



RELEVANT ISSUES OF COMMUNICATION CULTURE

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Abstract

Communication culture is an essential component of successful interaction between people in various spheres of life. In today's society, which is characterized by rapid changes in social, political, and economic areas, communication issues are becoming increasingly relevant. Current problems in the culture of communication include issues of etiquette, intercultural communication, the impact of technology on communication, as well as a lack of empathy and respect for the interlocutor. This article examines key aspects of communication norms, their impact on social relations, and possible solutions to problems related to the lack of effective and ethical communication in the modern world.

Keywords: Communication culture, intercultural communication, etiquette, empathy, respect, social norms, communication technologies, effective communication, communication barriers.

Introduction

Communication culture is a set of norms, rules, and traditions that regulate relationships between people, based on respect, honesty, and mutual understanding. In a rapidly developing society, where social, political, and technological realities are changing, communication culture is becoming one of the most discussed topics. This article discusses the key problems of communication culture in modern society, their impact on personal development, and possible solutions to these problems.

One of the main problems is the violation of etiquette norms. The influence of social networks, digital technologies, and fast-paced communication has led to a decrease in politeness and respect. In practice, it is often observed that people neglect basic communication norms, such as attentive listening, respectful attitude toward the interlocutor's opinion, and polite speech. This leads to superficial communication and misunderstandings, which in turn affect the quality of social interactions. Research shows that the lack of etiquette can significantly worsen relationships and reduce interaction effectiveness.

In today's globalized world, intercultural communication has become an integral part of everyday life. Issues related to differences in communication perceptions across





cultures are increasingly relevant. Each cultural context has its own norms, including non-verbal cues, gestures, and intonation. Misalignment of cultural models can lead to misunderstandings, conflicts, and even social isolation. For instance, what is normal in one culture might be inappropriate in another. Therefore, studies on cultural differences and the development of effective intercultural communication methods are necessary.

With the development of communication technologies such as social media, messengers, and email, communication culture has undergone significant changes. While digitalization allows constant connectivity and instant information exchange, it also results in more superficial interactions and a lack of personal contact. Virtual communication often lacks empathy and immediacy, making it harder to build genuine interpersonal relationships. People begin interacting through screens, which reduces the ability to perceive emotions and behavior deeply, leading to communication quality degradation and potential psychological issues related to isolation.

Empathy - the ability to put oneself in another person's position and understand their feelings - is a key part of effective communication. In today's fast-paced, stressful world, there is a noticeable decline in empathy in everyday life. Constant busyness makes it difficult for people to pay attention to others and understand their emotions, which leads to conflicts, misunderstandings, and social alienation. Promoting empathy should be an important part of educational programs, especially in fostering communication skills among young people.

Solving the problems of communication culture requires a comprehensive approach involving both societal and individual efforts. Society should promote values of respect and understanding, teach intercultural communication and etiquette from an early age, and encourage empathy and active listening. On the individual level, it's important to be mindful during communication, pay attention to others, and aim for deeper, more meaningful conversations. Education plays a key role in fostering a healthy communication culture, helping develop critical thinking and an appreciation of communication's significance for personal and social development.

The current issues of communication culture in modern society stem from various factors, including social change, technological advancement, and cultural differences. Problems with etiquette, intercultural communication, digital technology's influence, and reduced empathy highlight the need to improve communication quality. Addressing these challenges requires a holistic approach that raises awareness and develops skills for more harmonious and effective interpersonal interaction.



The culture of communication plays a crucial role in shaping effective and harmonious interactions across all areas of life. However, rapid technological advancements, increasing cultural diversity, and changes in social structures have introduced significant challenges to communication norms. Issues such as the decline of etiquette, difficulties in intercultural communication, the superficial nature of digital interactions, and the decreasing level of empathy hinder the quality and depth of human connections. Addressing these challenges requires a comprehensive approach that combines societal initiatives and individual efforts. Promoting respect, understanding, empathy, and mindful communication through education and awareness is essential for cultivating a healthy communication culture. Ultimately, improving communication culture contributes not only to personal development but also to the social cohesion and well-being of communities in an increasingly interconnected world.

The analysis of contemporary communication culture reveals a complex set of challenges influenced by technological, social, and cultural transformations. One of the most pressing issues is the erosion of traditional etiquette norms due to the pervasive use of digital communication platforms. While technologies such as social media and instant messaging have democratized and accelerated the flow of information, they have simultaneously contributed to a decline in face-to-face interactions and diminished the quality of interpersonal communication. The absence of non-verbal cues—such as tone of voice, facial expressions, and body language—in many digital interactions often results in misunderstandings and a lack of emotional connection, undermining the depth and authenticity of communication.

Moreover, intercultural communication has become a central concern in today's globalized environment. As people from diverse cultural backgrounds interact more frequently, the risk of misinterpretations increases due to varying cultural norms, values, and communication styles. For example, gestures or expressions that are considered polite or neutral in one culture may be perceived as rude or offensive in another. This cultural mismatch can lead to conflicts, social exclusion, and even tension at a broader societal level. Therefore, developing intercultural competence—defined as the ability to recognize, respect, and adapt to cultural differences—is essential for fostering effective and respectful communication in multicultural settings.

The impact of technology on communication culture is paradoxical. On one hand, digital tools facilitate instant connectivity and access to vast amounts of information, promoting inclusivity and exchange. On the other hand, the speed and convenience of digital communication often encourage superficial interactions characterized by



brevity and lack of reflection. This can erode empathy, which is a foundational element of meaningful communication. The decline in empathy is further exacerbated by the fast-paced and stress-laden modern lifestyle, leaving little time or emotional energy for individuals to engage deeply with others' feelings and perspectives.

Empathy, as highlighted in the study, is vital not only for understanding others but also for building trust and emotional rapport, which are critical for personal and professional relationships. The observed reduction in empathetic communication contributes to increased misunderstandings, conflicts, and social isolation. Hence, reinforcing empathy through educational initiatives and social policies is crucial to counteract these negative trends.

Addressing the challenges facing communication culture requires a multidimensional approach. At the societal level, promoting respectful communication norms, intercultural understanding, and digital literacy should be prioritized. Education systems have a pivotal role in equipping individuals with the skills necessary to navigate complex communication landscapes, including critical thinking, active listening, and emotional intelligence. Encouraging mindful use of technology-balancing digital convenience with opportunities for genuine interpersonal contact-can also improve communication quality.

On an individual level, raising awareness about communication ethics, fostering patience, and practicing empathy are fundamental steps toward healthier interactions. Individuals must cultivate a conscious approach to communication, recognizing the impact of their words and behaviors on others. By integrating these principles, society can move towards a communication culture that supports social cohesion, mutual respect, and effective collaboration.

In conclusion, while modern society presents significant communication challenges, it also offers opportunities for improvement through education, technology use, and cultural sensitivity. Future research should continue exploring innovative strategies to enhance communication culture, particularly focusing on bridging digital and intercultural divides and strengthening empathetic engagement among diverse populations.

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