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The Relation of Verbal and Non-Verbal Communication to Produce Meaning in the Movie

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Article Info	Abstract
	Meaning in communication is crucial to be understood. Many problems appear due to misunderstandings between interlocutors in communication. Analyzing the speaker meaning in a communication is needed to avoid misunderstanding. There are aspects outside the literal meaning of communication that must be considered to avoid misunderstandings, they are verbal communication and non-verbal communication. This research conducted a qualitative method that use multimodal discourse analysis and focused on the relation of verbal and non-verbal communication to produce meaning. The theories that are used in this research were literal/explicit meaning and speaker/implicit meaning of Hurford et al. (2007), verbal communication of Jakobson (1985), and non-verbal communication of Moore et al. (2010). Moreover, there are presented theories of verbal and non-verbal communication that have been combined and developed by Kostić and Chadee (2014) and Tribus (2017). The source of data of the research was all of the characters in Harry Potter and the Sorcerer's Stone the movie. Moreover, table instruments were used to collect and analyze the data. The findings showed that they are related to the shift of utterances' forms, determine politeness, and reveal the implicit meaning of the speaker's illocution. Therefore, it concluded that interlocutors must consider both verbal and non-verbal communication at the same time while having a conversation to deliver meaning successfully and to avoid misunderstanding. Thus, this research can enrich the theories of pragmatics and TEFL, especially for speaking purposes.

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INTRODUCTION

Communication as defined by Celce-Murcia et al. (1995) belongs to a process of delivering and receiving messages that authorize the speakers to convey their intention or ideas to the interlocutors. However, in delivering and receiving the meaning, it is not only about what is spoken and heard, but some aspects have to be considered, such as verbal and non-verbal communication that both interlocutors use in a conversation. An utterance can have different meanings regarding to the context and the way the utterance is uttered. For example, "I'm fine", can express the speaker's blissfulness if that utterance is uttered with a high-pitched intonation. However, it can express the speaker's sadness if that utterance is uttered with a low voice and intonation. Based on these examples, speaking is not only about what is being spoken, but also about how it is being spoken.

Considering that reason, we might know that communication can not only be viewed verbally, but also non-verbally. Both verbal and non-verbal are correlated as Kaelan (2017) defines language as a set of symbols that have meanings, thus for those people who have impairments in their speech organs that make them use gestures to communicate with others, it still can be counted as a language which is called as sign language. Thus, this study is aimed to provide evidence obtained from data collected and analyzed due to the consideration of verbal and non-verbal communication to interpret the actual meaning between interlocutors that will prove the importance of considering meaning verbally and non-verbally at the same time, so that there would be no misunderstanding and misinterpreting the delivered meaning between interlocutors in communication. Regarding to that, this study considers the awareness of English as a foreign language learners' speaking skills which are mostly toneless. Moreover, most teachers only teach them to speak verbally without considering non-verbal aspects that can affect the meaning delivered as can be found in some research on teaching speaking skills (Mulyati, 2013; Bashir et al., 2011; and Basa et al., 2018). This statement is proven by Megawati and Hartono (2020) who state that students can be motivated in the teaching and learning process by the use of facial expressions of the teachers. It shows that non-verbal communication can affect the meaning of the conversation between interlocutors. Thus, by the findings of this paper, it can be a suggestion to overcome the problem and enrich the theory of language skills, especially two ways of speaking or communicating.

The chosen subject of this study concerns the relation of two ways of communication among people with different statuses, ages, ideologies, characters, and gender to get the various factors that stand behind the chosen verbal and non-verbal communication in conveying meaning and also to show the way how those choices affect the actual meaning. The decision of choosing Harry Potter and The Sorcerer's Stone besides the other Harry Potter series is due to the consideration of the settings that are mostly at school that can show the relationship among people with different statuses, ideologies, cultures, genders, etc that involved in conversations.

The main question of this research is considering the relation between verbal and non-verbal communication to produce meaning among characters in Harry Potter and the Sorcerer's Stone the Movie. However, to reach the main question, there three other questions have been considered, they are the realization of meaning in verbal communication, the realization of meaning in non-verbal communication of kinesics, and the realization of meaning in non-verbal communication of paralanguage.

