

APPENDIXES



Dewan Jangan Asal Mengkritik

MENANGGAPI berita Jawa Pos halaman Metropolis tentang anggota dewan mengkritik kinerja Dirut PDAM yang di nilai buruk. Saya sebagai warga Metropolis sangat prihatin. Karena tidak semestinya anggota dewan yang berpendidikan mendamprat seorang pejabat institusi seperti mendamprat budaknya aja.

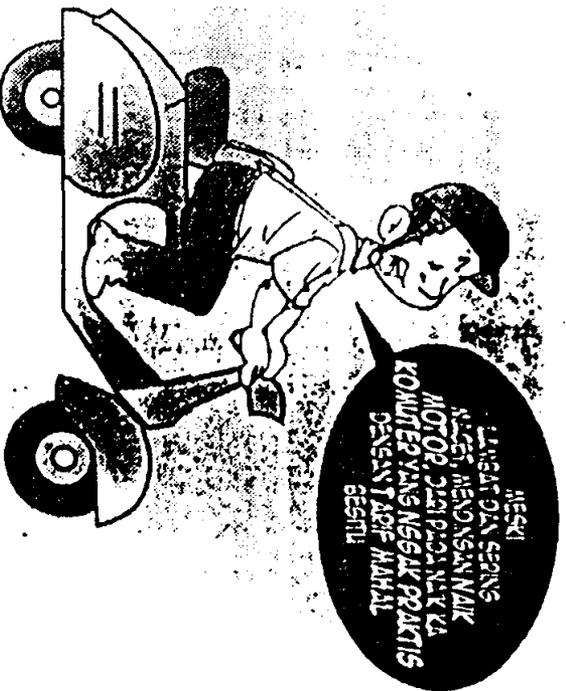
Apalagi selama ini dewan tidak menanggapi kritikan dari masyarakat, tapi kok malah mengkritik orang lain.

Secara diam-diam memang selama ini saya turut melihat dan menilai kinerja Bapak Dirut PDAM dan hasil kerja beliau tidak mengecewakan. Walaupun di sana sini masih ada kekurangan. Itu wajar, mengingat masalah di PDAM yang cukup parah dan itu membutuhkan waktu untuk menyelesaikannya.

Karena itu, saya sebagai warga kota saya mengajak semua berpikir dengan jernih dan bekerja dengan jujur, tidak berprasangka buruk dan menjauhkan diri dari sikap arogan agar berbagai masalah yang ada cepat terselesaikan.

RUDYANTO, Sidodadi No 133, Surabaya

HP 081330546030



CHIS/JAWA POS

YLPK soal

Tarif Komuter

YAYASAN Lembaga Perlindungan Konsumen (YLPK) Jawa Timur menolak tarif KA Komuter yang ditetapkan pemerintah sebesar Rp 2.000. Tarif sebesar itu tidak akan mengubah perilaku konsumen yang selama ini menggunakan kendaraan pribadi (sepeda motor) yang dinilai lebih efisien dan punya mobilitas lebih leluasa. Karenanya, YLPK Jatim berpendapat bahwa penetapan tarif KA Ko-

muter harus ditetapkan pemerintah tidak lebih dari Rp 1.500, dengan pertimbangan:

1. Konsumen yang selama ini menggunakan kendaraan pribadi roda empat akan sulit beralih menggunakan transportasi KA Komuter, karena sampai saat ini belum tersedia lahan parkir khusus untuk roda empat.
2. Konsumen jarak dekat masih akan menggunakan angkutan umum jalan raya seperti bis, angkutan kota, dan bus kota, karena dinilai lebih praktis dan setiap saat tersedia di jalan raya.
3. Konsumen jarak jauh Sidoarjo-Surabaya atau sebaliknya yang selama ini menggunakan kendaraan pribadi sepeda motor jika akan beralih menggunakan KA Komuter akan mempertimbangkan jumlah biaya yang harus dikeluarkan. Antara lain biaya parkir, biaya KA Komuter PP, dan biaya angkutan umum perpindahan dari halte KA Komuter atau stasiun ke tempat tujuan.

M. SAID SUTOMO, Ketua Yayasan Lembaga
Perlindungan Konsumen Jawa Timur



Pesanan Kosong Hadiah Lippo

SAYA nasabah Lippo bank cabang sepanjang dengan no rek. 731-10-787 xxx-x. Pada Juli 2003 lalu saya mendapat pemberitahuan via postcard bahwa saya mendapat hadiah sebuah travel bag dari Lippo. Sebagai persyaratannya saya telah menyerahkan foto copy KTP. Tetapi setelah saya tunggu-tunggu sampai enam bulan, hadiah itu belum juga datang. Berkali-kali saya konfirmasi pada Lippo Bank Sepanjang, jawabannya hanya tunggu dan tunggu

saja. Tapi pihak bank belum pernah sekalipun menghubungi saya. Seperti tidak ada beban apa-apa. Padahal saya merasa dirugikan. baik waktu, pulsa, peranko dan persaan untuk hadiah yang tidak seberapa nilainya itu.

Bagaimana ini, kok hadiah Lippo tidak ada bedanya dengan penipuan via SMS yang sekarang lagi marak. Lain kali jangan terlalu mudah menjanjikan hadiah kalau ternyata hanya pesanan kosong.

**AGUSTIN PANCAWATI, Sawunggaling V/6
Jemudo Taman, Sidoarjo**

APPENDIX 4

Tanggapam PDAM

Menanggapi berita Jawa Pos 6 Februari 2004 dengan judul "Mari Kritisi PDAM", yang dikemukakan Sdr Slamet

Hariyanto, ketua dewan pelanggan PDAM Surabaya, bersama ini disampaikan bahwa kami mengucapkan terima kasih atas kritiknya dan kami senantiasa berusaha semaksimal mungkin menangani semua keluhan. Perlu diketahui bahwa dalam menangani setiap keluhan pelanggan, penyelesaian penanganannya ditentukan oleh tingkat kesulitan di lapangan.

Terkait dengan keluhan yang disampaikan ibu-ibu dari Perum Perhutani Sambiroto Sambikerep dan warga Manukan Tandes sudah dilakukan penanganan oleh petugas PDAM pada 19 Januari 2004 dan PDAM Kota Surabaya senantiasa berusaha memberikan pelayanan terbaik.

ADITYA WASITA, a.n. Direksi PDAM Surabaya

Kamera HSBC Kosong

VOUCHER kamera HSBC telah saya terima Sabtu, 7 Februari 2004, setelah proses yang berkepanjangan (dikarenakan kesalahan kurir HSBC, dimana saya telah terlambat menerimanya sampai hampir 5 bulan). Setelah itu, saya menawarkannya ke Fuji di Galaxy Mall, namun petugas di sana menyatakan bahwa kamera tersebut kosong (kehabisan stok). Saya coba tanya, dia bilang harap di konfirmasi tiap hari, sebab barang datangnya tidak pasti. Sampai saat ini (11 Februari) 2004 saya konfirmasi juga tetap tidak ada barang yang masuk ke Fuji baik di Galaxy Mall maupun di TP.

