CHAPTER I

INTRODUCTION

1.1.The Background of Study

Communication is able to play a role and relate to human activities. Language is also as a key to learn the knowledge of the other beyond knowledge of language without language human can't reveal their feelings, there are so many kinds of language in this world . English is one of them and English is as international language that used to interact and communicate with the other people in the world and it is also used in technology, politic, business, education .

According to the Webster's New Collogiate Dictionary, it is explained that: communication is "a process of exchanging information between individual through a system of symbols, signs or symbols behavior".

Communication is very important in the development of the world, another country. In Indonesia, English is an international language that is familiar to be heard and studied in the world of education to improve communication skills. Communication is the transfer of information from one person to another. In other words we can say communication as the exchange of ideas, information.

Verbal communication is a conversation between two or more entities in which they use their speech organs to convey a message. The witer found in book that Verbal Communication leads to misunderstanding and misinterpretation Verbal communication generally leads to misunderstanding and misinterpretation. Mostly every culture has a different language, dialect, accent and jargon. Therefore, cultures differing in language will tend to make different sounds while

speaking and sequencing of words will also vary (Reisinger, 2009: 2). The reason i chose this verbal is because in my opinion the communication verbal is very easy to explain and very often use by person.

Non verbal comunication is untilizing paswords to guarantee privazy and untilizing tips, sign, pictures or colours, Non-verbal interactions are simple Interactions that are able to show feelings or feelings of hatred with the correct meaning. From the description above that every human being needs to involve communication and pay attention to the communication used in each other, researchers use verbal and non-verbal in culture to analyze development or create communication, namely by face to face or body. The writer chose this non verbal communication in my opinion good non verbal in any case and surely every human being must often use this communication. The writer interested in analyzing non verbal the wirter think this is apretty difficult discussion because it depends on the human body, which the writer have to understand.

Transactional communication reflects that communication is dynamic. Communication as a transaction, more precisely in the concept of interpersonal communication, especially face to face communication (face to face communication) which allows messages or verbal and non-verbal responses to be seen directly. The point is that in the transactional communication process the context of interpersonal communication is very suitable based on the definition of two to three people involved in communication, the more complicated the communication transaction is because there are many argued roles. a more complicated relationship and more verbal and non-verbal messages that are displayed so that it is difficult to reach togetherness and agreement. non verbal

communication such as clothing style, facial expressions or physical proximity.

Teaching is the way to convey information about a topic that would be learned by the students. The purpose of the teaching learning process is to make students get knowledge and be able to understand the knowledge. Teaching, the teacher is as a key that should be creative in choosing the materials and strategies of teaching to make the students easy to understand the knowledge. Besides that, the role of the teacher is also very important to made learning process well. Through the online learning and learning process, the wtiter is analyzed the titles of verbal and non verbal .

Paul Little and Peter White (2015:2)) found that non-verbal and verbal aspects of the doctor communication tends to be the most .important in determining the patient satisfaction and communication-centered perceptions of people in consultation. Nikolaos Mavridis (2014 :22) found in article a review verbal and non verbal human robot interactive communication that presented, covering verbal as well as non verbal aspect, a historical introduction, and motivation towards fluid human robot communication. Incke Van Der Maulent, W Micke Van De Sandt – Koendermantt Hugo J Duivenvoordent and Gerard M. Ribberstt Rindam (2008:4)) found that measuring verbal and non verbal communication in aphasia reliability, validity, and sensitivity, this study explores the psychometric qualities of the scenario test, a new test to assess daily-life communication in severe aphasia, to determine the reliability, validity, and sensitivity to change of the scenario test and discuss its clinical value. Stanley E. Jones and Curtis D. LeBaron (2002 :1)) argue that an integreted approach (Verbal

and Non Verbal) messages are studied an iseparable phenomena assumptions of various forms of this type of research.

Based on their findings research on verbal and nonverbal communication conducted in school has not been found. The writer interest chose this school to be the material of the writer tittle. The writer will take data from the school as an example, aiming to the An Analysis Verbal And Non Verbal Communications Through Online Teaching And Learning Process Between Teacher And Tenth Grade Students At SMA Advent Medan with observing zoom and interviews .

1.2.The Problem of the Study

Based on the background of the study the statement of the problem in this research is formulated as :"How is verbal and non-verbal communications to online teaching and learning process between teacher and tenth grade students at SMA Advent Medan?"

