

**MENTAL ENLIGHTENMENT SCIENTIFIC –
METHODOLOGICAL JOURNAL****MENTAL ENLIGHTENMENT SCIENTIFIC –
METHODOLOGICAL JOURNAL**<http://mentaljournal-jspu.uz/index.php/mesmj/index>**ANALYSIS OF EXPERIENCES ON IMPROVING INTERCULTURAL
COMMUNICATION COMPETENCE OF TOURISM POLICE OFFICERS***Nasiba Odilbekovna Jumaniyazova**Urgench State University**Urgench, Uzbekistan**E-mail: jumaniyazovanasiba91@gmail.com***ABOUT ARTICLE**

Key words: language, intercultural communication, goals of communication, tasks of communication, politeness, culture, functions, traditions, language skills.

Received: 04.01.24

Accepted: 06.01.24

Published: 08.01.24

Abstract: In this article, in order to increase the intercultural communication competence of the Tourism Police officers of Uzbekistan, the experiences and skills of the Tourism Police officers of the world's leading countries in developing the communication culture have been analyzed. Also, a number of opinions were given about the need for intercultural communication competence of the Tourist Police and how to form these competences in them. In addition, when learning English in professional fields, limiting the goals and tasks of communication (giving advice, correctly explaining directions, making suggestions, asking for the purpose of checking documents, politely resolving various misunderstandings), language opinions and comments on increasing the effectiveness of communicative competence by correctly determining the level.

INTRODUCTION

Communication is considered the most important factor in human life and development, and it is not wrong to say that communication differs from animal communication in that it has a conscious, purposeful, and functional appearance. After all, the thoughts of our great grandfather A. Navoi, who said, "Words turn a man into an animal," are proof of our opinion. Of course, it is not surprising that in this place, our grandfather means that words and language are not a means of communication, by which people's opinions and feelings are directly expressed in words and communication.

As language is the primary and main tool in communication, it has become the most powerful weapon in today's globalization process, and it directly participates in the exchange of communication

between people all over the world. Communication shows the culture and level not only of people but also of representatives of that nation and people. It requires the interlocutors to feel more responsible.

MATERIALS AND METHODS

"Language learning is one of the most important areas in human society. Language, which is a means of communication, can be acquired practically in a natural environment (in the family, in the community) or in an organized way (in a lesson). Knowledge of language phenomena is studied theoretically. In our time of increased international relations, knowing a language, especially multilingualism (polyglossia), is of great importance." [1]

In particular, the communication of tourism police officers during their activities directly expresses the culture of not only the owners of these professions but also the entire Uzbek nation. Therefore, it is an urgent issue in this field to carry out scientific and practical research on improving the intercultural communication competence of foreign tourism police officers and to develop a meaningful program for this new direction in our new Uzbekistan.

Of course, intercultural communication is carried out through a medium known to both sides of the interlocutors, i.e. language, the language may be accepted as a mother tongue for one and a second language for the other party, or as a second language for both parties. One such language is English, which is widely used all over the world and is recognized as a world language. Therefore, the necessary level of knowledge of the language and the culture of the interlocutor, which is considered the mediator of intercultural communication, guarantees the success of the communication. Therefore, it is appropriate to start the research of intercultural communication first of all with considerations about the level of knowledge of the language required.

Mr. Rattapoom Kotchamong (Thammasat University) has discussed the importance and necessity of English for Pattaya Tourist Police officers in his research and stated that "To study the current state of oral communication in English, to identify the problem of oral communication of police officers and to develop information for the course of tourist police officers related to their professional duties." [2] such goals have been implemented. It was deemed necessary to discuss the most important aspect of the language for the employees of the Tourism Police, that is, the culture of oral communication, in our scientific work, all types of language communication (oral, written, listening comprehension, and reading comprehension) are considered equally important. It was found acceptable to discuss holistically. Because any communication is carried out in an integrated state, that is, we humans in society try to respond verbally or in writing by listening and understanding or reading, and at the same time convey information to someone verbally or in writing.

