

Methodological Basis of Development of Intercultural Communication Competence of Tourism Police Officers

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Abstract: This article analyzes the methodological bases for increasing the intercultural communication competence of the tourism police officers of Uzbekistan and reveals their significance.

Keywords: Communication, intercultural communication, communicative competence, linguistic competence, strategic competence, grammatical competence, sociolinguistic competence, pragmatic competence.

Introduction: If language is a social phenomenon, it has become an unquestionable concept, and today culture is widely accepted as a whole concept together with language. Also, "Language is the most impartial and indelible mirror of national spirituality, enlightenment and culture." [1] That is, the language is a means of expression of people's imagination arising from the spirituality, science and educational norms of the world around them. It can be seen that during the communication with the guests of our country, the tourism police officers directly demonstrate our national culture, customs and values, verbal and non-verbal norms accepted in social relations. That is why the study of the concept of language and culture in an integral relationship with each other is an important factor in the successful implementation of a conversation with a representative of another nation. To this end, many years ago, scientists showed interest in the term "culture" and began to give many definitions. "According to N. Brooks, "culture is a person's behavior in events and events that occur in everyday life. From a young age, a person adjusts himself to various life situations as much as possible, and calls on those around him to follow this approach and obey him as the customs of the society in which he lives." [2] "In the works of E. Taylor, we find the most vivid expression of such an approach to the understanding of culture. His more widespread definition of culture expresses culture as a whole complex phenomenon that includes knowledge, beliefs, arts, morals, laws, customs and any other

characteristics and habits that a person acquires as a member of society." [3] People communicate through language based on their feelings, thoughts and concepts, that is, they express the culture, upbringing and thinking of the world around them through language. It follows that while language is considered a means of communication between people, in fact, not only the rules of the language, but also very important factors such as the difference in the social status, nationality, and culture of the interlocutor in the process determine how effective the communication will be. Therefore, we can say that culture is the original inner world of a person formed through the knowledge and upbringing of the society that surrounds him, and language is his means of expression. It follows that not only language but also culture is equally important in communication between people.

Since the concept of language and culture are inextricably linked, the social environment, culture, traditions, worldview, culture of communication and means of communication, i.e. the communication between representatives of two languages and nationalities with different languages is intercultural communication. there are important factors in increasing it, which can be studied as the competence of intercultural communication as a whole.

LITERATURE REVIEW

The term "competence" is derived from the Latin word "competere" which means to match, and in a broad sense it means the ability to effectively use acquired verbal and non-verbal knowledge and skills in general

matters.

"Communicative competence is the ability to understand and create opinions in a foreign language in various communication situations"[4].

"Communicative competence is the knowledge, skills and abilities necessary to understand other people and to create one's own speech behavior programs in accordance with the goals, fields, and situations of communication"[5]. So, communicative competence is the ability to successfully communicate with representatives of different cultures in a foreign language using acquired knowledge in different fields and in different situations. It can be seen from this that it is important to note that the importance of this knowledge is very high for tourism police officers to acquire the skills of effective communication with representatives of different cultures in the course of their duties, that is, to improve their communicative competence.

In Linguistics, in the middle of the 20th century, N. Chomsky defined the concept of "communicative competence" for the first time as important social and cultural factors, and explained language use knowledge, skills and abilities in general as the knowledge of effective use of language in communication. That is, the successful use of the language in communication implies the development of the attitude of the interlocutors, and the communicative competence of the users of this language and the rules of language use are limited by the socio-cultural norms of the society where the language is used.

It is no exaggeration to say that during the last half century, the interests and studies of scientists

have reached their peak in relation to intercultural communication. Because today's globalization and the problems of disagreements in international relations happening all over the world require a more in-depth study of this field. As a result of many researches, scientists clearly proved that only grammatical structure of language is not enough in intercultural communication.

European scientists Michael Canale and Merrill Swain considered the importance of not only language, but also non-language socio-cultural concepts in intercultural communication, the ability of interlocutors to understand each other literally, and the ability to maintain mutual respect in the event of cultural conflicts. Many scientists initially analyzed and studied communicative competence in 3 main parts, i.e. grammatical competence, sociolinguistic competence and strategic competence.

Bachman interprets the term communicative competence in a broader sense and communicative competence includes 3 main parts, namely "linguistic competence", "strategic competence" and "pragmatic competence". Bachmann's theory called linguistic competence, combining all the knowledge about the grammar, pronunciation and correct use of the language, it was a perfect definition.

The term communicative competence was perfectly defined by Dell Hymes and is still widely accepted today. According to him, communicative competence is called intercultural communication competence in its entirety, and includes such elements as "linguistic competence", "sociolinguistic", "strategic competence" and "discourse competence".

