# Chapter III

# Research Methodology

In this chapter, the writer described the research process. The writer will explain about the design of the research, technique of collecting the data, population and sample, the instrument of research and how to analyze the data.

## 3.1 Research Method

The method of this research will take the qualitative approach. The qualitative has chosen by the writer because the writer thought the qualitative is the proper method to make a result of this research. According to Bungin (2007 : 3) "qualitative is the research procedure which accumulate the descriptive data that are written language from the people and their behavior." Therefore, the writer chooses the qualitative because qualitative approach is the proper method to use in this research.

The qualitative approach means to get the comprehension of the problem. According to Alwasilah in Sari (2016 :17) "the qualitative research result does not find generalization but find an understanding and case by collecting and doing data analysis." It means the qualitative approach give some advantages because it provides a foundation for the production of data. Hence, the qualitative approach is the best method to use in this research because it can help for acquire the answer of the research problem that has a correlation with English speaking skills.

**3.2 The Procedure of Collecting Data**

In this research, the writer will do some steps to collecting the data. The data will be taken from three steps, the first steps is to observe, the second is to interviewing, and the last is giving the questionnaire. After collecting the data, the writer will classify or categorizing to reduce the data because it will be more effective if the data is only the important data.

**3.2.1 Observation**

The observation in this research has a purpose to documented the action of the research and also the observation will give some advantages to knowing the situation and condition in the place of population. According to Darmadi (2014 : 282) "observation in the research have a function to documenting implication of action which has given to the subject." Therefore, the observation will lead to the condition in the place of population and give advantages to knowing better the background of the problems.

The observation will take advantages for making the proper questions that will use to analyzing the problems which has been discussed. The observation will lead to knowing the condition and situation in the place of population and will give some advantages to take the sample that will be analyzed for the research. The sample of population that has been observe by the writer will become the main sample that will be given the questions to

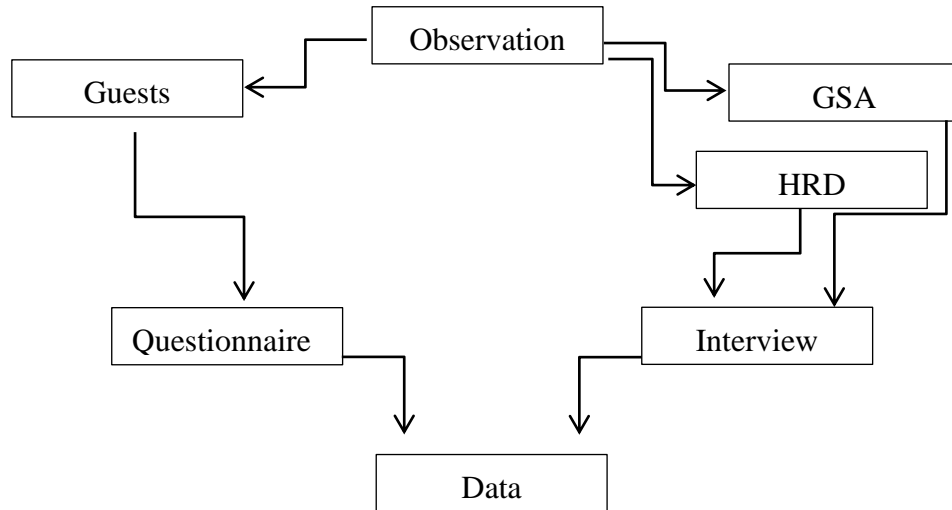give the answers that will become the data of this research.

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                    │ Observation  │
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        ▼                                      ▼
┌──────────────┐                      ┌──────────────┐
│   Guests     │                      │     GSA       │
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┌──────────────┐             ▼       ▼  ┌──────────────┐
│Questionnaire │             │  Interview│
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            │     Data     │
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**Table 3.2.1.1 Observation Plan Graphic**

**3.2.1.1 Observation Instrument**

The instrument of observation in this research is an audio recording. By recording every single conversation from the associates with the customer, or observing and noted their conversation, the writer used the recording method to knowing the associates speaking skills and the customer respond.

**3.2.2 Interview**

The interview can be done by interviewing a person or a group. In this case, the writer will interview individually or interview one by one of the associates. According to Darmadi (20014 : 291) "interview or in-depth interview is a process to collect he information for the purposes of the

research with the methods of asking and answering." Therefore, the interview is leading to knowing the problems of the sample. The writer will interview the guest service agent (GSA) in front office department of Aryaduta Hotel Bandung. There are 10 questions will be answers by the guest service agents in front office department of Aryaduta Hotel.
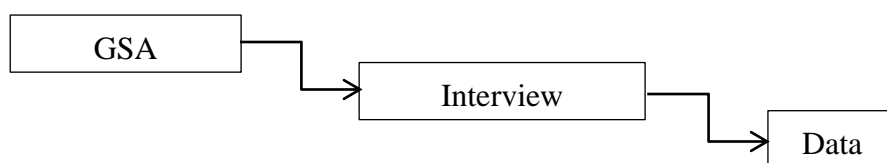


