

CHAPTER I

INTRODUCTION

Introduction is the first chapter in which the readers and researcher begin their understanding of this thesis. The introduction starts from the background of the research as the reason why the researcher chooses the topic of the research. Then, several purposes and the scope of the research will be presented to strengthen the background of the study. After that, the underlying theory will be presented to help the readers understand the basic of this thesis. This thesis is based on the theory by Trosborg. That theory, then, is combined with methodology of the research to analyze and discuss data research. Finally, the organization of the thesis will be presented to show the overall of writing systematically.

A. Background of the Research

Indeed, various forms of functional texts, such as message, information, announcement, criticism, complaint, and response can be presented both in spoken and written language, but nowadays, people need ease, simplicity, and accuracy although they are in the distance. Those needs can be completed by electronic devices, furthermore the electronic devices which are equipped by internet and intranet; even, the printed media which is usually used, now begin to transform into electronic media. This condition makes the researcher easier find out the research media in collecting the data research which relate to functional texts, especially the response of complaint.

To specify the choosing of research media, the researcher only points the newspaper, actually, the newspaper which is published at the website via internet. It is called as cyber-news. In this category of cyber-news, *Kompas* is the most popular website of news in Indonesia. The next reason, those functional texts are easily often found inside that cyber-news, especially in Reader's Letter (*Surat Pembaca*) column. In that column, readers are permitted to share their ideas by writing an announcement, criticism, complaint, and response. It means people or institutions to whom the criticism or complaint are addressed can respond the senders by writing in the same column. That condition is called two-way communication. Other reason, without intricate administration of institutions, the researcher achieves the responses letter which may be in private cases. In that responses letter, the researcher is interested to find out and to discuss some apology strategies.

Due to characteristics of human being and the various strength level of defense to face the complaints, there are various kinds of apologizer. The researcher often found the complainees who are able to deny the complaint, who accept the complaint, and who include between those two categories. That variety automatically results in various strategies which are used to apologize. Seldom complainees use only one strategy, but it can solve the complaint. In the other fact, often complainees use four strategies, but it cannot solve the complaint. Based on those phenomena thereof, the researcher is interested in analyzing the apology strategies used in Reader's Letter about the response on *Kompas* daily cyber-news.

B. Purposes of the Research

In the light of the reasonable arguments, it should be clear that there are objectives of the research. Firstly, the researcher is interested in figuring out the apology strategies pattern which is used in the responses of complaint on Reader's Letter in *Kompas* daily cyber-news. Secondly, the researcher is eager to identify the kinds of sentences used in those strategies.

C. Scope of the Research

This research focuses on strategies of apology which are used by the complainees in the responses of complaints on Reader's Letter in *Kompas* daily cyber-news issued from January to September 2009. It means that these apology strategies are used out of politeness basic where people do apologizing for being polite. The researcher analyzes and classifies them into five basic types of using apology strategies which are proposed by Trosborg.

D. Underlying Theory

The main theory is specific theory of apology which is stated by Trosborg. Trosborg stated in her book *Interlanguage Pragmatics: request, complaint, and apologies* (1994) that people can restore a complaint by performing direct and indirect apology. Likewise, Trosborg argues that complainer often meets apologizer who has strong defense of arguments and enough evidence to counter attack the complainer. It means the potential apologizer can deny the responsibility of complaint. Furthermore, Trosborg also explains the strategies for performing that apology in five strategies: opting out, evasive strategies, indirect

strategies, direct strategies, and remedial support. Of course, they have some sub-strategies which make the researcher easier in classifying the strategies.

E. Methodology of the Research

This research is classified into qualitative research. It does not deal with the testing of a theory or hypothesis, but it deals with understanding of theory (Hadi, 2001:23). In this research, the theory focuses on apology strategies therefore the content of this theory has to be understood clearly by the researcher. Other research classification, this research is classified into descriptive research. It is the study in which the researcher needs to collect and analyze data to get conclusion. It does not deal with numeric data or variable and its relationship (Hadi, 2001:17). From that theory, the researcher describes a linguistic phenomenon: the strategies of apology at responses on Reader's Letter.

The population of this research is all the responses which are found in Reader's Letter of *Kompas* in digital form of cyber-news. By using total sampling methods, the researcher analyzes all the samples. In collecting the data, the researcher uses one instrument of data collection, namely documentation. It is conducted by classifying the written materials that are related to the problem of the study (Soehartono, 1999:70). Then, the researcher uses informal method in presenting the data analysis.

F. Organization of the Thesis

The researcher organizes this thesis into the consecutive five chapters. Chapter I, Introduction, has regular terms including background of the research, purposes of the research, scope of the research, underlying theory, methodology

of the research, and organization of the thesis. Chapter II, Review of Literature, composed of simple explanations and paraphrases of the theories of speech act, the speech act of apology, and apology strategies. Chapter III, Research Methods, conveys the methodology of the research comprising of a type of the research, method of data collection, population and samples, method of data analysis, and research procedures. Chapter IV, Data Analysis, as the core chapter, deals with the result of the research which describes the various types of apology strategies and other following explanation at the responses on Reader's Letter. Chapter V, Conclusions, contains some conclusions of the discussions.

CHAPTER II

REVIEW OF LITERATURE

Review of Literature is a chapter which has very important role in this thesis that mainly supports some theories as the basic law of data analysis and of result decision. This chapter contains theories which consist of main theory and supporting theory. In this chapter, the supporting theories are written previously as the introduction. The supporting theories include Speech Act Theory and Speech Act Apology. Preceding theory is the main theory by Trosborg. The researcher attempts to simplify the understanding of some theories thereof by paraphrasing and simple explanation.

A. Speech Act Theory

“Aspek tutur lainnya, selain konteks sebagaimana diungkapkan di depan, meliputi penutur dan lawan tutur, tujuan tutur, tuturan sebagai kegiatan tindak tutur, dan tuturan sebagai produk tindak verbal (Nadar, 2009:7)” The researcher knows that the hearer, “other”, or respondent of speech is someone who become a target of speech from the speaker or “self”. Respondent of the speech has to be differentiated from the respondent of speech who unintentionally comes in and listens across the messages; however he or she is not someone who is intentionally called by the speaker or “self”. The aim of utterance is what the speaker means in saying something or the meaning in that utterance. In pragmatics study, the speech could be understood as the type of speech act itself beside could be understood as product of the speech act.

The theory of speech act was originally introduced by Austin in 1955. In the speech act, utterance could be divided into constative utterances and performative utterances. Constative utterances are connected in some ways with events in possible world in which such position can be said to be true or false. Likewise, Austin in his well-known work *How to Do Things with Words* gives rise to a new point of view on language especially the term of performative utterances. He argues that in using performative utterances, a speaker is not just saying something, but he is also doing something. For supporting those statements, the researcher serves a theory from Austin; he claims “to say something *is* to do something, or *in* saying something we do something, and even *by* saying something we do something” (1955:90). All what we utter actually has a power which can change words, diction, and intonation into a movement. The idea is able to create the movement of speech organ, then, the speech organ which produce sound of utterances is able to make movement of both the speaker itself and the hearer.

Started from Austin’s theory of performative utterances, Searle (1975) developed a hypothesis that is not only performative verb which contains act meaning, but also all of utterances exactly have. Besides, developing his hypothesis, Searle divides the speech act into three different names; utterance act or locutionary act, illocutionary act, and perlocutionary act. Nadar speaks,

“Yang dimaksud dengan tindak lokusioner adalah tindak tutur yang semata – mata menyatakan sesuatu, biasanya dipandang kurang penting dalam kajian tindak tutur. Berbeda dengan tindak ilokusioner, tindak ilokusioner adalah apa yang ingin dicapai oleh penuturnya pada waktu menuturkan sesuatu dan dapat merupakan tindakan menyatakan, berjanji, minta maaf, mengancam, meramalkan, memerintah, meminta, dan lain sebgainya. Tindak illokusioner

dapat dikatakan sebagai tindak terpenting dalam kajian dan pemahaman tindak tutur. Jenis tindak tutur yang lain adalah tindak perlokusiner, yaitu tindakan untuk mempengaruhi lawan tutur seperti memalukan, mengintimidasi, membujuk, dan lain – lain” (2009:14-15).

Examples of locution, illocution, and perlocution below could explain clearly:

Locution

1. *He said to me, “Shoot her!” meaning by “shoot” shoot and referring by “her” to her.*

Illocution

2. *He urged (or advised, ordered, etc.) me to shoot her.*

Perlocution

3. *He persuaded me to shoot her.*

In the classification of speech acts, Searle (in Trosborg, 1994:14-16) divides illocutionary acts into five kinds, namely representatives, directives, commissives, expressives, and declarations.

1. Representatives

The aim of speaker in performing representative illocutionary act is to commit him or herself to the belief that the propositional content of the utterance is true.

The researcher shows some examples of representatives; blaming, admitting, informing, reporting, asserting, and telling.

2. Directives

In performing directives, the speaker tries to get the hearer to commit him or herself to some future course of action. Some illocutionary acts, such as

suggesting, advising, warning, commanding, questioning, proposing, recommending, et cetera.

3. Commissives

There are some various degrees to some future course of action as the speaker's commitment him or herself. It takes account of promising, threatening, swearing, accepting, committing, et cetera.

4. Expressives

Here, the speaker wants to express the speaker's psychological state of mind about some attitude prior to action or state of affairs. Thanking, apologizing, complaining, and requesting are examples of expressive.

5. Declarations

Declarations need extra institutions of linguistic for their performance. It takes a priest to christen a baby, a judge to sentence a defendant, etc. For one thing, Ibrahim states that he divides the illocutionary acts into six categories; effectives, verdictives, constantives, directives, commissives, and acknowledgments; the two first are conventional not communicative and the four last are appropriate to the explanation of Austin and Searle (1993:14-15). The Searle's classification is mentioned above and Austin's classification is expositives, exercitives, commissives, and behabitives.

One controversial point is the classificatory basis of Searle's approach. Although Searle's theory of illocutionary acts is based on functional criteria, he takes "the complete sentence" as the characteristic grammatical form of the illocutionary act. While the notion of a sentence is a grammatical unit (referring to

the formal system); a speech act is a pragmatic unit referring to a stretch of speech with a communicative function, and the speech act is considered the minimal unit of communication. In order to distinguish between linguistic elements which are context independent abstract notions and structure actually produced in speech situation, a distinction has been made between sentence and utterance (Habermas, 1981 in Trosborg, 1994:19). Sentences are linguistic units consisting of formal elements, whereas utterances are situated sentences, i.e. pragmatic units of communication. It is possible for two or more sentences to make up a single illocution, e.g. a number of sentences can form a single a statement or piece of communication and a recommendation, or a piece of advice can be so complicated that it is difficult to express in a single sentence (Trosborg, 1994:19). That phenomenon also happens at the response of complaint. Often, the complainer alleges the complaint which is difficult to solve, needs more explanation, requires some evidences, and wants future commitment and decision. In that situation, complaineer has to accomplish the complaint which is alleged to make a good condition or normal relation.

B. Speech Act of Apology

Apologizing includes expressive category of illocutionary act. “Expressive” is not only the name of illocutionary act, but also the content or the sense which comprises so as to be called as “expressive”. Even that name of “expressive” is changed into different name; it still has the same definition. The name “expressive” of illocutionary category which is written by Searle is changed into the name “acknowledgment” by Ibrahim. Ibrahim points out,

“Dan acknowledgment mengekspresikan perasaan mengenai mitra tutur atau dalam kasus – kasus dimana ujaran berfungsi secara formal, kehendak penutur bahwa ujarannya memenuhi kriteria harapan sosial untuk mengekspresikan perasaan dan kepercayaan tertentu seperti itu” (1993:15).

Ibrahim also argues that acknowledgment has specific function for expression; expression of the speaker feeling about the hearer both in formal and informal situation. The expression thereof is not about limitations so as to people can share out all they feel. Yule says, “Expressives are those kinds of speech acts that state what the speaker feels. They express psychological states and can be statements of pleasure, pain, likes, dislikes, joy, or sorrow” (1996:53). It means that apologizing can be uttered in the response as the reaction of complaint.

Trosbog points out “apologies are expressive illocutionary act which can be differentiated from complaint, which are also expressive acts, by being convivial in nature” (1994:373). Appropriately, we have to know what apology first before going to the apology strategies. Another form of politeness strategy is apology. According to Hornby, the word *apology* is noun which has meaning a word or statement saying sorry for something that has been done wrong or that causes a problem (2000:59). In supporting the meaning of apology from Hornby, the researcher gives Trosborg’s statement, “If a person has been hurt, inconvenienced, or violated in some ways or other, his / her face must be restore and apology is called for” (1994:374). These definitions lead the researcher to think that the only moment or event when we make a wrong thing we have to use apology. It means that apologies typically occur post – event to restore harmony.

Otherwise, in our life, we use apology not only when we make a mistake, but also when we are going to do a polite activity. Trosborg points out,

“The apologizer’s response has, therefore, a twofold aim: He/she must placate the complainer to restore social harmony and he/she must restore his/her own social status. A conflict between these two aims is likely to arise. Consequently, a complaint is not always followed by an apology. In turn, the recipient of an apology may or may not have been complaining” (1994:374-375).

In other words, apology is needed whether someone makes mistake or not because someone deals with others who might have been offended by our attitudes. It is assumed that we have two kinds of apology; apology for solving the complaint and apology for politeness. Holmes (1990) explains that apologies are different from compliment. Compliment focuses on the addressee’s positive face wants, whereas apologies focus on face redress associated with face threatening acts (FTA) or offences which have damage the addressee’s face in some respect. For apology strategies, Brown and Levinson call it as negative politeness strategies.

We need some device or tools to know or to indicate the characteristics of that illocutionary acts. That device is called as Illocutionary Force Indicating Device (IFIDs). We can use performative verb, the order of words, stress, and intonation. Yule points out, “Most of the time, however, there is no performative verb mentioned. Other IFIDs can be identified are word order, stress, and intonation” (1996:49). It is different from phonology and phonetic which the sign of stress and intonation are written clearly; the researcher role in this case is very important because by reading and feeling those written and unwritten indication,

the researcher has to know which of the sentences or utterances that include the data needed and has to understand how to analyze them.

C. Apology Strategies

Intentionally the researcher takes this long theory to make clearance of the basic theory of apology which the researcher uses. In her book *Interlanguage Pragmatics: request, complaint, and apologies*, Trosborg states,

“The restoration of a complainable may be perform directly by means of an explicit apology utilizing one of the verbs directly signaling apology (*apologize, be sorry, excuse, etc.*), or it can be done indirectly by taking on responsibility or giving explanations. A potential apologizer may find reasons to minimize the degree of offence. If the offence in question is a grave one, a verbal apology may be insufficient to restore the damage relationship.

Remedial strategies can take the form of verbal recompensations (*apologies, explanations, etc.*), or in more severe cases in which verbal remediation is insufficient, strategies attempting a remedy of the complainable may be required. An offer of repair is often required in cases in which a verbal apology is felt to be insufficient to restore social harmony. A promise for of forbearance relates to future behavior, and the strategy of expressing concern for the hearer server as an additional attempt to placate the complainer.

Although an apology is the act by means of which a complaineer can restore his/her own social standing, the complaineer may refrain from performing this act. If the complaineer apologizes, he/she accept the complainer’s criticism to the effect that he/she is a non – responsible social member, which is implied if not explicitly stated in all complaints. Instead, the potential apologizer may choose to deny responsibility” (1994:376-377).

