CHAPTER III

RESEARCH METHOD

This chapter discusses the methodology of the research related to (1) research design, (2) the subject of the research, (3) data collection and instrument (4) data analysis.

3.1 Research Design

Research is a meaningful way to obtain new facts or additional information. In this reserach, researchers use qualitative description because the researcher uses words to describe observed facts and phenomena. This research was conducted using survey and interview methods in data collection. According to Moleong (2010), in Ramadyani et al, (2019), descriptive qualitative research explains understanding phenomena ranging from research subjects to describing the results in words and sentences. Qualitative research is a research method that produces descriptive data in the form of written or spoken words and observed behavior of individuals. In this research, efforts have been made to collect as much descriptive data as possible, which will be explained in the form of reports and explanations according to Nasution in Farida, (2017). The descriptive method is research about the situation of the human group, conditions of objects, or a class of events that are currently happening, according to Moh. Nazir (2012), in Wulandari, (2017).

Based on the explanation above, the researcher uses descriptive qualitative research because it is appropriate for this type of research.

3.2 Research Participant

The participants of this research were students of the English Education Program at University of Muhammadiyah Malang who participated in the CoE English Hospitality program class 2020. This research involved four CoE English Hospitality program students filling out questionnaires and interview sessions. Interviews were conducted because the desired information could be obtained quickly and had more in-depth data. The researcher chose the four students because they were in the operational part of the Food and Beverage service and had carried out taking order activities during CoE activities.

3.3 Data Collection

Data collection is a researcher's activity to obtain the materials needed during research. In collecting data, researchers use research instruments for tools used to obtain data.

3.3.1 Research Instruments

The data obtained from this research are qualitative, obtained from research data collection instruments in the form of questionnaires and interviews.

3.3.1.1 Questionnaire

The questionnaire is a technical data collection instrument that contains several statements that must be answered, where the researcher does not ask questions directly to the respondent. According to Alwa Rahmah (2023), a questionnaire is a data collection technique using written statements given by researchers to respondents to be answered in writing. There are three types of questionnaires: open, closed, and mixed. In this research, researchers used an open questionnaire because it contained a list of questions related to the relevance of the research conducted on respondents.

3.3.1.2 Interview

Interview is a face-to-face question-and-answer activity between the interviewer and the interviewee to obtain further data or information related to the problem under research. Researchers used interviews to validate the data obtained from the questionnaire by asking questions compiled before the interview. Prepared interview questions are needed so that the interview remains the focus of research but only considers the possibility that the answers will follow the breadth and narrowness of the questions.

3.4 Data Analysis

Data analysis is a process where the data research obtained can inform research results or conclusions that support the decision. Three steps to analyze the data as follows:

3.4.1 Data Reduction

Data reduction is summarising data or selecting important. The researcher collects as much data as possible and then simplifies, classifies, and discards some data to conclude the resulting data.

3.4.2 Display Data

Data display is an activity that is carried out after data reduction. Researchers compiled a set of data obtained using tables in a systematic and easy-to-understand way to produce conclusions.

3.4.3 Conclusion / Verification

The conclusion is the final stage of the data reduction results about the analysis objectives. This research conclusion leads to how internship students apply taking order techniques as a waiter/ess.