



## Communication As A Process Of Interaction And Relationship Between People

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### ABSTRACT

The article describes the essence of the content of communication, its application in the process of interaction between people.

### KEYWORDS

Communication, behavior, attitude, human, communication functions, mass communication.

### INTRODUCTION

Communication - understood as an activity - is a complex multidimensional process of establishing and developing contacts and connections between people, generated by the needs of joint activities and including the exchange of information, perception, understanding of another person and the development of a single interaction strategy.

Communication is usually included in the practical interaction of people (joint work, learning, team play, etc.) and provides planning, implementation and control of their activities.

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## THE MAIN RESULTS AND FINDINGS

If the relationship is defined through the concept of "connection", then communication is understood as a process of human-human interaction, carried out using the means of speech and non-speech influence and pursuing the goal of achieving changes in the cognitive, motivational, emotional and behavioral spheres of the persons involved in communication.

In the course of communication, its participants exchange not only their physical actions or products, the results of labor, but also thoughts, intentions, ideas, experiences, etc.

In everyday life, a person learns to communicate from childhood and masters its different types depending on the environment in which he lives, from the people with whom he interacts, and this happens spontaneously, in everyday experience. In most cases, this experience is not enough, for example, for mastering special professions (teacher, actor, announcer, investigator), and sometimes just for productive and civilized communication. For this reason, it is necessary to improve the knowledge of its laws, to accumulate skills and abilities to account for and use them.

Each community of people has its own means of influence, which are used in various forms of collective life. These peculiar mass forms of communication have a powerful potential for mutual influence of people. In the history of mankind, they have always served as a means of education, the inclusion of a person through communication in the spiritual atmosphere of life.

Communication in its content is the most complex psychological activity of partners and performs certain functions:

1. The pragmatic function of communication reflects its need-motivational reasons and is realized when people interact in the process of joint activities. At the same time, communication itself is very often the most important need.
2. The function of formation and development reflects the ability of communication to influence partners, developing and improving them in all respects. Communicating with other people, a person assimilates common human experience, historically established social norms, values, knowledge and ways of activity, and also forms as a person. In general, communication can be defined as a universal reality in which mental processes, states and human behavior arise, exist and manifest themselves throughout life.
3. The validation function provides people with the opportunity to know, validate and validate themselves.
4. The function of uniting - separating people, on the one hand, through the establishment of contacts between them, contributes to the transfer of necessary information to each other and adjusts them to the implementation of common goals, intentions, tasks, thereby uniting them into a single whole, and on the other hand, it can to be the cause of differentiation and isolation of individuals as a result of communication.
5. The function of organizing and maintaining relationships serves the interests of establishing and maintaining sufficiently stable and productive ties, contacts and

relationships between people in the interests of their joint activities.

6. Internally, the personal function of communication is realized in a person's communication with himself (through internal or external speech, built according to the type of dialogue).

The following communication functions are distinguished:

- 1) Information and communication (transmission, reception of information);
- 2) Affective-communicative (exchange of emotions);
- 3) Regulatory and communicative (influence on the behavior of another).

Communication is extremely versatile. It can be presented in its variety of species.

- 1) Distinguish between interpersonal and mass communication. Interpersonal communication is associated with direct contacts of people in groups or pairs, constant in composition of participants.

Mass communication is a set of direct contacts of strangers, as well as communication mediated by various types of media.

- 2) Interpersonal communication and role communication are also distinguished. In the first case, participants in communication are specific individuals with specific individual qualities that are revealed in the course of communication and organization of joint actions. In the case of role-based communication, its participants act as carriers of certain roles (buyer - seller, teacher - student, boss - subordinate). In role-based

communication, a person loses a certain spontaneity of his behavior, since one or another of his steps, actions are dictated by the role played. In the process of such communication, a person shows itself no longer as an individual, but as a certain social unit performing certain functions.

