

A. Kelmaganbetova¹, M. Luchik²¹Karaganda University named after E.A. Buketov, Karaganda, Kazakhstan²University of Zielona Gora, Poland

(E-mail: ayman9057@mail.ru, malgorzata@luczyk.p)

Non-verbal means of communication of young people

This article considers the non-verbal means of communication between young people. The authors pay special attention to the characteristics of non-verbal communication, especially the functions and types of non-verbal communication. Non-verbal communication is a means of information, a system of non-verbal symbols, signs used to transmit the message. People can learn a lot about us only by the way we dress, gesticulate, talk, other physical characteristics like hairstyle, home decor, etc. Often, the use of non-verbal communication occurs unconsciously or involuntarily, and those around us learn to understand us based on how they interpret non-verbal communication for themselves. Therefore, in the modern world, non-verbal means of communication are highly valued, their meanings are studied and even how to use them properly is taught. Understanding gestures and facial expressions facilitates mutual understanding of people. It is noteworthy that verbal communication covers only forty percent of the transmitted information. The remaining sixty percent is non-verbal communication, that is, communication using gestures, facial expressions, and posture. The authors came to the conclusion that nonverbal means of communication are as important as linguistic means in the process of communication and carry vast amounts of information.

Keywords: non-verbal means, communication, gesture, facial expressions, signs, verbal communication.

Introduction

First of all, a person's existence in society is determined by his ability to communicate. The communicative approach to language has developed with the interest in speech communication and the conditions that ensure the success of its course. There were also factors accompanying live communication in the field of linguistics.

The concept of communication in different sources is characterized in several ways. The main thing is that it is universal and used in all sciences. At the same time, in any branch of knowledge—whether in psychology, philosophy, or sociology—the problem has not been fully described in practice or theory.

Communication takes place under certain conditions that play a mandatory role in the use of speakers. Thus, we can highlight verbal and non-verbal communication. Communication in a broad sense is both a system within which the interaction of individuals, the process of interaction, and its methods are carried out [1]. In other words, it is communication and organization of joint activities of people. Verbal communication is the main way of communicating face to face. Among the key components of the verbal communication are words, sound, speaking and language. Non-verbal communication does not include the use of verbal means (speech and language); it is the exchange of information without the words. The tool of non-verbal communication is the human body and a particular circumstance, during the realization of their intentions, individuals "regularly resort to paralinguistic, units" [2].

Using and study of verbal language as important as non-verbal one. Researchers of verbal communication have found that with the help of verbal units of language, we transfer no more than 35% of information to other participants of verbal interaction [3]. In addition to verbal, i.e. verbally expressed communication, there are quite a large number of non-verbal types of communication that also serve as a means of transmitting information, as well as other functions inherent in verbal means (imperativeness, invectiveness, etiquette). Such forms of communicative interaction are demonstrated by the concept of "non-verbal communication". Gestures, facial expressions, eye movements, body postures, even clothes, hairstyles, etc. – all of them represent a certain kind of non-verbal messages, that is, actualized without using any words. The remaining 65% of the information transmitted within the communication process [4].

The author of the famous book "Body Language" Alan Pease claims that every human being perceives information based on this calculation: 7% of the information comes through words and the remaining 97% through non-verbal signals. These methods of the communication are better known as "sign language" and mean a form of self-expression in which words and any symbols of speech are not used [5].

A real breakthrough in non-verbal communication research took place in the 1960s. The objects of study were individual parts of the human body and elements of movement: there were works by K.Exline and W.Hess about eye movements, J.Davitz about the expression of emotions in the voice "The Communication of Emotional Meaning" (1964). R. Sommer on the organization of space around a person F.Goldman-Eisler on pauses and delays in spontaneous speech, M.Argyle, A.Kendon, A.Sheflen and A. Mehrabian about different types of body movements [6], [7], [8].

In general, most authors agree that non-verbal communication can be referred to as a person's activity, his behavior, i.e. it gives a signal of the emotional state of people communicating with each other. This style of communication expressed through clothes, hairstyles, facial expressions, attitudes and things around a person. Only when this behavior is recognized mutual understanding can reach its highest point. This information helps to understand the mood and experience of the interlocutor, as well as his feelings, expectations and intentions [9].

As mentioned above, non-verbal speech interaction is a non-verbal signal that can contain a wide range of non-linguistic semiotic elements.

In this article, we are trying to deal with the concepts and features of nonverbal communication and focus on the most common nonverbal elements of communication between young people.