So, if we or the agents want to satisfy the complainer we have to increase our or their potential ability in apologizing strategies. From that theories above, the researcher presents eight sub strategies for this apology which mostly used; Strategy 1-Opting out, Strategy 2-Minimizing the Degree of Offence, Strategy 3-Explanation or Account, Strategy 4-Acknowledgement of Responsibility, Strategy 5-Expression of Apology, Strategy 6-Expression Concern for Hearer, Strategy 7-Promise of Forbearance, and Strategy 8-Offer of Repair. Clearly, Trosborg theory contains two differences in categorizing the complaineer; potential complaineer and

weak complaine. The potential complaine may deny the responsibility of complaint, but the weak complaine will accept the complaint then it will be called an apologizer. Specific to this first strategy below, the researcher proclaims that it is surely used by potential complaine. That is written only to show the differences of potential complaine from weak complaine theoretically. The other strategies are used by weak complaine or apologizer.

1. Opting Out

This strategy is used if the complaine or an apologizer denies the responsibility because that person feels not guilty.

a. Explicit Denial of Responsibility

Explicitly, the complaine denies all of complainer's statements and doesn't take a responsibility.

(1) e.g. "I know nothing about it."

b. Implicit Denial of Responsibility

The complaine may try to evade responsibility by ignore the complainer's statements or talking about new topics.

(2) e.g. "I don't think that's my fault."

c. Justification

The complaine gives some arguments to give certainty if the complaine can not be blame.

(3) e.g. "I've already finished my job yesterday, so there's no reason I could be blamed about this."

d. Blaming Someone else

In real, the complainees blames someone else both the third party and the complainer.

(4) e.g. *“It wasn’t me, may be you do it by yourself in purpose.”*

e. Attacking the Complainer

The complainees attack the complainer seriously, in a pity, there is the complainer lacks of the defense.

(5) e.g. *“I’m warning you! You can’t blame me for this trouble.”*

2. Evasive Strategies

a. Minimizing the Degree of Offence

The complainees commits his responsibility, but the complainees tries to minimize his fault by giving some arguments, querying preconditions, and blaming someone else. Blaming someone else here is different from strategy at 1d. Here, the complainees does not admit responsibility and the complainer just is the third party.

1) Minimizing

(6) e.g. *“Oh, what does that matter, that’s nothing?”*

2) Querying Preconditions

(7) e.g. *“What is love then?” (In responding, “You don’t love me”)*

3) Blaming Someone else

(8) e.g. *“I believe another person also responsible to this problem.”*

3. Indirect Apologies

a. Acknowledgement of Responsibility

In these indirect strategies, the complainee does not express at appearance his apologizing to the complainer. Below, from low to high, the researcher presents the strategy level of blaming intensity which is accepted by the complainee.

1) Implicit Acknowledgement

(9) e.g. *“Perhaps I shouldn’t have done it.”*

2) Explicit Acknowledgement

(10) e.g. *“I’ll admit I forgot to do it.”*

3) Expression of Lack of Intent

(11) e.g. *“I didn’t mean to.”*

4) Expression of Self Deficiency

(12) e.g. *“You know I’m bad at...”*

5) Expression of Embarrassment

(13) e.g. *“I feel so bad about it.”*

6) Explicit Acceptance of the Blame

(14) e.g. *“You’re right to blame.”*

b. Explicit or Account

The complainee explains the situation which is happened truly. The complainee can explain implicitly and explicitly by adding direct expression of apology, such as *sorry*. Trosborg says that thus an explanation or an account serves as an “excuse” for a committed offence, whereas in a

“justification” the complainees does not acknowledge that an offence has occurred (1994:380-381).

1) Implicit Explanation

(15) e.g. “*Such things are bound to happen.*”

2) Explicit Explanation

(16) e.g. “*Sorry, I’m late, but my car broke down.*”

4. Direct Apologies

The apologizer expresses the apology to the complainer directly. According to Searle (1969) in Trosborg (1994:381) that the IFID for the act of apologizing is also taken to be the verbs [Sic!] *apologize*, rather than expression involving the word *sorry*. Owen (1983:115) in Trosborg (1994:381) stated that historical evidence warns us against setting up apologies as illocutionary acts in their own rights, with expressions of regret, requests for forgiveness, and so on, regarded as “indirect”, i.e. in some sense subsidiary and derived ways of performing the same act. From those theories, the researcher gets three direct apologies.

a. Expression of Regret

(17) e.g. “*I’m sorry.*”

b. Offer of Apology

(18) e.g. “*I apologize.*”

c. Request for Forgiveness

(19) e.g. “*Please, forgive me.*”

5. Remedial Support

From that phrase *remedial support*, the researcher knows that these strategies are used by the complainees when the situation cannot be controlled anymore. It means the complainees commit the responsibility and have no defense. In addition, the complainer attacks the complainees by some strong and factual arguments.

a. Expressing Concern for Hearer

The complainees try to express their concern to the complainer's condition, make a complainer's certainty, and give fast answers appropriately.

(20) e.g. *"I know this is very inconvenient, but I'll let you know when it's done."*

b. Promise of Forbearance

From strategy 5a, the researcher assumes that it contains a future act; the acts solving which will be given at the future. In Trosborg (1994:383), Owen (1983:119) also stated that when apologizing the speaker takes responsibility by expressing regret, and he / she will be expected to behave in a consistent fashion and not immediately to repeat the act for which he / she has just apologized.

(21) e.g. *"It won't happen again, I promise."*

c. Offer of Repair

The complainees will repair as what the result of the damage. If the reparation is not possible to be done, the complainees will give some compensation.

1) Repair

(22) e.g. *“I will pay for the cleaning.”*

2) Compensation

(23) e.g. *“You can borrow my dress instead.”*

CHAPTER III

RESEARCH METHODS

This chapter deals with the research methods which are used by the researcher during the process of doing this research. It is the device for collecting and analyzing the data. Djajasudarma stated that research method is a means of procedure and technique chosen to conduct research and it refers to the purpose of research (1993:3). Djajasudarma statement helps the researcher to point of view and to conduct this research in pragmatics research by its complete devices. This chapter will be organized into five parts: type of the research, method of data collection, population and sample, method of data analysis, and research procedures.

A. Type of The Research

This research includes qualitative research. It does not deal with testing of a theory or hypothesis, but it deals with an understanding of a theory. It focuses more specifically on the process of research than the outcomes of that process. In this research, the theory focuses on various strategies which are used on responses in Reader's Letter. For example, it gives more attention to "how a notion develops to be a common sense" rather than "what the meaning of a common sense is" (Hadi, 2001:16-17). In other words, Mahsun says "*Hal sebaliknya, terjadi dalam penelitian kualitatif yang mendasarkan diri bukan pada paradigm metodologis deduktif, tetapi induktif*" (Eng: The other hand, it happens in qualitative research which is based not on deductive methodology paradigm, but inductive) (2007:256). It is a paradigm which starts from the special case which has detail

explanation to the general case which has main hypothesis. Therefore, this research can be identified as the qualitative research is because it has some characteristics. Bodgan and Blinken (1982) mention,

“Some characteristics of qualitative research;

- a. Qualitative research has the natural setting as the direct source of data and researcher is the key instrument.
- b. Qualitative research is descriptive. The data collected is in the form of words of pictures rather than number.
- c. Qualitative research is concerned with process rather than simply with outcomes or products.
- d. Qualitative research tends to analyze their data inductively.
- e. “Meaning” is of essential to the qualitative approach.” (in Sugiyono, 2008:21)

From that mentioned characteristics thereof, this thesis has those four important characteristics of qualitative research. It can be overviewed along this thesis about the data took and the researcher itself. Then, this thesis, over the data results and the outcomes, is focused not on the number, but in the form of words and simply process which explain descriptively. Next, when the data are analyzed and discussed in every chapter related, the researcher does it inductively. The researcher also pays his attention to the meaning of research as the essential of qualitative research.

Other type of research, this research is classified into descriptive research. Descriptive is a method of research which describes an actual linguistic condition systematically and accurately (Tim Jurusan Sastra Inggris, 2001:17). Hadi (2001:16) proposed that a qualitative research tends to be a descriptive study. Those two theories strengthen the reason why this thesis can be categorized as descriptive qualitative research. It is the study in which the researcher needs to collect and analyze the data to get a conclusion. It does not deal with numeric data

or variable and its relationship. In this research, it describes a linguistic phenomenon, the apology strategies which are usually used by complainees on response in Reader's Letter.

B. Method of Data Collection

The word "data" is the plural form of word "datum". Data can be defined as fact, event, or information which is collected by researchers while doing a project in research. Sudaryanto (1990:3) argues, "*Data tidaklah sama dengan objek penelitian (atau Gegenstand)*" (Eng: Data is not same as the research object (or Gegenstand)). From reading and paraphrasing that theory, the researcher explains that data can be identified as modal for research and does not as research object. Here, there are not just original data, but data which are achieved by any studies process.

In collecting the data, the researcher uses one method of data collection namely documentation. These following authors, Soehartono and Arikunto, state the definition of documentation at their works properly. Soehartono (1999:70) said that it is conducted by classifying the written materials which relate to the problem of the study. Arikunto (1996:234) mentioned that the documentations can be notes, transcripts, books, newspaper, and magazines. In this research, the documentations are defined as the text in the responses of complaint intentionally found on Reader's Letter of *Kompas* daily cyber-news. There are modern facilities of blog and website via internet, consequently written materials are not always in the paper, clothes, wall, or wood, such as newspaper, magazine, brochure, pamphlet, graffiti, sign board, et cetera.

C. Population and Sample

Population is the total number of research data (Soehartono, 1999:57). The population in this research is all the utterances which contain strategies of apology at the responses of complaint on Reader's Letter of *Kompas* daily cyber-news which have been taken by the researcher. There is fifty three (53) data from 23 letters.

In a research, the researcher usually takes sample to be analyzed. It is part of population that represents the population (Arikunto, 1996:117). The technique which is used to get the sample is called sampling (Soehartono, 1999:58). In this research, however, the researcher takes the population as the sample. Thus, the researcher uses total sampling to analyze all samples. The samples are listed in the appendix.

D. Method of Data Analysis

There are two methods of analyzing the data proposed by Sudaryanto (1993:13-15). They are *Metode Padan* (Eng: Identity Method) and *Metode Agih* (Eng: Distributional Method). The differences between those methods are their decisive factor. In Identity Methods, the decisive factor is its language outside while in Distributional Methods, the decisive factor is part of language itself.

The researcher uses *Padan Pragmatis* (Eng: Pragmatic Identity Method) to analyze data. Pragmatic Identity Method is a method of analyzing data whose determining tool (observed object) occurred outside the language being identified and as the determining tool is pragmatic (partner of speech or the utter). Then, the

researcher identifies and classifies them into the categories of apology strategies derived from Trosborg's theory.

E. Research Procedures

There are some research procedures to analyze the data, those are:

1. Compiling the letters which their title relates to apologizing because of complaint. They are taken from *Kompas* cyber-news and re-checked by its original newspaper at the Regional Library of Central Java to compare the originality and the sameness of the texts.
2. Explaining the content of each representative sample based on the theories which have been defined.
3. Describing the content of each letter after shorting them based on the date.
4. Explaining those utterances into apology strategies and their sub-strategies which are provided by Trosborg.
5. Drawing some conclusions.

CHAPTER IV

DATA ANALYSIS

Data finding and discussion are clearly deserved in this chapter which is the core of the chapter that describes the result of the research. The readers are going to be welcomed by properly two tables as the introduction and the finding of data research. By discussing each letter of response, the researcher attempts to answer the problem and reaches the purposes of research.

Before entering the discussion detail, it is better to observe table 1 which is provided just to show the abbreviations and the amount of apology strategies from 23 Apology Letters. Strategies and their sub-strategies are stated in 53 utterances of apology strategies.

Table 1 Frequency of Apology Strategy Use

Abbreviation	Frequency of Strategy
M	6
QP	1
IA	1
IE	7
EE	15
ER	1
OA	13
PF	3
OR	6
Total of Frequency	53

Presenting the table above is hardly has purposes in quantity research, it is only to make easier in categorizing of apology strategies and to give point of view about the strategy use. From overall strategies, some of them are only found at once used in each letter and the other letter used the opposite. First column contains the

name abbreviation of strategies and sub-strategies in apologizing case which is derived from the initial of their names. Second column contains the amount of strategies use. From table 1, some statements have properly reason to be explained. Complainees use point Explicit Explanation and Offer of Apology in high frequency. Both of them include the real strategy of apology: Indirect and Direct Apologies; the real apology strategies which are used by the complainees to admit the mistake. The researcher states that they are the two first strategy which are usually used when the complainees admit the mistake.

Table 2 The Apology Strategies Use in each Letter

List	Title of Letter	Strategy
1	CIGNA Insurance Response	EE
2	BUKOPIN Bank Response	OA,IE,IE,PF
3	Mrs. INGE KUMALA DEWI Response	IE
4	FREE SCHOOL FEE Clarification	EE,EE,
5	X-ONE CATERING Apologizing	EE,OA,OA
6	INDOSAT "POIN PLUS PLUS" Clarification	OA,EE
7	TELKOM Response	OA,EE,EE,EE
8	SATLANTAS POLWILTABES SEMARANG Response	EE,ER
9	"MATUR NUWUN" KI SONDONG MENDALI	<u>M</u> ,EE
10	GRAMEDIA Bookstore Response	OA,OR,PF
11	BANK MUAMALAT INDONESIA Response	OA,OR,OR
12	SMS "SUARA WARGA" Response	EE,OA
13	CIGNA Insurance Response	OA,IE
14	CIMB NIAGA Bank Clarification	OA,IE
15	UOB BUANA Response	OA,IE
16	MOSLEM HOSPITAL WONOSOBO Response	OA, <u>M</u> ,OR
17	UKSW "OSN" Response	<u>M</u> , <u>M</u>

18	SMS Response	IA, OR
19	SANTO BORROMEUS HOSPITAL Response	OA, EE, <u>M</u>, PF
20	WAHANA TATA Insurance Response	EE, EE
21	OCBC NISP Response	IE
22	SMS Response	<u>M</u>, OR
23	SMS WARGA Response	<i>QP</i>, EE

Title of letters and what strategies obtained inside are shortly explained in table 2 above. The researcher intentionally modifies the form of table and colored letter in order to make the researcher and the readers easier in understanding this research. The red color for EE, blue for OA, green for IE, purple for PF, grey for ER, black for OR, and pink for IA. Additionally, there is underlined black letter for M and the italic black letter for QP. Furthermore, the researcher crosses some items of them to minimize the sameness of combination or strategies use by other complainees. From the names or title of the letters, we could identify that the letters include semi-formal and formal apology letters. It means that the letter sent from some official private department, governmental department, non-governmental department, and very important person, such as the famous book author and indigenous leader.

The researcher often finds mostly sentences or expressions become an unmeaning in apologizing when they are taken from full part of letter. It shows that mostly sentences or expressions here are dependent, means depending on other sentences or expressions which support in apologizing terms. That support terms can be in both previous and preceding of the apology expression. Even, they can support each other when they are combined in a letter. Additionally, if there is no

word or expression which indicates the apologizing, the condition which establishes and develops the case can be used as the indication of apologizing.

Continue to the discussion of apology strategies to convey full explanation by each letter. The following inside will be discussed the pattern of strategy used include what strategy used and how the strategy used is, means in single used or combine used in the expression to account the complainer. Then, the second point of discussions is going to be kind of sentence in apology strategy. Many of strategies are going to be found in combination and few in single. Because of same pattern of strategy used, not all of letters are going to be discussed.

A. Pattern of Strategy Use

1. CIGNA Insurance Response

a. Context

Through daily *Kompas* Readers Letter of Central Java, CIGNA Insurance submitted responses to written customer complaints through the same medium. In that letter he submitted a complaint about not returning the Cigna Insurance premiums already paid on the closing date of the policy. Of these complaints, the CIGNA Insurance explains to customers that the policy is the right of all policyholders and there is no refund for the premiums that have been canceled before. The reason, the customer's insurance policy is the pure protection without any investment value. Refund of the premium referred to in the article cited in a letter of complaint

Mr. Tonny Hatmoko previously a premium refund will be given if cancellation policies are still in the warranty period.

