ISSN:2308-5703
Impact factor:13.5 *International Multidisciplinary Online Journal* October, 2026

THE ROLE AND CRIMINOLOGICAL IMPORTANCE OF THE ANALYSIS OF POPULATION APPEALS IN THE ASSESSMENT OF THE CRIMINOGENIC SITUATION IN THE REGIONS

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Doi: https://doi.org/10.5281/zenodo.23123117

Abstract: Within contemporary criminology, the proactive detection of criminal determinants that drive localized delinquency remains a key prerequisite for effective prevention. Conventional law enforcement data frequently fails to depict the actual criminogenic landscape, thereby obscuring the true extent of latent crime. This study provides a comprehensive criminological examination of how public inquiries and complaints submitted to government institutions can be leveraged to analyze crime determination. The paper demonstrates that real-time public grievances serve as a vital metric for identifying localized social instability and unrecorded offenses. Consequently, a novel analytical framework and a forecasting model are introduced to evaluate regional crime rates by synthesizing historical offense records with the fluid dynamics of incoming citizen petitions. This advanced approach offers law enforcement frameworks the capacity to deploy highly targeted preventive initiatives and systematically curb hidden criminality.

Keywords: crime causality, processing of appeals, territorial crime, criminogenic environment, diagnostic framework, latent delinquency, legal entities and citizens, offense prevention, societal determinants, predictive metrics, state institutions, analytical modeling.

Introduction.

At the current stage of social development, large-scale reforms are being implemented in our country aimed at strengthening law and order, early prevention of crime, and reliable protection of the legitimate interests of citizens. In particular, an objective assessment of the crime situation in the regions, timely identification of existing threats and taking targeted measures against them have been identified as one of the priorities of state policy.[1]

When assessing the criminogenic situation, limiting oneself to statistical figures and official reports does not fully meet today's requirements, because statistical data cannot always fully reflect the real situation in the region, that is, the legal mood of the population and latent (hidden) crimes.[2] In this regard, relying directly on the analysis of population appeals in studying the socio-criminological environment in the regions is of great scientific and practical importance. Oral, written and electronic appeals of citizens serve as a "mirror" of existing problems in society.[3] A thorough criminological analysis of these appeals makes it possible not only to address the consequences of crimes that have occurred but also to identify the underlying causes and contributing factors of offenses. However, in practice, the full and systematic utilization of the criminological potential inherent in public appeals

[1] Ўзбекистон Республикасининг «Жисмоний ва юридик шахсларнинг мурожаатлари тўғрисида»ги Қонуни. – Т.: «Ўзбекистон», 2017. (Ёки янгиланган таҳрири: Қонунчилик маълумотлари миллий базаси, 03.09.2019 й., 03/19/567/3784-сон).

[2] Ўзбекистон Республикаси Президентининг «Ўзбекистон Республикасида ҳуқуқбузарликлар профилактикаси ва жиноятчиликка қарши курашиш тизимини янада такомиллаштириш чора-тадбирлари тўғрисида»ги Фармони. – Қонунчилик маълумотлари миллий базаси.

[3] Расулов А.А. Ҳудудларда криминоген вазиятни баҳолашнинг методологик асослари. – Тошкент: ИИВ Академияси, 2021. – Б. 45-50.

remains insufficiently explored. This necessitates a study of the subject based on new theoretical and methodological approaches.

The relevance of this research lies in elucidating the role and criminological significance of analyzing public appeals when assessing the crime situation in specific regions, as well as in developing scientifically grounded proposals and recommendations to enhance the effectiveness of preventive measures based on this data.

One of the priority tasks of modern criminology is the prevention of regional crime and the early identification of the socio-economic, psychological, and legal determinants that foster it. Currently, the forecasting of crime trends and the planning of preventive measures rely primarily on official crime statistics. However, experience shows that official figures do not always fully reflect the actual crime situation. This is linked to the phenomenon of latent—or hidden—crime, which remains one of the most complex challenges in criminology.[4] From this point of view, there is a need to research alternative and real-time information sources on a scientific basis to assess the real situation in the regions.

Problem setting.

For a long time, the system of appeals, applications and complaints made by citizens and legal entities to state bodies, especially law enforcement structures, was considered only as a means of administrative management.[5] However, behind each appeal there is an early signal (indicator) of social conflict, tension, or a possible crime in a certain area.[6] If these data are not thoroughly analyzed from a criminological point of view, there is a loss of addressability in crime prevention. The scope of hidden crime continues to expand due to the lack of systematic investigation of violations that are not officially registered, but are often mentioned in public complaints.[7]

Research methodology.

