the efficiency of civil servants is their professional self-actualization, so it is important to study the importance of professional self-actualization for civil servants, in addition, awareness of its content and conditions for its implementation. Every day a civil servant faces certain requirements and problems on the part of society, so the success of a professional depends on his personal and professional qualities and the realization of personal potential (Samal, 2013). A key feature of a high level of professionalism depends on self-actualization. Therefore, the scientific works of scholars, which help to determine the peculiarities of self-actualization of the modern specialist, are of great importance.

Analysis of recent research and publications

Professional self-actualization has been actively developed by scholars in recent years. Various aspects of the problem of professional self-realization of an individual have been studied in the scientific works of Abulkhanova-Slavska (1991), Rogers (1997) and others.

The study of professional self-actualization of an individual from the standpoint of realization of potential capabilities and abilities of an individual are covered in the work of Karamushka and Tkalych (2009).

In addition, professional self-actualization in information security was considered in the scientific works of Maksymenko (2006), Lipkan, Maksymenko and Zhelikhovsky (2006). The approaches developed by scholars were implemented in regulations, contributed to the creation of a new legal framework for national security of Ukraine and professional self-realization of civil servants in information security. At the same time, the problem of professional self-actualization of civil servants remains almost unexplored.

All these scholars have made a significant contribution to the problem of the study of professional self-realization of civil servants. However, the search for ways to solve it in the context of updating the legislation on civil service and local self-government, high requirements for civil servants in the process of implementing reforms necessitate a systematic study of professional self-actualization of civil servants through information security determinants.

The objective of the article is to study the features of professional self-actualization of civil servants through the determinants of information security.

Materials and methods

Drawing on the methodological basis of the research of the problem under analysis, an acmeological approach was applied, which determines the reasons that influence the creative development of civil servants and provides the necessary background for the specialists to achieve a high level of professional competence. Thus, there is an urgent need for scientific research into the essence of the self-actualization of the person, as well as studying the main factors of development and self-realization of a civil servant's personality potential in the professional sphere.

The study consisted of 2 stages:

The first stage was related to the theoretical analysis of the literature on the research problem. At this stage, psychological and pedagogical literature was reviewed as well as the previous related studies into the peculiarities of professional self-actualization of civil servants through the determinants of information security. The essence and scope of professional self-actualization were determined. The major scientific approaches to the definition of professional self-realization of a specialist were outlined.

At the second stage, a socio-psychological study was conducted, which was carried out during 2019-2020. It involved 150 civil servants of public authorities, local governments, state enterprises, institutions and organizations of Kyiv district and the city of Kyiv. To conduct the study, a questionnaire was designed on the topic: "The importance of self-actualization in professional activities".

Apart from conducting the survey, civil servants were offered the CAT technique, which helped to supplement the quantitative indicators of the personality's self-actualization. The main purpose of this technique is to define self-actualization as a multi-vector value, the main parameters of which are competence over time and support. The influence level of information security determinants on the civil servants' self-actualization was addressed.

Results

The key problem of self-realization of a civil servant's personality is the search for modern approaches to solving the problems of professionalization of personnel in the field of governance. Nowadays, the acmeological approach is known in the world and domestic theory and practice, which helps to identify and substantiate the factors that influence the creative development of professional skills of civil servants and provides conditions for specialists to achieve a high level of professional competence. Therefore, there is a need for scientific research on the nature of the concept of self-actualization of the individual, and the main factors of development and self-realization of the personality potential of a civil servant in the professional sphere.

Revealing the nature of the concept of "professional self-actualization", we note that this is a socialized direction of comprehensive development of the specialist, which combines professional and spiritual experience in the process of obtaining professional qualifications and self-improvement in the performance of professional tasks and functions, which is a necessary feature for revealing and realization of personal and professional potential. In the scientific literature professional self-actualization is described as the search for "self in the profession", self-image, own style of professional activity, determination of professional achievements and the desire to implement them, the desire to realize personal potential in the chosen profession. People who self-actualize in their profession strive for self-improvement in order to achieve a high level of professional competence through the realization of themselves, their values, knowledge, skills and abilities.

Review of the scientific literature allowed determining the main approaches of scientists to the study of the process of self-actualization in professional activities. The results of the study can be presented in Table 1.