1.3. The Objective of the Study

Based on the research problem, the purpose of this study is to find out describe the verbal and non-verbal communications through online teaching and learning process between teacher and tenth grade students at SMA Advent Medan .

1.4. The Scope of the Study

The writer only analyzes communications, namely verbal and non-verbal used in online teaching and learning processes. The writer will analyze non-verbal using the Brown 2000 theory (Facial Expression, Eye Movement, Gestures, Posture, Eye Contact). and using the theory of desak putu 2016 to analyze verbal

communication (Clear and Concise, Vocabulary, Meaning of connotative and denotative, intonation, SpeNBed of speech, Humor) for teacher and students at SMA Advent Medan.

1.5. The Significances of the Study

The findings of this study are expected to be useful for the following:

1. Theoretically,This study can improve teaching theory with verbal and non-verbal communications in learning, especially English to increase the writer's knowledge about verbal and non verbal communications..

2. Practically , these findings are useful for :

   1. The writter can add in describing verbal and nonverbal communications

   2. English dept students be able to deepen their knowledge with verbal and non verbal communications

   3. The teachers can improve students' abilities in verbal and non-verbal communications

   4. Researchers will get more information and knowledge about verbal and non-verbal communications

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CHAPTER II

REVIEW OF LITERATURE

2.1 Review of Literature

In the theoritical research framework, it is necessary to give information on what the case forms the readers about. It is useful to minimize or avoid misunderstanding between the writer and the readers concerning to the topic. In the case, the writer is going to elobrate the the terms which are important for pupose of this study .

2.2 Communication

Communication as an attempt to transmit messages between people and therefore, We state that communication science is a science that studies busines transmission of messages between people and have function :

1. Social communication is communication states ourselves to know our identity from other people interacting with different cultures or tribes.

2. Expressive communication is a communication through emotions or faces can be said of our feelings in a non-verbal way

3. Ritual communication is communication that performs worship in a culturally different way that displays symbolic behavior.

4. Instrumental communication is Informative communication and very entertaining persuasive behavior.

2.3 Online Teaching and Learning Process

Teaching Is one of the teaching methods used by teachers to convey learning to students. it is used through technology to communicate with students and is able to improve the way they interact. The online teaching and learning process is very important in the ability between teachers and students where the process can be understood and used by teachers and students with online learning, students will also make a more communicative approach with teachers through a question and answer system such as using the online application.

Teaching Online system is related to the use of technologies in constructing the system infra structure with adequate performances (Lee, 2009) According to Coombs (2010) the growth of online teaching also the effect of the recent development in information technology. As technology has changed and grown, the students/learners can be educated at a distance, or we can say online teaching (Scheg, 2014)

Technology brings information in our lives to us about the world (Lehman & Conceição, 2010) In teaching online, technology is Essential. It is not only as a background but also as a context for instruction in teaching because it can be the place where the teaching and learning process occurs (Major, 2015)

2.4. Verbal Communication

Verbal communication is a form of communication that can be spoken and written. in terms of conveying thoughts, ideas, emotions, data, information in spoken and written language. Verbal communication can also occur through direct dialogue, discussion discussions, meetings, etc.Verbal communication (verbal communication) is a form of communication which communicators convey to the

communicants in a written way (written) or oral (oral). Verbal communication occupies a large portion. Because in reality, ideas, thoughts or decisions, are easier to convey verbally rather than nonverbal. With the hope, communicants (both listeners and readers) can more easily understand the messages conveyed, for example: verbal communication through oral can be done using the media, example of someone conversing over the phone. Meanwhile, communication

verbal through writing is done indirectly between communicator with the communicant. The process of conveying information is carried out by using letters, paintings, pictures, graphics and others (kusumawati 2016 : 88).

2.4.3 Characteristics of Verbal Communication(Desak Putu 2016 : 10)

Verbal communication has the following characteristics:

1. Clear and Concise

It is simple, short and direct. When words are used a little, then there is still a little confusion Speaking slowly and pronouncing clearly will make the word is easier to understand.

2. Vocabulary

The use of words that are easy for someone to understand will improve communication success, Communication won't work if the sender of the message is unable to translate words and utterances.

3. Meaning of connotative and denotative

The connotative meaning is the thoughts, feelings or ideas that are contained within a word, while the denotative meaning is to give meaning the same with the word used.

4. Intonation

A communicator is able to influence the meaning of a message through tone voice sent. Emotion plays a big role in this tone of voice.

