

CHAPTER III

RESEARCH METHODOLOGY

3.1. Research Design

The design of this research was qualitative approach. Qualitative research is kind of research concerning with acquiring data in the field which does not need to use the number (Statistical Analysis), Seno (2001).

Moreover, Borg and Gall (1998) that cited by Sugiyono, Qualitative research is much more difficult to do well than quantitative research because the data collected are usually subjective and the main measurement tool for collecting data is the investigator himself.

Telephoning Conversations were the source of data in this research. The writer has listened the telephoning conversation and wrote all utterances and drew into the table according the preferred and dispreferred second.

3.2. Location and Time of the Research

The research has done at English Study Program of Islamic University of Riau. The research has been conducted at 1st of January until 28th of February 2017.

3.3. The Population of the Research

The population of the research are the students of English Study Program of The Teacher's Training and Education Faculty of Islamic University of Riau.

Note:

PREFERRED

Req - Acc = Request - Acceptance

Off - Acc = Offer - Acceptance

Ass - Agr = Assesment - Agreement

Qu - Ex Ans = Question - Expected Answer

Bla - Den = Blame - Denial

DISPREFERRED

Req - Ref = Request - Refusal

Off - Ref = Offer - Refusal

Ass - Dis = Assesment - Disagreement

Qu - Un Ans = Question - Unexpected Answer or Non-Answer

Bla - Ad = Blame - Admission

3.6. Data Collection Technique

The data collection techniques of this research are as follows:

1. Having communication and asking the permission to Miss Sri Wahyuni, M. Pd, in order to get the data as the documentation, especially subject.
2. Having communication and asking the permission to all of the students as the sample chosen by the researcher, especially 5th Semester.
3. Asking their data about the telephone conversation that they already recorded as their tasks in English for Office Class.

3.7. Data Analysis Technique

The data have been presented in qualitative approach. The writer has used the data analysis technique in this research as follow :

1. The writer has listened all the samples of the telephone conversation repeatedly.
2. Then the data have been written in the table and matched to preferred and dispreferred second.
3. Finally, the results of analyzing data have been written in a conclusion.