The impact of politeness Albanian expressions on the psychological well-being of native speakers. A quantitative study

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Abstract This study investigates the impact of expressions of politeness, such as apology, thankful, and gratitude, in the Albanian language on the psychological well-being of Albanian native speakers. The data were collected through a questionnaire assessing the frequency of politeness expression usage and various dimensions of psychological well-being. Econometric analyses, including multiple regression, were employed to explore the relationship between politeness expression usage and psychological well-being. The results revealed a significant positive correlation between the frequency of using polite expressions and overall psychological well-being. Specifically, higher levels of polite language use were associated with greater self-esteem, greater life satisfaction, and increased positive affect. Additionally, the study highlights the importance of nurturing strong close relationships, which were found to positively influence psychological well-being. These findings underscore the significance of linguistic politeness and social interactions in promoting psychological well-being. Practical implications include encouraging the use of polite expressions in daily interactions and fostering strong close relationships to enhance individuals’ well-being. Future research directions are suggested to further elucidate the mechanisms underlying the relationships among language, social interactions, close relationships, psychological well-being, and mental health.

Keywords: Albanian politeness, psychological well-being, close relationships, correlation, impact

1. Introduction

Research into the impact of expressions of politeness in the Albanian language, encompassing expressions of gratefulness, thankfulness, and apologies, on the psychological well-being of native speakers represents a substantial multidisciplinary domain. Given their pivotal role and significance in interpersonal communication, these expressions necessitate a thorough, comprehensive, and nuanced examination. Politeness expressions, exemplified by phrases such as "faleminderit/ju faleminderit" (thank you), "më fal/ju kërkoj ndjesë" (Forgive me/I'm sorry), and "ju jam mirënjohës" (I'm grateful), transcend the mere lexical level in communication. They serve as intricate social cues that extend beyond mere words, indicating a complex interplay of cultural, social, and psychological dynamics.

In the context of Albanian interdisciplinary studies, despite theoretical knowledge regarding the importance of politeness, its role, function, and values (Lloshi, 1999; Plangarica, 2021; Rusana Hristova-Bejleri, 2005; Shkurtaj, 2009; Rugova and Rugova, 2018), etc., more specialized research, especially quantitative studies, is still needed to explore their effects on the well-being of native speakers in the Albanian context.

This is precisely the aim of our work, which used a quantitative methodology to collect and analyze expressions of politeness in the Albanian language and context from a diverse sample of native speakers.

This study aims to explore the impact of expressions of politeness in the Albanian language on the psychological well-being of native speakers through a quantitative approach. The primary objective is to measure and analyze the effect of these expressions on various aspects of psychological well-being, including feelings of happiness, life satisfaction, and stress reduction.

To study the effects of polite expressions such as gratitude, thankfulness, and apologies on psychological well-being and certain aspects of it, we researched attitudes and interdisciplinary theoretical approaches. We have also researched the quantitative studies that have been performed in relation to their use, their role and influence on different aspects of psychological well-being, e.g., Ugla & Abidin (2016), Murphy and De Felice (2018), McCullough et al. (1997), Chaudry & Carnegie (2019), and Walker et al. (2016), making comparisons with them and extracting orientational data for the purpose of the work, methodology and our findings.
Through quantitative research, we aim to answer the main research questions of the study:

a. Does the expression of politeness significantly impact the psychological well-being of native speakers?

b. How and to what extent do expressions of gratefulness, thankfulness, and apologies impact increases in self-esteem, happiness, and morality, as well as stress reduction?

c. Which other factors play a crucial role in the psychological well-being of speakers, in addition to the use of politeness expressions?

Econometric analyses, including multiple regressions, were used to explore the degree of correlation between the use of politeness expressions, gratefulness, thankfulness, and apologies and the psychological well-being of the surveyed individuals.

The findings revealed a significant positive correlation between the frequency of using politeness expressions and overall psychological well-being among participants. Specifically, higher levels of politeness expression were associated with higher self-esteem, increased life satisfaction, and an enhanced positive impact. Influencing factors vary, such as social and moral norms, the circle and number of close friends, awareness, respect, and application thereof, among others.

