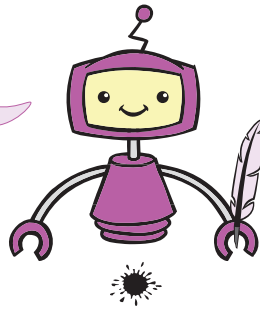


# An objective assessment

The other day I overheard Anna on the telephone to Nina saying, 'Zak dicintai semua orang selama kami di Indonesia'. At that instant everything about the object focus construction became crystal clear. It's about who is the centre of attention. ME!



**LINKS TO:**

Stage 3, Module 8  
Learning Object 3: *Don't mention it*

**PRIOR LEARNING:**

**Stage 2**

Module 18 Work Sheet 3: *The one that got away*  
Work Sheet 2: *Jamming it up*  
Module 16 Work Sheet 5: *A simple yes or no would suffice*

**Stage 3**

Module 6 Work Sheet 6: *My passive voice*

## 1 Be objective ... focus on the issue

In Zak's introduction he said he had overheard Anna saying:

*Zak dicintai semua orang selama kami di Indonesia.*

Zak was loved by everyone while we were in Indonesia.

This is an example of the object focus construction, or passive voice, where the focus of the sentence is on the object (Zak) and not on the subject (everyone).

Another useful function of the object focus construction is that it allows us to focus on an issue or problem in an objective manner by keeping the actors in the background, or by not mentioning them at all. Compare the following:

**Subject focus**

*Kami sudah menjadwalkan gangguan pada layanan Internet Anda.*

We had already scheduled an interruption to your Internet service.

And:

**Object focus**

*Gangguan pada layanan Internet Anda sudah dijadwalkan.*

An interruption to your Internet service had already been scheduled.

As you can see, the subject focus sentence has the potential to elicit an emotional response towards the ISP (*kami*) whereas the object focus version is more impersonal and does not provide as much scope to apportion blame, because no actor or perpetrator is identified.

The use of the object focus construction provides a linguistic outlet for saving face and maintaining harmony, something which is very important in Indonesia.

## 1 Not more excuses ...

Here are some other excuses or reasons that an ISP may provide to explain away issues or outages with Internet services. Notice how they are all framed in the object focus construction.

*Jatah download Anda telah dilebihi.*

Your download allowance has been exceeded.

*Download yang terlalu banyak tidak diperbolehkan.*

Excessive downloads are not permitted.

*Layanan telah dikembalikan ke keadaan semula untuk 70 persen dari langganan.*

Service has been restored for 70 per cent of subscribers.

*Servernya sedang diperbarui.*

The server is currently being upgraded.

*Masalahnya diatasi dalam waktu beberapa jam saja.*

The problem was solved in just a few hours.

*Informasi baru secara berkala dikirimkan kepada semua pelanggan kami.*

Regular updates are sent out to all our customers.

*Email seharusnya tidak dikirim waktu ada hujan badai berhalilintar.*

Emails should not be sent during an electrical storm.

*Diharapkan tidak ada kesulitan di masa depan.*

Future difficulties are not anticipated.

*Keluhan sudah diterima.*

Complaints have been received.

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## Exercise 1

- 1.1 Anna asks Zak's advice on how to write an email to her ISP about the difficulties she is experiencing with her mobile broadband, and the steps she has already taken to overcome the issues. Now that Zak is an expert on the passive voice, he insists that the email is written in the object focus construction. Read Anna's email below, then answer the questions that follow.

service@internetuniverse.co.id
Gangguan dengan pelayanan Internet

Dengan hormat,,

Sambungan Internet kami terganggu. Komputer sudah dimatikan kemudian dinyalakan ulang. Modem juga sudah dicopot dan dipasang kembali, tetapi sambungan internet tetap tidak didapatkan.

Karena gangguan ini, paling tidak satu hari kerja hilang. Email tidak bisa dikirim atau pun diterima. Dokumen juga tidak bisa diakses.

Mohon bantuannya.

Hormat saya,

Anna Smart

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

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1.2 Below is a copy of the ISP's response to Anna's email written in the object focus construction.

<input type="text" value="peterandannasmart@netmail.co.id"/>
<input type="text"/>
<input type="text" value="Gangguan dengan pelayanan Internet Anda"/>

Dengan hormat,

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

Kesulitan dialami berkali-kali pada waktu yang berbeda selama periode ini, yang kemungkinan mempengaruhi layanan Internet Anda.

Kemungkinan besar modem Anda perlu disetel ulang. Program yang akan memperbaiki masalah ini bisa didownload dari situs Internet kami.

Hati-hati bila mendownload software dari Internet.

Hormat saya,

Frengky Wibowo  
Teknisi  
Internet Universe

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

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## Exercise 2

Anna's ISP, Internet Universe, has received a number of complaints similar to Anna's and has decided to placate their subscribers by sending out a group email acknowledging the difficulties and outlining the steps that have been taken to rectify the situation.

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

<input type="text" value="peterandannasmart@netmail.co.id"/>
<input type="text" value="langganan@internetuniverse.co.id"/>
<input type="text" value="Penjelasan tentang gangguan yang dialami dengan pelayanan Internet Anda"/>

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