

## Summary

The dissertation is the first study in Poland devoted to the subject of the organization of institutional social communication in a government administration. It consists of the analysis of the linguistic features of administrative discourse and original training perspective in this field for public administration employees. In the dissertation, the role of social communication in shaping public trust in public institutions is emphasized.

The aim of the thesis is to present the phenomenon of communication from the point of view of efficient communication between the office and the citizen, with the particular role of language policy. To achieve the assumed goal, the perception of social communication in the Chancellery of the Prime Minister, ministries and Voivodeships was explored. The linguistic features of an official discourse were analyzed. The skills of officials were examined in terms of drafting official letters understandable for receivers. There was presented the original training proposal, *Language culture in official documents*.

The work consists of theoretical and empirical parts. In the theoretical part there were theoretical foundations of social communication and the development of the meaning of communication in society. The definition of government communication was taken into consideration. On the example of activities of the Social Communication Department of the Ministry of Internal Affairs and Administration, the process of external and internal communication of the ministry was described. The features of the official language were indicated, including the definition of a linguistic mistake. There were also presented activities of linguists and officials in favour of the improvement of the Polish official language, and thus to enhance communication with the citizen.

In the empirical part, on the basis of the research, inter alia, rules of organizing social communication in central offices and Voivodeships were presented. Regarding the correct drafting of official documents, the awareness and needs of officials were examined. The analysis of official letters in terms of the official language features was presented and the training concept in this scope was proposed.

This dissertation reflects the author's interest in the process of simplifying the Polish official language, resulting from journalist experiences and the work in public administration in the sphere of providing and creating communication with citizens.