

## **CHAPTER III**

### **RESEARCH METHODE**

This chapter deals with the research methodologies. It consists of six sub-chapters. Research methods, they are object of the research, type of data, an instrument for collecting data.

#### **3.1. Research Design**

This study uses observational studies to analyze existing phenomena, according to Rosenbom (2005) observational studies are often referred to as natural experiments in which there are various stages, namely planning and studying as closely as possible the participant who is examined. Furthermore, observational studies are appropriate to this research because this research relies on linguistic rather than numerical data, and employs meaning-based rather than statistical forms of data analysis. The numerical finding is used as only a reference of further qualitative interpretation.

The main purpose of this research is to analyze and classify backchannels according to their function during the coaching process pre-service teacher. In this study the researcher chose 2 pre-service teachers from senior high school in Yogyakarta. The pre-service teacher recorded a conversation with the supervisor teacher during coaching process. From the conversation process, the researcher analyzed what backchannel functions appeared and how the backchannel that was used.

It would also be seen whether the pre-service teacher was able to maintain the conversation with the supervisor teacher, so that they will get more insight. This observational study uncovers how the backchannels work during pre-service teacher coaching process. Specifically, this research describes and explains each backchannel by its function. First, after the researcher identifies backchannel from the transcribed conversation, the researcher classifies the backchannel into functions of backchannel table, which are of three functions; continuer (CON), Convergence tokens (CNV), engaged response (ER) and information receipt tokens (IR).

The next step is the researcher makes an explanation by dividing each backchannel into functions of backchannel table, which are four functions; continuer, convergence tokens, engaged response tokens and information receipt tokens. Then, the researcher conducted an interview process to find out the reason why the pre-service teacher used the backchannel function that came out during the coaching process.

## **3.2. Data Preparations**

### **3.2.1. Setting and Participants of Research**

The objects of this current research were recorded conversation which gathered from casual conversation during coaching process done by pre-service teacher in senior high school in Yogyakarta. The pre-service teacher are considered to be able to make good conversation, because they have already got the conversation subject and

prepared to do Teaching Practice. It can help to serve good casual conversation as the data of this current study.

### **3.2.2. Informed Consent**

According to Creswell (2012), the research must get the approval and permission of the participant this matter is considered because it can have a sensitive impact on participants because in obtaining approval the participants must not give pressure or coercion to participate. Therefore, the researcher must have the ability to negotiate or lobby participants to follow the direction the researcher wants. In this study, the procedure was not too complicated because the research was focused more on linguistics and use naturalistic observation, in line with Mulhall (2003) observation using naturalistic paradigm is unstructured and irregular so that it does not require a rigorous examination or approach. The research was done naturally without scenarios and did not require permission letters, although the researchers were naturally asking for approval from the participants who were the service teachers who in senior high school Yogyakarta.

### **3.3. Research Instrument**

Research instrument is an ideal companion tool for researchers (Birmingham, 2003). Therefore, research instrument is an important aspect of research, in this study, researcher will use observation and interview as research instruments.

### **3.3.1. Observation Transcript**

. According to Mulhall (2003), through observation, researchers can ascertain what participants are doing and say in actual terms. Observers have the freedom to determine how information is filtered and analyzed. This study observed casual conversations with pre-service teachers in senior high school in Yogyakarta during coaching process, this observation was conducted to determine the function of backchannel used by pre-service teachers when having casual conversations with supervisor teacher at the time training.

Observations are carried out 2 times at each pre-service teacher, while for observation locations placed in private high school Yogyakarta in the teacher's office and in the public high school Yogyakarta in the teacher's office.

The researcher uses transcript sheets to write transcriptions of recorded observations from the pre-service teacher's casual conversations during the coaching process. The observational transcript developed by employing the theories of O'Keeffe and Adolphs (2011) Categorize Function of Backchannel. The following below is an example from the observation table:

**Table 3.1** *Categorize Functions of Backchannel*

No	Speaker	Turn	Functions of <u>backchnannel</u>			
			CON	CNV	ER	IR
018	<u>Miss Rara</u>	<u>Jadi ketika mbaknya sambil menerangkan gini - gini , anak - anak bisa sambil ngelihat di layar biar yang didepan</u>				
019	<u>Yunita</u>	<u>★/He'em/↓★ (menatap SVT)</u>	✓			
020	<u>Miss Rara</u>	<u>itu bisa di pakai</u>				
021	<u>Yunita</u>	<u>*Mengangguk*</u>	✓			
022	<u>Miss Rara</u>	<u>Meskipun ini nya sama dengan yang di pegang anak</u>				
023	<u>Yunita</u>	<u>★ /He'em/ ↓ ★ ( mengangguk)</u>	✓			

