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Features of formal and informal communication in English language

Abstract. *This article discusses the real problem of using formal and informal communication styles in English. We use the official language when we talk to people we don't know well or don't know personally. This is the style of academic writing. The official language is characterized by more complex sentence structures, the rare use of personal pronouns, and the absence of colloquial and slang terms. An informal letter consists of short sentences and is used in more personal communication, for example, when writing a letter to friends or family. Informal language is more casual and spontaneous; there are no specific rules for it. Therefore, it is important to know the main differences in the use of these two communication styles, in which situation they can be applied. The authors' attention is paid to the main characteristics and specifics of the registers. Some typical examples of the misuse of styles are presented and possible options for improving the style of speech are proposed, since non-compliance with these rules can have a negative impact on communication, both oral and written. In return, knowledge of the features will help to maintain work in the same style, taking into account all lexicographic techniques and features.*

Keywords: *formal style, informal style, academic writing, communication, language, linguistic, features.*

Introduction

One of the priority directions in higher educational institutions today involves increasing the capacity in research activities both among the scientific and pedagogical staff and the student body. This position is enshrined in local regulations, as well as in state educational standards. Increasing the number of publications of articles and research results in Kazakhstan and foreign publications indexed in the Web of Science and Scopus database, participation in conferences, grants, joint projects with foreign researchers, allows you to complete the tasks, as well as take leading positions and demonstrate high ratings among Kazakhstan and foreign universities. However, in order for the work to be published in such authoritative publications, it is necessary to take into account the specifics of the design of materials and clearly understand the functional style of communication of the scientific community and, of course, present the material in English. The English language has many forms that can be adjusted to suit a wide range of circumstances, making it extremely flexible. The two most common forms of English language are formal and informal. Effective communication requires an understanding of the differences between these two modes. While formal and informal communications appear to exist in separate realms, they are not mutually exclusive; rather, they frequently overlap, resulting in a rich tapestry of information flow. Informal communication, for example, bridges gaps and

improves collaboration among colleagues, regardless of their hierarchical position. During coffee breaks, employees may discuss ideas, feedback, or personal experiences that may subsequently affect formal decision-making procedures. This interplay of formal and informal communication demonstrates the complex dynamics of human contact, in which organized, rule-based systems coexist with spontaneous, relationship-driven exchanges. Grasp the nuances of human connection requires a grasp of the differences between formal and informal communication. In professional situations, formal communication gives structure, accountability, and adherence to established norms, whereas informal communication fosters personal relationships, shared experiences, and emotional bonds in our daily lives. These two modalities of communication are not diametrically opposed; rather, they are intertwined aspects of how we traverse our social, personal, and professional environments. Recognizing their importance allows us to traverse the complex world of human connection with better efficacy and sensitivity. In this post, we'll look at the main distinctions between formal and informal English language, how they're used, and when each is suitable.

Literature review

Communication is the basis of human contacts, influencing how we convey information, ideas and emotions. It takes many forms and styles, with formal and informal communication being the most popular. By understanding the nuances of both formal and informal communication, we can gain valuable insights into how these modes shape our interactions, decisions, and relationships. The literature review discussed in this paper emphasizes the distinguishing characteristics of formal and informal communication, as well as the functions they play in diverse circumstances. In professional situations, formal communication gives structure, accountability, and adherence to established protocols, whereas informal communication develops personal relationships, shared experiences, and emotional bonds in our daily lives. The interaction between these two modalities highlights the complex dynamics of human connection, in which organized, rule-based systems coexist with spontaneous, relationship-driven exchanges. These literary ideas give a solid basis for understanding and managing the complexity of communication in a variety of circumstances.

Researchers such as Gudykunst and Kim (1987) [1] have highlighted the importance of respect and professionalism in formal communication, emphasizing the usage of honorifics and formal titles. Formal communication in commercial and legal situations frequently relies on written documentation. Alred et al. (2006) [2] research emphasizes the need of precise and legally enforceable language in formal written communication.