The significance of this study lies in providing new insights into the role of politeness expressions in psychological well-being, particularly those words and expressions that evoke positive feelings, trust, happiness, empathy, etc., and identifying the factors influencing this process.

The results of this study may have practical implications in various fields, contributing to the development of programs and strategies that promote a culture of respect and well-being in society, as well as expanding and deepening research in this field and on this topic in the Albanian context.

2. Materials and Methods

2.1. Literature review

Linguistic politeness has become and continues to be a highly interesting and important research subject in various multidisciplinary fields according to different objectives and perspectives. The significance and interest of this research are motivated by several factors, including the crucial role it plays in social relationships, effective communication, cultural understanding, overall psychological well-being, and social harmony.

2.1.1. The Significance of Linguistic Politeness: Insights from Various Disciplines and Contexts

The works of Goffman (1967) and Yule (1996) on face theory and positive face shed light on how linguistic politeness contributes to individuals’ psychological well-being in social interactions. Primarily in personal interactions, linguistic politeness particularly promotes positive relationships, reduces conflict and misunderstandings, and alleviates stress, anxiety, and negative emotions. Gu (1990) examines linguistic politeness in cross-cultural communication contexts, emphasizing its role in reducing misunderstandings and fostering intercultural harmony. In his research on health communication, Street (2003) emphasized the importance of linguistic politeness in interactions between patients and caregivers, which impacts patient satisfaction and treatment outcomes. Kádár and Haugh (2013) examine linguistic politeness in conflict situations, exploring how politeness strategies contribute to conflict management and resolution. It boosts self-confidence, life satisfaction, job satisfaction and productivity and enhances mutual respect, understanding, collaboration, acceptance, and belongingness. Brown and Levinson’s (1987) politeness theory highlights how linguistic politeness strategies contribute to the management of interpersonal relationships. Watts (2005) explored the role of linguistic politeness in professional communication and its impact on workplace dynamics.

Furthermore, linguistic politeness reflects the cultural norms and values of a community or society, promoting cultural awareness and respect for diversity. Hofstede (1984) and his cultural dimensions theory provide insights into how cultural values influence communication styles, including linguistic politeness. Meanwhile, Holmes (1995) and Johnstone et al. (1992) explore gender differences in linguistic politeness strategies, shedding light on how gender norms influence language use in social interactions.

In educational contexts, linguistic politeness is critical for effective teaching and learning. Brown’s (2007), Murni (2019), Schallert et al. (2009), Mustadi and Amelia (2022), Daulay et al. (2022), and Pratiwi and Riana (2022) research on politeness in language teaching highlights the importance of linguistic politeness in creating a supportive and respectful learning environment in classrooms, online learning, and other activities in digital areas. Teachers who use polite language create a supportive and respectful classroom environment conducive to student engagement and academic success.

Additionally, in media education, it is essential to provide educational linguistic models, with values and moral, social, and cultural norms embedded through linguistic expressions. Brown and Fraser (1979), Pishghadam and Navari (2012), and Issa (2017) analyze linguistic politeness strategies in advertising discourse and investigate their persuasive effects on consumer behavior and brand perception.
These researchers and many others over time have made valuable contributions to understanding the multidimensional nature of linguistic politeness across various domains, emphasizing its importance in different social contexts and discourse classes.

In conclusion, we underscore the pivotal role of politeness expressions in enhancing well-being across diverse contexts. Through fostering positive social relationships, reducing conflict, and reflecting cultural norms, politeness emerges as a crucial factor in promoting psychological well-being and social harmony. This comprehensive understanding highlights the significance of politeness in multidimensional aspects of human interaction, emphasizing its importance in promoting overall quality of life.

2.1.2. Politeness linguistic expressions and their impact on psychological well-being

Theoretical discussions, empirical evidence, and the conceptualization of well-being provide a comprehensive understanding of the relationship between linguistic expressions of politeness and their impact on individual and societal psychological well-being across different contexts and cultures. Social exchange theory and socioemotional selectivity theory offer significant insights into the mechanisms through which linguistic expressions of politeness influence psychological well-being and mental health. While social exchange theory emphasizes the role of linguistic expressions of politeness as positive stimuli that improve various aspects of personal well-being, such as feelings of satisfaction and happiness, encouragement, and self-esteem, socioemotional selectivity theory underscores their importance in promoting positive emotional relationships that contribute to the overall psychological well-being of the community or society.

