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The Impact, Importance, Types, and Use of Non-Verbal Communication in Social Relations

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Abstract--The problem of today's social and economic developments is based on communicative relations, which are the main factor in the development of human society. Most of all, the recent changes in communication reports proved how important communication is in achieving the goals not only of the speaker but also of society. Human society's important means of communication in all its types and dimensions, the relationship and mutual influence of these types are becoming more and more obvious. Over the years, different language schools have dealt with different approaches on the importance, cognition, and functionality of communication, not only linguistic but also non-linguistic, communication that does not rely on different grammatical tools and forms, or structured language, but also on the linguistic, or nonverbal element. Today's controversies in linguistics raise issues of meaning and significance, which often come from questions: 'What does it mean? However, the concept of meaning is not confused with communication. When we talk about communication, we refer to the process through which, someone conveys something, to someone else. The full realization of this process includes not only linguistic factors but also social and cultural ones.

Keywords--communicative relationships, important communication, non-verbal communication, social relations.

Introduction

The social changes after the pandemic period directly affected the communication process and human relations. The necessity of the word produced by the sounds between the variety of spoken language and the whole extralinguistic element superimposed such as: gestures, mimicry, intonation, raising the voice, even silence faded and gave way to distance communication, often realized not through

vowel messages (voice), but through the variety of written language. Forms of communication changed and technology became the main means of human communication. Many job interviews, meetings, conferences, congresses were conducted with the help of technology and various platforms such as: Skype, video call, google meet, etc. Research on these changes in the communicative field will be the perspective of various works in this period ([Bandhakavi et al., 2021](#); [Hofmann & Otto, 2008](#)). The focus of this paper is communication and its types. In this paper we will investigate the reports of the impact of non-verbal communication with verbal communication, influenced by the pandemic situation, as well as the report of its functionality for a complete conveyance of the message or presentation with linguistic communication. (The study on linguistic features is carried out with one of the languages in the Balkan Peninsula, historically documented very late, the Albanian language, but treating in depth the linguistic means of the Albanian language is not the object of this paper).

During statistical analyzes we have examined body language in the formal employer-employee-, student-lecturer relationship and based on these analyzes we have investigated as a common variable the pre-linguistic element, which connects these two types of communications. Combining the findings with the case study deepens the conclusions and helps in the paper recommendations. From questionnaire No. 1 we examine the findings in the case study, where in addition to body language, language is used as a communication code (we do not have specifications on the type of language used). Questions that arise during the paper are:

- Why is non-verbal communication important for achieving the purpose of transmitting information?
- Why is non-verbal communication important for obtaining full understanding of the message in an act of communication?
- Why is the combination of verbal and non-verbal communication important during communication?

Nonverbal communication is information, emotion, a movement that is expressed without words and without the help of language. Nonverbal communication in most cases is used by the giver to reinforce or better explain what he is saying. Compared to verbal communication, nonverbal communication is less controllable. For example, the movement of the hands is a spontaneous action during speech, an action, which serves to accompany what we say. Nonverbal communication is often much more valuable than verbal communication. It communicates our attitudes or feelings that come directly from the unconscious. The words we use in communication can be easily selected, while with body language and gestures this selection becomes more difficult. Sometimes people understand one another much more by eyes or gestures than by words ([Gostand, 1980](#); [Asan et al., 2015](#); [Tracy et al., 2015](#)).

In many cases, our body language can "betray" us by giving others information we would not want to give. When someone says something untrue, the interlocutor can discern this through his gaze, which reveals that the sender of the message is lying. Non-verbal communication is widely used by people as a way to illustrate

what they are saying or to understand each other in the absence of words (e.g. road signs, audible signals, etc.). Sign language, an important part of nonverbal communication, is a way of people who do not have the ability to speak or listen to communicate with others.

