

# Problems with Uzbek tour guide students

*D. R. Ermanov*<sup>1\*</sup> and *Sh.B. Soatova*<sup>1</sup>

<sup>1</sup>Tashkent State University of Uzbek Language and Literature, named after Alisher Navoi, 100100 Tashkent, Uzbekistan

**Abstract.** This article recognizes the teaching of foreign languages in Uzbekistan on the example of English and how well it meets the requirements of international tourism, the problems associated with foreign languages in the industry and the specialization of tourism required by foreign language audiences.

## 1 Introduction

As the world shrinks and its equilibrium changes, international contacts occur with increasing frequency; by and large, these contacts require a sophisticated level of communication. More often than not, the task of that communication falls on the English language.

In Uzbekistan, as in many other countries, English is receiving an increasing emphasis and English Language teaching in particular occupies a prominent role in Uzbek education. In Uzbekistan, English is regarded as a necessary tool which can facilitate access to scientific and technological advances and as a vehicle to promote commerce and mutual understanding between Uzbekistan and other countries.

At the end of the last century, especially since 1995, a new industry has emerged in Uzbekistan: the tourism industry. It needs a great number of people who can serve its needs, interpreters who can work directly with the tourists, a task that needs a sophisticated level of speaking English. Unfortunately, Uzbekistan needs more and more tour guide interpreters at a time when the level of the existing interpreters is not up to the standard required by this rapidly developing industry. It is the urgent need of Uzbekistan's tourism industry that has provided the impetus to the writing of this paper. The aim of this paper is to undertake a search for techniques appropriate to the teaching of students who will become tour guide interpreters.

In this paper, the overall problem of the Uzbek tour guides, the teaching of the tour guide students, and the need to search for techniques will be discussed. In the following article, there will be an indication that the need to improve the speaking skills of tour guide students has prompted the teacher to consider certain teaching techniques.

It must be stressed that this paper is only a search for techniques appropriate to teaching speaking skills in the speaking unit. Much of the discussion will be tentative in nature. It is nevertheless hoped that this paper will serve as a springboard for determining ways of upgrading the speaking skills of Uzbek tour guide students [1].

---

\* Corresponding author: [davron.ermanov@gmail.com](mailto:davron.ermanov@gmail.com)

One of the English speaking tourists Emily A. from London visited Uzbekistan in May, 26 2019. “Unfortunately the quality of the guides was decidedly mixed - the one in Bukhara was great but the others (particularly in Tashkent and Samarkand) either spoke English so badly that it was not possible for them to understand and respond to questions OR simply did not know the answers. In the latter case, the guide simply made up answers to our questions (we cross-checked with a reputable guidebook). This is unfortunate as it significantly detracted from our enjoyment of our trip [1].” This require was moreover been expressed by Otabek Mukhitdinov a leading officer of promoting inquire about administration, advancement of national tourism department of The State Committee of the Republic of Uzbekistan for Tourism Improvement., at the 2019 Uzbekistan Universal Tourism Conference held in Tashkent. He said that the outside dialect aptitudes of the show visit direct translators require prompt overhauling. Such reactions, coming as they do from both the suppliers and the beneficiaries of the benefit, point to the direness of the issue.

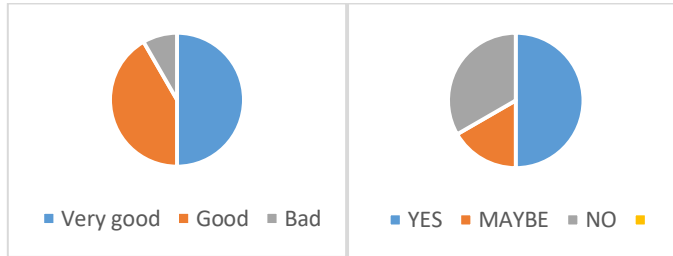
In arrange to get input around the talking capability of the visit guides from English speaking countries such as Canada, The USA, The UK and New Zealand who have been to Uzbekistan as visitors, left their opinions about their travels in Uzbekistan on the Anur tour site. In fact, there are more than a hundred comments from foreign tourists, but we only selected comments from English speakers [2].

The collected data show that, 50 per cent of the 12 foreigners concur that visit guides' talking capability contains an awesome effect on their visit. This must show that talking is a critical expertise for a competent visit direct. Agreeing to address number 41.5 per cent think that Uzbek tour guides' talking familiarity is as it were tolerable. Usually reliable with the result of questions, which demonstrate that visit guides are frail in elocution and destitute in discourse exactness. Concurring to address number around 8.5 per cent of them oppose this idea with the explanation that Uzbek visit guides talk English in a way which is socially unseemly. Concurring to the final address, 66.6 per cent of the 12 foreigners concur that in case guides make strides their talking, they would appreciate their remain in Uzbekistan more. From the result of the survey, one can conclude that more than half of the 12 foreigners would concur that Uzbek visit guides ought to make strides their talking. This assist shows the direness of moving forward Uzbek visit guides' talking, particularly their familiarity, elocution and precision Table 1.

