

Chapter III

Research Method

Research method is important for researcher to find out the aim of the research. It gives an overview of the research design which is: procedures and steps to be taken, time of research, data source, and by what step the data obtained and then processed and analyzed. This research was conducted at Jl. Raya Ciater Subang, West Java.

3.1 Research Design

Before doing on with method of the study, the researcher will describe the type of the research. The objectives of the study is a qualitative study, which mean the data is obtained by using qualitative method and would be analyzed in order to see the significant.

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).

The researcher chooses qualitative method as the method of the research, in order to get the answer of the research problem that has a correlation with English Speaking Skill. 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).

As Alwasilah's (2009) mentions that: "*Hasil penelitian kualitatif bukan mencari generalisasi, tetapi mencari pemahaman suatu kasus dengan mengumpulkan dan melakukan analisis data. Hasil penelitian berangkat dari mengetes teori, mengetes pertanyaan penelitian*

yang berdasar pada teoriitu, dan menggunakan instrument untuk mengukur variabel-variabel dalam teori.”

It is clear that Alwasilah's (2009) theory about qualitative means to get the comprehension of the problem. In order the researcher used the instrument of the research based on the grand theory that used in chapter 2 to get to know the answer and also as a tool of indicator of the study.

3.2 Respondents

In this research the researcher using respondent for the subject as the resource to collect the data. This research has 8 respondents, they are 4 front liners and 4 foreign customers. The researcher focus on the Speaking Skills of the front liners and the foreign customer's opinion about the speaking skills of the front liners.

3.3 The Procedures of Data Collection

In collecting data, the researcher gave the questionnaire to the foreign customers and front liners of Sari Ater Hotel and Resort. Arikunto (2006) mentions that: *”Angket adalah sejumlah pertanyaan tertulis yang digunakan untuk memperoleh informasi dari responden dalam arti laporan tentang pribadinya, atau hal-hal yang ia ketahui.”* Meanwhile Sugiyono (2009), mention: *"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 researcher used in this research such as follows:

1. Visiting

The researcher visited Sari Ater Hotel to ask permission for this research, gather some information about the hotel and the foreign tourists.

2. Observation

Observation is an accurate and specific method in collecting data and has the purpose of finding information about all ongoing activities to be used as an object of study in a study. The researcher observed the Front Liners and Foreign Customers in Sari Ater Hotels and Resorts. The researcher observed during the activities of the Front Liners and Foreign Customers. The researcher used MobilNote Book to take note the data of the observation.

3. Interview

Interview is a conversation carried out by both parties such as researcher to front liners and foreign customers who are face to face to get information orally by obtaining goals that can explain the research. In this research, the researcher interviewed the front liners by using English to find out the front liners's English speaking skill and used mobile phone audio recording to record all the conversations. The questions of interview are on interview instrument.

4. Engaging the Interview and Questionnaire

By using the Thornburry (2004) and Brown's (2004) Theory of the Speaking English Skill, the researcher started to make a research by using the research instruments to the foreign guests and front liner associates distinctively. Then analyzing all the data and describing all the research findings and conclusions.

3.4 The Technique of Data Collection

1. Primary Data

The primary data was collected by the researcher for answering the problem of this research. It was taken by observation, interview, questionnaire about more information and it recorded in a Mobile Phone Voice Recording and then copied in a paper. After the data was collected, the researcher made a finding based on interview, observation, and questionnaire.

2. Secondary Data

The secondary data was obtained by the data that already exist and reposes for certain purposes literary study and some articles from internet. The researcher used books, sample survey reports, data studies.

3.5 The Technique of Analyzing Data

After the data completed and have been gathered, it would be analyzed in order to get the answers for the research problems. First step was to describe every answers of the interview and observation with the front liners of English speaking skill and then it would be compared with the Thornburry's (2004) theory. For the questionnaire it would be describe by the researcher with Brown's (2004) theory.

Comparison was important for the researcher. The researcher compared everyquotes, field's fact, also by making an actual role play with the actual correspondences.

All of the result would be described descriptively based on the research problem to the related variables and the questionnaire, interview, and research finding result.

