

TEACHERS' STRATEGIES IN BUILDING GOOD RAPPORT TO REDUCE STUDENTS' ENGLISH-SPEAKING ANXIETY

THESIS

Submitted in partial fulfillment of the requirement for the degree of Sarjana
Pendidikan (S.Pd) in Teaching English



By
Ima Lailatul Maghfiroh
D75215051

Supervisor 1: Rizka Safriyani, M.Pd
Supervisor 2: Siti Asmiyah, M.TESOL

ENGLISH LANGUAGE EDUCATION DEPARTMENT
FACULTY OF EDUCATION AND TEACHERS TRAINING
UIN SUNAN AMPEL
SURABAYA
2022

PERNYATAAN KEASLIAN TULISAN

Yang bertanda tangan di bawah ini:

Nama : Ima Lailatul Maghfiroh

NIM : D75215051

Fakultas/Prodi : Fakultas Tarbiyah dan Keguruan/Pendidikan Bahasa Inggris

Dengan ini menyatakan sebenar-benarnya bahwa skripsi yang berjudul **"Teachers' Strategies in Building Good Rapport to Reduce Students' English-Speaking Anxiety"** benar-benar merupakan hasil karya sendiri, bukan merupakan pengambilan tulisan atau pikiran orang lain yang saya akui sebagai hasil tulisan atau pikiran saya sendiri.

Demikian pertanyaan ini dibuat dengan sebenar-benarnya, apabila pernyataan tidak sesuai dengan kenyataan yang ada, maka saya selaku penulis bersedia dimintai pertanggung jawaban sesuai peraturan yang berlaku.

Surabaya, 18 Desember 2022

Pembuat Pernyataan



Ima Lailatul Maghfiroh
D75215051

APPROVAL SHEET OF ADVISORS

ADVISORS APPROVAL SHEET

This undergraduate thesis by Ima Lailatul Maghfiroh entitled “*Teachers' Strategies in Building Good Rapport to Reduce Students' English-Speaking Anxiety*” has been approved by the thesis advisors for further approval by the board examiners.

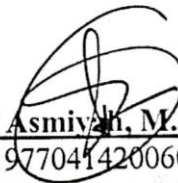
Surabaya, December 26th 2021

Advisor I,



Dr. Rizka Safrivani, M.Pd
NIP. 198409142009122005

Advisor II



Dr. Siti Asmiyati, M. TESOL
NIP. 197704142006042003

EXAMINERS APPROVAL SHEET

This undergraduate thesis by Ima Lailatul Maghfiroh entitled "*Teachers' Strategies in Building Good Rapport to Reduce Students' English-Speaking Anxiety*" has been examined December, 26th 2022 and approved by the board examiners.



Dean

Prof. Dr. H. Muhammad Thohir, S.Ag., M.Pd.

NIP. 197407251998031001

Examiner I,

Dr. Irma Soraya, M.Pd.

NIP. 196709301993032004

Examiner II,

Hilda Izzati Madijidi, M.A

NIP. 198602102011012012

Examiner III,

Dr. Rizka Safrivani, M.Pd

NIP. 198409142009122005

Examiner IV,

Dr. Siti Asmiyati, M. TESOL

NIP. 197704142006042003

LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI



**KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL SURABAYA
PERPUSTAKAAN**

Jl. Jend. A. Yani 117 Surabaya 60237 Telp. 031-8431972 Fax.031-8413300
E-Mail: perpustakaan@uinsby.ac.id

**LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI
KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS**

Sebagai sivitas akademika UIN Sunan Ampel Surabaya, yang bertanda tangan di bawah ini, saya:

Nama : Ima Lailatul Maghfiroh
NIM : D75215051
Fakultas/Jurusan : Tarbiyah dan keguruan/Pendidikan Bahasa Inggris
E-mail address : Imamaghfiroh32@gmail.com

Demi pengembangan ilmu pengetahuan, menyetujui untuk memberikan kepada Perpustakaan UIN Sunan Ampel Surabaya, Hak Bebas Royalti Non-Eksklusif atas karya ilmiah :

☒ Skripsi ☐ Tesis ☐ Desertasi ☐ Lain-lain (.....)
yang berjudul :

Teachers' Strategies in Building Good Rapport to Reduce Students' English-Speaking Anxiety

beserta perangkat yang diperlukan (bila ada). Dengan Hak Bebas Royalti Non-Eksklusif ini Perpustakaan UIN Sunan Ampel Surabaya berhak menyimpan, mengalih-media/format-kan, mengelolanya dalam bentuk pangkalan data (database), mendistribusikannya, dan menampilkan/mempublikasikannya di Internet atau media lain secara *fulltext* untuk kepentingan akademis tanpa perlu meminta ijin dari saya selama tetap mencantumkan nama saya sebagai penulis/pencipta dan atau penerbit yang bersangkutan.