- H1. How has online communication affected the importance or priority of nonverbal communication?*
- H2. How does nonverbal communication help in the full realization of successful communication?*
- H3. How many linguistic forms expressed between linguistic means can accurately express a nonverbal sign?*

The purpose of the scientific paper is to identify the importance of non-verbal communication and its impact on verbal communication for the realization of the message, improving the performance of communication and social relations. It is essential for the focus of the study to be the need for a reconceptualization of the style and forms of communication in all registers, even in the formal register or formal and official reports. The qualitative and quantitative research method was used to enable the realization of the purpose of the paper (Collins et al., 2011; Mast, 2007; Hogrefe et al., 2012). The questionnaire was drafted and distributed to a group of persons who mainly use the established and institutional register, or educated individuals, to investigate the role and importance of non-verbal communication among them, in the position of superior status, mainly in public institutions. The group was classified:

- Students who have not had an employment relationship are investigated in an employee-employer relationship.
- Employees with work experience, who are looking for a new job, or changing the job position.
- Students in a communication relationship with teachers.

The study aims to identify barriers to communication if there is only one type of communication used, or there is no variety of expressions between linguistic forms in verbal communication. The study is based on a questionnaire, which is addressed to two groups of samples in the research paper:

- The "student" group or spectrum, or new employee
- Group or spectrum of "experienced employees"

Literature Review

Communication

Communication has always been of great importance in people's lives. To know how to communicate means to know how to speak and listen, to know not only the verbal language but also the language of signs and gestures used by societies, nations and other cultures different from ours. This requires that we have an open attitude towards others trying to understand them as well as the conversation. Communication gives people a great advantage, which nothing else can make possible. Through it, we are able to convey messages to each other,

share our ideas and views. Therefore, through communication, we are able to understand each other.

The purpose of any communication through a system of any signs is to transmit information. The ways of communication are many and even the information transmitted to others through it is miscellaneous. All means of communication through sign systems have in common the mechanism of communication and the basic characteristics of each communicative act. Every act of communication, however simple, constitutes a complex phenomenon that implies the presence and interaction of a number of factors, without which communication would be impossible. According to [Cefai & Cooper \(2009\)](#); [Matthews \(2006\)](#), treatment in emotional competence should be among the key strategies to manage social, emotional and behavioral difficulties.

There have been constant efforts in recent years to study the analysis of body language and the association of lexical words with the emotions they convey. These help our work both in terms of results and methodology. In the meantime, various data have been applied on the analysis of feelings in the text. One such model was suggested in 2019, by [Chatterjee et al. \(2019\)](#). They have suggested an in-depth, end-to-end training model called the "Sentiment-Based and Semantic Emotion Detector" (SS-BED)" to detect feelings text-based data ([Chatterjee et al., 2019](#)). It remains to be seen whether this model of emotion analysis can also be used for body language. First the concept of emotional competence was defined by [Saarni \(1999\)](#), which is given as the ability to demonstrate efficiency in emotional transactions which are of a social nature. We surpass this theory in the study by researching the social relationship that is transmitted between body languages.

Nonverbal communication

[Mast & Cousin \(2013\)](#), define nonverbal communication as a communicative behavior without linguistic content, meaning that information is sent to the other person without words. Nonverbal behavior is usually expressed through the body. These include facial expressions such as smiling or frowning, posture or gestures such as "thumbs up", shaking your head or shaking hands. This also includes the volume, height and speed of what is being said. Thus, nonverbal communication fulfills many different purposes, such as language coordination, interpersonal interactions, expressing emotions, and conveying attitudes ([Mast & Cousin, 2013](#)).

In nonverbal communication, a distinction is made between different functions:

- The expression of emotions occurs mainly through the face, voice and body. The most influential nonverbal communication channel for attitudes and emotions towards other people is the face ([Argyle, 2013](#)). As [Rane \(2010\)](#), quotes: " The thoughts of the mind and the feelings of the heart often find expression on the face. "
- The power of smiles and eye contact.

"A natural smile creates characteristic wrinkles around the eyes - insincere people only smile with their mouths" ([Pease, 2004](#)). A smile is widely seen as a signal

that shows that a person is happy. However, new research has shown that smiling serves a much deeper purpose. Some people smile when they are nervous, excited, interested, when they are ready to cry or when they want to show that they are strong in certain cases and dominant in certain situations. Nervous laughter is recognized as part of nonverbal communication. A pardon with a smile carries less punishment than a pardon without a smile.