The concept of well-being, as defined by Behzadipour et al. (2019), encompasses physical, mental, and social well-being, emphasizing the holistic nature of this construct. Quantitative studies have consistently shown a positive association between linguistic expressions of politeness and various dimensions of psychological well-being, such as life satisfaction, happiness, positive emotions, and self-esteem. For example, individuals who more frequently express gratitude, appreciation, apologies, etc., report higher levels of personal well-being and greater satisfaction and happiness with life, as evidenced by studies conducted by Jans-Beken (2018), Jans-Beken et al. (2019), and Imai (2023).

Moreover, cross-cultural studies have revealed cultural differences in the use and interpretation of linguistic expressions of politeness, emphasizing the need to consider the cultural context and its role in understanding its impact on psychological well-being. Although norms of politeness may vary across cultures, the fundamental function of these expressions in promoting positive social interactions and satisfaction in relationships seems to transcend cultural boundaries, as discussed by Lomas (2015).

However, despite progress in understanding the relationship between linguistic expressions of politeness and psychological well-being, further multidisciplinary studies are needed. Future studies should delve more deeply into the underlying mechanisms driving these associations, explore the moderating effects of cultural, social, and demographic variables, etc., and investigate the long-term impact of expressions of politeness on psychological well-being outcomes in a carefully selected and demographically and geographically diverse study sample.

There is also a need for studies that aim to assess the effectiveness of interventions to promote the use of politeness expressions in improving psychological well-being in populations, contexts, and cultures. Thus, future studies can contribute to a deeper understanding of the role of linguistic expressions of politeness in shaping psychological well-being and inform targeted interventions to promote psychological well-being in different social contexts.

3. Methodology for Conducting Research

This chapter provides an overview of the research technique. The data collection and statistical analysis techniques used in this study to explore the influence of expressions of politeness on the psychological well-being of Albanian speakers include the following:

3.1. Data collection techniques

We utilized the Qualtrics platform (Cushman et al., 2021), a well-known platform for designing and administering online surveys (Molnar, 2019), which provides easy access for participants, efficient data management, and the ability to collect responses anonymously.

3.2. Questionnaire Development

The questionnaire comprised 9 carefully formulated questions aimed at assessing both the frequency of politeness expressions and various dimensions of psychological well-being among participants. In this study, 3 different politeness formulas were chosen: gratefulness, thankfulness, and apologies. Based on the existing psychology research of several researchers, such as Emmons (2007), Lyubomirsky (2007), Lyubomirsky (2007), and Worthington (2006), it has been found that the use and experience of these expressions have profound effects on the main aspects of individuals’ psychological well-being.

Responses were formatted on a Linker scale (5 levels). The questions were developed based on the Linker Scale concerning politeness expressions and psychological well-being to ensure the reliability and validity of the data. The
questionnaire items were pilot tested to ensure clarity and comprehensibility before administration to a larger sample. The sample tested consisted of 25 randomly selected individuals.

3.3. Random Sampling

A total of 171 participants from various age groups within the Elbasan District, Albania, were randomly selected. Random selection of the sample ensures its representativeness of the population of interest, aiding in capturing a comprehensive understanding of changes in the use of politeness expressions and their impact on psychological well-being across different life stages. Participants were categorized into 6 age groups based on their responses to one of the questionnaire items (Question 9. How old are you?), with age ranges of 17-21, 28-33, 34-39, 40-45, and 46-51 years.

The 5-year difference between age groups ensures that each age group encompasses a sufficient number of individuals with similar life experiences, avoiding data overlap and significant interruptions. Additionally, for statistical studies and econometric analyses, a 5-year difference aids in creating manageable groupings for analysis, ensuring an adequate amount of data for each group without making the groups too large or too small for effective analysis.

3.4. Statistical analysis techniques

Multiple Regression Analysis: Following the approach outlined by Hesse & Ofosu (2017), this analysis was employed to model the relationships between a dependent variable (psychological well-being) and several independent variables (politeness expressions, age, number of close friends). Initially, the means for each variable were computed from the collected data, which served as key data for the regression model.

