COMMUNICATIVE ACCOMMODATION IN TAXI SERVICES IN UZBEKISTAN: SPEECH VARIATION ACCORDING TO PASSENGERS' SOCIAL AND PROFESSIONAL IDENTITIES

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Abstract

This study proposes an investigation of the sociolinguistic characteristics of interactions between taxi drivers and passengers in Uzbekistan through the framework of Communication Accommodation Theory (CAT). The central research problem concerns how the interlocutors' social positions, professional backgrounds, habitual speech patterns, and language choices may influence the development of interaction, an issue that requires systematic empirical investigation. The study focuses on drivers' lexical choices, forms of address, speech rate, degree of formality, use of dialectal and standard-language features, and strategies for adapting to their interlocutors' speech. Uzbekistan's multilingual and socially diverse communicative environment provides a valuable context for examining these phenomena. The study's distinctive perspective lies in treating professional identity not merely as a predefined social category but as a factor whose expression and interpretation can be investigated throughout the interaction.

Keywords: sociolinguistics, communication accommodation, professional identity, social identity, speech variation, taxi services, forms of address, language choice, Uzbek language.

1. Introduction

The social dimensions of language become particularly apparent in everyday interactions, especially in brief, goal-oriented conversations between unfamiliar individuals. Taxi services constitute one such communicative setting, in which drivers and passengers may perform various communicative tasks during a journey, including confirming destinations, negotiating service conditions, requesting directions, and engaging in informal conversation.

In these situations, speech serves not only as a means of transmitting information but also as a resource for managing social distance, expressing respect, and regulating interpersonal relationships. For example, changes in forms of address, shifts between formal and informal registers, the repetition of particular words used by an interlocutor, or switching to another language may be associated with the social conditions of the interaction.

Communication Accommodation Theory provides a framework for explaining how interlocutors adjust their communication to one another or, conversely, maintain or emphasise their linguistic differences. Giles, Edwards, and Walther (2023) review contemporary developments in the theory and discuss its applicability across diverse social and communicative contexts. From this perspective, examining interactions in taxi services may help connect theoretical concepts with everyday service encounters in Uzbekistan.

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2. Aim and Objectives of the Study

The aim of this study is to identify speech accommodation strategies that taxi drivers may employ when interacting with passengers in Uzbekistan and to investigate their potential relationships with social and professional identity.

To achieve this aim, the study proposes the following objectives:

1. To classify the principal communicative situations occurring in everyday taxi-service interactions.
2. To examine forms of address, lexical choices, degrees of formality, and language choices in drivers' and passengers' speech.
3. To identify instances of speech accommodation, maintenance of an initial speech style, and linguistic divergence.
4. To investigate whether drivers' speech patterns vary in situations where passengers' professional identities are explicitly disclosed or inferred during conversation.
5. To compare observed speech variations with alternative explanatory factors, including the communicative situation, conversational topic, language proficiency, and interactional goals.

3. Scientific Novelty

The proposed contribution of this study lies in analysing taxi-service interaction not simply as a service encounter but as a communicative space in which social identities may be expressed, interpreted, and negotiated.

More specifically, the study proposes using the concept of **"professional-identity-oriented speech accommodation"** as an analytical category. Within this study, the term refers to speech adjustments potentially associated with drivers' existing or inferred perceptions of their interlocutors' professional affiliations. It is introduced as a working analytical concept rather than presented as an already established theoretical category.

Particular attention will be paid to when information about professional identity enters the interaction, whether that information is stated explicitly or inferred indirectly, which forms of speech accommodation may follow, and what evidence is required to attribute the observed changes specifically to professional identity.

This approach offers an analytical framework for the empirical investigation of Uzbek-language service encounters at the intersection of social identity and sociolinguistic variation. However, any claim that the proposed approach is entirely novel in relation to international and local scholarship must be established through a separate and systematic literature review.

4. Research Methodology

A mixed-methods approach combining qualitative and quantitative analysis is proposed. Potential empirical materials include samples of naturally occurring interactions between taxi drivers and passengers, semi-structured interviews with participants, and, where appropriate, anonymised observational notes.

The speech data will be coded according to the following criteria:

- **Forms of address:** the use of Uzbek forms such as siz (formal or respectful "you"), sen (informal "you"), aka (older brother or respectful address to a man), opa (older sister or respectful address to a woman), uka (younger brother or familiar address to a younger man), and singlim (younger sister or familiar address to a younger woman).

