



NATIONAL MENTALITY AND CULTURAL ELEMENTS IN OFFICIAL DOCUMENT MANAGEMENT

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Abstract

This study examines the reflection of national mentality and cultural elements in the language of official documents. Although official documents are based on principles of neutrality, normativity, and legal precision, they are formed within a specific national cultural environment and therefore implicitly reflect social values, traditions of formal interaction, and norms of speech etiquette. The research demonstrates that national mentality is manifested in official discourse not through explicit emotional expression, but through institutionalized, standardized, and culturally balanced linguistic means. Particular attention is paid to forms of formal address, the expression of orders and requirements, the avoidance of personal subjectivity, and the maintenance of communicative distance. The study emphasizes the necessity of analyzing official documents from a linguocultural perspective, as such an approach allows official discourse to be interpreted not only as a technical or legal tool, but also as a linguistic phenomenon closely connected with national thinking and cultural memory. The findings contribute to revealing the internal cultural mechanisms of official document language and provide a theoretical basis for further research in linguocultural studies and official discourse analysis.

Keywords: Official documents; national mentality; linguocultural approach; official discourse; speech etiquette; cultural neutrality; national culture



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Introduction

1. The Concept of National Mentality and Its Relationship with Language

National mentality (from the Latin *mentalis* — “mental, intellectual”) refers to the level of intellectual capacity and spiritual potential characteristic of an individual or a social group. The mentality of a society, a nation, or an individual also encompasses their distinctive historical traditions, customs, and religious beliefs. The mentality of each nation is closely connected with its history, living conditions, social activity, and a number of other factors. It represents a unified system of thinking formed on the basis of a particular people’s historical development, social experience, and cultural values. National mentality manifests itself in the ways members of society perceive reality, evaluate it, and respond to it, and is characterized by stability and relative continuity. From a linguistic perspective, national mentality is directly formed, preserved, and transmitted from generation to generation through language.

Language, as the primary carrier of national mentality, serves as a means of expressing a people’s worldview, their attitudes toward social relations, and their cultural norms. Through lexical choices, grammatical structures, and stylistic conventions, features characteristic of national thinking are reinforced within the linguistic system. In this respect, language is not merely a tool of communication, but also a complex semiotic system that encodes and transmits cultural information.

The connection between national mentality and language is also reflected in the sphere of official discourse. Although the official style is based on objectivity and normativity, it cannot be entirely detached from national culture. In formal communication, the selection of linguistic means, the ways of ensuring speech neutrality, and the maintenance of communicative distance are all shaped in close interaction with national mentality. Therefore, when linguistically analyzing the language of official documents, it is necessary to evaluate it not only as a normative phenomenon, but also as a form of official discourse that reflects national mentality and cultural information.



2. The Harmony of Cultural Neutrality and National Identity in Official Documents. Official documents, as the primary form of formal communication, first and foremost require strict adherence to the principles of objectivity and neutrality. Such documents must be free from personal attitudes, subjective evaluations, or emotional expressions, and the information they contain should be presented in a clear, verifiable, and legally substantiated manner. For this reason, evaluative units, emotive-expressive means, and elements of individual speech are restricted in the language of official documents. This condition is regarded as an important stylistic requirement that ensures the reliability, legal validity, and social significance of official documents.

However, the objectivity and neutrality of official documents do not imply that they are entirely free from a national cultural foundation. On the contrary, official documents are formed in close connection with national traditions of formal interaction, as they are products of official discourse created within a specific society and cultural environment. The selection of linguistic means, forms of formal address and interaction, methods of maintaining communicative distance, and norms of speech etiquette are all shaped under the influence of national mentality. In this regard, even while adhering to the principle of neutrality, official documents embody modes of interaction characteristic of national culture.

Table 1. The Balance of Cultural Neutrality and National Identity in Official Documents

Linguistic Phenomenon	Requirement of Neutrality (Official Criterion)	Expression of National Identity (Cultural Layer)	Example from Official Documents
Forms of formal address	Personal closeness and emotionality are restricted	Respect and social distance are maintained	<i>Dear ..., Based on this address</i>
Expression of orders and instructions	Strictness and clarity are ensured	Orders are given in a culturally polite form	<i>To be appointed, To be reviewed, To be forwarded for execution</i>
Verb voice	Neutrality is achieved by concealing the subject	Cultural caution in avoiding personal attribution of responsibility	<i>A decision was made, The issue was reviewed</i>
Mention of personal names	Individuality is limited	Social role is given priority	<i>Claimant, defendant, executor, responsible person</i>
Speech etiquette	Evaluative expressions are avoided	Politeness and communication culture are preserved	<i>We request, We inform, It is requested</i>
Expression of negative situations	No harsh criticism	Cultural mitigation is present	<i>Shortcomings were identified, it is recommended to take necessary measures</i>
Terminological choice	Legal precision is maintained	National terminology is prioritized	<i>Report, guideline, notification</i>
Text conclusion	Official tone is preserved	Concluded with cultural respect	<i>To be accepted for execution, To be taken under control</i>