Saya bersedia untuk menanggung secara pribadi, tanpa melibatkan pihak Perpustakaan UIN Sunan Ampel Surabaya, segala bentuk tuntutan hukum yang timbul atas pelanggaran Hak Cipta dalam karya ilmiah saya ini.

Demikian pernyataan ini yang saya buat dengan sebenarnya.

Surabaya, 14 Juli 2025

Penulis

(Ima Lailatul Maghfiroh)

LIST OF APPENDICES

APPENDIX I Observation Checklist

APPENDIX II Observation Result for English Teacher in Regular Class

APPENDIX III Observation Result for English Teacher in Intensive Class

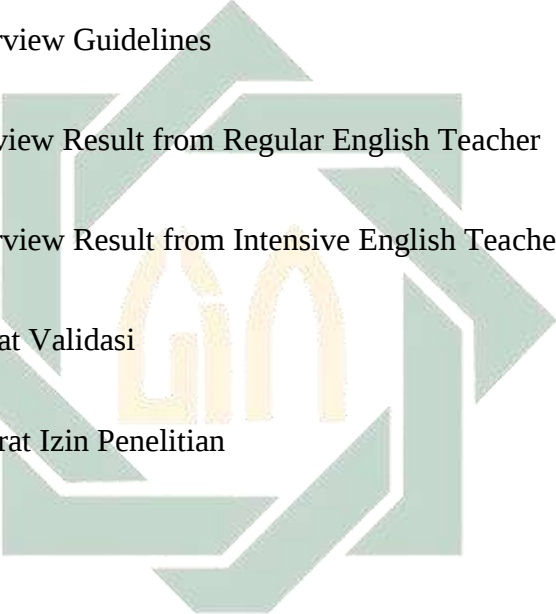
APPENDIX IV Interview Guidelines

APPENDIX V Interview Result from Regular English Teacher

APPENDIX VI Interview Result from Intensive English Teacher

APPENDIX VII Surat Validasi

APPENDIX VIII Surat Izin Penelitian



UIN SUNAN AMPEL
S U R A B A Y A

ABSTRACT

Maghfiroh, Ima Lailatul. (2022). *“Teachers’ Strategies in Building Good Rapport to Reduce Students’ English Speaking Anxiety”*. A Thesis. English Education Department, Faculty of Tarbiyah and Teacher Training, Sunan Ampel State Islamic University, Surabaya. Advisors: Rizka Safriyani, M.Pd and Siti Asmiyah, M.TESOL

Key Words: *Teacher strategy, rapport building, EFL classroom*

Establishing positive rapport is a crucial thing in classroom language. Rapport building contributes to creating a positive classroom atmosphere that can help the students in the learning process. It can decrease students’ anxiety and improve student participation in the classroom. Rapport building represents teachers' behavior to build good rapport between teacher and students in the classroom. This qualitative research aims to investigate the teachers’ strategy in building rapport and problems faced by the teachers in establishing rapport. This research used classroom observation and interview to obtain the data. It involved two English teachers from regular and intensive classes. The research finding shows that there are different strategies between regular and intensive teachers in building rapport to facilitate students participation in speaking English as foreign language. An English teacher in a regular class implements more strategies than a regular teacher. Furthermore, there are some problems faced by the teachers in building rapport to facilitate students' interaction in the language classroom. The problems are fear of mistakes, shyness, lack of confidence and lack of motivation. So, the teachers should encourage students to speak English as much as they can in the classroom by establishing a good relationship between EFL teacher and student.