Experimental

Leading experts in the field of studying non-verbal communication among young people (R.L. Birdwhistel, G.V. Kolshansky) [10], [11] note the driving part of this type of communication in the community, the dynamism of its development and the need to study the entire ensemble of expressive behavior.

The importance of expressive gestures among young people is a generalized system that emphasizes the subjective aspects, in other words, the individual meanings that can be seen as the introduction of the meanings of the aspects. The meaning of communication is a unit that needs to be considered when exploring the semantics of expressive movements in communication [12].

A sign language of young people is an open, mobile system that actively absorbs and rethinks elements of sign language body behavior from people of different social classes and cultures. Naturally, it should be in an area of constant research interest. The notable Ukrainian scientist G. Pocheptsov pointed out: "Civilization has continuously increased the number of symbolic relations in its development, and non-linguistic codes are no exception in this regard" [13].

The most common sign of non-verbal communication among young people is a gesture of greeting. A bright form of such a sign is a hug or kiss. It is associated with the appearance on television of films and soap operas about young people living outside our country. Young people begin to imitate their peers and copy their manners, words, clothes, non-verbal skills, as well as the point of view on a particular subject. The second type of greeting is a greeting with arm wrestling elements. Men, unlike women, use a traditional handshake for greeting, which can hide a playful element. So, shaking the outstretched right hand can be accompanied by a light pat on the back, which makes the greeting original.



Figure 1. Men's greeting

There is also a gesture of farewell. This is also a kind of sign system, when the middle and index fingers are tightly pressed against each other, then brought to the temple and directed from the temple to the right,

separating the fingers so that the capital letter "V" is formed. A similar sign gesture is used when saying goodbye, implying that everything will be fine.

The gesture of asking looks as if a person is praying, while the palms are brought together, and the hands are bent at the elbows, and the gesture of support - the palms are clenched into a fist, and the thumbs are raised.



Figure 2. The gesture of request

An interesting gesture of victory, where the fingers are clenched into a fist, and the little finger indicates the opponent or the loser, which indicates that the team is not going to give up.

It is believed that if during communication a person cheated and expressed himself figuratively, he raises two hands to the level of the head and gestures with the index and middle fingers, the so-called quotation marks or air quotes. This type of sign system is most often used by young people as a deceptive gesture.

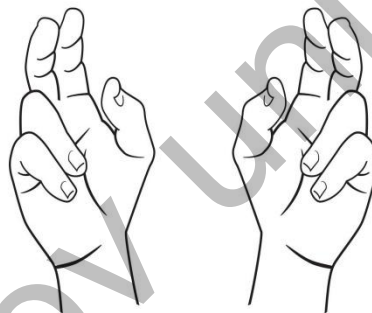


Figure 3. Air quotes gesture

The gesture of asking for a ride is a very common sign among young people. Most often it is used only by girls, but recently it has become common among men. Standing at a bus stop, a person gestures to passing vehicles to get him off by reaching out to the road.

In addition to sign language gestures, there is also an emotional nonverbal sign language system. For example, a gesture of boredom is expressed by pretending to be yawning and symbolically tapping the palm of the open mouth. It is also used by young people when the interlocutor is not interested and bored. Delight and joy movements are active movements of the arms bent at the elbow joints, with the hands clasped to the fists.

Most youth gestures can simultaneously denote signs, emotions, and images in general. For example the gesture of silence, where the index finger, raised vertically upwards, is brought to the lips and means "I am silent", "I do not know anything", the call gesture is a phone brought to the ear and replaces the word "call", the killer's gesture – two fingers raised – index and middle – to the temple symbolize a gun, while after the depicted shot the head is often pulled aside.

To find out how much importance young people place on facial expressions in their daily lives, to what extent they can read them, whether they understand what facial expressions mean, we conducted a survey among the 1st year students of Karaganda Medical University. Students were offered a questionnaire "Do you understand the language of facial expressions and gestures". 25 students took part in the survey, the average age of the participants was 19.

The fact that young people understand facial expressions affects their relationships directly with each other, as well as with the society surrounding them. However, each person can attach a different meaning to

the facial expressions of the interlocutor. It is assumed that the studied part of the population (students) belong to a group of people who understand facial movements and gestures well, but practically do not use this understanding in everyday life, which can lead to misunderstanding of interlocutors, as well as the emergence of conflict situations.