**Table 1.** Uzbek visit guides' talking, particularly their familiarity, elocution and precision

	<b>People with their origins</b>	<b>Trip Date</b>	<b>Opinions about tour guides' English</b>	<b>Would/Did you stay more If/because you can communicate well with guides?</b>
1	Greggy2011 Sydney, Australia	2018/08/04	VERY GOOD	YES
2	Yellams Birmingham	2018/05/22	VERY GOOD	NO
3	Kate Orono, Maine	018/05/01	GOOD	MAYBE
4	Neil C, Perth, Australia	018/03/21	GOOD	YES
5	Author: Imran C (USA)	017/10/30	VERY GOOD	YES
6	Sean L	2021-10-09	VERY GOOD	NO
7	Peter	2019/11/18	VERY GOOD	MAYBE
8	Emily A	2019/09/26	BAD	YES
9	Steve Rainville	2019/09/16	VERY GOOD	YES
10	Kz000 (Melbourne,	2019/06/29	GOOD	NO

	Australia)			
11	Linda (USA)	2015/11/20	GOOD	YES
12	Michael Hopkins (Christchurch, New Zealand)	2015/11/05	GOOD	NO



**Fig. 1.** Tolerant rate to understand speeches (A), Appreciation rate to stay more (B)

In the years since 1991, Uzbek has skilled nothing wanting a traveler periodic event wave. Until the policy reversals following the downfall of the Soviet Union, there was virtually no tourist business in Uzbekistan. Visiting foreign teams were restricted to solely a tiny low range of special-interest parties. The non-public traveler stood almost no probability of itinerant in Uzbekistan (Figure 1A, B)

But in a very short time, the tourism industry has revived in Uzbekistan. Decree of the President of the Republic of Uzbekistan "On measures to expand the participation of the Republic of Uzbekistan in the restoration of the Great Silk Road and the development of international tourism in the republic", 02.06.1995, Decree No. PF-1162 and U. The Decree of the President of the Republic of Uzbekistan dated April 15, 1999 No. PF-2286 "On the State Program for the Development of Tourism in Uzbekistan until 2005" contributed to the establishment of tourism in the republic. According to "Gazeat.uz", on August 7, 2018, in the Legislative Chamber of the Oliy Majlis, the Deputy Chairman of the State Committee for Tourism Development of the Republic of Uzbekistan, Fakhridin Umarovich Davrakov, studied the advanced international experience that has been tested in the development of tourism in our country, noted that it is necessary to put into practice, open new tourist destinations, use unused opportunities, improve infrastructures based on international requirements, in a word, increase the flow of world tourists to our charming country [3].

According to Khabar.uz, 6,748,500 tourists visited Uzbekistan in 2019, and in 2018, this figure was 5,346,200. According to "World population review", 6,700,000 tourists will visit Uzbekistan by August 2022 [4]. This number is steadily growing, and by 2023, seven million foreign tourists can be expected to visit Uzbekistan annually.

In order to keep up with such a rapidly developing tourism industry, Uzbekistan should not only develop tourism infrastructure, but also train more tourist personnel, especially guide-interpreters. After all, they have the most direct and intensive contact with our foreign tourists.

According to the Uzbek Government, overseas vacationers to Uzbekistan need to be hosted via way of means of the Uzbekistan International Travel Service, that is chargeable for the health of the vacationers, searching after each factor in their excursion, along with making plans the itinerary, allocating hotels, devising every day sightseeing programmes and imparting excursion manual interpreters for them. The important obligations of an excursion manual interpreter consist of the following:

1. making all preparations for overseas vacationers, which include deciding on the date, time and approach of travel, making reservations, shopping for tickets, and seeing to all of the requirements of the vacationers.
2. searching after the wellness of the vacationers and ensuring that they get instant remedy if absolutely everyone falls ill.
3. answering questions and telling the vacationers something approximately Uzbekistan, her history, culture, people, and manner of life.
4. giving oral introductions to locations they're touring.
5. doing oral interpretations for them, translating orally from Uzbek to English and English to Uzbek, while touring factories, schools, hospitals, colleges, universities, farms, and Uzbek homes.
6. talking with the tourist in trains, buses and planes and on their manner to any destination.
7. having discussions with vacationers. (During the excursion, the excursion manual interpreter generally has or greater discussions with the complete group. The gadgets to be mentioned are generally matters which have cropped up after numerous days of touring).
8. inviting them to a banquet.
9. outlining the info of the following day's programme.
10. seeing them off at airports or railways stations. From the above indexed tasks, it turns into at once obvious that speaking talent is the maximum crucial talent that an excursion manual interpreter desires in guiding the excursion.