Table 1. Theoretical approaches of scholars to the study of the nature of professional self-actualization of an individual

Item No.	Authors	The nature of professional self-actualization
1	Maksymenko (2006)	professional activity is assessed by an individual as the main meaning of life or an important element. The level of human realization in the profession depends on the importance of the chosen professional activity, so professional self-actualization is realized through a combination of professional requirements as well as personal and professional qualities.
2	Abulkhanova-Slavskaya (1991)	the ability of an individual to assess their capabilities in relation to objective requirements and professional tasks. Realization of a personality position is carried out in the course of professional activity
3	Artemova (2010)	personality development in professional activity. The scholar proposed the following stages of professional self-actualization: professional self-

		determination, professional development and development of competencies in the chosen field
4	Yurkova (2006)	the process of transition of personal and professional qualities of a specialist into those relevant in the process of performing professional activities. The author includes the following main qualities: focus, actions that are characterized by personal awareness of the results and their consequences
5	Tkalych (2006)	freedom and responsibility (which characterizes the mature personality, success, and the main ways of its self-actualization; dispositional tolerance (a certain position of an individual in which a person remains sensual and empathetic in the process of professional activity); the need for self-improvement

Based on the generalization of the above approaches of scholars, we determine professional self-actualization of an individual as a complex process aimed at developing a mature personality in professional activities and characterized by the realization of personality and professional potential to achieve the highest level of professional "acme".

Self-actualization of an individual in professional activity is a complex process and requires building one's own professional life path. Professional actualization of an individual on his personal path is realized through the following main areas: professional self-determination (specialists' awareness of their abilities to fulfil professional tasks, their role in the system of social relations and personal responsibility for the fulfilment of tasks), professional development in the chosen field, on the basis of practical and professional experience), self-improvement and development of professional competence (development of professionally important qualities, acquiring professional experience). Competence development includes professional competencies (basic knowledge, skills and abilities of a person that characterize the personality of a modern specialist and contribute to successful professional activity.

Professionalism is characterized as a qualitative feature of the subject of labour, which indicates a high level of professional qualification and competence, possession of effective professional skills and abilities to solve professional problems (Karamushka & Tkalych, 2009).

Thus, the result of the process of self-actualization is a complex, multidimensional essential change concerning not only psychological properties of a person, but also its value-motivational sphere, abilities, competence, other personal-professional qualities, together forming professionalism of a person.

The civil service should help to ensure the process of professionalization of public authorities by techniques, methods, technologies, organizational structure. The modern model of professional competence of a civil servant should complement self-actualization, namely: well-being, adaptability, dynamics and ways of professional self-identification, learning to accept. Professional realization of the main functions of a civil servant depends on the level of competence, confidence, abilities, attention, ability to make the right decisions.

A civil servant carries out his professional activity in a consistent way as convenient for him. Stabilization of professional activity leads to the formation of a new system of relations with society and with one's own personality. All these changes contribute to the formation of a new social situation, and professional activity is described by individual technologies, means, methods of performance and other relevant indicators.

An active and creative position of a civil servant in professional activity promotes the development of productive knowledge and competencies; ability to communicate, dialog, analyse different situations and build optimal models.

Thus, the orientation of the above features of a personality of a civil servant, which affect the active position in professional activities, allows arguing that they are associated with the formation of professional competencies.

The following table describes how the personal life competence of a civil servant is related to his/her professional competence. The results of the study are presented in Table 2.

Table 2. Relationship between personal and professional competence of a civil servant

Item No.	Personality competence	Professional competence

1.	Responsibility for oneself and for one's actions	Social (corporate) responsibility
2.	Self-analysis and self-assessment of one's abilities	Readiness for constructive communication, dialogue
3.	Tolerance	Ability to work in a team
4.	Development of personal and professional values	Ability to resolve conflict situations
5.	Desire to improve oneself	Professional knowledge and competence in the process of activity
6.	Motivate oneself	Ability for creative interaction
7.	Willingness to achieve goals	Ability to make appropriate decisions in the management process
8.	Possession of a sense of anxiety and the ability to manage one's fears	Civic courage
9.	Desire for creative development in professional activities	Ability to analyse, synthesize, summarize and see prospects in one's professional activities
10.	Be able to solve problem situations	Ability to reach agreements

Thus, analysing the data obtained, we can conclude that the active creative position of a civil servant contributes to the development of professional knowledge and competencies in the process of professional activity; skills of effective communication, practical experience of appropriate behaviour in conflict situations, harmonization of relations in a team; abilities of creative programming of professional activity, readiness to accept one's internal changes; motivation for self-improvement, adequate assessment of the results of one's own activities; creative thinking on creating strategies of professional activity; the desire to effectively fulfil professional tasks, while maintaining the self-worth of one's personality position.

