

## **CHAPTER III**

### **RESEARCH METHODS**

#### **3.0. Introductory Remarks**

This chapter explains procedures to resolve problems in this research. Therefore, a formulation of problems is presented before others (3.1). It is followed by research design (3.2), data source (3.3), data collection (3.4) and data analyses (3.5).

#### **3.1 Formulation of Problems**

The problems were formulated in the following questions:

- 1) What speech acts are found in *The Jakarta Post* readers' forum?
- 2) What variations are made when a speech act was realized?

#### **3.2 Research Design**

This research mainly used descriptive-qualitative methods. According to Vanderstoep and Johnston (2009: 7), a qualitative research relies on text rather than number to describe phenomenon which is studied. Berg (2001: 7) asserted that a qualitative research takes advantages of people's personal files (like letters, newspaper, diary etc.) to trace unquantifiable facts about them. He claimed that it tends to works in natural settings rather than fully controlled settings. It is line with Woods (2006) who stated that "Qualitative researchers are interested in life as it is lived in real situations".

The purpose of a qualitative research is descriptive because it aims at describing the research participants' point of view thoroughly (Vanderstoep and Johnston (2009: 167). Thus, it only focuses on the participants involved in the study

rather than generalization. In fact, however, this research sought for generalization or tendency. It generalized speech act realizations of a part of contributors of a readers' forum to represent speech act realizations of the whole contributors of the readers' forum. Maxwell (2010: 478) believed that using number in qualitative research allows 'internal generalization' that is the generalization to a collection of participants as a whole. Therefore, few quantitative methods are involved here.

The focus of quantitative methods are generalizing a great number of population (Vanderstoep and Johnston (2009: 167). This research focused on categorizing speech acts and variations of each speech acts category found in the readers' forum. The categorizing process was equal with 'content analyses' in a quantitative research. The content analyses allow this research to set up categories and count occurrences belong to each category (Silverman 2006:20). Thus, the use of simple statistics ('quasi statistics') is recommended to count simple things. So, quantitative data complemented qualitative data in terms of giving precise frequency of speech acts occurrences.

Besides, this research was a case study. The case carried by this research was the realization of speech act in *The Jakarta Post readers'* forum. The result of a case study is descriptions and interpretations of the case (Vanderstoep and Johnston 2009:210 and Yin 2003 cited in Creswell 2007:245). They agreed that the descriptions and interpretations specifically regards to contexts of the case: including social, economic, cultural, geographical and historical setting.

### 3.3 Data Source

Data of this research was taken from *The Jakarta Post* online edition. Printed edition of the newspaper appeared by the year 1983. It makes the newspaper becoming the largest English newspaper in Indonesia (available at [www.thejakartapost.com](http://www.thejakartapost.com)). Then, it is available on the Web started from June 1994. The online edition is a reaction to developments of technology resulting much socioeconomic impacts (Boczkowski 2004: 4). As a significant progress, going online not only benefits for business, but also benefits the newspaper's readers. Due to the unrestricted spaces, more features are available in the online edition for instance a readers' forum.

The readers' forum is one of rubrics in *The Jakarta Post* online edition which is not found in the printed edition. By providing the rubric, the newspaper has kept its products interactive (Manohar 2012). The readers' forum contains pages which are contributed by the readers. Each page is labeled by several headings (such as Letter, Comment, Issue and Text Your Say) followed by certain topic to be responded by the readers. Commonly, they respond to articles published by the newspaper beforehand. Otherwise, they are invited to respond a topic announced below the page. The topic chosen by this research is about a lack of religious tolerance.

Having religious tolerance is needed when living in Indonesia since this country acknowledges five different religions. Majority of Indonesia citizens are Muslims. The rest of them can be Christians (either Protestant or Catholic), Hindus or Buddhists. It can be a serious matter when the majorities' group shows superiority over another. In Indonesia, for instance, there is the Islam Defenders Front (FPI).

They commit violence over people who break Islamic laws. Feeling of superior was also shown by proponents of Jakarta governor candidate in the latest *Pilkada*. They rejected their city to be governed by non-Muslims. Actually, issues regarding a lack of religious tolerance not only appeared in Indonesia. Recently, a film released in America defamed the Muslims' prophet. The film triggered anger of the whole Muslims in the world. Being a worldwide issue, that topic was also carried by *The Jakarta Post readers'* forum to be commented.

In fact, more than 50 % of the latest 60 titles within the readers' forum carried the topic about a lack of religious tolerance. Choosing the topic for the data seems interesting because having a talk touching ethnic, race and religious issues (*isu SARA*) in Indonesia is often highly sensitive. Thus, this research revealed how Indonesians, who are Muslims as majority, view the topic by doing speech act analyses. They were confronted with foreigners who are (commonly) non-Muslims or even Indonesians believing religions other than Islam. Both of them were placed on different sides in 'face-threatening situations'. Thus, politeness motivation in performing certain speech act was easily identified. At the last, speech acts realized by the readers' forum contributors showed the functions of the readers' forum itself.

### **3.4 Data Collection**

To collect the data, this research did not use special instrument. The data had been available on the web that was *The Jakarta Post.com*. Thus, this research used an approach namely 'web as corpus' approach (de Schryver 2002 cited in Muniroh 2011: 58). In the approach, the data which was available on the web was transferred

manually by using ‘copy paste’ procedures to obtain ‘offline’ corpus (Muniroh 2011: 58). Therefore, a sort of documents acquired from the web was the data of this research.

