CHAPTER III

RESEARCH METHODOLOGY

This chapter provides the method used in this study and is organized into four sections: type of research, data collection, data source, and data analysis. Each of them is outlined in turn.

3.1   Type of Research

This study was a descriptive qualitative research. According to Isaac and Michael (1971, in Powell, 1997), descriptive is a method describing an actual linguistic condition systematically and accurately. Best (1978: 116) describes a descriptive study as an investigation which is concerned with conditions or relationships that exist, opinions that are held, processes that are going on, effects that are evident, or trends that are developing.

The study belonged to qualitative research because it was developed by words not numbers. Maxwell (1996) stated that a qualitative research design focuses on specific situations or people and emphasizes on words rather than numbers. The purposes of qualitative research design are to understand a social or human problem in a complex holistic picture formed with words (Cresswell 1994); to understand the meaning of events, situations, and actions; to understand the particular context of the events, situations, and actions and the influence that this context has on; to identify unanticipated phenomena and influence, and to generate new grounded theories; to understand the process by which events and

actions take place; and to develop causal explanations of the events, situations, and actions (Maxwell 1996: 17-20).

3.2   Data Collection

To answer the research questions, the researcher used two methods to collect the data; observation and interview. The instruments used were an observation checklist, and interview questions. Both methods used in this study are presented below.

3.2.1   Observation

Observation during the dental treatment was conducted to find out kinds of nonverbal communication used by Indonesian patients.

The observation was conducted before and during the treatment. Therefore, there was no observation after the treatment, because after the treatment the patients performed less interaction with the dentists. They usually directly went home after the treatment process.

In this study, the observation was done during the scaling treatment and the jaw-bone forming before the patient used a bracket. Actually, there were various treatments that had been given to the patient ie., scaling, jaw-bone forming, extraction, and teeth filling. However, there was restriction from bringing recording devices to the tooth extraction room and during the observation there was no patient who had their teeth filled.

The length of observation during the treatment was various, depended on the treatment length. Causatively, the length of dental treatment also depended on the kinds of treatment and patients' problem.

Treatment lengths for scaling varied from 40 minutes to two hours. Moreover, first time patients spent more times in scaling. Meanwhile, patients who had their scaling weekly or monthly spent 40 minutes to one hour of treatment. In the case of extraction, treatment length was varied, depended on the problem of the tooth.

Because of technical problems and limitation, the tape observation focused on the patients' facial expression and face gesture. Meanwhile, during the observation, the researcher used the observation checklist to gather the information about the patients' body gestures and conversational distance. The observation checklist consisted of every possible movement of the patients, (covering the head, hand, body and leg gestures). The observation checklist also covered every possible move of the eye which was rechecked with the recording. The table below showed the part of observation checklist.

Table 3.1

Part of Observation Checklist

Body Gesture		Frequency
	a. head	
8	The patient nods	
9	The patient shakes head	
10	The patient turns his/her head left or right	
11	The patient bows head	
	Total	
	b. body	
12	The patient leans his/her body forward	
13	The patient stretches his/her body	
14	The patient leans his/her body to the left or right	
15	The patient straightens his/her body	
16	The patient lowers his/her body	
	Total	

The complete checklist can be seen in Appendix 1.

3.2.2   Interview

In order to elicit information about the participants, a background interview was developed by the researcher. It could be used as means of gathering data, of as a means for sampling respondent's opinions (Cohen and Manion: 1994).

The interview consisted of some questions about background of the dentists and the patients. It also consisted of participants' experience in communicating each other outside the treatment.

The interview conducted in this study was semi-structure interview. Semi-structure interview refers to an interview that consists of fixed questions and open-ended questions. Semi-structure interview aims to

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anticipate the interviewee's answers that are not suitable with the question. Semi-structure interview also allow the informants the freedom to express their views in their own terms. According to Bernard (1988, cited from Crabtee and Cohen, 2006), "semi-structure interview is best used when you won't get more than one chance to interview someone". In this study, interview with the dentist was conducted after the dentist finished checking the patient. The interview spent 10 until 15 minutes.