UIN SUNAN AMPEL
S U R A B A Y A

ABSTRAK

Maghfiroh, Ima Lailatul. (2022). *“Teachers’ Strategies in Building Good Rapport to Reduce Students’ English Speaking Anxiety.”* A Thesis. English Education Department, Faculty of Tarbiyah and Teacher Training, Sunan Ampel State Islamic University, Surabaya. Advisors: Rizka Safriyani, M.Pd and Siti Asmiyah, M.TESOL

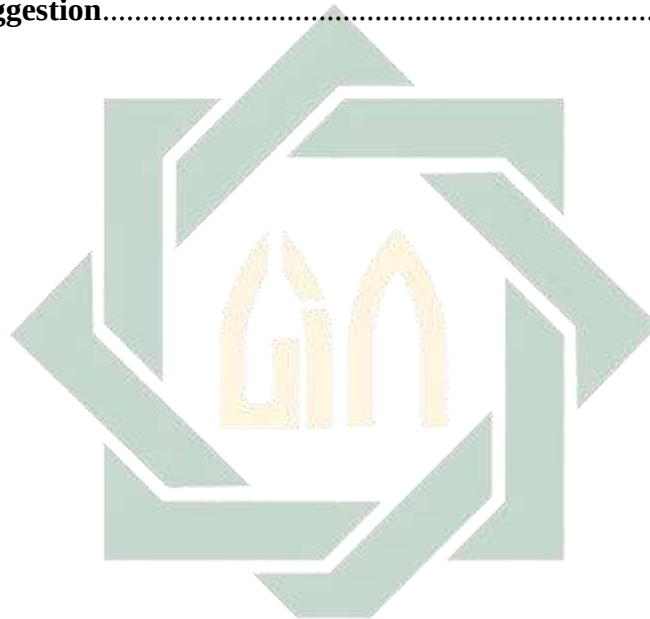
Kata Kunci: *Strategi pembelajaran, membangun hubungan murid dengan guru, kelas bahasa Inggris sebagai bahasa asing*

Membangun hubungan positif adalah hal yang sangat penting dalam bahasa kelas. Membangun rapport antara guru dan murid berkontribusi untuk menciptakan suasana kelas yang positif yang dapat membantu siswa dalam proses belajar. Itu dapat mengurangi kecemasan siswa dan meningkatkan partisipasi siswa di kelas. Membangun hubungan merupakan perilaku guru untuk membangun hubungan yang baik antara guru dan siswa di kelas. Penelitian kualitatif ini bertujuan untuk mengetahui strategi guru dalam membangun rapport dan permasalahan yang dihadapi guru dalam membangun rapport. Penelitian ini menggunakan observasi kelas dan wawancara untuk memperoleh data. Ini melibatkan dua guru bahasa Inggris dari kelas reguler dan intensif. Temuan penelitian menunjukkan bahwa ada perbedaan strategi antara guru reguler dan intensif dalam membangun hubungan untuk memfasilitasi partisipasi siswa dalam berbicara bahasa Inggris sebagai bahasa asing. Guru bahasa Inggris di kelas reguler menerapkan lebih banyak strategi daripada guru reguler. Selain itu, ada beberapa masalah yang dihadapi guru dalam membangun rapport untuk memfasilitasi interaksi siswa di kelas bahasa. Masalahnya adalah takut salah, malu, kurang percaya diri dan kurang motivasi. Jadi, guru harus mendorong siswa untuk berbicara bahasa Inggris sebanyak yang mereka bisa di kelas dengan membangun hubungan yang baik antara guru EFL dan siswa.

TABLE OF CONTENT

PERNYATAAN KEASLIAN TULISAN	ii
LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI.....	iii
APPROVAL SHEET OF ADVISORS	iv
EXAMINERS APPROVAL SHEET	v
MOTTO	vi
DEDICATION	vii
LIST OF APPENDICES	viii
ABSTRACT	ix
ABSTRAK	x
CHAPTER I	1
INTRODUCTION	1
A. Background of the Study	1
B. Research Questions	7
C. Objective of The Study	7
D. Significance of the Study	8
E. Scope and Limitation of the Study	8
F. Definition of Key Terms	9
CHAPTER II	12
REVIEW OF RELATED LITERATURE	12
A. Theoretical Background	12
B. Previous Studies	20
CHAPTER III	24
RESEARCH METHOD.....	24
A. Research Design	24
B. Research Setting	25
C. Research Presence	25
D. Data and Source of the Data	25
E. Data Collection Technique	25
F. Research Instrument	26
G. Data Analysis Technique	28