5. Humor

Humor can increase success in giving emotional support to the other person. Laughter helps reduce listener tension thereby increasing success for support

2.4.1 Important Elements of Verbal Communication:

1. language

The language used by everyone to communicate / interpret, namely spoken and written language. direct language is spoken and heard while indirect language is written on paper, or using chat. from the language we are able to know the ethnicity by observing what language is used in communicating.

2. word

Is a symbol that represents something, person, situation, event. The word is the smallest part of the language used to complete a sentence so that it becomes perfect and can be conveyed or understood easily. Using simple words so that it is difficult to get knowledge and be able to communicate with other people.

2.4.2 Kinds of Verbal Communication

1. Speaking and Writing

Communication is vocal verbal communication that is delivered between the speaker and the respondent. Writing is non-vocal verbal communication. Example: vocal verbal communication: questions and answers in oral quizzes, non-vocal verbal communication is written on a task.

2. Listening and Reading

Listening is the focus of speech or information and is able to take meaning from what is heard and perceive sounds and sounds. read something that gets information or a written quote. examples of listening, namely listening to English audio, reading: internet, newspapers. other reading media.

2.5 Non Verbal Communication

Non-verbal is all gestures or body language that is conveyed in a uniform manner or with language codes. With a context that will affect body communication or show one's facial expressions about moods. Non-verbal communication can also occur through the process of sending and receiving messages without word.

Troppa (2009 : 2) explained that nonverbal communication is beyond the conventional sending and receiving of messages for the sole purpose of

communicating, but also affect the form of relating and interacting. It is a way to show likeness and hatred, respect or rudeness, reception or rejection. Nonverbal actions are enough to draw lines in relationship, therefore it should be interpreted correctly and meaningfully.

Nonverbal communication is expressed in a nonlinguistic way. These are human actions or attributes, including appearance, use of objects, sounds, time, smells, and space, which socially have the same meaning and stimulate meaning in others. This includes visual / kinesic such as facial expressions, eye movements, gestures, and body orientation; in inflection; proxemic cues such as space and distance and smell.

2.5.1 Types of Non Verbal Communication (Brown 2000)

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 disbelief.Facial expression Interpersonal communicated facial or lip movements that provide information / movements that are interpreted as approval, rejection, or distrust. By paying attention to facial gestures that give an expression of the maybe that the recipient will understand, In gathering expressions it can cause the following problems:

a. Accuracy

  Difficulty in determining expressions to determine expressions that cause
  inconsistencies with people's opinions, such as happiness or surprise.

b. The influence of context

Expressions that can be accepted by different opinions and contexts, for example someone who is sad but shows a laughing face.

c. Expression for a moment

Expressions that may be hidden, for example when we hate another person and that person accidentally finds out and we try to cover it with a friendly or smile. (friendly it will be expressed in a moment)Individuals manage their facial emotions through simulation, intensification,neutralization, deintensification, and masking (Ekman, 1978; cited in Gregersen,2007).

2. Eye Movement

Observation of eye movement can provide instructors with an indication of a student"s mindset and thoughts.For women, wide eyes are a symbol of beauty. But Alternatively, people can stare their eyes because they are amazed or amazed at something. It could also be because someone is sedating. A person avoiding eye contact can mean he is not interested or it could be to keep his personality apart. In conversation, people can just avoid the gaze his eyes because he is not interested. While on the bus, people avoiding eye contact to maintain his personality.

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. Non-verbal communication is communication that is carried out by

expressing feelings that will be said to the recipient of the information through gestures, body movements such as hands, feet. This communication also often

Occurs intentionally or unintentionally by someone.According to Ekman &Friesen (1969; cited in Gregersen, 2007) there are four types of gestures important for effective communication.

✓ llustrators are gestures synchronized with speech and rendered right before or simultaneously with a lexical item for conveying the same meaning.

✓ Regulators are of great help in order for the termination of speech and turn-taking to occur really smoothly and unconsciously.

✓ The third types of gestures are emblems, These nonverbal behaviors are used quite intentionally by the speakers and they are meaningful. They can either substitute a meaning or accompanied by it, like making a round shape with forefinger and thumb to show success.

✓ Finally affect displays as the last type of gesture should be learned. They reveal ones feelings and express emotions most of the times accompanied by laughing or crying, like when you widen your arms to show joy and happiness.

4. Posture (kinesics)

Posture is another widely used as to a persons" 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. Body language is a significant aspect of modern

communications and relationship. Body language can be define as the conscious and uncounscious movements and postures by which attitutes and feelings are communicated it goes both ways: your own body language reveals

Your feelings and meanings to others. other peoples body languages reveals their feelings and meanings to you.