Mr. Tonny Hatmoko sends the complaint to the CIGNA Insurance because of unsatisfactorily service by CIGNA Insurance. In custom, that professional Insurance has to make apologizing unless CIGNA Insurance lost the customer. In other position, CIGNA Insurance tries to keep its prestige in front of the customer.

b. The Use of Strategy by Complainee

Complainee of this letter only uses single strategy to answer criticism from complainer. It is Explicit Explanation. There are no other strategies which accompany the explicit explanation strategy. By doing this strategy, the problem has been completed. It can be said expressly to observe the word 'explain'.

Kami telah menjelaskan kepada Bapak Tonny Hatmoko bahwa pembatalan polis adalah hak dari para pemegang polis dan tidak ada pengembalian untuk premi yang telah dibatalkan sebelumnya. Alasannya, polis asuransi milik Bapak Tonny Hatmoko adalah murni untuk perlindungan tanpa adanya nilai investasi. Pengembalian premi yang dimaksud dalam pasal yang dikutip dalam surat keluhan Bapak Tonny Hatmoko sebelumnya merupakan pengembalian premi yang diberikan jika pembatalan masih dalam masa garansi polis.

(We have explained to Mr. Tonny Hatmoko that the cancellation policy is the right of all policyholders and there is no refund for the premiums that have been canceled before. The reason for this is that insurance policies owned by Mr. Tony Hatmoko are purely for protection without any investment value. Refund of the premium discussed in the article derived from the previous letter of complaint by Mr. Tonny Hatmoko is a premium refund that can be given if the cancellation is still within the warranty period.) (Appendix, xviii:EEa)

The word '*menjelaskan*' (explain) clearly written in a sentence letter, means a person or an institution will provide a detailed description about something. It is the indication of Explicit Explanation by

considering the context of apology. After the word '*menjelaskan*' (explain), written description such long description that describes the settlement of a problem. Insurance party mention the right of customer, the refund agreements, the status of polis insurance, the article which relates to that premium refund, and the rule of using that premium insurance. This is done to reduce the fluctuation of problems that occurred between CIGNA Insurance and its customers.

2. BUKOPIN Bank Response

a. Context

BUKOPIN Bank staff respond to a letter which was submitted by Mrs. Esti Wulandari in *Kompas* February 4, 2009 edition. BUKOPIN Bank conveys apologies for any inconvenience experienced by Mrs. Esti about bank service. BUKOPIN Bank has revised the bill so that the calculation will not increase the number of next bills. In addition, banks have also been contacted by Mrs. Esti to explain the problems that can be well received. BUKOPIN Bank also promised to improve its service.

b. The Use of Strategy by Complainee

In this letter, three strategies are used by the complainee; Offer of Apology Strategy, Implicit Explanation Strategy, and Promise of Forbearance. Reading the example below, we know that is why the strategy below called as Offer Apology Strategy.

Kami menyampaikan permohonan maaf atas ketidaknyamanan yang dialami ibu mengenai layanan Kartu Kredit Bank Bukopin.

(We deliver an apology for any inconvenience suffered by the mother on the services of Credit Card Bank Bukopin.) (Appendix, xxiii:OAa)

The word “apology” which becomes a clause “We deliver an apology” makes that sentence of expression is called as Offer of Apology Strategy. The word “offer” has same familiar thesaurus, such as “deliver”, of course they have same meaning. Because of “deliver an apology”, it can be classified into Offer of Apology. In this letter, it is combined to Implicit Explanation Strategy. Implicit Explanation Strategy strengthens the Offer of Apology by its explanation. Explanation here is not widely explains all points which has to be given to the complainer, but generally explanation only. It means that not all of information needed is given. For example, people just saying “I have explained it to the complainer”, but what points of explanation not appear. As the same example below;

Terkait dengan adanya tagihan meterai yang kemudian terhitung sebagai late payment dan dikenakan denda, kami telah mengoreksi sehingga tidak akan terhitung dalam tagihan berikutnya.

(Related to the bill and then seal payment counted as late and subject to fines, we have corrected so it will not count to the next bill.) (Appendix, xvii:IEa)

Selain itu, kami telah menghubungi Ibu Esti Wulandari baik melalui telepon maupun surat untuk menjelaskan permasalahan yang terjadi dan dapat diterima dengan baik.

(In addition, we had contacted Mrs. Esti Wulandari either by phone or letter to explain the problems that occur and be well received.) (Appendix, xvii:IEb)

From those italic examples, the researcher zoom out the group of word “*kami telah mengoreksi*” (we have corrected) and “*menjelaskan permasalahan*” (explain the problem). After those words, there are no other explanations added, such as how to solve

include the steps of problem solving, the date of process, and the nominal. BUKOPIN Bank staff only mention the result of problem solving; “*tidak akan dihitung pada tagihan berikutnya*” (not account to the next bill) and “*dapat diterima dengan baik*” (be well received), more information are not mentioned then. To complete the response, BUKOPIN Bank Staff serve its commitment for repairing and energizing the bank service. Statement of that effort is showed by the example below;

Kami akan selalu mengupayakan peningkatan pelayanan demi kepuasan nasabah dan kami berterima kasih atas kesediaan Ibu Esti Wulandari menggunakan Kartu Kredit Bukopin Visa.

(We will always strive for improvement of service to the satisfaction of our customers and are grateful for the willingness of Mrs. Esti Wulandari in using Bukopin Visa Credit Card.) (Appendix, xxiv:PFa)

Statement which is represented by this clause “*kami akan selalu mengupayakan peningkatan pelayanan*” (we will always strive for improvement of service) is the sign that statement is Promise of Forbearance Strategy. It means the bank party is going to do its commitment for real soon after. This statement Promise of Forbearance includes one of action; illocutionary act.

3. Mrs. KUMALA DEWI Response

a. Context

BII follows up on feedback which is submitted by Mrs. Inge Kumala Dewi in *Kompas* newspaper. From the letter, BII states that the Credit Card BII trouble has been completed.

b. The Use of Strategy by Complaine

Single strategy is used in this letter; Implicit Explanation Strategy. Actually, Implicit Explanation Strategy can be used in single way. There is no supporting strategy which can strengthen the reason which is served by BII party. The example as follow;

Kami sampaikan bahwa kami telah menyelesaikan hal tersebut dengan yang bersangkutan.

(We report that we have completed it with the join people.) (Appendix, xvii:IEc)

We do not know how the problem which faced by Mrs. Kumala Dewi is completed. We do not know the step and the requirement to do the resolution of that problem. We do not know the nominal of currency that may needed in that process of problem solving. BII party only says “*kami telah menyelesaikan hal tersebut*” (we have completed it).

4. X – ONE Catering Apologizing

a. Context

The Operational Management and owner of X-One Catering apologize to Bantul Regency Government, Telkomsel, and Swaragama Radio for the delay. Then, they explain the cause of that lack service. They lack control over the sub-transportation, so the problem with their vehicle clutch is out of system.

b. The Use of Strategy by Complaine

Other combination of Explicit Explanation Strategy; combined with Offer of Apology. They support each other in order to get X-One catering a harmony condition between X-One catering

and its customers. It is better if this case is explained by these examples;

Namun, kami terlambat datang sehingga konsumen kurang nyaman dengan pelayanan kami. Hal itu karena kami kurang mengontrol sub- transportasi, sehingga kendaraan kami bermasalah pada sistem kopling (kopling lepas).
(However, we were running late so that consumers felt less comfortable with our service. That's because we lack control over the sub-transport, so our vehicle faced a problem with clutch system (clutch out).) (Appendix, xviii:EEEd)

X-One catering gives the reason to get an apology from its customers. It explains the cause of problems which make it unable to do its service. The cause is at un-normal clutch system. X-One catering mechanic does not do the regular checking on it. It influences the transportation; when the car has not a good condition of clutch or broken clutch, the car could not run stably even the machine is off stage. Then, the catering service is not on time. The result is unsatisfied customers. To complete its apologizing, it offers the apology to its customers. Here the example;

Atas nama Manajemen Operasional dan pemilik X-one Catering mohon maaf kepada Pemkab Bantul, Telkomsel, dan Radio Swaragama atas keterlambatan kami.
(On behalf of the Operational Management and owner of X-One Catering apologize to Pemkab Bantul, Telkomsel, and Radio Swaragama for our delay.) (Appendix, xxiii:OAb)
Demikian permintaan maaf kepada semua pihak secara terbuka dari kami.
(That is apologies to all of our party directly.) (Appendix, xxiii:OAc)

Those sentences of expression which contain phrase “*demikian permintaan maaf*” (that is apologies) and “*X-One catering mohon maaf*” (X-One catering apologize) indicate that they are Offer of Apology Strategy.

5. SATLANTAS POLWILTABES SEMARANG Response

a. Context

Causation Factor Satlantas Polwiltabes Semarang criticism of Mr. Andi Dwi Hatmoko. Andi Dwi Handoko about illegal payments made by one member of Causation Factor Satlantas Semarang. Causation Factor Satlantas thanked the community for its concern about the smoothness of traffic and the actions of the police members who are not in accordance with the regulations. Satlantas also apologized for the incident. In response to these criticisms, Satlantas Causation Factor explains the provisions of articles that apply at that time.

b. The Use of Strategy by Complaine

A different combination of Explicit Explanation Strategy is Explicit Explanation Strategy and Expression of Regret Strategy.

Benar bahwa Sdr Andi Dwi Handoko pada hari Minggu, tanggal 19 April 2009, telah melanggar batas marka jalan belok kiri jalan terus di perempatan lampu merah sebelum Kota Lama/Simpang Jalan Raden Patah Semarang. Oleh anggota patroli Sat Lantas Semarang, yang bersangkutan telah diberikan tilang dengan nomor registrasi tilang 04100514 A dengan barang bukti SIM C atas nama Andi Dwi Handoko. (Appendix, xix:EEi)

Police officer gives long explanation about that case. First, the police officer tries to define the case clearly then solve the problem by explaining the different of speeding ticket in red sheet and in blue sheet. If there is no violence of that person, police must give him/her a blue speeding ticket sheet, then he/she does not need to come to the court. He/she just paying to the bank or to automatic teller machine then by the transcript of paying, he/she can get back his/her driving

license or other letter of that vehicle. The police officer also explain directly about the nominal of payment; 40.000 rupiah. At last, the police officer explains the mechanism of payment and court process. To maintain the police prestige, the police officer expresses the regret by saying “sorry” as the example below;

Mohon maaf apabila anggota saya terdapat kekeliruan dalam menyampaikan keterangan.
(Sorry if my officer has some mistakes in conveying information.)
(Appendix, xxiii:ERa)

That sentence of expression uses “*mohon maaf*” (sorry) to do apologize. The word “sorry” include expression of regret as mentioned at the theory in the chapter before.

6. “MATUR NUWUN” KI SONDONG MENDALI

a. Context

Interpreter Ki Bangunjiwa gets a reprimand from Ki Sondong Mendali about the alleged plagiarism which is made by interpreting. Interpreter Ki Bangunjiwa does not recognize fully if he has made plagiarism from books that have been published. He only recognizes that there is some writing that was inspired by him, but not copied in literally. He also rejected allegations by arguing various reference books as sources of inspiration he wrote his work.

b. The Use of Strategy by Complaine

Ki Bangunjiwa uses an expression to minimize the problem by saying a few truthfulness clause of complaint achievement. The researcher crops that sentence to be “*mewarnai beberapa tulisan*

saya” (coloring some of my writing). From that cropping, we know that Ki Bangunjiwa achieves that complain, but he tries to deny the complaint also because he feels intentionally no plagiarism in his writing. Pay attention at this example;

Oleh karena itu, memang tidak bisa dimungkiri banyak wacana beliau mewarnai beberapa tulisan saya.
(Therefore, it cannot be denied many of his discourse coloring some of my writing.) (Appendix, xv:Ma)

From the group of word “*meamang tidak bias dimungkiri*” (it cannot be denied), it is real evidence that Ki Bangunjiwa achieves the complaint. His achieving only to make the problem becomes not complicated anymore.

7. GRAMEDIA Bookstore Response

a. Context

Mr. Solikin gives criticism to the Gramedia Scholastic Bookstore for recklessness cashier about the customer queue. Gramedia Bookstore apologize for any inconvenience Mr. Solikin the attitude of the cashier service, Sri Mundiati, which ignored the customer queue. Gramedia staff that it was not enacted specific targets to the cashier. The provisions that apply when it is fixed based on the customer service line. The cashier who made the mistake had been given strict punishment.

b. The Use of Strategy by Complainee

The next combination of Offer of Apology is actually it combines with Offer of Repair Strategy and Promise of Forbearance Strategy. The researcher serves best example from the data;

Kami mohon maaf atas ketidaknyamanan Bapak atas sikap pelayanan petugas kasir kami Sdri Mundiati yang tidak menghiraukan antrean pelanggan.

(We apologize for any inconvenience you of our cashier attendant's attitude, Ms. Mundiati, in servicing which are not ignoring customer queues.) (Appendix, xxiii:OAF)

Actually the example above is known as Offer of Apology Strategy that is used by Gramedia Bookstore management. A sign which shows that strategy is at the group of word "*kami mohon maaf*" (we apologize). This is regular sign of that strategy which must be used in every expression of it. To support its apologizing, Gramedia Bookstore management tries to complete its response by more action which shows the seriousness of this case, Gramedia bookstore gives the punishment to the cashier attendant.

Kepada petugas yang bersangkutan telah kami berikan sanksi karena lalai melakukan tugasnya.

(To the officer concerned has been given some sanctions for failing to do its job.) (Appendix, xxv:ORa)

The explicit expression by cropping clues of the sentence "*telah kami berikan sanksi*) (have been given some sanctions) indicates that this is Offer of Repair Strategy; repairing the unexpected attitude by the sanctions.

Semoga kejadian tersebut di atas tidak terjadi lagi di kemudian hari.

(Hopefully the above events do not occur again in the future.) (Appendix, xxiv:PFb)

Finishing its apologizing, Gramedia party wishes to the cashier attendant of no satisfaction anymore in the future. It is reported to

the customers in the end of letter. Indication which shows that this is a Promise of Forbearance Strategy is the sentence of expression itself. By word “*semoga*” (hopefully) and the content of the sentence, the researcher get the conclusion that this is Promise of Forbearance Strategy.

8. MUAMALAT INDONESIA Bank Response

a. Context

Mrs. Nirmala from Purwokerto is disappointed in Services Muamalat Indonesian Bank Branch Purwokerto. He was disappointed because the queue is not regular. Therefore, the Muamalat Indonesia Bank Branch Purwokerto thanks for the information provided and delivered an apology for the incident. The bank is committed to continuously improve and provide the best service to customers. To avoid similar incidents, the Muamalat Indonesian Bank Branch Purwokerto will provide the automatic line machine.

b. The Use of Strategy by Complainee

If the points before discussed Offer of Apology Strategy in complex combination, here the Offer of Apology is only combined with Offer of Repair. It is better by using these examples to discuss the two strategies.

Kami sampaikan terima kasih atas informasi yang diberikan dan kami sampaikan permohonan maaf sebesar – besarnya atas ketidaknyamanan pelayanan kami pada saat kejadian tersebut.

(We thank you for the information provided and we would like to apologize for - the amount for any inconvenience our services at the time of the incident.) (Appendix, xxiv:OAg)

Of course, “*kami sampaikan permohonan maaf*” (we would like to apologize) becomes regular indication that shows Offer of Apology Strategy. The strategy is in the same name, but Muamalat Indonesia Bank Branch Purwokerto has different ways to express and to use specific word. To be different, Muamalat Indonesian Bank Branch Purwokerto uses Apology Strategy combines with this Offer of Repair Strategy as the example below;

Kami berkomitmen untuk terus memperbaiki dan memberikan pelayanan terbaik kepada nasabah.