CHAPTER IV	30
RESEARCH FINDINGS AND DISCUSSION	30
A. Finding	30
B. Discussion	40
CHAPTER V.....	48
CONCLUSION AND SUGGESTION	48
A. Conclusion	48
B. Suggestion	50



UIN SUNAN AMPEL
S U R A B A Y A

REFERENCES

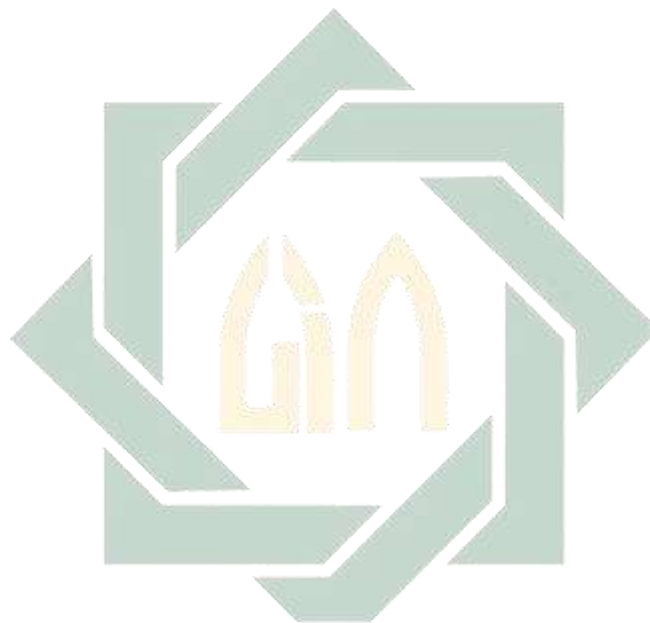
- Adrián de Jesús Girón Chávez dkk. *The Effective Use of Positive Rapport in EFL Students*. Mexico. 2017
- Anggiyana Mustachim, *Students' Anxiety in Learning English*, The State Islamic University Syarif Hidayatullah.
- Anggiyana Mustachim. *Student's Anxiety in Learning English*. Jakarta. 2014
- Brown, H. D. *Teaching by principles; An interactive approach to language pedagogy 2nd edition*. (San Francisco: Addison Wesley Longman Inc, 2001.
- Clark, R.A. *Correlation Study: The Effect of Student-Teacher Rapport on High School Student Performance Rate Liberty University, Virginia, United States*. 2014.
- Creswell, John W. *Research Design Qualitative, quantitative, and mixed methods approaches* (SAGE Publications Inc, United Kingdom, 2009.
- Crystal, D. *English as a global language* (2nd ed.). Cambridge: Cambridge University Press, 2003.
- Daniela, Jeder. *Implications of using humor in the classroom*. 2014.
- Dornyei, Z, *Motivational Strategies in the Language Classroom*. United Kingdom: Cambridge University Press, 2001.
- Dornyei, Z, *Motivational Strategies in the Language Classroom*. United Kingdom: Cambridge University Press, 2001.
- Dubrin, Andrew J. *Applicable Psychology*, (Gholamreza Memarzade, Tehran, Hojat Taheri Gudarzi, Alborz Gheyhani, Trans.) Tehran: *Basarang Publication*. 2008.
- Dyah Ari Cendani *Students' Anxiety Level In Speaking On General English Class A Case Study At English Teacher Education Department UIN Sunan Ampel Surabaya*. 2018.
- Emma Rosana Febriyanti, "Teaching Speaking of English As English a Foreign Language: Problems and Solutions". Universitas Lambung Mangkurat, p. 3.
- Family Health International, *Qualitative Research Methods: A Data Collector's Field Guide* (Modul.1), p. 1.

