

CHAPTER III

RESEARCH METHOD

A. Research Design

In this research, the researcher used qualitative research that employs descriptive qualitative method. Descriptive qualitative method is “a type of research which does not include any calculation of numbering” (Moleong, 2006, p. 2). It means that this research does not deal with numerical measurement or statistic procedure, instead it includes sentence or description of the object as a result.

Furchan states that the main objective of descriptive research is to describe the situation that happens when the research occurs (2005, p. 40). "A qualitative study is defined as an inquiry process of understanding a social or human problem, based on building a complex, holistic picture, formed with words, reporting detailed views of informants, and conducted in a natural setting to the people and places under the study" (Cresswell, 2007, p. 37).

This research was a qualitative research because the data were collected in the form of words rather than numbers (Sugiyono P. D., 2013, p. 13) . The data collected rich of descriptions about people, talks, paces that will be difficult to explain with statistical procedures as in quantitative research. The data of this research covered the transcription of the students' utterance of communication strategies.

B. Research Setting

This research conducted at MEC English Syariah Banjarmasin. This English Community has an English course which is located at Jl. Brig Jend. Hasan Basri No. 15 c, Alalak Utara, Banjarmasin Utara, Kota Banjarmasin, Kalimantan Selatan. The researcher conducted the research in English class. This class always held From Monday until Saturday. The reason why the researcher choose this place is because when the researcher went there and had interviewed the teacher, the researcher got an information that is the learning process in that place mostly about practice students' speaking skill and emphasize the students to more practice in communicating in English, so it is appropriate with the researcher's research which is about communication strategies.

C. Subject and Object of the Research

1. Subject

Subjects of this research are the students of English course at MEC English Syariah Banjarmasin which level they can speak English, but still face difficulties in delivering the message when they communicate in English. Chief of this course said that level of the students in this course is followed scale of CEFR (Common European Framework of Reference). CEFR is a standard which is admitted internationally for describing language skills.

There are four classes in this course based on the students' level, those are called regular class (A1/Beginner-A2/Elementary level),

silver class (B1/Intermediate level), gold class (B2/Upper Intermediate-C1/Advanced level), and platinum class (C2/Proficient level). Here, the researcher conducted the research to students in silver and gold class, it is because after doing pre observation to the classes, both silver and gold class are appropriate in this research.

2. Object

Object of this research is the type of communication strategies used by the students of English course at MEC English Syariah Banjarmasin basen on Dornyei's theory.

D. Data and Source of Data

1. Types of data

There are two types of data used in this research. Those are:

a. Primary data

Primary data in this research is got from interview and observation about communication strategies used by the students of English course at MEC English Syariah. Sugiyono states that primary data is source which can give valuable information directly. In other word, the primary data is to give prominent data relate to problems of the research (2013, p. 225). In this research, the result of observation can be used as the strongest source to get information.

b. Secondary data

Secondary data is additional source to get the data. Pictures, video recorders as documentation of the research process, transcript of the dialogue, and profile of MEC English Syariah, profile of the teacher are the additional data that were collected by the researcher.

2. Source of data

The researcher got the data from observation and interview with the students. The students' utterances and actions were the main source of data in this research. The transcription would be made and it was taken from the video recorder. Note taking will do by the researcher while observing the students. The researcher recorded the students' utterances and actions when they communicated to help her to recheck her notes. The other source of the data are students' statements from the interview.

E. Techniques of Data Collection

1. Observation

Nasution in Sugiyono stated that observation is the basic of all science. The scientist simply can work based on the data, that is the fact of the real world in which get from the observation (2010, p. 310).

In this research, the researcher did observation to collect the data, according to Arikunto observation divided into two types, namely non-systematic observation and systematic observation.

Non-systematic observation is when the researcher did observation without using instrument of observation, while systematic observation is the researcher did observation by using instrument of observation (2010, p. 200). The observation technique used in this research was systematic observation by using observation guide as instrument of observation. The guide of observation is consisted of list students' utterances and activities which contained type of communication strategies which would be observed by researcher, so the researcher just gave the sign in the observation sheet when the event happened. In other words, this observation was conducted by researcher using observation sheet.

2. Interview

The second technique is interview. The interview was conducted to get further information about type of communication strategies used by the students of MEC English Syariah. Satori and Komariah (2011, p. 130) stated that interview is a data collection technique to obtain more information from the data source directly through conversation and frequently asking questions. Interview is used by researcher to know the things related to the information more deeply. According to Moleong (2006, p. 186), interview is a conversation which is done by two people as the interviewer and the interviewee with certain purpose. In this interview, the researcher interviewed the students of MEC English Syariah

Banjarmasin in Silver and Gold Class to get more information about what types communication strategies used by them.

