

## **CHAPTER III**

### **METHOD**

This chapter explains the author method or how the researcher takes the data of research. There are some points here. They are research design, research subject, research instrument, research procedure, and data analysis.

#### **3.1 Research Design**

The author used qualitative as a research method. Qualitative was a research approach that aimed to investigate social phenomena in depth, focusing on a deep understanding of the values, beliefs, perceptions, and motivations of individuals or groups. This approach emphasizes description, interpretation, and understanding the context in the analysis of the problem that has been studied (Gentles et al., 2016).

This research used the narrative inquiry method because it examined the direct experience of the author. Narrative inquiry was a qualitative research method that focused on the collection, analysis, and interpretation of stories or narratives used by individuals to understand and convey their life experiences. This method aimed to understand the meaning contained in these narratives and how they shaped a person's identity and experience (Haydon et al., 2018).

#### **3.2 Research subject**

The subjects of this study were the author themselves who were directly involved in an internship program in an industry or organization relevant to their chosen field of study to be explored, allowing the author to have a direct and in-

depth experience in that environment. (Lindkvist et al., 2024). The author carried out the internship program for approximately 6 months precisely at Aston Denpasar Hotel & Convention Center Jalan Gatot Subroto Barat, Denpasar, Bali.

### **3.3 Research Instrument**

In this study, the author used two methods of instruments: observation and documentation.

The observation method used is participatory observation, where author themselves are actively involved in practical experiences within the industrial or organizational environment that is the focus of their research (Busetto et al., 2020). Participatory observation allowed the author to not only observe but also participate in the daily activities that occurred in the environment. There were several kinds of observations that could be made in participatory observation. In participatory observation, the author used a combination of open observation and active participant observation to gain a deep understanding of the environment they were researching, while still maintaining an objective and critical point of view. (Hockey & Forsey, 2020).

Documentation as an instrument in qualitative research serves to gather supporting data that provides an in-depth view of students' experiences in the internship program (Creswell, J. W., & Poth, C. N. 2018). According to Yin, R. K. (2018), documentation involves collecting students' daily journals, reports, photos, videos, and official documents related to the internship. This data helps confirm and enrich information obtained from observations and provides a broader context of

the students' internship experiences at Aston Denpasar Hotel & Convention Center.

### 3.4 Research procedure

The procedure students' Experiences in Internship Program at Aston Denpasar Hotel & Convention Center as follow:

1. Preparing the Instrument:

Training: Students received training on how to use these instruments effectively, ensuring they were prepared to gather accurate and comprehensive data.

2. Doing the Observation:

Initial Observation: Students started with an initial observation period to familiarize themselves with the hotel environment, staff routines, and overall operations.

Participatory Observation: As part of participatory observation, students actively engaged in daily tasks and activities within their assigned departments, while continuously observed and recorded relevant experiences and interactions.

3. Collecting the Data:

Daily Logs: Students maintained detailed daily logs or journals documenting their tasks, observations, and reflections on their experiences.

Interviews and Surveys: Students conducted interviews with staff and possibly guests and distributed surveys to collect qualitative data on various aspects of hotel operations and their internship experience.

#### 4. Analyzing the Data:

Data Organization: Students organized the collected data systematically, categorizing it based on themes or departments.

Qualitative Analysis: They analyzed qualitative data from observations, interviews, and journals to identify patterns, insights, and key learning points.

#### 5. Reporting the Findings:

Drafting the Report: Students compiled their findings into a comprehensive report, detailing their experiences, observations, and analysis.

Presentation: Students were required to present their findings to their academic supervisors and peers, and possibly to the hotel management.

#### 6. Feedback and Improvement:

Receiving Feedback: Students received feedback on their report and presentation, which helped them understand areas of strength and opportunities for improvement.

Continuous Improvement: They used this feedback to enhance their skills and knowledge, preparing for future professional endeavors.

### 3.5 Data analysis

This research aimed to explore students' experiences in the internship program at Aston Denpasar Hotel & Convention Center. To analyze the data obtained, we applied a qualitative approach with three main stages: data reduction, data display, and conclusion. This process allowed us to identify key themes and

patterns that emerged from the students' experiences during the internship. The following is a breakdown of each stage of analysis:

1. Data Reduction:

- a. Initial Coding: Data collected from interviews, observations, and student reports are initially coded to identify significant themes and patterns. This involves breaking down the data into manageable chunks and assigning codes to different segments.
- b. Categorization: The codes are then grouped into categories that reflect common themes or concepts. This helps in organizing the data and focusing on the most relevant information.
- c. Elimination of Irrelevant Data: Any data that does not contribute to understanding the students' experiences is set aside to streamline the analysis process.

2. Data Display:

- a. Thematic Charts and Tables: Visual representations such as charts, tables, and matrices are created to display the categorized data. This helps in identifying relationships and patterns within the data.
- b. Narrative Summaries: Summaries of key findings are prepared to provide a clear and concise overview of the students' experiences. These narratives highlight significant insights and observations.
- c. Diagrams and Models: Conceptual diagrams or models may be developed to illustrate the connections between different themes and how they contribute to the overall understanding of the internship experience.

### 3. Conclusion:

- a. Synthesis of Findings: The final stage involves synthesizing the findings from the data display. This includes interpreting the themes and patterns identified to draw meaningful conclusions about the students' experiences.
- b. Implications for Practice: Based on the conclusions, implications for improving the internship program are discussed. This may include recommendations for enhancing the learning experience and better preparing students for their future careers.
- c. Validation and Verification: The conclusions are reviewed and validated to ensure their accuracy and reliability. This may involve cross-checking with other data sources or seeking feedback from the participants.

This structured approach ensured a comprehensive analysis of the students' experiences, providing valuable insights for both the academic community and the hospitality industry.