It was revealed in the course of the research that the main shortcoming in the professional activity of civil servants is the lack of readiness for constant self-improvement. Today, this is important because a specialist who does not know how to work with his shortcomings and is not engaged in constant self-development leads to demotivation, degradation and burnout (Yurkova, 2006).

Based on the theoretical analysis, a socio-psychological study was conducted, which was implemented during 2019-2020. It involved 150 civil servants of public authorities, local self-governments, state-owned enterprises, institutions and organizations of Kyiv district and the city of Kyiv. To conduct the study, a questionnaire was developed on the topic: "The Importance of Self-actualization in Professional Activities." The results of the study are presented in Table 3.

Table 3. The results of the survey of civil servants

Item No.	Answers of civil servants on the importance of self-actualization in professional activities	Indicators, %
1	Helps to reach the top of professional development, to become a professional	75.5%
2	Promotes high social status, and helps to achieve successful results	85%
3	Promotes self-realization and creative development	65%
4	Be useful to society	92%
5	Contributes to the successful organization of work in the position	89
6	An opportunity for the leader to satisfy the need to be involved in solving fundamental social problems	90%
7	Direct to the development, identification and revealing of unrealized opportunities, the individual nature of the personal trajectory of development and its self-realization through the contradiction that one creates by oneself	77%

According to the results of the questionnaire, it can be stated that in general, self-realization in the professional sphere is significant for civil servants. 85% of respondents assess themselves as employees who have excellent professional abilities and professional skills, and throughout their career seeks to develop them. In the process of their professional activity, civil servants primarily want to have financial support (82%), while 63% of respondents indicated the opportunity to develop themselves as professionals. Another part of civil servants, 46%, believe that professional activity in the civil service does not allow them to maximize their personal and professional potential, as the legal framework does not contribute to this.

In addition to the survey, civil servants were offered the CAT technique, which helped to supplement the quantitative indicators of self-actualization. The main purpose of this technique is to define self-actualization as a multi-vector quantity, the main parameters of which are competence over time and support. The results of the study showed that civil servants have a sufficient level of determined indicators (47% was competence over time, 85% – support). Comparing the high and low levels of identification of the main parameters of self-actualization, we can conclude that a high level prevails over a low level of expression of competence over time and support, which indicates that most respondents sphere are guided in the professional by their own goals and beliefs; and the position of not being exposed to external influences.

Analysing additional scales aimed at registering certain aspects of self-actualization, it should be noted that 65% of civil servants have a high level of self-esteem, value orientations (47%), self-sensitivity (36%), self-acceptance (41%) and acceptance of aggression (35%). Thus, the results characterize the ability of civil servants to respect themselves; to share the values that are inherent in each self-actualizing individual; to be aware of their needs and feelings, the ability to perceive

their anger and aggression as a normal manifestation of human nature.

However, the rest of the respondents are described by a low level of cognitive needs (44%), creativity (43%), ideas about human nature (25%), contact (22%), the results show a lack of thriving for knowledge, lack of creative development, negative evaluation of people. This indicates a low level of self-actualization of civil servants, but as the ability to interact constructively with people is the main requirement in professional activities, it means professional unfitness or professional burnout of a specialist.

However, most civil servants believe that it is necessary to focus on personal self-actualization and self-development of one's own personality, and only then to actualize one's personality potential in professional activity. The second objective of our research was to study the features of professional self-actualization of civil servants through the determinants of information security.

Discussion

A civil servant is a person who performs his/her professional duties in modern conditions, taking into account socio-economic and spiritual changes in Ukrainian society. Therefore, the main thing is the awareness of key aspects of socio-economic processes and work with information, the organization of its department, the ability to work and communicate with people. Based on practical experience, any professional activity depends by 70 percent on people's motivation to work, their business interaction, ability to communicate.

Civil servants in the public sector are sometimes seen as structured and authoritative bureaucrats, and more modern researchers describe them as proponents of openness, impartiality, and equal treatment of people (Christensen and Legreid, 2018) in their decisions. Such bureaucratic decision-making, although ostensibly systemic due to speed, is also characterized by a significant degree of prudence and transparency (Tummers * Bekkers, 2014), as well as adherence to procedures. Thus, professional judgment is often, but not always, considered positive. In addition, decision-making by civil servants in the process of professional activity is based on values that are stimulated (Rose et al., 2015).

