CHAPTER III

METHODS OF THE STUDY

3.1 Research Approach

In this study, the writer applies qualitative approach, since one of the features of qualitative research proposed by Bogdan (1992, p.30) is descriptive. According to Merriam (1998, p.17), qualitative research is descriptive when the researcher is interested in process, meaning, and understanding gained through words or pictures. Since this study tries to describe and report the way things, it is suitable for this study is describing the refusal. Based on Wiersma (1995, p. 211-212), qualitative research is done for the purpose of understanding social phenomena, therefore, this study does not intend to generalize things but focuses on giving information to understand certain phenomena.

Generally, the most authentic data in pragmatics research is spontaneous speech gathered by ethnographic observation (Manes and Wolfson, 1981, p.200). But, it has already become commonly understanding that supplying data naturally is very difficult conducted and needed long time (Nadar, 2009, p.109). Therefore, the writer uses Discourse Completion Test (DCT) instrument to collect the data to find out refusal strategies. Although, the DCT has been found to bias the response toward less negotiation, less hedging, less repetition, less elaboration, less variety and less talk (Beebe and Cummings, 1985, p.71). However, the DCT usage is very effective for many purposes, as follows: collecting many data quickly;

making imitation of natural situation; studying certain speech which is naturally often used by society; getting cultural condition and psychological understanding which may influence speech; and determining kind of refusal, apology, farewell, and anything else in the mind of the speaker (Kasper and Dahl, 1991, p.37).

This method has also been challenged by scholars who question the difference between participants' answers and what they actually say in real-life conversations. Moreover, the DCT cannot show "the depth of the emotion that affects the tone, content, and form of linguistic performance" (Beebe and Cummins, 1985). Thus, naturalistic data collection, gathered from role-play or recorded in natural settings, can be expected in future studies to provide a more complete understanding of this refusal speech act. In spite of its short-comings, the DCT can be a useful tool for providing a preliminary investigation at cultural differences in the performance of refusal strategies

3.2 Population and Sample

Location of this study is Airlangga University, Surabaya because is one of university in island of Java. Since this university lies on island of Java, most of students may be considered as Indonesian people who get influenced by Eastern culture.

There are three groups who will be the respondents of this study. Two groups of them are from Humanities Faculty of Airlangga University who consists of three students of the fourth year English Department as Indonesian ESL

learners (IE) and also the native Indonesian speakers (II) will be three students of Indonesian Department of Airlangga University who are chosen randomly. For the third group is three Americans known as American English native speakers (AE). Since all of the respondents are females, it may influence the results of the study.

3.1 Technique of Data Collection

3.3.1 Asking for Permission to the Participant

Getting permission from the respondents to do the study, the writer explains the aim of this data to the respondents. In order, all the responses will remain anonymous and be kept confidential. Since respondents of AE live in America, they were sent emails first to ask their agreement to get participated in the study.

3.3.2 Distributing DCT to the participant

After getting permission, DCT instrument is distributed to the respondents by random sampling. Especially for the respondents of AE, the DCT were sent by emails. All of the respondents (AEs, IEs and IIs) will be asked to write down naturally what they would say as if they are taking part in the situation. After reading the DCT, the respondents will answer the questionnaires which consist of twelve situations given, and then the answered DCT will be collected back. For the respondents of AE, they have been sent back the emails to the writer.

3.4 Technique of Data Analysis

There are some steps which are conducted in order to analyze the data. First, the writer reads the data and continued by classifying the response of twelve situations using pattern proposed by Beebe *et al.* (1990). Second, the writer classifies and accounts the tendency of refusing strategies in each situational context. Third, the writer describes from the collected data of refusal strategies in every situational context. The last, the writer concludes refusal strategies proposed by Beebe *et al.* (1990) in those respondents used.

The sequences of semantic formulae which are provided by Beebe *et al.* (1990) are used in analyzing the refusal strategies data. For example, if a respondent refuses a request for buying a robot for a son by saying "I'm sorry, dear. I don't have enough money. We'll buy it later when you are a bit older". This will be analyzed as [regret] + [excuse] + [alternative] (Nguyen , 2006, p. 38). In the process of coding, some of the semantic formulae in Beebe *et al.* (1990) were not found in the data, and were therefore removed from the list of semantic formulae. Therefore, the writer added some semantic formulae based on Nguyen's findings (2006, p. 41), as they appeared in the data many times.