Moreover, there are some reasons for choosing this topic. The first one is regarding the novelty. Mostly, some previous studies discussed speaking and what is being spoken, but forgot about some aspects behind what is spoken that can emerge different meanings from the literal given utterances. This paper provides what is actually delivered within a message beyond what is spoken.

Secondly, this study can be an enrichment in the linguistics field, especially pragmatics. As an example, of politeness, Yule (1996) states that there is an approach of politeness that can deliver meaning without uttering any words, it is say nothing approach. This approach considers non-verbal communication, as an example, kinesics, only considering gestures, both interlocutors can know what they should do and what they should not do.

Lastly, this study can be a guide for EFL teachers to teach speaking skills. Students can be taught about what they should consider while they are speaking. This last reason is the strongest due to the actual problem of speaking english as a foreign language, students tend to speak tonelessly.

METHODS

This research was using multimodal discourse analysis as the research design. According to Paltridge (2012), it learns about how people utilize various combinations of communication tools, as an example here, films (videos and sounds) in delivering meaning. Paltridge (2012) states that multimodal discourse analysis considers how the texts are designed and how semiotic elements are considered as contribution in making meaning. This study is intended to analyze, categorize, describe, and interpret the data to explain the realization, relation, and how verbal and non-verbal communication affect meaning in the movie. In short, this research design answered the question of how verbal and non-verbal communication affect implicit meaning beyond explicit meaning.

The analysis of this research only focuses on the use of verbal and non-verbal communication that are used at the same time. It means that if some messages are only delivered verbally or non-verbally will not be counted as the analysis. Moreover, kinesics and paralanguage are the non-verbal aspects that are considered.

In collecting the data, all chapters of the movie are chosen as the focus of this study. All of those chapters are chosen due to the need for data collection that can provide many utterances and interpretations. In addition, the data collected only focuses on conversations that involve at least two people in a conversation.

The data were collected through an observation sheet that can facilitate the process of analysing the data. Expert Judgement method was used to validate the instrument.

After the data are collected, they were analyzed based on Sutton's (2015) technique, such as checking, transcribing, and coding. Firstly, checking was conducted by calculating all the data collection found in the movie. Secondly, the data were transcribed into the observation sheet. Lastly, the data or the utterances were categorized and interpreted based on the research problems of this study through the instrument of data analysis

RESULTS AND DISCUSSIONS

The Realization of Meaning in Verbal Communication Found in The Movie

There were found 58 verbal communications from 36 utterances. However, there were only 5 out of 6 kinds of verbal communication in the movie.

Referential verbal communication stood with the highest percentage among all, 33% followed by expressive verbal communication, 24%, conative verbal communication 21%, phatic 19%, and metalingual as the lowest one, 3%. However, poetic did not appear at all which can show people rarely and rarely use poetic words in daily conversation. Besides, referential, expressive, conative, phatic, and metalingual are used due to the statements of Bonifacio et al. (2007) that speaking is conversational, that is why poetic words are rarely used in conversation because they are mostly used in a one-way speaking as an expression in the field of art, not conversation.

The Realization of Meaning in Non-verbal Communication of Kinesics Found in The Movie

There were 13 kinds non-verbal of kinesics that are used 66 times in 36 utterances. First, as a regard to gesture, there were found 1 shoulder

shrug (1.5%), 4 head-nods (6%), and 4 head-shakes (6%). Second, there were also found 8 kinds of facial expressions, they are angry/annoyed, surprised/excited, disappointed, mocking, worried/frightened, smiling, and confused. Considering to these facial expressions, angry/annoyed facial expression stood as the most used facial expression with a percentage of 13.5% followed by worried/frightened facial expression with a percentage of 11%, smiling facial expression with the percentage of 6%, surprised/excited and serious facial expression have the same percentage of 4.5%, followed by mocking facial expression by the percentage of 2%, and the least are disappointed and confused facial expressions by the percentage of 1.5%. The least kind of non-verbal communication of kinesics found in the movie was eye contact. There were found 35% usage of sustained eye contact which was the most used non-verbal communication of kinesics, while avoided eye contact was used for only 6%.