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- **Speech register:** the selection of formal, neutral, and informal expressions.
- **Lexical accommodation:** the repetition or adoption of words, terms, and expressions used by the interlocutor.
- **Language choice:** the use of standard Uzbek, regional speech features, and elements from other languages.
- **Interactional strategies:** clarification, repetition, explanation, continuation of conversation, and conversational disengagement.
- **Indicators of professional identity:** instances in which a passenger's occupation is explicitly mentioned and instances in which speech changes appear to be associated with assumptions about that occupation.

To assess the possible influence of professional identity, other variables, including age, geographical background, conversational topic, service price, journey duration, and language choice, must also be considered. It is equally important to distinguish between a driver's assumptions about a passenger's occupation and the passenger's actual professional affiliation.

All recordings must be collected only after appropriate informed consent has been obtained. Identifying information must be removed, and applicable research ethics requirements must be followed.

5. Expected Research Outcomes

The study is expected to produce a classification of speech accommodation patterns in taxi-service interactions, describe communicative situations associated with social and professional identity, and identify plausible explanations for observed speech variations.

It may also establish analytical criteria for examining the relationship between information about professional identity and speech accommodation. The presence, direction, and degree of accommodation will be assessed on the basis of observed linguistic evidence. No particular findings will be presented as established before the empirical research has been conducted.

6. Conclusion

Taxi services provide a setting in which socially diverse interlocutors engage in brief interactions, allowing speech choices and accommodation processes to be examined in relatively natural conditions. Investigating communication between drivers and passengers through Communication Accommodation Theory may contribute to a better understanding of the social factors shaping service-related speech in Uzbek.

The principal research potential of this study lies not in presuming that professional identity necessarily determines speech variation, but in testing this relationship through empirical evidence. In this way, the study proposes a testable analytical framework for examining the relationship between everyday interaction, social identity, and sociolinguistic variation in Uzbekistan.

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O‘ZBEKISTONDA TAKSI XIZMATIDAGI KOMMUNIKATIV AKKOMODATSIYA: YO‘LOVCHINING IJTIMOIY VA KASBIY IDENTITETIGA QARAB NUTQ VARIATSIYASI

Annotatsiya

Mazkur tadqiqot O‘zbekistondagi taksi xizmatida haydovchi va yo‘lovchi o‘rtasidagi muloqotning sotsiolingvistik xususiyatlarini kommunikativ akkomodatsiya nazariyasi asosida o‘rganishga qaratilgan. Tadqiqotning asosiy muammosi xizmat ko‘rsatish jarayonida suhbatdoshlarning ijtimoiy mavqeyi, kasbiy faoliyati, nutqiy odatlari va til tanlovi muloqotning shakllanishiga qanday ta'sir ko‘rsatishi mumkinligini empirik jihatdan aniqlashdan iborat. Tadqiqot doirasida haydovchilarning leksik tanlovi, murojaat shakllari, nutq sur'ati, rasmiylik darajasi, shevaga xos xususiyatlar va adabiy til birliklaridan foydalanishi, shuningdek, suhbatdosh nutqiga moslashish strategiyalarini tahlil qilish taklif etiladi. O‘zbekistonning ko‘p tilli va ijtimoiy jihatdan xilma-xil kommunikativ muhiti ushbu hodisalarni o‘rganish uchun muhim tadqiqot maydoni hisoblanadi. Tadqiqotning o‘ziga xos jihati kasbiy identitetni faqat oldindan belgilangan ijtimoiy toifa sifatida emas, balki muloqot jarayonida namoyon bo‘lishi va suhbatdosh tomonidan qanday talqin etilishini empirik tekshirish mumkin bo‘lgan omil sifatida ko‘rib chiqishdan iborat.

Kalit so‘zlar: sotsiolingvistika, kommunikativ akkomodatsiya, kasbiy identitet, ijtimoiy identitet, nutq variatsiyasi, taksi xizmati, murojaat shakllari, til tanlovi, o‘zbek tili.

1. Kirish

Tilning ijtimoiy xususiyatlari kundalik muloqotda, ayniqsa, notanish insonlar o‘rtasidagi qisqa muddatli va muayyan maqsadga yo‘naltirilgan suhbatlarda yaqqol namoyon bo‘ladi. Taksi xizmati ana shunday kommunikativ muhitlardan biri bo‘lib, unda haydovchi va yo‘lovchi safar davomida manzilni aniqlash, xizmat shartlarini kelishish, yo‘l-yo‘riq so‘rash hamda norasmiy suhbat olib borish kabi turli kommunikativ vazifalarni bajarishi mumkin.

