



VERBAL POLITENESS AND NON-VERBAL STRATEGIES IN UZBEK AND ENGLISH SPEECH ACTS (FORMS OF ADDRESS, REQUESTS, APOLOGIES)

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Khalilova Oyshakhon Sadriddin qizi

Turan International University

Annotation. *This article analyzes the linguopragmatic features of speech culture and ethical communication tools in Uzbek and English languages. It studies differences in politeness strategies, address forms, apology expressions, and cultural norms influencing communication. The findings highlight how understanding these features contributes to effective intercultural communication and helps avoid pragmatic failures in dialogue between speakers of the two languages. It focuses on polite and softened commands, permission, and wish expressions in both languages. The study aims to reveal cultural and pragmatic nuances that influence communicative behavior, highlighting the importance of linguistic politeness in cross-cultural communication and language teaching.*

Keywords: *Politeness, strategy, Uzbek language, linguistics, communication, culture, compliments, forms of address, direct speech, social interaction.*

INTRODUCTION

Politeness is an important factor that serves to maintain and strengthen warm relationships between people. Politeness strategies in the Uzbek language are culturally and linguistically rich and are based on people treating each other with respect. These strategies include forms of address, compliments, gentle expressions, and methods such as avoiding direct speech. Politeness plays an important role in increasing communicative efficiency, preventing conflicts, and strengthening social cooperation.

In the Uzbek language, various politeness strategies are used to help people manage social relationships smoothly. These strategies include

respect, indirect speech, respectful forms of address, and the use of softening expressions to soften directness. In addition, cultural concepts such as respect and decency shape the expression of politeness in everyday conversations. Uzbek speakers avoid direct or overly direct language, preferring to use diplomatic and polite language to maintain positive relationships.

Understanding these politeness strategies is essential for effective communication, especially in formal and social settings. Mastering these linguistic tools not only facilitates smooth conversations, but also helps to prevent misunderstandings and potential conflicts. This article examines the main politeness



strategies in Uzbek, their linguistic characteristics, and their importance in maintaining social cohesion.

LITERATURE REVIEW AND METHODOLOGY

Courtesy is considered a spiritual asset that reflects a person's culture and manners. It serves as a means to uplift the spirits of those with whom one converses, brighten their hearts, and offer comfort to the soul. Courtesy is an expression of sincerity; in the words of Alisher Navoi, "Whoever speaks kindly to others turns even adversaries into friends." Life experience shows that the root of many disagreements and conflicts often lies in harsh words and poor conduct. If someone offends another with a careless or thoughtless remark, it can lead to mutual misunderstanding and discord.

Courtesy is a key factor in achieving great success in life and plays a fundamental role in building a progressive society. For this reason, wise thinkers and scholars throughout history have placed special emphasis on the importance of courtesy. They have consistently encouraged the use of pleasant words and gentle speech. Kind words enhance a person's reputation, help them gain friends, and earn them respect within society. On every page of our historical and literary sources, one can find instructive insights regarding the value of kind speech, the etiquette of conversation, and moral upbringing. For courtesy and conversational etiquette—shaped by life experience—have always held great importance throughout history.

Amir Khusraw Dehlavi was a thinker who placed great emphasis on the etiquette of conversation, advising people to avoid those with ill intentions or a cold, aloof demeanor. In his view, any undertaking, conversation, or consultation conducted with courtesy ultimately yields positive results. Conversely, rude behavior, irritability, and a short temper are signs of a lack of moral character. True courtesy should be regarded as a duty, as it is one of the vital virtues that elevates human dignity.

DISCUSSION AND RESULTS

Politeness is a crucial aspect of communication in the Uzbek language, reflecting deeply rooted cultural values such as respect, hospitality, and social harmony. Research highlights that Uzbek politeness strategies rely primarily on respect, indirect speech, softening techniques, and expressions of gratitude to maintain respectful and effective interactions. These strategies help speakers navigate social hierarchies, avoid confrontation, and foster positive relationships.

One of the most significant differences between Uzbek and English lies in forms of address. English uses a single pronoun—"you"—for everyone, regardless of a person's status or whether the speaker knows them, relying instead on tone and context. In contrast, Uzbek distinguishes between two forms of the second-person pronoun: "Sen" and "Siz." Undoubtedly, "Siz" is used to convey greater respect and maintain social distance compared to "Sen."



Another characteristic of Uzbek culture is the practice of addressing strangers using kinship terms—such as **aka** (older brother), **opa** (older sister), or **amaki** (uncle)—even when there is no actual family relationship. This serves as a social norm that reinforces a sense of communal closeness and acknowledges social hierarchy. However, the use of such terms seems unusual in English culture; for native speakers, a person's name and the tone of voice itself are sufficient to convey respect. Consequently, when addressing strangers or people of different ages, they use titles such as "Mr.," "Sir," "Miss," or "Mrs."—either with or without the person's name, depending on the situation.

The structure of requests represents another key difference. To avoid a negative impression—or "losing face"—English speakers express their wishes indirectly using phrases like "Could you...?" or "Would you mind...?" rather than making direct statements. In contrast, while Uzbek questions may be grammatically direct, they are softened through the use of polite markers, as well as intonation, context, and a culturally ingrained openness; in this culture, such openness is viewed as a sign of naturalness and good manners.

Social interactions such as greetings and refusals also reveal significant differences. English greetings are typically brief and concise—"Hello" or "How are you?"—whereas the process is far more elaborate in Uzbek culture, often involving inquiries about a person's health, general

well-being, and family members. Unlike the British, expressions of disagreement are generally conveyed indirectly—accompanied by detailed explanations and apologetic qualifiers—rather than directly.

Differences in the linguistic markers of respect can lead to numerous misunderstandings. Just as English communication styles may appear overly blunt or rude to Uzbeks, Uzbek forms of interaction might seem excessively formal or inappropriate to English speakers. These distinctions reveal the core values shaping the worldviews of both nations: the British prioritize individualism and personal boundaries, whereas Uzbeks emphasize social closeness and respect for others. Recognizing these differences enhances one's competence in cross-cultural interactions.

Mastering politeness strategies in Uzbek is essential for both native speakers and language learners, as these strategies play a pivotal role in everyday communication. Furthermore, understanding these strategies is particularly valuable in intercultural interactions, where differing norms of politeness can easily lead to misinterpretation.

CONCLUSION

Politeness strategies in the Uzbek language demonstrate the importance of linguistic and cultural awareness in communication. Future research could examine how these strategies evolve over time, particularly amidst increasing globalization and intercultural exchange. By preserving and adapting these norms of



politeness, Uzbek society continues to uphold its traditions while fostering effective communication in a changing world.

In conclusion, both Uzbek and English express politeness through forms of address, requests, and speech situations. While English etiquette emphasizes individual autonomy, Uzbek etiquette

focuses on collectivism, hierarchy, and social respect. Consequently, linguistic competence and communicative proficiency are significantly higher among those who understand and are aware of these distinct linguistic nuances, serving as a key to effective interaction in international contexts.

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