



PROBLEMS IN THE PROCESS OF INFORMATION EXCHANGE IN COMMUNICATION

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ANNOTATSIYA

Kommunikatsiyada aloqa kanallarining haddan tashqari ko'payib ketishi ham kommunikatsion jarayonga salbiy ta'sir ko'rsatadi. Bunday muammo axborotlarni qayta ishlash va ularni uzatish vositalarining etishmovchiligi yoki ularning nomukammalligi oqibatida sodir bo'ladi. Qanchalik boshqaruv bo'g'inlari ko'p bo'lib, funktsiyalar, vazifalar va vakolatlar bir-birini ko'p takrorlasa, shunchalik axborotning manziliga etib borishi sekinlashadi. Natijada shu davr ichida har bir bo'g'inda o'ziga maqbul bo'lgan "tuzatishlar" kiritiladi. Bu jarayonda bo'limlar va bo'g'inlarda sodir bo'ladigan ixtiloflar, axborotlar almashuviga va qarorlarni qabul qilishga jiddiy to'siqlarni yaratadi.

ABSTRACT

An excessive increase in communication channels in communication has a negative effect on the communication process. Such a problem occurs as a result of insufficient or imperfect means of information processing and transmission. The more management links there are, the more functions, tasks and powers overlap each other, the slower the information reaches its destination. As a result, during this period, "corrections" acceptable to each joint are introduced. In this process, the conflicts that occur in departments and links create serious obstacles to the exchange of information and decision-making.

The communication process can be expressed as a set of tasks performed in a sequence of 6 stages:

1. Selection of information and formation of an idea. At this stage, he thinks about what task and idea to give to the recipient of information and formulates it.
2. Codification of information and formation of information (message). Here, the sender of information encodes his idea in graphics and drawings, written voice or image.
3. Choosing a communication channel and transmitting information (message). In addition to coding, the sender of information selects the transmission



channel according to the communication. Such channels include: mail, telephone, telefax, e-mail, computer station, etc.

4. Decoding and reception of information. Decoding means transferring the transmitted message, information to the receiver's mind, expressing it in symbols. If one party offers information, and the other party offers it without any hindrance, it is possible to lose the original essence by encountering various noises along the way until the information is delivered. Because of this, there is also a feedback loop.

5. Interpretation of information and formation of an answer. At this stage, the information transmitter and the information receiver exchange their places. The recipient of information interprets the received information and forms a response.

6. Transmission of the answer.

The formed response is sent back to the sender through the selected channel, and thus the communication process ends. Currently, computers serve as the most important means of communication. With their help, information is collected, programs are created, and a data bank is created. Computers are essential not only for managing production, but for all aspects of the economy.

It should be noted that some problems may arise in the process of interpersonal information exchange. Such problems include the following:

- Mental difference in perception.
- Spiritual (semantic) barrier.
- Nonverbal gestures.
- Filtering.
- Too many communication channels.
- Inappropriate organizational structure (content).

The mental difference in perception is manifested when people interpret and accept the same information in different ways due to their different levels of knowledge, life experience, and emotional feelings. Here, the relationship between the teacher and the communicator plays an important role. Where there is mutual trust and mutual understanding, the scope of information will expand, their accuracy will increase, and responsibility will be the same.

The moral semantic barrier is manifested in the fact that the signs (symbols) used in encoding the transmitted information do not match the tastes of the receivers of the information (in terms of their positions, positions, mentality, national traditions).

Non-verbal gestures are non-verbal, i.e., not verbal or verbal, but gestures, such as facial expressions, facial expressions, voice changes, etc. It can cause the essence of z to be conveyed in a radically changed manner. According to psychologists, up to 90% of verbal information is received non-verbally, not verbally.



Filtering - in the process of quickly reaching the consumer, the information is simplified, processed, and appropriate aggregates are released in order to condense it, to clean it from unpleasant "data". In addition, lower-level leaders must be higher-level leaders who they do not want. They do not send non-existent information. In this way information is filtered.

An excessive increase in communication channels also has a negative impact on the communication process. Such a problem occurs as a result of insufficient or imperfect means of information processing and transmission.

Inappropriate organizational structure is also one of the factors causing problems in the communication process. The more management links there are, the more functions, tasks and powers overlap each other, the slower the information reaches its destination. As a result, during this period, "corrections" acceptable to each joint are introduced. In this process, the conflicts that occur in departments and links create serious obstacles to the exchange of information and decision-making. Non-verbal is communication without speech. Nonverbal communication methods complement speech. On average, a person talks about 30 minutes a day. About 7% of information is transmitted through verbal communication (35% in communication among businessmen), 60% to 70% of information is transmitted in non-verbal communication. That's why they say it's better to see it once than to hear it a thousand times. In other words, non-verbal communication is much richer in information than verbal communication.