Several forms of kinesthetic namely :

a) Symbol is sign that will replace a direct word or phrase, (no use of mouth to aid conversation) for example, nodding in agreement, show enthusiasm.

b) Illustrator is give a picture of a message or give a complementary verbal message. For example pointing out the direction of the road, asking for an obkect (bag)

c) Influence is movements that express a face consciously or unconsciously such as feelings of fear, tiredness, thinking, fantasizing.

d) Regulator is used as a controller in speech or a conversation controller such as responds in sentences, plays with the body, the point is we are not passive in conversation.

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. Knapp and Hall (2006) define more functions for gazing. First, it regulates the flow of conversation in two ways: it indicates that the interlocutors are open to communication, and it manages turn- taking by sending and receiving signals.Gaze behavior also expresses emotions Eyes as the most genuine

expression of feelings, reveals ones emotion very clearly Perhaps that is why a liar avoids eye contact. Sometimes having eye contact acts like a barrier for understanding especially when the interlocutor is anxious (Gregerson, 2005).

Beattie (1990) found that gaze's role in turn- taking is contextspecific: when the overall level of gaze is low, as in conversations between strangers or when the discussion topic imposes a high cognitive load on the conversant, gaze plays a more significant role.

Types of gazes are as follow

• Intense gaze: This type of eye contact is focused, of long duration. It's not accompanied by casual or friendly body movements or facial expressions and is usually perceived as hostile, angry, controlling, threatening or doubting.

• Attentive gaze: This eye contact may be more or less prolonged and direct as intense eye contact. It shows interest, friendliness and curiosity. It becomes attractive rather than intense, when accompanied by softer facial expressions and more relaxed and friendly body motions.

• Soft gaze: It is less prolonged, accompanied by relaxed and friendly facial expressions and body language. It's perceived as casual, friendly, warm, approachable, and less focused.

• Distracted gaze: It tends to connect, disconnect and reconnect quickly and frequently. Moments of contact are brief and periods of disconnection are longer.

2.5.2 Important Parts of Non- Verbal Communication

3. Proxemics

    Messages with other people who have space and objects that have space and objects with physical distance form an approach to interacting. give a signal with the body or face in space and distance in conveying something that will be said in a space with a different distance

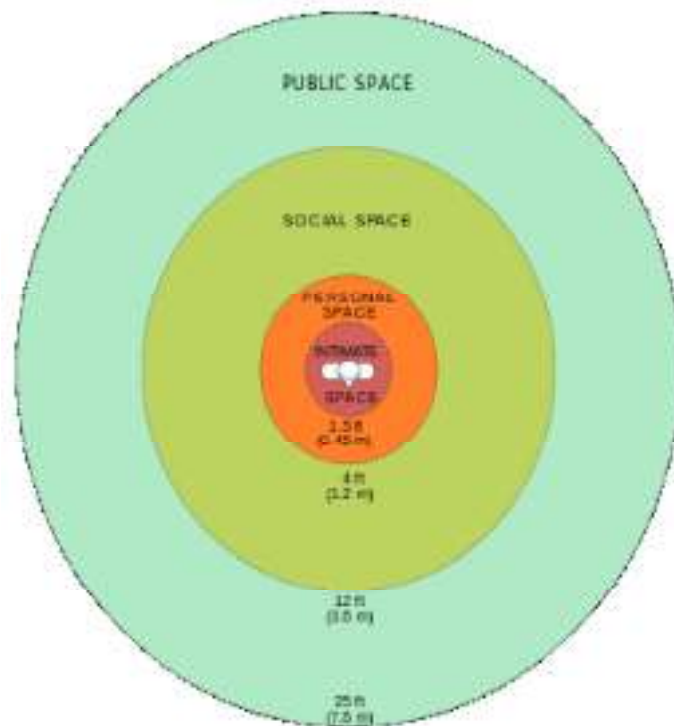According Handbook Cross Cultural Understanding 2014 : 93 : look figure below

Figure 5.1: Space Pattern

Intimate Space = 0-45cm for lovers, and physical touching relationships, usually reserved for intimate relationships such as lover, but also applies during consenting close activities such as contact sports, and crowded places such as parties, bars, concerts, public transport, queues and entertainment and sports

events Non consenting intrusion into this space is normally felt to be un comfortable atbest, or very threatening and upsetting at worst. Within the intimate zone a person's senses of smell and touch (being touched) become especially exercised. Personal Space = 1-2m family and close friends, Touching is possible in this zone touching other than hand-shaking is potentially uncomfortable. Social Space = 3m non-touch interaction, social, business, Significantly hand-shaking is onlypossible withinthis zone only if both people reach out to do it. Touching is not possible unlessboth people reach to do it. Public Space = 7m no interaction, ignoring, People establish this zonal space when they seek to avoid interaction with others nearby. When this space is intruded by another person is creates a discomfort or anexpectation of Interaction.