Multiple regression analysis generated coefficients for each politeness expression, indicating their influence on psychological well-being. Coefficients were interpreted, where positive coefficients suggest a positive relationship between politeness expressions and psychological well-being, while negative coefficients imply the opposite. From a statistical standpoint, this technique is crucial because lower p values (<0.05) indicate a stronger relationship between the expression of politeness and psychological well-being.

3.5. Variable Control

Control variables such as demographic factors (age), social factors (number of close relationships), and cultural factors (politeness expressions) were included in the regression model. This ensures that these other factors do not influence the observed effects of politeness expressions on psychological well-being.

4. Results

4.1. Data interpretation

As seen from Figure 1, we can conclude that the majority of participants primarily use the expression "Më fal/më falni" (Forgive me), with 120 participants (approximately 70%), followed by "Ju kërkoj ndjesë/falje" (I'm sorry), with 39% (66 participants), which is a direct act of apology according to different discourse acts. Figure 1 illustrates the frequency of using 15 apology expressions among the 171 participants in the study. This study provides valuable insights into the prevalence of various apology expressions in the Albanian language and sheds light on participants’ linguistic tendencies when expressing remorse or seeking forgiveness.

According to Figure 1, the expression "Më fal/më falni" (Forgive me) emerges as the most commonly used apology expression, with 120 participants (approximately 70%) employing it frequently. This finding suggests that "Më fal/më falni" (Forgive me) is deeply ingrained in the linguistic repertoire of Albanian speakers and is often the go-to phrase for expressing apologies or seeking pardon in interpersonal interactions. It is also an expression of a communication norm that everyone should respect. Forgiveness, as a linguistic but also philosophical, theological, psychological, sociological, and anthropological concept, is linked to the history, norms, and rules rooted among generations of a community or society according to Toussaint et al. (2008). Moreover, in our culture, in certain circumstances, it carries vital values (forgiveness of blood/the Kanun). The usage density is almost at the same level across age groups. The 3-5 age group dominated the other age groups. This demonstrates that this formula is entrenched as a norm in their civic consciousness.

Following "Më fal/më falni" (Forgive me), the expression "Ju kërkoj ndjesë/falje" (I'm sorry/I apologize) was used by 66 participants (approximately 39%). Although this expression is not as widespread as "Më fal/më falni" (Forgive me), it still represents a significant proportion of participants who opt for a direct act of apology. This fact shows that a considerable number of individuals in the study recognize the importance of taking responsibility for their actions and straightforwardly expressing regret. It is most statistically significant in the first 3 age groups. Age can affect the frequency of use of this expression, as reflected in other studies, such as Toussaint et al. (2001), and perhaps it is also a later, more concise usage at this age.
Overall, the results from Figure 1 highlight the dominance of certain apology expressions in the Albanian language and provide valuable insights into linguistic preferences and cultural norms regarding apology expressions and the request for forgiveness among native speakers. This understanding can assist in further research on communicative strategies and interpersonal dynamics within the Albanian-speaking community.

Regarding the main research question of this paper, we can argue that the high frequency of using apology expressions by 120 participants out of a total of 171 for "më fal/më falni" (Forgive me) suggests a possible connection between the use of these expressions and psychological well-being. Thus, a large number of individuals who frequently express apologies may have a greater sense of psychological well-being. This may manifest in their self-esteem, feelings of happiness, morality, and experiences of stress reduction. Therefore, the results indicate that the use of apology expressions may have a positive impact on individuals’ emotional and psychological states. However, a deeper analysis of the data is needed, considering other factors that may influence the relationship between apology expressions and psychological well-being.

When you apologize to someone, which words or expressions do you use the most? Click on the empty box next to the words or expressions you often use.

Figure 1 The frequency of usage of 15 apology expressions for 171 participants.

Figure 2 also shows that 53% (91 participants) of the participants mostly used Faleminderit (Thank you), while 50% (85 participants) used "Rrofsh" (Thanks a lot). The first gratefulness expression is a direct discourse act, and the second is an indirect discourse act used in simple conversational discourse.

Figure 2 presents the frequency of usage of 15 gratefulness expressions among the 171 participants surveyed in the study. The data depicted in this figure provide valuable insights into the preferred expressions used by native Albanian speakers when expressing gratitude.

