

CHAPTER 3

RESEARCH METHODOLOGY

This chapter delivers the methodology of the present study. It presents the aims of the presents study, research method, the respondents of the study, the data collection procedure, constructing the instrument, and data analysis.

3.1 Aims of the Present Study

The present study aims at investigating data related to the realization of politeness strategies which are used by Indonesian women as non-native speaker when expressing refusal. The present study mainly aims at finding the answers to the following research questions.

1. What are politeness strategies are used by Indonesian women when they are expressing refusal?
2. To what extent do social variables such as social distance, power relation, and degree of imposition influence the realization of politeness strategy used by Indonesian women when they are expressing refusal?

3.2 Research Method

This study is a study that is conducted based on qualitative research. Qualitative research is largely an investigative process where the researcher gradually makes sense of a social phenomenon by contrasting, comparing, replicating, cataloguing, and classifying the object of study. Moreover, Alwasilah (2002) explained that the objectivity of qualitative research is to obtain the descriptive data. The data itself were gained through questionnaire and interview. The form of questionnaire is adapted from Discourse Completion Test (DCT) which comprised eight scenarios that represent socially differentiated situations. In addition, interview as the second instrument is taken in order to find out the reason of respondents' responses.

3.3 Respondents of the Study

The respondents were chosen in this study based on purposive sampling. Such sampling method allows the researcher to select the respondents of the study according to preset criteria. It demands the writer to think critically about the parameters of the population and to choose the sample carefully on this basis. Denzin and Lincoln declare:

Many qualitative writer employ...purposive, and not random, sampling methods. They seek out groups, setting and individual where...the processes being studied are most likely to occur. (1994: 202, cited in Silverman 2001: 250)

The present study is aimed to investigate the politeness strategies when expressing refusal by Indonesian women as non-native speakers of English. Indonesian women who are currently in English country, USA, have been selected to become the population in this study. 20 Indonesian women 20 – 30 years old were involved in this study. The underlying reason for the selection of those 20 women was an assumption that they have adequate communicative competence. Communicative competence enables them to select forms that appropriately reflect the social norms governing behavior in specific encounters (Gumperz 1972: 205, cited in Wardaugh 1992: 245).

3.4 Data Collection Procedure

The data of the present study were the refusals of Indonesian women as non-native speaker. The data were collected through questionnaire and interview. It is regarded that the data collection will be considered authentic when it comes from natural condition. However, this would be impossible to be taken in the present study. Considering such factors as distance constraint, time and efficiency, to get a large amount of data quickly, this study employed questionnaire in the form of Discourse Completion Test (DCT) as the main instrument. Due to the distance constraints between the researchers and the respondents, the respondents were asked to fill in the questionnaire through an online link from google below.

<https://spreadsheets.google.com/spreadsheet/viewform?formkey=dHYybU9xX3IJSExtV3VtbEhUZHZXOEE6MQ>

Further, interview as second instrument is taken.

3.5 Constructing the Instrument

Sahragard (2006) noted, anthropologists and sociolinguists have repeatedly called for collection of naturally occurring data. Cohen (1996:391-2, cited in Sahragard 2006) states the advantages and disadvantages of gathering natural data as shown in Table 3.1.

Table 3.1
Advantages and disadvantages of gathering natural data

Advantages	Disadvantages
1. The data are spontaneous.	1. The speech act being studied may not occur naturally very often.
2. The data reflect what the speakers say rather than what they think they would say.	2. Proficiency and gender may be difficult to control.
3. The speakers are reacting to a natural situation rather than to a contrived and possibly unfamiliar situation.	3. Collecting and analyzing the data are time-consuming.
4. The communicative event has real-world consequences.	4. The data may not yield enough or any examples of target items.
5. The event may be a source of rich pragmatic structures.	5. The use of recording equipment may be intrusive.
	6. The use of note taking as a complement to or in lieu of taping relies on memory.”