Gimana nih HSBC? 1. Voucher saya telah terlambat cukup lama, karena kurir HSBC yang bermasalah. Saya tentu saja merasa di rugikan. 2. Sekarang voucher sudah saya terima, namun kamera tersebut kosong di pasaran untuk waktu yang tidak dapat ditentukan. Saya diminta konfirmasi terus. Berapa biaya telepon, waktu yang harus saya korbakan? Padahal kamera tersebut adalah hak saya. Saya

harap HSBC bisa memproses hal ini. Dalam Aturan bank keterlambatan akan dikenakan charge (bisa dalam bentuk interest atau bentuk lainnya).

EKWAN SUTANTO, Petemon 3/157A, Surabaya

Beli HP, Ternyata Curian

PADA 2 Februari 2004 lalu saya membeli HP Nokia 3650 bekas di WTC dengan harga Rp 1.775.000, tanpa

dilengkapi dengan kotak dan kuitansi penjualan. Ciri HP yang saya beli tersebut berwarna hitam kelim tanpa memory card dan baterai.

Apabila ada diantara pembaca ada yang merasa menjual HP tersebut, mohon kerendahan hatinya untuk menghubungi (SMS) saya di no 08121750350. Saya membutuhkan saudara sebagai saksi untuk membersihkan nama saya dihadapan teman-teman saya.

Saya telah berusaha mencari saudara di WTC sejak 4 Februari 2004 sampai tanggal 9 Februari 2004, tetapi belum ketemu. Mohon pengertian saudara karena HP yang saudara jual adalah barang curian. Secara kebetulan, barang tersebut ternyata milik salah seorang teman saya yang hilang dicuri dan kini nama baik saya terancam karena dianggap mencuri HP itu. HP tersebut sekarang telah saya kembalikan ke pemiliknya dan saya tidak mendapat ganti rugi.

Sebelumnya saya ucapkan terima kasih kepada saudara penjual atas kerjasamanya. Saya harap pembaca lebih hati-hati dalam membeli barang yang tidak jelas asal-usulnya.

**INDRA HARIANTO, HR Muhamamd
No. 73, Surabaya**

Apa Yang Telah Diperbuat Dewan?

KAMI sebagai warga Surabaya merasa prihatin dan kecewa dengan ucapan seorang anggota DPRD Kota Surabaya yang merendahkan institusi PDAM, dengan menyebut "sapi-sapi" di PDAM. Seharusnya anggota dewan berkaca diri diri, apa sumbangsih yang telah diberikan kepada rakyat? Jangan hanya bisa mengkritik karena kepentingannya terusik. Tapi kritiklah secara proporsional demi kepentingan rakyat. Jangan hanya umek dem-deman dan memperkaya diri sendiri saja. Sebagai warga kami mendukung langkah Dirut PDAM. Maju terus, jangan takut demi peningkatan pelayanan kepada masyarakat.

AGUNG, P., Darmo Indah Baru,
Tandes, Surabaya

Tak Fungsikan Jembatan Penyeberangan

SETIAP kali saya lewat di jalan yang ada jembatan penyeberangannya, setiap kali pula saya lihat masih banyak orang yang tidak memanfaatkan jembatan penyeberangan tersebut. Jadi, kelihatannya jembatan penyeberangan itu hanya sebagai hiasan saja di jalan raya. Saya memberi usul bagaimana kalau di jalan yang ada jembatan penyeberangannya itu didirikan pos jaga polisi untuk mengingatkan para penyeberang jalan. Sebab, mereka mengganggu lalu lintas dan dapat menimbulkan kecelakaan.

**NINIK, SMUK Santa Maria Jalan Raya
Darmo 49, Surabaya**

Soal Anggaran untuk Perempuan

SAYA adalah salah satu fasilitator LSM Pattiro di Surabaya yang sedang mengerjakan program Penguatan Peran Pemilih Perempuan. Membaca komentar caleg di JP Senin (9/2), saya tertarik untuk menanggapi tulisan Saudari Reny, caleg PAN Dapil Surabaya 3 masalah keseimbangan anggaran. Menurut dia, ada ketidakadilan anggaran yang sangat kentara untuk perempuan dibandingkan jumlah penduduk Surabaya yang mayoritas perempuan. Pertanyaan saya, apakah memang ada pembangian anggaran berdasarkan jenis kelamin. Seingat saya pembagian anggaran tidak pernah berdasarkan jenis kelamin, namun berdasarkan hal-hal yang bersifat normatif. Misalnya Anggaran Dinas Pendidikan untuk guru, ada spesifik persoalan keterpencilan. Malah untuk Dinas Kesehatan ada anggaran khusus untuk ibu hamil dan melahirkan. Barangkali yang perlu saya usulkan adalah program-program yang lebih perspektif gender.

Untuk caleg-caleg perempuan, cobalah sedikit rasional melihat realita politik yang ada. Jangan salah kaprah dengan mengusung isu-isu yang justru memperlihatkan ketidakpahaman Anda tentang masalah legislatif. Cobalah belajar lebih detail tentang apa dan bagaimana tugas legislatif nantinya. Sehingga Anda tidak terjebak pada janji yang justru akan menyulitkan Anda bekerja menjadi legislatif hanya karena tidak paham apa dan bagaimana legislatif itu.

**DWI ENDAH, Jl Gubeng Kertajaya
VIC/ 19, Surabaya**

Demo PDAM Buka Aib Sendiri

JAWA POS. 13 Februari 2004 halaman Metropolis
 memberikan hujatan karyawan dalam demo "Pangkien-
 jabat tiga bulan, bukan kebocoran yang turun tapi penda-
 patan karyawan". Padahal versi Pak Pengkic, dia tak per-
 nah motong gaji karyawan.



Kalau begitu, hampir bisa dipastikan bahwa yang dimaksud berkurangan di luar yang resmi, alias gaji *slin-linannya*. Bukan-

kah itu namanya membuka aib sendiri dengan membeberkan borok sendiri di hadapan publik?

Saran saya buat PNS yang bekerja di PDAM dan keberatan dikembalikan ke pemkot, agar mengingat-ingat kembali bahwa setiap CPNS pernah menandatangani surat pernyataan "bersedia ditempatkan di seluruh wilayah negara Republik Indonesia". Selanjutnya, waspadalah terhadap ulah provokator intelektual yang memanfaatkan anda untuk mengambil keuntungan pribadi. Kami yakin anda dan seluruh publik Surabaya menginginkan perusahaan daerah

kita bisa berkembang baik. Bukankah sudah cukup banyak perusahaan daerah hancur karena manajemennya dikelola orang yang tidak profesional?

MOH. NURUL CHUSAINI, Panjang Jowo Besar 57, Surabaya

● Metropolis Watch

Renang SMU Dr Soetomo Dicampur

SAYA sebagai seorang muslim sangat kecewa dengan SMU Dr Soetomo Surabaya yang menyelenggarakan kegiatan renang di kolam renang Plaza Marina. Kegiatan tersebut wajib bagi siswa. Tetapi permasalahannya adalah kegiatan tersebut tidak memisahkan tempat renang siswa laki-laki dan siswa perempuan. Jelas, siswa laki-laki bisa menyaksikan secara langsung aurat teman-teman perempuannya.

Saya mohon kepada kepala sekolah agar mengerti perasaan orang muslim yang sangat memperhatikan hijab antar-lain jenis dan kalau bisa dihilangkan saja kegiatan merusak iman tersebut.

