

## **CHAPTER III**

### **RESEARCH METHOD**

This chapter explains the method of the research. This chapter consists of the research method, subject of the study, data collection and data analysis.

#### **3.1 Method of Research**

Research is a process of steps used to collect and analyze information to increase our understanding of a topic or issue (Creswell, 2008: 3).

Creswell (2008: 46) also says:

This research is qualitative research that is a type of educational research in which the researcher relies on the views of participants; ask broad general question, collects data consisting largely of words (or text) from participants; describes and analyzes these words for themes; and conducts the inquiry in a subjective, biased manner.

This study is qualitative research which is the process of collecting data and analyze information from the observation specifically for the registers used by pharmacists.

3.1.1 The characteristics of qualitative research are as follows:

3.1.1.1 A recognition that researchers we need to listen to the views of participants in our studies

3.1.1.2 A recognition that we need to ask general, open questions and collect data in places where people live and work

3.1.1.3 A recognition that research has a role in advocating for change and battering the lives of individuals (Creswell, 2008: 51).

The method then, is applied analyze the registers used by pharmacists. It is very appropriate to the objective of the study that is describing the phenomenon found in the process of the study. The procedure of the research will be: collecting, classifying, identifying, analyzing and describing the data.

## **3.2 Subject of the Study**

In this study, collecting prescriptions will be done at APOTIK SMILEPLUS Jl. Sutorejo 130 Surabaya in order to get the data of registers used by pharmacists. Observation also will be done to get more information about the context and the reasons registers are used by pharmacists in their work.

### 3.3 Data Collection

According to Creswell, “collecting data means identifying and selecting individuals for a study, obtaining their permission to study them, and gathering information by asking people questions or observing their behaviors”. (Creswell, 2008: 10).

3.3.1 In *qualitative* research, the data collection tends to consist of:

3.3.1.1 Collecting data using forms general, emerging questions to permit the participants to generate responses

3.3.1.2 Gathering word (text) or image (picture) data

3.3.1.3 Collecting information from a small number of individuals or sites (Creswell, 2008: 55).

The accurate data will be collected from observation. Before observation is done, it should be there is permission to study them. The copies of prescriptions also will be collected to analyze what are registers and the meaning of registers used by pharmacists to understand the prescriptions from the doctor.

### 3.4 Data Analysis

Analysis consists of “taking the data part” to determine individual responses and then “putting it together” to summarize it. Analyzing and interpreting the data

involves drawing conclusions about it; representing it in tables, figures, and pictures to summarize it; and explaining the conclusions in words to provide answer to the research questions (Creswell, 2008: 10)

3.4.1 Steps in analyzing and interpreting data in qualitative research are as follows:

3.4.1.1 Data analysis tends to consist of text analysis

3.4.1.2 Data analysis tends to involve developing a description and themes

3.4.1.3 Interpretation tends to consist of stating the larger meaning of the findings (Creswell, 2008: 56)

3.4.2 The study of registers is analyzed through the following steps:

3.4.2.1 Inventory

First step, all the data of from collecting prescriptions will be collected and observation.

3.4.2.2 Evaluate the data

Second step, all the data will be evaluated based on the social context of the use of registers in pharmacists work.

3.4.2.3 Analyze the data

The third step is analyzing why the pharmacists use registers to communicate in their job.