

SPEECH ETIQUETTE AND CONCEPT “GRATITUDE” IN RUSSIAN, UZBEK AND ENGLISH LANGUAGES

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ABSTRACT	KEYWORDS
The article discusses the concept of speech etiquette, gives an interpretation of the concept of “gratitude”, describes the language means of expressing gratitude by native speakers of Russian, Uzbek and English.	speech etiquette, concept, gratitude, language means, etiquette formulas, speech behavior, stereotypical formulas.

Introduction

Formulation of the problem. Speech etiquette has always been in the field of view of scientists. V. G. Kostomarov was the first to introduce the term “speech etiquette”, and the word “etiquette” itself is of French origin, which means label, label. Speech etiquette is relevant at all times, as it reflects the people's experience, the originality of the conditions of life, the customs of each people. In addition, it regulates the rules of speech behavior of people in society. The system of speech etiquette is stable, stereotypical formulas for addressing, invitations, greetings, apologies, etc. Without knowledge of the rules of etiquette, it is impossible to create friendly and comfortable conditions for the interlocutor, it is impossible to show the level of culture and upbringing, especially in a non-native language environment. The speech etiquette of different nations is characterized by common features, with a difference only in the forms of implementation of the speech norms of etiquette. Each culture has its own set of etiquette formulas, but they are all aimed at establishing friendly, friendly, warm, comfortable relationships. Representatives of a non-native culture who are not familiar with the peculiarities of national speech etiquette may experience discomfort in communication. The relevance of the work lies in the fact that a person, getting into a foreign language situation, may seem ill-mannered and uncivilized due to ignorance of the peculiarities of national speech etiquette. Speech etiquette as a source of formation of communicative competence is very important for foreign students. After all, knowledge and observance of the rules of speech etiquette allows students to feel confident, not experience discomfort in communication, and successfully carry out intercultural communication.

Literature Review

The study of speech etiquette is of great interest for linguistic research, as it is one of the indicators of interpersonal relations in the language. Speech etiquette is one of the important elements of culture and an integral part of the general system of etiquette human behavior in society. The problems of speech etiquette were actively developed by N. A. Formanovskaya, V. E. Goldin, E. I. Belyaeva, I. A. Sternin, L. V. Tsurikova, A.N. Alibayev, Lutfullayev D., Ashurova D., Salomov N., M. A. Egorova and other linguists. By speech etiquette, we mean “a system of stable communication formulas prescribed by society to establish speech contact between interlocutors, maintain communication in the chosen key according to their official roles and role positions relative to each other, mutual relations in official and informal settings. The basis of speech etiquette as a functional system of language units is both the function of communication (communicative) and the function of expressing thought” [1]. The aim of this article is to describe the language means used to express gratitude by speakers of Russian (meaning Russian, not Old Russian), Uzbek and English.

Main Part

Speech etiquette as one of the sources of the formation of communicative competence is very important for foreign native speakers. Speech etiquette in each country has its own national specifics and a system of language means in which etiquette relations are manifested. The elements of this system are implemented at different language levels: at the level of vocabulary and phraseology; at the grammatical level; at the stylistic level; at the intonation level; spelling, communicative, etc. The specificity of speech etiquette is manifested in the fact that it reflects both everyday language practice and the language norm. Elements of speech etiquette are present in the daily practice of every native speaker, regardless of the knowledge of language norms, and are assimilated so deeply that they are perceived as natural and logical behavior of people. At the same time, ignorance and non-compliance with the norms of speech etiquette testify to the bad manners and malevolence of a person. The word "etiquette" is of French origin. The ethics dictionary gives the following definition: “etiquette (fr. Etiquette - label, label) - a set of rules of conduct relating to the external manifestation of attitude towards people (treatment with others, forms of address and greetings, behavior in public places, manners and clothing)” [2]. N. I. Formanovskaya defines etiquette as such rules of social behavior that reflect the moral and ethical norms that are essential for a given society, associated with their socially significant biological characteristics (man, woman, old, young, etc.). Etiquette develops norms of behavior, communication, methods and techniques of performance, demonstrations of these norms and the material attributes of such a demonstration [8]. Etiquette (fr. Etiquette) - the established order of behavior somewhere (initially in certain social circles, for example, at the courts of monarchs, in diplomatic circles, etc.), - we find such an interpretation in the Encyclopedic Dictionary [6]. The modern explanatory dictionary of the Russian language by T. F. Efremova defines etiquette as an established order of behavior, forms of behavior [3]. The Stylistic Encyclopedic Dictionary of the Russian Language states that speech etiquette is a set of rules of speech behavior accepted by society in the relevant areas and situations of communication. Speech behavior is regulated by social hierarchy, national culture and etiquette, ritual, upbringing of a linguistic personality, constant practice controlled by consciousness [6]. Speech etiquette in a broad sense plays a regulatory role in the choice of one or another means of communication, for example, in the choice of forms of address for “you” or “you”, address by name or by name, patronymic, etc. In the narrow sense of the word, speech etiquette constitutes a functional-semantic field of units of friendly, polite communication in various

