

## **CHAPTER III**

### **RESEARCH METHOD**

#### **A. Research Design**

In this research, the researcher took qualitative as the research method. According to Miles, Huberman, Saldana (2014) stated that Qualitative research is conducted through intense or prolonged contact with participants in naturalistic setting to investigate the situation and conditions that relate everyday life of individuals, groups, societies and organizations. (Miles, Huberman, & Saldana, 2014). This research tried to the implementation of teaching and learning English at National Tourism Academi Banjarmasin and used descriptive qualitative research, it means that the researcher describe the real situation and condition of the implementation teaching and learning English, the material in teaching and learning and student difficulties in learning English at National Tourism Academi Banjarmasin.

The research is conducted in National Tourism Academi Banjarmasin. The writer is interested in National Tourism Academi for the research because want to know how they used English in speaking. And how the implementation of teaching and learning English for Tourism.

## **B. Research Setting**

This research was conducted in two programs of *Tourism and Hospitality programs* at National Tourism Academi Bnajramasin for two months from November 26<sup>th</sup>, 2020 until January 26<sup>th</sup>, 2021 in online format because of the pandemic situation (Covid-19). This Academic located at Mayjen Sutoyo.S No 126, Teluk Dalam, Banjarmasin Tengah region, Banjarmasin, South Kalimantan.

## **C. Participants/Subject**

The participants of this research are Tourism and Hospitality programs in first, third, and fifth semesters students and one English lecturer in speaking course. The researcher choose these programs because their combined class. In first semester there are 14 students, third semesters 19 students and fifth semesters 15 students. The totally is 38 students. The researcher takes 4 students to interview based on the result of questionnaire.

## **D. Data**

The data needed is the implementation of teaching and learning English for tourism ( technique of teaching English and materials). this research were gethered from some as follow:

Respondents : the lecture and students at National Tourism Academi Banjarmasin

Documents : all of the important written reports which are needed in this research.

### **E. Technique of Data Collection**

The technique of collecting data will be used in this study are observation.

#### **a. Observation**

This technique is used to get data about the lectures and the students in class. The researcher used participative observation. In participative observation the researcher involved with daily activities the person being watched or used as a source research data. While making observations, the researchers participated does what the data source does. Susan Stainback (1998:227) states in participative observation, researchers observe what people do, listen to what they say, and participate in their activities. The researcher will do observation of speaking course with Zoom application.

#### **b. Interview**

The researcher conducted an interview with the lecture to describe about how the implementation of teaching and learning English for tourism and the researcher will interview with the students to know what the perception of student difficulty in learning English. There are two lecturer and twenty students and the researcher take for a sample one lecture and four students to interview. The researcher plans to conduct

interviews in the classroom and outside classroom, depending on the situation and time available.

c. Documentary

This is used to obtain the data related this research such as photo, video etc.

## **F. Data Analysis**

In research , data analysis is the most important and also difficult part of research, because it obtains important information. According to Miles and Huberman (2014) model of qualitative analysis as follow :

### 1. Data Condensation

Data condensation refers to the process of selecting, focusing, simplifying, abstracting, or transforming the data that appear in the full corpus of written-up field notes, interview, transcript, document, the data which has been collected . condensation makes the data strongers. A form of analysis that sharpens, sorts, focuses, discard, and organize (Miles, Huberman, & Saldana, 2014).

After collecting the data with observation and interview to make data simpler, the researcher selecting and identify the important data refer to the formulation of the research problem then discrad unrelated and unimportant data. the researcher focus on data about the imlementation

teaching and learning English, material in teaching English for tourism, and the student difficulties in learning English of Tourism and Hospitality programs at National Tourism Academi Banjarmasin.

## 2. Data Display

This the second of analysis activity after data condensation. A display is an organized, compressed assembly of information that allows conclusion drawing and action (Miles, Huberman, & Saldana, 2014).

In this step, the researcher display the important data or information have been organized and compressed based on the data condensation. The firs data from the observation was presented in table form to know the process teaching and leaning English and presented in narrative text in order to be easier to understand. The next data from the interview was presented in narrative text.

## 3. Drawing and Verification Conclusion

The third step is drawing and verification conclusion. In this step, the researcher conduted data condensation and display the draw and verification conclusion. It was started from data collection until data analysis by taking the points that refer to formulion of the research problem or research questions.