

## **CHAPTER III**

### **METHODOLOGY**

This chapter describes the method of the research in detail. It contains research design, information about the data, such as the participants and instrument. In addition, it presents the data collection procedures along with the data analysis.

#### **1.1 Research Design**

This paper used a qualitative approach to analyse the data. It is compatible for this study because it focuses on interpretation of phenomena that centre on the details of the word or text as the nature of the study. Creswell (2013) explains that the qualitative approach is applied to the data which focuses on the text, picture, open-ended data, and information in figures and tables. This method was used in order to collect the data by selecting and screen-capturing dialogues in the chat platform WhatsApp to identify and classify the data that contain repairs, then to analyse the data.

The results of the research were presented in the form of linguistic units, such as words, phrases, and sentences to describe the phenomena in detail. Through the qualitative approach, the researcher can discover the dimension of social world the understandings, experiences and imaginings of our research participants, the ways that social processes, institutions, discourses or relationships work, and the significance of the meanings that they generate (Mason, 2002).

This study was conducted to examine the types of repair strategies used in a group chat and the techniques applied by the participants to initiate repair in written conversation. In addition, it investigated the possible purposes of particular types of repair strategies. Hence, this study drew upon the theory of repair strategies by Schegloff et al. (1977) and the techniques of repair initiation by Finegan (2008).

#### **1.2 Participants**

In doing this study, one WhatsApp group was selected to be observed in terms of the types of repair strategies and the techniques of repair initiation. This group

was selected because I am actually one of the group administrators, so it eases the process of the data selection. The group's name is *Calterone 33*; it is a group of former students of computer network engineering (TKJ) in a vocational high school in Ciamis period 2013/2014. The group consists of nine female students and 22 male students along with one teacher. It was created on 2016 in order to assist the graduates to communicate each other. In this group, the graduates are able to talk and discuss any kind of things from the daily activities, occupation, lecture, holiday, until marriage.

The age range of the participants of the group was 21 until 23 years old with one older participant in her thirties. The group is usually active once there are some occasions to be done.

Regardless of the number of the participants in that group, when the group was making a conversation, only some of them participated in every talk. During the conversation, the flow of the talk was not continuously well arranged. There were some moments when the participants had to repeat the statement in order to make it understandable. In addition, the participants asked for clarification when they found it questionable. Thus, from this group, the 38 occurrences of repair were found to be investigated.

### **1.3 Instrument**

The data, in this case the conversation, were taken from the chat platform called WhatsApp. WhatsApp is a messenger application that allows the user to send and receive messages in the form of texts, audios, videos and pictures. This application was chosen because many people with different genders and ages use this application to communicate each other. WhatsApp is a free platform which offers simple, secure, reliable messaging and calling. It is available on phones all over the world. This statement is in agreement with the survey that was done by We Are Social. As reported by Kompas Tekno (2018), We Are Social named WhatsApp as the most-use messenger/chat application among other messenger application in Indonesia.

By using this application, the participants are able to duplicate the way they communicate through face-to-face communication. It possible to occur because this application offers some features that allows the participant to

communicate not only text but also through video and audio. Nevertheless, for this study the researcher focuses only on the message in the text form to explore how the participants deal with the problems that arise on the written conversation.

#### 1.4 Data Collection

As the purpose of the study to analyse repair in online chat, one group conversation was selected for the sake of the research. In order to protect the identity of the participants, the pseudonym was used to refer to a participants' name.

The group was chosen because the researcher includes as a group member and administrator, hence it can easily observe the phenomena of repair in a conversation. In addition, the numbers of the participants were also expected to increase the possibility of repair in a conversation. The data were collected from November, 2017 until January, 2018, because during that time there were some events which caused the group more active than usual.

In this study, 38 pairs of conversation with repair phenomena were selected. The screenshot of the dialogue was also taken to ease the analysis process. After all the data were collected, then the dialogues contain repair process from the group chats were transcribed before it moves forward to the analysis. The illustration of the screenshot and the transcribed can be seen below.



Panji : kuy mhank **upuy** ge

*I am absolutely in*

Ili : emang upuy gs rame? haha

*Is it already crowded there?*

Lana : upuy teh naon?

*What is 'upuy'?*

Panji : pppptt

Ili : **warung depan masjid agung**

*It is a stall area in front of grand mosque*

## 1.5 Data Analysis

In analysing the data, there were four steps involved in this study. First, the data were identified and classified based on the types of repair strategies from Schegloff, Jefferson, and Sacks. (1977). There are four types of repair strategies proposed by Schegloff et al. (1977): self-initiated self-repair (SISR), self-initiated other-repair (SIOR), other-initiated self-repair (OISR), and other-initiated other-repair (OIOR).

Second, in terms of the techniques of repair initiation, the data were examined by using Finegan's (2008) techniques of repairs. There are four types of technique of repair initiation, for example asking question and repeat the part of the utterance. Through this step, the researcher can point out which technique that was used by the participant in initiating repair.

The steps of analysis as discussed above are presented with the English translation following each utterance. In analysing the repair strategies, the initiation of repair was identified using an arrow sign (→), while the repair was identified using bold font as follow:

- Panji : kuy mhank **upuy** ge  
*I am absolutely in*
- Ili : emang upuy gs rame? haha  
*Is it already crowded there?*
- Lana : → upuy teh naon?  
*What is 'upuy'?*
- Panji : pppttt
- Ili : **warung depan masjid agung**  
*It is a stall area in front of grand mosque*

Following this, the types of repair strategies and the techniques of initiation used in the group were categorized. The next step was considering the possible purposes of each type by observing the topic and the techniques of repair initiation, and discussing them according to Finegan's (2008) theory of repair initiation. Finally, after the types of repair strategies, the techniques of repair initiation, and the possible purposes were found, the researcher drew a conclusion with regard to the result of the analysis.

## **1.6 Concluding Remarks**

This chapter has presented the methodology applied in this study as a guideline for the design of the study. In addition, it also provides some information about the data that was taken for the sake of the research, the process of collecting the data and the analysis process. The result of the data analysis is presented in the next chapter.