

## **Chapter III**

### **Research methodology**

In conducting a research, the writer needs the research method for answer the research question in this research. Before getting the data analysis and conclusion, it needs a lot of preparations by the writer to obtain the data. After that, the important thing is should understand what the research method is.

Sugiyono (2011) mentions that: *"Metode penelitian pada dasarnya merupakan cara ilmiah untuk mendapatkan data dengan tujuan dan kegunaan tertentu."* (The research method is basically a scientific way to get data with a specific purpose and usefulness).

In order to find the answer to the research question, the writer also adds the methodology of the research to furnish all of the research instruments. Therefore, the writer will do the research with the following process; research design, the technique of collecting data, the procedure of collecting the data, the technique of analyzing the data, population, and sample, and also the instrument of the research.

#### **3.1 Research design**

Before choosing the method of this study, the writer will describe the type of the research. It can be seen from the objectives of the study, this research is going to use qualitative study. According to Moleong (1998), *"Sumber data penelitian kualitatif adalah tampilan yang berupa kata-kata lisan atau tertulis yang di cermati oleh peneliti, dan benda-benda yang diamati sampai detailnya agar dapat ditangkap makna yang tersirat dalam dokumen bendanya."* (The source of qualitative research data is the appearance of words spoken or written observed by the researcher, and the object is observed in detail to capture the meaning implied in the document).

Clearly, the writer in this study will do some aspects of research analysis as a measure of the final result. Which means that the data is obtained by using qualitative methods and it will be analyzed in order to see the significances of the research.

The research design is a process that required in the planning and execution of research to get a picture of the English speaking skill on telephone operator staff at G.H. Universal Hotel in Setiabudhi No. 376, Bandung 40143 Indonesia. According to Umar (2005): "*disign penelitian adalah semua tentang proses yang di dalamnya terdiri dari proses perencanaan dan pelaksanaan penelitian.*" Clearly, good research should be processed by research planning so that it will run smoothly.

### **3.2 Research method**

The research method in this study is the descriptive method which explains the fact, circumstances, variable and phenomena that occur in the situation in G.H. Universal Hotel Bandung. According to Sugiyono (2005), "The descriptive method is a method that is used to describe or analyze research results but is not used to make broader."

This research is leading to the observing English speaking skill. To do analyzing observing English speaking skill of telephone operator the writer use the comparison between aspect to be a good speaker by Thornburry with English speaking skill of the telephone operator. According to Thornburry (2004), he mentions 4 aspects to be a good speaker, as follows:

- Speech production/Speak clearly
- Articulation/Good pronunciation
- Knowing a lot of Vocabularies
- Know how to use Grammar

### 3.3 Procedures for Data Collection

The technique of data collection is a process of gathering the necessary data in the research with the data collection and then it is used to test the hypotheses that have been formulated. Meanwhile, according to Sugiyono (2009), "*teknik pengumpulan data dapat dilakukan dalam empat macam teknik pengumpulan data yaitu observasi, wawancara, dokumentasi, dan gabungan/triangelasi.*" To collect the data, the writer uses some techniques in order to make easier in analyzing the data such as observation and interview.

Arikunto (2010) explains "*Mengumpulkan merupakan pekerjaan paling penting dalam penelitian, sehingga dalam mengumpulkan data diperlukan metode dan instrument pengumpulan data tersebut yaitu wawancara, observasi, kuesioner dan dokumentasi.* (Collecting is the most important job in the research so that in collecting the data is required the method and instrumentation for data collecting such as interview, observation, questionnaire and documentation).

There are some research steps that the writer used in this research, as follows:

1. Visiting

The writer is having opportunity as a trainee for three months in the job training period. The writer sees the situation directly which very helpful to the writer. Not only making a new experience, but it also gained an emotional relation between the guest and also the staffs. It really made the writer understand and know the field situation.

Therefore, the writer's observation was started in that period. Luckily the writer get involved with the company training in On the Job Training. It brought the writer to be an authentic trainee and also has a direct engaged to get the guest herself for changing the experience and observation purposes

## 2. Observation

Observation has 3 kinds terms they are: structure observateur observation, participant observation, and observation non-participant. In this research, according to the object of the study, the researchers choose participant observation. Participant observation is an observation technique in which researcher take part in activities which conduct by the object under investigation. These observations were made by observing and recording directly to the research object.

Checklist Form					
<b>Fluentness</b>					
	Very clear		Fairly clear		Unclear
<b>Pronunciation</b>					
	Very good		Good		Good enough
<b>Volume</b>					
	Too loud		Good		Low
<b>Speed</b>					
	Too fast		Good		To slow
<b>Body language</b>					

	Appears nervous		Appears relaxed		
<b>Content</b>					
	Totally relevant		Sometimes irrelevant		Totally irrelevant

*Source: Thornbury (2004) aspect to be good speaker*

### 3. Interview

Interview method is a technique to distribute question to the telephone operator and foreign guest at G.H. Universal Hotel Bandung. By using the theory of the English speaking skill that used in this research, the writer starts to make the research by using the research instrument to the foreign guest and the associates distinctively. Then, analyze all the data and describe all of the research findings and conclusions.