The Realization of Meaning in Non-verbal Communication of Paralanguage Found in The Movie

There were 7 kinds non-verbal of paralanguage that are used 65 times in 36 utterances. First, considering to fundamental frequency, there were 7 times usage of low fundamental frequency and 26 times usage of a high fundamental frequency. Regarding to the amplitude, low amplitude was used 11 times, while high amplitude was used 12 times. As a regard to speech rate, there was only one usage of high speech rate. Considering to response length, there were only two times usage of short response length. The last one, speech latency only used 6 times for the short speech latency.

According to the data above, high fundamental frequency stood as the frequent usage of non-verbal communication of paralanguage by a percentage 40% followed by high amplitude by a percentage of 18.5%, low amplitude by the percentage of 17%, low fundamental frequency by the percentage of 11%, short speech latency by the percentage of 9%, short response length by the percentage of 3%,

and the least was high speech rate by percentage of 1.5%.

According to these explanations, it can be shown that both verbal and non-verbal communication can have more than one purpose in a communication. However, each combination of the use of verbal and non-verbal communication above cannot be separated, but both must be considered to understand the speaker meaning. Indubitably, context, culture, and interpersonal relationships among speakers must be considered to avoid misinterpreting or misunderstanding. This statement is supported by Bambaeeroo and Shokrpour (2017) who state that the use of non-verbal communication helps the speaker in delivering meaning and reflects the true expression or emotions of the speaker that cannot be revealed only by using verbal communication. It can be shown from the use of expressive verbal communication that is mostly used along with facial expressions of kinesics. Moreover, kinesics or gesture as a motion of the limits or body made in expressing or helping to express the speaker's thought that can emphasize speech in a conversation is related to the statement of Soukhanov (1992) as cited in Kostić and Chadee (2014). In line to that, the use of paralanguage along with kinesics can strengthen or weaken the accentuation. This statement is correlated to the statement of Khalifa and Faddal (2017) that the appropriate use of paralanguage can make the interlocutor confident enough to do the conversation. Moreover, it is also correlated to the statement of Greene and Ravizza (1995) that individuals tend to use non-verbal expressions to help the successful process of delivering meaning.

Thus, it can be concluded from the realization of verbal and non-verbal communication that individuals will tend to combine what they deliver in conversation. Whilst, even in a situation where they are not possible to show actual non-verbal communication, they can use smiley faces of emoticons as what Afi et al. (2021) have stated that in this case, when expressions cannot be shown directly to the receiver, emoticons are used help a lot in avoiding misunderstanding during a

conversation via social media application. This can be the strongest proof that individuals will tend to combine them to support the speaker meaning and to avoid misunderstanding.

The Relation of Verbal and Non-verbal Communication in The Movie

Regarding to how verbal communication and non-verbal communication affect the meaning, the relation between both verbal and non-verbal communication will be elaborated in this part.

Communication is used to convey meaning in a conversation. Considering to that statement, when the speaker says something to the interlocutors, there must be a purpose within the utterance. In this part, the writer would like to elaborate the relation between verbal and non-verbal communication by looking at the change of the speaker meaning and the illocutionary acts right before and after the non-verbal communication is considered along with the verbal communication.

1. The Relation of Verbal and Non-verbal Communication in The Shift of Clause/Sentence Form

According to the findings, there were found 80.6 % shift of the form. It showed that verbal and non-verbal communication have a relation in changing the actual form of an utterance. However, it is needed to be underlined that the form that has changed is not the written form of the utterance, but the speaker meaning in mind. As an example, when Harry and Ron came late to Professor McGonagall's class because they have not known the location of the class yet, she said, "then perhaps a map. I think you don't need one to find your seats." Here, verbally, the speaker would like to state *"I think you do not need to use a map to find your seats"* in mind which belongs to declarative. However, it was actually meant that she wanted to say *"I do not want to hear any excuses, go find your seats and sit down!"* As what can be seen here, proves that verbal and non-verbal communication are related to each other in changing the form of sentence meaning that the speaker has in mind.

