CHAPTER III

RESEARCH METHODOLOGY

A. Method of Research

Writer intended to qualitative research that used case study research method to conduct this research. This investigated and analysed the implementation of giving corrective feedback for third year students of XII IPS 4 by teacher in teaching speaking in English Conversation class in SMAN 19 Kabupaten Tangerang.

Woodside says that "Case Study Research (CSR) is an inquiry that focuses on describing, understanding, predicting, and/or controlling the individual (i.e., process, animal, person, household, organization, group, industry, culture, or nationality)."[1] This definition is intentionally broader than the definition that proposes: a case study is an empirical inquiry that investigates a contemporary phenomenon within its real

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[1] Arch G. Woodside, *Case Study Research: Theory. Methods. Practice* (USA: Emerald Group Publishing Limited, 2010), 1.

life context, especially when the boundaries between phenomenon and context are not clearly evident.

Hancock explains three important characteristics that defines case study research as follows[2]:

(1) Case study research sometimes focuses on an individual representative of a group (e.g., a female principal), more often it addresses a phenomenon (e.g., a particular event, situation, program, or activity).

(2) The phenomenon being researched is studied in its natural context, bounded by space and time.

(3) Case study research is richly descriptive, because it is grounded in deep and varied sources of information.

B. Research Site

SMAN 19 Kabupaten Tangerang has two types of English subject, they are English Subject and Local Content of English Conversation Subject. This research started from 17 July - 31 August 2017.

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[2] Dawson R. Hancock and Bob Algozzine, *Doing Case Study Research: A Practical Guide for Beginning Researchers* (New York: Teachers College Press, 2006), 15-16.

To achieve the valid data of this research, writer carried out in the third year students of XII IPS 4 in English Conversation class in SMAN 19 Kabupaten Tangerang in the academic year of 2017/2018 with the total participants as many as 39 students and an English teacher who taught in that class.

C. Instrument of the Research

Writer needed instruments on this research. It is part of research components. Writer used three instruments to collect the data, as follows:

1. Observation Sheet

Writer did observation to get the information of teaching and learning process to conclude how the teacher's strategy in give corrective feedback to students is implemented in the classroom in teaching speaking. Writer prepared observation sheet to collect the data.

According to Wahyuni, observation is useful for generating in-depth description of organizations or events, for obtaining information that is otherwise inaccessible and for

conducting research when other methods are inadequate. Observation also fosters an in-depth and rich understanding of a phenomenon, situation and/or setting and the behaviour of the participants in touch setting.[3] Researcher is the main instrument that a key instrument or human instrument. Observation is intended to see and to know about the interaction of teacher and students, the process of teaching and learning of speaking English, to see their difficulties of speaking English, their problem, and also to know the kind of corrective feedback as the treatment that are given.

Hancock and Algozzine mention five factors when conducting observations, as follows[4]: (1) Identify what must be observed in order to shed light on possible answers to the research questions. (2) Create an observation guide. (3) Gain access to the research setting. Anticipating that participants in the setting, the researcher must be prepared to explain why, how, and for whom the investigation is occurring. (4)

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[3] Wahyuni, *Qualitative Research Method: Theory and Practice*, 2nd Editon (Jakarta: Penerbit Salemba Empat, 2015), 21.

[4] Hancock and Bob Algozzine, *Doing Case Study,* 46-47.

Recognize his or her personal role and biases related to the research. (5) Follow all ethical and legal requirements regarding research participants.

2. Interview Protocol

Not observation only, writer interviewed an English teacher in SMAN 19 Kabupaten Tangerang who taught English Conversation Subject in XII IPS 4 to get valid information. Writer also interviewed 20% students of XII IPS 4 to know what their responses when they were given corrective feedback by teacher.

Bungin states that interview is process of conversation that construction of person, events, activities, organization, motivation, opinion, etc., that use two side from an interviewer and interviewee.[5] The purpose of interview is to probe the ideas of the interviewees about the phenomenon of interest. [6] An interview protocol serves the purpose of

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[5] Burhan Bungin, *Metodologi Penelitian Kualitatif: Aktualisasi Metodologis ke Arah Ragam Varian Kontemporer,* ed. 1-7 (Jakarta: Rajawali Pers, 2010), 155.
[6] Wahyuni, *Qualitative Research Method,* 26.

reminding you of the questions and it provides a means for recording notes. [7] Therefore, writer prepared an interview protocol to collect the data in this research.

Hancock and Algozzine mention five guidelines to conduct a successful interview, they are[8]: (1) Identify key participants in the situation whose knowledge and opinions may provide important insights regarding the research questions. (2) Develop an interview guide or an interview protocol. Identify appropriate open questions that the researcher will ask each interviewee. (3) Considering the setting in which he or she conducts the interview. (4) Develop a means for recording the interview data. (5) Adhere to legal and ethical requirements for all research involving people.

3. Field Note

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[7] John W. Creswell, *Educational Research: Planning, Conducting, and Evaluating Quantitative and Qualitative Research,* Fourth Edition (Boston: Pearson Education, Inc., 2012), 225.
[8] Hancock and Bob Algozzine, *Doing Case Study,* 39-40.