Can the speaking skills required by tour guides be fully satisfied by the present teaching in Uzbekistan? In order to answer this question, it will be necessary to have a brief look at the history and development of English teaching in Uzbekistan. In the 2000's, according to Professor N. R. Abdullaeva, English teaching in Uzbekistan was heavily influenced by the Grammar Translation Method. While it produced some good results in teaching the student to write and translate, it failed to help the students to develop their ability in speaking the language properly.

In the 2000s, being unsatisfied with the Grammar translation method, the structural approach was introduced into Uzbekistan. This approach emphasized structural and sentence pattern practice. Prominent place was given to listening and speaking. Nevertheless, it was felt that this approach was more relevant to teaching beginners and the final goal of communication was being neglected. To this day, language teaching in most colleges and universities in Uzbekistan still largely focuses on teaching grammar, structures and explaining language point. According to a recent survey of English teaching in Uzbekistan done by a team of four specialists sponsored by the U.S. International Communication Agency, methods in use in most colleges and universities are drawn from 'Eclectic', 'Grammar Translation' and 'Direct' Methods. According to the survey in the 18 ESL classes visited, the main activities were oral retention exercises; substitution drills and combination drills; oral translation exercises (English to Uzbek and Uzbek to English); reading aloud activities; and identification of parts of speech [4].

According to the survey, the practice of the communicative use of English was consistently missing from most classes. Students were rarely encouraged to use the language code to state their own opinions, express their own feelings or communicate their own thoughts to their classmates. When communicative use of language did take place, it was generally in the context of a reading passage in an intensive reading class.

This situation may account for the fact that the students generally have a large vocabulary, know a lot of structures and individual sentences, speak fluently and grammatically accurately, but have considerable difficulty when they move outside the classroom and have to communicate with native speakers. From this point of view, the current English teaching in Uzbekistan cannot possibly satisfy the learner's needs,

especially those students whose future work involves frequent oral interactions with native speakers. Such students certainly include the tour guide students.

Generally speaking, the teaching method should vary according to the specific needs of the students. But this is not the case with the teaching of tour guide students. The teaching method for those students is in no way differentiated from that used for teaching any other type of students.

## 2 Conclusion

Another problem for the tour guide students is the lack of time. Although they stay in the university for four years as do other types of study, they have more subjects to learn. The time given to them for learning speaking skills is far from sufficient and, indeed, is even less than for other students.

Uzbekistan is an ancient civilization with a history of over 2500 years. It offers splendid culture, spectacular scenery and countless places of historical interest. An ever-increasing number of tourists is coming to see its vast land, time-honored arts, architecture, horticulture, dance, opera, handicrafts and cuisine. The success of their visit is largely dependent on their tour guides, while, in turn, the success of the tour guide largely depends on their proficiency in speaking. The challenge to meet this chain of needs must inevitably fall on the teacher.

## References

1. D. Ermanov, Scientific Article: Changes in Brain Activity and Structure in Second and Foreign Language Learning. Scientific methodical journal of Urganch State University, **9**, 89-95 (2020)
2. <https://www.tourstouzbekistan.com/> (last accessed 14.05.2023)
3. <https://lex.uz/docs/-3311817> (last accessed 24.05.2023)
4. [xabar.uz/uz/jamiyat/2019-yilda-ozbekistonga-qancha](http://xabar.uz/uz/jamiyat/2019-yilda-ozbekistonga-qancha) (last accessed 01.06.2023)
5. Abdullaeva, N.R. Termez State University, Journal: Theoretical and applied science. Founders: Theoretical and Applied Science, **7(87)**, 10-15 (2020) ISSN: 2308-4944eISSN: 2409-0085
6. J. R. Cowan, R. L. Light, B. E. Mathews, G. R. Tucker, English Teaching: A Recent Survey", in TESOL Quarterly, **13(4)**, 465-482 (1979)
7. D. Ermanov, Research paper: Why can't we pronounce English like they do? Ilm Sarchashmalar, Scientific methodical journal of Urganch State University, **8**, 121-125 (2020)
8. R. Ellis, Current issues in the teaching of grammar: An SLA perspective. TESOL quarterly, **40(1)**, 83-107 (2006)
9. A. A. Salem, A Sage on a Stage, to Express and Impress: TED Talks for Improving Oral Presentation Skills, Vocabulary Retention and Its Impact on Reducing Speaking Anxiety in ESP Settings. English Language Teaching, **12(6)**, 146-160 (2019)
10. M. F. Ibraimovna, Palaces In The Historical Cities Of Uzbekistan Formation. Zien Journal of Social Sciences and Humanities, **12**, 15-18 (2022)
11. Z. A. Hafidz, The Efficiency of Using Pictures in Teaching Speaking Skills of Non-native Arabic Beginner Students. Universal Journal of Educational Research, **8(03)**, 872-878 (2020)