- Frisby, Brandi & Martin, Matthew, “ *Instructor-Student and Student-Student Rapport in The Classroom* “, Communication Education. 2010.
- Garner LA. [Humor in Pedagogy: How Haha Can Lead to Aha!](#). College Teaching. 2006. Accessed September 25, 2011.
- Gebhard, G.J, *Teaching English as a Foreign or Second Language*. USA: The University of Michigan Press. 2000.
- H. Douglas Brown. *Principle of Language Learning and Teaching*. USA: Longman 2000
- Haifa Al-Nofaie. Rapport-Building Strategies: Snapshots From Saudi Efl Classrooms. International Journal Of Language Academy. Taif University. 2017.
- Hanh Thi Nguyen, *Rapport Building in Language Construction*, Hawaii Pacific University. 2007.
- Harmer, J, *The Practice of English Language Teaching*. Malaysia: Longman. 2001
- Hauck, M - Hurd, S. *Exploring the link between language anxiety and learner self-management in open language learning contexts*. *European Journal of Open, Distance and E-Learning*, 2005
- Horwitz, E.K., Horwitz, M.B., & Cope, J. Foreign language classroom anxiety. *The Modern Language*, 70, 1986.
- J.W. Creswell, “Qualitative Inquiry and Research Design Choosing Among Five Traditions”.
- Jane Revell, *Teaching Technique for Communicative English* (London Macmillan : Pres Ltd).
- Jeanne Ellis Ormord, *Educational Psychology Developing Learner*, (Boston: Pearson Education Inc. 2011.
- John W. Creswell. *Educational Research Planning, Conducting and Evaluating Quantitative and Qualitative Research, 4th Edition*, (Boston: Pearson Education, Inc. 2011.
- John, W. Creswell. *Research Design*. Third Edition. Sage Publication. (United Kingdom. 2009.
- Kahu, E., & Nelson, K. Student engagement in the educational interface: Understanding the mechanisms of student success. *Higher Education Research & Development*. Advance online publication. 2017.

- Lanerfeldt, M Talangslan . *Barns tal-ach sprakvarigheter*, Lund: Student Literature. 1992.
- Maria Elena C Brown Rojas, *Building Rapport to Improve Students Learning*.
- Micheal. W. Passer and Ronald E. Smith, *Psychology The Science of Mind and Behavior*, New York. McGraw-Hill. 2009.
- Muhammad Tanveer. *Investigation of the factors that cause language anxiety for ESL/EFL learners in learning speaking skills and the influence it casts on communication in the target language*. onal Studies, Faculty of Education, University of Glasgow. 2007.
- Mustaffa, R., et al. "Exploring the Factors of Classroom Anxiety in the Context of EFL Arab Students. International Journal of Social Science and Humanities Research", Vol.2, Issue 2. 2014.
- Neil R. Carlson and William Buskist. *Psychology The Science of Behavior* , (Nedham Heights: Viacom Company, 1997.
- Nunan, D. (1999). *Second Language Teaching & Learning*. Heinle & Heinle Publishers: An International Thompson Publishing Company, Boston, Massachusetts 02116 USA. 1999.
- Nunan, D. *Second Language Teaching & Learning*. Heinle & Heinle Publishers: An International Thompson Publishing Company, Boston, Massachusetts 02116 USA. 1999.
- Parayitam, S., Desai, K., & Phelps, L. D. *The Effect of Teacher Communication and Course Content on Student Satisfaction and Effectiveness*. *Academy of Educational Leadership Journal*, 11(3). 2007.
- Rulam Ahmadi, *Metodologi Penelitian Kualitatif* (Yogyakarta: Ar-Ruz Media). 2014.
- Rutter, M., Maughan, B., Mortimore, Oustan, J., & Smith, A. *Fifteen thousand hours*. MA: Harvard University Press. 1979.
- Spielberger, C.D .*Manual for The State-Trait Anxiety Inventory* Polo Alto, CA: Consulting Psychologists Press. 1983.
- Sunan M.Brookhart. *How to Give Effective Feedback to Your Students*. *Association for Supervision and Curriculum Development*. 2008.

Ulum Arifatus Sakinah. *Online Learning Activities as Strategy to Reduce Students Anxiety in Learning English*. English Teacher Education Department of State Islamic University Of Sunan Ampel Surabaya.2018.

Yadav, B.K. *Significance of Rapport in English Language Teaching and Learning*. Nelta Choutari. 2012.



UIN SUNAN AMPEL
S U R A B A Y A