#### **List of questions for the interview:**

The writer interviews the telephone operator staffs of G.H. Universal Hotel Bandung by using English to find out the English speaking skill of the telephone operator.

#### **List of questions for the interview to the staffs of telephone operator at G.H. Universal Bandung.**

1. How long have you been being the telephone operator?
2. What do you think about your English speaking skill?
3. What makes English, too difficult to be mastered?
4. What is your effort in improving your English speaking skill?

5. Does the hotel provide you an English course?

### **The writer interviews foreign guest of GH Universal Hotel Bandung**

1. Where do you come from?
2. How long you stay here?
3. Is there any difficulties when asking the information on the telephone operator with English speaking at this Hotel?
4. Do you understand what the telephone operator says when they give information with English language?
5. In your opinion, How important is the use of English speaking skill?

### **3.4 Population and sample**

- **Population**

According to Sugiyono (2008), *“Populasi adalah wilayah generalisasi terdiri atas obyek/subyek yang mempunyai kualitas dan karakteristik tertentu yang ditetapkan oleh peneliti untuk di pelajari dan kemudian di tarik kesimpulannya.”* So that the population is closely relate to as subject for a research

The population in this research is the overall population of all foreign guests who come to stay at the hotel. The total of the population in this research is the target population with limited time during 5 months of the study period, so that the population is limited. The table below is the total population, which is staying in G.H. Universal Hotel Bandung, on January until May of 2016.

**Table 3.2**  
**The Amount of Foreign Guests for January-May period 2016**

No.	Month	Amount of foreign Guest	
1.	January	20	6 singaporean 8 korean 2 canadian 2 saudi arabian 2 chinese
2.	February	25	4 Australian 2 vietnamese 8 singaporean 4 philipines 2 canadian 3 saudi arabian 2 chinese
3.	March	18	6 taiwanese 3 korean 4 singapore 2 saudi arabian 1 canadian 2 australian

4.	April	37	10 chinese 4 temor leste 1 slovenian 1 ukrainean 2 Philippines 5 singaporean 1 morocoan 3 vietnamese 5 thailandese 2 germanese 2 japan 1 londonese
5.	May	25	12 singaporen 2 korean 8 chinese 5 saudi arabian
<b>Total</b>			125

*Source: management of G.H. Universal Hotel 2016*

- **Sample**

Sampling is part of the number and characteristics process by this population. Sugiyono (2008) *Sampel adalah bagian jumlah dan karakteristik yang dimiliki oleh populasi tersebut, bila populasi besar dan penelitian tidak mungkin mempelajari semua yg ada pada populasi, misalnya karena keterbatasan dana, tenaga dan waktu maka peneliti dapat menggunakan sampel itu diambil dari populasi.*” (the sample can be obtained from the population)



Meanwhile, Slamet (2006) mentioned that as *“Adapun pengambilan keuntungan sampel untuk populasi penelitian cukup mengambil keuntungan sampel untuk populasi menghemat waktu, tenaga dan biaya.”* (the advantage of taking sample from the population is that can be save time and money) Based on the description above, it can be concluded the researchers can use a sample drawn from that population. Of that sample taken from the population should be rigorously representative.

In determining the number of samples, the writer made observation at G.H Universal Hotel to find out the size that can accept based on the checklist form or description of data collection from the interview. In this study the writer used sample taken from all of the staff telephone operators and foreign guest in the Hotel that use telephone operator service.

To obtain the data which are used to answer the problems that has been identified in the previous chapter, the writer combine the data obtained from interview, and observations the concluding and presented in the form of numbers. The writer uses the descriptive qualitative method.

According to Nyoman (2012) *“penelitian deskriptif mengacu pada sebuah penelitian yang mencoba menggambarkan fenomena kejadian secara sistematis sesuai dengan apa adanya. Penelitian deskriptif dilakukan untuk mendapatkan informasi tentang keadaan saat ini. Dalam penelitian tersebut, peneliti mencoba untuk menentukan sifat situasi seperti pada saat penelitian dilakukan. Dalam penelitian ini, kontrol seperti pada penelitian eksperimen karena tujuannya adalah untuk menggambarkan apa yang berkaitan dengan variabel atau kondisi dalam situasi tertentu.”*(descriptive research can describe the situation of events systematically in accordance with what is in the place of research )

To answer the problem of identification “An Analysis of English Speaking Skills on Telephone Operator at G.H. Universal Hotel” so then performed a descriptive analysis in the form of the average percentage, with the following formula.

### **3.5 Technique of Analyzing Data**

After the writer got the data by observation and interview staff of telephone operator and guest of foreign, the whole information can be collected and analyzed. The results of the interview would be transcribed. The writer got some information and tried to understand. The writer understands the data related to the research problem. The writer classified the important things and made a conclusion and description so easily to be understood by the research and the reader.