ACHMAD NUGROHO, Surabaya

APPENDIX 12

Table 3.4. Data Collection

Date	N=4	Titles	Sample for Analysis
9/2	1	1. <i>Dewan Jangan Asal Mengkritik</i> 2. Terlalu Vulgar 3. Sudah Diberi Sanksi 4. Minta Bantuan Tak Diberi	√
10/2	n	5. <i>YLKP Soal Tarif Komuter</i> 6. Baru Mati Dua Minggu 7. Bahasa Pojok Kampung Saru 8. Jatayu Jelaskan Harga Tiket	√
11/2	1+2n	9. <i>Pepesan Kosong Hadiah Lippo</i> 10. Tak Mungkin Dobel 11. Tiket OK, tak Bisa Berangkat 12. Bukan Anggota Batalyon Arhanudri 2 Kostrad	√
	1+3n	13. <i>Tanggapan PDAM</i> 14. <i>Berapa Lama harus Menunggu</i>	√
12/2	1+4n	15. <i>Siapa Bawa Tas Saya?</i> 16. <i>Masih Adakah Hak Saya?</i> 17. <i>Kamera HSBC Kosong</i> 18. <i>Lap Top Hilang di Bus Mila</i>	√
13/2	1+5n	19. <i>Merasa Dirugikan Hartono</i> 20. <i>Jalan Tol Rusak</i> 21. <i>Beli HP, Ternyata Curian</i> 22. <i>Statement Dewan tak Berdasar</i>	√
14/2	1+6n	23. <i>Lima Bulan Air Mati</i> 24. <i>Tak Terganggu Dugaan Ijasah Palsu</i> 25. <i>Apa yang telah Diperbuat Dewan?</i> 26. <i>Mencari Tan Hwie Yung</i> 27. <i>Perbaiki Jalan Tambak Rejo</i>	√
15/2	1+7n	28. <i>Tanggapan PT Pos</i> 29. <i>Tak Fungsikan Jembatan Penyeberangan</i> 30. <i>Bagaimana Tanggung Jawab CFG?</i> 31. <i>Tanggapan Hartono Elektronika</i> 32. <i>Dimanakah kau Tuti?</i>	√
16/2	1+8n	33. <i>Soal Anggaran untuk Perempuan</i> 34. <i>Pak Pos sekarang Malas</i> 35. <i>Rektor UTS Soal Walidji</i>	√

		36. ATM Terdebet Dua Kali	
17/2	1+9n	37. <i>Demo PDAM Buka Aib Sendiri</i> 38. Lagi, Soal Kamera HSBC 39. Penjelasan LG Electronics 40. Prihatin Sikap Dewan Prihatin Sikap Dewan	√
18/2	1+10n	41. <i>Renang SMU Dr Soetomo</i> <i>Dicampur</i> 42. Misa Bernuansa Suroan 43. Pasien FKG Mengeluh	√

APPENDIX 13

In data analysis, the writer analyzed 11 letters published from February 9 to February 18, 2004 on “Metropolis Watch”. They are discussed as follows:

1. Title: “Dewan Jangan Asal Mengkritik” (see appendix 1)

In this letter, the writer found vagueness. The vagueness are discussed as follows:

1. *“Menanggapi berita Jawa Pos halaman “Metropolis” tentang anggota dewan mengkritik kinerja Dirut PDAM yang dinilai buruk.”(pr. 1 line 1)*
(“As the reaction of the news in Jawa Pos Newspaper on “Metropolis” section about the criticism of a member of council towards the bad work of manager director of PDAM”)

The first phrase “... berita Jawa Pos halaman “Metropolis” ...” is vague. Since there are many news in Jawa Pos Newspaper, especially on “Metropolis” Section, the writer should add information about the day and the date of that news was published. Based on the explanation above, it can be judge that the meaning of the phrase underlined is too general because it can be interpreted in some ways that cause some confusion from the readers as to which news that the writer discussed in this letter.

As a result, the writer concludes that this phrase seems too general on what exactly the news that was debated on this letter. For that reason, the writer categorizes this vagueness into the third type of vagueness named *lack of specification*.

2. "Menanggapi berita Jawa Pos halaman "Metropolis" tentang anggota dewan mengkritik kinerja Dirut PDAM yang dinilai buruk." (pr. 1 line 2)
(“As the reaction of the news in Jawa Pos Newspaper on “Metropolis” section about the criticism of a member of council towards the bad work of manager director of PDAM”)

Although every one knows the meaning of the phrase underlined “anggota dewan” quite clearly, the phrase “anggota dewan” still contains vagueness. Since there are many kinds of council, and many members in each council, the writer should give information about the kind of council or that member of the council. In other words, the meaning of ‘council’ is quite clear in general. Consequently, the readers can get confused of which council that the writer talked in this letter.

As a conclusion, the phrase “anggota dewan” in this letter seems too broad and unspecified since there are so many members for each council. That is why the writer considers this vagueness as the third type of vagueness named *lack of specification*.

3. "Menanggapi berita Jawa Pos halaman "Metropolis" tentang anggota dewan mengkritik kinerja Dirut PDAM yang dinilai buruk." (pr. 1 line 3)
(“As the reaction of the news in Jawa Pos Newspaper on “Metropolis” section about the criticism of a member of council towards the bad work of manager director of PDAM”)

Generally, the writer interprets the word underlined “buruk” as the work, which achieves below the standard. However, the word “buruk” can be considered as vagueness in terms of how low the achievement of the work is reached, so it can be assumed as bad work. Actually, each person has different judgment as to the value of one’s work. A person may say that his work is bad, but another may say that his work is not bad. The

meaning of 'bad' is too specific because one does not know or decide when it is considered as 'bad'. It means that it is difficult to decide whether one's work is bad or not since there is no standard of badness of the work. It is resolved if it is used in comparative sentence, like one thing is worse than another.

Based on the explanation, the writer concludes that this phrase seems too specific as to what exactly meant by bad work since it cannot always be applied to other people. Thus, it can be judged that the vagueness in this word is categorized as the first type of vagueness, *referential vagueness*.

4. "Secara diam-diam memang selama ini saya turut melihat dan menilai kinerja Bapak Dirut PDAM dan hasil kerja beliau tidak mengecewakan" (pr. III line 1)
(Secretly, I also see and evaluate the work of PDAM managing director, and the result is not disappointing.)

The phrase underlined "secara diam-diam" contains vagueness because the writer did not explain in detail as to the meaning of "secara diam-diam". The readers can interpret that the writer may have a detective to investigate the work of PDAM managing director secretly or the writer may be a spy who works in PDAM in order to detect the work of PDAM. Actually, the writer should explain how the writer saw and evaluated the work of managing director secretly in detail by providing clear examples because the meaning of "secara diam-diam" is not specific enough.

Based on the explanation above, it can be assumed that the underlined phrase here contains vagueness. In that regard, the writer categorizes this vagueness into the third type of vagueness called as *lack of specification*.

5. "*Secara diam-diam memang selama ini saya turut melihat dan menilai kinerja Bapak Dirut PDAM dan hasil kerja beliau tidak mengecewakan*" (pr. III line 3)
(Secretly, I also see and evaluate the work of PDAM managing director, and the result is not disappointing.)