### 3.3.2. Interview question

Interview questions can help researchers to analyze and determine the objectives of the study according to Berg (2004), the questions posed to participants can be a guide for researchers to analyze research material, with questions of who, what, how, when and where can help participants recognize interrelated influences, in addition, the interview question aims to assess the data and clarify the information that has been received. in this study, the researcher uses construct interview question developed by employing the theories of Truong et al (2011) Visual backchannels, Pipek (2007) Symbol and intonation, O'Keeffe and Adolphs (2011) Function of Backchannel. The following below is an example from the construct of interview question table:

**Table 3.2. The Construct of Interview Question**

Subject	Construct	Conceptual Definition	Components	Interview Questions
Functions of Backchannel	O’Keeffe and Adolphs (2011) Function of Backchannel: <ul style="list-style-type: none"> <li>CONTINUER</li> <li>CONVERGENCE TOKENS</li> <li>ENGANGED RESPONSE TOKEN</li> <li>INFORMATION RECEIPT TOKENS</li> </ul>	O’Keeffe and Adolphs (2011) Function of Backchannel: <ul style="list-style-type: none"> <li><b>Continuer:</b> The function is to maintain the flow of conversation and the desire of the current speaker to continue his turn.</li> <li><b>Convergence Tokens:</b> Convergence tokens have a ‘higher relational value’ than continuers, as they are used to marking agreement/convergence</li> <li><b>Enganged response tokens:</b></li> </ul>	<ul style="list-style-type: none"> <li>CONTINUER</li> <li>CONVERGENCE TOKENS</li> <li>ENGANGED RESPONSE TOKEN</li> <li>INFORMATION RECEIPT TOKENS</li> </ul>	<ol style="list-style-type: none"> <li>How do you communicate with the supervisor teacher during the coaching process?</li> <li>How do you feel when you have supervision?</li> <li>How do teacher supervisors give feedback?</li> <li>How close are you physically respond to feedback given by the supervisor teacher?</li> <li>How do you select words while doing the coaching process?</li> <li>How comfortable you are in having a conversation during the coaching process?</li> <li>What makes your conversation run smoothly during the coaching process?</li> </ol>

### 3.3 Data Collection Technique

According to Creswell (2012), one aspect of qualitative data collection is to recognize data types that can later answer questions from a study. Thus, it can determine what qualitative data will be collected, the researcher must be familiar with the topic under study. Furthermore Creswell (2012) said there are several strategies for collecting qualitative data, including observations, interviews, documents, and audiovisuals. The procedure of collecting data in this investigation includes several steps. They are:

## 1. Observation

Observation is the process of gathering information directly, observation can provide benefits for researchers who can record moments in an arrangement so that researchers can study the actual conditions or behavior of participants (Creswell, 2012). In this study the researcher used observation as primary data to analyze the type, function of backchannel in casual conversations during pre-service teacher coaching in senior high schools in Yogyakarta, this observation involved pre-service teachers from both schools, observations made at the teacher's office because the coaching process between the supervisor and pre-service teacher is usually done in the teacher's office. The researcher transcribed the video observations from each speaker's speech into an accurate transcription model. The researchers' principles and conventions used here follow the transcription system of Heritage (1987) the theory of Transcription Notation, transcription conversations needed in this study can be seen in the appendix.

This observation reveals how backchannels function in ordinary conversation. Specifically, this study explains and explains each backchannel based on its function. First, after the researcher identified the backchannel of the written conversation, the researcher classifies backchannel into the backchannel table function, which consists of three function; backchannel is continuer (CON), convergence tokens (CNV), engaged respons (ER) and information receipt tokens (IR) complicated. After that, the researcher describes each backchannel of its functions. In this study four observations were made. Observations were made twice at each participants, namely Yunita and

Bob. the location of the observation activity is in public high school and also in private high school.

## 2. Interviews

Interview is the process of asking participants for information to get more detailed personal information. Researchers use interviews to obtain more detailed data related to the backchannel function used by Pre-service students during pre-service coaching in casual conversation, furthermore to find out more detail and more intensely related to data information. The researcher will use one on one interview, according to Creswell (2012) One on one is an interview technique that is popular in educational research, besides that speaking skills possessed by Pre-service teacher interviews this type are quite relevant to use.

## 3. Documents

Creswell said (2012) document is one of the important information in qualitative research, documents can be used to support researchers to understand phenomena in qualitative research, documents can be used in the form of photos to explore the verbal expression to the non-verbal expression.

### **3.4 Data Analysis**

There are components or steps needed to analyze qualitative data such as data reduction, display data, and data conclusion. in this study, the data analyzed came from the results of observation (conversation between pre-service teacher and supervision teacher), interview (pre-service teacher and document photo and video).