So, in the process of research, we used the following scientific methods: observation, study, comparison and analysis of materials on this problem, questionnaires.

Results and Discussion

Having processed the data, received the results:

Table 1

№	Survey questions	Number of participants	A)	B)	C)	D)
11	Do you often use gestures in the process of communication?	25	Yes	not often	I don't notice them"	I don't use gestures at all"
			12	8	5	2
22	Is it possible to talk without gestures?	25	No	Yes		-
			23	2		
33	Do facial expressions play an important role for you in the communication process?	25	Yes	I don't notice them"		-
			22	3		
34	Do you think that women's facial expressions and gestures are more expressive than men's?	25	Yes	No	I don't know	
			20	2	3	
55	Do you always know the meaning of the gesture?	25	Yes	Not always	5	-
			7	18		
66	Do you irritate the excessive using of gestures by other people	25	Very much	Not much	I am neutral	No
			8	10	5	2

To the question "Do you often use gestures in the process of communication"? the answer "yes" was given by 12 people, "not often" - 8 people, "I don't notice them" - 5 people, "I don't use gestures at all" - 2 people. Thus, almost everyone uses certain gestures when communicating with other people.

To the question "Is it possible to talk without gestures?" 23 people replied in the negative, 2- answer in the affirmative. It shows that gestures in communication are very important and help both to transmit information and to perceive it.

22 respondents reported that facial expressions play an important role for them in the communication process, 3 – did not pay attention to them. This leads to the assumption that facial expressions are as important as gestures, they are given great importance in the process of communication.

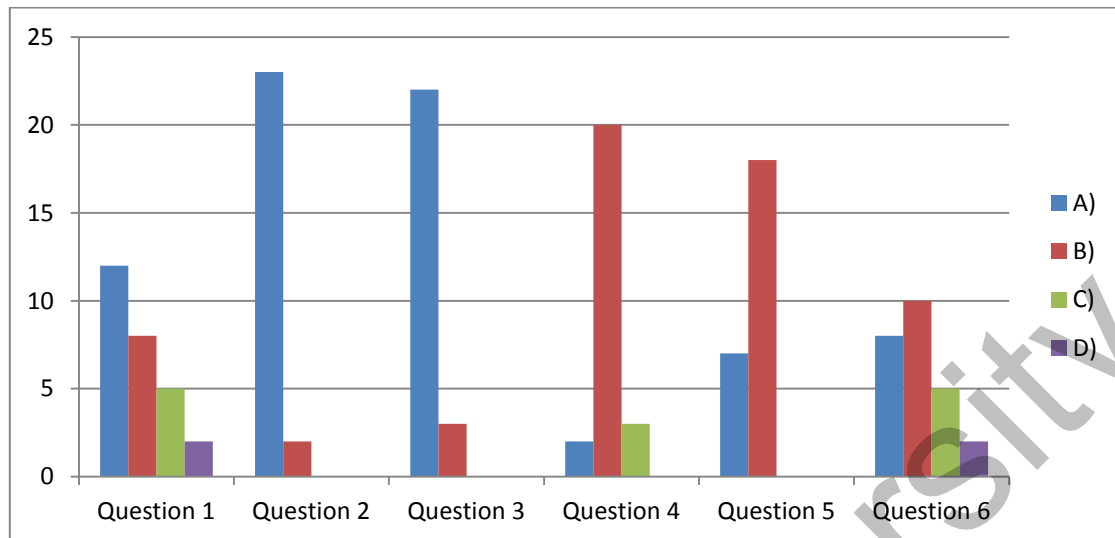
To the question "Do you think that the language of facial expressions and gestures is more expressive in women than in men?" 2 people answered negatively, 20 positively, three did not think about it.

To the question "Do you always know the meaning of the gesture"? 7 people answered positively, "not always" - 18 people. This means that there are quite a lot of gestures in non-verbal communication, the meaning of some of them may be unfamiliar to someone from the interlocutors.

The question "Do you irritate the excessive using of gestures by other people" turned out to be relevant. the following answers were received: "very much" - 8 people, "not much" - 10, "I am neutral" - 5, "no" - 2. This suggests that the respondents pay attention to what gestures are present when they communicate with other people.

The bar chart below shows the result of a survey.

The result of a survey



Conclusions

Thus, we can say that sign language is an integral part of our lives. It exists in all areas of human life. We use it without noticing. It is innate, it is genetically with us and has been passed down from generation to generation. Physiognomy has been studied since ancient times and some of the conclusions made at that time, we still use. Moreover, the eastern study of this issue is not similar to the European study. It has its own currents, its branches and its own opinions.