In this regard, several researches have been conducted in the leading universities of European countries. In particular, in the development of intercultural communication competence of Bolivian

tourism police officers, the English language is considered the main means of communication around the world, and the communication problems of tourism police officers are studied. "Tourist police officers are required to learn the language to communicate with tourists to show the correct directions, give advice, and check documents. In particular, when communicating with tourists, police officers are required to solve various problems, such as asking for their identity, giving advice, offering help in difficult situations, etc., and this (in some cases) It is also important that they use gestures and body language correctly." [3] It has been studied. The most effective and high-quality mechanism for learning the language used in intercultural communication has been developed in the case where these thoughts are directed to special goals. However, it once again proves that communication between people of different cultures requires the development of a learning mechanism for the tourism police officers of Uzbekistan.

RESULTS AND DISCUSSION

One of the first steps in learning the language for special purposes, setting the limit of the required words is also a suitable mechanism for increasing language knowledge. In this regard, Mg.Sc. Maria Eugenia Sejas Ralde in her work studied the lexicons that are often used in the activities of tourism police officers together with their communication tasks and made effective suggestions. "Tourist police officers do not always provide clear assistance to tourists because they cannot communicate effectively in English. As a result, sometimes there are some inconveniences in the interaction. Therefore, it is important to provide specific lexical items related to one's field with specific goals." [4]

"By practicing the necessary lexical elements in real-life situations, for example: asking for and giving personal information or instructions, as well as robbery reporting forms, the tourist police officers are prepared to improve their communication competence." [5]

That is, being able to use limited words in a state of understanding the expressive function in communication is also an important part of successful communication. However, taking into account the fact that dictionaries alone cannot fully convey the meaning intended in real-life social communication in learning a second language, in our work, the presence of a word in one synonymous line in one function, together with these words taking into account the different emotional expression in social communication, efforts were made to further improve this communication mechanism. That is, awareness of the knowledge of the art of translation is one of the mechanisms that ensure the effective progress of intercultural communication.

Srowcha Rattanapian, a Thai scientist, is another important element of communication culture discussed in the work entitled "Understanding Politeness Strategies: Studying Tourist Police Service Encounters Using a Discourse Approach". "Politeness is one of the most important cross-cultural topics, and interpersonal communication draws attention to the fields of linguistics and

sociolinguistics. The fact that context cannot be understood without understanding politeness makes it clear that a community-based environment is important. Such an approach will teach courtesy and contribute to improving the services of the Thai Tourist Police." [6]

Politeness, of course, in our opinion, is one of the important mechanisms of the effective functioning of communication, and in our scientific work, in addition to this mechanism, we consider such qualities as endurance, patience, and modesty in tourism police officers, not only the meaning of the language in sociolinguistics but also the meaning of the interlocutors. With the comments that the interlocutor can understand the culture in an open manner, as well as the interlocutor can literally understand and deliver it appropriately, this process, together with the psychological and emotional state of the interlocutors, the information is considered as maturity in intercultural communication, and the discussion is complete and perfect. We decided to do it. (We will dwell on this in the next chapters).

Ayche Akyel, a student of the University of Turkey, the importance of the research on the topic "Improving the writing skills of the tourist police officers in the texts prepared for special purposes" is that the work expressed an opinion about the importance and effectiveness of learning the language by thematizing it for special purposes and determining the necessary limits and levels. In our work, we can see the importance of covering all the principles of intercultural communication in a situation where the English language is directed to the necessary topics in the communication of the tourism police officers.

Hatem Ibrahim Aldohan In his scientific research, opinions were expressed about the importance of communication culture and language skills in the development of professional competence of Jordanian tourist police officers. They especially emphasized the importance of forming a culture of hospitality. "The development of communicative and linguistic competencies in employees working in the tourism industry (Bobanovic & Grzanic, 2011; Prachanan, 2012) is a necessary condition for their professional development. In addition, improving the English language skills of the Tourist Police is an urgent need, especially in the hospitality industry. It is also an important issue in Jordan, in this regard, to what extent the tourist police need English at work and what problems they face in the process of communicating with foreign tourists in real-life situations" [7].

CONCLUSION

In our opinion, it would not be wrong to say that the formation of a culture of hospitality, not only among the employees of the Tourist Police but also among the employees of all sectors working with tourists, will contribute to the development of this sector.

In conclusion, the importance of our dissertation is that, firstly, language is the main tool for the high level of professional competence of the Tourism Police, and secondly, it is not an

exaggeration to say that it is the primary source of the perception of the culture and communication culture of the tourist who visited our country. In addition, it reveals the importance of full compliance with the rules of intercultural communication through the limits and level of language learning, focusing on the special goals of the Tourism Police officers in learning English, that is, relying on the functions of communication.

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