According to Knapp and Daly (2011) [3], informal communication is critical in developing and maintaining interpersonal connections. Informal interactions frequently allow the sharing of personal experiences and feelings, so strengthening bonds. Researchers such as Crystal (2001) [4] have investigated the impact of casual language use in text messages, emails, and social media since the introduction of digital communication. These platforms have spawned new types of casual conversation.

Materials and methods

Let's look throw the main characteristics of formal and informal styles, because depending on the situation, it is critical to create a balance between formal and informal language. Overly formal language in an informal atmosphere can appear stiff, whereas informal language in a formal setting can appear unprofessional.

Informal style, functioning in oral and written communication, is characterized by friendliness and freedom of expression. For relaxed social contacts such as texting, casual talks, and writing to friends and family, informal language is appropriate. The vocabulary characteristic of this style is very simple and free; it is emotionally colored and characterized by a variety of connotations [5, p. 4]. Informal English is more casual and conversational and is sometimes referred to as

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colloquial or daily language. It is employed in casual settings and in daily interactions between friends and relatives. The following are some essential elements of casual English:

1) The vocabulary used in informal English is more basic and commonplace; it may also contain slang, contractions, and casual idioms. For instance, use "I can't" rather than "I cannot."

2) Grammar: Sentence structures are frequently shorter and more casual. In informal speech, sentence fragments and laxer grammar rules are permitted.

3) Pronouns: In informal speech, first names or common pronouns like "you" and "your" are used in place of titles. First names are frequently used to address friends and acquaintances.

4) Politeness: While politeness remains important in informal language, it is less formal and frequently communicated in a more relaxed manner. Phrases such as "thank you" or "please" are used; however they may be more casual.

5) Tone: In casual English, the tone is friendly and easygoing. It is commonly used when interacting with friends and relatives, as well as in casual written communication such as text messages and emails to close friends.

Here are some detailed examples:
• personal pronouns and active voices are used (for example, "I consider", "I believe";
• short simple words and sentences;
• abbreviated forms of phrases (for example, "won't, can't");
• many abbreviations (e.g. "Lab, net, comp");
• a variety of phrasal verbs;
• words that express mutual understanding;
• subjective style expressing opinions and feelings;
• colloquial words and expressions (peculiar only in colloquial speech, not in written text (for example, "wanna" = "want to") [6, p. 189].

Formal English, also known as Standard English, is the language that is commonly used in academic, professional and government situations. It strictly follows grammar and syntactic norms, and its vocabulary is frequently more extensive and accurate. Formal style is present in all kinds of business negotiations, official meetings, conferences, scientific research, presentations, and is also widely used in working with documentation. Documents of various kinds are created using elements of formal communication, which is an integral feature of the official business style. The so-called "cold", official-business style reflects the most significant aspects of the transmitted information without any frills, is factual [7, p. 21].

The main characteristics of the formal style include:

1) Grammar: The sentence structure is more complex, and the sentence length is larger. Passive voice may be used more frequently, and precise grammar, punctuation and tenses are stressed.

2) Pronouns: In formal language, whole titles, such as "Mr. Smith" or "Dr. Johnson," are generally preferred over first names or informal pronouns like "you" and "your."

3) Formal English is distinguished by a high level of civility and respect. "Please," "thank you," and "may I" are popular phrases.

4) Formal English has a serious, courteous, and distant tone. It is employed in formal correspondence, academic writing, legal papers, and official communications.

5) The use of impersonal pronouns and the passive voice (We found out; anyone; A careful account is given to ...);

6) the use of common and compound sentences;

7) Generally accepted abbreviations (i.e., etc., et al.);

8) Vocabulary with appropriate terminology: polite words, formulas and cliches, such as "Sincerely yours", "Dear Sir/Madam"; facts and references to support the argument; avoiding vague expressions and slang words, etc. ("about" does not mean "approximately", "ask for" does not mean "purchase").

