

An objective assessment

LINKS TO:

Stage 3, Module 8

Learning Object 3: *Don't mention it*

Exercise 1

Answers:

1.1

1.1.1 Rewrite the text of Anna's email in the subject focus construction, or active voice.

Dengan hormat,

Saya mengalami gangguan dengan pelayanan internet saya. Saya sudah mematikan komputer kemudian menyalakannya ulang. Saya juga mencopot USB modem dan memasangnya kembali tetapi tetap tidak mendapatkan sambungan Internet.

Oleh karena gangguan ini, saya kehilangan paling tidak satu hari kerja. Saya tidak bisa mengirim atau menerima email. Saya juga tidak bisa mengakses dokumen-dokumen saya.

Hormat saya,

Anna Smart

1.1.2 Analyse both the original email, written in the object focus construction, and the version that you have written in the subject focus construction. Which version is the most effective and appropriate? Explain the reasons for your views.

I think that, on this occasion, Zak was wrong to advise Anna to write the email complaining about her Internet service in the object focus construction, or passive voice. The email comes across as a list of grievances outlining the difficulties experienced by an unnamed subscriber. The personal impact felt by the subscriber experiencing these difficulties is not emphasised, because the email focuses on the consequences of the unreliable service.

In the subject focus version of the email that I wrote, the frustration that Anna is feeling is emphasised. Nearly every sentence commences with the first person personal pronoun *Saya*. The subject focus construction focuses on Anna's dilemma and gives her a human face as someone who is suffering the consequences of an erratic Internet service.

To an Indonesian, Anna may come across as being too abrupt and forward in her approach, but it should be remembered that she is still very young and unschooled in the Javanese etiquette of maintaining a harmonious relationship in her day-to-day dealings with others. Furthermore, not all ethnic groups within Indonesia are as polite and gently spoken as the Javanese. The Batak people of North Sumatra, for instance, are recognised throughout Indonesia for being abrupt and direct.

1.2

1.2.1 Rewrite the text of the ISP's response to Anna's email using the subject focus construction, or active voice.

Dengan hormat,

Terima kasih untuk email Anda tentang gangguan pelayanan Internet yang telah Anda alami.

Kami mengalami kesulitan berkali-kali pada waktu yang berbeda selama periode ini, yang kemungkinan mempengaruhi layanan internet Anda.

Kemungkinan besar Anda perlu menyetel ulang modem Anda. Anda bisa mendownload program perbaikan yang akan memperbaiki masalah ini dari situs internet kami.

Anda perlu berhati-hati bila mendownload software dari Internet.

Hormat saya,

Frengky Wibowo.

Teknisi.

Internet Universe.

1.2.2 Analyse both the original email, written in the object focus construction, and the version that you have written in the subject focus construction. Which version is the most effective and appropriate? Explain the reasons for your views.

The email written by the ISP in the object focus construction is the most effective and appropriate response to Anna's email. It is objective and impersonal, and focuses only on the cause of Anna's erratic Internet connection and the steps that she needs to take to resolve her connection difficulties. Written in this way, it could be interpreted as implying that the problems Anna is experiencing with her connection may result from factors beyond the control of the ISP, therefore exonerating them from any blame.

The subject focus version of the email would be inappropriate for several reasons. First, by focusing on themselves, it intimates that technical difficulties faced by the ISP have caused the problems that Anna is experiencing. Furthermore, by focusing on the subject, which is Anna, it puts the onus on her to take the necessary steps to rectify her Internet connection problems. This approach is not conducive to saving face for the ISP, or to maintaining a harmonious relationship with Anna.

Exercise 2

Use the expressions learnt in Block 2 to draft Internet Universe's group email using the object focus construction.

Sample answer:

Kepada Para Pelanggan Internet Universe,

Dengan hormat,

Belakangan ini banyak keluhan yang telah diterima berhubungan dengan gangguan pada pelayanan internet Anda.

Penyebab dari kesulitan-kesulitan ini adalah server yang sedang diperbarui.

Layanan telah kembali bekerja untuk 70 persen dari langganan tetapi masalahnya masih perlu waktu seminggu untuk diatasi secara keseluruhan.

Informasi baru secara berkala akan dikirimkan melalui email kepada semua pelanggan kami.

Diharapkan kesulitan-kesulitan seperti ini tidak terulang di masa depan.

Atas pengertian dan kesabaran Anda, Internet Universe mengucapkan terima kasih.

Hormat saya,

Firman Mansyur

Presiden Direktur

Internet Universe