

Psychological Aspects of Special Public Service Personnel

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ABSTRACT

The purpose of our study is to conduct a comparative analysis of the current level of selected psychological issues among public servants in special government institutions, using available sources and data that identify and document these issues. The research examines key psychological aspects affecting special public service personnel, including occupational stress, emotional regulation, job-related pressure, and professional well-being. Drawing on comparative data from prior studies, institutional reports, and empirical findings, the study analyzes similarities and differences in psychological conditions across institutional and functional contexts. The findings highlight that the unique nature of special public service—characterized by high responsibility, strict discipline, and exposure to risk—significantly influences psychological health and job performance. Our study contributes to the literature on public service psychology by providing evidence-based insights that may inform institutional policy, psychological support mechanisms, and human resource management strategies within special government organizations.

Keywords: special public service personnel, psychology, psychological well-being.

INTRODUCTION

Special public service personnel work in environments that require a high level of responsibility, discipline, and psychological stability, as they are tasked with ensuring public order and national security. In recent years, psychological issues such as stress, anxiety, occupational burnout, and job dissatisfaction have increasingly emerged within special public service institutions, creating potential risks to organizational human resource stability.

Accordingly, our study focuses on identifying selected psychological issues among special public service personnel and analyzing their effects on work performance and daily life, with the aim of contributing to the improvement of psychological support policies. To this end, the research examines key psychological challenges faced by personnel and conducts a comparative analysis based on selected indicators measured and evaluated by the research team.

THEORETICAL FRAMEWORK OF PSYCHOLOGY

To examine psychological issues, it is first necessary to clarify the concept and scope of psychology as a scientific discipline. Psychology is the science that studies human behavior and mental processes, including cognition, emotion, perception, attention, consciousness, and interpersonal relations. It is grounded in the interaction between social and natural sciences and seeks to explain the nature, laws, and developmental patterns of human psychological functioning (Wundt, 1874; James, 1890).

Psychology is closely connected with multiple subfields and related disciplines, such as developmental psychology, health and clinical psychology, sports psychology, occupational and organizational psychology, media psychology, legal and forensic psychology, psychological assessment and testing, and comparative psychology. Through these diverse perspectives, psychology analyzes mental processes, behavior, and emotional experience, while also explaining how individuals interact with their social and organizational environments. Ultimately, psychological science aims to develop theories and methods that contribute to individual well-being and social balance by understanding the dynamic relationship between the inner world of the individual and external social conditions (Neisser, 1967; Seligman, 2002).

Major Classical and Contemporary Psychological Theories, Psychological science has developed through a series of classical and modern theoretical traditions:

Structuralism, associated with Wilhelm Wundt and Edward Titchener (1874), focused on analyzing the structure of consciousness by breaking mental processes into basic elements such as sensations, images, and feelings. Functionalism, represented by William James and John Dewey (1890), viewed the mind as a continuous “stream of consciousness” and emphasized the adaptive functions of mental processes. Psychoanalytic Theory, developed by Sigmund Freud (1923), argued that human behavior is largely shaped by unconscious motives and internal conflicts arising from early life experiences. Behaviorism, led by John B. Watson and B. F. Skinner (1953), shifted attention away from internal mental states toward observable behavior, emphasizing the role of environmental stimuli, conditioning, and reinforcement. Humanistic Psychology, advanced by Abraham Maslow and Carl Rogers (1943–1951), emphasized free will, self-actualization, personal growth, and the positive potential of human beings, focusing on subjective experience and psychological well-being.

Cognitive Psychology, associated with Ulric Neisser and Jean Piaget (1952–1967), concentrated on mental processes such as memory, problem-solving, and decision-making, conceptualizing the mind as an information-processing system. Biopsychological and Neuropsychological Approaches, represented by Roger Sperry and Michael Gazzaniga (1960–1980), explored the relationship between brain structures, genetics, and behavior.

Evolutionary Psychology, developed by Leda Cosmides, John Tooby, and David Buss (1989–1992), explained human behavior as a product of evolutionary adaptation shaped by natural selection and social survival needs.

Positive Psychology, introduced by Martin Seligman (2002), focused on human strengths, happiness, resilience, optimism, and flourishing within social and organizational contexts.

Based on the above theoretical perspectives, our study adopts Maslow’s Hierarchy of Needs Theory and Rogers’s Client-Centered Theory as its primary theoretical foundations. These theories emphasize that individuals possess an inherent motivation for self-development and a meaningful, satisfying life. In the context of special public service personnel, fulfilling fundamental psychological needs—such as safety, respect, recognition, and a sense of value—is essential for maintaining psychological stability and reducing stress and occupational burnout.

