

The Concept of Interpersonal Communication in Psychology and its Social Psychological Phenomenology in Personality Formation

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ABSTRACT

"Communication" category "thinking", "behavior", "personality", "relationships" along with such categories, occupies one of the central places in the science of psychology. Interpersonal communication is a process of interaction between two or more people aimed at mutual knowledge, establishment and development of relationships, and includes mutual influence on the regulation of situations, attitudes, behavior and joint activities of the participants of this process.

In the last 20-25 years, the study of the problem of communication has become one of the leading research areas of psychology and especially social psychology. Its transition to the center of psychological research is explained by a change in the methodological situation that has clearly defined itself in social psychology in the last two decades. From the subject of research, communication simultaneously became a method, a principle of studying the first cognitive processes, and then the personality of the whole person [2]. Communication is the reality of human relations, which includes any form of joint activity of people. However, the nature of this relationship is understood differently. Activity and communication are sometimes seen as two aspects of human social existence; in other cases, communication is understood as an element of any activity, and the latter is considered as a condition of communication. Finally, communication can be interpreted as a separate type of activity [5].

V.V. According to Znakov, communication is a form of interaction between subjects, which initially arises from the desire to determine each other's mental qualities, and interpersonal relations are formed between them [3].

The subject-subject approach to the problem of the relationship between communication and activity overcomes the one-sided understanding of activity only as a subject-object relationship. This approach in local psychology B.F. It is carried out through the methodological principle of communication as a subject-subject interaction developed theoretically and experimentally by Lomov. Lomov and his staff. In this regard, communication works as a separate independent form of the subject's activity. Its result is not a changed object (material or ideal), but the relationship of a person with a person, with other people. In the process of communication, not only cross-functional exchange, but also ideas, ideas, feelings, "subject (s)" the system of relationships also appears and

develops.

A.V. Brushlinsky and V.A. Polikarpov, meanwhile, gave a critical understanding of this methodological principle and listed the most popular research periods in which all multidimensional problems of communication were analyzed in the science of ethnic psychology [4].

The problem of the structure of communication occupies an important place in local social psychology. Currently, the methodological study of this issue allows us to identify a set of very generally accepted ideas about the structure of communication, which serve as a general methodological guide in the organization of research.

In science, the structure of an object means the order of stable connections between the elements of the object being studied, which ensures its integrity as a phenomenon of external and internal changes. The problem of communication structure can be approached in different ways, both by dividing the levels of analysis of this phenomenon and by listing its main functions. In general, there are three levels of analysis.

Macro level: a person's communication with other people is the most important aspect of his life. At this level, the process of communication is studied over a period of time comparable to the duration of a person's life, in which attention is paid to the analysis of the mental development of the individual. Communication works here as a complex developing network of relationships between an individual and other people and social groups.

Mize level (intermediate level): communication is a changing set of purposeful logically completed communications or interaction situations that are in the course of current life activity in certain periods of people's lives. In the study of communication at this level, the main focus is on the components of communication situations - "what about" and "for what purpose" focused on Around this core of the topic, the topic of communication, the dynamics of communication, the tools used (verbal and non-verbal) and the stages or stages of communication where the exchange of ideas, ideas, experiences are revealed.

Micro level: here the focus is on the analysis of elementary units of communication as conjugated actions or transactions. It should be noted that the elementary unit of communication is not the change of intermittent behavior of its participants, but their interaction. It includes not only the action of one and the partner, but also the support or opposition of the other (for example, "question and answer", "prompt to action - action", "reporting related information", etc.).

Each of the listed levels of analysis requires special theoretical, methodological and methodological support, as well as its own special conceptual apparatus, and since many problems of psychology are complex, the task is to develop methods for determining the relationships between different levels and to reveal the principles of these relationships.

When it comes to the structure of communication, it is permissible to recognize the following.

The perceptive side is the process of mutual perception by partners, their mutual knowledge, which is the basis for mutual understanding, is manifested in perception skills: determining the content of the meeting; understand the partner's mood by his verbal and non-verbal behavior; taking into account the psychological impact of perception in the analysis of the communicative situation.

The communicative side is the use of means of communication, divided into verbal and non-verbal. A good communicator is a person who has a rich repertoire of communication techniques used at different levels of communication.

The interactive side is the interaction of people, which implies a certain form of joint activity organization [1].

The subject of interpersonal communication: the mental processes and conditions that ensure the transaction; communicative practices that mediate human interaction; norms and rules developed within a certain socio-cultural group, which often unconsciously allow joint activities.

Communication functions are the roles and tasks that communication performs in the process of social existence of a person. The tasks of communication are diverse, and there are different bases for their classification [3; 40].