Public values play a special role in the behaviour of civil servants. They form a kind of coordinate system, in which space the orientation of their behaviour takes place. In the process of carrying out professional activities by civil servants, social values should be realized in social activities and relations of unity of two values – the individual and society. Public life is a living organism that provides respect for human dignity, perception of the interests of everyone, while the individual feels safe and needed. The most pressing problem of effective communication between civil servants and society is the insufficient level of communicative interaction on both sides. Civil servants consider the modern public to be passive and contradictory, and the public describes them as non-transparent and corrupt.

In the context of the study of the professional activity of civil servants, the term "social values" has become a central concept, as evidenced by the increase in research in public administration and e-government (Bannister & Connolly, 2014; Cordella & Bonina, 2012) and information systems (IS) research (Rose et al., 2015). The study which is based on a review of the literature and a study by local authorities in Denmark is of particular interest. In this study, Rose et al. (2015) synthesizes the concept of four positions for e-government: professionalism, efficiency, service and engagement. They suggest that some instances of the values associated with these positions may be either "congruent" or "divergent." Among other characteristics, non-congruent cases are causal or synergistic, while divergent are competing or negative. They also recommend using their value position structure in future empirical research with a focus on several groups of participants as well as on specific technologies.

The context of this article is digitalization and automated decision-making in public sector social services. This is a sensitive area of the public sector because interacting with clients, who are often weak and vulnerable (Minas, 2014), requires a significant level of individual and professional freedom of action. In addition, despite the fact that the Internet is widely used in Sweden in general, it is reported that between 18 and 28% of those with the lowest incomes and thus representing those who are most likely to seek social services do not use the Internet daily (Internetowy System Aktów Prawnych (ISAP), 2018). However, this study focuses on the implications of automatic decision-making in the municipality, rather than the interaction between citizens and the municipality. De Witte, Declercq and Hermans (2016) identified "two worlds" in a study of electronic customer records in Flanders, Belgium: the world of databases and the face-to-face world.

Since the information is no more a collection of certain data, and became a tool for forming relationships, a tool for directing behaviour, generating communicative conflicts, the need to overcome the negative impact and realize the threats posed by certain texts, message. With a broad integrated approach, it shall mean a set of reasons that may contribute to the emergence of certain threats, especially in that segment of information.

The professional activity of public servants in modern Ukraine is complicated by the fact that it is implemented in an extremely aggressive information space. The main sources of this aggression are both Ukrainian and foreign, which are aimed at destabilizing the system of government, gaining political advantage and power, maintaining a general atmosphere of social anxiety, and so on. Taking into account threats of this type, the Doctrine of Information Security of Ukraine was created, which is aimed at increasing the media literacy of society, promoting the training of professionals for the media sphere with a high level of competence; development of mechanisms of interaction between the state and civil society institutions to counteract information aggression against Ukraine; fight against misinformation on the part of the Russian Federation; strengthening the capabilities of the security and defense sector to counter special information operations, undermining Ukraine's defense capabilities, aggravating the socio-political situation. Under such conditions, civil servants have a special mission: to form not only their own immunity to such aggressive influences, but also to be ready to conduct educational work with citizens in this area (Verkhovna Rada of Ukraine, 2017).

Reviewing foreign literature, scientists in their research noted that developing and implementing new information and communication technologies (ICT), local governments have created integrated knowledge bases and online services, providing their participants with information at different levels (Todevski, Janeska-Sarkanjac & Trajanov, 2013; Tummers & Bekkers, 2014; Wirtz, Weyerer & Geyer, 2019). However, although citizens can meet simple information needs or conduct standard transactions, more complex requests or requirements can rarely be easily resolved (Giesbrecht & Schwabe, 2015).

Thus, professional communication of a civil servant is successful if the communicative interaction is achieved by each participant of communication.

A civil servant must be able to assess his/her communicative potential, make the right decision, as the communication process is especially important for the professional activity of civil servants; be able to use language in different social situations of communication. An important aspect of the implementation of strategic communication in the activities of civil servants is to ensure the relationship with the media in order to build trust between government, the public and the media. The information provided by a civil servant must be accessible and timely. To analyse the peculiarities of the implementation of strategic communications in the activities of civil servants, it is necessary to clarify the components of the information sphere in which public policy is implemented (according to Lipkan, Maksymenko & Zhelikhovsky (2006)): the sphere of information security; sphere of e-government; sphere of information society development; sphere of informatization; sphere of protection of human and civil rights and freedoms; sphere of functioning and development of media space.

