

DRIVER'S COMMUNICATION CULTURE WITH ROAD USERS

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**Abstract:** *This section explores the essential principles of drivers' communication culture and its impact on professional ethics and road safety. It examines the significance of moral values, etiquette, and effective interpersonal interaction in shaping drivers' professional behavior. The study highlights how speech culture, emotional control, and the appropriate use of professional terminology reflect a driver's professionalism and competence. Particular attention is given to the psychological aspects of communication, the importance of politeness, respect, and self-discipline in social interaction, and the ability to maintain composure in challenging situations. Drawing on philosophical and historical insights, the section emphasizes that the development of a driver's communication culture is not only a professional requirement but also a moral and social responsibility that contributes to harmony, safety, and mutual respect among all road users.*

**Key words:** *communication culture, driver professionalism, speech etiquette, moral values, politeness, emotional control, interpersonal skills, professional ethics, social responsibility, road safety.*

### 1. The Concept of Communication Culture

In the era of globalization, high standards of etiquette have become increasingly important. At a time when the influence of "mass culture" and the social patterns characteristic of Western societies have reached their peak, it is particularly relevant for our youth—especially those employed as drivers—to study deeply the masterpieces of Eastern culture, morality, ethics, and aesthetics, which represent our profound spiritual heritage. For this reason, our state demands high moral qualities and professional education from drivers.

While the social, political, or economic dimensions of globalization sometimes contribute to the development of regional and international cooperation and integration—serving overall progress—they may also lead to political or economic dependence of certain countries and peoples. Similarly, the cultural dimensions of globalization can foster regional or international cooperation in science, culture, and information, creating a unified intellectual and cultural space on a regional or global level. However, they may also result in the cultural or even ideological influence of one nation upon others, and in the spread of such negative phenomena as "mass culture."

Morality and etiquette serve as bridges of interaction between peoples. A key feature of modern civilization is the emergence of new principles in global social life—such as humanism, democratization, and globalization—and their reflection in all

spheres of society. The driving forces behind these processes are freedom, human rights, morality, etiquette, and aesthetics, which are essential elements in building a humane and just society.

In the process of developing a modern civil society in Uzbekistan, great attention is paid to national identity, mentality, customs, and traditions, as well as to both national and universal human values. This focus represents the uniqueness of the New Uzbekistan's development. Building a civil society, ensuring the well-being of the people, achieving the level of modern and advanced countries, and establishing a humane, people-oriented, democratic, and legal state based on peace, stability, and harmony—these are the main goals of modern development, and our state adheres to these principles on its path of independent progress.

## **2. Reflection of Drivers' Professionalism in Communication: Use of Professional Terms**

Regardless of where a driver may be—at home, on the street, in a neighborhood, or in an official environment—when interacting with citizens (clients), they must remain calm, composed, and psychologically balanced. A driver should be capable of handling complex situations, clearly and accurately expressing thoughts, and demonstrating professional mastery in communication.

When working with citizens, drivers should adhere to the following rules:

Speech should be smooth, free of dialects, meaningful, and appropriate to the driver's professional activity and the passengers' age level;

Whether in oral or written communication, the driver must maintain a neutral tone and avoid emotional or stylistic coloring;

Professional terminology should be used consistently and correctly;

The driver should be able to express ideas simply and accurately during conversations;

The driver must be able to attract and maintain the client's attention.

To become a skilled communicator, it is necessary, first, to have a thorough knowledge of the legislative acts relevant to one's professional field, and second, to regularly read scientific and literary works, as well as study legal terminology and dictionaries.

When communicating with citizens, drivers must also follow these rules of speech and etiquette:

It is unacceptable to use offensive language or personal insults.

During communication and interaction, physical force or humiliating behavior must be strictly avoided.

The conversation should remain focused on the matter at hand; personal issues should not be discussed.

In communication both within the drivers' collective and with citizens, a driver must control their speech, behavior, and manners, avoiding self-centeredness and learning to listen attentively to others. Therefore, a driver working in the transport



sector today should engage in good deeds and surround themselves with respectable people — this is a requirement of the times.

### 3. Requirements for Drivers' Communication Culture with Road Users

The main requirement for every driver is to pay special attention to moral principles—particularly the norms of communication and dialogue—because the ability to speak well is also a talent. The skill of expressing thoughts and emotions appropriately and at the right time is an art, while the ability to remain silent when necessary, represents the highest level of that art.

The most important element of a driver's communication culture is the ability to discuss serious matters in simple and understandable language, without using pompous or overly complex expressions, and to speak about ordinary matters in a pleasant and polite tone. Another defining feature of communication culture is the driver's ability to conduct a conversation gracefully and respectfully.

In this regard, the words of the ancient Roman orator and philosopher Marcus Tullius Cicero (106–43 BC) are noteworthy:

"Do not treat conversation as property inherited from your father and meant solely for your own benefit; rather, as in any other sphere, everyone should strive to ensure that each person has their own place and time in conversation."

Anyone intending to enter this profession must carefully consider every word, seek advice in every matter, and exchange opinions with friends and colleagues. The great commander Amir Temur (Tamerlane) wrote:

"From my experience, although the outcome of any matter is veiled by destiny, one must still consult with wise and vigilant people and listen to their opinions. My experience has also shown that members of a council should be united, consistent in speech, patient in action, and should never leave their tasks unfinished. If they have decided to abandon a certain matter, they should not even approach it. I have also learned that advice is of two kinds: one spoken from the tip of the tongue, and the other from the heart. Words spoken only by the tongue I merely listened to, but heartfelt advice I heard with my heart and kept in my soul."

Our ancestors were brave yet compassionate, always helping the weak and the poor. The first requirement for any driver is to be polite and respectful. This is explicitly stated in drivers' job instructions:

"Drivers must pay particular attention to etiquette and communication culture both during and outside of work. The ability to use each word appropriately and to communicate courteously with citizens enhances a person's status and determines their place and reputation within the team and society."

Speech etiquette is the primary reason that conversational culture receives special emphasis, though it is often neglected in practice. If a colleague makes mistakes while performing their duties, do not interrupt; wait until they finish speaking, then express your opinion kindly and tactfully, without touching upon personal matters. Most importantly, ensure that your words are clear, open, and understandable to

everyone. Excessive gesturing or pointing during conversation indicates a lack of education and culture.

**4. The Importance of Communication Culture in Drivers' Professional Activity**

Speech etiquette and communication culture are fundamental factors that define human virtue. Therefore, in verbal interaction, one should observe the following rules:

Listen calmly and attentively, speak softly, remain open and kind — only then will your goals be achieved.

When angry or irritated, avoid engaging in conversation or interaction.

Do not isolate yourself from people during communication or cooperation.

If someone responds rudely to your question, reply politely and respectfully.

Show respect to elders and kindness to the younger. Never damage your reputation by boasting about your status.

Respond to kindness with kindness, try to befriend the citizen you are dealing with, understand their inner feelings, and avoid creating conflict.

Speak kindly to others so that even after you leave your position, they will remember you positively.

Never be rude or use harsh words — doing so will cause disappointment and harm your reputation.

Do not make promises you cannot keep; if you give your word, honor it.

Serve the interests of humanity sincerely, and people will share your joy and sympathize with you in difficult times.

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