**Table 3.2.2.1 Interview Plan Graphic**

### 3.2.2.2 Interview Instrument

The writer has conducted several questions to become the instrument of interview. There are 10 questions and the 10 questions as a follows:

1. How are your English speaking skills?

2. How fluent is your English?

3. How is your vocabulary mastery?

4. How important is English grammar for you?

5. How is your pronunciation in English?

6. How important English to you?

7. How important the use of English language at work?

8. What kind of English language which used by the GSA?

9. Do you have a certificate of English language like toefl, ielts, and etc?

10. There is any interview using English language which you had been do?

### 3.2.3 Questionnaire

The questionnaire is the instrument to collecting the data. Questionnaire divide into two kinds. According to Darmadi (2014 : 79) "there are two kind of questionnaire that are open questionnaire and closed questionnaire." The open questionnaire is the questionnaire that can freely to answers, there is no option of the answer. Contrary with the open questionnaire, the closed questionnaire is the questionnaire that have limit to answers, for instance using the options. Therefore, the writer chooses to using the closed questionnaire because it will make easy to classifying the problems. There are 5 questions with the options will be answers by the guests of Aryaduta Hotel.
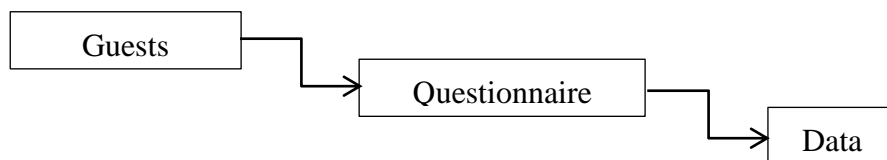


**Table 3.2.3. Questionnaire Plan Graphic**

### 3.2.3.1 Questionnaire Instrument

The writer has conducted several questions to become a questionnaire, the questionnaire as a follows:

1.  How is the front office English vocabulary mastery?

    A. Excellent  B. Good  C. Average  D. Poor

2.  How is the front office English pronunciation?

    A. Excellent  B. Good  C. Average  D. Poor

3.  How is the front office English speaking fluency?

    A. Excellent  B. Good  C. Average  D. Poor

4.  What is the problems in having conversation in English with the front office department?

    A. In Fluency  B. In pronoun  C. In vocab  D. No

5.  Do you think the front office need take an English class?

    A. Yes  B. No.

### 3.2.4 The process of collecting data

From all the steps it can be conducted as the main data for the research. The writer makes a graphic process collecting the data and procedure of the research has been done. Below is the graphic process to collecting the data.

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│     Preparation     │
└─────────────────────┘
           ↓
┌─────────────────────┐
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└─────────────────────┘
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┌──────────────┐    ┌──────────────────┐
│  Interview   │    │  Questionnaire   │
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       │        Data         │
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       │      Analysis       │
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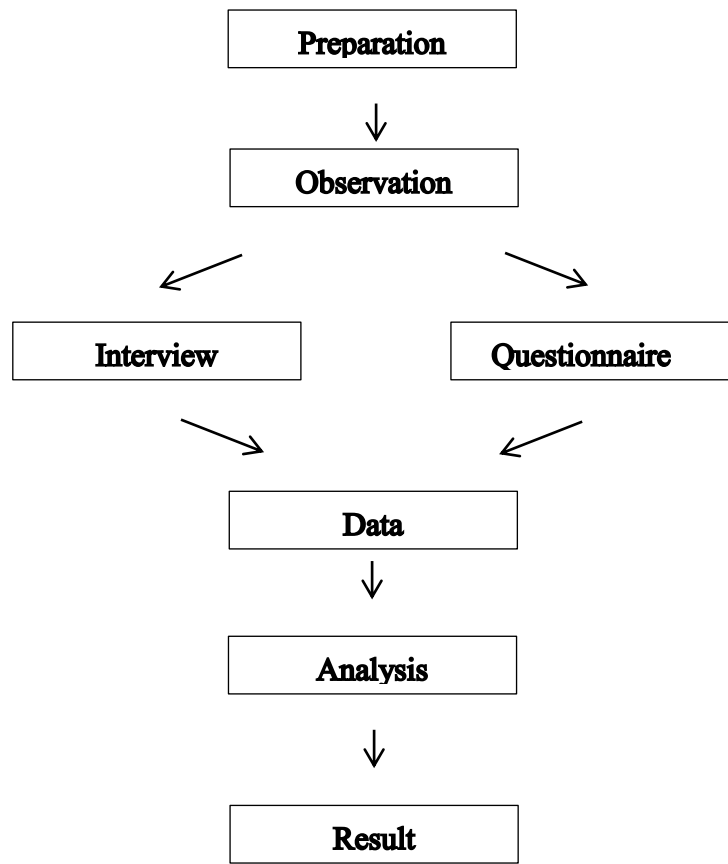
**Table 3.2.4. Research Plan Graphic**