One of the generally accepted classification bases is to distinguish three interrelated aspects or features in communication: informational, interactive and perceptive. Accordingly, information-communicative, regulatory-communicative and affective-communicative functions are distinguished.

The information-communication function of communication consists of any exchange of information between persons interacting. Information exchange in human communication has its own characteristics. First, we deal with the ratio of two entities, each of which is an active subject (as opposed to a technical device). Second, the exchange of information necessarily involves the interaction of the partners' thoughts, feelings, and actions. Third, they must have one or similar message encoding (decoding) system.

The transmission of any information is possible through various signal systems. Usually, a distinction is made between verbal (speech used as a sign system) and non-verbal (various non-speech sign systems).

In turn, non-verbal communication also has several forms:

- kinetics (optical-kinetic system including gestures, facial expressions, pantomime);
- paralinguistics and extralinguistics (voice, sound system, pauses, coughs, etc.);
- proxemics (norms of organizing space and time in communication);
- visual communication (eye communication system) [1; 48].

The regulatory-communicative (interactive) function of communication is the regulation of behavior and the direct organization of joint activities of people in the process of interaction. The concept of interaction is used in two ways: firstly, to describe the real communication of people (actions, counteractions, support) in the process of joint activity; secondly, to describe the influence (influence) on each other in the process of joint activity, or more broadly - in the process of social activity.

As an interaction (verbal, physical, non-verbal) in the process of communication, a person has motives, goals, programs, decision-making, execution and control of actions, i.e. all components of the partner's activities, including mutual stimulation and behavior correction. Identification is a mental process of simulating oneself with a communication partner in order to know and understand his thoughts and ideas.

The affective-communicative function of communication is related to the regulation of the emotional sphere of a person. Communication is the most important factor determining the emotional state of a person. The whole range of unique human emotions appears and develops in the conditions of human communication - the convergence of emotional states or their polarization, mutual strengthening or weakening.

Another classification scheme of communication functions can be given, in which, in addition to those listed, other functions are distinguished: organization of joint activities; people getting to know each other; formation and development of interpersonal relations. In part, such a classification V.V. It is given in Znakov's monograph. Znakova; cognitive function as a whole G.M. It belongs to the perceptual function identified by Andreeva. Comparison of two classification schemes allows to include cognitive functions, formation of interpersonal relations and affective-communicative function in the perceptual function of communication as conditionally more capacious and versatile. In the study of the perceptual aspect of communication, a special conceptual and terminological apparatus is used, which includes a number of concepts and definitions and allows the analysis of various aspects of social perception in the process of communication [1].

First, it is impossible to communicate without a certain level of mutual understanding between the subjects of communication. Understanding is a certain form of reproduction in the knowledge of an object, which appears in the subject in the process of interaction with the reality that can be known. In the case of communication, the object of perceived reality is another person, a communication partner. At the same time, understanding can be viewed from two sides: goals, motives, feelings, mutual attitudes are reflected in the minds of interacting subjects; and how to adopt these goals that allow for relationships. Therefore, in communication, it is recommended to talk about interpersonal perception or perception, and not about social perception in general. Some researchers prefer to talk about knowledge of the other rather than perception.

The main mechanisms of mutual understanding in the process of communication are identification, empathy and reflection. The term "identification" has several meanings in social psychology. Identification in the communication problem is the mental process of imitating oneself with the communication partner in order to know and understand his thoughts and ideas. Empathy is also understood as the mental process of empathizing with another person, but not "understanding" the experiences and feelings of the known person. with a purpose. Here the word "understanding" is used in a metaphorical sense - empathy - "affective understanding".

As you can see from the definitions, identification and empathy are very close in meaning, and often in psychological literature, "empathy" is used. the term has a broad meaning - it includes the processes of understanding the thoughts and feelings of the communication partner. At the same time, when talking about the process of empathy, it is necessary to keep in mind the unconditional positive attitude towards the person. This means two things: first, accepting the individual's personality as a whole; secondly, one's own emotional neutrality, the absence of valuable thoughts about what is being perceived.

Reflecting the problem of mutual understanding is a person's understanding of how he is perceived and understood by the communication partner. Reasoning in the process of mutual reasoning of the participants of the dialogue is a unique idea that helps to form the behavior and strategy of the subjects of the dialogue, to understand the features of each other's inner world.

Another mechanism of understanding in communication is interpersonal involvement. Attraction is the process of forming a person's attractiveness for the perceiver, the result of which is the formation of interpersonal relationships. Currently, an expanded interpretation of the attraction process is being formed as a type of social interaction dominated by an emotional and evaluative component, as the formation of emotional and evaluative ideas about each other and their interpersonal relationships (positive and negative).

