

CHAPTER III METHODOLOGY OF RESEARCH

3.1 Research Design

This research began when researcher saw the phenomenon of codemixing that occurred in the Radisson hotel. This is often done by the front office staff while doing the work. When this research is done, the researcher monitors the interaction that occurs directly. Then researcher makes design and planning to know the steps that will be done when researching.

This research is a qualitative research. Qualitative research are also called as a naturalistic research method because the research conducted on natural condition (Sugiyono, 2012, p. 8). This research designs because the phenomenon that appears naturally as it is seen by the researcher in the field research process. The researcher makes planning before going to the research field is to make sure that the researcher at least knows what to do later on the field.

3.2 Object of the Research

The object of this research is code mixing especially types and reasons and it is found in Radisson Golf & Convention Center Batam. In this research the researcher focus on the intra-sentential mixing, intra-lexical code mixing, involving a change of pronunciation and staff reasons doing the code mixing.

3.3 Population and Sample

3.3.1 Population

Population in this research is the staff of Radisson hotel, with a total of 201 employees. Population is individual by the group have quality and specific terms (Nazir, 2003, p. 271). A population took by the researcher is all staff in Radisson Golf & Convention Center Batam. So this population is not limited. The staffs graduated are senior high school and some of them have graduated university than all staffswere familiar with the English language. It causes the hotel guest are mostly Foreigner guest. For local guest serving by using local language (Bahasa Indonesia).

3.3.2 Sample

The sample is probability sample. A probability sample is a sample taken from same consideration which that individual of the element from the population not based on the individual privacy (Nazir, 2003: p 271). For this research, the researcher limits the sample to employees who work in department front office. The samples are taken from verbal sentences that used in the conversation between front office staff at Radisson Golf & Convention Center Batam with the hotel guest. In the front office, there are 26 staffs and all of them used code mixing while they are working.

3.4 Method of Collecting Data

In collecting the data, the techniques that researcher used in this research observation. The researcher records the activity, observes the situation and condition of the subject. Method of collecting data is how the researcher collects data and steps of the researcher collects data. There are some ways to collect the data such as study document, observation, test, interview, and questionnaire (Sugiyono, 2012 p 226). The techniques are recorded and note (Sudaryanto, 2015 p 210). Recorded and note the important things that happen in the front office staff when they are serving the guest in the hotel. The researcher takes the data from the conversation when the front office staffs make the reservation, to book a room by telephone when the guest requests something from the room by telephone, briefing, check-in and check-out process. This research was conducted from 04 April 2018 to 30 July 2018. The steps in collecting data can be seen from the following steps;

1. The first step collected data by record all front office staffs conversation.
2. The second step is the researcher listened to the recordings.
3. The third step is the researcher noted the conversation that contain code mixing.
4. The fourth step is to categorize the code mixing found in the record for analysis.
5. The fifth step is the researcher counted and concluded all the data research.

3.5 Method of Analyzing Data

After all the data are completely collected, then the researcher analyzes the data. Content analysis is a step by step process designed to investigate the content of captured information (Walizer and wienir, 1978). Then researcher analyzing follows the steps;

1. Classify the data based on the types, the reasons code mixing. The researcher will explain in the paragraph to shows the three types, seven reasons of code mixing and the context of each category found in the conversation front office staff Radisson hotel.
2. summarized the finding. In this step, the researcher shows three types of code mixing are found. Also, the researcher will classify the reasons based on the context each category are found in the conversation staff front office Radisson hotel.

3.6 Method of Presenting Research Results

In this research, the researcher chooses the way to present research result of data in the informal form which is presented by using sentence or paragraph because this research is aqualitative research. The most frequent to display the data in qualitative by using narrative text (Sudaryanto, 2015:241). The research result present in words or paragraph form. Then, the researcher gives some explanation and conclusion for more detail result. The researcher presents the result of data analysis based on the purposes of the research to make the reader easily to understand.