The integration of these humanistic theories allows for a multi-level analysis of psychological issues faced by special public service personnel, encompassing the individual level (stress, burnout, adaptation), the organizational level (support systems, work environment, leadership relationships), and the social level (public perception and societal attitudes).

This comprehensive framework provides a solid theoretical basis for examining psychological well-being and developing effective psychological support policies within special government service institutions.

RESEARCH ON THE CURRENT PSYCHOLOGICAL STATUS OF SPECIAL PUBLIC SERVICE PERSONNEL

Research Methods and Methodology

Our study employs a secondary research approach, using previously compiled and readily available data. Since the analysis is based on reprocessing quantitative data collected by earlier researchers, secondary data analysis was adopted as the primary research method. In analyzing the data, several statistical techniques were applied. First, descriptive statistics were used to present the general characteristics of the research participants. Second, correlation analysis was conducted to examine the strength and direction of relationships among key variables. Third, regression analysis was applied to assess how one variable explains and influences another. In addition, comparative analysis was employed to identify and test differences across agencies and regions.

Data Analysis and Findings

The results of the data analysis indicate that 45.21% of the total participants experience significant psychological difficulties, highlighting the urgent need to systematically improve psychological support policies and professional counseling systems within special public service institutions. Higher levels of psychological issues were observed in provinces such as Darkhan-Uul, Zavkhan, and Dornogovi, which may be associated with heavy workloads, regional environmental stress, and insufficient institutional support.

In contrast, personnel in Orkhon, Bulgan, and Sukhbaatar provinces demonstrate relatively stable psychological conditions, suggesting that more effective management practices, a positive organizational climate, and stronger social support mechanisms are present in these areas. From a regional perspective, the Gobi region exhibits the highest average stress levels, indicating that external factors such as arid climate conditions, distance from family, and logistical constraints have a strong impact on psychological stability.

Notably, 56% of special public service personnel in the Gobi region report psychological difficulties, representing the highest proportion among all regions. This finding may be linked to excessive workload, challenging living conditions, and harsh climatic environments.

By comparison, personnel in the Central and Eastern regions show relatively more stable psychological conditions, with approximately 49% reporting psychological challenges, reflecting comparatively better organizational structures, workplace atmosphere, and social support. These differences suggest that variations in work and living conditions, regional social support, and stress exposure significantly influence the psychological well-being of special public service personnel (Table 01).

Table 01: Data Analysis Results

Province	Number of Participants	Participants with Psychological Issues	Percentage %	
17	2957	1529	45.21%	
Ranking of Psychological Issues (Top 5 Provinces)				
Province	total	normal	Psychological Issues	Percentage %
Zavkhan	188	67	121	64.3%
Darkhan-Uul	235	84	151	64.3%
Dornogovi	136	52	84	61.7%
Dundgovi	90	38	52	57.8%
Govi-Altai	174	74	100	57.5%
Ranking of Psychological Issues (Low 5 Provinces)				
Province	total	normal	Psychological Issues	Percentage %
Orkhon	338	223	115	34.0%
Bulgan	139	85	54	38.8%
Sukhbaatar	144	87	57	39.6%
Khovd	238	125	113	47.5%
Bayan-Ölgii	204	101	103	50.5%
Regional Comparison				
Province	total	normal	Psychological Issues	Percentage %
Govi-Altai	489	215	274	56.0%
Western Region	909	415	494	54.3%
Eastern Region	472	241	231	48.9%
Central Region	1087	557	530	48.7%

Noted by: The results of our study

The comparative analysis reveals meaningful relationships between organizational, regional, and occupational factors and psychological outcomes among special public service personnel. **First**, the relationship between provincial characteristics (type of work and environmental conditions) and psychological distress shows a moderate positive correlation ($r \approx 0.42$). Higher levels of psychological distress are observed in western and central provinces such as Darkhan, Zavkhan, and Dornogovi. This suggests that heavier workloads, challenging environmental conditions, limited logistical support, and differences in organizational environments contribute significantly to increased psychological strain among personnel working in these regions.

Second, the relationship between the number of survey participants and the percentage of participants with psychological issues demonstrates a negative correlation ($r \approx -0.37$). In more populous provinces, including Orkhon, Selenge, and Khovd, a larger number of personnel participated in the assessment; however, the proportion experiencing psychological difficulties

was relatively lower. This finding implies that larger institutions or regions may benefit from better infrastructure, more developed support systems, and stronger social networks, which help mitigate stress and psychological distress despite higher staffing levels.

Third, the analysis indicates a moderate positive correlation ($r \approx 0.55$) between human resource workload and job characteristics and psychological instability. Personnel working in law enforcement, correctional services, and police organizations exhibit higher levels of psychological difficulties, reflecting the intense occupational stress, high-risk responsibilities, and continuous exposure to demanding situations inherent in these roles. This relationship underscores the significant impact of job-specific stressors on psychological well-being.