(We are committed to continuously improve and provide the best service to customers.) (Appendix, xxv:ORb)

Dan untuk menghindari kejadian serupa, insyaAllah dalam waktu dekat ini Kantor Bank Muamalat Cabang Purwokerto akan menyediakan mesin antrean otomatis.

(And to avoid similar incidents, in the near future by the name of Allah Muamalat Indonesian Bank Branch Purwokerto will provide an automatic line machine.) (Appendix, xxv:ORc)

First, it says “*kami berkomitmen*” (we are committed) for the beginning of action in improvement. Next, the next action of commitment is providing an automatic line machine “*Kantor Bank Muamalat Cabang Purwokerto akan menyediakan mesin antrean otomatis*”. These are the reparations that must be paid by Muamalat Bank in satisfying the customer. The reason why Muamalat Bank must do this action or reparation is to get more customers and to avoid the losing of customer.

9. CIGNA Insurance Response

a. Context

Mr. M. Saidin disappointed at CIGNA Insurance and Bank Mega. Insurers and banks are sorry for the inconvenience. They have been trying to track data and the status of the policy Mr. M. Saidin, but unfortunately there is incomplete data. Then the insurance company and the bank ask for an office that directly connects more clearly and quickly resolved.

b. The Use of Strategy by Complainee

Meet again with Offer of Apology Strategies, but now is different combination. It combines with Implicit Explanation Strategies.

Pertama – tama, kami mohon maaf atas ketidaknyamanan yang Bapak rasakan.

(First of all, we apologize for the inconvenience that you feel.) (Appendix, xxiv:OAi)

CIGNA Insurance responses its customer's complaint only uses two strategies which combine in simplicity. From the example above; “*kami mohon maaf*” (we apologize) is the indication or sign to decide that it is Offer of Apology Strategy. Because “apologize” is the favorite word of Offer of Apology Strategy, it will be found at these all combinations in this discussion. This famous strategy combines with the sentence of expression below as the Implicit Explanation Strategy.

Kami telah berusaha melacak data dan status polis Bapak, tapi sayang kami tidak dapat menemukan data lengkap Bapak.

(We have been trying to track data and the status of the father's policy, but unfortunately we could not find complete data for you.) (Appendix, xvii:IEe)

It could be called as the Implicit Explanation Strategy because there is only stated “*berusaha melacak*” (have been trying to track). There is no the way how to track the data, what data that is tracked, the steps of tracking, the date of tracking, and the nominal which is needed for tracking. As the result, they just say “*kami tidak dapat menemukan data lengkap Bapak*” (we could not find complete data for you).

10. MOSLEM HOSPITAL WONOSOBO Response and Clarification

a. Context

Islamic Hospital Wonosobo responds to criticism made by a citizen to first say thank you and beg forgiveness because it is considered to have an oversight in the care of his wife. For the avoidance of libel, the hospitals are asking patients to come directly to the hospital and discuss the problems occurred. With hopes, they will find a way out together.

b. The Use of Strategy by Complaine

The researcher knows that Offer of Apology Strategy often appears in this discussion, but for presenting most various combinations of it, it should be done trying to explain more about the combination of Offer of Apology Strategy. As the following example;

Apabila selama kami merawat dan memberikan pelayanan kesehatan terhadap isteri bapak dianggap ada kekhilafan, kami mohon maaf.
(If during our caring and providing health service to the wife of the father is considered some mistakes, we apologize.) (Appendix, xxiv:OAI)

The last clause of that sentence of expression shows the indication of Offer of Apology Strategy; “*kami mohon maaf*” (we apologize). Moslem Hospital Wonosobo accepts the complaint that it has a mistake in patient caring.

Namun demikian, demi kebaikan semua pihak dan untuk menghindari fitnah, jika memerlukan klarifikasi lebih lanjut, kami persilakan bapak untuk datang ke RSI Wonosobo.

(However, for the good of all parties and to avoid libel, if it needs further clarification, we invite the father to come to the Islamic Hospital (RSI) Wonosobo.) (Appendix, xv:Mb)

Moslem Hospital Wonosobo is trying to do little bit refuse the complaint by minimizing. The use of word “*untuk menghindari fitnah*” (to avoid libel) produces a guessing that all complaints which are delivered to Moslem Hospital Wonosobo are not fully true. For that reason, Hospital party invites the patient and family come to the hospital office to get more information and clarification. Then what the compensation of hospital missing is giving the information and clarification that the patient and family want and need.

Kami siap untuk memberikan penjelasan lengkap sesuai data yang kami miliki.

(We are ready to give a full explanation according to the data we have.) (Appendix, xxv:ORd)

This is the Offer of Repair Strategy by ready in giving all data and information if the patient and family need.

11. UKSW “OSN” Response

a. Context

Manager of Promotion and External Relations Bureau of Universitas Kristen Satya Wacana in Salatiga responds to the

problem mainly to lack of sleep for the contingent of the National Science Olympiad (OSN). UKSW role is only to provide teaching staff and laboratories. UKSW has confirmed that several contingents OSN trusted to prepare high school level in Central Java.

b. The Use of Strategy by Complaine

Continue to the second strategy; Minimizing Strategy.

Peran UKSW dalam persiapan kontingen Jateng untuk OSN adalah memberikan bantuan dalam hal penyediaan staf pengajar untuk empat mata pelajaran, yaitu Kimia, Astronomi, Ekonomi, dan Biologi. Selain itu, UKSW menyediakan tempat praktik bagi mata pelajaran tertentu yang memerlukan fasilitas laboratorium.

(UKSW Role of Central Java in preparation for the OSN contingent is to provide assistance in providing teaching staff for the four subjects, namely Chemistry, Astronomy, Economics, and Biology. In addition, UKSW provide a place for the practice of certain subjects that require lab facilities.) (Appendix, xv:Mc)

Perlu kami sampaikan juga, UKSW telah beberapa kali dipercaya untuk mempersiapkan kontingen OSN tingkat SMA di Jateng.

(We would like to also, UKSW have some time been trusted in preparing a contingent of OSN for the high school level in Central Java.) (Appendix, xv:Md)

To minimize complaint and case, UKSW mentions its role in that OSN, such as providing teacher assistance in four subjects, laboratory which use for research during OSN, and the most important is the prestige of UKSW that has some time been trusted in preparing a contingent for this OSN.

12. SMS Response

a. Context

It is reported that in Keparakan Lor Many Children Out of School who Smoking addict and Alcoholic, but according to the Child Protection Act No. 23 of 2002 that every child is entitled to protection, education, and health. In the bill it is stated that these

rights are given by parents, families, communities, governments and countries. Is not solely the responsibility of Social Service of Men Power and Transmigration Department Yogyakarta. In the event of such incidents in the area that Keparakan, Social Service of Men Power and Transmigration Department Yogyakarta appealed to the public and city administration devices, sub-district and village levels to better supervise the children. Those concerns can be realized through a partnership approach incorporated in them District and Village Governmental, which will be able to reconcile their assistance through the program of activities, whether conducted by the Social Services DIY Province, through the Social House of Youth Development, which handles child children dropping out of school, or through a nursing program outside activities, or program activities of the Social Service Manpower and Transmigration of Yogyakarta.

b. The Use of Strategy by Complainee

Social Service Manpower and Transmigration of Yogyakarta alert its responsibility by reading the bill rights that the responsibility should be taken by parents, families, communities, governments, and countries. From the blaming level in this apology strategy, this is the first level of blaming some one else; Implicit Acknowledgment. From the example at Chapter II “Perhaps I shouldn’t have done it”, the example below has same contain of it.

Dalam undang-undang itu dinyatakan bahwa hak tersebut diberikan oleh orangtua, keluarga, masyarakat, pemerintah, dan negara. Sehubungan dengan hal tersebut, apabila terjadi kejadian seperti di wilayah Keparakan itu, maka tentu saja diperlukan adanya kepedulian dari masyarakat, bisa lewat stakeholders, seperti RT, RW, dan tokoh-tokoh yang berwenang,..... (Appendix, xvi:IAa)

Social Department of Manpower and Transmigration add some alerts to the stakeholder, RT, RW, and authority figure, social house of youth development, nursing program, and other programs. That department does not accept the big responsibility itself, but it wants someone or other institution take also that responsibility. So, it is true if that statement is Implicit Acknowledgment. Continue to the second strategy; Offer of Repair Strategy. Offer of Repair Strategy has specific indication; the action that should be done after the commitment for getting better and for making a normal condition between complainer and complaine. Please, take a look at the example served;

Sementara itu, program razia dilaksanakan oleh Dinas Ketertiban Kota Yogyakarta. (Meanwhile, the raid program is implemented by the Office of City Orderliness of Yogyakarta.) (Appendix, xxv:ORe)

The reparation which is done by the Social Department of Manpower and Transmigration is commanding its officer to watch children and teenagers who make a violent, hanging out around the street, drunk, and drugs.

13. SANTO BOROMEUS HOSPITAL Response

a. Context

Hospital of Saint Boromeus clarifies the rules regarding all the luggage and patient comfort. It is not willing to bear the losses if customers suffer losses due to material that the hospital did not heed the rules. Hospital of Saint Boromeus will further enhance the monitoring and supervision of visitors.

b. The Use of Strategy by Complainee

As the discussion before, this letter from Santo Boromeus Hospital also has Offer of apology in its response. Especially in this letter, Offer of Apology is combined with Explicit Explanation Strategy, Minimizing Strategy, and Promise of Forbearance. This is the second complete of all the researcher's letters has. Serving some goods example is one of professional writer requirements;

Kami mohon maaf untuk ketidaknyamanan yang dialami Ibu dan keluarga selama menjalani perawatan di RS Santo Borromeus.

(We apologize for any inconvenience experienced by mother and family during treatment at the Hospital of St. Borromeus.) (Appendix, xxiv:OAm)

Sign which are usually used in other letter of response that indicates Offer of Apology Strategy is word "apologize" as in this letter. Santo Boromeus Hospital party realizes that it has a mistake or unsatisfied service which is felt by the patient over the caring. For that reason, it apologizes to the patient. Then, to complete its apologizing in order to minimize the complaint, it uses Explicit Explanation Strategy is like the example below;

Sejak awal telah diinformasikan secara tertulis kepada pasien rawat inap bahwa barang-barang berharga milik pasien (perhiasan, ponsel, laptop, dan sebagainya) tidak diperkenankan dibawa selama pasien tersebut dirawat. Bila tetap dibawa, kehilangan atau kerusakan atas barang-barang tersebut menjadi tanggung jawab pribadi. (Appendix, xxi:EEi)

It explains the information of the written rules; firstly, there is no jewelry, mobile phones, laptops, etc. If that rule does not accept by the patient or its family, it will be the responsibility of the visitors themselves. Secondly, the peacefulness condition in that hospital should be kept. All of explanation above is used to support the Minimizing Strategy as follow;

Perlu diketahui, RS Santo Borromeus selalu meningkatkan keamanan dan kenyamanan bagi pasien.

(Please note, Hospital Santo Borromeus always improve the security and comfort for patients.) (Appendix, xv:Me)

Minimizing is done by giving a statement of achievement prestige of satisfaction which is got by the hospital party along the time by caring. That Minimizing is added the commitment as Promise of Forbearance Strategy for example;

Kami akan lebih meningkatkan pemantauan dan pengawasan terhadap pengunjung.

(We will further enhance the monitoring and supervision of visitors.) (Appendix, xxv:PFc)

The word “will” is the sign of that strategy. The hospital party has a commitment to improve the security in the hospital environment.

14. SMS Response

a. Context

Residents complained about environmental pollution caused by waste dischargers Sleman residents around the house. Sleman District Government to respond firmly to close the LDUS (Location of Waste Recycling) and prohibits the disposal of waste in place. Location is currently in the process of dredging. Furthermore,

Sleman District Government Public Relations Party appealed to the local community to assist in environmental monitoring.

b. The Use of Strategy by Complainee

Actually, all two statements below are the result of Sleman District Government explanation which is related to the Location of Wastage Recycling. The District Government also strengthen its statement that the location in the process of cleaning or dredging of garbage. After the government explains in the first number, it continues its response by Minimizing in the second number;

Kedua, mengingat adanya keterbatasan aparat dalam melakukan pengawasan, Pemkab Sleman berharap masyarakat berperan aktif untuk mengawasi lokasi agar tidak digunakan lagi untuk membuang sampah.
(Second, given the limitations in monitoring apparatus, Sleman District Government expects society to actively monitor the location in order not to be used again to take out the garbage.) (Appendix, xvi:Mf)

Sleman District Government does not want take the responsibility fully. It wants the public also active in taking that case so that the mistake not only from the government, but also from the public. The result, the government's burden of complaint is not too heavy.

Ketiga, jika ada pihak yang masih menggunakan lokasi tersebut untuk pembuangan sampah dengan interest pribadi, diharapkan masyarakat melaporkan kepada Pemerintah Kabupaten Sleman.
(Third, if there are parties who still use the site for disposal of waste with a personal interest, the public is expected to report it to the Government of Sleman District.) (Appendix, xxv:ORf)

This third statement is Offer of Repair Strategy which is indicated by the responsibility for giving sanction or punishment to the person or party who uses that place for taking out the garbage. This is the

cause result of “*diharapkan masyarakat melaporkan kepada pemerintah Kabupaten Sleman*” (the public is expected to report it or the Government of Sleman District).

15. SMS WARGA Response

a. Context

Residents ask the market officers to confirm the illegal parking collectors and market officers which are deliberately raising the parking rates. Residents felt the parking rate is not appropriate by reference to the parking time. In essence, parking rates for motorcycle should be differentiated from parking rates for car. Then the local government of Yogyakarta; information section, responds by asking the specific parking area in question. Later sections describe in detail the information area parking rates prevailing at that time.

The next response is for the problem of monument construction as an additional tourist attraction in the area around the city park. This was responded to by local information section by explaining the subject of land ownership, functions, constraints, and other public order disturbances if the monument should be built there.

b. The Use of Strategy by Complainee

The last combination of strategy in this letter is Explicit Explanation which is combined to Querying Preconditions. Querying

Preconditions is often marked by punctuation “?”. The example as follow;

Kami ingin menanyakan, parkir Beringharjo yang Anda maksud itu letaknya di mana?

(We would like to ask, where is the location of Beringharjo parking lot that you mean?) (Appendix, xvi:IAa)

Complainee uses this strategy to reduce the responsibility from complaint of this case. It implies the idea of complainee that the complainer could be mistaken in complaining because there are many parking areas.

Perlu kami informasikan, tarif parkir di Pasar Beringharjo adalah sebagai berikut: parkir roda dua di Jalan Lor Pasar/depan onderdil, parkir roda dua timur pendapa pasar, parkir roda dua di Jalan Penghubung bawah Kantor Dinas Pengelolaan Pasar, parkir roda dua dan roda empat di lantai III Pasar Beringharjo. Mengenai tarif: kendaraan roda dua Rp 500. Kendaraan roda empat Rp 1.500. Berlaku untuk 2 jam pertama, selebihnya dikenakan 50 persen dari tarif.

(Keep us informed, parking rates at Beringharjo market are as follows: two-wheel parking on Jalan Lor Pasar / front parts, two-wheel parking on eastern of market's *pendapa*, two-wheeler parked on the street under the Liaison Office of Market Management, parking two wheels and four wheels in III floor Beringharjo market. Regarding tariff: Rp 500 for two-wheel vehicles, Rp 1500 for four-wheeled vehicles, valid for two first hour, the remaining 50 percent of the tariff charged.) (Appendix, xxii:EEo)

By the explanation from the local government Yogyakarta, the problem of complain is closed. The local government Yogyakarta explains clearly each area and the cost of parking inside.

