CHAPTER III

RESEARCH METHOD

The aim of this research is to know the students’ satisfaction during joining online class in CALL 2 program. This chapter presents approach and research design, Setting of the study, Data and source of the data, data collection technique, Instrument of the Research, Data Analysis Technique, Checking Validity of Findings and the last is Research Stages.

A. Approach and Research Design

According to Creswell, a survey design can be presented in a numeric description and analysis consisting of explanation about the types of scales used to measure the items on the instruments; such as continuous scales (e.g.: strongly agree to strongly disagree) and categorical scales (e.g.: yes/no). So, it is a description of trends, attitudes, or opinions of the subjects in the study.¹ The goal of this study is to know the students’ satisfaction in joining online learning class in CALL2. Thus, the researcher uses quantitative approach as design of research.

Quantitative or numeric description method is used when the researcher wants to describe the condition and situation specifically; quantitative or numeric description is the appropriate method to use.²

B. Setting of Study

Research location takes place at State Islamic University of Sunan Ampel Surabaya. It is located on Jl. Jendral Ahmad Yani No 117. The study takes place in a university, UINSA Surabaya. The participants will focus on English Education Department.

The subjects of the study are the students who have passed CALL 2. The students of English education department who took CALL course 42 students who are divided into two classes.

C. Data and Source of the Data

There are three data in this study; the first is online class, the second is CALL, the last is students’ satisfaction. Online class and CALL data are all information about online class and CALL which is got by doing literature review. Literature review is a written summary of the article from the journal, books, and other documents that describe the theory as information both past and present.³ Then the main data in this research is students’ satisfaction. The data of students’ satisfaction is taken from the field which is CALL 2 class.

² Ary, Donald. *Introduction to Research in Education*, (USA:Wadsworth, 2010) p. 452
researcher will use questionnaire to gather the data and Students’ answer of listed questions in questionnaire is the data of students’ satisfaction.

D. Data Collection Technique

Data collection techniques used in this study is a survey method using a questionnaire instrument to find out students’ satisfaction during participating online learning class on CALL2 class. According to Sugioyono, questionnaire sheet is techniques to collecting the data that gives question or declaration to the respondent in order to answer it. And according to Sutriono Hadi, Questionnaire means the question and answer between the researcher and respondent which are given lists written question form. In these techniques the researcher distributed questionnaire to the 42 respondents. Before distributing the questionnaire the researcher makes sure that the respondents have ever join CALL2 class.

E. Instrument of the Research

The researcher is the main instrument of quantitative or numeric description. The researcher must comprehend the research method and the insight of the problems. With the proper instruments, the researcher will get the valid data on the research. To collect data that needed for this study, there are two kind of instruments that writer used is questionnaire.

---

Questionnaire means the question and answer between the researcher and respondent which are given lists written question form. Questionnaire used in this research to know the students’ satisfaction during participating in online learning class in CALL2.

F. Data Analysis Technique

The researcher collects the data using form of quantitative or numeric description. The researcher gives questionnaire to the respondent. After get the answer from the respondent from the beginning to the end, the data will be reported using descriptive explanation.

The detail techniques that the researcher will do are:

The data of this research would be analyzed in numeric descriptive manner. In this study the researcher has done several steps to analyze the data. To analyze the information from the whole data, it would be conducted by using numeric descriptive manner as follow:

1. Identify the data based on the statement of problem
2. Classify the information based on each item of the questionnaire.
3. The data from questionnaire will be analyzed:

---

6 John W Creswell, Research Design : Qualitative, Quantitative and mixed method approaches, third edition (University of nebrasca lincoln data 2009) C.9
7 Suharsini Arikunto, “Prosedur Penelitian (Suatu Pendekatan Praktik)”, (Jakarta: Rineke Cipta, 2006), 152
To determine the percentage, use simple counting with the following steps:

a. Determine the expected value \((EV)\). This value can be determined by multiplying the number of question items with the highest score.

b. Calculate a score value \((SV)\). This value is the average of real acquired value derived from the research.

c. Determine the category according to the formula:

\[
P = \frac{SV}{EV} \times 100\%\]

\(P\) : Percentage of interest and expectation

\(SV\) : Score Value

\(EV\) : Expected Value

4. Verify and interpret the data

Based on the formula above, the researcher uses table to interpret data that is taken from respondents’ answer.

The guidelines for the interpretation of the data to provide interpretation of the data on the average of the acquired value as follows:

a. Very satisfied, if the total value is in the interval of \(84.1\% - 100\%\)

b. Satisfied, if the total value is in the interval \(84.00\% - 68.01\%\)

c. Neutral, if the total value is in the interval \(68.00\% - 52.01\%\)

d. Not Satisfied, if the total value is in the interval \(52.00\% - 36.01\%\)

---

8 Umi Narimawati, dkk, Penulisan Karya Ilmiah, (Bekasi: Genesis, 2010), P. 46.
e. Very Dissatisfied, if the total value is in the interval 20.00% – 36%

5. Draw the conclusion

G. Research Stages:

The process of this study will be done as these following stages:

1. Take a preliminary research

Students of ETED in Sunan Ampel State Islāmic University of Surabaya often have a class that uses Web Base Learning as the media for teaching and learning process, but those classes in not pure online class. Because the students still have face-to-face meeting in the classes. Different from the class before, CALL 2 has been held with pure online class. A small observation has been done by the researcher during CALL 2 class in academic year 2014/2015. The researcher has asked students about their satisfaction during participating in CALL 2. Some others felt dissatisfied. Therefore, the researcher decided to find out their satisfaction and what factors affect their satisfaction in that academic year.

2. Decide the research design

The researcher wrote the title of this study and research question first before go ahead to the research design. After drawing focus of the topic that will be discussed, the researcher decided the research design of this research along with the outline, including the data that might be needed.
3. Conduct the research:

a. Collecting data

As the data were obtained from the survey and the questionnaire sheet given to the participants. 42 participants answered the questions, and the answers of the participants are the main data of this research.

b. Analyzing the data

1) Editing

In this stage, the first step after the questionnaire distributed and content by learners who responded, the authors do checking one by one covering completeness, explanation writing the questionnaire and the accuracy of the questionnaire.

2) Scoring

This is the step of administering a score or value to each item questions contained in the questionnaire. Scoring is determined by positive and negative statement, if the statement is positive then score provided from 5, 4, 3, 2, 1, whereas if the statement is negative then starting score of 1, 2, 3, 4, 5. In the scale of this study contained 5 selections of alternative answers: Very satisfied, satisfied, neutral, dissatisfied, very dissatisfied.
3) Tabulating

This is last step in the collection the data is by entering data into the table in order to find results.

c. Concluding the result of the research

The result of the analysis and the theory were combined, the researcher made the conclusion of the research based on the whole sections of this study that have been discussed.