F. Data Collection Procedure

To gather the data, the researcher did observation. Spradley states object of research in qualitative research which is observed by researcher called social situation, which consists of three components, namely: place, actor, and activities (Sugiyono P. D., 2013, p. 229). In this study, researcher observed the students' activity in the classroom in using communication strategies as the object of research, the researcher used her phone for recording a video of students' action and utterances. This researcher conducted observation for 5 times and it was conducted on the students' actions and communications during the activity in the class.

Besides observation, the researcher also did interview with all the students from silver and gold class to get more information. The interview did by researcher after finishing the observation for every class, it is because the researcher wanted to get information first about the students' action and their communication in the class, so the researcher could manage the questions which were appropriate with what the researcher got from observation. The schedule of this research was as shown in the table and it is as follows:

Table 1							
Research schedule							
No.	Activity	2019					
		January	February	March	April	May	June
1.	Pre observation and interviewing the teacher to get research problem.	16 th					
2.	Arranging proposal.		11 st	14 th			
3.	Pre observation to the classes to know the level of the students which are appropriate with the research.			29 th			
4.	First observation.			30 th			
5.	Second observation.				1 th		
6.	Third observation.				2 nd		
7.	Fourth observation.				4 th		

Table 1							
Research schedule							
No.	Activity	2019					
		January	February	March	April	May	June
8.	Fifth observation and interview with the students in the silver class.				5 th		
10.	Interview with the students in gold class.				24 th		
11.	Writing research report.				16 th		16 th

G. Triangulation

Cohen, Manion, and Morrison state “Triangulation may be defined as the use of two or more methods of data collection in the study of some aspect of human behavior” (2000, p. 112). Neuman states that triangulation is observing something from different angles or viewpoints (2014, p. 166). There are three types of triangulation. 1) *Triangulation of source*, it means the researcher gets the data from difference sources of the

data by using the same of data collection technique, in other word the researcher uses only one of data collection technique, but get the data from many sources. 2) *Triangulation of technique*, it means the researcher uses difference of data collection technique to get the data from the same source or just one source of the data. 3) *Triangulation of time*, it means the researcher does the interviews or observation or other techniques in different times and situations (Sugiyono P. D., 2010, pp. 373-374).

Based on the explanation above, in this research, the researcher used triangulation of technique. Here, the researcher got information from different of data collection technique, those are observation and interview. In doing the observation, the researcher became a passive participant observer, it means the researcher comes to place of observation but does not interact or participate, the researcher only listens, watches and takes a note in the classroom being observed (Sugiyono P. D., 2010, p. 312). The other data collection technique is interview, it was designed to investigate the communication strategies used by the students of MEC English Syariah Banjarmasin from the students' answer or their statements.

H. Data Analysis

The data collected is analyzed through video recorded in class observation using taxonomy of communication strategies that was created by Dornyei. The data analysis consists of three concept; data reduction, data display, and conclusion drawing verification (Miles and Huberman in Sugiyono P. D., 2013, p. 246).

Miles and Huberman states the activity in analyzing of qualitative data was conducted continuously until the research problem was answered. The steps of analyzing the data developing by Miles and Huberman were as follows (Sugiyono P. D., 2010, p. 337):

1. Data Reduction

In this stage, the researcher made transcript of recorded data, chose the data was needed to answer the research problem and throw out data which was not needed, identified type of communication strategies used by the students of MEC English Syariah Banjarmasin when they were in the class.

2. Data Display

The second step of analyzing the data, the researcher classified the data based on the twelve types of communication strategies by Dornyei. The researcher classified the types of communication strategies are produced by students according to each characteristic to get clear classification.

After identifying and classifying the data, the researcher put the strategies produced into a table. After the researcher classified the types of communication strategies, the researcher would give some explanations in each type that appeared in the students' utterances and actions in the discussion.

3. Drawing/Verification Conclusion

The last step was drawing the conclusions and suggestions based on the data analysis. After the researcher analyses the data, the researcher would draw conclusion based on what the researcher had found from the analysis step by step. The data analysis was presented step by step based on the research question in order to get a good and clear narration of the explanation of the communication strategies in this research. Suggestions are also needed to make this research more complete.