B. Kinds of Strategy Sentence

Identifying and discussing strategy of apology give various chances to decide some topics and some points of view including the kind of sentence which is used during the complainees expresses their ideas in apology

strategies. From those strategies which are used in complainee's letters, the researcher tries to clarify by this discussion as follow.

Same as any other sentence, the phrase used in the proposed strategy and does not raise the demand apologies also have the same type; declarative, interrogative, imperative, and appeal.

1. Declarative

Declarative sentences are used if the speaker wants to express something completely at the time he wanted the language to convey information to your opponent. Usually, intonation decrease or ended with the sentence punctuation point on the pad. Examples in sentences of apology strategies;

- *Abonemen Speedy paket Personal dengan kuota 1 Gbyte per bulan tanpa diskon Rp 220.000. Biaya over kuota per Mbyte-nya Rp 500.*
(Speedy Personal subscription package with a quota of 1 GByte per month without any discount is Rp 220 000. Its cost over quota per Mbyte is Rp 500.)

Those sentences can be identified as the apology strategy in declarative sentence because that sentence is previous by expression with code OAe so as to the context becomes an apology condition and that example has the characteristic of declarative sentence.

2. Interogative

Question sentence is used when the speaker wants to obtain information or a reaction (response) expected. Usually, intonation decreased or ended with Tanya punctuation marks in sentences written.

Frequently, asking questions using words like how, where, why, how, and when.

- *“Kami ingin menanyakan, parkir Beringharjo yang Anda maksud itu letaknya di mana?”*
(We would like to ask, where is the location of Beringharjo parking lot that you mean?)

Beside it has the characteristic of interrogative sentence, that example can be classified into apology strategy because of the apology context. One of Yogyakarta civil sends him a complaint which relates to unclearly parking cost. The researcher compares that example and its context to Trosborg's example, and then those examples meet the categories of querying precondition strategies sentence. This strategy is closely relates to the strategies in which the complainees fails to take on responsibility. The difference lies in the fact that the complainees does not deny responsibility. Instead, he/she seeks to minimize the degree of offence, either by arguing that the supposed offence is not important, in fact is “hardly worth mentioning”, or by querying the preconditions on which the complaint is grounded. Finally, the complainees may be only partly responsible.

3. Imperative

Sentence command is used when the speaker wants to "send" or "forbid" people to do something. Telling can be interpreted as telling someone to give the apology in this case, apology strategies. Typically, the intonation down when spoken or end with punctuation mark or an exclamation point on a sentence written.

- *Ketiga, jika ada pihak yang masih menggunakan lokasi tersebut untuk pembuangan sampah dengan interest pribadi, diharapkan masyarakat melaporkan kepada Pemerintah Kabupaten Sleman. “*
(Third, if there are parties who still use the site for disposal of waste with a personal interest, the public is expected to report it to the Government of Sleman District.)
- *Atas nama Manajemen Operasional dan pemilik X-one Catering mohon maaf kepada Pemkab Bantul, Telkomsel, dan Radio Swaragama atas keterlambatan kami.*
(On behalf of the Operational Management and owner of X-One Catering apologize to Pemkab Bantul, Telkomsel, and Radio Swaragama for our delay.)
- *Kami mohon maaf untuk ketidaknyamanan yang dialami Ibu dan keluarga selama menjalani perawatan di RS Santo Borromeus.*
(We apologize for any inconvenience experienced by mother and family during treatment at the Hospital of St. Borromeus.)

The three examples above are apology strategy because explicitly they contain word “apologize” and the context of them surely in apologizing. Besides, the first example shows the strategy of apology which indicates the Offer of Repair. Indeed, in our custom, those sentences are heard as not apology strategy because mostly we use apology by saying sorry or apologize me.

CHAPTER V

CONCLUSIONS

After going through the stages of a very detail discussion with the complex data, the researcher searches out several conclusions. Subsequent conclusions are not the summary which shows the discussion steps in few paraphrases, but the meaning of the discussion itself. Following conclusions provide a simple result of this thesis entitled *Apology Strategies Used in Reader's Letter by Complainee on Kompas Daily Newspaper Issued from January to September 2009*.

In conclusion, the expression of apologizing is not always produced by saying "sorry" and "apologize". It can be uttered or written by explanation, promise, and repair which are surely accompanied by the context of apology. In other case, it can also be gestured. The researcher finds that complainee does not have to make a mistake when he/she utters apology strategies, because it is not only used for apologizing, but also for explaining the unsolved matters. If complainee takes action to apologize, it means that complainee has acknowledged the allegations which are presented by the complainer. Complainees are known tend to use more than one strategy in a letter. Of course, the more strategies used, the better results created. Additionally, the main purpose of apology strategy is to restore the unpleasant situation that happens in the society.

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APPENDIX

A. STRATEGY CLASSIFICATION

1. Minimizing

- a. *Oleh karena itu, memang tidak bisa dimungkiri banyak wacana beliau mewarnai beberapa tulisan saya.*

Therefore, it cannot be denied many of his discourse coloring some of my writing.

(Ma)

- b. *Namun demikian, demi kebaikan semua pihak dan untuk menghindari fitnah, jika memerlukan klarifikasi lebih lanjut, kami persilakan bapak untuk datang ke RSI Wonosobo.*

However, for the good of all parties and to avoid libel, if it needs further clarification, we invite the father to come to the Islamic Hospital (RSI) Wonosobo.

(Mb)

- c. *Peran UKSW dalam persiapan kontingen Jateng untuk OSN adalah memberikan bantuan dalam hal penyediaan staf pengajar untuk empat mata pelajaran, yaitu Kimia, Astronomi, Ekonomi, dan Biologi. Selain itu, UKSW menyediakan tempat praktik bagi mata pelajaran tertentu yang memerlukan fasilitas laboratorium.*

UKSW Role of Central Java in preparation for the OSN contingent is to provide assistance in providing teaching staff for the four subjects, namely Chemistry, Astronomy, Economics, and Biology. In addition, UKSW provide a place for the practice of certain subjects that require lab facilities.

(Mc)

- d. *Perlu kami sampaikan juga, UKSW telah beberapa kali dipercaya untuk mempersiapkan kontingen OSN tingkat SMA di Jateng.*

We would like to also, UKSW have some time been trusted in preparing a contingent of OSN for the high school level in Central Java.

(Md)

- e. *Perlu diketahui, RS Santo Borromeus selalu meningkatkan keamanan dan kenyamanan bagi pasien.*

Please note, Hospital Santo Borromeus always improve the security and comfort for patients.

(Me)

- f. *Kedua, mengingat adanya keterbatasan aparat dalam melakukan pengawasan, Pemkab Sleman berharap masyarakat berperan aktif untuk mengawasi lokasi agar tidak digunakan lagi untuk membuang sampah.*

Second, given the limitations in monitoring apparatus, Sleman District Government expects society to actively monitor the location in order not to be used again to take out the garbage.

(Mf)

2. Querying Preconditions

- a. *Kami ingin menanyakan, parkir Beringharjo yang Anda maksud itu letaknya di mana?*

We would like to ask, where is the location of Beringharjo parking lot that you mean?

(QPa)

3. Implicit Acknowledgement

- a. *Dalam undang-undang itu dinyatakan bahwa hak tersebut diberikan oleh orangtua, keluarga, masyarakat, pemerintah, dan negara. Sehubungan dengan hal tersebut, apabila terjadi kejadian seperti di wilayah Keparakan itu, maka tentu saja diperlukan adanya kepedulian dari masyarakat, bisa lewat stakeholders, seperti RT, RW, dan tokoh-tokoh yang berwenang, juga tidak menutup kemungkinan pendekatan melalui mitra kerja kita yang tergabung dalam FK-PSM Kecamatan dan FK-PSM Kelurahan, yang nantinya lewat pendampingan dapat merujuk mereka pada program kegiatan, baik yang dilaksanakan oleh Dinas Sosial Provinsi DIY, melalui Panti Sosial Bina Remaja, yang menangani anak-anak putus sekolah, ataupun lewat program kegiatan luar panti, atau program kegiatan dari Dinas Sosial Tenaga Kerja dan Transmigrasi Kota Yogyakarta.*

In the bill, it is stated that these rights are given by parents, families, communities, governments, and countries. In this regard, when such events occur in the Keparakan region, then by all means necessary to concerns from the public, can pass the stakeholders, like RT, RW, and authority figures, also did not rule out the approach through our partners who are members in the FK – PSM Regency and FK-PSM Sub - Regency, who will be able to reconcile their assistance through the program of activities, whether conducted by the Social Services DIY Province, through the Social House of Youth Development, which handles the kids out of school, or through outside activities program nursing, or program activities of the Social Department of Manpower and Transmigration of Yogyakarta.

(IAa)

4. Implicit Explanation

- a. *Terkait dengan adanya tagihan meterai yang kemudian terhitung sebagai late payment dan dikenakan denda, kami telah mengoreksi sehingga tidak akan terhitung dalam tagihan berikutnya.*

Related to the bill and then seal payment counted as late and subject to fines, we have corrected so it will not count to the next bill.

(IEa)

- b. *Selain itu, kami telah menghubungi Ibu Esti Wulandari baik melalui telepon maupun surat untuk menjelaskan permasalahan yang terjadi dan dapat diterima dengan baik.*

In addition, we had contacted Mrs. Esti Wulandari either by phone or letter to explain the problems that occur and be well received.

(IEb)

- c. *Kami sampaikan bahwa kami telah menyelesaikan hal tersebut dengan yang bersangkutan.*

We report that we have completed it with the join people.

(IEc)

- d. *Kami dari SMP Negeri 33, Kepala Sekolah Endang Sarwo Sri dan Komite Sekolah Sayogya Apriliana, mengklarifikasi keluhan tersebut.*

We of the Junior High School 33, Principal Endang Sarwo Sri and Sayogya Apriliana as a School Committee, clarify the complaint.

(IEd)

- e. *Kami telah berusaha melacak data dan status polis Bapak, tapi sayang kami tidak dapat menemukan data lengkap Bapak.*

We have been trying to track data and the status of the father's policy, but unfortunately we could not find complete data for you.

(IEe)

- f. *Kami telah menghubungi Bapak Yefta Tandiyo untuk menyelesaikan permasalahan yang terjadi dan menindaklanjuti permintaan yang bersangkutan.*

We have contacted Mr. Yefta Tandiyo to solve the problems that occurred and follow up the request concerned.

(IEf)

- g. *Permasalahan yang terjadi telah diselesaikan antara UOB Buana dengan nasabah pada 8 Juni 2009. Demikian penjelasan yang dapat kami sampaikan.*

Problems that occurred were completed between UOB Buana with customers on June 8, 2009. That is the explanation that we can deliver.

(IEg)

- h. *Kredit Multiguna (KMG) OCBC NISP memberlakukan bunga mengambang sejak cicilan pertama dan ditinjau setiap bulan. Memasuki bulan kelima KMG Bapak Yohanes, suku bunga KMG yang berlaku mengalami kenaikan sehingga otomatis berlaku pula bagi beliau. Penjelasan ini telah kami sampaikan kepada beliau.*
 Multipurpose Credit (KMG) OCBC NISP imposes a floating interest rate since the first installment and reviewed every month. Entering the fifth month of Mr. Yohanes's KMG, the prevailing KMG interest rate increases so that automatically applies to him. These explanations have been presented to him.

(IEh)

5. Explicit Explanation

- a. *Kami telah menjelaskan kepada Bapak Tonny Hatmoko bahwa pembatalan polis adalah hak dari para pemegang polis dan tidak ada pengembalian untuk premi yang telah dibatalkan sebelumnya. Alasannya, polis asuransi milik Bapak Tonny Hatmoko adalah murni untuk perlindungan tanpa adanya nilai investasi. Pengembalian premi yang dimaksud dalam pasal yang dikutip dalam surat keluhan Bapak Tonny Hatmoko sebelumnya merupakan pengembalian premi yang diberikan jika pembatalan masih dalam masa garansi polis.*

We have explained to Mr. Tonny Hatmoko that the cancellation policy is the right of all policyholders and there is no refund for the premiums that have been canceled before. The reason for this is that insurance policies owned by Mr. Tony Hatmoko are purely for protection without any investment value. Refund of the premium discussed in the article derived from the previous letter of complaint by Mr. Tonny Hatmoko is a premium refund that can be given if the cancellation is still within the warranty period.

(EEa)

- b. *SMPN 33 Semarang di Jalan Kopol R Soekanto, Mangunharjo, Tembalang, Semarang, melaksanakan sekolah gratis.*
 SMPN 33 Semarang on Jalan Kopol R. Soekanto, Mangunharjo, Tembalang, Semarang, implement free school.

(EEb)

- c. *Selain itu, tambahan pelajaran/klinik belajar siswa kelas VII, VIII, dan IX sudah dilaksanakan sejak semester 1 tahun 2008 tanpa memungut biaya dari orang tua siswa.*

Moreover, an additional lesson / clinic students' grade VII, VIII, and IX have been conducted since the first semester of 2008 without collecting fees from parents.

(EEc)

- d. *Namun, kami terlambat datang sehingga konsumen kurang nyaman dengan pelayanan kami. Hal itu karena kami kurang mengontrol sub- transportasi, sehingga kendaraan kami bermasalah pada sistem kopling (kopling lepas).*

However, we were running late so that consumers felt less comfortable with our service. That's because we lack control over the sub-transport, so our vehicle faced a problem with clutch system (clutch out).

(EEd)

- e. *Kami telah menghubungi Saudara Pradana Saktya Adi, serta mengklarifikasi keluhan tersebut. Pelanggan dapat menerima dengan baik dan telah mendapatkan koreksi penghitungan poin sesuai prosedur dan ketentuan penghitungan program Poin Plus Plus.*

We have contacted the Civil Pradana Saktya Adi, and clarify the complaint. Customers can receive better and have obtained the correction calculating points according to the procedure and conditions of program counting Points Plus Plus.

(EEe)

- f. *Sesuai pemeriksaan baik teknis maupun administrasi, tidak ditemukan kejanggalan tagihan Speedy Februari 2009 sebesar Rp 910.800.*

According to both technical and administrative checks, found no irregularities Speedy bill in February 2009 amounted to USD 910 800.

(EEf)

- g. *Abonemen Speedy paket Personal dengan kuota 1 Gbyte per bulan tanpa diskon Rp 220.000. Biaya over kuota per Mbyte-nya Rp 500.S*
Speedy Personal subscription package with a quota of 1 GByte per month without any discount is Rp 220 000. Its cost over quota per Mbyte is Rp 500.

(EEg)

- h. *Sesuai kesepakatan Telkom Klaten dengan Bapak Hatta, Kamis (30/4), tagihan Speedy Februari 2009 dikonversikan ke tagihan Speedy Mei 2009.*

In accordance with the agreement Telkom Klaten Mr Hatta, Thursday (30 / 4), Speedy bills in February 2009 is converted into bills in May 2009.