Gestures that are unique to one person may not be familiar to another. This is explained by this person's psychological background. Therefore, while paying attention to the interlocutor's gestures, the practical application of knowledge about nonverbal methods of communicating information should always take into account possible misunderstandings of his words perceived through the sign language prism.

Thus, the consideration of the types of non-verbal communication among young people shows that they are of great importance in the communication process of modern society. They contribute not only to strengthening or weakening the verbal impact, but also help to assess the intentional actions of the interlocutor. Together with the communication system of verbal communication, they exchange information that people need when organizing joint activities. Adolescent sign language, combined with natural language, can indicate a person's social status, which is greatly influenced by sociocultural conditions.

In general, it can be noted that non-verbal communication is one of the most common means of communication. Thanks to this tool, relationships between interlocutors are formed and regulated, the image of the interlocutor is revealed, which contributes mutual understanding.

References

- 1 Третьякова В.С. Речевая коммуникация: гармония и конфликт / В.С. Третьякова. — Екатеринбург: Изд-во РГППУ, 2009. — 230 с.
- 2 Крейдлин Г. Невербальная семиотика. Язык тела и естественный язык / Г. Крейдлин. — М.: Новое литературное обозрение, 2002. — 592 с.
- 3 Горелов И.Н. Безмолвный мысленный знак: Рассказы о невербальной коммуникации / И.Н. Горелов. — М.: Молодая гвардия, 1991. — 240 с.
- 4 Лабунская В.А. Интерпретация невербального поведения в межличностном общении: автореф. дис. ... д-ра психол. наук. Спец. 19.00.05 – «Социальная психология» / В.А. Лабунская. — М., 1989. — 45 с.
- 5 Pease A. Body language. How to read others' thoughts by their gestures / A. Pease. — Sheldon: Sheldon Press, 1981. — 252 p.
- 6 Argyle M. Bodily Communication (2nd ed.) / M. Argyle. New York: Methuen, 1988. — 255 p.
- 7 Knapp M.L. An historical overview of nonverbal research / M.L. Knapp; In V. Manusov & M.L. Patterson (Eds.). The Sage handbook of nonverbal communication. Thousand Oaks, CA: Sage, 2006. — P. 3–19.
- 8 Mehrabian, A. Silent Messages / A. Mehrabian. Wadsworth. — Belmont, 1982. — 211 p.
- 9 Алиев В.Г. Организационное поведение / В.Г. Алиев. — М., 2015. — 454 с.

10 Birdwhimstell R.L. Paralanguage: 25 Years after Sapir. Lectures on Experimental Psychiatry / R.L. Birdwhimstell. Pittsburgh. — 1961. — P. 43–63.

11 Колшанский Г.В. Паралингвистика / Г.В. Колшанский. — М., 2010. — 69 с.

12 Грушевицкая Т.Г. Основы межкультурной коммуникации: учеб. пос. / Т.Г. Грушевицкая, В.Д. Попков, Ф.П. Садохин. — М.: Юнити-Дана, 2003. — 352 с.

13 Почепцов Г.Г. Семиотика / Г.Г. Почепцов. — М.: Рефл-бук, 2002. — 432 с.

А. Кельмаганбетова, М. Лучик

Жастар арасындағы бейвербалды қарым қатынастар амалдары

Мақалада жастар арасындағы қарым-қатынастың бейвербалды (тілдік емес) түрі қарастырылған. Авторлар бейвербалды қарым-қатынастың ерекшеліктеріне, атап айтқанда, жастар арасындағы бейвербалды қарым-қатынастың қызметтері мен түрлеріне тоқталған. Яғни, бейвербалды қарым-қатынас дегеніміз — ақпарат құралы, хабарламаны жеткізу үшін қолданылатын бейвербалды белгілер, кодтар жүйесі. Адамдар біз туралы көп нәрсені киім кию үлгімізден, қолданатын ым-ишарамыздан, сөйлеу мәнерімізден және т.б. біле алады. Мақалада бейвербалды коммуникацияны қолдану көп жағдайда бейсаналық немесе еріксіз пайда болатыны дәлелденген, яғни, басқалары біз туралы бейвербалды коммуникацияны қалай түсінетініне сүйене отырып біледі. Сондықтан, қазіргі әлемде бейвербалды қарым-қатынас құралдарына өте байыппен қарайды, олардың мағынасын зерттейді және тіпті оларды қалай дұрыс қолдануға болатынын үйретеді. Ым-ишаралар мен мимиканы түсіну адамдардың өзара түсінушілігін жеңілдетеді. Сонымен қатар, ауызша түрдегі қарым-қатынас берілетін ақпараттың 40% —ын ғана қамтитынын атап өткен жөн. Қалған 60% —ы бейвербалды қарым-қатынас, яғни ым-ишаралар арқылы беріледі. Авторлар бейвербалды амалдардың қарым-қатынас процесінде вербалдыға қарағанда маңыздылығы кем емес және бейвербалды амалдар арқылы үлкен көлемде ақпарат алуға болады деген тұжырым жасаған.