The main thing is that when someone gives a smile, it evokes the other party's reaction by returning the smile, even if both parties use a fake smile. In other words, whether we realize it or not, we automatically copy the facial expressions and expressions we see (Pease, 2004). Smile is of great importance to our body language repertoire, especially in companies, because smiling can directly affect people and their attitudes. It also affects the way other people react. Positive feedback in business is always "more than welcome" and a smile is a key. Positive areas in business communication are more than welcome, laughter is the key! (Pease, 2004). Laughter also has a huge impact on the way everyone communicates. A smiling person who responds positively to conversations or during an interview has a higher chance to get the job position than a person who expresses anger most of the time and has no desire to engage in a friendly conversation.

- Attitudes towards a person are expressed through closeness, tone of voice, tactile or visual behavior.

The use of arm gestures is not only related to these free and enthusiastic emotions, but there are many other interpretations, and the use of arm gestures is much more targeted than these basic gestures. The most common in business situations are "crossed arms".

With this gesture, much can be said, even if the man does not want to speak. Crossing the arms across the chest is one of the most common arm gestures. When both are folded along the chest, it is an attempt to create a barrier between a person and someone or something that person does not like. It represents the universal gesture and has a protective and negative meaning everywhere. People use this gesture wherever they feel insecure. If someone is holding a meeting or a presentation and there are people in the audience with confusing positions, it is understandable that they have heard something from them that they do not agree with (Pease, 2004).

- Accompanying verbal utterances is understood, for example, as shaking the head, making eye contact or uttering a conversation.
- Self-portraiture is realized externally through external appearance or through sound.
- Rituals like shaking hands during greeting are also signs of nonverbal communication (Argyle, 2013).

In theoretical and philosophical support of hypothesis validation and the interrelationship of verbal and nonverbal communication, we follow the semiotic-philosophical line, derived from Pierce and the theory of a pragmatic American philosopher Charles William Morris, which has become the basic reference of the

interpretive semiotics of Umberto Eco and the work of the American semiologist Thomas Albert Sebeok. The theoretical concept brought about by semiotics is that of sign and relative sign relationship, or semiosis.* This is because semiotics studies every phenomenon of meaning and communication found, in order to face an object of analysis in a more complex reality, than the simple theoretical object of a sign (Dinică, 2014; Amaoka et al., 2011; Ponce-López et al., 2015).

This paper focuses on the most interesting aspect of the semiosis process, as intended by Pierce (C.S. Peirce 1839-1914), which consists in the concept of the interpreter. The Interpreter according to Pierce arises from the relationship between the representative and the immediate object, as if one sign generates another sign through an interpretation process.

Paralinguistics

Paralinguistics refers to the vocal communication that is separate from the actual language. This includes factors such as tone, pitch and intonation of the voice. When a sentence is uttered in a strong tone of voice, the listener can interpret approval and enthusiasm based on this. If the same word is said in a cold tone that makes the giver seem cold in the conversation, it can lead to disapproval and lack of interest. Then when we say something, our tone of voice can tell the opposite about how we feel. Therefore, the tone of voice can have a powerful effect on the interpretation of the meaning of a sentence.

Methodology

In some studies, based on the methods used, the information obtained may be of a qualitative and quantitative nature. This research paper is based on obtaining information through questionnaires, which are constructed with closed-ended questions. The data obtained from them are quantitative and qualitative in nature; therefore, statistical techniques can be used for their processing based on the objectives of the study. Quantitative research is pervasive in nature and is used by researchers to understand the effects of various promotional inputs. This type of research addresses questions about who, what, when and where.