- 3) Communication can also be confidential and conflicting. The first is distinguished by the fact that particularly significant information is transmitted during its course. Trust is an essential feature of all types of communication; without it, one cannot carry out negotiations, resolve intimate issues. Conflict communication is characterized by mutual opposition of people, expressions of displeasure and distrust.
- 4) Communication can be personal and business. Personal communication is the exchange of unofficial information. Business communication is a process of interaction between people performing joint duties or involved in the same activity.
- 5) Communication is direct and mediated. Direct (direct) communication is historically the first form of communication of people with each other. On its basis, in later periods of civilization development, various types of mediated communication arise.

Mediated communication is interaction with the help of additional means (letters, audio and video equipment).

- 6) They also distinguish finished and unfinished communication; short-term and long-term; verbal and non-verbal, etc.

Communication structure. Given the complexity of communication, it is necessary

to designate its structure, so that later analysis of each element is possible. The structure of communication can be characterized by highlighting three interrelated sides in it: communicative, interactive and perceptual.

The communicative side of communication, or communication in the narrow sense of the word, consists in the exchange of information between communicating individuals.

The interactive side consists in organizing interaction between communicating individuals, i.e. in the exchange of not only knowledge, ideas, but also actions.

The perceptual side of communication means the process of perceiving and knowing each other by communication partners and establishing mutual understanding on this basis.

Naturally, all these terms are rather arbitrary. In reality, we are dealing with the communication process as a whole.

The concept of "communication" is a derivative of the Latin *communicatio*, which means "message; broadcast; common, shared with everyone; communication ". In other words, communication is the transfer of this or that content from one consciousness (individual or collective) to another by means of signs; it is a communication during which information is exchanged between systems in both living and inanimate nature.

Communication between people has a number of specific features:

1. Cash relationship of two individuals, each of whom is an active subject. At the same

time, their mutual informing implies the establishment of joint activities.

The specificity of human exchange of information lies in the special role for each participant in the communication of this or that information, its significance.

2. Possibility of mutual influence of partners on each other through a system of signs.
3. Communicative influence only in the presence of a single or similar system of codification and decodification in the communicator (the person sending the information) and the recipient (the person receiving it).
4. Possibility of emergence of communication barriers (social or psychological). In this case, the connection that exists between communication and attitude clearly stands out.

Communication as a process of interaction and mutual influence of people The interactive side of communication is a conventional term denoting the characteristics of those communication components that are associated with the interaction of people, with the direct organization of their joint activities.

Interaction is a process of direct or indirect influence of social objects (subjects) on each other, giving rise to their mutual conditioning and connection. Social interaction is a process in which people act and respond to the actions of others. Social interaction is studied at two levels: the macro level includes such large structures as government and trade; institutions such as religion and family. The micro-level consists of the smallest elements of interpersonal communication. Although, under

any social conditions, people interact at both levels. Interaction theories:

- 1) Psychoanalytic. Individuals form and stay in social groups in part because they develop feelings of loyalty and submission to the group leaders.
- 2) The concept of social interaction became the basis of the exchange theory; he focused on the impact of rewards and costs on human behavior.
- 3) The concept of social drama (the theory of impression management) interprets social situations as dramas in miniature, during which people tend to create and maintain certain impressions about themselves, usually good ones.
- 4) Symbolic interactionism. The essence of the theory: the interaction of people is a continuous dialogue, during which they observe each other, the intentions of each other, comprehend these intentions, carry them out, react to them. Interaction at the level of symbols and the meanings of these symbols.
- 5) The theory of ethnomethodology examines the rules that are taken on faith that regulate the interactions of people (these rules can determine when it is appropriate to say something or keep silent, or joke, etc.).
- 6) Transactional analysis is a direction that offers regulation of the actions of interaction participants through regulation of their positions, as well as taking into account the nature of situations and the style of interaction.

## CONCLUSION

From the point of view of transactional analysis, each participant in the interaction, in principle, can occupy one of three positions, which can be conventionally designated as Parent, Adult, Child. If one of the participants in the interaction addresses the other from the position of the Adult, and he answers him from the position of the Parent, then the interaction is disturbed and may stop altogether.

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