

Chapter III

Research Method

3.1. Research Design

The writer in this research use the qualitative approach method. Qualitative is the study process which accumulates the descriptive data that are written language from the people and their behavior according to Bungin in Fauziah (2019:23). The writer choose the qualitative as the method because of is proper method to get the final result of this research. Qualitative method is a general phrase for case studies, ethnography, grounded theory, document analysis, and action research is qualitative research design. The purpose to use qualitative as the method to get the result same as the fact in the field, and also couldn't count by words but could describe through the words.

The qualitative study result does not find generalization but finds an understanding and case by accumulating and doing data analysis, claims Alwasilah in Fauziah (2019:23). That mean that the qualitative is the focus to understand the data which is how to collecting data to be analyze in the end. The Qualitative approach is the best way to use in this research because of in this research could help acquire the answer of the research problem who has correlation with the English speaking skills.

3.2. Research Object

The population of sample in this research is five persons of Guest Service Agent (GSA) at Ibis Bandung Trans Studio the respondent chose based on the shift in one day. There will be two persons in the morning shift, two persons in afternoon

shift, and one person in night shift. The writer did interview with this five people to get valid data for this research. The follows:

Morning shift: 7 am – 3 pm

Afternoon shift: 3 pm – 11 pm

Night shift around: 11 pm – 7 am

At Ibis Bandung Trans Studio in one shift there are five person each day

3.3. Research Instrument

The research instruments the writer use is Fluency Scale Ordinate Corporation in Jong and Hulstijn 2009. There will be six scores to know fluency of someone speaking, the score from 0 until 5. The score will be categories as disfluent, limited fluency, intermediate fluency, good fluency, advanced fluency, and native-like fluency. More detail categories will be explaining as follows:

Table of Data Instrument

Fluency Scale Ordinate Corporation in Jong and Hulstjin (2009)

Level	Description
0	DISFLUENT. Candidate speech is very slow and seems labored and very poor, with many discernable phrase grouping and with multiple, hesitations, pause, false starts and/or major phonological simplifications. In an utterance, most words are isolated and there are may long pauses.
1	LIMITED Fluency. Candidate speech is slow and has irregular phrasing or sentence rhythm. Poor phrasing, staccato or syllabic timing, multiple hesitation, many repetitions or false starts render the spoken performance notably uneven or discontinuous. Long utterances have several long pauses.

2	INTERMEDIATE Fluency. Candidate speech may be uneven or somewhat staccato. Utterance (if ≥ 6 words) has at least one smooth 3 word run and there are several long pauses, but not unlimited.
3	GOOD Fluency. Candidate speech has acceptable speed, but may be somewhat uneven. Long utterances may exhibit some hesitation; but most words are spoken in continuous phrases. There are several repetition or false starts per utterance. Speech has no too many long pauses, and does not sound staccato.
4	ADVANCED Fluency. Candidate utterance has acceptable rhythm, with appropriate phrasing and word emphasis. Utterances have no more five hesitations, repetitions or false starts. There is only one to five significantly non-native phonological hesitation.
5	NATIVE-LIKE Fluency. Candidate utterance exhibits smooth native-like rhythm and phrasing, with no more than one hesitation, repetitions, false star, or non-native phonological simplification. The overall speech sounds natural.

Table 2. Fluency Scale Ordinate by Jong & Hustjin (2009)

3.4. Procedure of Data Collection

The writer use interview with the Guest Service Agent (GSA) in Ibis Bandung Trans Studio Hotel to gathered the data for analysis. To get more data the writer also do the observasion for six month to see the real activities in the field. The data will be from all steps it can be concluded as the main data of the research. After collecting the data by observation and interview, the writer makes the data into one to make them valid. The writer make the graphic plan as the process collecting data and prosedure in this research. The steps of this collecting data as final research. The data going to be the most important part to know the result. The

writer uses the concept throughout the graphic as the explanation on this research. Here the graphic of the process in collecting the data by the writer.

