

CHAPTER III

RESEARCH METHOD

A. Research Design

In this research, the Researcher used descriptive qualitative research because the Researcher want to know what are the intercultural communication problems/barriers faced by exchange students when they get education in Banjarmasin and how the exchange students adapt to the new culture when they get education in Banjarmasin. The Researcher will look at the behaviour, habits, and what problems are being faced by exchange students.

According to Sugiyono (2008), “the method of qualitative research is used to examine the natural conditions” (p. 1). Bogdan and Biklen cited by Sugiyono (2008) also explains that, “a descriptive qualitative research uses data collected in the form of words or images, not emphasizes on the figures” (p. 9).

Stuart and Nicola (1986) states that “Qualitative – concerned with a quality of information, qualitative methods attempt to gain an understanding of the underlying reasons and motivations for actions and establish how people interpret their experiences and the world around them” (p. 8).

According to Dr. Nusa cited in Lodico, Spaulding & Voegtle (2006) said the Researcher must decide to what degree she or he will

become involved with the participant. In general, because of the nature of qualitative research, the Researcher has close contact with the participants. To get true sense of reality, as it is perceived by the participants, the Researcher must to some degree become part of the culture that is being investigated. To portray the participants' perspectives, the researcher need to develop an "insiders" point of view.

Through qualitative research model the researcher may be able to gain many information and collect the data to answer the problem above

B. Research Setting

This research takes place in SMAN 7 Banjarmasin, located on Dharma Praja V street No. 47, Pemurus Luar, Banjarmasin Timur, Kota Banjarmasin, Kalimantan Selatan. SMAN 7 Banjarmasin is one of the "A" accredited high schools in Banjarmasin.

C. Participants

The participants of this research were 3 senior high school exchange students in Banjarmasin.

1. KO from Netherland, XI grade, SMAN 7 Banjarmasin
2. MW from Japan, XI grade, SMAN 7 Banjarmasin
3. RT from Japan, XI grade, SMAN 7 Banjarmasin

D. Data

Data in this research will be obtained from conducting interview with the participants (about intercultural communication, the problems/barriers when intercultural communication, and the adaptation strategies to solve those problems/barriers such as language barrier, stereotype, and culture shock).

1. Explain what are the intercultural communication problems/barriers faced by exchange students when they get education in Banjarmasin and the Researcher will look at the behaviour, habits, and how they live in Banjarmasin, which is supported by observation to get validity in intercultural communication.
2. To know how do the exchange students adapt to the intercultural communication problem when they get education in Banjarmasin. The Researcher find out how their adaptation strategies, supported by interview and observation to get validity in how they adapt to the intercultural communication.

E. Technique of Data Collection

In this research, the Researcher used two techniques for collecting data as follow:

1. Interview

Interview is really needed in this research to gain many information related to the intercultural communication problems/barriers faced by exchange students when they get education in Banjarmasin. Also, how the exchange students adapt to the new culture when they get education in Banjarmasin.

Interview is one of techniques of data collection through communication process, it's a relation or private conversation between the researcher and the respondents. The process of interview can be used directly or not. Direct interview means a 'face-to-face' and oral conversation between the two communication actors, while indirect interview means using a list of questions send by the data collector to the respondent to answer it in written form (Rianto Adi, 2004, p. 72)

Based on the discussion above, so that interview is really needed in this research to gain many information related to the intercultural communication problems/barriers faced by exchange students when they get education in Banjarmasin. Also, how the exchange students adapt to the new culture when they get education in Banjarmasin.

2. Observation

Observation aims to strengthen the results of the interviews with the exchange students. This observation aims to find out what

are the intercultural communication problems/barriers faced by exchange students when they get education in Banjarmasin. Exchange students have problems/barriers such as stereotype, language barrier, and culture shock when they lived in Banjarmasin. Also, how the exchange students adapt to the new culture when they get education in Banjarmasin.

Sugiyono (2007) stated in his book “Metode Penelitian Administrasi” that “observation is a research instrument which there are some complex activities in the process, they are biological and psychological activities. Two most important things during the observation are the process of observing and remembering” (p. 166).

F. Data Analysis

To analyze the data, the Researcher uses descriptive qualitative to analyze data. According to Sugiyono (2008), “there are three activities to analyze data in descriptive qualitative research. Those activities are data reduction, data display, and conclusion drawing/verification. Based on those statements, the Researcher divides the activity in analyzing data into three activities, they are data reduction, data display, and conclusion drawing” (p. 245).

1. Data reduction

Data reduction means the process of selecting, identifying, classifying and coding the data that are considered important. In conducting research, the Researcher will get much data. The

Researcher reduced useless data that was not includes the answer of the research questions.

The Researcher only focused on intercultural communication problems and adaptation strategies. The Researcher will find data that contains problems/barriers such as stereotype, language barrier, and culture shock when they lived in Banjarmasin, also about how the exchange students adapt to the new culture when they get education in Banjarmasin

The Researcher selecting data according to the quality of the data. Next, the Researcher identifying what data is needed for the research and analyze about that data. After identifying data, the Researcher classifying the data obtained according to research needs and make a category based on the results of the interview. And the last, coding the data arrange data according to the results have been prepared.

2. Data display

Data display means the process to simply the data in the form of sentence, narrative, or table. Data display refers to show data that have been reduced in the form of patterns. It benefits to help the Researcher in understanding the data.

In displaying data, the Researcher describes data that have been reduced into sentence form. Sugiyono (2008), stated that in qualitative research, the most frequent form of display data is

narrative text. Therefore, the Researcher arranges the data in good sequence of narrative text in order to be easier to understand (p. 249).

3. Conclusion and verification

In qualitative research, the characteristic of conclusion is temporary. It can change if the Researcher doesn't discover strong evidence to support the next collecting data. However, if the conclusion in the previous data can be evidenced by validity and consistency when the Researcher is going back to the field, so the conclusion is credible. In this research, the Researcher makes conclusion from the data display. In the other words, it can be said that the conclusion is analyzed continuously and verified the validity to get the perfect conclusion about intercultural communication problems faced by exchange students in Banjarmasin.