

## CHAPTER V

### CONCLUSIONS AND SUGGESTIONS

This chapter presents some important points of the study in the conclusions and provides suggestions for readers and researchers who might have a similar interest in the nonverbal communication field.

#### 5.1 Conclusions

This study aims to answer the research questions, namely kinds of nonverbal communication used by Indonesian patients during the dental treatment with Malaysian dentists, Malaysian dentists experiences in communicating and handling Indonesian patients, and effect of cultural background toward communication between Indonesian patients and Malaysian dentists.

Concerning the first research questions about the kinds of nonverbal communication used by Indonesian patients during the dental treatment with Malaysian dentists, the collected data revealed that some nonverbal languages such as eye contacts, body gestures –covering head, hand, and leg gestures—, and facial expressions were found during the dental treatment.

In terms of eye contacts, the most noticeable nonverbal action during medical interview was patients' sight to dentists' medical note (32.4% of the whole eye contacts). It inferred that the patients try to avoid eye contact to another objects and places. The finding supports Burgoon et al., (1989) and Bond and

Komai (1976, cited from Kreamer, 2008) who stated that Asian and African people are taught to avoid eye contact.

Meanwhile, in the case of body gestures, the most nonverbal action that was performed by the patients was head gestures (35.65% of the whole gestures). This head gestures mostly happened during the medical interview. It is due to the engagement of head gestures in medical checking which was caused by the treatment.

In the case of facial expressions, the most intense facial expression the researcher found was a tight eye blinking (54.17% of the whole facial expressions). The tight eye blinking was performed by the patients to express pain.

In communicating each other, the patients and dentists performed a moderate conversational distance, approximately 40 cm. This measurement supports Gesteland's theory (1999) specifying that most Asians conversational distance is 40-60 cm.

Furthermore, regarding the second research problem about Malaysian dentists experiences in handling and communicating with Indonesian patients, the findings of this study revealed that there were few misunderstanding occurred in the patients-dentists nonverbal communication.

In terms of the third research question about the effect of cultural background toward the communication between Indonesian patients and

Malaysian dentists, the data showed that both Malaysian dentists and Indonesian patients agreed that cultural background did not affect the flow of communication between them. It is happened because both Indonesia and Malaysia are belonging to the Asian ethnic.

## 5.2 Suggestions

This study has investigated the kinds of nonverbal language used by Indonesian patients during the dental treatment with Malaysian dentists. There are number of issues which can be improved in further research.

This study did not reach how to describe the differences between nonverbal language which is used when the patients are engage in medical checking and medical interview. So, it is suggested that future research may observe deeper about the differences of nonverbal languages used between patients who are capable of using verbal language and patients who are incapable of using verbal language.

While this study only observed three patients in two weeks of observation, the second suggestion lies in sampling of the research. It is suggested that the future research may observe more patients to strengthen the reliability of the research. Therefore, the future research would represent bigger population.