

## CHAPTER V

### CONCLUSIONS AND RECOMMENDATIONS

#### A. Conclusions

1. The result of this research showed that there were five types of non-verbal communication which is used by the English teacher of MA Mazro'atul Huda Wonorengo Demak. The English teacher used body movement, facial expression, eye contact, touch, and voice in order to make a closest bound between the English teacher and introvert students.
2. Two problems were found in the introvert students' speaking performance, i.e., anxiety and participation in speaking. These problems caused the introvert students difficult to speak up about their feelings, ideas, or thoughts, so that they got minimum score.
3. This research also found the implementation of non-verbal communication in order to improve the introvert students' speaking ability, i.e., the teacher's body movement encouraged the students in understanding the material, the teacher's cheerful face created an enthusiasm, the teacher's eye contact encouraged the students' attentions and motivations, and the teacher's touch showed care. Further, the effectiveness is shown by the improvement of introvert students' speaking test score. It showed that the use of non-verbal communication gave a significant improvement in the speaking ability.

#### B. Recommendations

1. For the teacher  
The teachers were expected to aware of using the non-verbal communication. They also should aware that there was the diversity of students. By knowing the students' personality made the teacher easier to create an appropriate method for each students.
2. For the students  
It would be better if the students understood about themselves. The reseracher hoped the students could discover about their potentials in order to improve their speaking skills independently.

3. For the next researchers

This research would be more useful if the next researcher explored deeper about this study in Indonesia.

