

CHAPTER III

RESEARCH METHOD

This chapter, explains the research 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

This study applies qualitative method. Qualitative research aims to achieve a deep and detailed understanding of a problem or phenomenon while considering people's context. This approach allows researchers to uncover new variables and relationships, understand processes, and explore complex environments, highlighting the influence of social context (Herrero et al., n.d., 2020).

This study used narrative inquiry research because this research examines events experienced directly by the researcher. Above all, narrative inquiry is a means of comprehending experience. It is a research methodology as well. Thus, it is a perspective on the phenomena of people's experiences as well as a methodology for narratively examining experience, enabling the close examination of people's experiences over time and in various contexts (Clandinin & Caine, 2008)

3.2 Research Subject

The subjects of this study are the researchers themselves, who are actively engaged in an internship program in a business or organization that is pertinent to the area of study they have selected to investigate. This gives the researchers a firsthand and comprehensive look at that setting. The researcher interned at The Onsen Hot Spring Resort Batu for exactly six months long.

3.3 Research Instrument

In this study, the observation method used is participatory observation. Based on (Specified, 2009), a qualitative research method called "participatory observation" involves the researcher being physically present in the daily activities or social interactions of the group or community under study. To obtain an insider's viewpoint and comprehend the significance of the acts, interactions, and processes that take place, researchers watch and participate in these activities.

Through a combination of open observation and active participant observation, researchers can make a variety of observations during participatory observation, all while maintaining an impartial and critical point of view and gaining a thorough understanding of the environment they are studying (Hockey & Forsey, 2012).

3.4 Research Procedure

The procedure students' Experiences in Internship Program at The Onsen Hot Spring Resort Batu as follows:

3.4.1 Preparing the Instrument

1. Training: Pupils receive instruction on the proper use of these tools, guaranteeing that they are ready to collect precise and thorough data.
2. Doing the Observation: During the training observation, the researcher trained at front office and housekeeping department.
3. Initial Observation: In order to familiarize themselves with the hotel environment, staff routines, and general operations, students begin with an introductory observation period.

4. Participatory Observation: Students actively participate in daily chores and activities within their designated departments as part of participatory observation, all the while observing and documenting pertinent interactions and experiences.

3.4.2 Collecting the Data

1. Daily Logs: Students maintain detailed daily logs or journals documenting their tasks, observations, and reflections on their experiences.
2. Interviews and Surveys: Students conduct interviews with staff and possibly guests, and distribute surveys to collect qualitative data on various aspects of hotel operations and their internship experience.

3.4.3 Analyzing the Data

1. Data Organization: Students classify and arrange the gathered information in a methodical manner according to departments or themes.
2. Qualitative Analysis: To find trends, revelations, and important takeaways, they examine qualitative data from observations, interviews, and journals.

3.4.4 Reporting the Findings

1. Drafting the Report: Students organize their research into a thorough report that includes a description of their observations, experiences, and analysis.
2. Presentation: Students could have to give a presentation of their research to peers, academic supervisors, and even the hotel management

3.4.5 Feedback and Improvement

1. Getting Feedback: Students get feedback on their presentation and report, which helps them identify their areas of strength and areas in which they can still grow.
2. Continuous Improvement: They make use of this input to improve their knowledge and abilities in order to get ready for new professional challenges.

3.5 Data Analysis

After obtaining the data, an analysis needs to be conducted. Define analysis the data as consisting of three current follows of activity: data reduction, data display, and conclusion drawing and verification (Miles et al., n.d., 1994).

A. Data Reduction

The researcher presented the results of the students' experience during the training at The Onsen Hot Spring Resort Batu. Transcription was performed to an observation with participatory observation. In data reduction, the researcher focused on the experience during the training activities at The Onsen Hot Spring Resort Batu.

B. Data Display

In data reduction, researchers classified the results of the observation. Data analysis of the experience of training at The Onsen Hot Spring Resort were categorized in qualitative text.

C. Conclusion and Verification

In the final step of data analysis, the researcher made conclusions by verifying the data to answer research questions. Data checking was carried out by reviewing

the results of students' experience, observation, and summaries to obtain research findings.