The researcher record the interview and transcript it to gather information from the dentists. The interview with the patient was conducted when some Indonesian patients were waiting for their turn to be checked by the dentists. The interview spent three until five minutes. Interview with the patients were not recorded, but the researcher wrote down any information needed for the research.

The interview questions and results can be accessed on the Appendix 2.

3.3   Data Source

The data source in this study was three Malaysian dentists who have their training in Fakultas Kedokteran Gigi Universitas Padjajaran and three of their patients. The Malaysians dentists are one Malaysian-Chinese female, one Malaysian-Chinese male and one Malaysian-Indian male. In communicating with Indonesian patients, they used Bahasa Indonesia which was mixed with Melayu. Meanwhile, the Indonesian patients are a 17-year-old female who had scaling with

Malaysian-Chinese male dentist, an 18-year-old female who had scaling with Malaysian-Chinese female dentist and a 23-year-old male who had jaw-bone forming with Malaysian-Indian male dentist.

For the ease of analysis and findings presentation, the participants were aliased. The 17-year-old female patient was aliased as 'Patient A'. The 18-year-old female patient was aliased as 'Patient B' and the 23-year-old male patient was aliased as 'Patient C'.

The research was conducted at KPBI (Kelas Pengantar Berbahasa Inggris) in Rumah Sakit Gigi dan Mulut in Fakultas Kedokteran Gigi Universitas Padjajaran. There were several reasons for considering this place to be the research site of this study. First, there was specific clinic in the faculty that only used by Malaysian. Second, because of consideration that many Indonesian people involved themselves in communication with the dentists. The last reason was because the researcher has sufficient access to manipulate and manage the research site.

3.4   Data Analysis

Data analysis is an important action on how the gathered data are analyzed to achieve the aim of the research. Glense and Peshkin (1992, cited in Alwasilah 2003: 166) stated that data analysis is

> the process of organizing and storing the data in light of your increasingly sophisticated judgments, that is, of the meaning finding interpretations that you are learning to make about the shape of your study.

There were several steps conducted after collecting the sufficient data through the source mentioned. Those steps are showed below.

3.4.1 Identifying Kinds of Nonverbal Language Used by Indonesian Patients

The data collected through observation and record transcribed, coded and categorized based on the research question stated above. It used to answer the first question about the kinds of nonverbal language used by Indonesian patients during the dental treatment.

Every phenomenon happened during the dental treatment were written out in the observation checklist. During filling the observation checklist, the researcher focused on the patients' body gestures. The example of the filled observation checklist is showed in the table below.

Table 3.2

Example of Filled Observation Checklist

Body Gesture		Frequency
	a. head	
8	The patient nods	9
9	The patient shakes head	3
10	The patient turns his/her head left or right	2
11	The patient bows head	
	Total	14
	b. body	
12	The patient leans his/her body forward	4
13	The patient stretches his/her body	
14	The patient leans his/her body to the left or right	
15	The patient straightens his/her body	2
16	The patient lowers his/her body	1
	Total	7

3.4.2 Identifying Malaysian Dentists' Experience during the Communication with the Patients

The data gathered from interview with the dentists were analyzed to know the information about the dentists' experience in communicating with the Indonesian patients. The interview was conducted in front of the clinic after the dentists finished their job. It lasted around five until 10 minutes of interview. The interview consisted of some questions such as Malaysian dentists' experiences in handling Indonesian patients, their personal background, and their opinion about the culture difference between Indonesia and Malaysia. The complete interview can be seen in Appendix 2.

3.4.3 Identifying Participants' Experience in Communicating Each Other

To answer the third research question, the researcher held an interview with the dentists and the patients. The same questions about their experience in communicating each other were asked to both dentists and patients. The interview with Indonesian patient did not take time as long as the interview with the dentist. It spent two or three minutes. The researcher did not record the interview with the patient. However, any information needed for the research was written out in the note.

Finally, the researcher interpreted the result, explained the findings descriptively and presented the discussion. These will be included in Chapter IV.