Analysis of documents or written texts is one of data collection techniques (Vanderstoep and Johnston 2009: 189). Similarly, Woods (2006) stated that a documentary analysis is one of method in qualitative research. In addition, Alwasilah (2002: 155) mentioned a newspaper as a kind of document data in qualitative research. According to Alwasilah (2002: 156), using document as a data source is affordable and easier to get. The documents (as the data in this research) were six pages of *The Jakarta Post readers’ forum* under headings of the topic regarding a lack of religious tolerance.

A readers’ forum was chosen because this research categorized kinds of speech acts. Instead of daily articles (written by the newspaper’s editorial staffs) which majorly perform acts of informing, the readers’ forum contains more various acts since the public who contribute in the readers’ forum respond certain topic. According to Muniroh (2011: 58), the data used should be representative and reliable. An effort to make the data representative and reliable can be done by topics limitation.

A technique named ‘purposive sampling’ was used to limit the topics. According to Alwasilah (2002: 72), the purposive sampling is a technique in sampling which fits to the research problem. Vanderstoep and Johnston (2009: 187) asserted that purposeful samples are collected randomly people with certain

characteristics in order to gain equal representation of a group. In contrast, Glassner et al. (1983 cited in Berg 2001: 32) argued that the samples are not collected randomly due to the researchers use their expertise to choose noteworthy samples representing a population. Since this research analyzed speech act realizations in a readers' forum, the speech act realized by the readers' forum contributors was limited to a topic regarding a lack of religious tolerance. It was because more than 50 % of the latest 60 titles within the readers' forum carried the topic about a lack of religious tolerance.

Among pages inside the readers' forum carrying the topic, six pages were picked out to analyze. The length of the pages' publication was between period of May, 2012 and August, 2012. It was the period when some nationwide issues regarding a lack of religious tolerance were spread out, such as proponents of a Jakarta governor candidate in the latest *Pilkada* who rejected their city to be governed by non-Muslims and a film released in America defaming the Muslims' prophet. The picked pages contained comments responding to the following issues: 1) *'Adzan with lowered voices'*; 2) *No Sunday service for churchgoer*; 3) *Gramedia burns books 'defaming' Prophet*; 4) *Saudi warns non Muslims: Respect Ramadhan, or else*; 5) *Raid on Café*; and 6) *Pig heads hung outside mosque in France*. Those issues were appropriately picked out since issues number 1, 3, 6, showed, at a glance, that non-Muslims who have a lack of religious tolerance. On the other hand, issues number 2, 4, 5 showed that Muslims who have a lack of religious tolerance.

### 3.5 Data Analyses

As Vanderstoep and Johnston (2009: 185) stated that "... some qualitative studies are theory driven", this research fully relied on speech act theories to analyze speech act realized by the readers' forum contributors. The first step of analyses was categorizing kinds of speech act. Since unit of analysis was an utterance, the utterances made by the readers' forum contributors were categorized based on the kinds of speech act performed. The categorization of speech acts in this research was in the light of the taxonomy of communicative illocutionary acts proposed by Bach and Harnish (1979). This taxonomy classifies speech acts according to the speaker's expressed attitudes that are recognized by the hearer (see *R-intend*). The expressed attitudes itself are homogeneous with speech acts schema (SAS) that has been discussed in the second chapter. Hence, every illocutionary act listed in the taxonomy respectively is the point identified in the last step of inferential process done by the hearer described in the schema. The categorization of speech act in this research referred to four major categories of communicative illocutionary acts provided in the taxonomy namely *Constatives*, *Directives*, *Commissives* and *Acknowledgments*. A distribution of kinds of speech act occurrences was displayed in from of table completed with each percentage respectively. Thus, the first research question had been answered.

The second step was analyzing variations made when a speech act was realized. As Bach and Harnish (1979) further subdivided the four major categories into many subcategories, the researcher determined the subcategories as the variations of each category of speech acts. In spite of specifying the subcategories, Bach and

Harnish (1979) also specified verbs falling under each subcategory. According to Lazuka (2006), the verbs take a role as clues of interpretation. Therefore, the verbs were used to mark the acts performed by certain variation of speech acts. The verbs were differentiated based on the strength of the speaker's intention or desire, for instance in differentiating the act of 'urging' and 'suggesting' within Advisories variation (Bach and Harnish 1979:40).

'Head acts' and 'supportive moves' of locutions were also analyzed to identify acts performed by certain variation of speech act. A head act is "... that part of the sequence of (utterances) which might serve to realize (a particular) act independently of other elements; while supportive moves are the elements which can occur either before or after a head act" (Blum Kulka 1989:17 cited in Aziz 2000). Actually, the supportive moves correspond to illocutionary acts indicating devices (IFIDs) initiated by Searle (1969). In short, variations were made by each category of speech acts were determined by the analysis of expressed attitudes along with investigation of the head act and the supportive moves simultaneously. A distribution of a speech act variations along with the acts performed under the variations was displayed in form of tables. The tabulation was needed in order to present occurrences of the variations precisely with percentage. Thus, the second research question had been answered.

### **3.6 Concluding Remarks**

An elaboration regarding research methods is presented in the third chapter. Problems in the research are presented before others. It is followed by steps to answer the



problems including design of this research, procedures to collect the data and to analyze the data. An explanation of the data source is also given by the chapter. The next chapter presents findings and discussions of the research.