communicative situations. The functions of speech etiquette, based on the communicative function inherent in the language, consist of interconnected specialized functions: contact-setting, orientation to the addressee, regulating, expression of will, motivation, attraction of attention, expression of feelings to the addressee and the environment of communication. In social contacts, to maintain communication in the desired tone, etiquette formulas are used - multi-level language units (full-significant word forms, words of non-significant parts of speech - particles, interjections), phrases and whole phrases adopted in certain situations, in different social groups. There are more than ten most important etiquette situations that differ and have their own etiquette vocabulary. The business sphere of communication expands the range of etiquette positions depending on the emergence of new activities. In conditions of spontaneous communication, communicants are required to make a creative choice of etiquette speech formulas. Speech etiquette is closely related to the category of politeness. It is the conceptual core of speech etiquette in all its manifestations (official politeness, friendliness, correctness, gallantry, courtesy, tact, etc.). The Dictionary of Ethics defines politeness as “a moral quality that characterizes the behavior of a person for whom respect for people has become a daily norm of behavior and a habitual way of dealing with others” [5]. This means that politeness is a manifestation of respect and attention to others, an expression of gratitude, sympathy, delicacy, etc. Politeness as a category of language is a linguistic universality, a kind of objective-subjective modality. The categorical meaning of politeness is the expression of a respectful, benevolent attitude of the 1st person (subject of speech, addressee) to the 2nd person (addressee). Politeness is expressed by national-specific linguistic (lexico-phraseological, word-formation, morphological, syntactic, graphic, phonetic) and paralinguistic (gestures, facial expressions, postures, attitudes, etc.) means. Politeness is imperative (“what should I say?”, “what should I do?”). On the one hand, it requires its symbolic expression in standard communication situations, and on the other hand, it prohibits certain actions, the use of certain words and expressions that can cause discomfort in communication. Speech etiquette is associated with the national culture of each nation, its customs, traditions and rituals. Knowledge of the rules of speech etiquette of the native language, as well as its appropriate use in communicative situations, provides comfortable communication conditions, contributes to the establishment of business and friendly relations between the participants in communication. Speech etiquette as one of the sources of the formation of communicative competence is very important for foreign native speakers. After all, the rules of politeness of every nation are a combination of national traditions, customs and international etiquette. The linguistic picture of the world of each people is a reflection of the national mentality of the people. The concept as a mental entity has national-specific features, correlated with the worldview, culture, customs of the world, beliefs and history of the people. Gratitude is a speech act that plays a very important role in establishing and maintaining polite and friendly relations between participants in communication. In the dictionary of V. I. Dahl, gratitude is interpreted as “good, everything good, useful, serving to our happiness” [2]. The explanatory dictionary of S. I. Ozhegov explains gratitude as “a feeling of gratitude for the good done, for example, for the attention or service rendered, as well as various ways of expressing this feeling, including official incentives (for example, declaring gratitude) [7]. Gratitude is: 1. A feeling of gratitude for the good done, the attention given, the service, etc. The expression of such a feeling. 2. An official positive assessment of someone's work, someone's activity as a measure of encouragement. 3. Outdated. Remuneration, payment” [4]. The Russian word “gratitude” (“good gift”) indicates the specification of a special action - a gift as an offering, an offering, a transfer. Gratitude (from “to give thanks”) is a

feeling of gratitude for the good done, for example, for the attention or service rendered, as well as various ways of expressing this feeling. Gratitude is a complex feeling that arises on the basis of an emotional and rational assessment of what is happening, the expression of which is ritualized. In linguistics, the expression of gratitude is considered as a special speech genre (stable compositional and stylistic features of an utterance on a given topic). Gratitude can have different characteristics. This is direct and indirect gratitude; ritual (etiquette) and emotional (personally significant); motivated and unmotivated; verbal and non-verbal; gratitude to the real addressee and gratitude to higher powers. The ancient Roman philosopher Seneca noted that the consciousness of gratitude is more valuable than the gift received, since gratitude, being a virtue, elevates the soul.