### **3.4.1 Data Reduction**

In this study, the data obtained comes from observation, interviews, and documents, choosing the data needed in the study is one of the important elements in the data analysis process. In line with because in the data that is likely there is the most prominent data, therefore data reduction is needed to select the data that best matches the data needed by the researcher. In addition Emily et al (2008) said that graphically this technique connects semantic items such as coding and words. the data that has been obtained from the results of observations, interviews, and documents, researchers will only retrieve data from the transcript of the results of the pre-service teacher and supervisor teacher during coaching process, the researcher will choose the most relevant transcript seen from the interaction and backchannel used, besides the researcher will retrieve data from interviews and a collection of photos and videos that can support research data.

### **3.4.2 Data display**

In displaying qualitative data, there are things that need to be considered, among others, what is the big picture of research, how are themes and codes interconnected and how to tell the research. According to Miles and Hubberman in Ospina (2004), there are various ways to display qualitative data but generally divided into two, namely matrix and network. According to Denzin & Lincoln (2005) , qualitative research consists of a set of interpretive, material practices that make the world visible. In this

research, interpretation is presented in the form of description, so the explanation is clearer and easier to understand for readers.

### **3.4.3 Data conclusion**

Miles & Hubberman in Ospina (2004), said the conclusion of data display is often also referred to as analytic text, in the data view also must be followed by conclusions. the researcher concludes from the data that has been obtained. in conclusion, there could be a change if there are findings that are proven with strong evidence.

## **3.5 The trustworthiness**

According to Elo et al (2014) Completeness of data, accuracy and good saturation can affect the trustworthiness. providing appropriate details about the sampling method can be used to verify the trustworthiness of data collection. content analysis can be reported in a valid and easy to understand manner. In order to support the trustworthiness of data collection, the content used for this check includes credibility, confirmability, and data dependability.

### **3.5.1 Credibility**

Credibility becomes an important factor for knowing and measuring test results that are seen in reality. Davis (1992) said qualitative researchers use prolonged engagement procedures, observation, and triangulation, this procedure is done to build trust in participants, recognize culture, and know information, this can help researchers

to know the phenomena that occur and identify the most relevant characteristics for research. Besides triangulation is an important element to ensure credibility, In the triangulation by process and by method researchers use many sources, researchers use a lot of copies from one source, different sources for the same information and use many different methods such as interviews, observation, testing and even comparison of data. It is hoped that readers understand the empirical evidence about contextual similarities in the situation described in descriptive data.

To obtain information maturity, in the observation and interview process the researcher conducts reread and relisted to determine the backchannel classification of the functions used by participants. The researcher used the theory Truong et al (2011) Visual Backchannels, Pipek (2007) Symbol and intonation and theory, O’Keeffe & Adolph’s (2011). To find out the function of Backchannel, and to analyze the backchannels, the researcher refers to the words, sounds, and stress used during the observation process when the coaching process is carried out between the pre-service teacher and the teacher supervisor.

### **3.5.2. Transferability**

According to Zhang & Wildemuth (2017), transferability refers to the possibility of the results of research analysis can be implemented in other contexts, researchers basically do not have the task to present the transferability index. However, researchers have the responsibility to present a description and data collection that is

quite a lot so that the accuracy of the findings can be assessed by other researchers for different conditions and contexts.

In this study, the results also apply to pre-service teachers and supervisor teachers in the use of backchannel during coaching process, according to the explanation above, the results of the research can later be used to differentiate and expand the situation and context. the results of the study can later be used for other researchers as a reference to differentiate or expand the context of research and situations both from sources and methodologies. because according to Creswell (2012) methodology can affect the process of transferability.

### **3.5.3. Dependability**

Dependability is one of the processes in research that must be reported in detail, according to Bradley in Zhang & Wildemuth (2017), dependability is the way researchers are responsible for changing conditions in a phenomenon that appears, so that it can be a reference or research model for future researchers, dependency as well can help the next researcher to get different results from existing research.

Krefting (1991) said, the consistency of findings is related to the characteristics of dependability, therefore the method of data collection, data analysis, and correct interpretation must be clearly described. Within such descriptions, it can certainly provide information on the possibility of repeated studies or the uniqueness of conditions found. to illustrate the situation where other researchers can follow the leader's decision previously referred to as audit dependability.

#### **3.5.4. Confirmability**

According to Zhang & Wildemuth (2017), to establish confirmation of interpretation, the right technique is needed, namely the audit strategy of the research findings. This can be determined by examining the internal cohesiveness of the research data namely, recommendations, interpretations, and data obtained including raw data such as field notes, coding, memos, process notes, and observation data.

In this study the expert judgment is important as internal cohesiveness in confirmability. In this study the researcher requested an expert adjudication to the thesis supervisor whose expertise is in applied linguistics.

