



COMMUNICATIVE FEATURES OF THE UZBEK LANGUAGE IN DOCTOR– PATIENT INTERACTION

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Abstract

This article analyzes the communicative features of the Uzbek language in the process of interaction between doctors and patients. Important factors such as speech culture, ethical norms, correct use of terminology, and psychological approach in medical communication are examined. The results of the study show that effective communication not only improves diagnostic accuracy but also strengthens patient trust.

Keywords: communication, medical interaction, Uzbek language, speech culture, doctor–patient relationship, ethical norms.

INTRODUCTION

In modern medicine, communication between a doctor and a patient plays a crucial role. The quality of medical services depends not only on professional knowledge and skills but also on communicative competence. In this regard, the role of the national language—the Uzbek language—is particularly significant.

The rich lexical resources of the Uzbek language, along with its politeness and respect expressions, contribute to establishing effective communication between doctors and patients. Proper use of linguistic means is essential for understanding the patient’s condition, identifying complaints, and providing psychological support.

At the same time, incorrect or unclear communication may lead to misunderstandings and reduce the effectiveness of treatment. Therefore, studying the communicative features of the Uzbek language in medical interaction is a relevant issue.

METHODS

The following research methods were applied in this study:



Theoretical Analysis

Scientific literature on medical communication, speech culture, and linguistic features was analyzed.

Observation Method

Real-life doctor–patient communication processes were observed and examined.

Survey Method

Surveys were conducted among healthcare professionals and patients to evaluate communication quality.

Comparative Method

Examples of effective and ineffective communication were compared.

Observation Method

Definition

The observation method is a research technique in which data are collected by directly observing real-life processes, phenomena, or interactions.

Application in Medicine and Linguistics

For example:

- observing real conversations between doctors and patients
- analyzing tone of speech, word choice, facial expressions, and communication style

Types of Observation

1. **Direct observation** – the researcher participates in the process
2. **Indirect observation** – analysis through audio or video recordings
3. **Open observation** – participants are aware of being observed
4. **Covert observation** – participants are unaware of being observed

Advantages

- provides real and natural data
- allows direct study of behavior and communication
- reduces subjective bias

Disadvantages

- time-consuming
- difficult to record all details
- may be influenced by human factors

Survey Method

Definition



The survey method is a technique of collecting data by asking questions to respondents.

Application in Medicine

- assessing patient satisfaction with doctor–patient communication
- evaluating the communicative competence of healthcare professionals

Types of Survey Questions

1. **Closed-ended questions** – yes/no or multiple-choice answers
2. **Open-ended questions** – free responses
3. **Mixed questions** – combination of both types

Advantages

- allows data collection from a large number of respondents
- fast and convenient
- suitable for statistical analysis

Disadvantages

- responses may not always be accurate
- respondents may not answer honestly
- poorly designed questions may lead to unreliable results

Comparison Table

Criteria	Observation Method	Survey Method
Type of data	Real behavior	Opinions and perceptions
Accuracy	High	Moderate
Speed	Slow	Fast
Coverage	Limited	Wide

Ready-to-use sentence for a research paper (Methods section)

In this study, the observation method was used to analyze real doctor–patient interactions. In addition, the survey method was applied to collect opinions of healthcare professionals and patients regarding the quality of communication



RESULTS

The study revealed the following key findings:

Importance of Speech Culture

Clear, fluent, and understandable speech of the doctor is a fundamental factor in establishing trust with patients.

Politeness and Respect

Politeness forms in Uzbek (such as respectful pronouns and courteous expressions) create a positive psychological environment for patients.

Problems in Using Medical Terminology

- complex Latin-based terms may be difficult for patients to understand
- explaining terms in simple language improves comprehension

Psychological Approach

The doctor's tone of voice, speech tempo, and facial expressions significantly influence the patient's emotional state.

Communication Errors

The following issues were identified:

- brief and cold responses
- lack of active listening
- overuse of complex terminology

DISCUSSION

The findings indicate that the communicative potential of the Uzbek language plays a significant role in effective medical interaction.

Linguistic Features

The Uzbek language is characterized by:

- a well-developed system of politeness
- rich expressions of respect
- flexible explanatory capacity

Pedagogical and Professional Importance

In medical education:

- teaching speech culture is essential
- communication training should be included

Practical Recommendations

- explain complex terms in simple language
- listen carefully to patients
- demonstrate empathy
- use visual aids when necessary

CONCLUSION

In conclusion, effective communication between doctors and patients is a key factor in improving the quality of healthcare services. Proper use of the communicative features of the Uzbek language:

- increases patient trust
- improves diagnostic accuracy
- enhances treatment effectiveness

In the future, greater attention should be paid to developing communicative competence in medical education.

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