The research can be considered exploratory or confirmatory. Confirmatory research tests hypotheses. The results of these tests aid in decision-making, suggesting a specific course of action. Exploratory research takes different approaches. They is needed to develop ideas, leading first to the development of research hypotheses. The paper methodology is complex, as it intertwines the measurements between the questionnaires. After investigating the findings of questionnaire 1, we continue the measurements in questionnaire 2, trying to classify among the quantitative method types and uses of nonverbal communication. The findings are comparable between quantitative and qualitative interpretations.

* Garzanti Linguistica Dizionario, semiozi –semiosis the process, for which an expression corresponds to a meaning, or a signifier to a signified, or vice versa.

In this paper, the basic methods of conducting research are the combination of quantitative method and qualitative method. Qualitative research generally includes data in the form of words, descriptions, while quantitative research uses numbers and measures things. The decision to choose between quantitative research, qualitative research, and both depend on a number of factors, but the most important are: the field of research, the problem of research, and the perspective of the researcher (Keohin & Graw, 2017; Widyaningsih et al., 2021).

The first questionnaire examined body language and nonverbal communication. Most of the participants completed the questionnaire that expresses the reports of attitude, warmth and competence in communication subordinate- superior to the distribution through WhatsApp and Facebook. In total, the online questionnaire was completed by N = 53 people, 30 of whom were open and 23 closed. Different nationalities participated, of which 3.8% were Albanians, 1.9% Bosnians, Germans and Britons 1.9%, Germans only 50.9%, Greeks 13.2%, and Kosovars 1.9%. The questionnaire was answered by 33 women (62.3%) and 16 men (30.2%). A total of 53 men and women, but 4 did not respond. The age of the tested subjects was between 12 and 54 years (M = 30.18, SD = 9.56).

The second questionnaire examines the types and use of other forms of nonverbal communication. A larger number of 100 individuals completed this. The hypotheses of the paper are based on these questionnaires and the findings of the paper are the result of the analysis of both questionnaires. The data of this questionnaire were analyzed between the quantitative method and graphs, which served us for complete theoretical descriptions. It should also be noted that the consequences of the outcome are not often directly related to the individual behavior of the employee, as there may be other factors that affect this outcome. There are different types of research methods that can be used when conducting research. Methods include: qualitative research, quantitative research, and a mix of qualitative and quantitative ones. The difference between qualitative and quantitative research arises from the procedures (Lyons, 2001; Richards & Schmidt, 2013; Zeki, 2009).

Analysis and the work results

In this study, due to the nature of the research, structured questionnaires were used in the survey, which were completed through social networks, where the interviewer is not in front of the respondent and thus the respondents are explained in advance in the initial description of the questionnaire which is its purpose and the reason why we chose that citizen. In the case of our paper, the respondents are employers, as they are affected by this situation. Secondary data: For the realization of this study a methodology that combined primary data with secondary ones was used.

Among the secondary data, an important place is occupied by contemporary literature on the treatment and impact of nonverbal communication on communication, during the act of communication, whereas specific cases in the variety of spoken language are taken examples from Albanian and German. This literature served to formulate the hypotheses and theoretical model presented and tested in this paper. The study also used other sources of secondary data such

as: various research on nonverbal communication, various publications and articles. The purpose of the study is to identify the importance of the impact of nonverbal communication on the full realization of communication, as well as the relationship between verbal and nonverbal communication. To enable the realization of the purpose of the paper, a mixture of qualitative and quantitative research was used. The drafted questionnaire was distributed to a population of 53 people.

Questionnaire 1

Table 1

To what extent do warmth, competence, and accessibility affect the authority of the boss

		frequency	%	% validity	% cumulative
validity	Open	30	56,6	56,6	56,6
	Closed	23	43,4	43,4	100,0
	General	53	100,0	100,0	