Figure 2 shows that "Faleminderit" (Thank you) is the most commonly used expression, with 53% of participants (91 individuals) indicating its frequent usage. This finding underscores the significance of straightforward gratefulness expressions in Albanian culture. "Faleminderit" (Thank you) represents a direct discourse act reflecting a clear and explicit expression of appreciation.

Interestingly, "Rrofsh" (Thanks a lot) emerged as the second most frequently used expression, with 50% of participants (85 individuals) indicating its predominant usage. Unlike "Faleminderit" (Thank you), "Rrofsh" (Thanks a lot) constitutes an indirect discourse act commonly employed in conversational discourse. This indirect expression of gratefulness adds a nuanced layer to interpersonal communication, often implying gratefulness through implicit or culturally embedded means, Anggraini and Palupi (2020).

These findings highlight the diversity in the expression of gratefulness within the Albanian language and culture. While direct expressions such as "Faleminderit" (Thank you) serve as clear acknowledgments of appreciation, indirect expressions such as "Rrofsh" (Thanks a lot) demonstrate the subtle nuances and cultural intricacies embedded in linguistic interactions.

Overall, Figure 2 provides valuable insights into the nuanced ways in which Albanian speakers express gratefulness, shedding light on both direct and indirect discourse acts employed in everyday communication. Such insights contribute to a deeper understanding of the linguistic and cultural dynamics surrounding gratefulness expressions among native Albanian speakers.
4.2. Descriptive Data Analysis

We processed the data by calculating the mean of each variable. In our context of studying the impact of politeness expression on psychological well-being, the dependent variable is psychological well-being, and the independent variable is politeness expression. To study this regression model, we also considered another variable that has an impact on psychological well-being, namely, close relationships (Table 1).

Table 1 Mean Scores of Politeness Expression, Close Relationships, and Psychological Well-being Across Different Age Ranges.

<table>
<thead>
<tr>
<th>Age range</th>
<th>Politeness expressions (mean)</th>
<th>Close relationships (mean)</th>
<th>Psychological Well-being (mean)</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-21</td>
<td>5,37</td>
<td>2,72</td>
<td>3,94</td>
</tr>
<tr>
<td>22-27</td>
<td>23,9</td>
<td>3,3</td>
<td>4,12</td>
</tr>
<tr>
<td>28-33</td>
<td>7,44</td>
<td>2,8</td>
<td>4</td>
</tr>
<tr>
<td>34-39</td>
<td>5,45</td>
<td>4</td>
<td>4,2</td>
</tr>
<tr>
<td>40-45</td>
<td>9,6</td>
<td>2,9</td>
<td>4,2</td>
</tr>
<tr>
<td>46-51</td>
<td>10</td>
<td>3,8</td>
<td>4,3</td>
</tr>
</tbody>
</table>

The interpretation of the data in Table 1 suggests a significant relationship between politeness expressions, close relationships, and psychological well-being across different age groups.

4.2.1. Politeness expressions

Overall, participants in all age groups show a significant weight of politeness expressions, indicating a cultural appreciation for polite communication. Younger age groups (17-21 and 22-27) exhibit particularly high scores for politeness expressions, suggesting a strong adherence to societal norms of politeness. Older age groups (40-45 and 46-51) also place a high weight on politeness expressions, indicating a continued commitment to polite communication practices throughout adulthood.

4.2.2. Close Relationships

The relationship between politeness expressions and close relationships varies across different age groups. Younger age groups (17-21 and 22-27) show lower scores for close relationships, suggesting that they may prioritize other aspects of their lives beyond investing in relationships with others. In contrast, older age groups (34-39, 40-45, and 46-51) exhibit higher scores for close relationships, indicating a strong value placed on maintaining and developing interpersonal connections as individuals progress into adulthood.

4.2.3. Psychological Well-being

There is a nuanced relationship between politeness expressions and psychological well-being across different age groups. While politeness expressions remain high across all age groups, psychological well-being shows variations. Younger age groups (17-21 and 22-27) exhibit average scores for psychological well-being, suggesting that they may face challenges in...
maintaining optimal well-being while experiencing transitions and pressures of young adulthood. In contrast, older individuals show greater levels of psychological well-being, possibly influenced by stable social relationships, life experiences, and a mature outlook on life.