Bunday vaziyatlarda nutq nafaqat axborot uzatish vositasi, balki suhbatdoshlar o‘rtasidagi ijtimoiy masofani belgilash, hurmatni ifodalash va o‘zaro munosabatlarni tartibga solish vositasi sifatida ham namoyon bo‘ladi. Masalan, murojaat shakllarining o‘zgarishi, rasmiy yoki norasmiy nutq uslubiga o‘tish, suhbatdosh ishlatgan ayrim so‘zlarni takrorlash yoki boshqa tilga o‘tish muloqotning ijtimoiy sharoitlari bilan bog‘liq bo‘lishi mumkin.

Kommunikativ akkomodatsiya nazariyasi suhbatdoshlarning bir-biriga nutqiy jihatdan moslashishi yoki, aksincha, o‘zaro lingvistik farqlarini saqlashi yoxud kuchaytirishini tushuntirish imkonini beradi. Giles, Edwards va Walther (2023) ushbu nazariyaning zamonaviy rivojlanish yo‘nalishlarini tahlil qilib, uning turli ijtimoiy va kommunikativ muhitlarda qo‘llanish imkoniyatlarini yoritgan. Shu nuqtayi nazardan, taksi xizmatidagi muloqotni o‘rganish nazariy tushunchalarni O‘zbekistondagi kundalik xizmat ko‘rsatish amaliyoti bilan bog‘lashga yordam berishi mumkin.

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2. Tadqiqotning maqsadi va vazifalari

Tadqiqotning maqsadi O'zbekistondagi taksi xizmatida haydovchilarning yo'lovchilar bilan muloqot jarayonida qo'llashi mumkin bo'lgan nutqiy moslashuv strategiyalarini aniqlash hamda ularning ijtimoiy va kasbiy identitet bilan ehtimoliy aloqasini empirik jihatdan tekshirishdan iborat.

Ushbu maqsadga erishish uchun quyidagi vazifalar belgilangan:

1. Taksi xizmatidagi kundalik muloqotning asosiy kommunikativ vaziyatlarini tasniflash.
2. Haydovchi va yo'lovchilar nutqidagi murojaat shakllari, leksik birliklar, rasmiylik darajasi va til tanlovini o'rganish.
3. Suhbatdosh nutqiga moslashish, dastlabki nutq uslubini saqlash va nutqiy farqlanish holatlarini aniqlash.
4. Yo'lovchining kasbiy identiteti bevosita ma'lum bo'lgan yoki suhbat davomida taxmin qilingan vaziyatlarda haydovchi nutqida qanday o'zgarishlar yuz berishini tekshirish.
5. Kuzatilgan nutqiy o'zgarishlarni kommunikativ vaziyat, suhbat mavzusi, til bilish darajasi va muloqot maqsadi kabi muqobil omillar bilan solishtirish.

3. Tadqiqotning ilmiy yangiligi

Tadqiqotning taklif etilayotgan ilmiy hissasi taksi xizmatidagi muloqotni faqat xizmat ko'rsatish jarayoni sifatida emas, balki ijtimoiy identitet namoyon bo'ladigan, talqin qilinadigan va o'zaro munosabatlar davomida shakllanadigan kommunikativ makon sifatida tahlil qilishga qaratilgan.

Xususan, tadqiqot doirasida **"kasbiy identitetga yo'naltirilgan nutqiy akkomodatsiya"** tushunchasini tahliliy kategoriya sifatida qo'llash taklif etiladi. Ushbu atama haydovchining suhbatdosh kasbiy mansubligi haqidagi mavjud yoki taxminiy tasavvurlari bilan bog'liq bo'lishi mumkin bo'lgan nutqiy o'zgarishlarni tavsiflash uchun ishlatiladi. Mazkur tushuncha allaqachon shakllangan va umumiy e'tirof etilgan nazariy kategoriya sifatida emas, balki ushbu tadqiqot doirasida taklif etilayotgan ishchi tahliliy tushuncha sifatida qaraladi.

Tadqiqotda quyidagi masalalarga alohida e'tibor qaratiladi: kasbiy identitet haqidagi ma'lumot muloqotga qachon kirib kelishi, u bevosita aytilishi yoki bilvosita anglanishi, nutqiy moslashuv qaysi shakllarda namoyon bo'lishi hamda kuzatilgan o'zgarishlarni aynan kasbiy identitet bilan bog'lash uchun qanday dalillar zarurligi.

Mazkur yondashuv o'zbek tilidagi xizmat ko'rsatish muloqotini ijtimoiy identitet va sotsiolingvistik variativlik kesishmasida empirik o'rganish uchun izchil tahlil modelini taklif etadi. Biroq ushbu yondashuvning xalqaro va mahalliy ilmiy adabiyotlarga nisbatan mutlaqo yangi ekanligi haqidagi xulosa tizimli bibliografik tahlildan keyingina chiqarilishi lozim.