In fact, the word "mengecewakan" is clear by definition, but it becomes too specific when we have to judge whether a thing is disappointing or not. Some may say that one's job is disappointing while others may say not. It means that whether one's job is disappointing or not is relative since there is no standard of which thing is disappointing. The writer here makes the word "mengecewakan" becomes too specific because it is difficult to apply this word to other people.

As a result, the writer concludes that this word seems too specific as to what exactly meant by "mengecewakan" since it may not always be applied to other people. Therefore, the word "mengecewakan" is considered to have the first type of vagueness, *referential vagueness*.

6. "*Walaupun di sana sini masih ada kekurangan.*" (pr. III line 3)
(Even though there are still weaknesses.)

Generally, the phrase underlined "di sana sini" can be interpreted as parts of the work in PDAM. However, the phrase "di sana sini" still have vagueness because it is not specific enough in terms of which parts or where the weaknesses are. The writer actually should add another explanation as to the phrase "di sana sini" to make it specific and understandable. The writer can probably mention the weak parts, what it is lack or which parts are lacking rather than just saying "di sana sini" which is unspecified and too general.

As the conclusion, the phrase underlined contains vagueness. In that regard, the writer categorizes this vagueness into the third type of vagueness, *lack of specification*.

7. "... *mengingat masalah di PDAM yang cukup parah....*" (pr.III line 5)
(The problem in PDAM is serious enough.)

Generally, the writer interprets the word underlined "parah" as a problem that needs to be thought about carefully and is important because of possible danger or risk. However, the word underlined above can be considered as vagueness in terms of how important and dangerous the problem is, so that it can be assumed as a serious problem. Actually what is regarded as a serious problem is relatively depending on the perception of each person which may be different one to the others. In other words, the sender's assumption of a serious problem may not always be applied to other people.

As a result, the writer concludes that the word underlined above "parah" seems specific on what exactly meant by serious problem since it may not always be applied to other people. Therefore, the writer considers this vagueness into the first type of vagueness, *referential vagueness*.

2. Title: "YLPK Soal Tarif Komuter" (see appendix 2)

In this second letter, the writer finds vagueness, which is based on the context stated as follows:

1. "*YLPK Jawa Timur menolak tarif Komuter yang ditetapkan pemerintah sebesar Rp. 2000*". (pr. 1 line 1)
(YLPK East Java refuses the commuter fare that was legalized by government in the amount of 2000 rupiahs)

In fact, the phrase underlined above can be interpreted easily. It means that government determined and legalized the commuter fare for 2000 rupiahs. However, the phrase underlined above can be considered as vagueness. Actually, the writer of this letter should mention when government determined and legalized the price of the commuter since some people do not know that new decision. Commuter is still considered to be a new thing for some Surabaya people; consequently, the writer should let the readers know as to the date, day or time the government decided the commuter fare.

Based on the explanation above, it can be judged that the meaning of the phrase underlined above is quite clear in general, but it is still not too specific. That is why, the writer considers this vagueness as the third type of vagueness, *lack of specification*.

2. "Tarif sebesar itu tidak akan mengubah perilaku konsumen yang selama ini menggunakan kendaraan pribadi (sepeda motor) yang dinilai lebih efisien dan punya mobilitas yang leluasa.. (pr. 1 line 3)
(The fare as big as that won't change the attitude of consumers who use motorcycles that are more efficient and have more unimpeded mobility.)

Generally, the writer interprets the phrase "tarif sebesar itu" as expensive fare. In other words, the fare for commuter is high. However, the phrase underlined above can be considered as vagueness in terms of how high the fare of the commuter is, so it can be assumed as expensive commuter. Some people may say that the price is high, but others may say differently. In this case, what regarded as expensive fare is relatively depending on the perception of each person. The sender's assumption about expensive fare may not always be applied to other people.

As a conclusion, the phrase underlined above seems in principle clear enough, but it may be hard to apply to certain people. Therefore, the writer categorizes this vagueness into the first type of vagueness named *referential vagueness*.

3. "*Tarif sebesar itu tidak akan mengubah perilaku konsumen yang selama ini menggunakan kendaraan pribadi (sepeda motor) yang dinilai lebih efisien dan punya mobilitas yang leluasa..* (pr. 1 line 4)
(The fare as big as that won't change the attitude of consumers who use motorcycles that are more efficient and have more unimpeded mobility.)

Basically, the phrase underlined above can be interpreted as the action of the consumers who use motorcycles. Even though the meaning in principle is quite clear, it can be considered as vagueness, for the meaning of the phrase underlined above is quite general. There is no clear explanation as to the kinds of action or attitude of consumers who use motorcycles. In this case, the attitude can be interpreted as bad or good attitude since it is not stated clearly and specifically.

Based on the explanation above, it can be judged that actually the meaning of attitude in this letter is quite clear in general, but it is still unspecified. Therefore, the writer considers this vagueness as the third type of vagueness, *lack of specification*.

4. "*Tarif sebesar itu tidak akan mengubah perilaku konsumen yang selama ini menggunakan kendaraan pribadi (sepeda motor) yang dinilai lebih efisien dan punya mobilitas yang leluasa..* (pr. 1 line 5)
(The fare as big as that won't change the attitude of consumers who use motorcycles that are more efficient and have more unimpeded mobility.)

In fact, the writer interprets the phrase "lebih efisien" as a state of being useful and beneficial properly. In this letter, it can be interpreted that

driving motorcycle is more useful than a car or another vehicle. However, the phrase underlined above can still be considered as vagueness in terms of how useful the motorcycle is, so that it can be assumed as efficient. Actually, whether the thing is efficient or not is relatively depending on the perception of each person that is different from one another. In other words, some people may say it is efficient while the others may say not.

As a result, the writer makes conclusion that the phrase underlined above is vague on what exactly meant by an efficient motorcycle according to the sender's opinion may not always be applied to other people. Thus, the writer considers this vagueness as the first type of vagueness named *referential vagueness*.

5. "Tarif sebesar itu tidak akan mengubah perilaku konsumen yang selama ini menggunakan kendaraan pribadi (sepeda motor) yang dinilai lebih efisien dan punya mobilitas yang leluasa. (pr. 1 line 6)
(The fare as big as that won't change the attitude of consumers who use motorcycles that are more efficient and have more unimpeded mobility.)

Actually, the phrase underlined above can be interpreted as something that can move freely or comfortably run. In connection to motorcycle in this letter, it can be assumed that motorcycle can run comfortably than a car or another vehicle. When the traffic jam occurs on the road, a person who drives a motorcycle will not get trapped and will be able to get out of the traffic jam. However, the phrase "punya mobilitas lebih leluasa" still has vagueness in terms of how comfortable the movement of motorcycle is, so it can be assumed as having unimpeded movement. In fact, some may consider that motorcycle can run comfortably but others may say differently.

As a conclusion, the phrase underlined above can be judged that it has so specific meaning that it is hard to apply it to other people. That is why, the writer considers this vagueness as the first type of vagueness, *referential vagueness*.

6. "Konsumen jarak dekat masih akan menggunakan angkutan umum jalan raya ..." (pr III line 1)
(Short distance consumers will still use public transportations.)