It is acknowledged that natural data are ideal. However, considering time constraints, rare occurrences of the type of utterances relevant to the study, and the advantages and disadvantages of gathering natural data as presented in Table 3.1, the present study uses unnatural-occurring data which were collected by way of questionnaire and interview. The questionnaire used to collect the data for this study consists of two parts, personal background information (Appendix A) and discourse completion test (DCT) (Appendix B). The first part was personal background information to be composed of name, age, first language, and total time spent in English-countries. The last one is the Discourse Completion Test (DCT) which is explained below.

3.5.1 Discourse Completion Test (DCT)

Discourse Completion Test (DCT) was the main instrument for collecting data in this study. This form of questionnaire was first developed by Blum-Kulka (1982) to investigate the speech act realization of native and non-native of Hebrew. Moreover, it has been developed and widely used in many studies to investigate other speech act realization phenomena, such as the studies of request, suggestion, and complaints.

DCT consists of scripted dialogues that represent socially differentiated situations. In every situation there is social variable involved. Each dialogue in questionnaire described the situation specifying of the setting, ranking of imposition,

social distance, and power relation. Underneath there is a blank space wherein the respondents have to fill in. Respondents were asked to write out their oral response as natural as possible and not to spend a lot of time thinking what response they might express in given situation. The following is an example of the DCT (Blum-Kulka et al. 1989: 14):

At the office

You have a younger female colleague at the same office. At the morning she asks you in sudden to replace her in an important meeting tomorrow. This is because she is hospitalized for giving birth her baby. While, tomorrow you are assigned by your boss to attend a seminar in another town. If you are about to refuse, what will you say to her?

You say, " _____ "

There are some advantages and disadvantages in using DCT as an instrument in the study, as summarized by Beebe and Cumming (1985, cited in Aziz 2000) in Table 3.2

Table 3.2
Advantages and Disadvantages of DCT
(Based on Beebe and Cummings 1985)

DCT is a highly effective tool of	DCT responses do not adequately represent
1. Gathering a large amount of data quickly.	1. The actual wording used in real interaction.
2. Creating an initial classification of semantic formulas that will occur in natural speech.	2. The range of formulas and strategies use (some, like avoidance, tend to be left out).
3. Studying the stereotypical, perceived requirements for a socially appropriate (though not always polite) response.	3. The length of response or the number of turns it takes to fulfil the function.
4. Gaining insight into social and psychological factors that are likely to affect speech and performance.	4. The depth of emotion that in turn qualitatively affects the tone, content, and form of linguistic performance.
5. Ascertaining the canonical shape of refusals, apologies, parting, etc., in the minds of the speakers of that language.	5. The number of repetitions and elaborations that occurs.
	6. The actual rate of occurrence of a speech act — e.g., whether or not someone would naturalistically refuse at all in a given situation.

DCT also holds the efficiency of time and effort then can gather a very large corpus as stated by Aziz (2000: 49). Since the respondents in the present study are constraint in distance, DCT is chosen as the main instrument. Moreover, a number of studies have shown that DCT is an effective way of detecting differences in the performance of learners in a foreign language and native speakers' responses. In this point, Rintell and Mitchell (1989: 250, cited in Aziz and Muniroh 2005) prove in their study that responses elicited through oral role-plays and those by a DCT do not make any differences.

Matrix was designed as a guideline before creating the dialogues that represents socially differentiated situation in DCT. The matrix contained information about the

situation, the speaker, the hearer, the setting (L), the power (P), the social distance (D), ranking of imposition (R), and the weightiness (W_x). According to Brown and Levinson (1987) W_x of an FTA can be calculated by using this formula:

$$W_x = D(S,H) + P(H,S) + R_x$$

Adapted from Aziz (2003), each numerical value can be measured on a scale of 1 to n and n is some small number. Since this study is combined with other variable involved which is setting (L), thereby the formula becomes:

$$W_x = L + D(S,H) + P(H,S) + R$$

From that formula, each social variable has value for each degree.