Within the framework of this study, systemic analysis, comparative legal methods, deterministic approaches, and criminological forecasting models were used. Appeals of individuals and legal entities were studied not simply as complaints, but as a primary database (Big Data) that forms a socio-criminological "map" of a certain territory.

Analysis and results.

The practice of working with appeals in determining the determination of crime, that is, the causes and conditions that cause it, reveals the following important aspects:

1. A means of reducing latency: Many offenses (for example, domestic violence, petty financial fraud, chronic disputes between neighbors) are not included in statistics until they are officially registered as crimes. However, many appeals about them are received by the Internal Affairs Directorate or other agencies at the mahalla level. Studying the dynamics of these appeals reveals hidden processes.
2. Social tension indicator: A sharp increase in complaints about utility problems, unemployment, or land disputes from a particular neighborhood or district indicates a high risk of property or personal crimes in that area in the near future.
3. Real-time analysis: Official statistics are usually compiled on a monthly or quarterly basis. Complaints are received daily, which allows for daily monitoring of changes in the criminal situation.

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[4] Усмонов М.И. Криминология: Умумий қисм. Дарслик. – Тошкент: ТДЮУ, 2022. – Б. 112–115.

[5] Маъмурий бошқарув ва мурожаатлар билан ишлаш тизимига оид илмий мақола ёки монография (Масалан: Қодиров Б.Х. Аҳоли мурожаатлари билан ишлаш тизими. – Т., 2023. ёки «Жисмоний ва юридик шахсларнинг мурожаатлари тўғрисида»ги Қонун).

[6] И.Исмоилов. Мурожаатларни криминологик индикатор сифатида ўрганиш бўйича маҳаллий ва хорижий илмий тадқиқотлар ва бошқ. Жиноятчилик профилактикаси. – Тошкент, 2020;

[7] М.И.Усмонов. Криминология: Умумий қисм. Дарслик. – Т., 2022. ёки Латент (яширин) жиноятчилик ва аҳоли шикоятларининг ўзаро боғлиқлигига бағишланган криминологик манбалар .

The study proposed a new systematic analysis mechanism, abandoning the traditional model of assessing regional crime.[8] The appeals received within the framework of this mechanism are divided into criminological codes according to their content (for example: "family conflict", "land dispute", "suspicious financial schemes").[9] This information is then placed on special GIS (geoinformation) maps to identify "hotspots" where there is a high probability of crime.[10]

Conclusion.

In conclusion, it can be stated that public appeals are not merely a collection of complaints, but a powerful predictive tool that provides early indications of criminogenic factors within society. The proposed criminological forecasting model and new analysis mechanism offer law enforcement agencies the ability to:

- Organize targeted and precise preventive measures before a situation escalates critically;
- Allocate resources and personnel across regions accurately and rationally;
- Significantly reduce the level of latent crime.

This strengthens trust between state authorities and the public, facilitating a transition to a qualitatively new, digitized stage in the fight against crime.

A major disconnect between modern criminology and law enforcement practice lies in the continued use of an outdated methodology—one based on statistics of crimes already committed—to assess regional criminogenic factors. This approach directs crime prevention agencies toward combating the consequences (a reactive mode) rather than proactively identifying the root causes of crime, and it limits the mechanism for the systematic digital analysis of citizens' complaints as a criminological resource.

2. The risk of the artificial latentization (concealment) of crime.

Empirical studies indicate that, taking Tashkent city as an example, initial reports regarding fraud (particularly cybercrimes) and domestic disputes are frequently excluded from official registration by law enforcement agencies on the grounds that "there are no indications of a criminal offense and the matter falls within the scope of civil law." Such an approach leads to a distortion of the actual criminogenic situation. Moreover, the failure to conduct systematic preventive work with households that are the source of recurring complaints regarding family disputes exponentially increases the risk of grave and especially grave crimes—such as murder or the infliction of grievous bodily harm, as defined in Articles 97 and 104 of the Criminal Code of the Republic of Uzbekistan—occurring in these locations in the future. At present, however, there are no digital information systems capable of predicting these risks in advance.

3. Methodological shortcomings in the application of the "protection order" mechanism.

Although the number of protection orders issued to safeguard women's rights in the capital is increasing annually, this data is not being incorporated into general assessment and rating (index) systems as a "criminological indicator" for specific *mahallas* (neighborhoods) or districts.

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[8] А.А.Расулов. Худудларда криминоген вазиятни баҳолашнингметодологик асослари.-Т.2021 й.Ҳудудий жиноятчиликни баҳолаш ва прогноз қилишнинг янги методологиясига бағишланган илмий манба ёки муаллифнинг илмий ишланмалари.

[9] Б.Х.Қодиров. Аҳоли мурожаатлари билан ишлаш тизими. – Т., 2023.)Мурожаатларни туркумлаш, кодларга ажратиш ва ижтимоий низоларни криминологик таснифлашга оид илмий мақолалар.