Generally, the writer interprets the phrase "jarak dekat" as a distance between one place to another place is not long. Even though there has already decided meaning, the phrase underlined above can be considered as vagueness in terms of how closed the distance is, so it can be assumed as short distance. In other words, the sender's assumption about short distance may not always be applied to other people.

As a result, the writer concludes that the phrase underlined above seems in principle clear enough, but it may be hard to apply it to certain object. Besides, people sometimes have different judgment as to short distance. Therefore, the writer categorizes this vagueness into the first type of vagueness called as *referential vagueness*.

7. "... karena dinilai lebih praktis dan setiap saat tersedia di jalan raya." (pr III line 3)
(... because they are more practical and available on the street.)

Basically, the phrase "lebih praktis" in this sentence can be interpreted as a state of being more convenient and comfortable. In connection with public transportations in this letter, it can be assumed that people can get public transportation easily, or public transportation does not cost too much. However, the phrase underlined above can be considered as

vagueness in terms of how convenient the public transportation is, so people can have the same judgment with the sender that public transportation is more practical. In fact, the sender's assumption may not always be applied to other people.

Based on the explanation above, it can be judged that the meaning of the phrase underlined above is in principle quite clear, but it is too specific to be applied to certain people. That is why, the writer categorizes this vagueness into the first type of vagueness, *referential vagueness*.

8. "Konsumen jarak jauh Sidoarjo-Surabaya atau sebaliknya ..." (pr. IV line 1)
(Long distance consumers, Sidoarjo-Surabaya or vice versa...)

In fact, the phrase "jarak jauh" in this sentence can be interpreted as a distance between two places is not short, but it is far. Even though there is already decided meaning, the phrase underlined above is still vague in terms of how far the distance is, so it can be assumed as long distance.

Besides, the distance from Surabaya to Sidoarjo or vice versa may not be far for some people because they may consider that Malang to Surabaya is further than Surabaya-Sidoarjo. Therefore, whether the distance is closed or far relatively depends on the perception of each person, which may be different from one another.

As a result, the writer concludes that they are two phrases that are vague, "jarak jauh" and "Sidoarjo-Surabaya". The phrases underlined above are in principle clear enough, but they are too specific. In other words, the writer categorizes the two vague phrases above into the first type of vagueness, *referential vagueness*.

3. Title: "Pepesan Kosong Hadiah Lippo" (see appendix 3)

In this third letter, some vagueness can be found such as in:

1. "*Pada Juli 2003 lalu saya mendapat pemberitahuan via postcard bahwa saya mendapat hadiah sebuah travel bag dari Lippo.*" (pr I line 4)

(In July 2003, I received announcement via post card that I got a travel bag from Lippo bank.)

Actually, the phrase "travel bag" in this sentence can be interpreted as a bag that is usually used for traveling for a couple of days, weeks or even a year. Besides, the size is as big as suitcase or trunk. However, the phrase underlined above is still considered as vagueness. The sender of this letter actually has to explain more clearly about the travel bag, like the size or brand of that travel bag since there are many brands for a travel bag.

Based on the explanation above, it can be judged that actually the meaning of a travel bag is quite clear in general, but it is still unspecified. For that reason, the writer considers this vagueness as the third type of vagueness, *lack of specification*.

2. "*Sebagai persyaratannya saya telah menyerahkan fotokopi KTP*" (pr I line 5)

(As one of the requirements, I have already given a copy of my ID card)

In principle, the meaning of sentence above is quite clear because it can be interpreted that the sender of this letter has already given a copy of her ID card to Lippo bank. However, it is still vague because it is not explained clearly when the sender gave the copy of her ID card and to whom the sender gave it. Thus, this sentence can be interpreted in such ways like: (a) the sender might give the copy of her ID card yesterday, the week before or in the past with unspecified time, and (b) the sender could

give the copy of her ID card to the customer service, the teller or even to the security of Lippo bank.

According to the explanation above, the writer concludes that the sentence above is quite clear in general. Actually, it is still unspecified in terms of when and to whom the sender gave the copy of her ID card. The two things above should be explained in detail to the readers; otherwise, the readers can misinterpret it in some ways that cause some confusion. Thus, the writer considers this vagueness as the third type of vagueness named *lack of specification*.

3. "Berkali-kali saya konfirmasi pada Lippo Sepanjang, jawabannya hanya tunggu dan tunggu saja." (pr I line 7)
(I have confirmed this problem to Lippo bank, but the answers were always disappointing.)

In fact, the writer interprets the phrase "berkali-kali" as something that has been done again and again or continually for several times. However, the phrase underlined above is still vague because it is not explained clearly as to how many times the sender of this letter has confirmed her problem to Lippo bank. Twice, ten times or even one hundred times can be said as many times, so the sender should mention how many times she has confirmed her problem.

As a conclusion, it can be judged that actually the meaning of the phrase "berkali-kali" is too general in terms of how many times the sender has complained to Lippo bank. Therefore, the writer categorizes this vagueness into the third type of vagueness called as *lack of specification*.

4. "Berkali-kali saya konfirmasi pada Lippo Sepanjang, jawabannya hanya tunggu dan tunggu saja." (pr I line 8)

(I have confirmed this problem to Lippo bank, but the answers were always disappointing.)

Since Lippo bank is nonliving object, it will be impossible to complain about something to nonliving object. In this case, the sender of this letter should not only mention that she has already confirmed with Lippo bank. Actually, the sender should also mention to whom she confirmed her problem, such as to the customer service officer, teller, director, or even the security of Lippo bank. The sender should explain it again in more detail, so the readers will not get confused with this matter. Therefore, the phrase underlined above can be considered as vagueness in terms of to whom the sender confirmed her problem.

Based on the explanation above, the writer concludes that the phrase underlined above is vague because the phrase is quite clear in general. For that reason, the writer considers this vagueness as the third type of vagueness, *lack of specification*.

5. "Tapi pihak Bank belum pernah sekalipun menghubungi saya." (pr 1 line 9)
(But, Lippo bank has never called me.)

Lippo bank is nonliving object and a kind of institution that consists of many employees. In this case, the sender of this letter should also explain in detail who should contact the sender in order to resolve her problem. In a bank, there are many employees that have different position. There are director, manager, customer service officers, tellers and even a security in a bank. For that reason, it can be assumed that the phrase "pihak bank" can be considered as vagueness in terms of the specification of someone in Lippo bank that should manage the sender's problem. In

addition, there are some people that do not understand deeper about bank, especially the procedure of receiving a gift from a bank. The procedure of each bank may be different from the others. Thus, the sender of this letter should provide specific explanation in her letter.

In that regard, the writer concludes that the meaning of the phrase underlined above is too general. For that reason, the writer categorizes this vagueness into the third type of vagueness, *lack of specification*.

6. “*Padahal saya merasa dirugikan, baik waktu, pulsa, perangko dan perasaan untuk hadiah yang tidak seberapa nilainya itu.*” (pr 1 line 12)
(I have spent my time, money and feeling just for that worthless gift.)

Actually the writer interprets the phrase “tidak seberapa nilainya” as something that has low value. In connection to this letter, the sender of this letter wanted to say that the gift is not so valuable as her time, money and feeling. However, the phrase underlined above can be considered as vagueness in terms of how low the value of this gift is, so it can be assumed as a worthless gift. Some people may say it is worthless, but others may perceive it differently. Actually it is relatively depending on the perception of each person, which may be different from one another. The sender’s assumption about “tidak seberapa nilainya” may not always be applied to other people.

