

Chapter Three

Methodology

Research method was a system or method of work to be done on a study. The researcher was required to select and specify the appropriate method and flexible in order to achieve its objectives.

This chapter presented the methodology used in this study which was presented in four parts. First part presented the research design used in the research. Second part presented the participants of this research. The third part explained about data collection method. Finally fourth part presented data analysis.

Research Design

The purpose of this study was to know the perception of students on the interpersonal skill of the teachers of EED UMY. The participants in this research explained their opinions about interpersonal skill of teachers in EED UMY. Based on objectives above, the research design appropriate for this research was qualitative research. Tewksbury (2009) also explained that qualitative research method provided more emphasis on interpretation and providing someone with complete views, looking at contexts, environmental and depth of understanding of concepts. Creswell (2012) argued that qualitative research would be appropriate to be employed when it would identify research participants' opinion, believe, or even perception. It means that qualitative research was aimed to reveal participants' opinions.

Based on explanation above, qualitative method was appropriate for this research as it revealed EED students' perception on teachers' interpersonal skill. Implementing this method, the researcher attempted to identify the students' perception by collection the data through interview. Besides, it was also to gain the deeper perception of students' view point on teachers' interpersonal skill at EED UMY.

Setting of the Research

This research was conducted in English Education Department (EED) of Universitas Muhammadiyah Yogyakarta. There were several reasons why the researcher selected this department as the setting this research. First the researcher had seen there was a phenomenon in EED UMY about teachers' interpersonal skill that impact to the students' learning. It meant that this research is appropriate to be conduct in EED UMY. Second the researcher as a student in EED UMY. This provided accessibility to the researcher to get help by faculty members in conducting the research. Third, EED UMY's students are more likely to become a teacher in the future. Based on those three reasons above, to choose EED UMY as the setting of the research is appropriate and suitable.

Participants of the Research

The participants selected by random sampling. According to Creswell (2008) random sampling research was all of the participants agreed to participate with this research. It meant that the researcher will find the participants who were really willing to be the participants of this research so they inclined to give the

more sincere and true information based on participants's experience. The participants were randomly selected in order to make the data gathered become more valid.

There were six students participating in this research namely four female and two male students. All participants were the students of EED UMY batch 2012. There were some reasons of choosing the students batch 2012 as the participants. First, they had been learning at EED UMY for four years. They had many experiences in communication with the teachers, motivational section and also working together with their teachers. EED UMY students batch 2012 have more experiences than students batch 2013 until 2015. They also knew teachers' habit in teaching. It was an opportunity to the researcher to get more information that relates to teachers' interpersonal skill. Second, the participants were chosen because they were willing to talk and easy to be accessed.

Instrument of the Research

The researcher used interview guidelines to help the researcher in interviewing. Interview guidelines included some questions that the researcher gave to the participants. There were four main questions in interview guideline that the researcher asks to the participants. The first question, the researcher asked about participants' opinions on teachers' communication skills in the classroom. Second, the researcher asked about participants' opinions on teachers' relationship in the classroom. Third, the researcher asked about teachers' motivational role in

the classroom. Finally, the researcher asked about participants' opinions on teachers' teamwork in the classroom.

During the interview, the researcher used mobile phone to record the interview process with the participants. It also helped the researcher to transcribe the interviews. Al-Yateem (2012, p.32) cited that "the recording can be viewed or listened to repeatedly in case in doubt or during data analysis, and it also provides a basis for reliability and validity". It means that, when researcher and the participant did interview, all of the sounds should be recorded. The reason was to get reliability and validity of the data.

Data Collection Method

One-on-one interview was employed as the type of interview. It meant the researcher and the participant was working face-to-face in the interview, one as a interviewer and one as a participant. There were several reasons in using one-on-one interview. First, the participant could feel more comfortable when he/she was interviewed. The participants were also easier to answer researcher's question when they felt comfortable. According to Creswell (2008) by having one-on-one interview, the data gathered would become more accurate because the participant could communicate naturally, comfortably, and clearly so that the researcher could ask if there was any misunderstanding on the questions asked. Second, on one-on-one interview, the participants were more focused in interview. It was opportunity for the researcher to get deep information and also the answers of participants were not affected by other participants.

The researcher contacted all the participants through social media message application such as BBM and WhatsApp application. It was to ask the students whether they were willing to be participant or not. Then, the researcher made an appointment about time and place to collect the data with the students willing to be the participants. There were three participants willing to meet with the researcher in college and the other participants wanted to meet in their boarding house. The researcher visited the participants one by one to interview them.

There was no limitation time during the interview. If all the researcher's questions were all asked, the interview was also finished. It meant that, when the researcher already got information related to teachers' interpersonal skill, the process of data collection was completed. In interviewing, the average of the time to interview was five until seven minutes from all the participants.

While collecting the data, the researcher used *Bahasa Indonesia* in interview. The reason in using *Bahasa Indonesia* was to make easier communication both of the researcher and participants. According to Byrne & Michelle (2001), the researcher must master communication skill. Good communication in interview influences the participants' answer, so the answer of participants was not ambiguous. Bahasa Indonesia is the language that is understood by both the research and the participants so that the researcher can get the participants' points more clearly.

Data Analysis

The last method to be explained in this chapter was data analysis. The steps of analyzing the data was started by transcribing the interview result from participants one by one from the data recorder. Then, after transcribing the recording, the researcher did member checking. Doing member checking was essential in order to make sure the validity of the data gathered. Member checking was done by showing the script result to the respondents and asking them to check whether the script results were really the same with the interview that they had been done or not. Member checking was done in May 2016 and all of the participants agreed with the researcher's transcription, so there were no changes.

After doing the member checking, the researcher analyzed the by data using thematic analysis. Thematic analysis was a process of data coding. In coding the data, the researcher firstly analyzed the script of recording. It meant that the researcher inferred what the participants meant by their answer in each question. This activity was done in open coding. Then, after doing the open coding, the researcher did axial coding. In axial coding, the researcher classified each item of statement that has the same category into one interpretation. The last was selective coding in which the researcher analyzed and tried to conclude all the data result into each category selectively. After coding the data, the researcher reported the result of the data using descriptive qualitative.