**CHAPTER III**

**RESEARCH METHOD**

# Research Design

This research was used qualitative method. Qualitative research according to Hendryadi, et. al, (2019:218) is a naturalistic inquiry process that seeks a deep understanding of social phenomena naturally. In this researcher, the author only states about politeness in asking and refusing student instructions in learning English. Taken from the activities in the classroom directly, it is real and the author explains what kind of instructions students was used, what kind of politeness exists and whether there are requests and refusals. used by students in learning English is polite.

### Participants and place of research

In this research, the author was made students of class VII - A as participants in this research. Because according to the researcher, this class is feasible to analyze student conversations in the learning process, so that research can be carried out. and SMP SWASTA 24 AL-WASHLIYAH MEDAN as place research.

### Instrument of Research

In qualitative research, the research instrument or tool is the researcher himself. As stated by Sugiyono (2017: 222) which states that “Researchers as instruments must also be validated to what extent

qualitative researchers are ready to carry out research which then goes into the field. Validation of the researcher as an instrument includes validation of the understanding of qualitative research methods, mastery of insight into the field being studied, the readiness of researchers to enter the object of research, both academically and logistically. Those who carry out the validation are the researchers themselves, through self- evaluation of how far their understanding of the field under study is, as well as their readiness and provision to enter the field.”

In this research, there are three main instruments that was be used to collect data, namely interviews, observation and documentation. The functions of each research instrument are:

* + 1. Observations

According to Sugiyono (2017: 203) Observation is a data collection technique that has specific characteristics when compared to other techniques. In this case, observation can help the writer decide whether the students have the decency to refuse and ask their friends.

* + 1. Interviews

According to Sugiyono (2017 : 194) Interview is use as a data collection technique if the researcher wants to carry out a preliminary study to find the problems to be studied, and if the researcher also wants to know things from respondents who are more in- depth and the number of respondents is small. In this research interview is the communication of exchanging information and ideas through questions and answers, so that meaning can be constructed in a particular topic

* + 1. documentation

According to Sugiyono (2017: 240) Documentation is a record of events that have been researchers. In this research documentation in the form of images to collect data.

### Collecting data

According to Sugiyono (2017: 224) Data collection techniques are a strategic step in research, because the purpose of research is to obtain data. In qualitative research, the data is collected by the himself personally by entering the field and the main instrument himself is the main instrument who goes into the field and tries to collect information himself through 3 things, namely researcher; observations, interviews, and documentation.

* + 1. Observations

The author collects data based on activities in the classroom that are directly real and the writer was observe students' conversations with other students in the requests and refusals of students to other students in polite English learning.

* + 1. Interviews

The researcher conducts an open and unstructured interview session. Where the interview is submitted based on the words and thoughts that was sparkle by the interview. So that the questions ask depend on the responses of the respondents.

* + 1. Documentation

The documentation carried out in this research is to take pictures in the form of photos, and record the results of interviews with informants related to audio.

### Data Analysis

Data analysis according to Sugiyono (2018: 482) is the process of systematically searching and compiling data obtained from interviews, field notes and documentation, by organizing data into categories, breaking down into units, conducting synthesis, arranging into patterns, choosing what is important and what was be studied, and draw conclusions easily accessible to themselves and others.

There are several steps that the author was took to analyze the data (Miles and Huberman, quoted in Sugiyono 2018), they are:

1. Data Reduction

According to Sugiyono (2018:247-249) Data reduction is summarizing, choosing something main, focusing on important things that are relevant to the research topic, looking for themes and patterns, ultimately providing a clearer picture and making it easier to collect further data . In reducing the data was be guided by the goals to be achieved and predetermined. Data reduction is also a critical thinking process that requires high intelligence and deep insight. And in data collection begins with the search for the required data. As previously explained, the researcher was used several data collection techniques, (Interviews). Data reduction by entering data to select main points.

* + The author asks questions related to politeness in refusing and asking.
	+ The author makes the results of the interview.
1. Display Data.

After Reducing the data, the next step is to present the data. In qualitative research, data presentation can be done in the form of tables, graphs, flowcharts, pictograms and the like. Through the presentation of the data, the data can be organized, arranged in a pattern of relationships, so that it is easy to reach. In this research, the data is organized and structured so that it was be easy to reach by observing the data to find out the use of expressions (Observation)

1. Conclusion

The final step in analyzing qualitative research is drawing conclusions. According to Sugiyono (2018: 252-253) conclusions in qualitative research can answer the problem formulation that was formulated from the start, but maybe not, because as has been stated that the problem and problem formulation in qualitative research is still temporary and was develop after the research is in the field.

Conclusions in qualitative research are new findings that have never existed before. Findings can be in the form of a description or description of an object that was previously unclear so that after research it becomes clear.

### Ethical Issues

Ethical issues in research are needed to avoid unethical actions in conducting research. So the researchers run the following principles:

* + 1. Research Permit

The researcher was first ask permission from the school and then ask the students' consent to take part in the research that was be carried out by the researcher. the researcher was ask the students' consent to be able to identify verbally which shows the characteristics of wasingness, otherwise the students' usually shows nonverbally such as anxiety and fear when interviewed

* + 1. Anonymity

To maintain confidentiality, the researcher was not include the students' name, but on the sheet only a code or abbreviation was be given.

* + 1. Confidentiality

In protecting the privacy of the students'. so this research uses electronic tools such as recording, taking photos and other electronic devices. The researcher explains to the students' how the researcher took photos where the photo taken was the students' back and was not show the students' face.