As a result, the writer concludes that this phrase seems vague on what exactly meant by a worthless gift according to the sender’s opinion which may not always be the same with other people. That is why, the writer considers this vagueness as the first type of vagueness named *referential vagueness*.

4. Title: "Tanggapan PDAM" (see appendix 4)

In this fourth letter, the writer finds vagueness as follows:

1. "*Terkait dengan keluhan yang disampaikan ibu-ibu dari Perum Perhutani Sambiroto Sambikerep dan warga Manukan Tandes sudah dilakukan penanganan oleh petugas PDAM pada 19 Januari 2004.*" (pr. II line 1)

(In connection to the complaint from Women in Perum Perhutani Sambiroto Sambikerep and citizen from Manukan Tandes, the workers of PDAM have handled it on January 19, 2004)

In fact, the word "keluhan" in this sentence can be interpreted as something that is revealed because of annoyed thing. The women in this letter gripped because of something that is annoying or disappointing, like the bad work of PDAM. However, it is vague because it is not explained clearly what the women gripped about here. Thus, the complaint can be interpreted in such ways like: (a) PDAM increases the water fee, and (b) People cannot have water as much as they want.

Based on the explanation above, it can be judged that actually the meaning of the word "keluhan" is quite clear in general, but it is still unspecified. For that reason, the writer categorizes this vagueness into the third type of vagueness, *lack of specification*.

2. "*Terkait dengan keluhan yang disampaikan ibu-ibu dari Perum Perhutani Sambiroto Sambikerep dan warga Manukan Tandes sudah dilakukan penanganan oleh petugas PDAM pada 19 Januari 2004.*" (pr. II line 3)

(In connection to the complaint from Women in Perum Perhutani Sambiroto Sambikerep and citizen from Manukan Tandes, the workers of PDAM have handled it on January 19, 2004)

Generally, the writer interprets the word "penanganan" in this sentence as a solution that is done by PDAM workers to solve the problem. However, the word underlined above can be considered as vagueness in

terms of what solution that has been done by PDAM workers to handle the problem of PDAM. Therefore, the word “penanganan” can be interpreted in such a way like changing the water meter or reducing the water fee.

According to the explanation above, the writer concludes that the meaning of the word underlined above is too general as to what action to solve the problem of PDAM. In that regard, the writer considers this vagueness as the third type of vagueness, or it is called as *lack of specification*.

5. Title: “Kamera HSBC Kosong” (see appendix 5)

From this letter, the writer found some vagueness, which is based on the context as follows:

1. “Voucher kamera HSBC telah saya terima Sabtu, 7 Februari 2004, setelah proses yang berkepanjangan” (pr. 1 line 1)
(I have received a voucher of camera from HSBC on Saturday, February 2, 2004 after long process.)

Basically, every body knows what camera it is and the function of it. However, it is still vague because the sender of this letter did not mention the branch and the type of the camera. There are many kinds of branch of a camera, such as Sony, UMAX, Kodak, Fuji, etc. Besides, there are also kinds of camera, like manual or digital camera. One branch of a camera can have many types.

As a result, the writer concludes that the meaning of the word “camera” is quite clear in general, but it is still unspecified in terms of the kinds, the branches and the types of the camera. That is why, the writer

considers this vagueness as the third type of vagueness named *lack of specification*.

2. “Hal ini dikarenakan kesalahan kurir HSBC, dimana saya terlambat menerimanya sampai hampir 5 bulan”. (pr 1 line 3)
(It is the fault of HSBC messenger that makes me received the camera almost after five months.)

In fact, the word “kesalahan” in this sentence can be interpreted as incorrect action that has been done. However, the word underlined above can be considered as vagueness. The sender of this letter actually should also mention what the mistake that the messenger of HSBC done, whether it is intentionally or unintentionally done.

Based on the explanation above, it can be judged that actually the meaning of the word “kesalahan” itself is in principle clear generally, but it is still unspecified on what exactly the incorrect action and whether the mistake is intentional or unintentionally done. In that regard, the writer categorizes this vagueness into the third type of vagueness called as *lack of specification*.

3. “Hal ini dikarenakan kesalahan kurir HSBC, dimana saya terlambat menerimanya sampai hampir 5 bulan”. (pr 1 line 3)
(It is the fault of HSBC messenger that makes me received the camera almost after five months.)

In principle, the writer can interpret the word “kurir” in this sentence as a person who his job is to deliver a package, a letter and a parcel. In connection to this letter, the word underlined above can be interpreted as a person who works in HSBC as a messenger. However, it is vague because the sender of this letter did not specify the messenger in terms of sex, race,

age and how long he/she has worked there since there are many messengers in HSBC.

As a conclusion, the writer considers that the meaning of the word underlined above is still too general in terms of the specification of that messenger. Therefore, the writer categorizes this vagueness into the third type of vagueness, or it is called as *lack of specification*.

4. “Setelah itu, saya menukarkannya ke Fuji di Galaxi Mall, namun petugas di sana mengatakan bahwa kamera tersebut kosong (kehabisan stok)” (pr. I line 5)
(After that, I exchanged the voucher with the camera in Fuji, Galaxi Mall, but the shopkeeper said that the camera was sold out).

In general, the word underlined above can be interpreted as in this sentence as a person who works in a shop as a shopkeeper. Shopkeeper may not be the owner of the store. Nevertheless, it is vague because the sender of this letter did not give specific information as to the shopkeeper. The sender actually should add more information about the shopkeeper, at least the gender and age.

As a result, the writer concludes that the meaning of the word “kamera” in this letter is quite clear in general, but it is still unspecified in terms of the gender and age of that messenger. In that regard, the writer considers this vagueness as the third type of vagueness named *lack of specification*.

5. “Voucher saya telah terlambat cukup lama karena kurir HSBC yang bermasalah.” (pr. II line 2)
(I have received the voucher of the camera quite late because of the messenger’s mistake).

Actually, the writer interprets the “lama” in this sentence as long duration of the action. However, the word underlined above can be

considered as vagueness in terms of how long the duration is, so it can be assumed that it is quite late. Whether it is one week, one month or six months can still be considered as long duration.

In that regard, the writer concludes that the word underlined above is too general in terms of how long the duration is, so it can be interpreted that the action of receiving the voucher is quite late. That is why, the writer considers this vagueness as the third type of vagueness named *lack of specification*.

6. “*Saya tentu saja merasa dirugikan.*” (pr. II line 3)
(Of course, I got lost out).

In fact, the word “dirugikan” can be interpreted as a feeling of loss something that is important. In connection to this letter, it can be interpreted that the problem posed by the sender of this letter inflicted a loss upon the sender. Nevertheless, the word “dirugikan” is still vague because the writer did not explain what the loss the sender suffered. Thus, the word underlined above can be interpreted in such ways like suffering a financial loss or damaging to the sender’s prestige.

Based on the explanation above, it can be judged that actually the meaning of loss itself is quite clear in general, but it is unspecified in terms of what kind of loss that the sender had. For that reason, the writer categorizes this vagueness into the third type of vagueness, *lack of specification*.

