

## CHAPTER III

### RESEARCH METHOD

#### 3.1 Research Method

In this research, the researcher will use the qualitative method, because this research examines culture shock phenomenon where experience of culture shock is the main information in this research, the researcher will obtain and gather information from individual interview with selected students by the researcher desire that been experienced to study abroad to achieve a higher education. According to (Tesch, 1990) in his book named *Qualitative Research Analysis Type & Software Tools*, qualitative research is quite unspoiled in their rejection of their standardization, whenever they describe their methods, they are usually eager to point out that this is just one way of doing it, which others should feel free to adopt as much as they see fit, and modify and embellish it according to their own needs and ideas. On the other hand, (Bailey, 2008) said that qualitative research is effective to explore the complexity and meaning of social phenomena that happens in life.

#### 3.2 Research Subject

This research is focused on how to deal and show step by step about culture shock that sometimes happens to students at University of Muhammadiyah Malang that go study abroad so researcher can help out some students that want to study abroad. In this research, the researcher has selected two students one from IRO and another one from scholarship exchange student program Erasmus+ and will do some individual interview. Their name is Z B A. He is just finished his Erasmus study at Spain 2017-2018. In addition, another interviewee is H M. She is just finished her Erasmus study 2018-2019. They both came from English Language Education Department, Faculty of Teacher Training and Education, University of Muhammadiyah Malang.

#### 3.3 Data Collection

The data collection is an important part of a research. Data collection is a process of collecting every single data and important information and then gather it into a one valid report. Data collection is a crucial thing to collect the data in order to investigate a phenomenon (Ary et al., 2010). On the other hands, (Miles et al., 2014) said that the data collection method gives

perspective and proof to explain or investigate a phenomenon. Furthermore, data collection is used as a step for the researcher to collect the data to answer research questions. The variety of data collection includes the research instrument and also procedure.

### **3.3.1 Technique and Research Instrument**

Qualitative design has three kinds of instruments such as; observation, interview, and document. Artifact analysis is also included (Ary et al., 2010). Observation is one of qualitative design instruments that used to describe setting and interactions. On the other hand, Ahyar et al. (2020) said that the most important thing when using observation is the researcher's observation skill and the memory of the researcher. Moreover, interview is used to interview object to understand experience people have and also the meaning. While, document and artifact analysis is use for gaining knowledge for study and learn the phenomenon. In this research, the researcher will research about phenomenon from people who just have an experience. In consequence, the researcher use interview as the main instruments.

### **3.3.2 Interview**

Interview is a common thing to do in qualitative research in order to gather the genuine data and also may provide information that cannot be gained through observation, or it can be used to verify the observation result. There are 3 kinds of interview such as; structured interview, unstructured interview, semi-structured interview (Ary et al., 2010). From three selection above, the researcher will use semi-structured interview to collect and gain the data. Semi-structured instruments is nearly perfect to this research and it is combined between structured interview and unstructured interview. Thus, the researcher already set up the perfect questions for this research. But, in some events, the researcher may modify the questions depends on the both the researcher and interviewer need. The researcher also already made up a list of questions that is ready to use as the researcher main weapon to gain and understand experience people have. The subject is UMM students group at IRO who already went study abroad. Therefore, the researcher obtained the data that are related to their culture shock experience and how to deal with it.

### 3.3.3 Procedure

Based on instruments that have been discussed above, data collection is important part of the research, so the researcher will have to make a step to collect and acquire the data, namely:

- Constructing a several question.
- Double checking and making sure the questions is tough enough to thrown to interviewee.
- Gathering volunteer to become the researcher's interviewee to collect the data.
- Starting the interview in order to collect the data by conducting via online social media platforms such as Zoom application.
- Collecting the genuine data based on interviewee answers.

### 3.1 Data Analysis

In this point, the researcher will analyze the data based on the interview that have been done before by using descriptive analysis. According to (Ary et al., 2010), data analysis is the most complex stage of qualitative research. Analysis involves reducing and organizing the data, synthesizing, searching for significant patterns, and discovering what is important. The researcher must organize what the researcher has seen, heard, and read and try to make sense of it in order to create explanations, develop theories, or pose new questions. There are some steps of analyzing the data:

- Gathering and discovering the genuine data from the interviewee answer based on interview which has been done by the researcher.
- Analyzing the data from the interviewees.
- Sorting the data and separate it into two groups or category based on the researcher's research question.
- Providing the data with description form.
- Making out conclusion based on the data that has been acquired from the interviewee.

The following interview questions are below:

- Why did you study abroad?
- How many countries have you visited to study abroad?

- Have you ever experienced culture shock while you study abroad? If yes when it is?
- Can you describe what did you feel when you just arrived at your first study abroad until you experience culture shock?
- What is your step to overcome your culture shock? And how long does it take to make you feel back to normal?
- Do you have any suggestion for people go to study abroad?
- What is your goal after studying abroad?

