

CHAPTER III

RESEARCH METHOD

A. Research Design

This study was a case study, case study is one of several forms of social science research. Will be the preferred method when the research question is how the question and the focus of the study. (Yin, 2014). Based on the problems, this research includes qualitative research. Because the researchers wants to analyze how verbal and non-verbal communication occurs in the classroom taught by the English teachers. What kinds of verbal and non-verbal communication are given by the English teachers to students. Qualitative research is an iterative study process in which researchers get closer to the phenomenon under study until they understand the scientific community better.

The researcher also explains and describes the use of this method. Where the researcher aims to understand an object that will be studied later as a case. Situation. The location of research must be chosen based on the suitability of the location with the current study as well as the unique situation of the place. The writer should not choose the place because the writer knows the key person or has ever worked there (Aspers & corte, 2019) .

Furthermore, by employing a case Study, the researcher can analyze and understand the data. The researcher uses the qualitative method because this study aims to describe verbal and non-verbal communication in student's teaching

practice. This study is a case study because it describes and explores the detailed information of the phenomenon of this research.

Rahardjo (2017) pointed out that a case study is a sequence of research processes undertaken intensively, in greater depth or in the level of detail about an event or activity, at the individual, bunch of people, institution or organization to gain in-depth information about the tangible and differentiated things. Here which the procedures that the researcher took in this case study :

1. Chose a theme

The use of verbal and nonverbal communication in the learning process used by teachers is different, and each use of these two types of communication has its own advantages. If verbal and non-verbal are not used in balance in the teaching process, it will greatly affect the learning process. This case is important to protect, because these two types of communication are the main thing in communicating one of them during the teaching process.

2. Expanded the literature

Researchers collect and read in various sources related to the discussion of verbal and non-verbal communication with as much as possible in journals, books, websites and previous research to gain new knowledge and understanding related to verbal and non-verbal communication.

3. Collected the data

The data was gathered through observation and interviews. The researcher has prepared research instruments, such as observation sheets

about learning stages and interview guidelines, which were distributed to students and were developed based on existing literature studies to ensure adequacy.

4. Processed and analyzed the data

The researcher processed the data by checking and categorizing the information in the field notes and categorizing the interview transcripts. The researcher then analyzed the data by reading the entire set of findings to obtain general and particular information, which was then described based on the order of events.

5. Conclusion of research results

The researcher double-checked the collected data, compared it to research questions and discussions, and then summarized it into a conclusion, and the researcher reported the research results in the form of a description.

B. Research Setting

The researcher conducted this research in SMAN 1 Satui. The researchers chose SMAN 1 Satui because have National A accreditation in Satui. So the researcher is interested in picking this school as a place of research. Researchers want to know how verbal and non-verbal communication occurs in this school, especially for English teachers.

Before starting the research, the researchers will ask permission from the headmaster to conduct the research at the school and explain the purpose of this

research on 13th January 2023. After that, the researcher began to conduct research start from 16th January until 16th March 2023.

C. Participants

In this research, the researchers took two English teachers one female and one male who used verbal and non-verbal communication when teaching, as participants in this research. Because researchers want to know how the process occurs and what types of verbal and non-verbal are used by the two English teachers when teaching. And how teachers perceive these two types of communication

D. Data

For the result data in this thesis, the researcher used observation and interviews, and for the data sources, the researcher took from books, journals, and English teachers that would research.

E. Technique of Data Collection

Creswell and Creswell (2018) highlighted that the steps in data collection included sampling, collecting information through unstructured or semi-structured observations and interviews, documents, and visual materials, and

establishing protocols for recording information (p.268). The researcher required two instruments to collect the data: observation and interviews.

1. Observation

Observation is a research method that emphasizes existence and defines specific behavior in social science. That focuses on processes and interactions that occur. The results of the observations and conclusions obtained can be used for a research study.

2. Interview

The interview is an interactive process in qualitative research when the researcher asks an individual to find out more about a problem. In qualitative research, interviews are also said as an attempt to understand a problem and to reveal a meaning or experience from the existing community. When looking for a source, the interviewer should look for a specific source. So that the result obtained is valid and relevant (Adhabi & Anozie , 2017).