6. Title: “Beli HP, Ternyata Curian” (see appendix 6)

From this sixth letter, some vagueness can be found such as in:

1. "Pada 2 Februari 2004 lalu saya membeli HP Nokia 3650 bekas di WTC dengan harga 1.775.000,00." (pr. I line 2)
(On February 2nd 2004, I bought a used cellular phone, 3650 Nokia in WTC with the amount of 1.775.000,00).

Everybody knows that Word Trade Center (WTC) is a central place for trading many kinds of cellular phones, from the newest to the oldest brands of cellular phones. In fact, WTC is a high and big building, and it has many shops that sell cellular phones in it. In that regard, it can be assumed that the phrase "di WTC" is vague in terms of what store that sold the stolen cellular phone to the sender of this letter. In other words, the sender should also mention the name and the exact location of that store, such as what floor, what number or what block since there are many sellers of cellular phones in WTC, the sender should also explain who the seller is, at least the gender, age or another characteristics of the seller.

As a conclusion, it can be seen that the phrase underlined above seems too general in terms of what store and who sold that stolen cellular phone. For that reason, the writer considers this vagueness as the third type of vagueness, *lack of specification*.

2. "*Secara kebetulan, barang tersebut ternyata milik salah seorang teman saya yang hilang di curi*". (pr. III line 6)
(Coincidentally, the cellular phone actually belonged to my friend who had lost his cellular phone).

Focusing on this sentence, the writer can assume that the friend of the sender had lost his cellular phone that had the same features with the stolen cellular phone. Nevertheless, the sender did not mention when his friend's cellular phone was stolen, before or after the sender bought the stolen cellular phone. In that regard, it can be assumed that the phrase

underlined above is still vague in terms of when the cellular phone of the sender's friend have been stolen since it can probably be wrong.

Based on the explanation above, it can be judged that actually the meaning of the word underlined above is quite clear in general, but it is still unspecified because it can be interpreted in some ways that cause confusion from the readers. Therefore, the writer categorizes this vagueness into the third type of vagueness called as *lack of specification*.

7. Title: "Apa yang Telah Diperbuat Dewan?" (see appendix 7)

In this letter, the writer can find vagueness as follows:

1. "*Kami sebagai warga Surabaya merasa prihatin dan kecewa dengan ucapan seorang anggota DPRD Surabaya yang merendahkan institusi PDAM.*" (pr. I line 2)

(As Surabaya citizen, I felt sad and disappointed with the utterance of a member of Surabaya municipal who scolded PDAM institution).

This sentence is actually not vague if the sender of this letter also mentioned who the member of Surabaya municipal talked in this letter is. Since there are many members of Surabaya municipal, the sender should mention who he/she is, at least the gender, the age or the position.

As a conclusion, it can be judged that the phrase underlined above is clear in general because it is still unspecified in terms of who is being talked in this letter since there are many members of Surabaya municipal. In that regard, the writer categorizes this vagueness into the third type of vagueness or it is called as *Lack of specification*.

2. "*Jangan hanya bisa mengkritik karena kepentingannya terusik.*" (pr. I line 7)

(Don't just criticize PDAM because the necessity is disturbed)

At glance, it seems that this sentence contains vagueness. However, when the writer reads the next following sentences, it becomes clear as to the meaning of necessity in this letter. The meaning of “kepentingan” is actually the private interest of the member of Surabaya municipal itself to get a lot of money and to be rich as soon as possible without having to work order. It is not for the sake of people’s interest. Thus, it can be assumed that this sentence doesn’t have vagueness since it has already had clear meaning.

8. Title: “Tak Fungsikan Jembatan Penyeberangan” (see appendix 8)

In this eight letter, some vagueness can be found such as in:

1. *“Setiap kali saya lewat di jalan yang ada jembatan penyeberangannya, setiap kali pula saya lihat masih banyak orang yang tidak memanfaatkan jembatan penyeberangan tersebut.” (pr. 1 line 2)*
(Every time I pass streets that have Crossover Bridge, I find that no one uses the crossover bridge).

Generally, the writer interprets the phrase “jalan yang ada jembatan penyeberangannya” here as a street that has a crossover bridge. However, the phrase underlined above can be considered as vagueness in terms of what streets that have Crossover Bridge since not all the streets in Surabaya have Crossover Bridge. In this case, the sender of this letter should also mention the names of the streets that have Crossover Bridge, at least one name of that street as an example for the readers.

Based on the explanation above, it can be judged that actually the meaning of the phrase underlined above is quite clear in general, but it is still unspecified in terms of what streets that have Crossover Bridge. In

that regard, the writer categorizes this vagueness into the third type of vagueness called as *lack of specification*.

2. "Setiap kali saya lewat di jalan yang ada jembatan penyeberangannya, setiap kali pula saya lihat masih banyak orang yang tidak memanfaatkan jembatan penyeberangan tersebut." (pr. 1 line 2)
(Every time I pass streets that have Crossover Bridge, I find that no one uses the crossover bridge).

In fact, the word "banyak" in this sentence can be interpreted as the amount of something that is more than one or many. Nevertheless, it is vague because it is not explained clearly as to the word "banyak" means. Many people can be interpreted as two, five or even fifty people. Therefore, the sender of this letter should specify the amount of the people that is being talked here.

As a result, the writer concludes that the word "banyak" seems unspecified as to what exactly the amount of people that do not use crossover bridge. For that reason, the writer considers this vagueness into the third type of vagueness, *lack of specification*.

3. "Sebab mereka mengganggu lalu lintas dan dapat menimbulkan kecelakaan." (pr. 1 line 8)
(They can disturb the traffic and cause accident).

Focusing on this sentence, it seems that the sender of this letter would like to say that the trouble on the street and the cause of the accident are because people do not want to use the crossover bridge. In other words, it can be interpreted that people who do not use the crossover bridge cause the occurrence of accident on the street. Actually, the trouble on the street is not only because of that matter, but also the carelessness of all the users of the street. Therefore, this sentence seems vague because the sender's

assumption cannot always be applied to other people. What the sender's perception may not be the same as the readers'.

As a conclusion, it can be judged that the meaning of the sentence underlined above is clear enough, but it may be hard to decide whether or not the item can be applied to certain objects. Therefore, the writer categorizes this vagueness into the first type of vagueness, *referential vagueness*.

9. Title: "Soal Anggaran untuk Perempuan" (see appendix 9)

In the beginning of the writer's analysis on this letter, she assumed that this letter contains one vagueness in the word "normative" from this sentence: "*Seingat saya pembagian anggaran tidak pernah berdasarkan jenis kelamin, namun berdasarkan hal-hal yang bersifat normatif.*" (As I know that the distribution of budget is never based on gender, but it is based on the norms, which prevail here). However, on the next following, she finds out that it is not vague because the sender of this letter provides clear explanation as to the word "normatif". Thus, the meaning of "normatif" in this letter can be traced from the next sentences.

As a result, it can be judged that there are no vague words, phrases and sentences which enable the readers to misinterpret the message. In other words, the message on this letter is conveyed clearly enough.

