

## **Special Dedication**

### **-My Grand Parents-**

**H. R. Soedarno Padmosudirjo and Hj. Soetini (almh.)**

**H. Zaini Noor (alm.) and Hj. Rochana**

**“ I miss you and I love you”**

### **-My Parents-**

**H. Hertog Zaini and Hj. Sri Haryanti**

**“I am here because of you and I could not make it without you. Thank you and I love you so much”**

**“Papa...Happy Birth Day!”**

### **-My Beloved Sister-**

**Ajeng Viska Icanervilia**

**“Happy Birth Day! Be my doctor always”**

### **-My Beloved Brother-**

**Dimas Valdy Heryana Putra**

**“You are my angel...be my angel always”**

### 4.2.3. Samples

Sample is a subset of population that should represent that entire group (Burn and Bush, 2000). In this research, the samples were the customers at ELTI Yogyakarta and the method of sample collection for this research was stratified sampling. According to Aaker et al. (2001) stratified sampling the population is divided into subgroups or strata and a sample is taken from each. The researcher selected samples based on certain appropriate characteristics of the samples because there are many programs provided by ELTI and also there are many students who become the customer of ELTI.

ELTI Yogyakarta has about 6683 students until April 2004. Because of the writer's limited time, the number of customers to be the samples was 100 customers. The distribution of stratified sample refers to table 3.2. It is as follows:

Table 4.1  
Distribution of Sample

Division	Number of sample
General English Course	25
English for Active Communication	25
English for SLTP	30
English for Job Hunting	10
TOEFL Preparation	10
Total sample	100