3.6 Observation Instrument

The researcher would like to analyze English Speaking Skills of Front Liner when they served their guests especially foreign guests. Direct observation of the field would greatly help this paper be complete and create a new experience and feeling for the researcher. In this observation, researchers would like to know the information and data related to the English speaking skills of Front Liners in serving foreign guests. To measure English Speaking Skills of front liners, the researcher just saw and measure the English speaking skills only. In this case speaking skills is measure from several aspects, the aspects are Speech Production, Articulation, Fluency, Grammar and Vocabulary.

The instrument of the researcher used was Note Book. By taking notes every conversation from the front liners and foreign customers or noted their conversation, the researcher used this kind of method to reveal the front liners and foreign guests's feedback.

3.7 Interview Instrument

To get more data and information regarding this study, the researcher also made an interview with the front liners. The interview was consists of questions list. It will be recorded by voice audio recorder and noted by the researcher's devices. The questions that the researcher submitted to the Front Liners were as follows:

1. How important is the use of language at work?
2. What do you think of English?
3. How is your English speaking skill?
4. How long have been working using English?
5. How important is English grammar to you?
6. How is your vocabulary mastery?

7. What are the obstacles of having conversation in English with the foreign customer?
8. How important is English to you?
9. Have you ever take an English class before?
10. How is your pronunciation in English?
11. How fluent is your English?

3.8 Questionnaire Instrument

To get more data and information regarding this study, the researcher also submitted a questionnaire to the foreign guests. The foreign guests giving the score and it was described by the researcher how to fill the questionnaire.

Table 3.8 Questionnaire Instrument

Category	Level	Criteria	Score
Grammar	I	Poor to very poor: Speaker can be understood by nativespeaker, even errors in grammar are frequently spoken.	
	II	Average to Poor: Speaker can handle elementaryconstructions quite accurately, but unconfident to control thegrammar.	
	III	Good to average: Control of grammar is good. Speaker isable to speak the language with sufficient structural accuracy.	
	IV	Very good to good: Errors in grammar are quite rare. Speaker is able to use the language accurately.	
	V	Excellent: Equivalent to that of an educated native speaker	
Vocabulary	I	Poor to very poor: Speaker has inadequate speakingvocabulary to express anything but the most elementaryneeds.	
	II	Average to Poor: Speaker has sufficient speaking vocabularyto express things simply with some circumlocutions.	
	III	Good to average: Speaking vocabulary is broad enough thathe rarely has to grope for a word.	
	IV	Very good to good: Speaker has a high degree of precision ofvocabulary.	
	V	Excellent: Speech on all levels is fully accepted by educatednative speakers in its entire feature including breadth ofvocabulary and idioms, colloquialisms, and culturalreferences.	
Comprehension	I	Poor to very poor: Speaker can understand simple questionsand statements if it delivers with slowed	

		speech, repetition, or paraphrase.	
	II	Average to Poor: Speaker can get the gist of most conversation of easy topics (topics that require no specialized knowledge)	
	III	Good to average: Speaker's comprehension is quite complete at a normal rate of speech.	
	IV	Very good to good: Speaker can understand any conversation within the range of his experience.	
	V	Excellent: Equivalent to that of an educated native speaker.	
Fluency	I	Poor to very poor: Speech is halting, very slow, and fragmentary that conversation is probably impossible.	
	II	Average to Poor: Speech is frequently hesitant and jerky; some sentences may be left uncompleted.	
	III	Good to Average: Speech is occasionally hesitant. Speaker rarely has to grope for words.	
	IV	Very good to good: Speech is smooth and effortless, but perceptively non-native in speed and evenness.	
	V	Excellent: Speech on all professional and general topics as smooth and effortless as a native speaker's.	
Pronunciation	I	Poor to very poor: Errors in pronunciation are frequent but speaker can be understood by a native speaker.	
	II	Average to Poor: Accent of the speaker is intelligible though often quite faulty.	
	III	Good to average: Errors never appear with understanding. Accent may be obviously foreign.	
	IV	Very good to good: Errors in pronunciation are quite rare.	
	V	Excellent: Native pronunciation, with no trace of foreign accent.	
Total Score			

Scale of the Level

I : 1- 4

II : 5 - 8

III : 9 - 12

IV : 13 - 16

V : 17 – 20