In essence, the study highlights the intricate interplay between politeness expressions, interpersonal relationships, and psychological well-being across all stages of adulthood, offering valuable insights into the socioemotional dynamics of Albanian speakers.

4.3. Analysis and interpretation of regression coefficients

This is a general aspect of our analysis. We used multiple regression software to analyze these data to determine more indicators and coefficients between the variables that express their relationships and impact on psychological well-being (Table 2).

\[
Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + u_i
\]

From Table 1, we provide the data in Table 2. These data provide us with the following econometric equation:

\[
Y = \beta_0 + \beta_1 Politeness Expressions + \beta_2 Close Relationships + u_i
\]

The analysis of regression coefficients provides valuable insights into the relationships and impacts of linguistic expressions of politeness on psychological well-being. The findings are as follows:

The intercept value of 3.4898 represents the baseline level of psychological well-being when both independent variables (politeness expressions and close friendships) are zero. In other words, if an individual does not use polite expressions or has no close relationships, their predicted psychological well-being would be 3.5 on the scale. This indicates a relatively high base level of well-being, suggesting that other factors also contribute significantly to psychological well-being beyond the variables studied here, one of which is the number of close friends.

For linguistic expressions of politeness, the coefficient is 0.002. This coefficient indicates that for every one-unit increase in the average of politeness expressions, psychological well-being increases by 0.002 units. Although this coefficient is small, it demonstrates a consistent positive relationship between the frequency of expressions of politeness and the psychological well-being of native speakers. This small numerical value may seem insignificant, but its practical implications are important. The consistent use of expressions of politeness can gradually improve social interactions, increase self-esteem, feelings of happiness, and mood, and significantly reduce stress levels. Such a value suggests and implies the importance of the continuous and frequent use of linguistic politeness expressions in various social practices. Such usage shapes and induces healthy communication and linguistic education models across all age groups, significantly contributing to overall well-being and creating a more supportive and positive environment, which is essential for the mental health of community members.

With a coefficient of 0.1887, for every one-unit increase in the scale of close relationships, psychological well-being increases by 0.1887 units. This coefficient is much greater than that of linguistic politeness expressions. Such an increase highlights that close interpersonal social relationships significantly impact psychological well-being because they provide essential emotional support, stress reduction, increased life satisfaction, better social integration, and a sense of belonging to the respective social group. Such a relevant impact suggests that interpersonal and group communication should be prioritized in social practices. Through organizing meetings for counseling, sharing thoughts, experiences, and feelings, engaging in conversations of common interest, etc., listening, understanding, helping, and supporting others, as well as the feeling of accepting others who are different from us, are cultivated.

The regression analysis reveals that while politeness expressions have a positive impact on well-being, their impact is smaller than that of close relationships. This finding aligns with the broader understanding that strong social connections are essential for psychological well-being and that expressions of politeness enhance the quality of these relationships.

By analyzing the regression coefficients for psychological well-being, we shed light on the impact of various factors on psychological well-being quality. However, to fully understand this impact and identify the key factors that play a relevant role in the psychological well-being of native speakers, it is important to examine and analyze the regression statistics for the predictors of psychological well-being. This analysis provides us with data and conclusions (Table 3) that can be formulated into proposals and recommendations, as well as effective strategies to improve the emotional life and psychological well-being of individuals and the entire community more comprehensively and sustainably.

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In the context of investigating the impact of politeness expressions on psychological well-being, these regression statistics provide significant insights:

A multiple R (multiple correlation coefficient) of approximately 0.77 indicates a robust positive correlation between the combined predictors, which include politeness expressions, and psychological well-being. This finding aligns with the research question of the study, suggesting that there is a significant relationship between the use of politeness expressions and psychological well-being among the participants.

The R squared (coefficient of determination) value of approximately 0.59 signifies that approximately 59% of the variance in psychological well-being can be explained by the predictors included in the model, which encompass politeness expressions among other factors. This factor demonstrates the considerable influence of expressions of politeness on psychological well-being, supporting the hypothesis that expressions of gratefulness, thankfulness, apology, etc., significantly contribute to individuals’ overall psychological well-being.