In conducting qualitative studies, the important issue is the quality of data collected, which depends on the mode of data collection used. The interview is one of the data collection techniques for qualitative researchers. Distinct from other methods, interviews have unique features that make them superior. As such, the current study explores relevant issues that are linked to interviews, especially aspects that make them central to qualitative data collection. Besides

the historical appeal, the discussion covers the advantages a researcher experiences using interviews to collect data.

They require a personal commitment from both the participant and researcher. Significantly, time and resource allocation are also needed. With the emerging technology, the implementation of the interview process is becoming flexible, thus moving away from the rigid face-to-face mode.

Besides their strengths, there are also challenges and ethical dilemmas that are linked to interviews. As a perfect qualitative data collection method, researchers have professional issues they deal with throughout the process. The link between all these issues is the subject area of the current discussion, which tackles each factor separately (Adhabi & Anozie , 2017).

F. Data Analysis

The researcher used the case study design to examine the data. And it taught the researcher to analyze, collect and organize the data, as well as describe and present the researcher no used statistical methods in this qualitative method. The researcher employs data analysis in the context of this qualitative study. As a result, researchers rarely include a step-by-step analytical method in their research. To analyze the data, there are three data analyses, namely: data condensation, data display, drawing and verifying conclusions (Miles , Hurberman, & Saldana , 2014)

1. Data condensation

Data condensation refers to the process of selecting, simplifying, selecting, and focusing, with the process of compacting the data will be stronger. This part of the analysis will be taken with the best results. Researchers use this type of data because researchers want to focus on research results, summarize to extract the best results and develop a story to tell (Miles, Hurberman, & Saldana, 2014).

2. Data display

Data display is one way to present data in qualitative research. The researchers suggest a short data, presentation of this data aims to provide convenience to researchers so that they understand what is happening and can plan their next work. Researchers will display reduction data from interviews with teachers who are research subjects. Shown in the form of a section or table about types verbal and non-verbal communication (Miles, Hurberman, & Saldana, 2014).

3. Conclusion drawing/Verification

Making conclusions is a way to obtain new findings that have never existed. The findings are usually in the form of an image of an object that is still unclear. So that when the research has been completed, the research will get clarity. After doing data reduction and data display, the researcher will conclude the interview results with the teacher

concerned about the teacher's strategy in using verbal and nonverbal communication in learning (Miles, Hurberman, & Saldana, 2014).

The following matrix displays the techniques of data collection of this research, the tools of collecting data, the participants, the investigated data. This study design, also the data analysis used for this research.

Table 3. 1 Matrix of Data Collection and Analysis

No of Rq	Technique of Data Collection	Tools of Collecting Data	Participants	Investigated Data	Design	Data Analysis
1	In-depth observation	Field notes	Teachers	<ul style="list-style-type: none"> • The process of using clear voice when teaching in class • Teachers speak fluently when speaking without stammering • The pronunciation used by the teacher is clear and precise 	Qualitative case study	<ul style="list-style-type: none"> • Data condensation • Data display • Drawing and verifying conclusion
2	In-depth observation	Field notes	Teachers	<ul style="list-style-type: none"> • The using eye contact when teaching at class • Displays facial expressions that are appropriate to the situation • Give appreciation and move the hand when describe 	Qualitative case study	<ul style="list-style-type: none"> • Data condensation • Data display • Drawing and verifying conclusion

				the context of the conversation		
No of Rq	Technique of Data Collection	Tools of Collecting Data	Participants	Investigated Data	Design	Data Analysis
3	In-depth interview	Interview guideline	Teachers	<ul style="list-style-type: none"> • The Advantages of verbal communication • The disadvantages of verbal communication • Advantages of Non-Verbal communication • Disadvantages of Non-verbal communication 	Qualitative case study	<ul style="list-style-type: none"> • Data condensation • Data display • Drawing and verifying conclusion