CHAPTER III

RESEARCH METHOD

The writer conducted the study of apologizing strategies used by English Department students of State Islamic University Sunan Ampel. In this chapter the writer tried to explain how the writer collected the data during the research. The writer explained the methods of the study in four parts: Research Approach, Data Sources, Data Collection, Instrument, and Data Analysis.

3.1 Approach

The writer conducted the study of apologizing strategies in the pragmatics field. In conducting this research, the writer used the descriptive method because the data collected by the writer in the form of words and sentences. The writer chose to use descriptive method because in analyzing the apologizing strategies, the writer collected the data by recording, transcribed the data, and then the writer applied apologizing strategies theory by Bergman and Kesper (1993) to analyze the data in apologizing. After that the writer tried to explain the possible purpose of apologizing strategies.

3.2 Data and Sources

The data were taken from the conversation by English Department students in faculty Letters and Humanities the State Islamic University Sunan Ampel Surabaya. where many apologizing strategies were uttered by involved students. The data source of this study is straight from twelve (12) English

Department students in Faculty of Letters and Humanities the State Islamic University Sunan Ampel Surabaya. The students are in the eighth semester (8th semester). They are Hendry, Fadilah, Lindy, Deci, Della, Mar'atus, Eka, Firda, Fitry, Mifta, Anas and Duhan, most of them are 22-23 years old. The writer chose English Department students who are in the eighth semester (8th semester) because the writer considered that English Department students in the 8th semester have better understanding in spoken English because the students had passed Speaking 4.

3.3 Data Collection

In collected the data, the writer recorded the conversations. First, writer did an observation by joining the group from which the conversations obtained. In this matter, the writer also observed the attitude of the participants when they produced their conversation in certain situation. The conversations are taken from Adab faculty, such as in the hall of Adab faculty, outside the classroom while they were waiting for thesis consultation. Second, the writer recorded the conversations while the writer observed and listened to the conversations among the students. The conversation occurred between two students and it also occurred among three or four students. There were sixteen conversations that were recorded by the writer. Thus, the writer transcribed the recording of conversation into script.

Though the writer joined the group but the writer did not involve in the conversation that related to the data in apologizing. The writer joined the conversation but the writer did not set the conversation in order to get the data in apologizing that came out from the participants.

3.4 Instrument

The data was collected by recording the conversations the English Department students and transcribing the conversations. It was taken from utterance of English Department students. All of activities were done by the personal mobile phone, computer and stationary.

3.5 Data Analysis

After collecting the data in apologizing, the writer analyzed the data in apologizing by conducting several steps.

The first step, the writer identified apologizing by student conversation English department

Example identified

Della   : No problem, give me your KTM.

Fadilah   : Need photo?

Hendry   : Hah? No, gak usah, oh ya Della **Sorry for**

bothering your time.

Second, the writer put the data in apologizing strategy into the table frequency so that the writer was able to count the number of apologizing strategies that mostly used by the English Department students.

3.5.1 Table of Frequency

No	Kinds of strategy	Code of Turn	Fr	%
1	Using IFID	(1:11),(7:10),(8:26),(11:10),(12:8) (16:8)	6	19,3 %
2	Upgrader	(14:14),(16:10)	2	6,4 %
3	Taking of Responsibility 1. self blaming 2.Lacking of Intent 3. Admission of Fact	(1:25),(3:19) (2:10),(5:14),(8:7),(9:7),(11:15)	0 2 5	6,4 % 16,1 %
4	Downgrading Responsibility 1. Excusing 2. Justification 3. Problematizing a precondition 4.Claiming ignorance 5. Denial	(5:22), (6:41),(16:10) (10:11), (12:25), (12:29) (12:12) (5:16), (13: 8)	3 3 1 0 2	9,6 % 9,6 % 3,2 % 6,4 %
5	Offering of repair	(1:23) (6:18),(9:10),(11:10),(11:15)	5	16,1 %
6	Verbal redressing 1. Concerning for Offended Party 2. Effort to Appease 3.Promissing or Forbearance	(15:9)	1	3,2 %
	Total		30	96.3 %

From the table we can know apologizing strategies that are used more often until the less one from the English Department students in the eighth semester of State Islamic University Sunan Ampel Surabaya.

Third, after putting the data into the table of frequency, the writer classifyed and explained the data apologizing based on apology strategies theory.

Fourth, after classifying the data, the writer explained the possible purpose of apologizing strategies in the conversations by English Department students of

state Islamic university Sunan Ampel Surabaya. The writer explained the possible purpose of the apologizing strategies based on the conversation used by English Department students. Finally, the writer make the conclusion.