(EEh)

- i. *Benar bahwa Sdr Andi Dwi Handoko pada hari Minggu, tanggal 19 April 2009, telah melanggar batas marka jalan belok kiri jalan terus di perempatan lampu merah sebelum Kota Lama/Simpang Jalan Raden Patah Semarang. Oleh anggota patroli Sat Lantas Semarang, yang bersangkutan telah diberikan tilang dengan nomor registrasi tilang 04100514 A dengan barang bukti SIM C atas nama Andi Dwi Handoko. Sdr Andi Dwi Handoko memilih alternatif I, yaitu dengan titip sidang dan diberikan lembar tilang warna biru. Dalam hal ini sesuai dengan Surat Edaran Mahkamah Agung (SEMA) tentang Tata Cara Penyelesaian Pelanggaran Lalu Lintas Jalan Tertentu (Tilang) Nomor 14 tanggal 19 Juni 1993 alternatif I dengan ketentuan: * Polri menindak sesuai dengan menggunakan formulir warna biru. - Pelanggar mengakui kesalahannya. - Pelanggar bersedia membayar denda ke bank dan diwakili oleh petugas yang ditunjuk Polri. * Pelanggar lalu lintas menitipkan uang denda sesuai ketentuan yang dikeluarkan oleh Pengadilan Negeri setempat. Wilayah Kota Semarang menetapkan denda untuk kendaraan roda dua sebesar Rp 40.000. * Berkas tilang yang sudah terkumpul secara kumulatif oleh petugas Ba Tilang masing-masing Polresta, Polwiltabs setempat ke Pengadilan Negeri, sedangkan sidang dihadiri oleh wakil yang ditunjuk.*

It is true that Mr Andi Dwi Handoko on Sunday, April 19, 2009, has been breaking boundaries left turn lane at the intersection of the road and hold a red light before the Old Town / Semarang Simpang Jalan Raden Patah. By members of the patrol of Semarang Traffic Police, the concerned have been given a speeding ticket with registration number 04100514 A speeding ticket with a SIM C evidence on behalf of Andi Dwi Handoko. Mr. Andi Dwi Handoko choose an alternative I, i.e. Indonesia Police officer take action and given a blue ticket sheet. In this case in accordance with Supreme Court Circular (SEMA) concerning the Settlement Procedures for Certain Road Traffic Offences (ticket) Number 14 dated June 19, 1993 First alternate to the provisions: * Police take action in accordance with one using the form in blue. - Offenders admitted his guilt. - Offenders are willing to pay a fine to the bank and represented by a designated officer.* Offenders Police traffic fines pursuant to entrust money issued by the local District Court. Semarang city set a penalty for two-wheeled vehicle for Rp 40,000. * File a ticket that has been collected cumulatively by the officers of each ticket Ba Police, local

Causation Factor to the District Court, while hearing was attended by a designated representative.

(EEi)

- j. *Karena sumber kawruh Jawa sangat luas tak terbatas dan bukan hanya dari satu sumber saja. Apalagi, sebagai penulis dituntut untuk bisa mengambil sumber dari berbagai referensi lama maupun baru. Since infinity of the vast Java knowledge source and not just from one source. Moreover, as the authors claimed to be able to retrieve the source of numerous references both old and new.*

(EEj)

- k. *Kami jelaskan sebagi berikut. Pertama, SPT Tahunan PPh OP Saudara telah diterima di KPP Pratama Semarang Tengah Dua pada tanggal 25 Maret 2009 melalui Drop Box di Mall Ciputra. Kedua, penyampaian SPT Tahunan PPh OP Saudara mencantumkan nomor NPWP 47.492.795.1-504.000, masih menggunakan kode KPP Pratama Semarang Timur. Ketiga, dengan terbentuknya KPP Pratama Demak, semua wajib pajak di wilayah Kabupaten Demak yang semula terdaftar di KPP Semarang Timur berubah menjadi KPP Pratama Kabupaten Demak dengan Kode KPP (515).*

We explained as follows. First, your Tax Assessment Letter of Individual Income Tax has been accepted in KPP Pratama Two Central Semarang on March 25, 2009 through the Drop Box at Ciputra Mall. Second, the delivery of your Tax Assessment Letter of Individual Income Tax including tax ID number 47.492.795.1-504.000, still using KPP code Pratama East Semarang. Third, with the formation of KPP Demak, all taxpayers in the district of Demak, initially registered in KPP East Semarang became KPP Pratama Regency Demak with KPP Code (515).

(EEk)

- l. *Sejak awal telah diinformasikan secara tertulis kepada pasien rawat inap bahwa barang-barang berharga milik pasien (perhiasan, ponsel, laptop, dan sebagainya) tidak diperkenankan dibawa selama pasien tersebut dirawat. Bila tetap dibawa, kehilangan atau kerusakan atas barang-barang tersebut menjadi tanggung jawab pribadi. Perlu kami sampaikan bahwa kebijakan RS Santo Borromeus itu dalam upaya mempercepat proses penyembuhan. Pasien membutuhkan istirahat baik secara fisik maupun psikis. Oleh karena itu, manajemen selalu mengimbau, bahkan melarang, pasien membawa peralatan yang dapat mengganggu istirahat. Jika pasien*

tetap membutuhkan peralatan tersebut, risiko kehilangan atau kerusakan menjadi tanggung jawab pribadi.

Since the beginning has been informed in writing to inpatients valuables that belong to the patient (jewelry, mobile phones, laptops, etc.) are not allowed to take over patient care. If equipment was taken, loss of, or damage to these items is became personal responsibility. We would like to deliver that policy's of St. Borromeus hospital, in an effort to accelerate the healing process. Patients need rest both physically and psychologically. Therefore, management always called, even prohibit, the patient carrying devices that can interfere with rest. If the patient still needs the equipment, the risk of loss or damage is going to be personal responsibility.

(EEI)

- m. *Sebab, pada 15 Juli 2009 (bukan pada 15 Juni 2009 seperti yang ditulis di surat pembaca, terlampir form laporan kerugian), saat lapor klaim, Sdr Haryanto Gatot Jalil telah kami layani.*

Because, on July 15, 2009 (not on June 15, 2009 as written in letters, reports losses attached form), when the report claims, Mr. Haryanto Gatot Jalil gets our service.

(EEem)

- n. *Berdasarkan kronologis kejadian serta kerusakan yang diajukan, klaim tersebut langsung kami tolak saat itu juga dengan dasar pertimbangan sebagai berikut: 1. Klaim yang diajukan adalah elektrik pintu bagasi macet/rusak (pintu bagasi tidak bisa dibuka), yang menurut keterangan Sdr Haryanto Gatot Jalil akibat ditabrak mobil lain dari belakang pada 29 Mei 2009 di Makassar. Setelah kami periksa, mobil dalam kondisi mulus tidak ada bekas tabrakan dan menurut keterangannya mobil sudah diperbaiki tanpa lapor ke asuransi. 2. Menunjuk Polis Standar Asuransi Kendaraan Bermotor Indonesia: Bab IV Pasal 11 Ayat 1 Butir 1.1 yang isinya menyatakan bahwa tertanggung (Sdr Haryanto Gatot Jalil) setelah mengetahui adanya kerugian dan atau kerusakan atas kendaraan bermotor wajib memberitahukan secara tertulis atau lisan kepada penanggung (Asuransi Wahana Tata) paling lambat 5 hari kalender sejak kerugian dan atau kerusakan terjadi (dalam hal ini Sdr Haryanto Gatot Jalil lapor hampir 2 bulan kemudian). Bab IV Pasal 11 Ayat 3 Butir 3.2 yang isinya menyatakan bahwa tertanggung wajib memberikan bantuan dan kesempatan sepenuhnya kepada penanggung untuk melakukan penelitian atas kerusakan kendaraan bermotor sebelum dilakukan perbaikan (dalam hal ini kendaran bermotor sudah diperbaiki).*

Based on the chronology of events as well as the damage is filled, we rejected the claim directly with the base immediately following considerations: 1. Claims submitted are electrically baggage door jammed / broken (trunk door will not open), which according to Mr. Haryanto Gatot Jalil hit by another car from behind on May 29, 2009 in Makassar. When we checked, the car in the former condition there was no collision smoothly and according to his statement the car was repaired without a report to the insurer. 2. Pointing Standard Motor Vehicle Insurance Policy of Indonesia: Chapter IV, Article 11 Paragraph 1 Item 1.1, it states that the insured (Mr. Haryanto Gatot Jalil) after discovery of loss or damage to the motor vehicle shall notify in writing or verbally to the insurer (Wahana Tata Insurance) no later than five calendar days from the loss and or damage occurs (in this case Mr. Haryanto Gatot Jalil reports almost two months later). Chapter IV, Article 11 Paragraph 3 Item 3.2 of its contents stated that insurance must provide help and opportunity fully to the insurer to conduct research for any damage prior to repair of motor vehicles (in this case the vehicle has been repaired).

(EEEn)

- o. *Perlu kami informasikan, tarif parkir di Pasar Beringharjo adalah sebagai berikut: parkir roda dua di Jalan Lor Pasar/depan onderdil, parkir roda dua timur pendapa pasar, parkir roda dua di Jalan Penghubung bawah Kantor Dinas Pengelolaan Pasar, parkir roda dua dan roda empat di lantai III Pasar Beringharjo. Mengenai tarif: kendaraan roda dua Rp 500. Kendaraan roda empat Rp 1.500. Berlaku untuk 2 jam pertama, selebihnya dikenakan 50 persen dari tarif.*

Keep us informed, parking rates at Beringharjo market are as follows: two-wheel parking on Jalan Lor Pasar / front parts, two-wheel parking on eastern of market's *pendapa*, two-wheeler parked on the street under the Liaison Office of Market Management, parking two wheels and four wheels in III floor Beringharjo market. Regarding tariff: Rp 500 for two-wheel vehicles, Rp 1500 for four-wheeled vehicles, valid for two first hour, the remaining 50 percent of the tariff charged.

(EEo)

6. Expression of Regret

- a. *Mohon maaf apabila anggota saya terdapat kekeliruan dalam menyampaikan keterangan.*

Sorry if my officer has some mistakes in conveying information.

(ERa)

7. Offer of Apology

- a. *Kami menyampaikan permohonan maaf atas ketidaknyamanan yang dialami ibu mengenai layanan Kartu Kredit Bank Bukopin.*
We deliver an apology for any inconvenience suffered by the mother on the services of Credit Card Bank Bukopin.

(OAa)

- b. *Atas nama Manajemen Operasional dan pemilik X-one Catering mohon maaf kepada Pemkab Bantul, Telkomsel, dan Radio Swaragama atas keterlambatan kami.*
On behalf of the Operational Management and owner of X-One Catering apologize to Pemkab Bantul, Telkomsel, and Radio Swaragama for our delay.

(OAb)

- c. *Demikian permintaan maaf kepada semua pihak secara terbuka dari kami.*
That is apologies to all of our party directly.

(OAc)

- d. *Kami memohon maaf sehubungan dengan ketidaknyamanan dalam menggunakan fasilitas layanan Indosat.*
We apologize for any inconvenience in connection with use Indosat's service facilities.

(OAd)

- e. *Kami mohon maaf atas ketidaknyamanan Bapak saat menyampaikan keluhan ke call center Telkom 147, pada Februari 2009.*
We apologize for any inconvenience suffered by the father when filling a complaint to Telkom call center 147, in February 2009.

(OAe)

- f. *Kami mohon maaf atas ketidaknyamanan Bapak atas sikap pelayanan petugas kasir kami Sdri Mundiati yang tidak menghiraukan antrean pelanggan.*
We apologize for any inconvenience you of our cashier attendant's attitude, Ms. Mundiati, in servicing which are not ignoring customer queues.

(OAf)

- g. *Kami sampaikan terima kasih atas informasi yang diberikan dan kami sampaikan permohonan maaf sebesar – besarnya atas ketidaknyamanan pelayanan kami pada saat kejadian tersebut.*

We thank you for the information provided and we would like to apologize for - the amount for any inconvenience our services at the time of the incident.

(OAg)

- h. *Berdasarkan hal tersebut di atas, kami mohon maaf atas kesalahan tersebut dan sekarang SPT Tahunan Saudara sudah kami terima.*

Based on the foregoing, we apologize for the error serve targeted and now your Annual Tax Assessment Letter is received.

(OAh)

- i. *Pertama – tama, kami mohon maaf atas ketidaknyamanan yang Bapak rasakan.*

First of all, we apologize for the inconvenience that you feel.

(OAi)

- j. *Kami sampaikan permohonan maaf atas ketidaknyamanan yang dialami Bapak Yefta Tandiyo atas layanan Bank CIMB Niaga.*

Convey our apologies for any inconvenience suffered by Mr. Yefta Tandiyo of Bank CIMB Niaga services.

(OAj)

- k. *Kami mohon maaf atas ketidaknyamanan yang dialami.*

We apologize for any inconvenience experienced.

(OAK)

- l. *Apabila selama kami merwat dan memberikan pelayanan kesehatan terhadap isteri bapak dianggap ada kekhilafan, kami mohon maaf.*

If during our caring and providing health service to the wife of the father is considered some mistakes, we apologize.

(OAI)

- m. *Kami mohon maaf untuk ketidaknyamanan yang dialami Ibu dan keluarga selama menjalani perawatan di RS Santo Borromeus.*

We apologize for any inconvenience experienced by mother and family during treatment at the Hospital of St. Borromeus.

(OAm)

8. Promise of Forbearance

- a. *Kami akan selalu mengupayakan peningkatan pelayanan demi kepuasan nasabah dan kami berterima kasih atas kesediaan Ibu Esti Wulandari menggunakan Kartu Kredit Bukopin Visa.*

We will always strive for improvement of service to the satisfaction of our customers and are grateful for the willingness of Mrs. Esti Wulandari in using Bukopin Visa Credit Card.

(PFa)

- b. *Semoga kejadian tersebut di atas tidak terjadi lagi di kemudian hari.*
Hopefully the above events do not occur again in the future.

(PFb)

- c. *Kami akan lebih meningkatkan pemantauan dan pengawasan terhadap pengunjung.*

We will further enhance the monitoring and supervision of visitors.

(PFc)

9. Offer of Repair

- a. *Kepada petugas yang bersangkutan telah kami berikan sanksi karena lalai melakukan tugasnya.*

To the officer concerned has been given some sanctions for failing to do its job.

(ORa)

- b. *Kami berkomitmen untuk terus memperbaiki dan memberikan pelayanan terbaik kepada nasabah.*

We are committed to continuously improve and provide the best service to customers.

(ORb)

- c. *Dan untuk menghindari kejadian serupa, insyaAllah dalam waktu dekat ini Kantor Bank Muamalat Cabang Purwokerto akan menyediakan mesin antrean otomatis.*

And to avoid similar incidents, in the near future insyaAllah Muamalat Purwokerto Branch Office will provide an automatic line machine.

(ORc)

- d. *Kami siap untuk memberikan penjelasan lengkap sesuai data yang kami miliki.*

We are ready to give a full explanation according to the data we have.

(ORd)

- e. *Sementara itu, program razia dilaksanakan oleh Dinas Ketertiban Kota Yogyakarta.*

Meanwhile, the raid program is implemented by the Office of City Orderliness of Yogyakarta.

(ORe)

- f. *Ketiga, jika ada pihak yang masih menggunakan lokasi tersebut untuk pembuangan sampah dengan interest pribadi, diharapkan masyarakat melaporkan kepada Pemerintah Kabupaten Sleman.*

Third, if there are parties who still use the site for disposal of waste with a personal interest, the public is expected to report it to the Government of Sleman District.

(ORf)

B. LETTERS

Letters were taken from <http://www.kompas.com> or going through directly to <http://www.cetak.kompas.com>.

Selasa, 10 Februari 2009 | 10:35 WIB

TANGGAPAN ASURANSI CIGNA

Bersama surat ini, kami menyampaikan tanggapan atas keluhan Bapak Tonny Hatmoko pada 4 Februari 2009 di Surat Pembaca harian Kompas Jawa Tengah. Dalam surat tersebut beliau menyampaikan keluhan mengenai Asuransi

Cigna yang tidak mengembalikan premi yang sudah dibayarkan pada saat penutupan polis.

