



THE ROLE OF FORMAL COMMUNICATION IN INTERPERSONAL RELATIONSHIPS

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Abstract

The role of speech communication as a type of communicative communication and the dictionary meanings of the term "dialogue" are reflected in the article. In the sources, as well as synonymous terms used along with the term communication, the definitions of communication given by linguists and issues such as rules of communication are reflected.

Key words: *communication, communication, speech communication, communicative communication, rules of communication.*

ШАХСЛАРАРО МУНОСАБАТДА РАСМИЙ МУЛОҚОТНИНГ ЎРНИ

Аннотация

Мақолада нутқий мулоқот коммуникатив алоқа тури сифатидаги ўрни, “мулоқот” терминининг луғавий маънолари ақс этирилган. Манбаларда *мулоқот* термини билан бир қаторда қўлланилаётган синоним терминлар билан бир қаторда мулоқотга тилшунос олимлар томонидан берилган таърифлар ва мулоқот қоидалари каби масалалар ақс этирилган.

Калит сўзлар: *мулоқот, коммуникация, нутқий мулоқот, коммуникатив алоқа, мулоқот қоидалари.*

РОЛЬ ФОРМАЛЬНОГО ОБЩЕНИЯ В МЕЖЛИЧНОСТНЫХ ОТНОШЕНИЯХ

Абстрактный

В статье отражена роль речевого общения как вида коммуникативного общения и словарные значения термина «диалог». В источниках, а также синонимичных терминах, употребляемых наряду с термином общение, отражены определения общения, данные лингвистами, и такие вопросы, как правила общения.

Ключевые слова: *общение, общение, речевое общение, коммуникативное общение, правила общения.*

Introduction.

Interpersonal relations are primarily related to people's goals, desires, as well as social needs and values formed in society, without which it is difficult to imagine human life. As soon as a person is born, he is in direct contact with the environment, people, objects.

At first, his speech communication with the people around him is based on various facial expressions and gestures, but after mastering the language, this communication takes on a



verbal character. In the process of social development of a person, the scope of his speech communication expands and manifests itself in different forms.

A person uses different types of communication throughout his life. Different types of communication indicate that people's relationship to existence and each other is very multifaceted and diverse. Of course, the choice of a certain type of communication in mutual relations, the specific features of its implementation depend to a large extent on the nature of communication between individuals.

One of the types of communication is linguistic communication based on language tools, which is considered the object of study of linguistics.

Linguistic communication as an ancient form of communication can be said to have emerged after the formation of the human ability to create speech. Until then, people communicated through non-verbal means: body, hand, head movements, gestures, various symbols.

When a person rises to the level of a person who creates and perceives speech, his interaction with the people around him has the form of verbal expression. It is known that in society there are different types of speech communication based on verbal and non-verbal means.

Verbal communication is significantly different from non-verbal communication. Linguistic communication is the manifestation of interpersonal relations using language tools. However, both verbal and non-verbal communication, i.e., communication carried out through hand, head, foot, body movements, facial expressions, and various symbols, requires mutual verbal cooperation of people.

Along with verbal tools in speech, non-verbal tools used in accompaniment also serve to make the communication text more clear and effective. When the speaker aims to influence his interlocutor verbally, he uses non-verbal means as well as verbal means when he finds it necessary to express his thoughts effectively and clearly.

Materials.

In the Uzbek communication culture, there are such stagnant sentences that obey the rules of national speech etiquette and are used by everyone in the same way that it is impossible not to move the body, head or hands during their pronunciation.

For example, Uzbeks do not limit themselves to just saying "Assalomu alaykum" when greeting each other. They are often seen bowing their heads slightly and placing their hands on their chests while saying this sentence. Or older Uzbek women, while receiving greetings from people of the same age as their children, often "bump" their shoulders with their palms. There are many such examples in Uzbek speech habits. N.Narziev states that in the Uzbek way of life, in situations such as showing respect to elders, guests, parents, and women, the behavior of such actions performed without words in traditional communication is called "proxemic behavior" in scientific literature [1]. In his opinion, in the Uzbek traditional culture of communication, issues of proxemic behavior are preserved more in collective relations, rituals and traditions. Researching the criteria of proxemic behavior allows to closely study the issues of ethnic image and stereotypes of the people, systematized moral norms [2].

In Uzbek linguistics, the non-verbal tools used in the process of speech communication have been deeply studied by A.Nurmonov, M.Saidkhanov and others [3]. Taking this into account, the aim of the dissertation was to study the type of speech communication that occurs through language tools - formal communication, its pragmatic and linguistic features.

It is known that the word dialogue is borrowed from the Arabic language, to meet, to see; means competition [4]. Today, this word is also used in relation to speech communication in the sense of speech communication-intervention.



In some sources, instead of the term communication, the term communication is used in the sense of speech communication-intervention. In particular, RO Jacobson uses the term communication in the sense of speech communication. According to him, scientists describe communication on three levels covering different processes.

