

CHAPTER III

METHOD OF THE STUDY

3.1. Research Approach

In this study, the writer used qualitative approach because the writer observes the real situations that occur in the class. Observing a real situation is used to get natural result especially when communication strategies occur during conversations. These data are described in the form of words, sentences or paragraph related to the text which the writer finds during the process of the study. There are four major methods used by qualitative researchers, they are observation, analyzing texts and documents, interviews, recording and transcribing (Silverman, 1997, p. 8). He further argues that, transcript is used by qualitative researchers when they want to get understanding on how participants organize their talk (Silverman, 1997). In this case, the writer did four major methods including observing situation, recording the utterances, transcribing data, analyzing communication strategy and interviewing the students. Moreover, Creswell take five qualitative inquiry approaches; in this study, the approach inquiry that is applied is case study. Stake (1995 in Creswell, 2009) describes that case study is an inquiry strategy in which the researcher collect detail information by using various procedures of data collection to explore a program, event, activity, process, or one or more individuals in depth.

3.2. Participants of the study

The study took place in Surabaya Hotel School which located on jalan Joyoboyo 10 Surabaya. The writer chose to observe the students of English class in

Surabaya Hotel School because they were required to be able to speak in English. As stated by the Executive Director of Surabaya Hotel School, most of his students would work in hotels and restaurants. Therefore, there is English Program which is expected to be able to encourage the students to speak in English. Besides, students who study in Surabaya Hotel School come from different backgrounds. Therefore, the ability to speak in English is also different. Some students are good in speaking, while some other students are not. In this case, students usually have difficulties to speak English because they lack vocabulary, and sometimes they do not know the appropriate term to say something. For that reason, the writer assumes that communication strategies will appear in their conversation.

In Surabaya Hotel School there are several English classes. But the writer only observed one of English Classes there. In the beginning, the writer did not know the ability of each student. Therefore, the class that is observed was chosen based on the suggestion of the English instructor in SHS.

The participants of this study were the students from one of English classes in Surabaya Hotel School. The class being observed by the writer was held twice a week on Tuesday and Wednesday at 6 p.m. In English class observed by the writer, there are eleven students. They come from various ages. The ranges of their ages are from 18 through 29. This happened because the students who study in Surabaya Hotel School is not always the fresh graduate from Senior High School. Some students had graduated from Senior High School for about 5 to 10 years ago. In English class, the

writer just observed the conversations in discussion section not when the teacher explained English grammar.

The English class observed by the writer is an outstanding class because all the students can speak in English courageously. Although some of the students have limited vocabulary and limited knowledge of grammar, but they can keep conversation going on when they speak.

3.3. Technique of Data Collection

To collect the data about communication strategies, the writer did three ways: observation, recording, and interview.

First, the writer did observation in English class with agreement of the Executive Director and the English instructor of Surabaya Hotel School. The observation is used to know the activities in classroom. The writer observed the activities in that class by attending the English class.

Second, the writer recorded the utterances of the students when communication occur in class. In doing this, the writer used video recording. Video recording is useful to record the utterances and gestures of students when they communicate in class. The length of this study is a month. In a month, the writer could collect seven data which contain of communication strategies.

Third, to collect more information which could not be found in observation, the writer also interviewed the students. The writer did face to face interview to the students of English class. In doing this, the writer was also helped by the teacher. So, some students are interviewed by the writer and some others are interviewed by the

teacher. Although, the writer was helped by the teacher to interview the students, but the lists of questions for all students in that class were prepared by the writer. List of questions are made to get information about the background of the participants. In the interview, the writer wanted to know information about their ages, the English course they had taken, the length of taking English course, activities outside class room using English, and many other things that can influence their ability to speak in English. These kinds of questions were asked during the interview. The writer did interview in the final meeting when the writer had got the data about communication strategies. By doing the interview, the writer could relate the English background of the participants with the strategies that are mostly used by the students. So, the writer could find the factors which influence the students to use certain strategies when they communicate.

In short, the steps in collecting the data are:

1. Observing activities in English class.
2. Recording the activities of students by using video recording.
3. Interviewing the students.

3.4. Technique of Data Analysis

The focus of this study is on the conversation or the utterances of the students in using communication strategies. First, the writer transcribed in detail some conversations in English class. In this case, the writer transcribed the conversation into the written form. Moreover, the writer did not transcribe all conversation. The

writer just transcribed the conversations which contain communication strategies. Second, the writer calculated the number of communication strategies used by the students. Then the writer identified the types of communication strategies which are frequently used by the students. After that the writer analyzed all types of communication strategies produced by students of English class in Surabaya Hotel School. The last step was interpreting the result by relating with the theory and the English background of the participants. In this case, the information about English backgrounds of the participants and the theory can help the writer to find out the factors that make the students tend to use certain strategies. In short, the steps in analyzing the data are:

1. Transcribing some conversations which contain of communication strategies.
2. Calculating the number of communication strategies used by students.
3. Identifying the types of communication strategies which are frequently used by the students.
4. Analyzing the types of communication strategies and the combination of two strategies which is used by students.
5. Interpreting the result by relating the findings with the theory and the English background of the participants.