4. Haptic

Haptic is the recipient and differentiator of emotions conveyed through touch such as anger or affection.this category is communication delivered with touch to know how or what to say to the interaction. For example :I like to apply my friend if i feel happy and cared by him.after I did that he checked me again by holding my hand. but I also like to hit one of the limbs if he annoys me.

Haptic-integrated clinical pronunciation is also a different way to learn pronunciation, based in part on the notion of training the body first. It is also based on research in the use of movement and touch in learning and training. Used relatively by untrained teachers but appropriate for all teachers (and learners) of all levels, it focuses on pronunciation used in conversation Acton, (2015).

Here are some examples (Handbook Cross Cultural Understanding 2014 :91)

- ✓ In USA, handshake is common (even for strangers), hugs, kisses for those of opposite gender or of family (usually) on an increasingly more intimate basis.

- ✓ Most African Americans touch on greeting but are annoyed if touched on the head (good boy, good girl overtones).

- ✓ Islamic and Hindu: typically don't touch with the left hand, To do so is a social insult. Left hand is for toilet Mannerly in India to break your bread only with your right hand. Islamic cultures generally don't approve of any touching between genders (even hand shakes). But consider such touching (including hand holding, hugs) between same-sex to be appropriate.

Touches and their meanings; touch may communicate five major meanings: (Pawan Raj 2019:20)

- ➢ Positive Emotions – touch can be used to express support, appreciation, inclusion,affection, composure, immediacy, trust or to facilitate self-disclosure.

- ➢ Playfulness – touch can be affectionate or aggressive, and used to de-emphasize theemotion and to tell the other person that it's not to be taken seriously.

- ➢ Control – touch can be used to control the behaviors, attitudes, or even the feelings of theother person, and to convey status and dominance.

- ➢ Ritualistic – this focuses on greetings and departures, such as shaking hands,professional hugging.

- ➢ Task-related – touch is associated with the performance of a function, like helpingsomeone out of a car, or doctor's touch.

The language of touch has a number of functions in the process communication, namely:

A. Sexual expression

Direct intimate communication to the body is easy to understand and will result in reflexes to the other party for example a doctor who injects a part of a patient's diseased hand.

b. Comfort or provide support

provide self-motivation or comfort to others. examples of congratulations by shaking hands like a competition victory event.

c. Power and domination

For example, someone who talks while hugging reveals a touch of power status or somewhere someone opened the car door.

2.5.3 Function of Non Verbal Communication

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

2) 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.

3) 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.

4) Substituting occurs when non-verbal communication subtitutes 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.One of the most frequently observed, but least understood cue is a hand movement. Most people use hand movements regularly when talking . it can indicate a particular meanings feeling or intention .

This Category Includes :

Salute : The salute is a formal greeting where the open hand is brought up to the forehead. It is often used in the military in a stricly prescribed manner and in specific situation

Bowing : Bowing is another formal greeting and can be as extreme as a full 90 degree bend from the waist to even . bowing and its variants place the person into a lower rank than the person who receives the greeting and into a person position of greater vulnerability.

Waving : Waving can be done from a distance. This allows for greeting when your first spot another person. Waves call attention and a big overhead wave can attract a person's attention from some distance. This also makes others look at you and is not likely from a timid person. A stationary palm, held up and facing out is far less obvious and may be flashed for a short period,

particulary if the other person is looking at you (all you need is that he or sees the greeting).

2.5.4 Categorizes of Non Verbal Communication :

Nonverbal communication has a universal character,including:

1. Communicative, namely intentional / unintentional behavior to communicate something so that the message can be received consciously. Example of a policeman opening his windshield to talk to his friend who is in the parking lot.

2. Similarity in behavior, namely nonverbal behavior between one person and another. In general, it can be seen in hand movements, how to walk, how to eat, etc.

3. Contextual, namely nonverbal language occurs in a different context or atmosphere in each case. for example tapping a friend on the shoulder when someone calls him or her with a familiar word is different from tapping a friend on the shoulder when a friend is having a problem and we are here to say enthusiasm.