“Благодарить” is a compound word formed by the addition of two bases: благо и дар. To express gratitude in Russian, the verb thank is often used. The dictionary of V. I. Dahl gives the following interpretation: “to give in word or deed, or to wish someone good, good; to express gratitude, gratitude; to declare oneself a debtor for a service, to recognize a favor; to thank someone, to say thank you” [2]. A feature of the expression of gratitude in the Russian language is the presence of a large number of stylistically colored words. The dominant expression of gratitude is the word “thank you”. The original meaning of this word (God save you) has lost its meaning in modern conditions. Today, few people perceive “спасибо” as a wish for God to save the interlocutor. “Thank you” is used as an etiquette formula both on its own and with clarifying words: thanks for everything (the most common); thanks for the bread and salt; and thanks for that.

The use of slang vocabulary is also typical for Russian speech etiquette (very often young people instead of “спасибо” use “спасибочки”, “спасиб”, “спасибки”, etc.). This phenomenon testifies to the simplification of etiquette formulas, and not to their ignorance. In Russian speech etiquette, the following speech formulas are used to express gratitude: я благодарен Вам; я очень Вам благодарен; я бесконечно Вам благодарен; очень признателен; очень тронут Вашим вниманием; разрешите поблагодарить Вас; я Вам очень обязан. To enhance the meaning of formulas with the verb thank you, combinations are often used: Вы очень добры; Вы очень любезны и др. Позвольте выразить Вам большую (огромную) благодарность; выражаем благодарность за...; а также выражения, усиливающие эмоциональность и экспрессивность благодарности: нет слов, чтобы выразить благодарность (признательность); я до такой степени благодарен Вам, что мне трудно найти слова; Вы не можете себе представить, как я Вам благодарен; моя благодарность не имеет границ и т.п.

As you can see, the arsenal of opportunities to thank a person for a service or help in Russian speech etiquette is quite extensive. The main thing is to be able to choose the appropriate formula in a specific communicative situation, not to forget to say a short word “thank you”, regardless of the relationship between the communicants. As aptly noted in the proverbs: своего спасибо не жалеи, а чужого не жди; велико слово – спасибо.

The linguistic picture of the world of each nation is a reflection of its national mentality. The concept as a mental entity has national-specific features correlated with the worldview, culture, customs, beliefs and history of the people. The concept of “gratitude” is associated with the traditions of the ethnic group, which means it gives an idea of the cultural picture of the world of each nation. Let us note such features of the ethnic consciousness of the Uzbek people as diligence, humanity, reverence for parents and elders, a sense of deep personal dignity, courtesy, hospitality, generosity, gratitude, love and thrifty attitude to spiritual values and, in general, to history and culture. the culture of the

nation. They are reflected in folk wisdom: “Себя не уважаешь - другого не уважаешь”; “Руки щедры - путь открыт”; “Помни родство, а дружбу храни: друг настоящий - ровня родни!”; “Гость - тот же хозяин”; “Дому, где раз отведал соли, сорок раз скажи Салом!”; and etc.

In the Uzbek language, etiquette formulas are used to express gratitude, similar in content to the formulas of Russian and English speech etiquette.

Спасибо!	Thank you!	Rahmat!
Большое спасибо!	thank you very much!	Katta rahmat!
Спасибо тебе (вам) за помощь (за совет, за письмо, за подарок, за поздравление, за приглашение)!	Thank you (you) for your help (for advice, for a letter, for a gift, for congratulations, for an invitation)!	Yordaming(iz) (maslahating(iz), xating(iz), sovg'ang(iz), tabriging(iz), taklifing(iz)) uchun senga (sizga) tashakkur.
Спасибо вам за то, что вы меня поддержали (вы мне позвонили, вы меня предупредили).	Thank you for supporting me (you called me, you warned me).	Meni qo'llab-quvvatlaganingiz (qo'ng'iroq qilganingiz, ogohlantirganingiz) uchun sizga rahmat.
Благодарен вам за все, что вы для меня сделали.	Thank you for everything you have done for me.	Menga qilgan yaxshiligingiz uchun minnatdorman.
Я рад, что вы получили нашу телеграмму.	I am glad that you have received our telegram.	Telegrammamizni olganingiz uchun xursandman.
Пожалуйста.	You are welcome.	Marhamat.
Не за что.	It's my pleasure.	Bemalol.