Table 2

Nationalität (offene Eingabe)

	frequency	Percent	Gültige Prozente	Kumulierte Prozente
validity	4	7,5	7,5	7,5
{regional_indicator_d}{r egional_indicator_e}	1	1,9	1,9	9,4
Albanian	2	3,8	3,8	13,2
Albanische	2	3,8	3,8	17,0
Bosnier	1	1,9	1,9	18,9
Bosnisch	1	1,9	1,9	20,8
D / Britisch	1	1,9	1,9	22,6
De	1	1,9	1,9	24,5
DE	2	3,8	3,8	28,3
Deusch	1	1,9	1,9	30,2
deutsch	1	1,9	1,9	32,1
Deutsch	27	50,9	50,9	83,0
Deutschland	1	1,9	1,9	84,9
Griechenland	1	1,9	1,9	86,8
Griechisch	4	7,5	7,5	94,3
Griechisch/deutsch	1	1,9	1,9	96,2
griechische	1	1,9	1,9	98,1
Kosovarisch	1	1,9	1,9	100,0
Gesamt	53	100,0	100,0	

Table 3
Genus

		Häufigkeit	Prozent	Gültige Prozente	Kumulierte Prozente
Validity	female	33	62,3	67,3	67,3
	male	16	30,2	32,7	100,0
	total	49	92,5	100,0	
missing No answer	answer	4	7,5		
Gesamt		53	100,0		

Table 4
Descriptive statistics

	N	Minimum	Maximum	mesatarisht	aberration
Age in years	49	12	54	30,18	9,565
Validity	49				

Average valueTable 5
Descriptive Statistics

	N	Minimum	Maximum	Mittelëert	Std.-Abëeichung
Authoritarianism	39	1,25	4,33	2,9829	,74785
Friendly tone (warmth)	43	2,33	8,00	5,9302	1,27979
Competence	43	3,25	8,00	5,7326	1,32557
Suspicion	43	3,00	8,00	5,8062	1,34957
Validity	39				

The DifferencesTable 6
Gruppenstatistiken

	Bedingt Limited	N	average value	Aberacin I standardizer	Standardized error at an average value
Äärme	Closed	17	5,8431	1,45353	,35253
	Open	26	5,9872	1,17938	,23130
Kompetenz	verschlossen	17	6,4265	1,20793	,29297
	offen	26	5,2788	1,21517	,23831
Zugänglichkeit	verschlossen	17	6,2157	1,23570	,29970
	offen	26	5,5385	1,37623	,26990

In (Table), the difference in the perception of the boss's authority between the three groups is presented Wärme, Kompetenz dhe Zugänglichkeit. In our study, as seen in the table Group Statistics (Gruppenstatistiken) based on the average of the total points of the respondents in relation to Wärme, 17 respondents

experienced respectively an average level of closed warmth ($M = 5,8431$) with deviation standard ($SD = 1.45353$) and mean standard error ($SEM = ,35253$). Similarly, 26 respondents experienced respectively an open mean level ($M = 5.9872$) with standard deviation ($SD = 1.17938$) and standard mean error ($S.E.M. = ,23130$). Referring to the results we see that, in relation to warmth the average of an open warmth is greater than the average of a closed warmth. We can also compare the influence of the boss's authority on the competency variable. We see that 17 respondents have an average of closed competence in a higher value compared to open competence where we have 26 respondents. So 17 respondents experienced respectively a closed average level of competence ($M = 6.4265$) with standard deviation ($SD = 1.20793$) and standard mean error ($S.E.M. = ,29297$). Similarly, 26 respondents experienced respectively an open mean level of competence ($M = 5.2788$) with standard deviation ($SD = 1.23570$) and standard mean error ($S.E.M. = ,23831$). So the authority has influenced in a closed competence. In terms of accessibility, we see that the average of closed accessibility is higher than open accessibility. So 17 respondents experienced respectively an average level of closed-ended accessibility ($M = 6,2157$) with standard deviation ($SD = 1,23570$) and standard mean error ($S.E.M = ,29970$). Similarly, 26 respondents experienced respectively an open average level of accessibility ($M = 5.5385$) with standard deviation ($SD = 1.37623$) and standard mean error ($S.E.M. = ,26990$). So the authority has affected closed accessibility to a higher level than open accessibility.

