

## **CHAPTER III**

### **METHOD OF THE STUDY**

#### **3.1. Research Approach**

The writer conducts the research in discourse field. The writer is using the qualitative method in conducting this research. Qualitative is a method which relates to understanding some aspect of social life, the method of qualitative is use word rather than numbers (Patton & Cochran, 2002). In this study, the writer analyzes the conversation between the non-native speakers using Conversational Analysis which is still in qualitative method. CA also deals with social live, especially in talking or interaction. Heritage and Goodwin (1990) assume, "CA is an approach to analysis of the practice of reasoning and inference that inform the production and recognition of intelligible course of action" (p. 287). Qualitative research is effectively to obtain some information about values, opinions, behaviors, and social contexts of particular populations. Qualitative also discusses about social reality, cultural meaning which occur in the conversation. Qualitative uses observation as the data collection method. "CA is refers to not only a corpus of findings and accounts of talk-in-interaction (term of conversation), but also perhaps preeminently to a method of inquiry, one addressed to distinctive data and embodying a distinctive research stance" (Schegloff et al, 2002).

In this study, the writer chooses qualitative method because the writer uses conversation analysis to get data about apology in the conversation among the

English non-native speakers. Then, the writer transcribes the data using Jefferson's (1985) transcription method, analyzes the data and lastly, classifies the data based on Robinson's (2004) theory. The writer attempts to find out the utterance in conversation using the qualitative method. In this case the conversation must be natural, without script or planned before. In this study the conversation is natural because in the data, the writer finds only a few of apology uttered by the speakers.

### **3.2.Data Source**

The location of this study is the conversation that recorded in the car. The conversation takes place in the car to Juanda. Dara and Hesti accompany Mr. Yamaguchi to Juanda, airport in Surabaya. Mr. Yamaguchi goes back to Tokyo. The conversation is recorded during the whole trip.

The people that involved in this recorded are English Non-Native speakers, Dara Adelia, Hesti Maulidia, and Hiroyuki Yamaguchi. Dara Adelia and Hesti Maulidia are students of Airlangga University majoring English language. Hiroyuki Yamaguchi is an administrator from Japan. He comes to Indonesia to attend AUN-ACTS (ASEAN University Network- ASEAN Credit Transfer System). AUN-ACTS is a program cooperation between six countries in South East continent. As it describes on the official website, AUN-ACTS is one of the programs in education field. ACTS (ASEAN Credit System) is initiated by ASEAN University Network to provide scholarship in eleven different universities in six countries. Mr. Yamaguchi attended AUN-ACTS at 7<sup>th</sup>-8<sup>th</sup> March 2014. The writer chooses this conversation

because this conversation is done naturally. Besides that, this conversation fits perfectly with what the writer's study which is the speakers in the conversation have different languages. The language used in this conversation can be called as *lingua franca* because both non-native speakers use language as the tool of communication.

### **3.3 Technique of data collection**

In collecting the data, the writer acquires the record conversation from one of the speakers, Dara Adelia. She records the conversation with foreigner as the assignment for her final project. The writer asked permission to Dara to use the record as the object in this study. The conversation happens on March, 8th 2014 in the car to Juanda, airport in Surabaya. The duration of the record is approximately 58 minutes. This conversation is natural because the conversation flows without using script or planning before. In the conversation, the person who recorded this, Dara Adelia, ask permission to Mr. Yamaguci in the middle of the conversation and explain the purpose record the conversation. In the conversation shows that Mr. Yamaguci does not aware that the conversation is being recorded because when Dara asked permission to him, he just found out that it has been already recorded.

### **3.4. Technique of data analysis**

After collecting the data, First, the writer listen to the conversation and make transcription over the conversation. The writer analyzes the transcription thoroughly and searches for the apology stated in the conversation. After collecting the data of

apology which have been stated by the non-native speakers , the writer organizes the data. After organizing the data, the writer identifies the apology and classifies the apology in the conversation in the groups as in Robinson's (2004) theory. The writer discusses the finding of apology that are relevant to the statement of the problem in chapter 1. Third, after classifying the apology according to Robinson's (2004) theory, the writer interpreted the apology. Lastly, the writer counts the apologies that have already occurred in the conversation .