[10] Chainey S., Ratcliffe J. GIS and Crime Mapping. – SAGE Publications, 2005 ёки маҳаллий инновацион лойиҳалар доирасидаги услубий қўлланмалар. ГИС (геоахборот) технологиялари, криминологик хариталар ва «Hotspots» (қизил нуқталар) концепциясини ҳуқуқни муҳофаза қилиш фаолиятига жорий этиш бўйича замонавий тадқиқотлар ёки хорижий манбалар

In this context, looking at international experience, Professor Lawrence Sherman was the first in the field of global criminology to formulate the concept of "Hot Spots Criminology" through his research. By mathematically analyzing a database of over 320,000 emergency calls and reports received by the police from the public, the scholar scientifically demonstrated that offenses are not evenly distributed across a city or district but are instead concentrated in specific locations, streets, or buildings—so-called "crime hotspots.[11]

These systemic shortcomings and methodological gaps require the creation of a new assessment and forecasting mechanism for early detection of regional crime factors, integrating the system of public appeals with modern digital technologies and Artificial Intelligence (AI) algorithms. Uzbek scientists I. Ismailov, K.R. Abdurasulova and I.Yu. Fazilov interpret crime determination as a set of social, economic and psychological factors and justify the prevention of crimes by early detection of systemic shortcomings. In their concept, criminological modeling of local socio-economic factors such as urbanization, demography and employment plays an important role in assessing the regional criminogenic situation. The scientific work of scientists shows that in preventing crime, targeted preventive action is necessary through a deep socio-demographic analysis of regional problems.[12]

Mechanism for assessing the regional criminological situation (Continued)

The scientific conclusions of these researchers confirm that the transformation of macro- and microsocial reality at the local level directly stimulates the activation of criminogenic factors. Therefore, relying only on the final numerical reports of investigative or judicial bodies in predicting the trend of crimes in a particular region will not produce the expected preventive effect. On the contrary, a deep retrospective analysis of the flow of daily official appeals, reflecting the real needs and problems of the population, serves as the most valuable and practical component of this prognostic model.

The research of I. Ismailov, K.R. Abdurasulova and I.Yu. Fazilov, who are considered leading representatives of the national school of criminology, has created a conceptual foundation for diagnosing the regional criminological environment and determining its future development directions. The authors abandoned the tradition of expressing the criminogenic situation only in dry mathematical numbers and scientifically substantiated integrated forecast models that generalize socio-economic determinants such as the demographic density of the region, the level of employment of the population, and the characteristics of the development of social infrastructure.[13]

In their fundamental research and in the "Criminology" textbooks prepared for the Academy of the Ministry of Internal Affairs, these founders of the Uzbek school of criminology developed a comprehensive scientific-practical algorithm for assessing the criminological situation and forecasting future trends.

In their shared scientific perspective, the mechanism for assessing the criminological environment at the regional level is interpreted not merely as the monitoring of statistical indicators, but as a method for deeply analyzing the systemic chain of "social environment – crime – prevention." The scholars substantiated this assessment system through the following four conceptual pillars (systems):

1. The "Three-Dimensional" System for Assessing the Criminological Situation

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[11] Шерман Л. Криминология горячих точек. (Таржима ёки илмий мақола кўринишида, масалан: Шерман Л.В. Предупреждение преступности в горячих точках. — М.: Инфра-М, 2018).

[12] Исмоилов И., Абдурасулова Қ.Р., Фазилов И.Ю. Криминология: Умумий қисм. Дарслик. — Тошкент: Ўзбекистон Республикаси ИИВ Академияси, 2015. — 380 б.

[13] Исмоилов И., Абдурасулова Қ.Р., Фазилов И.Ю. Криминология: Умумий қисм: Дарслик. — Тошкент: Ўзбекистон Республикаси ИИВ Академияси, 2015. — 380 б. (Ёки муаллифларнинг шу мавзудаги бошқа тегишли монографияси, масалан: Исмоилов И. ва бошқ. Ҳуқуқбузарликлар профилактикаси илмий асослари. — Т., 2018).

According to the scholars' approach, diagnosing the situation in a specific administrative-territorial unit (such as a district, neighborhood, or *mahalla*) should not be limited solely to the number of crimes committed and recorded. The actual situation in a given area must be assessed based on three closely interrelated criteria:

- Qualitative and quantitative indicators of crime: The total volume of criminal offenses, their rates (per 100,000 population), their internal structure (classification by level of social danger), and dynamic changes (trends of increase or decrease).
- The level of latent (hidden) crime: This aspect is a central focus of scholarly research. If the volume of appeals, applications, and complaints submitted by citizens to state agencies—as well as urgent reports received via the "102" system—significantly exceeds the number of officially recorded crimes, this serves as direct grounds to characterize the social environment in the area as "unhealthy" and marked by a high level of hidden risks.