Table 7
The relationship among warmth, competence, and accessibility

		Levene-Test of equal variance		t-Test for equality of means						
		F	Sig	T	df	Sig (2-sided)	Mean difference	Standard missing difference	95% confidence interval of difference	
									(Vlera e poshtme) lower value	(Vlera e sipërme) Upper value
Ngrohtësia (warmth)	Variiances are the same	,512	,478	-,357	41	,723	-,14404	,40339	-,95870	,67061
	Variiances are not equal			-,342	29,269	,735	-,14404	,42164	-1,00604	,71796
Kompetenz (Competence)	Variiances are the same	,000	,991	3,035	41	,004	1,14762	,37814	,38396	1,91129
	Variiances are not equal			3,039	34,510	,005	1,14762	,37765	,38056	1,91469
Zugänglichkeit (Accessibility) Aksesueshmëria	Variiances are the same	,291	,593	1,641	41	,108	,67722	,41270	-,15625	1,51070
	Variiances are not equal			1,679	36,930	,102	,67722	,40332	-,14003	1,49448

After examining the relationship among warmth, competence and accessibility in the authority of the boss, we investigated the depth of research in nonverbal communication to analyze other factors influencing communication, through another questionnaire, which can not be used only for the employer-employee relationship, lecturer-student relationship, but in any kind of communicative relationship.

Below are the results obtained from the survey responses:

- Do you recognize communication through facial expressions?

According to the analysis 99% of respondents claim to know communication through facial expressions. Acquaintances of individuals we have been in contact with, mainly children of different age groups, have been verified. Individuals have associated facial expressions with words, for example, surprise, doubt, ambiguity, joy. "They often gave descriptions of situations not just with one word, but realized between interrogative or affirmative sentences. Are you sad? Are you happy? Most respondents recognize nonverbal communication

- What differs most often in facial expression?

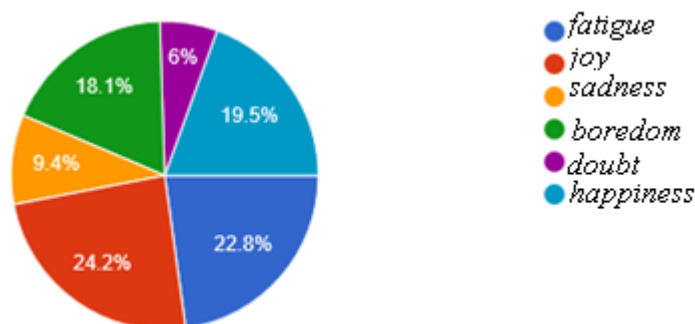


Figure 1. Facial expression

Respondents easily distinguish state of joy, fatigue, boredom, happiness in facial expressions. It is interesting to investigate how this type of nonverbal communication relates to some of the grammatical categories (noun, adjective, verb, adverb,) but this goes beyond the purpose of the paper. We think that from a linguistic point of view, individuals help the opposite concepts that come between antonyms, mainly children distinguish joy from boredom or fatigue from happiness. Respondents can verbally express facial features.

- Do you use gestures during communication?

Almost all respondents claim to use gestures during communication, so they realize everything with words through gestures. The investigation into the role and function of gestures belongs not only to linguistics but also to the sociology of speech and psychology

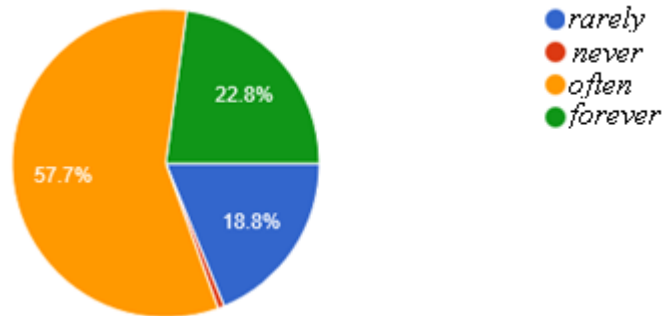


Figure 2. Gestures during communication

- Which are the gestures that you use most often?

The gestures most often used by respondents are hand movements. In collaboration with the arts, sociology, rhetoric we can investigate in other works what is the function of hand movement in everyday communication, compared to artists, political leaders, singers, etc.

