

Research Article

An Analysis of Non-Verbal Communication in Students' Speaking Performance

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Abstract.

The aims of this study are to investigate the use of non-verbal communication in students' speaking class and to describe the reasons of the use non-verbal communication in students' speaking class at English Department, University of Kuningan. The participants of this study were three selected students of English education department who took public speaking subject in fourth semester. The study employed a qualitative research through a plying a case study design. To gain the data needed, two techniques were employed; observation and interview. The writer used observation field note to find out the types of non-verbal communication in students' speech. Interview was conducted to answer the reasons toward the use of non-verbal communication in students' speech. The data analysis showed that the most occur used non-verbal communication was gesture. Moreover, students' prefer to use gesture and their eye contact to help them conveying message and as the complement to make their speech more interesting. It can be stated that non-verbal communication emphasize the students in delivering message to the audience while doing speech, in addition students were more confident when delivering their speech by using non-verbal communication.

Keywords: Non-verbal; communication; public speaking

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1. Introduction

Communication is an act or process of transferring words, sound, sign or behavior or exchange information an ideas. In line with idea [6] communication is presented as transmission and reception of a message in comprehensive way where language plays significant role in the process. Communication includes both verbal and non-verbal sign and symbols deliberately or unconsciously used in transmission and reception of meaning. Simply, communication is known as sharing of information, ideas, emotion, knowledge, etc. As [7] said that: "there are some essential of non-verbal communication skills, non-verbal communication is less structured than non-verbal communication, it is unplanned, intent, spontaneous, and it blends with speech." In other words, it refers to a form of communication without using the words to express oneself [7]. People use


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non-verbal communication when the words they employ cannot describe what they are going to tell.

There are five types of non-verbal communication, as [1] said that: “non-verbal communication can be categorized into: facial expressions, eye movement, gesture, posture, and eye contact.”

1.1. Facial expressions

Facial expressions convey a wealth of information. The particular look on a person’s face and movements of the person’s head provide reliable cues as to approval, disapproval, or disbelieve.

1.2. Eye Movement

Observation of eye movement can provide instructors with an indication of a student’s mindset and thoughts.

1.3. Gesture

Gesture reveals how people are feeling. People tend to use gesture more when they are enthusiastic, excited, and energized. People tend to gesture less when they are demoralized, nervous, or concerned about the impression they are making.

1.4. Posture

Posture is another widely used as to a person’s attitude. Leaning toward another person suggests a favorable attitude toward the message one is trying to communicate. Leaning backward communicates the opposite. Standing erect is generally interpreted as an indicator of self-confidence, while slouching conveys the opposite.

1.5. Eye Contact

The eye contact play an important role in nonverbal communication and such things as looking, staring and blinking are important nonverbal behaviors.

To communicate well, some factors contribute to the way people deliver their presentation; one of the factors is non- verbal communication. [8] stated that: “non-verbal

communication plays a vital role in the success of any speaking Performance. It has the power to engage the audience with crystal clear message or to confuse the audience, leaving the audience doubting what the speaker has said.” It can be inferred that besides the content of presentation, the speaker also must have enough skill in using non-verbal communication. It is because non-verbal communication helps presenter conveying meaning or communicative message. Moreover, non-verbal communication can increase trust, clarity, add interest to the presentation when yielded properly.

Furthermore, [11] categorized the non-verbal communication into: repeating, emphasizing, complementing, and substituting.

1.6. Repeating

Repeating occurs when the same message is sent verbally and nonverbally. For example, when someone frowns at his or her friends note while he or she asks his or her friend what is written in the note.

1.7. Emphasizing

Emphasizing is calling an attention to a key part of messages. When someone put an accent on it, it means that she or he create emphasis, making the item stand out by amplifying it. In addition, emphasizing is the use of nonverbal cues in order to strengthen someone’s message. Hugging a friend and telling him that you really care about him is a stronger statement than using words.

1.8. Complementing

Complementing is a duplication of the message in two parties. It is also not substitution of one channel for the other. The verbal and nonverbal codes add meaning to each other and expand the meaning of either message alone. Tone of voice, gestures, and body movement can indicate someone’s feeling which goes beyond his or her verbal message.

1.9. Substituting

Substituting occurs when non-verbal communication substitutes for verbal communication. Substituting is the replacement of words with non-verbal communication. There

are times when non-verbal communication is just better. Sometimes there are things that are the best left unsaid.

The functions mentioned above show that people have to pay attention to the use of non-verbal cues in order to avoid misunderstanding. So that, the interaction they make going smoothly as they expect.

Non-verbal communication frequently is used whether teacher and students in the classroom activity. In some occasions, it help them clarifying the meaning of their speech and be more convincing for audience, so that, they pay more attention to the speech, for example when students speech, some of them maintain their eye contact when important point order to know the audience response and create a good interaction between speaker and the audience. On the hand, based on pre- observation to some students they are not aware of the use of non-verbal communication while conducting the speech. So, the speech delivery seems to be passive and unclear.

Based on the description above, the study was done to fulfill the objectives that can be stated as follows: (1) To find out the types of nonverbal communication used by students in students' speaking performance. (2) To know the underlying reasons why students used non-verbal communication in students' speaking performance. Afterwards, the problems of this study were formulated as follow: (1) What types of non-verbal communication are used by students of English department in students' speaking performance? (2) What are the underlying reasons of students using non-verbal communication in their speaking performance?

