

# CHAPTER I

## INTRODUCTION

### **A. Background of Study**

Communication is essential for everyone, the influence of communication on human life is profound, whether we are talking about man as a servant, a community member, a family member, or man as a universal entity. Nothing humans do is unaffected by communication because communication is a process of exchanging verbal and non-verbal symbols. For the exchange of verbal and non-verbal signs of course, very much.

Given that communication will always be present if it is discussed, remember that communication is one thing that connects one individual to another. Communication is one of the needs of every social creature. People must work together live, grow, and prosper (Wahyuni, 2017) .

Based on the medium, communication has been divided into verbal communication and non-verbal communication. Verbal communication involves the use of language, whereas nonverbal communication is essentially based on the use of expressions, gestures, actions etc. Both forms of communication are extremely important for the complete transfer of understanding of the content, when it comes to the teaching learning process, verbal communication plays a much more vital role in the transfer

of knowledge (Rawat, 2016, p.3059). As with the word of Allah stated in Al Ahzab verse 70

يَا أَيُّهَا الَّذِينَ آمَنُوا اتَّقُوا اللَّهَ وَقُولُوا قَوْلًا سَدِيدًا

The verse explains that we are commanded to say good and excellent words in faithful use. It is fantastic and pleasant communication. When we communicate with someone directly or indirectly, we should use kind and polite words; people will be happy with us because good communication is essential. Indeed human nature is a social creature and can not be separated from the name of contact in everyday life.

Verbal communication with its properties is a mediated form of communication, In the sense that we are trying to take conclusion about what meaning is applied to something word choice. The words we use are abstractions which has been agreed upon meaning, so that verbal communication is intense and must be 'shared' (shared) among the people involved in the act of communication. Against, nonverbal communication is more natural, operating within the norm and behavior based on norms. verbal communication is seen as more explicit than implicit nonverbal language. That is, verbal cues can be defined through a required dictionary and passing syntactical rules (sentence), but there is only a vague explanation and informal understanding of the significance of various nonverbal behaviors. Concluding this discussion of symbolic differences, we trying to see the dissimilarity between signs (signs) with a symbol

(symbol). The sign is a representation nature of an event or action. He is what we are see or feel. While the symbol is something placed on something else. Symbol represent signs through abstraction. For example, the sign of a chair is the chair itself, whereas the emblem is how we explain these chairs through abstraction. In other words, what is physically attractive for us is a sign (sign) and how to create arbitrary differences to indicate degrees the attraction is a symbol (symbol). Communication Verbal is more specific than nonverbal language

The existence of differences usually raises various conflicts between communicators and communicants because what they convey has differences in meaning. Verbal communication is a conversation between two or more people using their brain organs to express themselves (Napitupulu, 2022).

He discovered in his book that verbal communication leads to more understanding and less tafsir. Traditionally verbal communication has resulted in a lack of knowledge and lack of tafsir. As a result, different ways of life in other languages will continue to produce different weather patterns. Nonverbal communication, often known as manual language, sends and receives messages without using spoken or written words. Nonverbal action can emphasize sections of communication in the same way that emphasizes written material (Nordiquist, 2019).

Talking about cultural differences, Live in a country rich in various cultures. Indonesia is an archipelagic country, where each island has a culture characteristic of the island. And it is only found on another island. If there even then, it is different. So the problems regarding communication in Indonesia are so many that researchers are interested in taking titles related to verbal and non-verbal communication. In one of the schools whose English teachers have criteria to be taken as research subjects.

Teaching activities involve verbal and nonverbal communication between teachers and students. This communication is interconnected in learning practices. The ability of teachers to apply these two approaches to the quality of learning in the classroom. This has implications for student's academic and non-academic achievements. On the other hand, if the teacher cannot effectively communicate knowledge, skills, and attitudes, achieving the desired goals won't be easy.

This shows that student's ability to understand and complete assignments well is also to the teacher's verbal and nonverbal communication style. Verbal communication, a short talk, discussion, joke, idea, etc. Nonverbal communication skills include body language, eye contact, standing distance from students, touching, and listening. Therefore, teachers must distill these two communication skills to create high-quality learning.

When they teach, they use more verbal or non-verbal forms of communication an example of verbal communication is oral speech, while

non-verbal measures are clapping hands and giving two thumbs up. And this research has to know how the English teacher uses the two communications, father when learning, and which one the English teacher more using between the two communications.

The interaction of spontaneous and symbolic streams of communication, as well as staged "spontaneous" presentations, is the basis for how spoken and non-verbal communication is viewed. When information is transferred via displays, spontaneous communication is referred to as the unintentional exchange of motivational and emotional states based on biologically shared non-propositional signal systems.

Propositional knowledge transferred by symbols is communicated intentionally utilizing learned, socially shared signal systems. In order to communicate in a pseudo-spontaneous manner, displays are strategically and intentionally altered. An original meta-analysis shows that nonverbal analogic (pantomimic) communication is connected to left hemispheric cerebral processing, just like verbal symbolic communication. Conversely, natural communication is associated with the right hemisphere.

## **B. Definition of Key Terms**

### 1. Communication

Communication is an activity to convey messages or information from one individual to another. Either individually or in groups. In this

study, communication is a process of delivering messages between English teachers and students. They were carried out both verbal and non-verbal by using words, symbols, or pictures.

## 2. Verbal communication

Verbal Communication is the delivery of a message through spoken or written words. This refers to the verbal communication made by English teachers to students.

## 3. Non-verbal Communication

Non-verbal Communication is a type of communication that does not use words but uses body language that has its meaning. In this study, non-verbal communication refers to non-verbal communication during teaching.

### **C. Research Questions**

Based on the background above, the questions of this study that will be discussed are as follows :

1. What types of verbal communication are used by the English teachers doing their teaching ?

2. What types of nonverbal communication are used by the English teachers doing their teaching?
3. How Teacher's perception of verbal and nonverbal communication in teaching ?

#### **D. Objectives of Study**

Based on the background above, the researchers consider the objectives of the study are :

1. To find out what types of verbal communication are used by English teachers in teaching
2. To find out what types of nonverbal communication are used by English teachers in teaching
3. To find out how teacher's perception of verbal and non-verbal communication in teaching

#### **E. Significance of Study**

1. For teachers

The results of this study can become new knowledge for teachers of the importance of using verbal and non-verbal communication when teaching. And what are the types and differences between these two communications.

2. For other researchers

The results of this study can be used as information material and comparison material to conduct further research related to teachers' verbal and nonverbal behavior when teaching, significantly when reinforcing students.

3. For the school

The results of this study can be used as information material about the application of verbal and nonverbal behavior when reinforcing students.