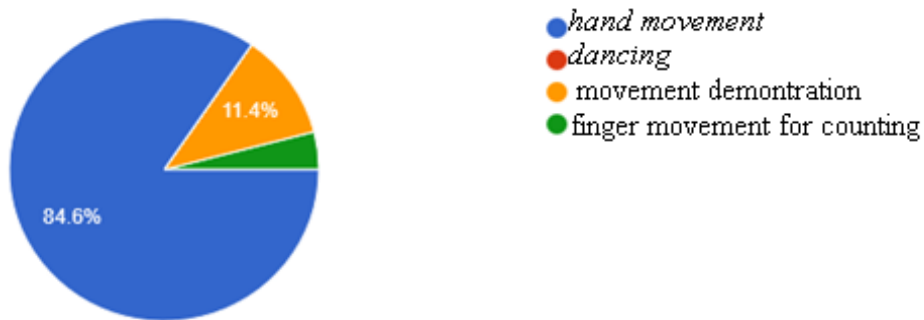


Figure 3. The gestures that use most often

- The use of body language during communication

The report is almost divided in direct proportion, but here we find that 50% of respondents often use body language to supplement their verbal communication. This shows how often the verbal element is associated with the nonverbal element for successful communication.

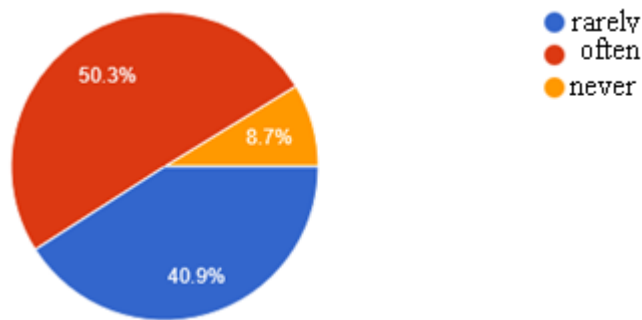


Figure 4. The use of body language during communication

- What do you use most often in body language?

It is noted that in the use of body language are often used all the signs in the same ratio. We have found that in careless speech, these occupy the main place and are widely used. Careless and conversational discourse is aided by body language.

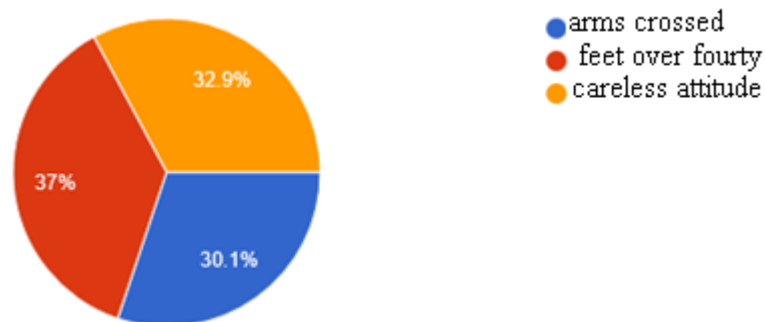


Figure 5. The most often in use body language

- Personal space

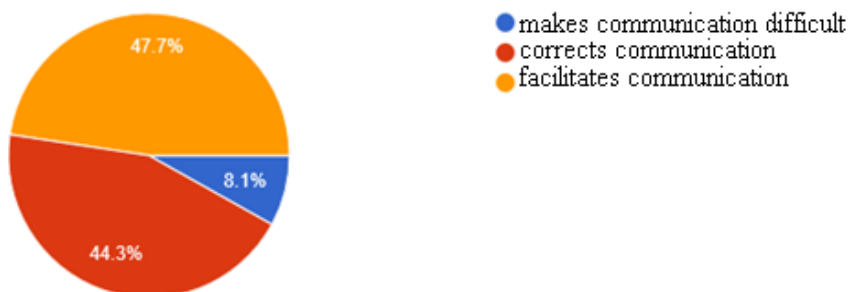


Figure 6. Personal space

Communication is culture; it is the key to success in human relationships. To know how to communicate means to know how to speak and listen, to know not only the verbal language but also the language of signs and gestures used by

societies, nations and other cultures different from ours. This requires that we have an open attitude towards others trying to understand the other and the conversation.

