

# CHAPTER I

## INTRODUCTION

This chapter consists of Background of the Research, Reason for Choosing the Topic, Research Question, Objectives of the Research, Significance of the Research, Limitation of the Research, Definition Key of Term, Outline of the Research.

### **1.1 Background of the Research**

Nowadays communication has become a necessity. It is now part of people lives (Lunenburg, 2010). The aim of communication is to deliver a thought into messages to be understood and interpreted, so without communication a message cannot be delivered properly and tended to be misunderstood and misinterpreted. According to Harmer (2001), communication is the process by which person shares information among individuals or groups of people. It is a process where people try as clearly as possible to convey the thoughts, ideas, and objectives to their interlocutor. There are two kinds of communication. Those are verbal and non-verbal communication (Jondeya, 2011). Verbal communication is conveying a message in a form of both spoken and written using words to share and interchange any information to the others. Non-verbal communication is a form of communication through unspoken and unwritten message to convey any messages such as facial expressions, body language, and sign language. Communication brings the importance to today society. It is the key to success in life, work, and relationships

(Oradee, 2012). The information, news, experiences, culture can be understood through communication so that many individuals are demanded to