Kami telah menjelaskan kepada Bapak Tonny Hatmoko bahwa pembatalan polis adalah hak dari para pemegang polis dan tidak ada pengembalian untuk premi yang telah dibatalkan sebelumnya. Alasannya, polis asuransi milik Bapak Tonny Hatmoko adalah murni untuk perlindungan tanpa adanya nilai investasi.

Pengembalian premi yang dimaksud dalam pasal yang dikutip dalam surat keluhan Bapak Tonny Hatmoko sebelumnya merupakan pengembalian premi yang akan diberikan jika pembatalan masih dalam masa garansi polis.

Terima kasih atas pemuatan surat ini.

LIS SUSETIO Marketing Communication Manager PT Asuransi Cigna

Sabtu, 14 Februari 2009 | 10:30 WIB

TANGGAPAN BANK BUKOPIN

Menanggapi surat pembaca yang disampaikan Ibu Esti Wulandari di harian Kompas edisi 4 Februari 2009, kami dari Bank Bukopin memberikan tanggapan terhadap surat tersebut. Kami menyampaikan permohonan maaf atas ketidaknyamanan yang dialami ibu mengenai layanan Kartu Kredit Bank Bukopin.

Terkait dengan adanya tagihan meterai yang kemudian terhitung sebagai late payment dan dikenakan denda, kami telah mengoreksi sehingga tidak akan terhitung dalam tagihan berikutnya.

Selain itu, kami telah menghubungi Ibu Esti Wulandari baik melalui telepon maupun surat untuk menjelaskan permasalahan yang terjadi dan dapat diterima dengan baik.

Kami akan selalu mengupayakan peningkatan pelayanan demi kepuasan nasabah dan kami berterima kasih atas kesediaan Ibu Esti Wulandari menggunakan Kartu Kredit Bukopin Visa. Terima kasih.

HARI WURIANTO Kepala Divisi Pelayanan PT Bank Bukopin Tbk

Senin, 16 Maret 2009 | 11:41 WIB

MASALAH KARTU KREDIT BII SELESAI

Sehubungan dengan pernah dimuatnya Surat Pembaca mengenai "Kartu Kredit BII Bermasalah", saat ini pihak BII sudah menyelesaikan permasalahan tersebut. Maka dengan ini saya anggap permasalahan ini sudah selesai.

INGE KUMALA DEWI Pasir Mas Raya B2, Semarang

"FEEDBACK" IBU INGE KUMALA DEWI

Menindaklanjuti feedback yang disampaikan Ibu Inge Kumala Dewi di harian Kompas edisi Jawa Tengah berjudul "Kartu Kredit BII Bermasalah" pada 23 Februari 2009, dengan ini kami sampaikan bahwa kami telah menyelesaikan hal tersebut dengan yang bersangkutan. Terima kasih atas kerja sama yang terjalin dengan baik selama ini.

ESTI NUGRAHANI Kepala Divisi Komunikasi PT BII Tbk, Jalan MH Thamrin, Jakarta

Senin, 6 April 2009 | 09:49 WIB

Klarifikasi Sekolah Gratis

Menanggapi Suara Warga di Kompas tentang permohonan menindaklanjuti penarikan uang SPP Rp 30.000 per bulan di SMP Negeri 33 Mateseh, Semarang. Kami dari SMP Negeri 33, Kepala Sekolah Endang Sarwo Sri dan Komite Sekolah Sayogya Apriliana, mengklarifikasi keluhan tersebut.

SMPN 33 Semarang di Jalan Kopol R Soekanto, Mangunharjo, Tembalang, Semarang, melaksanakan sekolah gratis. Kami tidak memungut biaya seperti apa yang dikeluhkan dalam Suara Warga tersebut. Pelaksanaan kegiatan ekstrakurikuler Pramuka, olahraga, kesenian, keagamaan, dan pertanian, tidak memungut biaya dari orang tua siswa. Selain itu, tambahan pelajaran/klinik belajar siswa kelas VII, VIII, dan IX sudah dilaksanakan sejak semester 1 tahun 2008 tanpa memungut biaya dari orang tua siswa.

Demikian klarifikasi itu untuk dapat dipergunakan sebagaimana mestinya.

ENDANG SARWO SRI Kepala SMPN 33 Semarang

Senin, 20 April 2009 | 10:37 WIB

PERMOHONAN MAAF X-ONE CATERING

Kami atas nama Manajemen X-one Catering mengucapkan terima kasih kepada Pemerintah Kabupaten Bantul, Telkomsel, dan Radio Swaragama atas kepercayaan yang diberikan hingga terjalinnya kerja sama selama ini.

Berdasarkan note order 17 Maret 2009 atas nama Radio Swaragama, berupa paket pelayanan catering rehat kopi, snack kardus, dan paket makan siang untuk 19 Maret 2009 di Kampung Kearifan Indonesia (KKI) di Jalan Parangtritis Km 7, telah kami terima dan laksanakan.

Namun, kami terlambat datang sehingga konsumen kurang nyaman dengan pelayanan kami. Hal itu karena kami kurang mengontrol sub- transportasi, sehingga kendaraan kami bermasalah pada sistem kopling (kopling lepas).

Atas nama Manajemen Operasional dan pemilik X-one Catering mohon maaf kepada Pemkab Bantul, Telkomsel, dan Radio Swaragama atas keterlambatan kami.

Demikian permintaan maaf kepada semua pihak secara terbuka dari kami. Terimakasih.

IWAN SUSANTO Manajemen X-one Catering, Yogyakarta

Selasa, 21 April 2009 | 10:59 WIB

PENJELASAN INDOSAT PERIHAL "POIN PLUS-PLUS"

PT Indosat Tbk mengucapkan terima kasih atas masukan yang disampaikan oleh Saudara Pradana Saktya Adi, Jalan Dr Setyabudi Gang Coklat 40, Klaten, yang dimuat di Harian Kompas Jateng tanggal 16 April 2009 tentang "Poin Plus Plus Indosat".

Kami memohon maaf sehubungan dengan ketidaknyamanan dalam menggunakan fasilitas layanan Indosat.

Kami telah menghubungi Saudara Pradana Saktya Adi, serta mengklarifikasi keluhan tersebut. Pelanggan dapat menerima dengan baik dan telah mendapatkan koreksi penghitungan poin sesuai prosedur dan ketentuan penghitungan program Poin Plus Plus.

Dengan demikian, masalah tersebut sudah terselesaikan. Demikian informasi yang dapat kami sampaikan, masukan dan saran tetap kami terima demi peningkatan kualitas layanan kepada para pelanggan Indosat. Silakan menghubungi customer service kami atau langsung ke Galeri Indosat terdekat.

Arif Wibowo Kepala Reprs Klaten PT Indosat, Jalan Pemuda 18, Klaten

Senin, 1 Mei 2009

Tanggapan Telkom

Menanggapi surat pembaca di Forum Harian Kompas edisi Jawa Tengah, Kamis (30/4), atas nama Hatta Noor Adhy Purba K. beralamat Jalan Pemuda 279, Klaten 57412, tentang tagihan Speedy nomor 141 – 550 – 1000XX bulan Februari

2009, Manajemen Telkom mengucapkan terima kasih atas penggunaan produk dan layanan kami.

Kami mohon maaf atas ketidaknyamanan Bapak saat menyampaikan keluhan ke call center Telkom 147, pada Februari 2009.

Sesuai pemeriksaan baik teknis maupun administrasi, tidak ditemukan kejanggalan tagihan Speedy Februari 2009 sebesar Rp 910.800. Abonemen Speedy paket Personal dengan kuota 1 Gbyte per bulan tanpa diskon Rp 220.000. Biaya over kuota per Mbyte-nya Rp 500.

Sesuai kesepakatan Telkom Klaten dengan Bapak Hatta, Kamis (30/4), tagihan Speedy Februari 2009 dikonversikan ke tagihan Speedy Mei 2009. Jadi, permasalahan telah selesai. Demikian, atas pemuatan jawaban Telkom, kami mengucapkan terima kasih.

SUDJATMIKO Manager Komunikasi Telkom Divre IV, Jateng & DIY, Semarang.

Selasa, 5 Mei 2009 | 11:16 WIB

TANGGAPAN SAT LANTAS POLWILTABES SEMARANG

Menanggapi kritikan/masukan Sdr Andi Dwi Handoko yang beralamat di Kelurahan Sedayu, Pracimantoro, Wonogiri, di media Kompas yang terbit pada hari Rabu, tanggal 22 April 2009, dan Suara Merdeka pada hari Sabtu, tanggal 25

April 2009, dengan judul "Pungli atau Denda", Sat Lantas Polwiltabes Semarang mengucapkan terima kasih atas kepedulian masyarakat tentang lalu lintas di Semarang.

Benar bahwa Sdr Andi Dwi Handoko pada hari Minggu, tanggal 19 April 2009, telah melanggar batas marka jalan belok kiri jalan terus di perempatan lampu merah sebelum Kota Lama/Simpang Jalan Raden Patah Semarang. Oleh anggota patroli Sat Lantas Semarang, yang bersangkutan telah diberikan tilang dengan nomor registrasi tilang 04100514 A dengan barang bukti SIM C atas nama Andi Dwi Handoko.

Sdr Andi Dwi Handoko memilih alternatif I, yaitu dengan titip sidang dan diberikan lembar tilang warna biru. Dalam hal ini sesuai dengan Surat Edaran Mahkamah Agung (SEMA) tentang Tata Cara Penyelesaian Pelanggaran Lalu Lintas Jalan Tertentu (Tilang) Nomor 14 tanggal 19 Juni 1993 alternatif I dengan ketentuan:

* Polri menindak sesuai dengan menggunakan formulir warna biru. - Pelanggar mengakui kesalahannya. - Pelanggar bersedia membayar denda ke bank dan diwakili oleh petugas yang ditunjuk Polri.

* Pelanggar lalu lintas menitipkan uang denda sesuai ketentuan yang dikeluarkan oleh Pengadilan Negeri setempat. Wilayah Kota Semarang menetapkan denda untuk kendaraan roda dua sebesar Rp 40.000. * Berkas tilang yang sudah terkumpul secara kumulatif oleh petugas Ba Tilang masing-masing Polresta, Polwiltabes setempat ke Pengadilan Negeri, sedangkan sidang dihadiri oleh wakil yang ditunjuk.

Sat Lantas Polwiltabes Semarang mengucapkan terima kasih atas saran/kritikannya demi terciptanya kelancaran lalu lintas di wilayah Kota

Semarang dan mohon maaf apabila anggota saya terdapat kekeliruan dalam menyampaikan keterangan.

AKBP GURITNO WIBOWO SH SIK MSI Kasat Lantas Polwiltabes Semarang

Rabu, 6 Mei 2009 | 10:59 WIB

"MATUR NUWUN" KI SONDONG MENDALI

Pertama-tama, saya sangat bersyukur bahwasanya sahabat saya Ki Sondong Mandali masih mau menyapa saya. Sungguh senang rasanya

mendapatkan teguran dari Ki Sondong. Memang saya akui, sebagai sahabat, saya sangat hormat dan kagum dengan sepak terjang Ki Sondong Mandali sebagai pegiat dan pelestari budaya Jawa.

Tidak hanya kagum, bahkan saya sangat terkesan dengan wacana- wacana Jawa yang dikedepankan ketika bertemu yang begitu indah dan layak untuk bisa diketahui oleh masyarakat. Malahan beliau sempat bertandang kepada saya. Oleh karena itu, memang tidak bisa dimungkiri banyak wacana beliau mewarnai beberapa tulisan saya.

Namun, alangkah naifnya kalau saya hanya mengandalkan satu sumber dalam penulisan yang sifatnya umum. Dan menunjuk contoh yang ditunjukkan oleh Ki Sondong mengenai buku saya, Misteri Pusaka-pusaka Soeharto, dan beberapa tulisan di majalah Jawa yang dituduhkan mengambil pemahaman beliau tentang Jawa, saya kurang bisa menerima karena sumber kawruh Jawa sangat luas tak terbatas dan bukan hanya dari satu sumber saja. Apalagi, sebagai penulis dituntut untuk bisa mengambil sumber dari berbagai referensi lama maupun baru.

Meskipun demikian, terima kasih sekali lagi kepada Ki Sondong Mandali atas budi baik menyapa saya lewat surat pembaca di harian ini. Mohon maaf kalau ada kata-kata saya yang kurang berkenan. *Terima kasih.*

KI JURU BANGUNJIWA Yogyakarta

Selasa, 12 Mei 2009

Tanggapan Tokoh Buku Gramedia

Menanggapi Surat Pembaca di Forum Harian Kompas edisi Jawa Tengah, Senin, 4 Mei 2009, atas nama Solikin. Kelurahan Podorejo, Kecamatan Ngaliyan,

Semarang 50187, tentang kasir Toko Buku Gramedia mengabaikan antrean pelanggan, kami mohon maaf atas ketidaknyamanan Bapak atas sikap pelayanan petugas kasir kami Sdri Mundiati yang tidak menghiraukan antrean pelanggan.

Toko Buku Gramedia tidak pernah memberlakukan target khusus pada setiap petugas kasir. Prosedur yang diterapkan adalah tetap memberlakukan pelayanan pembayaran sesuai urutan antrean yang berlaku.

Terima kasih atas masukan yang Bapak berikan. Kepada petugas yang bersangkutan telah kami berikan sanksi karena lalai melakukan tugasnya. Semoga kejadian tersebut di atas tidak terjadi lagi di kemudian hari. Atas kepercayaan Bapak tetap berbelanja di Toko Buku Gramedia, kami mengucapkan terima kasih.

DJONI HADI SM TB Gramedia Tamara Plaza Purwokerto, Jalan Jenderal Soedirman 447 Purwokerto.

Jumat, 22 Mei 2009

Tanggapan Bank Muamalat Indonesia

Menjawab keluhan Saudari Tunjung Probo Nirmala pada Harian Umum Kompas tanggal 19 Mei 2009 di kolom Surat Pembaca dengan judul “Kecewa

Pelayanan bank Muamalat Indonesia”, sebelumnya kami sampaikan terima kasih atas informasi yang diberikan dan kami sampaikan permohonan maaf sebesar – besarnya atas ketidaknyamanan pelayanan kami pada saat kejadian tersebut.

Kami berkomitmen untuk terus memperbaiki dan memberikan pelayanan terbaik kepada nasabah. Dan untuk menghindari kejadian serupa, insyaAllah dalam waktu dekat ini Kantor Bank Muamalat Cabang Purwokerto akan menyediakan mesin antrean otomatis.

Demikian hal ini kami sampaikan, atas perhatian dan kebijaksanaannya kami sampaikan terima kasih.

***KADAR BUDIMAN Operation Manager PT Bank Muamalat Indonesia Tbk
Cabang Purwokerto***

Tanggapan atas SMS “Suara Warga” Soal SPT PPh OP Tahunan

Menanggapi SMS Saudara nomor 081572253XX melalui Suara Warga di harian Kompas edisi Jawa Tengah tanggal 14 Mei 2009 tentang laporan SPT PPh OP Tahunan lewat mobil keliling di Mal Citraland Semarang, setelah dilakukan penelitian, dapat kami jelaskan sebagai berikut.

Pertama, SPT Tahunan PPh OP Saudara telah diterima di KPP Pratama Semarang Tengah Dua pada tanggal 25 Maret 2009 melalui Drop Box di Mall Ciputra.

Kedua, penyampaian SPT Tahunan PPh OP Saudara mencantumkan nomor NPWP 47.492.795.1-504.000, masih menggunakan kode KPP Paratama Semarang Timur.

Ketiga, dengan terbentuknya KPP Pratama Demak, semua wajib pajak di wilayah Kabupaten Demak yang semula terdaftar di KPP Semarang Timur

berubah menjadi KPP Pratama Kabupaten Demak dengan Kode KPP (515). Begitu juga dengan Saudara.