As noted above, phrasal verbs are not peculiar to the formal style and it is preferable to use more formal equivalents: This will cut down (better, reduce/decrease) the amount required

and therefore the cost of treatment. Dieters often feel that they should totally get rid of (better, eliminate) high-fat and high-sugar foods. The court thinks it just and equitable to give back (better, return) the property. A primary education system was set up (better, established or introduced) throughout Ireland as early as 1831. As you can see, the vocabulary characteristic of the formal style is somewhat longer than the informal one and has a French or Latin origin. While the equivalents belonging to the informal style have Anglo-Saxon roots. For example, depart is a word of French/Latin origin, but go is Anglo–Saxon. For those who do not live in English-speaking countries, it is difficult to determine the difference between formal and informal vocabulary, so summary tables of such lexical units have been created for the convenience of authors of articles, research papers and written works in general that present information in English.

Let's review some examples of formal and informal communication:

Verbs	
FORMAL	**INFORMAL**
obtain	get
opportunity	chance
require	need
responsible	in charge of
initially	at the beginning
discover	find out
repair	fix
receive	get
provide	give
permit	let
establish	set up
apologize	say sorry
inform	tell
demonstrate	show
cause	bring out

Nouns	
FORMAL	**INFORMAL**
employer	boss
opportunity	chance
occupation	job
location	place
senior people	old people
assistance	help
funds	money
manner	way
colleague	workmate

Conjunctions	
FORMAL	**INFORMAL**
regarding	about
as well as	and
as a result	because
while	but
additionally	also
however	but
in case	if

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therefore	so
since	because
concerning	about
instead	or
moreover	what's more

Results and methods

The syntax of scientific papers is characterized by the use of complete [8, p. 120], common and compound sentences, which allows the author to more accurately reflect the cause-and-effect relationships of the phenomenon described by him. Also, the syntax of this style is characterized by the use of bookish syntactic constructions (Deforestation is probably even harder to change = It is even harder to change the situation when forests begin to disappear), the use of constructions built according to the type of Noun + Noun (the sea level; the time and space relativity theory; the World peace conference; the greenhouse effect), the widespread use of scientific words and various kinds of terms [9, p. 16]. Let's consider a few sentences that were used by non-native speakers and when editing articles were corrected to a more correct, close to authentic, version:

• (Original) For teaching, professors are hired. (After correction) Professors are hired for teaching. (incorrect word order);

• (Original) After the implementation of this calculation procedure we can obtain XYZ. (After correction) After this calculation we obtain XYZ. (superfluous words);

• (Original) We took the decision to cross reference the data. (After correction) We decided to cross reference the data. (colloquial phrase).

• (Original) This article is the result of a study aimed at adapting a Russian-language version of the Three Little Pigs. (After correction) This article describes the creation of a Russian-language version of the Three Little Pigs. (superfluous words);

• (Original) In the framework of our study, we focus our attention on the object. (After correction) Our study focuses on the object. (superfluous words).

Conclusion

In general, we can say that this topic of the article is of scientific relevance and importance for linguistics. Along with changes in the language there are changes in its various departments, in particular, in its stylistics. A person in modern society should have knowledge in the field of stylistics in order to build communication with representatives of different social groups without difficulties and conflicts. In addition, the strengthening of international relations and the strengthening of the status of English as the language of international communication obliges a student to freely express his thoughts both orally and in writing, depending on the situation. Throughout this research, we've looked at how these two kinds of communication interact and coexist. Instead than being mutually exclusive, they frequently interconnect to form a dynamic web of information flow. Informal communication has the potential to bridge gaps in formal contexts, improve collaboration, and influence decision-making processes.