2.5.5 Distinguishing Between Three Characteristics of Non-Verbal

1. usage is the characteristic Ekman and Friesen chose to employ in dealing with awareness and intentionality on the part of the encoder, as discussed previously. In addition, usage involves external feedback, which is defined as the receiver's verbal or non-verbal reactions to the encoder's non-verbal behaviours as interpreted by the encoder. This does not involve the receiver's actual interpretations of the sender's behaviour, but is only information to the sender that his or her non-verbal behaviours have been received and evaluated. Finally,

usage also refers to the type of information conveyed in terms of being informative, communicative, or interactive. Informative and communicative acts have been discussed. Interactive acts are those that detectably influence or modify the behaviour of the other participants in an interaction. Thus, these three information types involve the degree to which nonverbal messages are understood, provide information, and influence the behaviour of other people.

2. The second characteristic of non-verbal behaviour discussed by Ekman and Friesen is its origin. Some non-verbal behaviours are rooted in the nervous system, such as reflex actions; other non-verbal behaviours are commonly learned and used in dealing with the environment: for example, human beings use their feet for transportation in one form or another. A third source of non-verbal behaviour refers to culture, family, or any other instrumental or socially distinguishable form of behaviour. Thus, we adopt idiosyncratic behaviours when driving a car; we eat in a certain manner and groom ourselves in various ways. Social customs dictate nonverbal patterns of greeting one another, expressing approval or disapproval, and apportioning appropriate distances from one another depending upon the type of interaction involved

3. The third characteristic of non-verbal behaviour is coding, that is, the meaning attached to a non-verbal act. The primary distinction is between extrinsic and intrinsic codes. Extrinsically coded acts signify something else and may be either arbitrarily or iconically coded.

2.5.6   Non Verbal Relationship With English Language Teaching :

- Gesture; tools to help in the classroom to understand communication or provide clues to the meaning of a topic of conversation. use gesture in teaching an English subject can improve students' ability to think, when use must explain they usually show students are thinking

- Use emblems can be used in the teaching room, for example, a student is correct in answering questions, through the thumbs up to you.
5Repeated movement, in the room during the lesson when a teacher asks about the previous material they will spontaneously show the movement of flipping through a book material, or when a teacher explains some important things that must be remembered they will spontaneously call the movement repeatedly writing it.

- Through student body language a tutor will understand whether the student understands the purpose of the learning process or vice versa, they are dominant, they will show that the teacher is not passiveor when a student already understands the intent of the teacher, they are likely to show the illustrator to be more active in responding, for example raising their hands to provide additional

- Eye contact in the room if it is almost approaching the limit of burning it will end they will dominantly show eye contact such as feeling bored with tired eyes.

- Use vocalist helps build a student's energy, for example when the lesson closes, the teacher closes with see you, next week or by singing while using body movements.

2.6 Different Verbal And Non Verbal Communication :

Nonverbal communication that is considered easy to understand and readable. If there is inconsistent verbal and nonverbal behavior, for example in a problem when there is a context for explanation, when this context takes place verbal and non-verbal are used most people believe in nonverbal behavior. even though we are not correct in responding, it will certainly seem a little reason from someone, for example to explain, but the eye upward or the moving hand means more to think about. that is why nonverbal communication is considered more reliable.

Nonverbal communication has many explanations, Verbal communication usually occurs in one channel, verbal communication is received through hearing, and written verbal communication can be seen, felt, and heard directly.Nonverbal communication will be more specific in playing with the organs of the body, for example a person holding it indicates he is homesick Meanwhile, verbal communication is direct or sentence,

Nonverbal communication is continuous. Verbal symbols alternate starting and stopping. When someone starts talking at one time and stops talking at another. Nonverbal communication tends to flow continuously.
Before we speak, facial expressions and posture express our feelings, when we speak, our body movements and communicate appearance, and after we speak, posture changes, maybe it becomes relaxed.

2.7 Relevant Studies

In conducting this study, the relevant studies are needed and the researcher put some studies done before. The researcher evaluated these following previous studies in attempting to strengthen this thesis.Research on Krisensiana Christya Flory Kurnianti (2010) with the title Study of Verbal and Non-Verbal Language in Communication to Create Images in Cola Cola Zero Ads.The research designed in this study is a pragmatig approach and research library studies are used as a research method by collecting the necessary data through: classic advertising cola cola zero conversation, then describing the dialogue from the cache, then with the theory of symbols including images that contain cues in advertisement.