Кілт сөздер: бейвербалды амалдар, қарым-қатынас, ым-ишара, мимика, белгілер, вербалды қарым-қатынас.

А. Кельмаганбетова, М. Лучик

Невербальные средства коммуникации молодежи

В статье рассмотрены невербальные средства общения молодежи. Авторами особое внимание обращено на особенности невербальной коммуникации, в частности, на функции и виды невербального общения в молодежной среде. Невербальная коммуникация изучена как средство информации, система невербальных знаков, символов, кодов, используемых для передачи информации. Люди могут многое узнать о нас по тому, как мы одеваемся, жестикулируем, говорим и по другим физическим характеристикам, таким как прическа, домашний декор и т.д. В статье доказано, что в большинстве случаев использование невербальной коммуникации происходит бессознательно или произвольно, и другие узнают о нас на основе того, как они сами интерпретируют невербальную коммуникацию. Вербальное общение охватывает лишь сорок процентов передаваемой информации. Остальные шестьдесят процентов составляют невербальное общение, то есть общение с использованием жестов, мимики и позы. Авторы пришли к выводу, что невербальные средства коммуникации так же важны, как и языковые, в процессе общения и несут огромные объемы информации.

Ключевые слова: невербальные средства, коммуникация, жест, мимика, знаки, вербальное общение.

References

1 Tretiakova, V.S. (2009). Rechevaia kommunikatsiia: garmoniiia i konflikt [Speech communication: harmony and conflict]. Ekaterinburg: Izdatelstvo RGPPU [in Russian].

2 Kreidlin, G. (2002). Neverbalnaia semiotika. Yazyk tela i estestvennyi yazyk [Non-verbal semiotics: Body language and natural language]. Moscow: Novoe literaturnoe obozrenie [in Russian].

3 Gorelov, I.N. (1991). Bezmolvnyi myslennyi znak: Rasskazy o neverbalnoi kommunikatsii [Silent thoughts sign: Stories about non-verbal communication]. Moscow: Molodaia gvardiia [in Russian].

4 Labunskaiia, V.A. (1989). Interpretatsiia neverbalnogo povedeniia v mezhlichnostnom obshchenii [Interpretation of non-verbal behavior in interpersonal communication]. Extended abstract of Doctor's thesis. Moscow [in Russian].

5 Allan, P. (1981). Body language. How to read others' thoughts by their gestures. Sheldon: Sheldon Press.

6 Argyle, M. (1988). Bodily Communication (2nd ed.). New York: Methuen.

- 7 Knapp, M.L. (2006). An historical overview of nonverbal research. In V. Manusov & M.L. Patterson (Eds.). The Sage handbook of nonverbal communication. Thousand Oaks, CA: Sage. P. 3-19.
- 8 Mehrabian, A. (1982). Silent Messages, Wadsworth. Belmont.
- 9 Aliev, V.G. (2015). Organitsionnoe povedenie [Organizational behavior]. Moscow [in Russian].
- 10 Birdwhimstell, R.L. (1961). Paralanguage: 25 Years after Sapir. Lectures on Experimental Psychiatry. Pittsburgh.
- 11 Kolshanskii, G.V. (2010). Paralingvistika [Paralinguistics]. Moscow [in Russian].
- 12 Grushevitskaia, T.G., Popkov, V.D. & Sadokhin, F.P. (2003). Osnovy mezhkulturnoi kommunikatsii: uchebnoe posobie [Basics of intercultural communication: study guide]. Moscow: Yuniti–Dana [in Russian].
- 13 Pocheptsov, G.G. (2002). Semiotika [Semiotics]. Moscow: Refl-buk [in Russian].

Букетов университет