CHAPTER III

RESEARCH METHOD

A. Research Design

This research will adopt the qualitative method. Qualitative research is an approach to describe or explain and to understand a certain phenomenon in different ways (Flick, 2018)

1. By analyzing experiences of individuals or groups, it can refer to biographical life histories or to everyday or professional practices.

2. By analyzing interactions and communications. This can be based on observing or recording practices of interacting and communicating and analyzing the material

3. By analyzing documents such as books, texts, journal, images or similar forms of interactions

Qualitative research focuses more on verbal data such as, interviews or biographies. It also focuses on existing data like documents that can be processed into data to analyze. (Flick, 2018) The writer uses the approach of case study descriptive research. Case study according to Bungin (2005), is a system to investigate a certain phenomenon that explore the context in the current situation, until the discovery of a subtle resemblance of context and phenomenon. Yin (2014) defined that case study as an empirical inquiry that investigates a contemporary phenomenon (the 'case') in depth and within its real-world context. It is also mentioned that case study research process as a "linear but iterative process". Case study research is also a challenging endeavor that depends upon the researcher's skill and expertise.

Descriptive method is one of the methods to analyze or to research a subject, condition and a community towards an event that's already happened or is happening. The purpose of this research is to create an idea

or a collective perspective that correlates with a specific phenomenon that is being researched. (Moh Nazir, 2011).

The topic of this research is employee training on improving their performance in front office KHAS Tugu Hotel Yogyakarta. The implementation of training describes an act of teaching a person or a group with certain goals. The outcome of training could be positive or negative, this research will identify a specific training program in KHAS Tugu Hotel Yogyakarta regarding its efficacy and how it affects employee performance. The method used in this qualitative research consists of observations, analyses, interviews and citing from sources from journals, articles and previous research.

The quality of a hotel heavily relies on its employee performance. The Front Office department is one of the most important departments in a hotel due to its nature of handling guest and delivering excellent service. Ensuring employee performance in handling guests is crucial in order to achieve company's goals.

B. Participant and Research Location

The arrangement of this research will be conducted in KHAS Tugu Hotel Yogyakarta, it is a three star budget hotel that has a strategic location near the tourist destination in Yogyakarta such as Alun – Alun Kidul, Zero Kilometer area, Yogyakarta Presidential Palace, Borobudur and Prambanan Temple, Fort Vredeburg or Sultan Palace.

Often investigators aim to recruit a study sample that shares certain characteristics by formally stating specific inclusion and exclusion study criteria when designing their study (Cresswells, 2018) for this research the researcher will provides inclusion criterion such as follows:

- A Front Office employee that had already underwent training

- A manager or supervisor that is responsible to conduct/design a training program

And the exclusion as follows:

- An employee from another departments other than Front Office

Based on the inclusions and exclusion mentioned above, the researcher has decided the participants of this research that consists of one Front Office employees to provide a perspective on the training program and the Front Office employees performance, one Front Office Supervisor to provide another perspective on how the training programs are affecting the employee performance and his view on the training program being implemented, and lastly, one Human Resource Coordinator to provide the general knowledge on how the training programs are being implemented in the Front Office Department.

C. Data Collection

The data collection steps include setting the boundaries for the study through sampling and recruitment; collecting information through unstructured or semi-structured observations and interviews, documents, and visual materials; as well as establishing the protocol for recording information (Cresswells, 2018) In this research, the writer needs to

provide an instrument to collect the research data, the writer will conduct an interview, observation, and bibliography.

1. Interview

Interview is one of the technique used in qualitative research, it is an act of a two way communication or a face to face communication with the objective of gaining information from the respondent or participant where the interviewer asks direct questions to the interviewee. The writer chose the semi-structured interview for this research. It is a data collection method that relies on asking questions within a predetermined thematic framework. The questions are not set in order but it has a qualitative nature. This type of interview is categorized as an in-depth interview, where the interview is conducted by asking questions freely but still under the rules of the interview guide. (Sugiyono, 2017) The interview will be conducted in a Zoom Meeting using the unlimited feature where the user can record the whole meeting and will be transcribed manually by the researcher.

2. Observation

Another instrument that the writer chose to collect data is by observation. Observation is a data collecting technique that has specific characteristic compared to other techniques. (Sugiyono, 2017) A qualitative observation is when the researcher takes field notes on the behavior and activities of individuals at the research site. In these field notes, the researcher records in an unstructured or semi-structured way (using some prior questions that the inquirer wants to know), activities at the research site. (Cresswell, 2018) Observation can enable the writer to do a direct observation in

the field to acknowledge the condition of the current training program in KHAS Tugu Hotel Yogyakarta.

3. Bibliography

Bibliography or literature study is the search of scientific studies that correlates with social value and norms that are developing and must be researched. (Sugiyono, 2007) The researcher will search from literatures, previous research and books that will serve as a reference on the making of this final project.

D. Data Analysis

The data analysis that the researcher will use is the theory from Miles and Huberman (2018) that consist of three activities:

1. Data Reduction

Data reduction is a process of selection, focus and simplification of the raw data that the researcher acquired that appears in a form of field notes. Data reduction is done to remove the irrelevant data so that the only data left is the relevant and important data.