Writer also use field note in this research. Acoording to Ary, Jacobs, Sorensen and Razavieh say that field notes contain what the researcher has seen and heard. It may include photographs and audio and video recordings. They explain two components of field note: (1) the *descriptive* part, which includes a complete description of the setting, the people and their reactions and interpersonal relationships, and accounts of events (who, when, and what was done); and (2) the *reflective* part, which includes the observer's personal feelings or impressions about the events, comments on the research method, decisions and problems, records of ethical issues, and speculations about data analysis.[9]. Field note is an important tool for writer, it helps writer for gathering some notes from observation and interview. It took from started of research until finished this research. Notes are taken would become information which had meanings.

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[9] Donald Ary, Lucy Cheser Jacobs, Chris Sorensen, and Asghar Razavieh, *Introduction to Research in Education*, Eighth Edition (Canada: Wadsworth Cengage Learning, 2010), 435.

D. Technique of Data Collection

Writer combined three techniques such as observation, interview and field note to collect the validity and reliability of data.

First, observation technique is used to see the phenomenon. Bungin says observation is primary method than unstructured interview for collecting data. It due consideration is what someone says is distinct to what they do.[10] Observation is one of ways to get information. It helps to discover the data from observing and more pay attention and heard what the subject done. Writer conducts the observation for getting detail information, to see the interaction both of teacher and students especially for giving corrective feedback and students' responses. Writer prepared the audio recording, camera, and observation sheet to gather this technique.

Second, interviews are a very common form of data collection in case study research. Hancock states that interviews of individuals or groups allow the researcher to attain rich,

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[10] Bungin, *Metodologi Penelitian Kualitatif,* 138.

personalized information. [11] Seidman defines interviewing provides access to the context of people's behaviour and thereby provides a way for researchers to understand the meaning of that behaviour.[12] Interview technique is used to collect the data and to get information about corrective feedback. So writer could deeply understand what the phenomenon, the concept, value and meaning.

Semi-structured interviews are particularly well-suited for case study research. Hancock explained that semi-structured interviews invite interviewees to express themselves openly and freely and to define the world from their own perspectives, not solely from the perspective of the researcher. [13] Writer chose semi-structured interview to collect the data from this research. Writer follow-up questions, it used to probe more deeply issues of interest to interviewees.

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[11] Hancock and Bob Algozzine, *Doing Case Study,* 39.
[12] Irving Seidman, *Interviewing as Qualitative Research: A Guide for Researchers in Education and the Social Sciences* (New York: Teachers College Press, 2006), 10.
[13] Hancock and Bob Algozzine, *Doing Case Study,* 40.

Third, note taking from field note technique is used to complete the data which could got from observed and interviewed.

Writer used all these techniques is to conduct this research, to get the data and information that was necessary of this research.

E. **Technique of Data Analysis**

Ibrahim says data analysis is unity of systematic effort which do by researcher to understand data and find systematic meaning and purposing, rational and argumentative which can answer research questions.[14] Data analysis is one of method for getting the accurate data. Writer used technique of descriptive qualitative using inductive analysis. Tracy explains that inductive (a bottom-up, "little-to big" approach). In qualitative methods which means that behavior is described from the actor's point of view and is context-specific. According to Tracy, the step of an

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[14] Ibrahim, *Metodologi Penelitian Kualitatif: Panduan Penelitian beserta Contoh Proposal Kualitatif* (Bandung: Alfabeta, 2015), 107.

inductive emic approach as follows[15]: (1) begin with observing specific interactions; (2) conceptualize general patterns from these observations; (3) make tentative claims (that are then re-examined in the field); and (4) draw conclusions that build theory.

Writer tried with those concept, this research begins with (1) gathering specific interactions and conversations of the teacher and students of XII IPS 4 in English Conversation class by observation and then writer interviewed the teacher and students to describe their most common behavior of giving and receiving corrective feedback. (2) Data has collected, then writer made field notes, observation transcripts and interview transcripts. Because the data should be processed from the beginning until the study ends. (3) Then writer reduced the data and useful information that are important for this research. Next the writer made categories what are needed, and selected the important data. (4) After the data is selected writer analyzed these data to find and make claims about patterns. Then the writer conducted a

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[15] Sarah J. Tracy, *Qualitative Research Methods: Collecting Evidence, Crafting Analysis, Communicating Impact* (West Sussex: Blackwell Publishing, 2013), 22.

deep analysis in order. (5) Writer interpreted the data, only after this data immersion would the writer provided a conclusion. For instance, after analyzing multiple conversations the writer conclude that all. These techniques started from begin until the end of this research. Writer did the techniques as effort to understand, to explain and to interpret the data. Writer interpreted the data of this research is to describe the implementation of giving corrective feedback.

Hancock states that strategy for confirming results is to demonstrate how findings are based on information acquired from multiple sources, sometimes called *triangulation*.[16] To check-up the validity and reliability of data, writer used technique triangulation. Compared the data which are collected from observed with interviewed, and also compared result of interviewed data with writer's field note.

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[16] Hancock and Bob Algozzine, *Doing Case Study*, 66.