Babbie (2007), respondents the option to select an option / answer from several from the list provided by the researcher at closing question. Meanwhile, openly questions, the respondent serves to provide their answer to the question. Researcher here using Google Forms to create questionnaire or survey to respondents.

2.8 Conceptual Framework

Teaching and learning systems are important for today's teachers. verbal and non-verbal can also be a system to test students' current abilities and knowledge. because this title needs to be analyzed, what is the material for verbal and non-verbal communication. Based on the title of the research I found, which aims to deepen the communication system, the conceptual framework of information about the material.
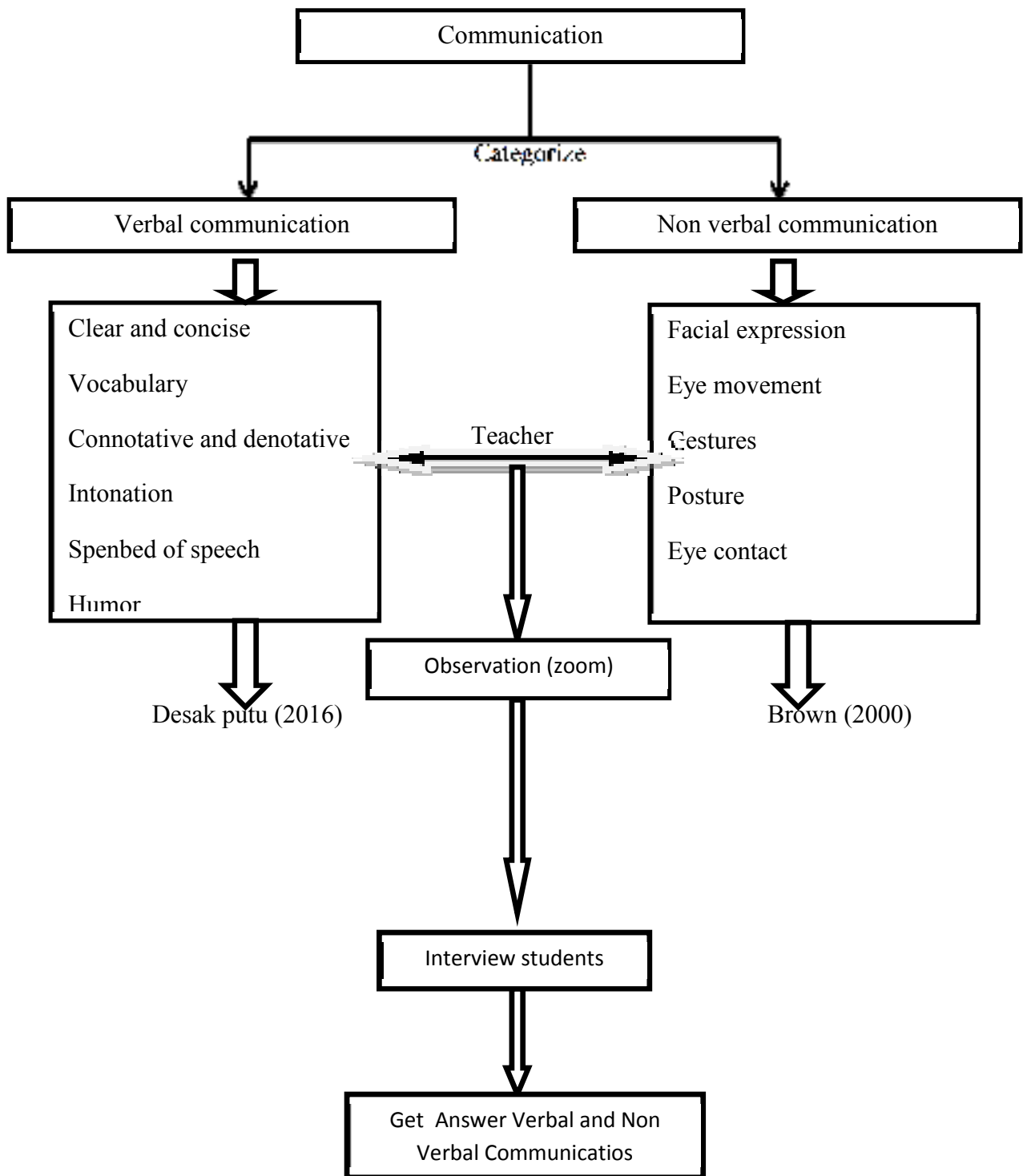
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                    ┌─────────────────────────┐
                    │     Communication       │
                    └────────────┬────────────┘
                                 │
                           Categorize
               ┌─────────────────┴─────────────────┐
               ▼                                     ▼
    ┌──────────────────────┐          ┌──────────────────────────┐
    │  Verbal communication │          │  Non verbal communication │
    └──────────┬───────────┘          └────────────┬─────────────┘
               ▼                                     ▼
┌──────────────────────────┐  Teacher  ┌──────────────────────────┐
│ Clear and concise        │◄────────► │ Facial expression        │
│                          │           │                          │
│ Vocabulary               │           │ Eye movement             │
│                          │           │                          │
│ Connotative and denotative│          │ Gestures                 │
│                          │           │                          │
│ Intonation               │           │ Posture                  │
│                          │           │                          │
│ Spenbed of speech        │           │ Eye contact              │
│                          │           │                          │
│ Humor                    │           │                          │
└──────────┬───────────────┘           └────────────┬─────────────┘
           │          ┌──────────────────┐           │
           ▼          │ Observation (zoom)│          ▼
   Desak putu (2016)  └────────┬─────────┘    Brown (2000)
                               │
                               ▼
                      ┌──────────────────┐
                      │ Interview students│
                      └────────┬─────────┘
                               │
                               ▼
                    ┌────────────────────────┐
                    │ Get Answer Verbal and Non│
                    │ Verbal Communicatios    │
                    └────────────────────────┘
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Figure 2.8