An adjusted R squared value of approximately 0.32 suggested that after considering the number of predictors in the model, these expressions and other factors explained approximately 32% of the variance in psychological well-being. Although this value is slightly lower than the R square, it still emphasizes the considerable impact of politeness expressions on psychological well-being, highlighting the importance of their usage and the role they play in various aspects of psychological well-being.

A standard error of 0.11 indicates that the regression model provides reliable predictions of psychological well-being based on the predictors (politeness expression and close relationships) included in the model.

Overall, these regression statistics support the hypothesis that the expression of politeness, along with other factors, has a significant impact on psychological well-being. The results underscore the importance of linguistic factors, such as expressions of gratefulness, thankfulness, and apology, in understanding and promoting mental health and overall psychological well-being.

4.4. Analysis and interpretation of correlation coefficients

Furthermore, to study the strength of the relationships between close relationships, politeness expressions, and psychological well-being, we calculated the correlation coefficients for these variables, as depicted in Table 4.

<table>
<thead>
<tr>
<th>Politeness linguistic expressions (mean)</th>
<th>Close relationship</th>
<th>Psychological well-being</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychological well-being</td>
<td>0,15569003</td>
<td>0,762355176</td>
</tr>
<tr>
<td>Close relationship</td>
<td>0,05420338</td>
<td>1</td>
</tr>
<tr>
<td>Politeness linguistic expressions (mean)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

4.4.1. Politeness linguistic expressions and psychological well-being

A correlation coefficient of 0.15 indicates a positive relationship between linguistic expressions of politeness and psychological well-being. This means that individuals who use politeness expressions more frequently tend to report relatively higher levels of psychological well-being. However, it is important to understand that correlation does not imply causation. Although there is a positive correlation, this does not necessarily mean that politeness directly causes an increase in psychological well-being, as other factors may simultaneously influence both variables, leading to a correlation without a causal link.

This relatively weak correlation coefficient suggests that politeness alone may not be a strong predictor of well-being. Other factors, such as social support, interpersonal relationships, the environment, and cultural norms, may have a more significant impact on the overall psychological well-being of native speakers. Additionally, this weak correlation could be due to the relatively low usage of politeness phrases in the surveyed population. This suggests that the relationship might be stronger if politeness expressions are used more frequently.

4.4.2. Close relationships and psychological well-being
A correlation coefficient of 0.76 indicates a strong positive relationship between psychological well-being and close relationships, particularly for close or affective friendships or social support. This suggests that individuals who perceive their relationships as stronger tend to report higher levels of well-being, and vice versa. This strong correlation implies that relationships or social support may be strong predictors of psychological well-being.

Close and enduring relationships and social support often influence the quality of mental health and overall psychological well-being. This underscores the importance of socially supportive practices in open, supportive, warm, and encouraging communication for individuals in the Albanian context.

5. Discussion

Our analysis revealed a positive relationship between politeness expressions and psychological well-being, albeit weaker than the influence of close relationships. This finding aligns with previous research by different researchers, such as Wieselquist et al. (1999), McCullough et al. (1997), Geier et al. (2022), Malone et al. (2011), and Geier and Morris (2022), who also found a correlation between linguistic politeness and emotional states. However, our study contributes to this literature by focusing specifically on native Albanian speakers, offering unique insights into the linguistic dynamics of politeness expressions within this population.

Furthermore, while our findings highlight the importance of expressions of politeness in shaping emotional well-being, they also underscore the profound impact of close relationships. By corroborating these findings with the literature and studies, we strengthen the validity and generalizability of our results.

However, it is important to acknowledge the limitations of our study. First, our sample was limited to participants within the Elbasan District, which may restrict the generalizability of our findings to other regions or populations. Additionally, our reliance on self-reported data may introduce response biases or inaccuracies. Future studies could address these limitations by employing larger and more diverse samples, as well as utilizing objective measures of psychological well-being.

Moving forward, specific recommendations based on our findings could enhance the practical relevance of this research. For instance, interventions aimed at promoting the use of politeness expressions in interpersonal interactions could be developed to improve emotional well-being among native Albanian speakers. Additionally, longitudinal studies could investigate the long-term effects of politeness expressions on psychological well-being, providing valuable insights into the causal relationship between these variables.