Discussion and Conclusions

In papers of this nature, the interdependence of the classification of linguistic and social codes was realized, giving due importance to the construction of all human relations. By not making a certain language code its object, for example, we use a linguistic code Albanian language. The findings of this paper on the impact of the classification or use of types of non-linguistic communication can be extended in specific papers that explore the diversity of types of each particular language code. On the findings of the paper we emphasize the importance of verbal and nonverbal code in the functionality of social codes, which often improve or worsen communicative relationships in society. The application of the questionnaire in some ethnic groups and the results reflected in most of the findings support the language thesis as a universal invariant, as languages differ from one another, each language is a kind of invariant, it is an arbitrary code, we single out the cases when Sign interpretations include elements related to different cultures. Theoretically, linguists are interested in all languages, so this study enables the study of all languages under the same conditions (Rinartha et al., 2018; Widiastri et al., 2019). Mainly in non-verbal communication the expression of the eyes, the expression of the facial features or the crossing of the arms transcends even different cultures and creates the same effect in communication. Mainly bodily codes and prosodic means, the pre-linguistic element and non-verbal communication play an important role in human communication.

- Investigating the employer-employee relations, we defined the interdependence in the social codes by classifying:
- Verbal language (under phonological, syntactic, lexical, prosodic and pre-linguistic codes)
- Body codes (bodily contacts, very close, intimately close, physical orientations, appearance, facial or mimicry appearances, glances, gaze fixations, nods, gestures and positions)
- Codes of conduct (protocols, rituals, role-playing games)

Non-verbal communication based on the conception of language as a sign has found wide use in the period of the pandemic, promoted by online communication, or communication on social networks, where often certain emotional states are realized through signs (non-linguistic), emojis and each of them has a meaning. Based on the research on non-verbal communication verbal communication relations we support the linguistic principle that the linguistic form plays a big role only in certain moments, and then for the linguist, it is more important to understand the linguistic units.

Depending on the context, the speech act is realized by the presence of non-verbal elements that are the basis for describing the situation or creating language registers. From the findings analyzed in Questionnaire 1. it is understandable that the warmth of the relationship is realized accompanied by the tonality of the voice, or the use of linguistic forms that accompany this type of relationship. In

the later studies of the disciplines at the crossroads, especially the pragmalinguistics that finds its way nowadays. Following the research, we remain in deploying the theoretical thought of A. Martine where the linguistic form must be assigned its role in linguistic studies. The paper supports the view that the social sciences will constantly study the signs. More and more research is being conducted on functional linguistics, where there is input. This paper, which will serve for later work in the search for functions in language, was based on the principle of appropriateness (importance).

From the findings we recommend further investigation of linguistic forms, which in the first questionnaire create warmth, competence or accessibility, while in the second questionnaire different linguistic forms express the states provided by nonverbal communication. (sadness, sadness, irony, laughter, etc.) Today more and more, communication is realized as an interconnection of the value system, which are not necessarily only linguistic, but always serve for information and signaling. From the hypotheses, we see that often language models can not be applied to other types of activities and behaviors. It is important to define the linguistic methodology we use in implementing communication analysis. For example, the study of gestural actions, which is carried out in close connection with linguistic behavior (Zu, 2021; Palarivattom & Kochunni, 2015).

More and more today, the necessity of treating language arises, not only as a system, but also as an important means of communication in the function of the language community that uses it. The individual has various forms of communication. Nonverbal communication is information, emotion, movement that is expressed without words and without the help of language. Nonverbal communication in most cases is used by the giver to reinforce or better explain what he is saying. Compared to verbal communication, nonverbal communication is less controllable. For example, the movement of the hands is a spontaneous action during speech, an action that serves to accompany what we say.

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