Summing up, it should be noted the cardinal difference between formal and informal styles in English from each other. The main distinguishing characteristics include grammar, the use of active and passive voices, vocabulary, phrasal verbs, slang expressions and abbreviated forms. Especially if we are talking about writing any academic text in English, knowledge of the features of registers will help to withstand work in the same style, taking into account all lexicographic techniques and features. The characteristics of formal and informal communication serve unique functions in various social and professional contexts. Formal communication is distinguished by its controlled, professional tone, as well as a focus on respect and documentation. It is required in formal and professional contexts such as corporate correspondence, academic communication, and legal concerns. Informal communication, on the other hand, is easygoing, casual, and

adaptable, encouraging personal relationships and emotional expression. It is typically used in casual conversations, such as those with friends, family, and intimate acquaintances.

Knowing when to use these various communication styles is critical for effective and appropriate relationships. Using the characteristics of each mode of communication can assist express messages accurately, retain professionalism when appropriate, and create true relationships in more casual contexts. The ability to switch between formal and informal communication styles demonstrates one's adaptability and proficiency in navigating diverse social and professional environments.

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Ағылшын тіліндегі ресми және бейресми қарым-қатынастың ерекшеліктері

Аңдатпа. Мақалада ағылшын тілінде ресми және бейресми қарым-қатынас стильдерін қолданудың өзекті мәселесі қарастырылады. Біз жақсы білмейтін немесе жеке таныс емес адамдармен сөйлескенде ресми тілді қолданамыз. Бұл академиялық жазу стилі. Ресми тіл күрделі сөйлем құрылымдарымен, жеке есімдіктерді сирек қолданумен және ауызекі және жаргон терминдерінің болмауымен сипатталады. Бейресми жазу қысқа сөйлемдерден тұрады және достарыңызға немесе отбасыңызға хат жазу сияқты жеке қарым-қатынаста қолданылады. Бейресми тіл неғұрлым еркін және стихиялы; ол үшін арнайы ережелер жоқ. Сондықтан қарым-қатынастың осы екі стильдің негізгі айырмашылықтарын, оларды қандай жағдайда қолдануға болатындығын білу маңызды. Авторлардың назары тізілімдердің негізгі сипаттамалары мен ерекшеліктеріне аударылады. Стильдерді дұрыс пайдаланбаудың кейбір типтік мысалдары келтірілген және сөйлеу мәнерін жақсартудың мүмкін нұсқалары ұсынылған, өйткені бұл ережелерді сақтамау ауызша және жазбаша қарым-қатынасқа теріс әсер етуі мүмкін. Өз кезегінде, бұл айырмашылықтарды білу барлық лексикографиялық әдістер мен ерекшеліктерді ескере отырып, жұмысты бірыңғай стильде сақтауға көмектеседі.

Түйін сөздер: ресми стиль, бейресми стиль, академиялық жазу, қарым-қатынас, тіл, лингвистика, ерекшеліктер.

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Особенности формального и неформального общения на английском языке

Аннотация. В данной статье рассматривается актуальная проблема использования формального и неформального стилей общения в английском языке. Мы используем официальный язык, когда разговариваем с людьми, которых мы плохо знаем или не знакомы лично. Это стиль академического письма. Официальный язык характеризуется более сложными структурами предложений, редким использованием личных местоимений и отсутствием разговорных и жаргонных терминов. Неформальное письмо состоит из коротких предложений и используется в более личном общении, например, при написании письма друзьям или семье. Неформальный язык более непринужденный и спонтанный; для него нет особых правил. Поэтому важно знать основные различия в использовании этих двух стилей общения, в какой ситуации они могут быть применены. Внимание авторов обращено на основные характеристики и специфику реестров. Представлены некоторые типичные примеры неправильного использования стилей и предложены возможные варианты улучшения стиля речи, поскольку несоблюдение этих правил может оказать негативное влияние на общение как устное, так и письменное. В свою очередь, знание особенностей поможет поддерживать работу в едином стиле, принимая во внимание все лексикографические приемы и особенности.

Ключевые слова: формальный стиль, неформальный стиль, академическое письмо, коммуникация, язык, лингвистика, особенности.

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