In conclusion, while our study sheds light on the relationship between the expression of politeness and psychological well-being among native Albanian speakers, further research is needed to fully elucidate the mechanisms underlying this relationship. By addressing the limitations of our study and offering concrete suggestions for future research, we can advance our understanding of the role of politeness in shaping emotional states and inform interventions aimed at promoting mental health and well-being.

5.1. Final considerations

This study explored the impact of expressions of politeness in the Albanian language on the psychological well-being of native Albanian speakers through a quantitative approach. The findings revealed a positive relationship between the frequency of politeness expressions and psychological well-being, although this relationship is less pronounced than the impact of close relationships.

The results underscore several important recommendations for future research and practical applications.

The results and findings addressed two important research questions of this study:

a. The expression of politeness contributes positively to psychological well-being. The frequent and continuous use of expressions of gratitude, acknowledgment, and apology improves the quality of psychological well-being and enables a supportive social environment (Chandarakar et al., 2023).

b. Close social relationships are one of the main factors that predominates politeness expressions in improving the quality of psychological well-being of native speakers. The strong correlation between close social relationships and psychological well-being demonstrated that this factor significantly enhances life satisfaction, reduces stress, and improves self-esteem (Komase et al., 2021).

5.2. Recommendations for Future Research

Expanding and enriching the sample to include participants of different ages and genders from other regions of Albania would provide a more comprehensive understanding of the impact of expressions of politeness on the psychological well-being of Albanians.

Future long-term and experimental studies could provide more comprehensive data and findings on how the use and frequency of expressions of politeness impact the psychological well-being of native speakers over time and space. Experimental designs could help clarify the causality and mechanisms of these relationships.
Including and exploring other variables in future research could provide a more complete picture of the factors influencing improvements in psychological well-being and related aspects. Factors such as socioeconomic status, educational level, and sociocultural environment should be considered. This will help identify a more comprehensive set of predictors for psychological well-being and mental health outcomes (Ançöğlu, 2016).

5.3. Practical Applications

Special attention should be given to integrating and promoting politeness expressions beyond expressions of gratitude, acknowledgment, and apology into educational curricula, as well as in various institutions and environments such as family, school, work, and society. Hate speech and discrimination should be controlled and replaced with polite language by fostering respect, empathy, and sensitivity toward others. This can be achieved through dedicated topics and discussions on linguistic politeness and its effects on general psychological well-being and mental health. Mass media and written and electronic media can facilitate such promotion and awareness. Such promotion and media coverage could have long-term benefits for psychological well-being and positive social interactions among community members in Albania.

Community initiatives, in collaboration with working groups of specialists from multidisciplinary fields (linguists, psycholinguists, clinical psychologists, etc.), should focus on developing programs through activities, open meetings, and sensitizing training sessions aimed at counseling and providing professional support to improve psychological well-being and general mental health. Specifically, training for professionals can include strategies for improving communication skills, emphasizing the role of linguistic politeness in both therapeutic and nontherapeutic contexts (Wood et al., 2010).

Promoting the development and maintenance of close relationships should be a priority in social policies and community programs. Creating opportunities for social interaction and support can significantly enhance individuals' mental health.

In conclusion, this study highlighted the positive impact of expressions of politeness on the psychological well-being of Albanian speakers. While close relationships play a more significant role, the continuous and frequent use of politeness expressions contributes to a supportive and emotionally healthy environment. By addressing the limitations and expanding on the current findings, future research can further elucidate the complex dynamics between language, culture, and mental health.

Ethical Considerations

The text discusses ethical considerations implemented in a study, outlining two main approaches. First, participants were recruited voluntarily, with clear communication about the purpose of the questionnaire and assurances of anonymity and confidentiality. Second, the questionnaire was distributed via Qualtrics Survey, ensuring confidentiality and anonymity through personalized links sent to participants. Several steps were taken to maintain anonymity and confidentiality, including not collecting personal information, distributing the survey link anonymously, and encrypting the data for secure storage. These measures ensured that participants' identities remained anonymous throughout the study. The authors declare that the interviewers consented to the research being carried out.

Conflict of Interest

The authors declare no conflicts of interest.

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Durmishi et al. (2024)


