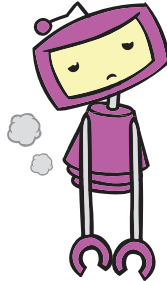


# I give up!

In these days of superfast Internet it can be frustrating when you have to rely on connections with inconsistent bandwidth and frequent dropouts. Anna and Peter have experienced this frustration a number of times while on holidays in Australia, and the strain is showing ...



**LINKS TO:**

Stage 3, Module 8  
Learning Object 2: *A slow connection*

**PRIOR LEARNING:**

**Stage 2**

Module 8 Work Sheet 5: *Making complaints*  
Module 10 Work Sheet 5: *The art of a good thank you*

**Stage 3**

Module 7 Work Sheet 3: *A flood of correspondence*

## 1 I need a new Internet Service Provider!

Indonesia has made great advances in telecommunications, with cheap and reliable mobile networks often preferred over the expense of installing fixed landlines. However, Indonesians have come up with a number of expressions to describe the glitches experienced with network dropouts. Peter and Anna have used some of these to vent their frustrations in this module.

<i>Sambungannya terputus-putus.</i>	The connection is intermittent.
<i>Sambungannya kurang bagus.</i>	The connection is not all that great.
<i>Sambungannya jelek sekali.</i>	The connection is atrocious.
<i>Sambungannya payah!</i>	The connection is dodgy!
<i>Internetnya payah!</i>	The Internet is dodgy!

## 2 Sorry, I didn't quite hear you

With unreliable Internet or telephone communications there will also be frequent requests for repetition or clarification. These will range from the highly formal to the informal or even colloquial, based on both the audience and the level of frustration that one is experiencing. Fortunately Peter has been restrained and has not allowed his frustration to get the better of him.

*Maaf, kamu bilang apa?*                      Sorry, What did you say?

This request for clarification may be suitable between friends in an informal setting, but if Peter were speaking to an adult he would need to use something a little more appropriate to ask for clarification:

(continued on following page)

<i>Tolong diulangi, (Pak).</i>	Please repeat that, (Sir).
<i>Tolong diulangi plean-pelan.</i>	Please repeat that slowly.
<i>Tolong diulangi sekali lagi.</i>	Please repeat that one more time.
<i>Maaf, apa yang Anda katakan?</i>	Sorry, what did you say?

### 3 Don't worry about it ...

'No problems', 'No worries', 'Don't mention it', and 'It doesn't matter' are all useful expressions for informing someone that they do not need to bother, be apologetic or be grateful about something. Look at the following online exchange between Ardi and Peter.

Ardi: *Terima kasih sudah memesan T-shirt itu, ya.*  
Thank you for ordering those T-shirts.

Peter: *Ya, nggak masalah.*  
Yeah, no problem.

Again, this was a fairly informal exchange between Ardi and Peter. If an adult were thanking Peter for the same thing, more appropriate responses would include:

*Tidak ada masalah.*  
That's no problem.

*Tidak apa-apa.*  
It doesn't matter. / That's okay.

### 4 The invisible object

In Indonesian, the object of a sentence does not need to be mentioned if it is already understood to be the topic of the discussion, based on a previous statement or question. Look at the following exchange between Ardi and Peter from the learning object:

Ardi: *Punya foto-foto yang menarik?*  
Got any interesting photos?

Peter: *Tentu saja. Akan kukirim satu sekarang juga.*  
Sure. I'll send you one right now.

Did you notice the use of the object focus construction in Peter's response? The object (photo) is the focus of this sentence. As it had already been mentioned in Ardi's preceding question, there is no need to specifically mention it again. It is understood.

On the other hand, had Peter been the one to introduce the topic of the photo, rather than Ardi, he would need to explicitly state what object he will be sending to Ardi, as follows:

*Foto akan kukirim sekarang juga.*  
I will send you a photo now as well.

## 5 If you have a complaint, do something about it!

You may encounter situations at home, work or school with which you disagree. Sometimes, it may be appropriate for you to highlight the issue, or to express your opinion, by writing a letter of complaint to someone who can help resolve the issue.

Such a letter, written in polite form, would:

- describe the circumstances of the situation
- outline the exact nature of the issue in question
- present suggestions for resolving the issue
- request a written response to your letter.

It is important to be constructive and objective in your criticism, rather than allowing your personal feelings and emotions to dictate the tone of your letter. Doing this will increase your chances of obtaining appropriate resolution.

## 6 Please explain

Let's revise some other useful expressions for expressing understanding and asking for clarification.