Berdasarkan hal tersebut di atas, kami mohon maaf atas kesalahan tersebut dan sekarang SPT Tahunan Saudara sudah kami terima.

Demikian, atas kepatuhan Saudara memenuhi kewajiban perpajakan, kami mengucapkan terima kasih.

Apabila Saudara masih memerlukan penjelasan lebih lanjut dapat langsung menghubungi KPP Pratama Demak dengan nomor 0291 – 685518.

SIMON PETRUSSIWI Kepala Kantor Pelayanan Pajak Pratama Demak Jalan Sultan Patah No. 9 Demak

Sabtu, 23 Mei 2009

Tanggapan PT Asuransi CIGNA

Bersama ini kami sampaikan tanggapan atas keluhan Bapak M. Saidin yang dimuat di harian Kompas Jawa Tengah pada tanggal 13 Mei 2009 berjudul “Kecewa Asuransi CIGNA dan Bank Mega”.

Pertama – tama, kami mohon maaf atas ketidaknyamanan yang Bapak rasakan. Kami telah berusaha melacak data dan status polis Bapak, tapi saying kami tidak dapat menemukan data lengkap Bapak. Kami sangat menghargai apabila Bapak M. Saidin dapat menghubungi CIGNA melalui nomor telepon 021 – 52996080 atau e – mail customer.service@CIGNA.com melalui Ibu Putri / Customer Care.

LIA SUSETIO Marketing Communication Manager PT Asuransi CIGNA

Sabtu, 13 Juni 2009 | 10:55 WIB

PENJELASAN BANK CIMB NIAGA

Sehubungan dengan surat Bapak Yefta Tandiyo yang berjudul "Boediono, CIMB Niaga, dan Saya" (Kompas edisi Jawa Tengah, 30 Mei 2009), dengan ini

kami sampaikan permohonan maaf atas ketidaknyamanan yang dialami Bapak Yefta Tandiyo atas layanan Bank CIMB Niaga.

Kami telah menghubungi Bapak Yefta Tandiyo untuk menyelesaikan permasalahan yang terjadi dan menindaklanjuti permintaan yang bersangkutan.

Kami berterima kasih atas kesempatan dan masukannya karena kepuasan nasabah merupakan fokus seluruh usaha kami.

DINA SUTADI Vice President Corporate Communication Head

TANGGAPAN UOB BUANA

Berkenaan dengan keluhan yang disampaikan oleh Bapak Setio Budi melalui Kompas pada 3 Juni 2009 di kolom ini, dengan ini kami mohon maaf atas ketidaknyamanan yang dialami.

Permasalahan yang terjadi telah diselesaikan antara UOB Buana dengan nasabah pada 8 Juni 2009. Demikian penjelasan yang dapat kami sampaikan.

ARIF YULIANTO Kepala Divisi Kualitas Pelayanan PT Bank UOB Buana Tbk

Selasa, 14 Juli 2009

Tanggapan dan Klarifikasi Rumah Sakit Islam Wonosobo

Menanggapi pesan singkat (SMS) dari pemegang telepon seluler nomor 0813287955XX pada rubric Suara Warga di harian Kompas, Sabtu (4/7), segenap

redaksi dan karyawan/ karyawati Rumah Sakit Islam (RSI) Wonosobo mengucapkan terima kasih atas saran dan kritik yang disampaikan.

Apabila selama kami merwat dan memberikan pelayanan kesehatan terhadap isteri bapak dianggap ada kekhilafan, kami mohon maaf.

Namun demikian, demi kebaikan semua pihak dan untuk menghindari fitnah, jika memerlukan klarifikasi lebih lanjut, kami persilakan bapak untuk datang ke RSI Wonosobo.

Kami siap untuk memberikan penjelasan lengkap sesuai data yang kami miliki.

Terima kasih.

SRIWAHYUNINGSIH Humas RSI Wonosobo, Jalan Mayjend Bambang Sugeng Km 3, Wonosobo 56317

Rabu, 22 Juli 2009 | 11:40 WIB

TANGGAPAN UKSW SOAL OSN

Kami, selaku Manajer Biro Promosi dan Hubungan Luar Universitas Kristen Satya Wacana Salatiga memberikan tanggapan perihal salah satu isi Suara

Warga Kompas Jawa Tengah, Sabtu (18/7), yang melontarkan masalah kekurangan sarana terutama untuk tidur bagi kontingen Olimpiade Sains Nasional (OSN).

UKSW bukanlah penyelenggara pemusatan latihan untuk kontingen OSN Jateng tingkat SMA, melainkan Dinas Pendidikan Provinsi Jateng. Akomodasi dari penyelenggara tidak dikelola UKSW. Namun, memang letaknya tidak jauh dari Kampus UKSW. Jadi, dengan kata lain, UKSW tidak bertanggung jawab atas akomodasi peserta.

Peran UKSW dalam persiapan kontingen Jateng untuk OSN adalah memberikan bantuan dalam hal penyediaan staf pengajar untuk empat mata pelajaran, yaitu Kimia, Astronomi, Ekonomi, dan Biologi. Selain itu, UKSW menyediakan tempat praktik bagi mata pelajaran tertentu yang memerlukan fasilitas laboratorium.

Perlu kami sampaikan juga, UKSW telah beberapa kali dipercaya untuk mempersiapkan kontingen OSN tingkat SMA di Jateng.

Demikian tanggapan kami. Semoga tidak terjadi kesalahpahaman dalam menafsirkan isi suara warga tersebut.

*Martha Nandari Manajer Biro Promosi dan Hubungan Luar Universitas
Kristen Satya Wacana, Salatiga*

Rabu, 5 Agustus 2009 | 14:33 WIB

TANGGAPAN SMS

Menanggapi adanya keluhan berupa SMS dari warga nomor 081 2276 39xx, yang dimuat SKH Kompas pada Rabu (22/7), tentang Di Keparakan Lor

Banyak Anak Putus Sekolah yang Nongkrong Rokokan dan Miras, bersama ini disampaikan bahwa sesuai Undang-undang Perlindungan Anak Nomor 23 Tahun 2002 bahwa setiap anak berhak mendapat perlindungan, pendidikan, dan kesehatan. Dalam undang-undang itu dinyatakan bahwa hak tersebut diberikan oleh orangtua, keluarga, masyarakat, pemerintah, dan negara.

Sehubungan dengan hal tersebut, apabila terjadi kejadian seperti di wilayah Keparakan itu, maka tentu saja diperlukan adanya kepedulian dari masyarakat, bisa lewat stakeholders, seperti RT, RW, dan tokoh-tokoh yang berwenang, juga tidak menutup kemungkinan pendekatan melalui mitra kerja kita yang tergabung dalam FK-PSM Kecamatan dan FK-PSM Kelurahan, yang nantinya lewat pendampingan dapat merujuk mereka pada program kegiatan, baik yang dilaksanakan oleh Dinas Sosial Provinsi DIY, melalui Panti Sosial Bina Remaja, yang menangani anak-anak putus sekolah, ataupun lewat program kegiatan luar panti, atau program kegiatan dari Dinas Sosial Tenaga Kerja dan Transmigrasi Kota Yogyakarta.

Sementara itu, program razia dilaksanakan oleh Dinas Ketertiban Kota Yogyakarta. Demikian tanggapan kami, atas perhatiannya diucapkan terima kasih.

MK Pontjosiwi W Kepala Dinas Sosial, Tenaga Kerja, dan Transmigrasi Kota Yogyakarta

Selasa, 11 Agustus 2009 | 16:49 WIB

Tanggapan Rumah Sakit Santo Borromeus

* Tanggapan Kompas (07/08/2009)

Menanggapi surat Ibu Lilis Hasanah yang dimuat di harian Kompas Jawa Barat, Jumat (7/8), kami sampaikan beberapa hal.

1. Kami mohon maaf untuk ketidaknyamanan yang dialami Ibu dan keluarga selama menjalani perawatan di RS Santo Borromeus.
2. Sejak awal telah diinformasikan secara tertulis kepada pasien rawat inap bahwa barang-barang berharga milik pasien (perhiasan, ponsel, laptop, dan sebagainya) tidak diperkenankan dibawa selama pasien tersebut dirawat. Bila tetap dibawa, kehilangan atau kerusakan atas barang-barang tersebut menjadi tanggung jawab pribadi.
3. Perlu kami sampaikan bahwa kebijakan RS Santo Borromeus itu dalam upaya mempercepat proses penyembuhan. Pasien membutuhkan istirahat baik secara fisik maupun psikis. Oleh karena itu, manajemen selalu mengimbau, bahkan melarang, pasien membawa peralatan yang dapat mengganggu istirahat. Jika pasien tetap membutuhkan peralatan tersebut, risiko kehilangan atau kerusakan menjadi tanggung jawab pribadi.
4. Kami sangat berterima kasih kepada Ibu yang telah menyampaikan masukan tersebut. Perlu diketahui, RS Santo Borromeus selalu meningkatkan keamanan dan kenyamanan bagi pasien. Dengan masukan ini, kami akan lebih meningkatkan pemantauan dan pengawasan terhadap pengunjung.

RETNO DEWI Direktur Medis, Atas Nama Direktur Utama RS Santo Borromeus Bandung

Selasa, 11 Agustus 2009 | 18:02 WIB

Tanggapan Asuransi Wahana Tata

Menanggapi surat pembaca di Harian Kompas tanggal 4 Agustus 2009 yang disampaikan oleh Sdr Hariyanto Gatot Jalil, bersama ini kami sampaikan sebagai berikut:

Tidak benar klaim yang diajukan tidak kami tanggapi dan dipersulit. Sebab, pada 15 Juli 2009 (bukan pada 15 Juni 2009 seperti yang ditulis di surat pembaca, terlampir form laporan kerugian), saat lapor klaim, Sdr Haryanto Gatot Jalil telah kami layani.

Berdasarkan kronologis kejadian serta kerusakan yang diajukan, klaim tersebut langsung kami tolak saat itu juga dengan dasar pertimbangan sebagai berikut:

1. Klaim yang diajukan adalah elektrik pintu bagasi macet/rusak (pintu bagasi tidak bisa dibuka), yang menurut keterangan Sdr Haryanto Gatot Jalil akibat ditabrak mobil lain dari belakang pada 29 Mei 2009 di Makassar. Setelah kami periksa, mobil dalam kondisi mulus tidak ada bekas tabrakan dan menurut keterangannya mobil sudah diperbaiki tanpa lapor ke asuransi.
2. Menunjuk Polis Standar Asuransi Kendaraan Bermotor Indonesia: Bab IV Pasal 11 Ayat 1 Butir 1.1 yang isinya menyatakan bahwa tertanggung (Sdr Haryanto Gatot Jalil) setelah mengetahui adanya kerugian dan atau kerusakan atas kendaraan bermotor wajib memberitahukan secara tertulis atau lisan kepada penanggung (Asuransi Wahana Tata) paling lambat 5 hari kalender sejak kerugian dan atau kerusakan terjadi (dalam hal ini Sdr Haryanto Gatot Jalil lapor hampir 2 bulan kemudian). Bab IV Pasal 11 Ayat 3 Butir 3.2 yang isinya menyatakan bahwa tertanggung wajib memberikan bantuan dan kesempatan sepenuhnya kepada penanggung untuk melakukan penelitian atas kerusakan kendaraan bermotor sebelum dilakukan perbaikan (dalam hal ini kendaran bermotor sudah diperbaiki).

Demikian tanggapan dari kami dan hal ini sudah kami jelaskan kepada Sdr Haryanto Gatot Jalil saat lapor kepada kami pada 15 Juli 2009. Terima kasih.

Jarot Kusugiharjo SH Kepala Cabang Asuransi Wahana Tata Cabang Surabaya Jemursari

Sabtu, 15 Agustus 2009 | 13:47 WIB

Tanggapan OCBC NISP

* Tanggapan Kompas (18/07/09)

Menanggapi surat Bapak Yohanes Adhitya Wijaya di harian Kompas, Sabtu (18/7), "Bunga Kredit Multiguna OCBC NISP", pihak Bank OCBC NISP telah menemui Bapak Yohanes untuk menjelaskan perubahan suku bunga yang beliau alami.

Kredit Multiguna (KMG) OCBC NISP memberlakukan bunga mengambang sejak cicilan pertama dan ditinjau setiap bulan. Memasuki bulan kelima KMG Bapak Yohanes, suku bunga KMG yang berlaku mengalami kenaikan sehingga otomatis berlaku pula bagi beliau. Penjelasan ini telah kami sampaikan kepada beliau. Beliau pun telah memahami dan menerima dengan baik penjelasan kami.

Kami berterima kasih atas perhatian Bapak Yohanes. Saran itu menjadi masukan dan evaluasi untuk peningkatan kualitas produk dan layanan Bank OCBC NISP.

LANNY GOENAWI Corporate Communication Division Head PT Bank OCBC NISP Tbk

Sabtu, 29 Agustus 2009 | 11:38 WIB

TANGGAPAN SMS

Menanggapi SMS Warga di SKH Kompas, Rabu (19/8), halaman A kolom 1, mengenai keluhan atas bau dari lokasi daur ulang sampah (LDUS) di Pringwulung, Condongcatur, Depok, Sleman, berikut kami sampaikan tanggapan atas hal tersebut. Pertama, Pemerintah Kabupaten Sleman secara tegas menutup LDUS dan melarang pembuangan sampah di tempat itu. Lokasi tersebut saat ini dalam proses pengerukan.

Kedua, mengingat adanya keterbatasan aparat dalam melakukan pengawasan, Pemkab Sleman berharap masyarakat berperan aktif untuk mengawasi lokasi agar tidak digunakan lagi untuk membuang sampah. Ketiga, jika ada pihak yang masih menggunakan lokasi tersebut untuk pembuangan sampah dengan interest pribadi, diharapkan masyarakat melaporkan kepada Pemerintah Kabupaten Sleman.

Endah Sri Widiastuti Kepala Bagian Humas Pemerintah Kabupaten Sleman

Senin, 14 September 2009 | 16:14 WIB

Tanggapan SMS Warga

Menanggapi SMS dari warga nomor 0813 2820 99xx tentang "Apa betul parkir di Beringharjo tarifnya Rp 3.000?", kami ingin menanyakan, parkir Beringharjo yang Anda maksud itu letaknya di mana?

Perlu kami informasikan, tarif parkir di Pasar Beringharjo adalah sebagai berikut: parkir roda dua di Jalan Lor Pasar/depan onderdil, parkir roda dua timur pendapa pasar, parkir roda dua di Jalan Penghubung bawah Kantor Dinas Pengelolaan Pasar, parkir roda dua dan roda empat di lantai III Pasar Beringharjo. Mengenai tarif: kendaraan roda dua Rp 500. Kendaraan roda empat Rp 1.500. Berlaku untuk 2 jam pertama, selebihnya dikenakan 50 persen dari tarif.

Tanggapan lain mengenai SMS warga yang dimuat di Kompas tanggal 29 Agustus 2009 halaman D tentang "Bagaimana kalau kawasan Kridosono dibangun semacam menara berpatung (semacam Patung Liberty) untuk menambah obyek wisata, khususnya untuk menyaksikan keindahan dan keagungan kota dari udara A new tourism destination: Jogja from above", dengan ini kami berikan tanggapan sebagai berikut. Pertama, bahwa status kepemilikan lahan Blok Kridosono adalah milik Keraton Ngayogyakarta, yang memberikan kewenangan pengelolaannya kepada PT Anindya dan PDAM Tirta Marta. Kedua, saat ini sedang disusun regulasi dalam rangka penataan dan pengembangan Blok Kridosono.

Demikian tanggapan kami, terima kasih.

HERMAN EDY SULISTIO Kepala Bagian Humas dan Informasi Setda Kota Yogyakarta