- Setting (L) : Informal : 0, Semi formal : 1, and Formal : 2
- Social distance (D) : Close : 1, Casual : 2, Distant : 3
- Power (P) : Lower : -1, Equal : 0, Higher : 1
- Ranking of Imposition (R) : Low : 1, Mid : 2, High : 3

From those values, the values of weight will vary in the range 1 to 9. Then the weight will be classified by the following range:

Light : 1-3 points

Medium : 4-6 points

Heavy : 7-9 points

No	Situations	Refusals come from... (Speaker)	Requests come from... (Hearer)	Gender (G)	Age (A)	Relative Power (P)	Social Distance (D)	Ranking of Imposition (R)	Setting (L)	Weightiness (Wx)
1.	Attending an international seminar	A staff	A boss	Female	Older	Low	Close	High	Formal	Medium
2.	Borrowing book	A senior student	A junior student	Female	Younger	High	Distant	Low	Informal	Medium
3.	Participating in church event		Priest	Male	Older	Low	Close	Low	Formal	Light
4.	Borrowing some money	A friend	A friend	Male	Equal	Equal	Close	High	Informal	Medium
5.	Drive someone to the hospital	A student	A neighbor	Female	Older	Equal	Distant	High	Informal	Medium
6.	Replacing for a meeting	A staff	A staff	Female	Equal	High	Close	High	Formal	Heavy
7.	Asking for some data	A staff	A internship student	Male	Younger	High	Distant	High	Formal	Heavy
8.	Accompanying to a birthday party	A student	A student	Male	Younger	High	Distant	Low	Informal	Light

Table 3.3. A Description of Situations along the Dimension of Hearer, Speaker, Setting, Social Distance, Relative Power, Ranking of Imposition, and Weightiness

3.5.2 Interview

Interview is taken in this study as a second instrument. This part function is to clarify or verify the respondents' answer in DCT. Further, the researcher got clear information related to the respondent's answer because the researcher might know the reason underlying a given response. An obvious advantage of interview is that it is a flexible process and provides more elaborative answer from the respondents. The interviewer set up an interview structure, but is able to detail the structure by asking extra spontaneous questions depending on the interaction process during the interview

The interview in the present study is conducted in respondents' first language, *Bahasa Indonesia*. By using respondents' first language, it is expected that it will be more comfortable for them in expressing their answer to the question in their first language. Due to distance constraints between the researchers and respondents, application of Skype was used as the tool to take such interview.

3.6 Data Analysis

Respondents' responses in the questionnaire were identified and categorized based on Brown and Levinson's politeness theory (1987), whether they were *bald-on record*, *positive politeness*, *negative politeness*, or *off-record*. After that the data which was

found were described, and then it was explained. Utterance [4b] exemplifies the *offering/promising* characteristic of positive politeness strategy.

Situation 3: Participating in church event

[4b] I already have something planned that day, but IF I can make it somehow, then I'll be there

In [4b], *offering/promising* characteristic was used by the respondents to redress the potential threat of FTAs. Such response showed that the speaker cannot fulfill the hearer's wants but she did it not explicitly. Moreover, she tried to satisfy the hearer's wants by promising. It is clearly seen when she said "*but IF I can make it somehow, then I'll be there*" the respondent demonstrated her good intention in satisfying hearer's positive face, even though if they are false. In that way, the potential of negative face of the hearer may be avoided or reduced.

Afterwards, the data were analyzed to find out the influences of three contextual variables such as social distance, relative power, and ranking of imposition towards the realization of politeness strategies by respondents. Later, the discussion of the finding was concluded.

3.7 Concluding Remarks

This chapter has delivered the respondents of this study, the data collection procedure, and the way the data is analyzed.

The primary data was collected by means of questionnaires, while the secondary was obtained by way of interview. A matrix was made in order to design DCT in the present study. The data were identified and categorized according to the types of politeness strategies of Brown and Levinson (1987). The findings and discussions of the present study will be delivered in the following chapter.