4. Tadqiqot metodologiyasi

Tadqiqotda sifat va miqdoriy tahlilni birlashtiruvchi aralash metodologiyadan foydalanish taklif etiladi. Empirik material sifatida haydovchi va yo'lovchi o'rtasidagi tabiiy muloqot namunalari, ishtirokchilar bilan o'tkaziladigan yarim tuzilgan intervyular hamda zarur hollarda anonimlashtirilgan kuzatuv qaydlari to'planishi mumkin.

Nutqiy material quyidagi mezonlar asosida kodlanadi:

- **Murojaat shakllari:** "siz", "sen", "aka", "opa", "uka", "singlim" kabi birliklarning qo'llanishi.
- **Nutq uslubi:** rasmiy, neytral va norasmiy ifodalarning tanlanishi.
- **Leksik moslashuv:** suhbatdosh ishlatgan so'zlar, atamalar va iboralarning takrorlanishi yoki o'zlashtirilishi.

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- **Til tanlovi:** o'zbek adabiy tilining shakllari, hududiy nutq xususiyatlari va boshqa tillarga xos birliklarning qo'llanishi.
- **Interaksion strategiyalar:** aniqlashtirish, takrorlash, izohlash, suhbatni davom ettirish yoki suhbatda ishtirok etishni cheklash.
- **Kasbiy identitetga oid belgilar:** suhbatdoshning kasbi bevosita tilga olingan holatlar hamda kasb haqidagi taxminlar bilan bog'liq bo'lishi mumkin bo'lgan nutqiy o'zgarishlar.

Kasbiy identitetning ehtimoliy ta'sirini tekshirishda yosh, hudud, suhbat mavzusi, xizmat narxi, safar davomiyligi va til tanlovi kabi boshqa omillar ham hisobga olinishi kerak. Shuningdek, haydovchining yo'lovchi kasbi haqidagi taxmini bilan yo'lovchining haqiqiy kasbiy mansubligini bir-biridan farqlash zarur.

Barcha audioyozuvlar faqat tegishli xabardor qilingan rozilik olinganidan keyin to'planishi lozim. Shaxsni aniqlash imkonini beruvchi ma'lumotlar olib tashlanishi, materiallar maxfiyligi ta'minlanishi va tadqiqot davomida tegishli ilmiy etika talablariga rioya qilinishi zarur.

5. Kutilayotgan ilmiy natijalar

Tadqiqot yakunida taksi xizmatidagi nutqiy akkomodatsiya shakllarini tasniflash, ijtimoiy va kasbiy identitet bilan bog'liq kommunikativ vaziyatlarni tavsiflash hamda kuzatilgan nutqiy o'zgarishlarning ehtimoliy sabablarini aniqlash kutiladi.

Shuningdek, kasbiy identitet haqidagi ma'lumot bilan nutqiy moslashuv o'rtasidagi aloqani tekshirish uchun tahliliy mezonlar ishlab chiqilishi mumkin. Bunda akkomodatsiyaning mavjudligi, yo'nalishi va darajasi faqat kuzatilgan nutqiy dalillar asosida baholanadi. Tadqiqot o'tkazilishidan oldin muayyan natijalar aniqlangan yoki isbotlangan deb da'vo qilinmaydi.

6. Xulosa

Taksi xizmati ijtimoiy jihatdan turli suhbatdoshlar qisqa muddatli muloqotga kirishadigan va nutqiy tanlov hamda o'zaro moslashuv jarayonlarini tabiiy sharoitda kuzatish mumkin bo'lgan muhitdir. Haydovchi va yo'lovchi o'rtasidagi muloqotni kommunikativ akkomodatsiya nazariyasi asosida o'rganish o'zbek tilidagi xizmat ko'rsatish nutqiga ta'sir etuvchi ijtimoiy omillarni aniqlashga yordam berishi mumkin.

Mazkur tadqiqotning asosiy ilmiy istiqboli kasbiy identitet nutqiy o'zgarishlarga albatta ta'sir qiladi, degan taxminni oldindan haqiqat sifatida qabul qilishda emas, balki ushbu munosabatni empirik dalillar asosida tekshirishda namoyon bo'ladi. Shu tariqa tadqiqot O'zbekiston sharoitida kundalik muloqot, ijtimoiy identitet va sotsiolingvistik variativlik o'rtasidagi munosabatlarni o'rganish uchun tekshirilishi mumkin bo'lgan ilmiy modelni taklif etadi.

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