However, considering the 19.4 % of the utterance that did not make any shift of the form, it still can be shown that the meaning is still changed. As an example, in scene 38.03 – 38.05, when Harry felt excited about getting a Dumbledore card, Ron said, *"I have got six of him"* which literally means that he wanted to tell Harry that he had six Dumbledore cards that belongs to declarative. However, when the non-verbal communication is also considered, the meaning had changed that actually Ron tried to tell Harry not to be so excited because that card is not rare because he had already had six of the cards that also belong to declarative. By looking at this proof, it can be shown that even though the form does not change, the meaning still can be changed.

Verbal communication and non-verbal communication are related in changing the form of a clause or sentence. A sentence or clause that is uttered by using a declarative sentence can actually be an imperative clause/sentence when both verbal and non-verbal communication and context are considered together. As an example, when Malfoy says, "I know you don't want to have the wrong sort of friends, I can help you with that" while trying to give a handshake to Harry, it actually means, "let's be friends!". Another example is when Professor McGonagall says, "perhaps a map, I think you don't need one to find your seat" when Harry and Ron come late to her class is using a declarative clause/sentence, but actually it means, "stop your excuses, sit down!" when the context is considered with verbal and non-verbal communication. These statements are correlated to locutionary, illocutionary, and perlocutionary acts as what Austin (1975) as cited in Levinson (1983) stated that locutionary acts belong to what is produced literally or the first sentence/clause form, even though the actual sentence/clause form that the addresser has in mind or illocutionary act is actually different from what has been delivered. Thus, when the context is considered with the use of verbal and non-verbal communication, there would be no misunderstanding in perlocutionary acts. This is also supported by Larson (1998) as cited in Dinatri (2015) that sometimes meaning

can be different from the text produced which means that what is literally heard is not what is actually delivered. Meaning should be correlated to context and how the addresser delivers it by using verbal and non-verbal communication.

2. The Relation of Verbal and Non-verbal Communication in Showing Politeness

As a regard to politeness, the chosen verbal and non-verbal communication that are used in delivering meaning also consider the prevailing norms and culture. Moreover, it is also related to the interpersonal metafunction as defined by Halliday and Matthiessen (2004), interpersonal meaning belongs to the use of language to establish, negotiate and assume their position in social relationships and concerning to the clauses as exchange. The same utterance if it is delivered by using high fundamental frequency or low fundamental frequency along with a smiling facial expression or serious facial expression can receive different feedback. For example, when Malfoy asks Harry to become his friend, Harry rejected it by using some sort of kinesics and paralanguage that can make Malfoy feel ashamed and angry. However, it would be different if Harry chose another kinesics and paralanguage. Besides, the speaker has their own choice and right in choosing any kinds of verbal and non-verbal communication. Thus, it was Harry's own choice to reject Malfoy's offer to become friends and chose him as his rival. Another example comes from Hagrid's attitude towards Harry and his friends in the scene 01.45.23 – 01.45.27. There, Hagrid said, "oh. Hello. Sorry, not to be rude, but I'm not really fit to entertain today." In this utterance, Hagrid was actually trying to chase them away, but he chose to be friendly toward them for they have a good relationship. Thus, by looking at these two examples, it can be concluded that verbal and non-verbal communication also have a relation in showing politeness that depends on the relation among interlocutors interpersonally.

In certain places or areas and situations, politeness and culture must be considered while delivering meaning through text especially spoken text interpersonally. To avoid misunderstanding between interlocutors, verbal and non-verbal can be used at once. As an example, when Hagrid tries to refuse a meeting with Harry and his friends, he says, "Oh, hello, sorry, not to be rude, but I'm not really fit to entertain today." Here, Hagrid actually does not want to be bothered at that moment, but he considers the relationship between him and Harry, so he does not want to break it by acting rude. That is why Hagrid says sorry at first before rejecting the meeting. This is also supported by the statement of Senowarsito et al. (2016) that non-verbal communication especially paralanguage can be used to reduce offensive behavior in giving statements like argumentations that are against the interlocutor. In line to that, it is also related to Nurmalasari et al. (2021) who state that kinesics and paralanguage support the realization of politeness strategy in interactions among interlocutors. Moreover, it is also correlated to the previous relation between verbal and non-verbal communication, the form of the sentence or clause. The changes of clause or sentence form are determined by politeness as what stated by Larson (1998) as cited in Dinatri (2015) that what makes the meaning different from the text-produced is happened due to the consideration of interpersonal meaning, politeness, culture, or social that the interlocutors and the environment possess.