10. Title: "Demo PDAM Buka Aib Sendiri" (see appendix 10)

In this tenth letter, the writer finds vagueness, which is based on the context as follows:

1. "*Jawa Pos, 13 Februari 2004 halaman Metropolis* memberitakan hujatan karyawan dalam demo PDAM." (pr. I line 1)
(In Jawa Pos Newspaper, on February 13th 2004, on Metropolis section, it informed the blasphemy of PDAM workers towards Pak Pengkie, a managing director of PDAM).

Focusing on this sentence, the writer found vagueness on the phrase "halaman Metropolis". On Metropolis section, there are many news published. Actually, the sender of this letter should also tell on what page this news was published, so the readers will not get confused.

Based on the explanation above, it can be seen that actually the meaning of the word underlined above has a general meaning since in Metropolis section there are many news published. For that reason, the writer categorizes this vagueness into the third type of vagueness, or it is called as *lack of specification*.

2. "*Bukankah sudah cukup banyak perusahaan daerah hancur karena manajemennya dikelola orang yang tidak professional?*" (pr. III line 9)
(There are already many regional companies failed because of unskilled management, aren't they?)

In fact, the word "banyak" in this sentence can be interpreted as the amount of something that is more than one or many. Nevertheless, it is vague because it is not explained clearly as to the word "banyak means. Many people can be interpreted as two, five or even fifty regional companies. Therefore, the sender of this letter should specify the amount of the regional company that is being talked here.

As a result, the writer concludes that the word “banyak” seems unspecified as to what exactly the amount of regional company that has been destroyed because of unskilled management. For that reason, the writer considers this vagueness into the third type of vagueness, *lack of specification*.

11. Title: “Renang SMU Dr. Soetomo Dicampur” (see appendix 11)

In this last letter, some vagueness can be found such as in:

1. “*Saya sebagai seorang muslim sangat kecewa dengan SMU Dr. Soetomo Surabaya yang menyelenggarakan kegiatan renang di kolam renang Plaza Marina.*” (pr. 1 line 1)

(As a Moslem, I am very disappointed with Dr. Soetomo Senior High School, which holds swimming activity in Plaza Marina).

Basically, the word “kecewa” can be interpreted as a feeling of disappointment as to bad thing. In connection to this letter, the sender was disappointed because of bad action that is done by SMU Dr. Soetomo. Nevertheless, it is vague in terms of how bad is the action, so it will make someone feel disappointed. There is no standard of bad action or thing. It is relatively depending on one’s perception. Some may say this activity is bad and disappointing while the others may say it is good. In other words, some people may feel disappointed, but the others may be not.

As a conclusion, the word “kecewa” is too specific to be applied to certain thing. For that reason, the writer considers this vagueness as the first type of vagueness, *referential vagueness*.

2. "Saya sebagai seorang muslim sangat kecewa dengan SMU Dr. Soetomo Surabaya yang menyelenggarakan kegiatan renang di kolam renang Plaza Marina." (pr. 1 line 2)

(As a Moslem, I am very disappointed with Dr. Soetomo Senior High School, which holds swimming activity in Plaza Marina).

The phrase underlined above is actually vague in terms of the time of conducting the swimming activity. In order to be clearer, the sender of this letter should add information about how often this activity holds, whether it is every day, once in a week or three times in a week. Besides, the writer should let the readers know when this activity began. If it has begun for a year or more than that, why did no students complain about it formerly?

Based on the explanation above, it can be judged that the phrase underlined above is quite clear in general. It still needs more specification as to the time of this swimming activity. For that reason, the writer categorizes this vagueness as the third type of vagueness, ***lack of specification.***

3. "Kegiatan tersebut wajib bagi siswa." (pr. 1 line 4)
(The activity is compulsory for all students).

The phrase underlined above can be considered as vagueness. It can be interpreted that all students of all grades, only first grade, only second grade or first and second grades in Dr. Soetomo Senior High School should follow this swimming activity. The sender of this letter did not mention which students or grades that should follow the swimming activity. It can be probably all grades or only certain grades.

As a conclusion, the phrase underlined above seems too general since it did not mention who actually should follow the swimming

activity, all students with all grades or certain grades. Therefore, the writer considers this vagueness as the third type of vagueness, or it is called as *lack of specification*.

4. "Saya mohon kepada kepala sekolah agar mengerti perasaan orang muslim yang sangat memperhatikan hijab antar-lain jenis dan kalau bisa dihilangkan saja kegiatan merusak iman tersebut." (pr. II line 2)
(I plead with the headmaster to understand Moslems' feeling that really considers the differences between male and female, and if possible, the school can abolish that activity which makes faith weak).

Focusing on this sentence, it can be interpreted that Moslem is very considerate with the differences between man and woman. Nevertheless, this sentence can be considered as vagueness since not only Moslem but also other religion considers the differences between two genders, male and female. Therefore, the sender of this letter made too specific statement to be applied to certain objects.

Based on the explanation above, the writer concludes that the meaning of the phrase underlined above seems too specific in terms of not only Moslem that considers the differences between male and female, but also other religion has norm as to the differences between two genders, male and female. For that reason, the writer categorizes this vagueness into the first type of vagueness, *referential vagueness*.

5. "Saya mohon kepada kepala sekolah agar mengerti perasaan orang muslim yang sangat memperhatikan hijab antar-lain jenis dan kalau bisa dihilangkan saja kegiatan merusak iman tersebut." (pr. II line 2)
(I plead with the headmaster to understand Moslems' feeling that really considers the differences between male and female, and if possible, the school can abolish that activity which makes faith weak).

The phrase "kegiatan merusak iman" can be interpreted as the activity that is not good and able to weak one's faith. However, the phrase underlined above can be considered as vagueness in terms of

how bad the activity is, so it can be assumed as an activity that destroys someone's faith and moral. Some people will say it is bad activity, but another will say differently. It is relatively depending on each person's perception, which is different from one another. The sender's assumption may not always be applied to another people.

As a result, it can be judged that the phrase underlined above seems in principle clear enough, but it may hard to apply it to certain objects. In that regard, the writer categorizes this vagueness into the first type of vagueness or it is called as *referential vagueness*.

APPENDIX 14

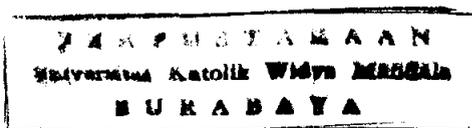


Table 4.5

Titles of Letters	Words		Phrases		Sentence	
	Type 1	Type 3	Type 1	Type 3	Type 1	Type 3
1. Dewan Jangan Asal Mengkritik	2	1	1	3	0	0
2. YLPK Soal Tarif Komuter	2	0	4	2	0	0
3. Pepesan Kosong Hadiah Lippo	0	1	1	4	0	0
4. Tanggapan PDAM	0	2	0	0	0	0
5. Kamera HSBC Kosong	1	4	0	1	0	0
6. Beli HP Temyata Curian	0	1	0	1	0	0
7. Apa yang telah Diperbuat Dewan?	0	1	0	1	0	0
8. Tak Fungsikan Jembatan	0	0	0	2	1	0
10. Demo PDAM Buka Aib Sendiri	0	0	0	2	0	0
11. Renang SMU Dr. Soetomo Dicampur	1	1	0	1	0	0

Notes:

Type 1 = Referential Vagueness

Type 3 = Lack of Specification Vagueness

Type 2 and 4 are not found.

Letter 9 is free from vagueness.