

CHAPTER III

METHOD OF THE STUDY

3.1 Research Approach

In this study, the writer uses a qualitative approach because the writer is interested in analyzing on mispronunciation on Flight Attendant's pronunciation. According to Neuman (2006: p.157), qualitative data involve documenting real events, recording what people say (with words, gesture, and tone), observing specific behavior, studying written documents, or examine visual images. For this study, the writer records what Flight Attendants say when they read the announcement text. To study this, the approach is taken of collecting data of individual's record using a narrative approach.

3.2 Participants of the Study

In doing the research, the writer chose 5 flight attendants as the samples of the study. These 5 samples are used as representatives of around 20 flight attendants as chief cabins who have a duty to read the announcement text. In this research, the writer chose the participants who are native Javanese who often speak Indonesian in their daily lives and they live in Surabaya. The writer only chose the participants from Surabaya in order to get the same dialect that they use. It is known that the dialect of a person from Surabaya is different from the person from Jakarta, Bandung, etc. The age of the participants should be above 20 years old because those ages are categorized as adult. The participants who are used as

samples of this research have the same educational background. All of them are Senior High School graduates who had studied English for around 6 years in formal school and about 3 until 6 months in informal school or courses. They also have got training as flight attendant for about one month including English training. The writer uses these flight attendants as the participants of the study because they can full fill the criteria that the writer need, such as the age, access in collecting data, and also the daily language that is used on the plane. In brief, the participants who are chosen have the criteria based on:

- native language in their daily life
- the age, and
- educational background

3.3 Data Collection

In this study the writer focused on phonetic comparison between the two languages at the pronunciation of Indonesian and pronunciation of English sound, to find what kind of sounds that are produced incorrectly by the flight attendant in pronouncing the English announcement. The writer uses recording method in collecting the data. The instrument used in collecting the data is tape recorder, because it is impossible for the writer to take the video record in seat position or in the safety condition of seat. The writer records the flight attendant's utterances in the cabin of the plane or in the real situation of flight. The record was held in five days based on the schedule of the flight attendants who are being participants of this research. The data were recorded on 7 February, 17 February, 21 February,

24 February and 3 March 2012. Then the writer transcribed all the data that have been recorded based on IPA phonetic transcription.

3.4 Data Analysis

In data analysis of this study the writer did several steps. First, she identified sounds which were mispronounced by the participants based on GA and Webster. Second, she classified the sounds based on the category of consonant and vowel sounds. Third, she classified the consonant sounds based on the articulations include voicing, place and manner. Then, for the vowels, she classified based on the height and backness of the tongue and lip rounding position. Fourth, she found the reasons why mispronounced are happened in utterances of the flight attendants. Fifth, she identified sounds which were mispronounced in each of the words. Sixth, she analyzed the mispronounced sounds by comparing between Indonesian and English phonemes, then the writer found some phonemes which do not exist in one language that results in the production of mispronunciation and she identified what Indonesian sounds used to replace the English sounds. Seventh, the writer also made interpretation of the finding. Eighth, the writer made conclusion of the discussion.

CHAPTER 4

DISCUSSION