3. The Relation of Verbal and Non-verbal Communication in Delivering Speaker Meaning or Implicit Meaning

In line to the previous findings, the use of verbal and non-verbal communication can show the speaker meaning or implicit meaning. However, the speaker meaning or implicit meaning cannot be revealed by considering only verbal communication or non-verbal communication. Thus, it can only be revealed by considering the use of both verbal and non-verbal communication at the same time. As an example, in scene 01.12.55 – 01.12.58, after Professor Quirrell has told everyone to run, Percy leads them to go upstairs to the dormitory, Harry suddenly tells Ron something. Harry to Ron, "Hermione! She doesn't know!" Here, if we only consider the verbal communication, we can only interpret by the use of expressive, referential, and

conative that Harry told Ron a piece of information about Hermione who did not know about something. However, when we take a look a little bit further by the use of worried facial expression and sustained eye contact along with the use of high fundamental frequency and high amplitude, the meaning can be shown that its actual illocution is to ask Ron to accompany him to save Hermione who did not realize that she was in danger for not knowing the information.

Thus, as can be seen, from the example above, verbal communication and non-verbal communication are related to each other. Moreover, paralanguage and kinesics stand as the most important aspects in delivering and interpreting the meaning of the speaker. One might still not get the speaker meaning if there are no cues of paralanguage and kinesics. These aspects are bound together in interpreting the speaker's meaning along with the use of verbal communication.

This last relation between verbal and non-verbal communication is correlated with the previous relations. Considering to the statement of the use of verbal communication along with non-verbal communication that can help interlocutors in interpreting meanings, utterances that are delivered can reveal different meanings implicitly from what is delivered explicitly. Regarding to the first relation, sentence/clause forms can be different due to the speech acts relation. As an example, what is literally delivered declaratively can have imperative meaning in it. Moreover, verbal and non-verbal communication can also affect meaning through the consideration of politeness, culture, and social norms. The speaker or addresser can avoid unwanted acts against the interlocutors' statement or argument by using non-verbal communication to help in delivering verbal communication while at the same time reducing face-threatening acts. Something that is actually rude to be spoken can be reduced by using non-verbal communication along with verbal communication to consider the politeness implicitly.

From the discussion above, it has been proved that verbal communication and non-verbal communication are related to each other in changing the form of clause/sentence, showing politeness, and revealing implicit meaning that is not shown literally.

To sum up, verbal communication is used to utter spoken text that is supported by non-verbal communication to adapt to the surrounding culture and norms to maintain politeness, so that good interpersonal relationships among interlocutors can be realized. This statement can show the novelty of this study that in analyzing a spoken discourse, it is not only about what is being spoken, but also how it is spoken.

CONCLUSIONS

As a regard to the main research problem of this research which is focused on the relation between verbal and non-verbal communication, there were found three relations between verbal and non-verbal communication. The first one is the relation of verbal and non-verbal communication in the shift of sentence/clause forms. Utterance might be different from what is spoken and what is actually delivered in the mind of the speaker by considering the illocution. The second one is the relation between verbal and non-verbal communication in showing politeness or culture. Utterances can be polite or impolite depending on the use of verbal and non-verbal communication at once. An offensive utterance can be polite due to the support of non-verbal communication along with the verbal communication, for an example, criticizing someone older. However, it is also can be used vice versa. A friendly utterance can be offensive with the support of non-verbal communication that is used along with verbal communication depending on the intention of the speaker or speaker meaning. Lastly, the third one is the relation of verbal and non-verbal communication in revealing speaker meaning or implicit meaning. This third relation covers the other two foregoing relations between verbal and non-verbal communication. To elaborate, the shift of utterance's form can be known only if a further understanding of the speaker meaning is

considered. Moreover, the judgment of polite or impolite according to culture, society, or prevailed norms surrounding can be understood only if the addressee considers the implicit meaning or speaker meaning of the addresser a little bit further, especially the illocution.

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