The considered classifications of communication functions are certainly not mutually exclusive. In addition, there are other types of classification. This, in turn, shows the need to study the phenomenon of communication as a multidimensional phenomenon using systematic analysis methods.

V. The most important idea of Schutz's three-dimensional theory of interpersonal relations is that each person has a specific social orientation towards other people, and this orientation determines his interpersonal behavior.

Theoretically, interpersonal behavior of a person is determined by three needs: "inclusion", "control" and "impact" an attempt is made to explain it. These needs develop during childhood in the child's interactions with adults, primarily parents. Thus, "inclusion" the development of the need depends on how the child is included in the family; "control" necessity depends on whether freedom or control is emphasized in the parent-child relationship; "impact" The need for a child depends on the level of emotional acceptance or rejection of the child by his immediate environment. If these needs are not met during childhood, he feels insignificant, incapable, unworthy of love. To cope with these feelings, he develops defense mechanisms in himself, which are manifested as characteristic ways of behaving in interpersonal communication. These behavioral methods formed in childhood are also

present in adulthood and generally determine the typical characteristics of a person's orientation to the social environment [7].

V. schutts distinguishes three types of "normal" interpersonal behavior, corresponding to different levels of satisfaction of relevant needs within each domain:

- deficit behavior, a person does not try to directly satisfy his needs;
- excessive - a person constantly tries to satisfy needs by any means;
- ideal behavior - needs are adequately met.

Features of basic interpersonal needs and types of interpersonal behavior:

"control" necessity. The characteristic behavior patterns of two individuals in an interpersonal relationship may or may not be compatible. V. schutts defines interpersonal compatibility as a relationship between two or more individuals, in which mutual satisfaction of interpersonal needs is achieved to one degree or another. Pathology - the unsuccessful establishment of relationships in the field of attachment leads to alienation and isolation, to the person's attempts to create his own artificial world. Perhaps the development of functional psychoses, autism, schizophrenia;

"inclusivity" necessity. This is the need to create and maintain satisfactory relationships with other people, on the basis of which interaction and cooperation arise. From the point of view of self-esteem, this need is manifested in the desire to feel a valuable and important person, to be liked, to attract attention and interest, to get recognition, to eliminate applicants for approval. To be a person who is different from others, that is, to be an individual - "inclusivity" another aspect of necessity. The peculiarity of this separation from the mass of others is that in order to achieve fulfilling relationships with people, you need to achieve understanding, to feel that others see only the qualities and characteristics of a person. Pathology - a person's inability to control or influence leads to the development of a psychopathic personality;

"influence" the need That is, it is defined as the need to create and maintain satisfying relationships with other people based on love and close, warm emotional communication. At the emotional level, it is manifested in the ability of a person to love other people and in the realization that he is loved enough by others, that he is worthy of love. This need usually refers to personal emotional relationships between two close people (couple relationships) and leads to behaviors aimed at emotional intimacy with a partner or partners. In childhood, if the child is not emotionally educated enough, a feeling of fear may appear, then the person may try to overcome it in various ways, to develop appropriate behavior. Pathology - difficulties in the emotional sphere usually lead to neuroses.

Currently, more attention is being paid not only to the theoretical analysis of conflicts, their types and structure, but also to the development of psychotechniques of communicative behavior that significantly reduce the level of conflicts in the process of communication and interaction between people. Knowing the characteristics of communicative behavior helps to avoid unnecessary conflicts in business communication and acts psychologically well.

The technique is designed to diagnose the dominant strategy of psychological defense in communication, and it allows to determine the type of human defense mechanism [6].

Defense activity (psychological discomfort) or self-esteem is based on protection by disrupting the process of information selection and transformation. Thanks to this, compatibility is maintained between a person's ideas about the world around him, about himself and incoming information.

Psychological defense is a system of adaptive reactions of a person aimed at defensively changing the importance of the wrong components of relationships (cognitive, emotional, behavioral) in order to reduce the impact of psychological damage on the person. Negative emotions such as anxiety, fear, anger, shame, stress cause adaptive processes aimed at reevaluating the meaning of the situation, relationships, self-image in order to reduce psychological discomfort and maintain an appropriate

level of self-esteem. This process, as a rule, occurs within the unconscious activity of the psyche with the help of a number of psychological defense mechanisms. Psychological defense mechanisms work at the level of perception and change. A general feature of the defense mechanism is the refusal of the individual to perform activities aimed at effectively solving the situation or problem that caused the negative experience.

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