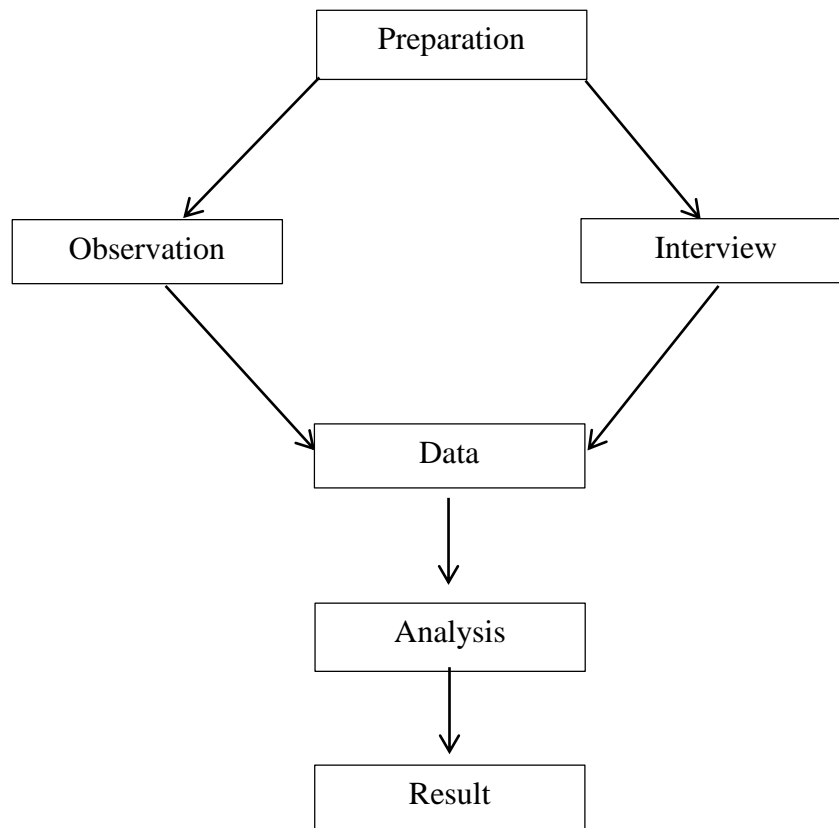


Table 3. Procedures of Data Collection Plan Graphic

3.4.1 Observation

The observation is the method to get more valid data. The writer chose this method because it will help in retrieving the required data. The writer come to the field for about six months to see the activity and to get more data for this research. To see the interaction between guest and Guest Service Agent (GSA). The most crucial phase of any information system development process is observation.

No.	Statement	Yes	No
1.	Guest Service Agent greeting guest first		
2.	Guest Service Agent could explain information about the promo to the guest		
3.	Guest Service Agent explain information about the facilities to the guest		
4.	Guest Service Agent explain information about the check in/check out time		
5.	Guest Service Agent could use grammar right		
6.	Guest Service Agent could say the pronunciation right		
7.	Guest Service Agent explain information or the answer with mix between English and Indonesian		
8.	Guest Service Agent understand English well		

Table 4. Observation Data

3.4.2. Interview

A person or a group may be interviewed for the interview. But the writer will interview individually or interview one by one. Darmadi (2014 : 291) in

Fauziah (2019: 25) claims that an interview, also known as an in-depth interview, is a process used to gather data for research using several question will be ask and response techniques. Futhermore the focus of the writer is on the problem of sample. The writer could interview the Guest Service Agent (GSA) to the front office department of Ibis Bandung Trans Studio. There are will be several questions that the Guest Service Agent (GSA) staff of Ibis Bandung Trans Studio might answer each questions.

The writer has conducted several questions for the GSA. There are 10 questions as a follows:

1. Please describe your job!
2. What do you know about Hotel?
3. Please mention detail facilities in this hotel!
4. How do you do to handle complain?
5. What is the hardest part being Guest Service Agent (GSA)?
6. How do you explain to guest about promo or discount hotel?
7. What is the most challenging situation that you are facing as Guest Service?
8. How do you handle big problem in hotel such as overbooking?
9. Please mention your favorite part being Guest Service Agent!
10. What is the most proud achievement you get in this job and please describe your experiences so far!

3.5. Technique of Data Analyzing

Futhermore now after collecting data, the data could be analysis by the writer. Data analysis in qualitative research, according to Wiersma (1991: 85 in Rahayu 2020), is a process of synthesis, description, and categorization. For the description and explanation of the studied phenomenon, data reduction is required." In Nasya (2018 : 48) it means that data analysis is the process to analyze the data was collecting. Sugiyono (2008: 245) offers three steps for data analysis in descriptive qualitative research. These include data reduction, data visualization, and data conclusion creation and verification in Nasya (2018: 48-49). Therefore based on above the writer analyzing the data into three activity. The steps of analyzing the data are:

1. The writer collect the data with interview and observasion. And then the writer focus on refer the data to the formulation of the research problem.
2. After collecting data, the writer make uses effective language to present those facts.
3. Therefore uses the effective language to present the fact, the writer make conclusion to get the result by the interview and observasion using the analysis descriptive.