2. Method

Qualitative research is used as a method in this study. Qualitative research is a form of interpretative inquiry of a phenomenon that happens to a certain individuals or groups. This is in line with [3] who stated that qualitative research means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem. Furthermore, case study is preferred as a method for this study because it describes an intervention and the real-life context in which the phenomenon occurred. [4] says that case study research is a qualitative approach in which the investigator explores a bounded system (a case) or multiple system (cases) over time, through detail, in-depth data collection involving multiple sources of information (for example; observation, interviews, audiovisual material, and documents and reports).

Those theories above supported the writer point of view that this study is a case study since this study investigates the use of non-verbal communication in students' speaking.

2.1. Data Collection Technique

To gain the data needed to answer the research questions, the writer used observation and interview technique. [2] suggested that in collection qualitative data, the researcher applies some technique; observation, interview and questionnaires, documents, and audiovisual material. Thus, the writer choose the data collection in this study is observation and interview technique in collecting the data. For observation, the writer used observation field note. Then, in conducting the interview, the writer used tape recorder to record the interview.

2.2. Data Analysis Technique

Analysis data was process that helped to describe the facts, detect patterns, and develop explanation. It was a process of resolving data into its consistent components, to reveal its characteristic elements and structure.

There were three concurrent flows activity in qualitative data analysis: (1) data condensation, (2) data display, and (3) conclusion drawing/ verification [10].

2.3. Findings and discussion

The observation was intended to find out the types of non-verbal communication in students' speaking performance. Data analysis of observation revealed that there were five types of non-verbal communication that developed by [1], there were facial expression, eye movement, gesture, and eye contact (see appendix 1). The further explanation for the types of non-verbal communication that frequently used by the students as follow:

Based on table 1, it can be inferred that most of the students (43%) used gesture when delivering speech. Second, eye movement (27%) was also often used by the students. Third, eye contact used only (20%). Fourth is facial expression (6%). The last, posture used only (4%) by the participants. Thus, the findings seem to suggest that gesture was dominantly employed by the participants during their speaking. By doing so, the participants wanted to convey their excitement feeling in delivery their speech. It is

TABLE 1: Types of non-verbal communication that frequently used by the students

No	The Types of Nonverbal Communication	Total Used	Total Percentage of
1	Facial Expressions	5	6%
2	Eye Movement	21	27%
3	Gesture	34	43%
4	Posture	3	4%
5	Eye Contact	16	20%
	Total	76	100%

because gesture reveals how people are feeling and they tend to use gesture more when they are enthusiastic, excited, and energized.

2.4. Reserch Question 2

As the result of the questions in interview was mostly the participants felt that they used non-verbal communication properly while doing their speech because it can help them conveying the message easily and help the audience understanding the message about what the speaker said. The finding seems suggest that the participant knew about non-verbal communication. In line with the answer from participant, the first participant (S1) said that “: I think that I aware that I used non-verbal communication, I feel that I always using my hand to help me to convey

My utterance”, it was also supported by second participant (S2) said that “I surely aware that I used non-verbal communication”. it was supported by [5] stated nonverbal cues often accompany spoken words.

It was reasonably to say that the participants were aware of the types of non-verbal communication during the speech and they were able to use the non-verbal communication properly. Most of the students’ answer that they often used gesture in their speech, it also supported by the answer from the participant. The first participant (S1) said that “From the 5 type of non-verbal communication that you said before, I think I often used gesture in my speech”. In line with [9] stated that people tend to use more gesture when they were enthusiastic, excited, and energized in delivery their speech.

Moreover the second participants (S2) said that “if I only used word without any gesture it feel like robot, I think it too rigid when someone deliver their argument or speech without using non-verbal communication”. Moreover the third participant said that “ it clearly enough that if I not using non-verbal communication in my speech, I guess the message that I delivered will be bored and also I feel like robot too, because I only

using word without using any kind of non-verbal communication". It can be seen that the underlying reason why students used non-verbal communication was to help them convey a message that they deliver. In line with [8] stated that non-verbal communication played a vital role in the success of any speech. It has the power to engage the audience with crystal clear message or confuse the audience, leaving the audience doubting what the speaker was said.

3. Conclusion

This study showed that non-verbal communication occurred in the students' speech. The data analysis showed that the most used non-verbal communication was gesture. Gesture can help the students clarifying the meaning of their speech and make them confident in delivering their speech. In the used of gesture, hand gesture is the most occurred used in students' speech, it because the students feel more comfortable using hand gesture when delivering their speech. And Posture were the most rarely used by students in non-verbal communication, for each student only used posture only one time in their speech, it can been indicate that the students tried to make confidence when they delivering the speech. Moreover, they preferred to use gesture and their eye contact to help conveying the message and as the complement to make the speech more interesting. It can be stated that non-verbal communication did help the students delivering message to the audience, because most of them used gesture properly which aimed to complement or to add meaning to the messages they tried to deliver.

For the underlying reasons the writer was found out from the interview. It shown that most of students used non-verbal communication was because students felt that they feel more confidence when delivering their speech and they said that if they did not use non-verbal communication it was feel like robot. In line with [8] stated that non-verbal communication played a vital role in the success of any speech. It has the power to engage the audience with crystal clear message or confuse the audience, leaving the audience doubting what the speaker was said.

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