### Asking for clarification

<i>Ini apa? / Apa ini?</i>	What is this?
<i>Apa bahasa Indonesiannya ~?</i>	How do you say ~ in Indonesian?
<i>Artinya apa? / Apa artinya?</i>	What does that mean?
<i>Apa 'makasih' sama artinya dengan 'terima kasih'?</i>	Does <i>makasih</i> mean <i>terima kasih</i> ?

### Expressing understanding and lack of understanding

<i>Artinya apa / Apa artinya?</i>	What does it mean?
<i>Saya tidak mengerti ~.</i>	I don't understand ~.
<i>Apa arti ~? / ~ artinya apa?</i>	What does ~ mean?
<i>Saya mengerti.</i>	I understand well.
<i>Saya kurang mengerti.</i>	I don't really understand well.
<i>Saya tidak mengerti.</i>	I don't understand at all.

### Asking how to say, spell, write and pronounce

<i>Bagaimana mengeja kata ~?</i>	How do you spell ~?
<i>Tolong katakan sekali lagi, pelan-pelan.</i>	Please say it once more, slowly.
<i>Tolong jelaskan bagaimana pengucapannya.</i>	Please tell me the pronunciation.
<i>Tolong jelaskan bagaimana membacanya.</i>	Please tell me how to read it.
<i>Tolong tunjukkan bagaimana menulisnya.</i>	Please show me how to write it.

# Exercises

## Exercise 1

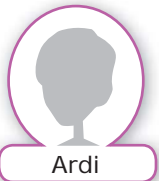
Peter is getting nowhere with the Internet so he has given up. Instead he is going to use the remaining credit on his mobile phone to have an uninterrupted conversation with Ardi. During the conversation, he complains about his Internet service and offers his apologies to Ardi.

Use any language learnt in the learning object or from this work sheet to complete the dialogue, in Indonesian.



1 [Peter has dialled Ardi's number.] RING, RING ...

2



3

Peter

4

Ardi

5

Peter

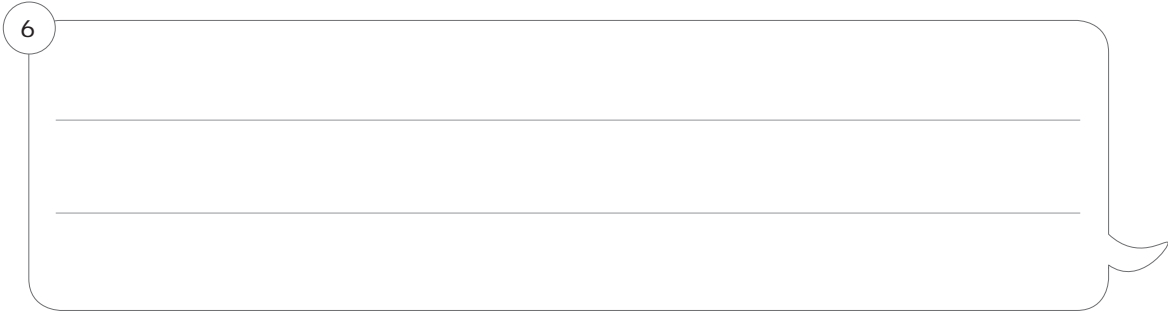
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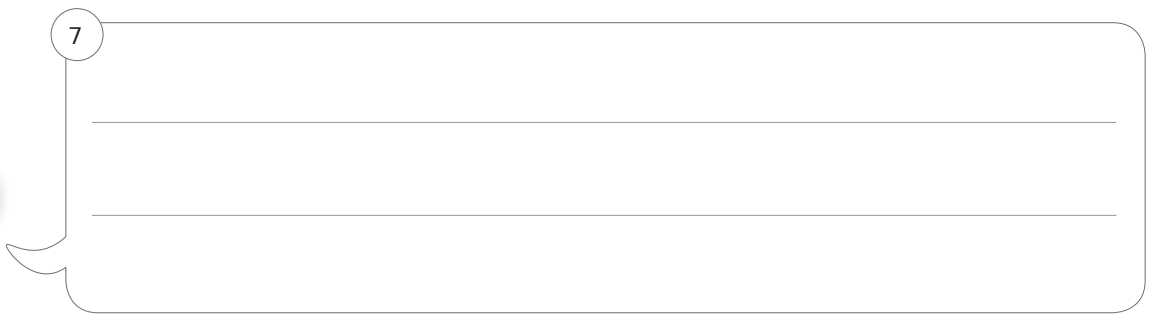
Ardi