Conceptual Framework

CHAPTER III

RESEARCH METHODOLOGY

3.1 Research Design

To address the issue, qualitative research method was employed in particularly case study. Qualitative research is a form of interpretative inquiry of a phenomenon that appens to a certain individuals or groups.This is in line with Creswell (2009: 4) who proposed that qualitative research is a means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem. Descriptive qualitative is the method that used for describe the condition and situation of something specifically. In the other word, this method describes the condition of existence and classifying the information. In this research, the researcher used descriptive qualitative method.

This study aims to analyze verbal and non-verbal communication through the online teaching and learning process. The writer use descriptive methods to understand the data in depth. The reason for conducting qualitative research is because the writer wants to understand the context or setting in which participants in the study address a problem or issue. The writer to understand the understanding of a phenomenon with a focus on the total picture.

3.2 Data and Source of Data

The writer will observe the activities of the online teaching and learning process in SMA ADVENT MEDAN students. So that the data and data sources needed to overcome these problems become relevant research. the

data in this study are verbal and non-verbal communication using verbal and non-verbal communication types.

3.3 Research Instrument

By having the right instruments, the researcher will have very reliable and valid data for their findings. In this study, the writer used interviews and observations as data collection instruments. In this case the data will be taken from the source by learning from the teacher.

3.3.1 Observation

Observation of one technique, data, namely research when the activity is investigating conclusions is a technique of investigating data in the field of research when carrying out activities on these activities. The writer will observe the extent to which the activity takes place. Furthermore, the data obtained is used to find out an overviewresearch and provide conclusions from that phenomenonhas been observed.

3.3.2 Interview

The interview is one of the data collection techniques to obtain information from various aspects. Likewise, an interview is a conversation between two or several people and takes place between the speaker and the respondent. This data interview is to ask questions about the cases discussed and then it is done in the form of a transcript.

3.4 The Techniques of Collecting Data

The data obtained is to analyze the English teacher in teaching English. The researcher applied several data collection techniques:

1. Attending and recording zoom video to the online class .

2. Observing the online teaching and learning process for teacher

3. the interview about verbal and non-verbal for students

3.5 The Technique of Analyzing Data.

Data analysis is conducted in form descriptive qualitative , the writer wiil obesevation and interviews of verbal and non verbal communication throught online learning process between teacher and tenth grade students at sma advent medan.

1. To Anaysis observation data of verbal and non verbal communication by using the theory of desak putu(2016) and brown (2002)

2. To transcribe the result of students interview

3. Concluding research findings

3.6   Triangulation

The validity of the data is important in research. To check a validation of data researcher will use the relevance of technique of data analysis. Researcher use the triangulation to validate, challenge or extend existing findings.

Cresswell (2013 ; 252) stated that triangulate on is collecting data over different times or from different sources to shed light on a theme or perspective. This research researcher used triangulation data. After the researcher observed the

learning process, the researcher compared the result with the result of the interviewed.