Components of Communicative Competence Dell

Components of Communicative Competence Dell Haymes

in the interpretation

Linguistic (Linguistic)	Socio-linguistic (Sociolinguistic)	Discursive (Discourse)	Strategic (Strategic)
• rules of correct use of language codes	• correct use of the rules of dialectal speech in society	• in the state of maintaining the relevance of opinions in an organic state	• with the interlocutor rules for avoiding communication breakdowns.

		the rules of correct expression of the content	
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Communicative competence is considered the most important subject in demonstrating the professional competence of the tourism police officers, through which they acquire the knowledge of providing high service to tourists both verbally and in writing. It is important to note that the above competencies are the main competencies for successful communication.

Linguistic competence is an important part of communication and the basis for other competencies, in which the correct use of grammatical, lexical, phonetic and stylistic rules of the language is a sum of knowledge and skills.

"Linguistic competence is the ability to create and interpret grammatically correct sentences consisting of words in the traditional sense, considered to be the foundation for the development of communicative ability to form language in layers"[6].

Therefore, by studying the words of the language,

which are considered the main means of communication between the tourism police officers and tourists, in a generalized state for special purposes and tasks, through correct emotional expression, using them in the correct grammatical structure of the language during the conversation, phonetically speaking them in order to ensure intelligibility. It is important to be able to pronounce the rules clearly and fluently. In addition, first of all, the ability of the interlocutors to retain the set of words related to the correct methodological content in the intended function is the basic concept for the successful implementation of communication.

METHODOLOGY

I.R. Galperin defined the functional style as "a system of coordinated, interrelated and mutually conditional language tools designed to perform a certain function of communication and to achieve a certain effect."

Functions	Suggested vocabulary	Examples
Greetings	Hi, hello, good morning, good afternoon, good evening.	Hello madam/sir. Good afternoon mrs.
Suggestions	Shall we, Let's, do you want.	Shall we get a taxi?
Request	Could you, can you, is it possible...	Could you wait for a minute?
Asking permission	Can I, don't you mind, would you mind, may I.	Don't you mind, if I open the window?
Warning	Be careful, be attentive.	Be careful, not to confuse the number of buses.
Agree	I agree, I hope, I think so.	I hope that we will not have to wait for a long time.

Disagree	I disagree, I don't think so, it could be.	I don't think that we miss the bus.
Recommended	It is better, I recommend.	It is better to buy a ticket in advance.
Advice	It would be better.	It would be better, if you get a permission to enter the room.
Offer	Can I, do you want.	Can I bring a bottle of water to you?

The next important part of intercultural communication is sociolinguistic competence, which implies the correct understanding of the meaning of the language expressed in social communication by the interlocutors and thus the development of communication.

Sociolinguistic competence according to the philosophy of the American scientist Schachter the unity of the text depends on the contextual factors, the interaction of the target and the norms or conventions, including the correctness, the status of the participants. That is, it is assumed that the source of the language used by the interlocutors during the conversation should be correctly interpreted and be correct and understandable according to social norms. This competency is used to learn from tourism police officers how to interact with the interlocutor from the social point of view, and how tourists can consciously understand the meaning of a word in the world of social communication and how to treat them appropriately. For example, despite the fact that the words "of course and sure" in the English language have the same meaning from the lexical point of view, these words have different emotional expressiveness in the culture of the English nation, that is, the word "of course" is definitely , in the meaning of "what is the need to ask", the word "sure" expresses the meaning of "of course" in the meaning "I would be grateful if you would do so". It is a necessary condition for tourism police officers to be aware of the meaning of social relations in addition to the vocabulary of the words in such a communication, which is very small and very sensitive culture of communication.

Also, pragmatic competence is considered an important part of language, and later this competence was considered as a part of sociolinguistic competence

in the implementation of communication. Because it is appropriate to take into account that the listener's ability to understand the concept intended by the speaker without additional explanations is not only consciousness, but also related to the concept that is widely understood in society.

Also, the use of strategic competence for the second language user, as well as the native language user, can be an important auxiliary factor in the continuous and meaningful conversation between the representatives of the two languages. This language competence is considered to be the main tool of the user in avoiding repeated words in poems and stories as a mother tongue and increasing stylistic creativity, while as a second language the user can use words that are meaningful to the user or express it by giving a definition of the intended word. It is important to make a fluent and meaningful speech with such methods.

The next main part of communicative competence is discourse competence.selection, words, structures, sentences directly speaking includes knowledge related to the sequence and organization of the written text.Discourse competence was also studied by European scientists such as Morgan & Sellner and Carrell, and we can see that thoughts are divided into categories in terms of meaning, logic, and structure, and ensure the perfect level of communication in oral and written speech.

Accordingly, those who commented on the grammatical structure of the language, being able to express it correctly in time and space, explained the meaning and essence of words when used in society and how they affect the listener through sociolinguistic competence.

CONCLUSION

In short, all the main parts of intercultural communication are considered the main tools of the tourism police in their work, thus their professional competence will be perfectly visible and every guest visiting our country will have a warm and meaningful trip.

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