7

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Peter

8

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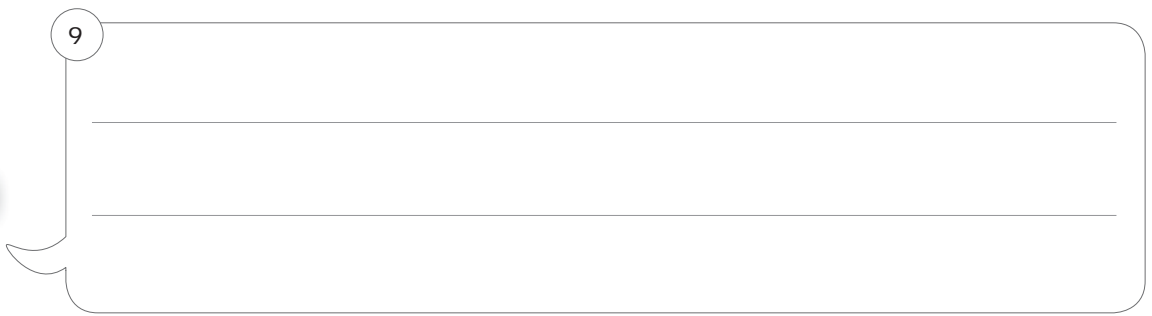
Ardi

9

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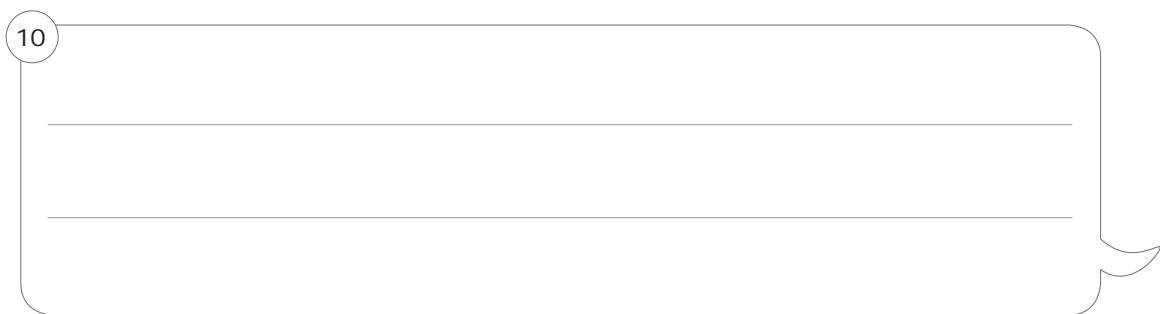
Peter

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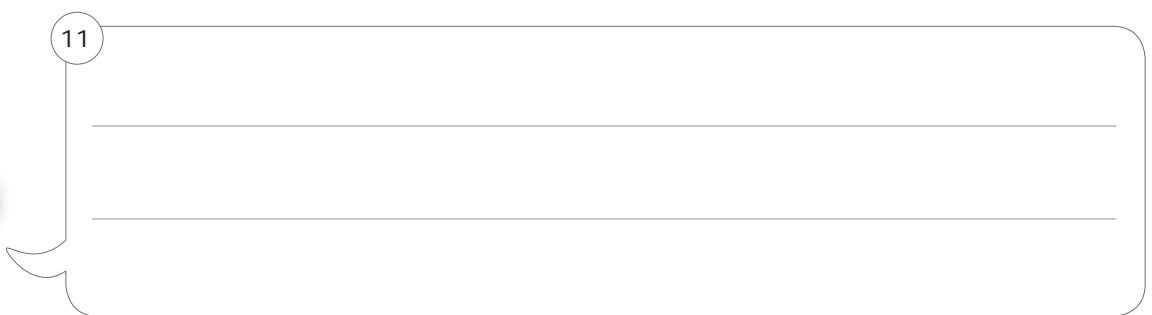
Ardi

11

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Peter

12

\_\_\_\_\_

\_\_\_\_\_

Ardi

13

\_\_\_\_\_

\_\_\_\_\_

Peter

14

\_\_\_\_\_

\_\_\_\_\_

Ardi

## Exercise 2

The Smart family has now been back in Jakarta for one week and Peter has realised that mobile broadband connection problems are not confined to Australia. He decides that he has had enough and wants to terminate his new mobile broadband contract within the 14-day trial period.

**Write the email that Peter sends to his service provider asking for his service to be disconnected within the 14-day trial period, giving the reasons for his decision. Take into account all that you have learned about the language and tone of a formal letter.**

You may wish to use some of the following terms and phrases in your email:

*kepuasan*

satisfaction

*masa percobaan*

trial period

*persetujuan*

agreement

*sesuai dengan aturan*

in accordance with the rules

*membatalkan*

cancel / terminate