2. Data Presentation

Data presentation is when the information presented is already the ideal part that is eligible to be presented in order to proceed with the research

3. Conclusion

Conclusion is the process where the research has already reached the final phase. In this phase, the researcher will make a conclusion based on the data that has been

given by the respondents and already been approved. The data in this phase will then be tested for its validity, compatibility and stability.

E. Data Validity Test

Data validity test is needed to check or prove the data presented by the writer, it is essentially an element that is unable to separate in qualitative research (Moleong, 2007). In order for the data gained can be held responsible, data validity test must be conducted. Data validity test consists of:

1. Credibility

Credibility test is a way to check if the data presented by the writer is the same as the data given from the field, if there is any discrepancy regarding the data, the researcher has to explore more in depth of the matter. Here are the ways to ensure good credibility that the writer will use:

a. Extensive Observation

By having an extensive observation, the writer can explore more detail about the matter, the writer will regularly go back to the field, doing more observations and doing more interviews with the current source of data or even a new source. When the data presented by the writer has no more discrepancy, then the extensive observation is finished.

b. Increased Precision

Increasing precision and being more careful in the research of gaining data, meaning that the writer needs to put a note or record on every chronological events that happened.

Increasing precision also means to re-check every data that has also been gained when the data is about to be presented. In order to increase precision, the writer will do a research through references, books, result of previous research and other related documents that is related to the topic.

c. Triangulation

The purpose of triangulation is to strengthen the theory, methodology or an interpretation of the qualitative research. (Mekraisce, 2020) it is also a way to check the data through sources, technique, and time.

A. Source Triangulation

Source triangulation can be done by checking the data gained through several sources. For example, the data gained from an employee that had undergone online training, then data validity test can be done to an employee in the same department, employee that knows about digital application, or an employee that uses online media for other purposes.

B. Technique Triangulation

Triangulation technique can be done by doing data validity test to the same source, but with different technique. For example, data that has been gained through interview from source A regarding perception of online media, and then do a re-check of the information given by doing observation, or documentation to the informant or vice versa (Sugiyono, 2017).

C. Time Triangulation

Time triangulation can be done by doing another check or validity test to the same source using the same technique but with different time and situation. For example, when trying to perceive the perception of the employee and trainers of employee training through interview, it can be done again with the same interview but in different time and situation, if the result is the different each time, then the writer can repeat the interview until the data is exact (Sugiyono, 2017).

d. Negative Case Analysis

Doing a negative case analysis means the writer will search for different data or even a conflicted data that has been found. If there is still discrepancy or conflicted result to the data, then the writer will have to change everything. (Sugiyono, 2007)

e. Using References

Using a reference is an element to support the validity of the data gained by the writer authentically. For example, the data from an interview with the participant is supported by another element of an audio-visual recording. (Sugiyono, 2017)

f. Member Check

Member Check is a process of data validity to the source of data. The reason for member check is to prove the credibility of the data given by the participant. Member check can be done after the writer finishes the data collection. The researcher will find the source of the data and conduct a discussion about the data given, in this step, the writer can add, reduce or reject in order to get a consensus. (Sugiyono, 2017)

4. Transferability

Transferability points out the accuracy or how far the result can be implemented in the selected field. Ideally, the statement related to the transfer value can still be used in other situation, to measure how far the result of the research can be used in other context or social situation. (Mekarisce, 2020) if the reader can gain a clear image or understanding regarding the research, then the result of the research can be said to have a high transferability. (Sugiyono, 2017)

5. Dependability

A research can be regarded to have high dependability when the next researcher is able to replicate the steps of the process in the research. Dependability test can be conducted through an audit to the whole process of research. (Mekarisce, 2020) The result of a research cannot be regarded as dependable when the writer is unable to prove if there has been a process chain. (Sugiyono, 2017) the steps on doing a dependability test can be done through audit by an independent auditor or a research mentor regarding the research process chain.

6. Confirmability

Confirmability can be described as a transparent concept, it is a form of an approval by the writer to state to the public regarding the process and each elements in the research, and then the writer will give a chance for other parties to asses or score the result of the research. Confirmability is a criteria inspection process, which consists of the steps that the writer took when confirming the result of the research. (Afiyanti, 2008)

F. Research Schedule

This research will be conducted through the course of February until July 2022

TABLE 2

RESEARCH SCHEDULE

No	Activity	February				March				April				May				June				July			
		Week																							
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	Determining Research Location	▓	▓																						
2	Submitting TOR			▓	▓																				
3	Composing Research Proposal					▓	▓	▓	▓	▓															
4	Research Proposal Consultation							▓	▓	▓	▓	▓													
5	Submitting Research Proposal												▓												
6	Research Proposal Seminar													▓											
7	Research Proposal Revision													▓	▓										
8	Composing Final Project														▓	▓	▓	▓	▓	▓	▓				
9	Final Project Consultation														▓	▓	▓	▓	▓	▓	▓				
10	Final Project Submission																					▓			
11	Final Project Defence																							▓	▓

Source: Data processed by writer (2022)