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The relationship between cultural neutrality and national identity should be viewed not as a contradictory phenomenon, but as complementary factors. In official documents, cultural elements are reflected not in an explicit or expressive form, but rather in an implicit, normative, and institutionalized manner. For instance, features such as maintaining respect and communicative distance in official discourse, expressing requirements and instructions in a polite yet firm manner, and avoiding rhetorical sharpness indicate the existence of a nationally specific model of formal interaction. These aspects do not undermine the neutrality of the document text; on the contrary, they render it culturally balanced and socially acceptable.

3. Traces of National Culture in Forms of Formal Address and Interaction.

In official documents, forms of formal address and interaction constitute an essential component of institutional communication, through which not only official relations but also norms of interaction characteristic of national culture are manifested. In such documents, forms of address serve to define the relationship between the author and the addressee not at the level of personal relations, but within the framework of social and organizational status. Therefore, these forms of address are expressed through neutral, standardized, and formulaic linguistic units. For example, expressions such as *Dear ...*, *Based on this address*, and *We hereby inform you* in document texts are used not to convey personal closeness, but rather to express formal respect.

Through forms of formal address, the notions of respect and distance are clearly maintained. In official documents, hierarchical relations between the author and the addressee are not explicitly emphasized, but are instead conveyed indirectly through linguistic means. This approach ensures that the principles of etiquette and distance, which are significant in national culture, are reflected in official discourse in a normative manner. For example, the use of units denoting a position or functional role rather than a personal name (such as *addressed to the head*, *responsible executor*, *relevant department*) indicates hierarchy in a culturally appropriate way without stating it explicitly.

Avoidance of personal subjectivity in forms of official interaction is also considered an important feature characteristic of national culture. In official



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documents, address is directed not to the individual personally, but to their official status. As a result, the document text remains neutral, while the interaction is maintained in a culturally balanced form. For instance, terms such as *claimant*, *defendant*, *executor*, and *responsible person* serve to express an individual's social role without naming the person directly.

The process of maintaining cultural interaction through official language is also clearly evident in the expression of orders and instructions. Even in documents containing imperative content, linguistic means are chosen not in a rude or harsh form, but in a culturally appropriate and normative manner. This reflects the preservation of the principles of politeness and caution that are dominant in national patterns of interaction within official discourse. For example, forms such as *to be appointed*, *to be reviewed*, *to be forwarded for execution*, and *to be taken under control* convey an imperative meaning while maintaining a polite and culturally appropriate tone.

Likewise, expressions of requests and requirements in official documents are shaped on the basis of cultural balance. In such forms of address, cautious and formal communicative means take precedence over explicit commands. Expressions such as *we request*, *it is requested*, and *we kindly request that necessary measures be taken* serve to convey official requirements in a culturally appropriate manner.

Researcher H.D.Karimjonova, in her studies, explains the importance of adhering to linguistic norms as a means of ensuring legal clarity and maintaining the stability of the official-administrative style. The author emphasizes the special role of cultural and national values in this process, arguing that compliance with linguistic norms contributes to the preservation of national culture and traditions. According to her, the normative use of the state language strengthens respect for the language within society and serves to enhance the social prestige of the state language¹.

¹ H.D.Karimjonova. Davlat tilida ish yuritishda zamonaviy hujjatlar. "Science shine" international scientific journal. Issue 8(43), Volume 1 | ISSN 3030-377X | 30.04.2025. 164-169-betlar.



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4. Cultural Norms and Speech Etiquette in Document Texts. Official documents represent a normative form of formal communication, and their language is based not only on strictness and precision, but also on cultural norms. In document texts, the observance of speech etiquette is primarily manifested in the selection of linguistic units that are free from rudeness and sharpness. Since official documents serve not to express personal emotions, but to regulate social and administrative relations, derogatory, harshly evaluative, or aggressive expressions are not used. This is regarded as an important factor ensuring the objectivity and reliability of document texts.

Cultural norms are consistently maintained even in documents containing imperative or requirement-related content. Although an order represents the expression of administrative authority, it is conveyed not through rude language, but through normative and culturally appropriate forms. Within the system of official language, imperative meaning is expressed by means of specific grammatical devices that do not contradict the norms of communicative culture. In this respect, strictness and cultural appropriateness in official documents do not appear as contradictory concepts, but rather as mutually complementary phenomena.