In Uzbek speech etiquette, it is used as a convective gratitude, that is, microdialogue replicas that complete the dialogue, and gratitude in essence, which is accompanied by additional remarks, which are a positive assessment of the subject of gratitude or a positive assessment of the addressee and his actions. Thinking about this, D. Rustamov also states that “the cultural features of a word can completely cover its semantic structure or be reflected in any of its semantic, or in one of the types of sememe, i.e. denotative, connotative or functions semes. [12] In response to gratitude, in essence, a reciprocal remark of the addressee is possible, which minimizes the speaker's assessment or rejects his gratitude. As in Russian speech etiquette, response formulas can be nothing and not worth gratitude. A feature of Uzbek speech etiquette is the appeal in certain life situations with words of gratitude to higher powers (they get up from the table with a brief prayerful thanksgiving). Thus, in the speech etiquette of the Uzbek and Russian languages, the formulas of both speech cultures function. Examples, rahmat, katta rahmat, Yordaming(iz) (maslahating(iz), xating(iz), sovg'ang(iz), tabriging(iz), taklifing(iz)) uchun senga (sizga) tashakkur; Meni qo'llab-quvvatlaganingiz (qo'ng'iroq qilganingiz, ogohlantirganingiz) uchun sizga rahmat; Menga qilgan yaxshiligingiz uchun minnatdorman; Telegrammamizni olganingiz uchun xursandman.

In English communication, a special place in situations of gratitude is given to the norms of politeness, which are always aimed at maintaining a communicative balance, establishing cooperation and maintaining harmonious interpersonal relationships. Politeness is a communicative category that includes the most general communicative concepts that streamline a person's knowledge about communication and the norms for its implementation [9]. According to V. G. Gak, the study of these categories will make it possible to establish significant patterns in the use of language units in the

process of communication, due to various forms and methods of organizing linguistic and non-linguistic knowledge in the mind of the speaking subject, which are necessary for the successful flow of communicative contact [10]. L. V. Tsurikova notes that this knowledge is an integral part of the communicative competence of interactants and ensures the adequacy and effectiveness of the discursive interaction of the latter [11], including, along with linguistic knowledge proper, information about social conventions, rules and norms of speech communication, various forms of discourse and the conditions for their functioning, etc.

In business, it's equally important to show appreciation. We thank partners for fruitful cooperation and assistance, colleagues for support and assistance in solving problems and disputes, customers for their trust or patient waiting, for example, for an order. Here are a few ways to express your official gratitude, both in person and online: Thank you for taking the trouble to help us. We highly appreciate it! We greatly appreciate your support and assistance. Thank you for your kind cooperation. We would like to express our gratitude for all that you have done. We value your contribution to our successful collaboration. We thank you for your special attention to this matter. We do appreciate it. Holidays, whether it's a birthday, New Year's, Christmas or Thanksgiving, are special days on the calendar when families or friends get together and exchange warm words and gifts. You can thank loved ones using the following expressions: Thank you for your wonderful present! Many thanks for the gifts, I love them! Thank you very much for such a practical gift! Thank you ever so much for making me feel special today! I send you warm wishes of joy and happiness in return! We often owe some of our success to teachers or mentors who inspire us to new victories and achievements. We thank them for their patience, attention, support, time and effort invested in us. Sometimes a few words of gratitude are enough for the teacher to warmly remember you for a long time, because it's so nice when someone appreciates your work. You can thank a mentor, teacher, coach or an older, more experienced friend as follows: I am eternally grateful for everything I've learnt from you. Thank you for sharing your knowledge with me. Thank you for your guidance and wisdom! I really appreciate all the hard work you've done to help me.

Conclusions

Speech etiquette covers everything that expresses a benevolent attitude towards the interlocutor, which can create a favorable climate for communication. A rich set of means for expressing gratitude in both languages makes it possible to choose the appropriate speech formulas, convey national features and the mentality of their people. Knowledge of Russian speech etiquette, including the appropriate use of language means to express gratitude, will allow speakers of Uzbek and other languages to avoid wrong actions and awkwardness in communication, and will help to successfully carry out intercultural communication. In a speech situation, there is always a speaker, his interlocutor, the place and time of speech. Modern educational standards put forward new requirements for teaching Russian and English as a foreign language. One of the most important tasks is the development of students' communicative abilities in mastering the norms of Russian and English speech etiquette, the practical orientation of education.

Having examined the basic aspects of the speech behavior in the Russian, Uzbek and English languages, as well as analyzing the use cases, depending on sociolinguistic factors and functions, we defined gratitude as etiquette speech unit that plays a primary role in interpersonal communication and creates a special communicative space.

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