

## Summary

### **Thesis title: Linguistic behavior of district officers in contacts with the public**

The objective of the study is to present interrelationship between the linguistic behaviour of interlocutors (district officers and citizens) and their social roles. The author collected material for the dissertation during the research project. The project was implemented with the consent of the Provincial Police Commander in Katowice. The research material consisted of dialogues of district officers with citizens during the service of district officers.

In the collected material speech acts were distinguished and analysed in a comprehensive fashion. At the beginning, basic terminology relevant for the study was presented: communication, problem situations, conflict situations, asymmetry of communication, identity and asymmetry.

- In the study, I was looking for the answer to the following questions:  
What are the characteristics of the linguistic behavior of the district officers?
- Does communication between the district officers and with citizens heading towards the asymmetry of roles, or look in the direction of their symmetry?
- What acts of speech are used to convey the interlocutors' social roles?
- What is the role of presuppositions, contained in the interlocutors' utterances, in the positive conclusion of a dialogue?
- How are social ties and interpersonal community formed with the use of language and non-verbal means?

The theoretical basis of the study is made by Austin and Searle's theory of speech acts, Wierzbicka's theory of speech genres, as well as A. Awdiejew's theory of communicative grammar.

The study consists of a theoretical and an empirical part. Particular chapters refer to the characteristics of basic terms used in the paper. They contain an analysis of reference books.

Individual chapters deal with the characteristics of basic concepts used at work. The literature of the subject was analyzed in them. Then the classification of individual speech acts in the literature on the subject is discussed.

In the empirical part of the study, an analysis of individual speech acts appearing in the interlocutors' utterances is conducted. In the analysis, the semantic stream of research was considered, including the methods of explicating the meaning of language expressions introduced and applied by Anna Wierzbicka.

The author's aim was to obtain the exact verbal transcript of the interaction participants' behaviour. Complex as it is, the phenomenon under study is addressed with a practical goal in mind. The analyses hereby presented are intended to supply tools serving the purpose of the increase of the efficiency of communications by helping district officer to improve their ability to properly control their behavior in crisis situations, and to ameliorate their skills in formulating messages, understanding the interlocutor and interpreting his or her words.

The dissertation, encompassing psychological, social, district officers and citizens organizational, tactical and—in particular—linguistic aspects of communication district officers and citizens is thus, inevitably, interdisciplinary. The topic of discursive strategies between the district officer and the citizen was not discussed in the Polish literature on the subject, and thus the state of research in this field was not discussed.

Therefore, conclusions drawn from the analyses carried out in this study are oriented towards the revision of the validity of conclusions proposed by authors of existing non-Polish publications within the field, as well as towards the assessment of potential ways to prognose respective behaviors of districts officers in relation to changing parameters of the crisis situation.

The subject of discursive strategies between the district officer and the citizen has not been discussed in the Polish literature on the subject, and therefore the dissertation is a contribution to research on the communication of the district officer with the society, and in a broader scope - to research on the method of transferring information in the process of communication between police officers and other uniformed services with the public.