The formal manifestation of speech etiquette in document texts is based on the principle of neutrality. Although official language is emotionally restrained, this does not imply coldness or indifference. On the contrary, in official discourse, etiquette and respect are expressed not through overt emotions, but through normative, standardized, and institutionalized linguistic means. As a result, cultural interaction is preserved in the language of official documents, and communication is carried out in a socially balanced manner.



Table 2. Speech Situations and Cultural-Normative Approaches in Document Language

Speech Situation	Cultural-Normative Approach	Typical Linguistic Units in Documents
Description of negative situations	Avoidance of direct accusation	<i>Shortcomings were identified; established procedures were not followed</i>
Expression of orders	Firm but culturally appropriate form	<i>To be appointed; To be approved; To be executed</i>
Stating requirements	Cautious official wording	<i>We request; It is requested; Necessary measures should be taken</i>
Conveying information	Neutral and objective presentation	<i>It is informed; Notification is given</i>
Indicating responsibility	Avoidance of direct personal blame	<i>By the responsible person; In accordance with the established procedure</i>
Expressing control	Official and polite form	<i>To be taken under control; Execution to be ensured</i>

5. The Necessity of Linguocultural Study of Official Documents. Interpreting the language of official documents solely on the basis of normative, stylistic, or legal criteria cannot fully reveal all the possibilities of this form of discourse. This is because official documents are formed in close connection with the cultural values of a particular society, traditions of formal interaction, and norms of speech etiquette. Therefore, the need arises to study them through a linguocultural approach.

In substantiating this necessity, we seek to present the relevance, scientific novelty, and practical significance of linguocultural research on official documents as follows:

First, the linguocultural study of official documents arises from the need to generalize the issues discussed in this chapter. The language of official documents is usually characterized on the basis of normativity, standardization, and legal precision. However, the issues examined throughout the chapter demonstrate that official documents are not merely a normative linguistic phenomenon, but rather a form of official discourse shaped within a specific



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cultural environment. The preservation of concepts such as respect, distance, hierarchy, and speech etiquette in document texts confirms that official language is also a culturally regulated system. Therefore, a linguocultural approach serves to reveal the internal essence of official documents in a comprehensive and systematic manner.

Second, examining official documents from a linguocultural perspective determines the scientific novelty of this dissertation. In Uzbek linguistics, official documents have primarily been studied from formal-stylistic, normative, and practical perspectives, while their cultural and mental foundations have not been sufficiently explored as an independent object of research. This study scientifically substantiates that, despite being based on neutrality, the language of official documents is closely interconnected with national mentality and cultural traditions. This makes it possible to analyze official documents within the framework of the linguocultural approach widely applied in modern linguistics, thereby ensuring the theoretical novelty of the research.

Third, the relevance of studying official documents from a linguocultural perspective is directly connected with their practical significance in society and public administration. Official documents serve as the primary means of regulating communication between the state and citizens, and their language influences the maintenance of cultural balance in social relations. The observance of speech etiquette and cultural norms in document texts ensures trust, stability, and efficiency in administrative processes. From this perspective, linguocultural analysis is important not only theoretically but also practically, as it provides a scientific basis for improving document management practices.

Fourth, the linguocultural study of official documents makes it possible to interpret official discourse not merely as a technical or legal instrument, but as a linguistic phenomenon that reflects the cultural memory of society. This approach helps to identify cultural markers that appear implicitly in the language of official documents, to explain their communicative functions, and to gain a deeper understanding of the social content of official discourse.



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The analyses show that national mentality, as a society's overall system of thinking, is formed through language and is continuously reflected in the system of official discourse. Although official documents represent a form of formal communication based on neutrality and normativity, they emerge within a specific national cultural environment and indirectly reflect the social values, traditions of interaction, and norms of speech etiquette characteristic of that environment. This makes it possible to interpret the language of official documents not merely as a technical or legal instrument, but as a discursive phenomenon closely connected with national thinking.

At the same time, it is observed that national mentality in official documents is manifested not in an explicit or expressive form, but rather in an implicit, institutionalized, and normative manner. Features such as forms of formal address, the culturally appropriate expression of orders and requirements, the observance of speech etiquette, and the avoidance of personal subjectivity are regarded as indirect expressions of national culture in official discourse. These features demonstrate that cultural appropriateness and neutrality in the language of official documents are not contradictory, but mutually complementary phenomena.

The scientific relevance of this issue lies in the fact that, in Uzbek linguistics, official documents have mainly been examined from formal-stylistic and normative perspectives, while their linguocultural characteristics have not been sufficiently and systematically studied. Analyzing official documents from a linguocultural point of view serves to reveal the internal cultural mechanisms of official discourse, to determine how national mentality is expressed through language, and to reassess formal communication on the basis of contemporary linguistic approaches. In this respect, the present chapter defines the theoretical novelty of the dissertation and creates a solid foundation for future research.

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