As we mentioned, the solution of the outlined tasks is due to the content and clarity of the information provided. At the same time, it is important in the activities of civil servants to form the position of a supporter of the audience; to be able to demonstrate their capabilities; present their own initiatives; link messages to important topics, etc. The information age poses every society with the problem of the ratio of access to information about the activities of the civil service and ensuring the confidentiality of business information. Free access to information threatens to oversaturate the information space, which makes the average citizen unable to analyse various information and its adequate understanding (Kosogov, 2014).

Making civil servants ready for realization of strategic communication in the context of ongoing reforms in Ukraine is possible through realization of mobility, constructiveness, institutional conditionality of a choice of forms and methods of their training in the conditions of formal, informal and information education provided by its professional self-actualization.

Thus, in our state the need for full protection of the information sphere of the state and ensuring information security of citizens is enshrined at the constitutional level. Moreover, several regulatory

documents in this area have been adopted over the last decade, which, at the same time, has not led to a real increase in information security in Ukraine. At the end of the last millennium, the National Informatization Program was approved, where considerable attention was paid to information security issues. According to the Law of Ukraine "On the Concept of the National Informatization Program" dated February 4, 1998, information security is an important component of political, economic, and defence national security. The main and effective result of the Program was to be a set of legal documents on all aspects of the use of digital technology for processing and storage of information based on limited access; application of certification software means of information protection; innovative technologies of information protection with the use of reliable methods of information protection" (Molodychenko & Oleksenko, 2014).

Many countries and organizations recognize the need to develop effective solutions that enhance information security (Janczewski & Caelli, 2016). In Poland, the National Interaction Framework (ISAP, 2018) obliges organizations in the public finance sector to design, develop, create, implement and improve an information security management system.

These commitments on information security management in public institutions have not been reflected in practice many times, as noted in the results of research, analysis and reports, including the results of controls presented by the Supreme Audit Office of Poland (Najwyższa Izba Kontroli, 2016). An attribute of changes in this aspect was the commitment to implement in the EU Member States the principles of the so-called General Data Protection Regulation (GDPR Regulation) and the Directive on Security of Networks and Information systems (NIS Directive) (European Parliament, 2016).

In Poland, the documents of the European Union were implemented in the form of the adoption, in particular, of the Personal Data Protection Act and the National Cyber Security Act (ISAP, 2018).
The key goal is the implementation of public objectives related to the decision based on available information. Based on the theoretical system, decision-making in professional activities is implemented on the basis of processing input information into source information (Chikere & Nwoka, 2015).

Taking into account the views of foreign scholars,

the nature of information security management can be explained in connection with the systemic situation, based on the following factors (Sienkiewicz, 2015):

- external threats arising from the environment of the system, which correspond to the function of destructive potential risk,
- resistance of the system to external threats, which corresponds to the function of protective potential (provision).

The above characteristics of the situation are random functions with known probability distributions.

As Androniceanu and Ciobanu (2014) showed, performance is evaluated only on paper, as managers do not use this opportunity to discuss the results of their professional activities with their subordinates or to assess and identify their need for training. Improper implementation of professional objectives of civil servants significantly limits the positive consequences that this activity should have.

Conclusion

Thus, under the term "professional self-actualization" we understand the socialized direction of comprehensive development of a specialist, which combines professional and spiritual experience in the process of obtaining professional qualifications and self-improvement in the performance of professional tasks and functions, which is a necessary feature for revealing and realization of personality and professional potential. It is also advisable to pay special attention to negative or demotivating factors that hinder professional self-actualization: conflicts in the process of professional activity and emotional burnout of civil servants.

In conditions of total informatization of society, increasing the dependence of all spheres of its life on factors of an informational nature, there is a need for continuous improvement of both theoretical and methodological framework and methods and means of practical implementation of state information policy. Public management of processes in both domestic and international and global segments of the information space in order to protect and realize state interests is an urgent need, a necessary condition for the preservation of the state and society.

We see prospects for further research in the development of psychological technologies to

increase the level of professional and personal self-actualization of civil servants.

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