

POLITENESS EXPRESSIONS IN FORMAL ORAL COMMUNICATION: AN ANALYSIS BASED ON ENGLISH ACADEMIC JOURNALS**Dexqonboyeva Omongul Maxamadsoli kizi**

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Abstract: This article analyzes politeness expressions used in formal oral communication based on research published in English academic journals. Specifically, it examines recent studies from internationally recognized publications such as the Journal of Politeness Research and the Journal of Pragmatics to explore the pragmatic features of politeness expressions in formal communication, cross-cultural differences, and issues of practical application. The research findings indicate that while politeness expressions in formal communication possess universal characteristics, they manifest in unique forms across languages and cultures. The article concludes by emphasizing the importance of a comparative approach in studying formal communication in the Uzbek language.

Keywords: politeness expressions, formal communication, pragmatics, intercultural communication, politeness strategies

Introduction.

Formal oral communication plays a significant role in all spheres of modern society – from diplomacy to business, from public administration to academic settings. The appropriate use of expressions of respect, attention, and courtesy among participants in such communication is one of the key factors for successful interaction. Therefore, the scientific analysis of politeness expressions in formal communication and the identification of their pragmatic features constitute a relevant issue.

In recent years, the study of politeness phenomena has emerged as a distinct field within linguistics, with numerous studies being published in international academic journals. Notably, the Journal of Politeness Research, established in 2005 and published by De Gruyter Mouton, stands as one of the most prestigious publications in this field. Its establishment signifies the recognition of politeness phenomena as an independent research direction within linguistics [2].

However, a review of existing literature reveals that most studies have been conducted within the context of English and Western cultures. Eastern languages, particularly Uzbek, and the comparative analysis of their politeness expressions in formal communication remain insufficiently studied. As Tatiana Slama-Cazacu (1987) emphasized, without a comparative study of politeness expressions, it is difficult to fully master a second language and use it effectively [1].

Literature Review

The scientific study of politeness phenomena began in the second half of the twentieth century, with Penelope Brown and Stephen Levinson's (1987) classic work serving as the primary theoretical foundation. Based on the concept of "face," they interpret politeness strategies as actions aimed at preserving positive and negative "face." According to this theory, participants in formal communication strive to maintain mutual respect and mitigate face-threatening acts.

Slama-Cazacu (1987) emphasized the importance of teaching politeness expressions, arguing for the necessity of a comparative approach in this area. According to her, without comparative study of politeness formulas across different languages, it is difficult to achieve effective results in second language teaching. The researcher proposed analyzing politeness expressions at the level of lexical-grammatical forms, stylistic variants, and specific formulas [1].

In the past two decades, specialized academic journals dedicated to the study of politeness expressions have emerged. The Journal of Politeness Research, established in 2005 and published by De Gruyter Mouton, is one of the most influential publications in this field. According to journal metrics, its impact factor was 1.1 in 2024, with a five-year impact factor of 1.5[2].

A study conducted by Eric Friginal (2024) focused on the corpus analysis of politeness markers in aviation English and outsourced call center interactions. The researcher examined the distribution of politeness expressions using two specialized corpora – the Cross-Cultural Aeronautical Communication Corpus (CCACC) and the Corpus of Outsourced Customer Service Calls (Co-CSC). The results showed that role relationships, discursive purposes, and cultural identification are important factors in selecting politeness expressions. The study particularly highlighted mismatches between linguistic realities and industry expectations [4].

In an article published in the Journal of Pragmatics by Zhang Jun (2025), the relationship between politeness and pragmatic inference was analyzed. The author proposed a "frame"-based theory of politeness, examining the inference processes listeners perform based on context and social norms. This approach moves away from traditional interpretations centered on speaker intention and emphasizes the active role of the listener [7].

Methodology

The research sources consisted of articles published between 2005 and 2025 in prestigious academic journals such as the Journal of Politeness Research, the Journal of Pragmatics, and the Journal of Corpora and Discourse Studies. The selection criteria were based on articles focusing on formal communication, politeness strategies, and intercultural communication issues.

Results and Discussion

Based on the analysis of studies published in international academic journals, the politeness strategies used in formal oral communication can be classified into the following main types:

1. Positive Face Strategies – expressions aimed at supporting the interlocutor's positive image: Praise and recognition: *"Your expertise in this matter is highly appreciated"*; solidarity expressions: *"I share your concern regarding..."*; showing interest: *"I would be grateful to hear your perspective"*.

2. Negative Face Strategies – expressions showing respect for the interlocutor's independence and avoiding imposition: Apologizing: *"I apologize for interrupting, but..."*; softening requests: *"If it is not too much trouble, could you..."*; Impersonalization: *"It is suggested that..."*.

3. Indirect Expressions – avoiding direct expression to soften the message.

Research indicates that politeness expressions take different forms across cultures. As Slama-Cazacu (1987) noted, although there are similarities in politeness expressions across some languages, comparative study reveals numerous differences [1]. In Friginal's (2024) study, differences in the use of politeness expressions among representatives of different cultures were

analyzed in the aviation context. Specifically, significant differences were observed between Western and Eastern cultural representatives regarding:

- Attitudes toward power distance;
- Degree of directness in expressions;
- Frequency of apology and gratitude expressions [4].

Zhang Jun's (2025) study analyzed the role of politeness expressions in *pragmatic* inference. According to his "frame"-based theory of politeness, the listener determines how to interpret the speaker's politeness expressions based on social norms and discursive structures in a given context. This approach emphasizes the active role of the listener in formal communication, demonstrating that communicative success is a two-way activity [7]. Another important pragmatic feature is the role of metalinguistic negation in formal communication. According to Yurchyshyn's (2023) research, metalinguistic negation performs several functions: softening criticism; indirect refusal; resolving conflict situations; preventing discrimination [6].

Based on the analysis of studies in English academic journals, the following recommendations can be developed for teaching and improving formal communication in Uzbek: Implementing a comparative approach – comparative study of politeness expressions in Uzbek and English, clearly demonstrating their similarities and differences. Context-based teaching – teaching politeness expressions through simulation of real-life situations, applying methods proposed by Slama-Cazacu (1987) [3].

Corpus-based analysis – creating an electronic corpus of formal communication texts in Uzbek and analyzing the frequency and contextual features of politeness expressions [5]. Developing intercultural competence – fostering the intercultural politeness competence necessary for effective communication with representatives of different cultures in formal settings.

Conclusion

This article analyzed research on politeness expressions used in formal oral communication published in English academic journals. Based on materials from internationally prestigious publications – the Journal of Politeness Research, the Journal of Pragmatics, and the Journal of Corpora and Discourse Studies – the following conclusions were reached: The study of politeness expressions has emerged as an independent field within linguistics, with specialized academic journals operating in this area.

Politeness strategies in formal oral communication are aimed at preserving positive and negative "face" and exhibit unique characteristics across different cultures. Contemporary research on politeness expressions employs approaches such as corpus methodology, pragmatic inference, and cross-cultural comparative analysis as leading methods.

Comparative approaches, context-based methods, and corpus analysis are promising for studying and teaching politeness expressions in Uzbek formal communication. This study can be considered as an introduction to the study of politeness phenomena in Uzbek linguistics. Future priorities include creating an electronic corpus of formal communication texts in Uzbek, conducting comprehensive analysis of politeness expressions, and developing a comparative typology of politeness strategies in English and Uzbek.

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