The lower limit covers the communication phenomenon based on the transfer of verbal information, the middle limit covers the communication process that carries out the transfer of information through language and non-linguistic means; the upper limit covers the entire process of social communication. The first communication process is studied by linguistics, the second by semiotics, and the third communication process by communication theory [5].

It is understood that speech communication is a type of communication that serves to implement interpersonal relations with the help of speech. Through speech communication, people transmit or receive certain information, and have a verbal influence on each other. So, speech communication appears as a manifestation of linguistic communication and is based on the exchange of ideas and speech effects.

Methods. Descriptive, typological methods, pragmatic, linguistic and cultural analysis methods were used in the article to reveal the problem raised in the article.

Results. Speech communication is an integral part of human life, one of its basic needs. The fact that speech communication is based on certain norms and rules, manifested through language tools and non-verbal tools that always accompany them, is considered a characteristic of this type of communication.

Obedience of speech communication to certain rules is one of its important conditions. For example, in the Uzbek people, the starting point of speech communication is greeting, and the last point is saying goodbye, wishing each other health and peace. However, this rule may not always be followed based on the speech situation and the requirements of the specific communication environment that has arisen.

O.Ya. Goykhman comes to the conclusion that it is necessary to study speech communication based on a comprehensive approach covering all the indicated approaches [6].

V. I. Ivanova also admits that speech communication is an object of study in various fields. According to him, full-fledged communication is a conscious, rationally organized, purposeful exchange of information between people, which involves the individualization of interlocutors and the establishment of emotional relationships between them. The scientist notes that the study of these signs of communication is the subject of not only linguistics, but also logic, psychology, sociology, communication theory, stylistics and other fields [7].

It is understood that the linguistic communication carried out with the help of speech is considered the object of study of various fields dealing with the issues of the theory of speech activity.

Since speech communication is a type of activity that takes place between different people, the approaches to its study are also different. In particular, the types of speech communication can be differentiated based on the social qualities of the communication participants, the number of communication participants, the nature, form, and purpose of the communication.

Speech communication can be divided into the following types based on the social qualities of the communication participants:

1) according to the social status of individuals: speech communication between a leader and an employee, speech communication between managers, speech communication between employees, etc.;



2) according to social roles of individuals: speech communication between social persons in the role of father and mother, speech communication between social persons in the role of mother and child, speech communication between social persons in the role of father and child; speech communication between social figures in the role of mother-in-law and daughter-in-law; speech communication between social figures in the role of father-in-law and daughter-in-law, etc;

3) according to the professional activity and training of individuals: speech communication between the teacher and the student; speech communication between the doctor and the patient; verbal communication between the seller and the buyer, etc.;

4) according to the gender of individuals: speech communication between a woman and a man; speech communication between men; speech communication between women, etc.;

5) according to the age of individuals: speech communication between older people; speech communication between children; speech communication between middle-aged people; speech communication between minors; speech communication between adults and children, etc.; 6) according to the nationality of persons: speech communication between persons of Uzbek and Russian nationality; speech communication between Kazakh and Uzbek people, etc.

Discussion. Speech communication also differs according to the number of speech participants. According to this sign: a) speech communication between two people; b) types of speech communication between many people can be distinguished.

Any verbal communication takes place between at least two people. Such communication is an example of the first type. Several people participate in the second type of speech communication. Such persons are friends, colleagues, classmates, schoolmates or other group members.

According to the nature of the communication: a) formal speech communication; b) types of informal speech communication can be distinguished.

According to the purpose of speech communication, the following types can be distinguished: 1) speech communication aimed at transmitting and receiving information; 2) speech communication intended to express an assessment attitude and receive a response to it; 3) such as speech communication intended to have a speech effect and achieve its result.

In the type of speech communication intended to have a speech effect and achieve its result, the speech of the speaker is directed to perform a perlocutionary task. The speaker exerts a verbal influence on the interlocutor and motivates him to perform an action.

It is understood that the purpose of speech communication determines its nature and type. To achieve the communicative goal, the speaker chooses the available language tools in accordance with the speech situation and communication conditions. It also reprocesses them in relation to the audience's social status, role, profession, age, and mental state, where necessary, it imposes additional meaning on these units, expands their meaning, and gives them a subjective color. It is known that the forms of speech communication, which are considered a special type of interpersonal communication, are diverse and are chosen by the speakers in the process of communication according to their social characteristics, nature of communication, form, purpose, etc.

Conclusion. In short, the term communication is mainly used to refer to spoken communication. Speech communication means that people have a purposeful effect on each other through mutual information exchange. The main and important unit of speech communication is the speech act, without which communication cannot be formed. Speech



communication is a type of communication that reflects interpersonal relations, a way of realizing the communicative goal of people, a set of speech acts made with the participation of directly and indirectly participating verbal and non-verbal components. No matter what field of official communication the spoken communication is used in, first of all, it is determined by the correct use of Uzbek language standards, and the correct use of terms in today's field [8].

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