The findings confirm that psychological distress among special public service personnel is shaped by a combination of regional conditions, organizational capacity, and occupational demands, highlighting the need for targeted and context-sensitive psychological support interventions (Table 02).

Table 02: Comparative data analysis

Comparative variables	Correlation
Provincial characteristics (type of work, environmental conditions) ↔ Psychological distress	The relatively high percentages observed in western and central provinces (such as Darkhan, Zavkhan, and Dornogovi) show a moderate positive correlation with workload, logistical support, and differences in organizational environments ($r \approx 0.42$).
Number of survey participants ↔ Percentage of participants with psychological issues	In more populous provinces (such as Orkhon, Selenge, and Khovd), although a larger number of participants were included in the survey, the proportion of stress-related issues is relatively lower, indicating a negative correlation ($r \approx -0.37$).
Human resource workload and job characteristics ↔ Psychological instability	Among law enforcement, correctional, and police personnel, the higher prevalence of psychological issues reflects a moderate correlation between occupational stress and psychological strain ($r \approx 0.55$).

Noted by: The results of our study

DISCUSSION

The findings of our study provide important insights into the psychological conditions of special public service personnel and highlight clear regional and organizational disparities. The result that 45.21% of participants experience significant psychological difficulties indicates that psychological strain is not an isolated issue but a systemic challenge within special government service institutions. This level of prevalence suggests that existing psychological support mechanisms are insufficient to address the complex demands placed on personnel working in high-risk, high-responsibility environments.

The higher incidence of psychological issues in provinces such as Darkhan-Uul, Zavkhan, and Dornogovi appears to be closely linked to heavy workloads, limited resources, and demanding environmental conditions. These findings are consistent with occupational stress literature, which emphasizes that prolonged exposure to high job demands combined with inadequate

organizational support increases the risk of stress, burnout, and emotional exhaustion. In particular, geographically remote or climatically harsh areas may intensify stress by limiting access to family support, social services, and professional psychological assistance.

By contrast, the relatively stable psychological conditions observed in Orkhon, Bulgan, and Sukhbaatar provinces suggest that effective management practices, a supportive organizational climate, and stronger social networks play a protective role in maintaining psychological well-being. These results support organizational psychology theories that emphasize the importance of leadership quality, teamwork, and institutional support in mitigating work-related stress. Even when job responsibilities are demanding, a positive workplace environment can significantly buffer negative psychological outcomes.

The regional comparison further reinforces the role of contextual factors. The Gobi region, where 56% of personnel report psychological difficulties, demonstrates how external conditions—such as harsh climate, isolation, logistical constraints, and distance from family—can amplify occupational stress. This finding underscores that psychological well-being among special public service personnel cannot be understood solely through individual characteristics; instead, it must be examined within broader environmental and structural contexts. In contrast, the Central and Eastern regions, with approximately 49% reporting psychological challenges, benefit from relatively better infrastructure, organizational coordination, and access to social support, which appear to contribute to greater psychological stability.

The discussion highlights that psychological well-being among special public service personnel is shaped by an interaction of individual, organizational, and regional factors. The results point to the necessity of differentiated and region-specific psychological support policies rather than uniform, one-size-fits-all interventions. Strengthening institutional counseling systems, reducing excessive workloads, improving management practices, and addressing regional inequalities in working and living conditions are critical steps toward enhancing psychological resilience and long-term human resource sustainability in special public service institutions.

CONCLUSION

The widespread prevalence of psychological difficulties among special public service personnel negatively affects their work performance and personal lives, indicating a clear need to improve psychological support policies and institutional systems.

Based on the analysis of the collected applications, psychological assessments were conducted in 17 provinces in 2025, covering a total of 2,957 special public service personnel and their family members. The results reveal that 45.21% of those assessed experience psychological difficulties, clearly demonstrating the necessity of strengthening psychological support systems within this sector. A large proportion of participants exhibit psychological instability arising from anxiety, stress, occupational burnout, and negative influences from family and work environments, which confirms the strong demand for professional psychological assistance and the regular implementation of preventive intervention programs.

Based on the secondary data analysis, the study proposes the following two recommendations:

1. Given the high prevalence of psychological difficulties among special public service personnel, it is essential to institutionalize psychological support systems at the organizational level and provide continuous access to professional psychological services.
2. Based on psychological assessment results, preventive training, counseling, and psychological education programs should be implemented in a phased and systematic manner to reduce stress, burnout, and the negative impacts of family and work environments.

These measures are expected to enhance psychological resilience, improve quality of life, and support the sustainable functioning of special public service institutions.

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