Verbal communication is the impact we make through our words and speech. The main tools in this are words. It is known that speech is a conversation, a process of interaction, and its tool is words. Both in monologue speech and dialogic speech, a person wants to influence his partner by finding the most effective words, using all his vocabulary. Verbal communication is speaking. Rhetoric is the art of speaking, which required deep knowledge, high culture and special performance potential (beautiful and impressive voice, clear and clear pronunciation).

The communicator's speech should be clear, lively, bright and expressive in terms of pronunciation, without stylistic, grammatical, phonetic defects. Monotony, boring speech quickly tires, makes them lethargic and lethargic. Some teachers tend to speak quickly. However, it should not be forgotten that an average lively speech gives good results in communication. Haste destroys understanding and tires children quickly. Too slow speech causes laziness and boredom. Too sharp and loud speech disturbs the nerves and exhausts. In the recommended speech technique, the norm is 60-80 words per minute.

So, when we say speech technique, we mean the tools used in speech delivery. Oral speech technique means activating exercises of the speech organs to improve the pronunciation of sounds, syllables, words, and their forms. This includes the



use of breath, improvement of sound timbres, attention to diction, low and high pitch of sounds, pronunciation of consonants, tone, etc. One of the important indicators of speech technique is its emotionality. Psychologists believe that positive emotions are a powerful factor in human activity. In general, the quality of speech and voice is different for each teacher. However, it is possible to change the voice as a result of appropriate exercises. In order to eliminate speech defects, it is necessary to practice constantly. In the use of voice, it is necessary to know the speech apparatus, which is the basis of the speech technique.

Speech technique is related to voice characteristics. It also fascinates with its pleasant and sonorous sweetness. In order to have such a quality, he should try to make his voice sweeter and more pleasant, and regularly practice the technique of using and improving his voice. It requires the presence of the following features in the voice:

- Clarity (clarity of sound and brightness of vibration).
- Wide range (sound level from the lowest to the highest).
- Fluency (good audibility when speaking fluently).
- Compactness, mobility.
- Endurance (having the ability to talk for a long time).
- Stability against noise.

Exciting sound is the ability to influence the behavior of the listener regardless of what is being said. Techniques of written speech, techniques necessary for written speech, and technical features specific to working papers. Characteristic features of written speech: beginning each sentence with a capital letter, putting a period at the end, paragraphs when writing from the beginning of a letter, signs depending on the content of the sentence, etc.

The meaning of non-verbal communication is "without speech". This includes the interlocutors' positions, positions (close, distant, intimate), gestures, facial expressions, pantomimes, looks, direct feelings of each other, external appearance, and various signals (noise, smells) of the interlocutors in relation to each other.

Spatial locations of interlocutors are also of great importance in non-verbal communication. For example, because women are more emotional, they tend to stand closer to each other when they talk, while men always have a spatial distance between them. According to scientists, it is better to teach children face to face in a circle than to send them back to back as usual, because in such conditions communicators have a higher sense of responsibility and exchange of emotions. the psychological situation in the group is positive, and children's relations with the subject and each other are much better.

Nonverbal communication is divided into several types:



- Visual non-verbal communication is divided into seven types: kinetics (head, legs, body, hand movements, walking); posture; proxemics (organization of space and time - distance); glance; facial condition; skin reaction (sweating, redness, paleness); external signs (dress, age, gender, appearance, hairstyle).
- Acoustic non-verbal communication is divided into 2: paralinguistic (voice, tone), extralinguistic (pause, laugh, cough, snort).
- Tactile non-verbal communication: seeing, touching, hugging, kissing.
- Olfactory non-verbal communication: pleasant and unpleasant smells, natural and artificial human smell.

Nonverbal communication, like verbal communication, performs the following tasks:

- Communicative: communication, information exchange, communication.
- Providing information: knowing, conveying various information.
- Interactive: to motivate, encourage to perform an activity.
- Understanding: mutual understanding, mutual understanding.
- Expressive: conveying emotion, state, mood.

Communication styles that influence the opinion of others (persuading, correcting, opposing opinions) and their effective use

Step 1 - the beginning of the teacher's actions. He should not give a sharp answer and answer with "Your objections are correct" and "Of course, I agree." By saying these words, you create an atmosphere of understanding and trust.

In the 2nd step-conversation, you should not use the conjunctions "but", "but", because these words intensify the misunderstanding.

Step 3 - proof, it is necessary to distinguish the logical side of the problem situation that has arisen and to use the instructions and information of the interlocutor as a basis for this. It should be said that these instructions and information will unintentionally affect the interests of the interlocutors.

Step 4: It is necessary to offer several possible actions to eliminate the shortcomings and hear the interlocutor's opinions on this matter. The interlocutor is more happy to share his thoughts, as if he is contributing to the development of his events.

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