"Analyses indicate that many serious crimes are committed at a later stage following domestic complaints or grievances that were not addressed in a timely manner." Therefore, it is advisable to implement a **"Conflict Prevention Index"** that assesses the potential escalation of conflicts based on the frequency and recurrence of public appeals. This would enable law enforcement agencies to prevent serious consequences...

Based on the foregoing, the following classifications, definitions, and proposals—meeting scientific and methodological standards—have been prepared regarding "the role and criminological significance of analyzing public appeals in assessing the criminogenic situation in specific regions":

1. Definition

The analysis of public appeals for assessing the criminogenic situation in regions is a practical-analytical process involving the systematic collection, processing, and forecasting of criminological data. Grounded in constitutional guarantees for the protection of human rights and freedoms, this process aims to identify the latent (hidden) nature of offenses occurring in a specific area, assess the level of safety in citizens' daily lives, and enhance the targeted nature of preventive measures. - Criminological significance: This analysis goes beyond mere statistical accounting; it serves as an indicator of trust between society and the state, as well as a key metric for evaluating the effectiveness of law enforcement agencies in uncovering latent crime.

2. Classification

It is appropriate to examine public appeals as a criterion for assessing the criminogenic situation based on the following criminological classifications:

- By content:
- Appeals regarding offenses against private property (theft, fraud);
- Appeals concerning crimes and threats against the person;
- Appeals reflecting domestic violence and family-related conflicts;
- Appeals regarding the maintenance of public order and environmental safety.
- By source/origin:
- Appeals made directly by victims;
- Appeals submitted by civic activists, *mahalla* committees, and citizens' self-government bodies;
- Anonymous reports and tips that expose latent crimes. - According to territorial coverage:

-Dynamics of appeals received from neighborhoods and regions classified as "red", "yellow" and "green".

3. Proposals

Based on the research findings, the following practical proposals have been developed to improve the mechanism for assessing the regional criminogenic situation:

1. Implementation of a digital criminology platform: Creation of a unified electronic analytical module that automatically links public reports (including those received via hotlines, web portals, and social media) to a regional criminogenic risk map. This will enable crime prevention inspectors to organize their work at the local community (*mahalla*) level without the burden of excessive paperwork.
2. Development of indicators for detecting latent crimes: Implementation of a method to predict latent crime based on recurring domestic disputes and complaints found in public reports. Specifically, this involves creating a system to proactively assess potential criminogenic "hotspots" based on the tone of citizens' reports, the rate of increase in the number of reports, and the frequency of recurrence. 1. Legal awareness-raising and targeted prevention: Developing annual thematic plans for outreach activities—conducted at the *mahalla* and household levels—aimed at enhancing the public's legal consciousness and culture, based on an in-depth criminological analysis of received appeals.
2. Strengthening public oversight: Establishing a practice of discussing the results of criminological analyses of public appeals within the activities of the "*mahalla* seven" (local community leadership groups) and reinforcing legal mechanisms that encourage citizens' personal participation in creating a safe environment.

Research findings, law enforcement practices, and criminological analysis of statistical data indicate that public appeals serve as one of the most important and reliable criminological indicators for preventing local offenses, timely detection of latent crime, and improving the targeting of preventive measures. Based on the scientific results and generalizations derived from this study, the following key conclusions have been formulated:

1. Theoretical-methodological foundations: It was substantiated that assessing the criminogenic situation in regions solely through official crime statistics is insufficient and that conducting a deep criminological analysis of public appeals is crucial in this process. It was scientifically demonstrated that such appeals serve as a primary source of information, reflecting the level of safety in citizens' daily lives and revealing latent crimes.
2. Victimological and escalation-based approach: It was highlighted that public appeals should not be viewed merely as routine complaints, but rather as tools for predicting victimological risk profiles and the potential for conflict escalation. This enables prevention inspectors to take proactive measures to avert crimes with serious consequences. 3. Digitalization and modern tools: It was substantiated that the quality of analysis could be elevated to a new level by integrating public appeals with criminogenic risk maps—thereby expanding the use of digital technologies in the operations of law enforcement agencies and the "Mahalla Seven" (local community leadership groups)—and by introducing indices for public trust in state bodies and legal awareness.

Overall, the proposals and recommendations developed within the scope of this research serve to further strengthen the scientific and methodological foundation of ongoing reforms aimed at creating safe environments in the regions, enhancing public oversight, and stabilizing the criminogenic situation.

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