



SOLT I Indonesian Module 3 Lesson 3

Student Manual

Postal Service

DEFENSE LANGUAGE INSTITUTE
FOREIGN LANGUAGE CENTER





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At the end of this lesson, you will be able to inquire about a variety of postal services in Indonesia:

Discuss Postal Procedures

- Discuss the types of options/services available at the post office
- Ask the postal clerk how to fill out a form
- Send a package outside the country
- Buy stamps
- Send a postal money order
- Identify different services at the post office

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Postal services are a crucial need for military personnel who are stationed in foreign countries. By completing this lesson, you will learn about the postal services available in Indonesia. Moreover, you will learn the important vocabulary and grammar used to obtain postal services and the processes in sending and receiving packages.

Discuss the types of options/services available at the post office

Exercise 1 (Pair Work)

Read the following conversation between a customer and a postal clerk with your partner and take turns answering the questions.

Daniel:	Permisi, Pak. Boleh saya bertanya tentang pelayanan di sini?
Post Office Clerk:	Ya, silakan.
Daniel:	Di mana saya bisa mengirim paket ke luar negeri?
Post Office Clerk:	Di loket tujuh.
Daniel:	Kalau perangko dijual di mana ya?
Post Office Clerk:	Di loket nomor dua atau nomor tiga.
Daniel:	Bisakah saya mengirim surat kilat khusus?
Post Office Clerk:	Tentu. Di sana, di loket lima.
Daniel:	Baiklah! Terima kasih.

1. Di mana Daniel?

   _____

2. Di mana Daniel bisa membeli perangko?

   _____

3. Pelayanan apa yang tersedia di loket lima?

   _____

4. Mengapa Daniel di kantor pos?

   _____

Exercise 2 (Class Work)

The instructor will read the following vocabulary items that are related to the postal services in Indonesia. Class members have to repeat and pronounce the words after him/her. Discuss the pronunciation of each word. Then produce two questions to be asked to one of your classmates using the words in the list. Be creative and use this opportunity to recall the structures that you have previously learned.

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Exercise 2 (Class Work) (Continued)

Kartu pos	Wesel pos
Surat kilat khusus	Perangko
Paket pos	Amplop
Pos udara	Pos tercatat
Kotak pos	Kantor pos

Ask the postal clerk how to fill out a form

Exercise 3 (Pair Work)

John: Bisa saya dapatkan formulir untuk pengiriman uang?
Post Clerk: Tentu. Di sebelah sana, Pak. Semua formulir tersedia di rak formulir pos.
John: Bisakah Anda membantu saya mengisi formulir pengiriman uang?
Post Clerk: Oh, ya. Bapak mau mengirim uang di dalam negeri atau ke luar negeri?
John: Saya mau mengirim uang di dalam negeri. Ke Jakarta.
Post Clerk: Bapak harus mengisi formulir wesel pos. Tuliskan nama dan alamat penerima di sini dan nama dan alamat pengirim di bawahnya.
John: Lalu bagian mana lagi yang harus saya isi?
Post Clerk: Cantumkan berapa jumlah uang yang akan Bapak kirim di sini.
John: Baiklah. Berapa biaya pengiriman yang harus saya bayar?
Post Clerk: Tergantung berapa banyak uang yang akan dikirim.
John: Saya akan mengirim sebanyak Rp 200.000,00.
Post Clerk: Biayanya Rp 6.000,00 untuk wesel pos biasa dan Rp 8.000,00 kalau menggunakan pelayanan wesel pos prima.
John: Berapa lama uang ini akan sampai ke Jakarta?
Post Clerk: Wesel pos biasa kira-kira 2 – 3 hari dan wesel pos prima 1 hari.
John: Baiklah terima kasih atas bantuan Anda.
Post Clerk: Terima kasih kembali, Pak.

1. John mau mengirim apa?

   _____

2. Ke mana John mau mengirim barang yang tersebut di nomor 1?

   _____

3. John harus memakai fasilitas pos apa?

   _____

4. John harus mengisi bagian mana saja dari formulir itu?

   _____

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Send a package outside the country

Exercise 4 (Pair Work)

Read the following conversation with your partner. Discuss the vocabulary and phrases.

Smith: Selamat pagi. Apakah loket pengiriman paket di sini?
Office Clerk: Benar, Pak. Mau mengirim paket ke mana Pak?
Smith: Ke Amerika Serikat, Bu.
Office Clerk: Silakan Bapak mengisi formulir pengiriman paket ini terlebih dahulu setelah itu saya akan menimbang paket Bapak dan menghitung biayanya. Kalau ada pertanyaan saya akan membantu dengan senang hati.
Smith: Baik, Bu.

(*Smith steps out from the line and fills out the form, and then comes back to the line.)*

Office Clerk: Sudah siap Pak?
Smith: Sudah Bu. Berapa biaya pengiriman paket saya?
Office Clerk: Biayanya tergantung berat dari paket yang akan dikirim dan tujuan pengiriman.
Smith: Berapa lama paket ini akan sampai ke Amerika?
Office Clerk: Kira-kira dalam sepuluh hari kerja Pak.
Smith: Bisa lebih cepat lagi Bu?
Office Clerk: Bisa Pak, tetapi harus menggunakan jasa paket kilat khusus ke luar negeri.

Work with your partner to answer each question below based on the conversation about sending a package outside the country alternately.

1. Mengapa Smith datang ke kantor pos?

   _____

2. Kemana tujuan pengiriman paket pos milik Smith?

   _____

3. Apa yang harus dilakukan Smith terlebih dahulu sebelum mengirimkan paketnya?

   _____

4. Apa saja yang menentukan besar biaya pengiriman paket pos?

   _____

5. Berapa lama kira-kira paket Smith akan tiba di tempat tujuan?

   _____

6. Apakah ada cara yang lebih cepat untuk mengirimkan paket pos?

   _____

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Exercise 5 (Pair Work)

Imagine that you are at Yogyakarta central post office because you need to send a letter and a package to the US. Your partner will play the role of a postal clerk. Based on the following excerpt from Indonesian Post Office tariff table, create a conversation between you and the postal clerk. Use the conversations above on exercise 1, 3 and 4 as your model. Perform your conversation in front of the class.

Tarif Paket Pos Udara Luar Negeri

Negara Tujuan	0,5 Kg (Rp)	1 Kg (Rp)	1,5 Kg (Rp)	2 Kg (Rp)	2,5 Kg (Rp)	5 Kg (Rp)	PER 0,5 Kg (Rp)
Amerika Serikat	98.630	147.490	196.280	245.070	293.860	538.020	48.790

Tarif Surat Udara ke Luar Negeri

Negara Tujuan	s/d 20gr (Rp)	>20 gr s/d 50 gr (Rp)	>50 gr s/d 100 gr (Rp)	100 gr s/d 250 gr (Rp)	>250 gr s/d 500 gr (Rp)	500 gr s/d 1000 gr (Rp)	>1000 gr s/d 2000 gr (Rp)
Amerika Serikat	7.500	18.000	33.000	70.000	120.000	220.000	320.000

Buy stamps

Authority to issue postage stamps on behalf of the Republic of Indonesia has been vested in the Directorate General of Pariwisata Pos dan Telekomunikasi (Parpostel). With this authority vested in it by the law, it has been issuing continuing postage stamps, official postage stamps as well as commemoration stamps.

Exercise 6 (Class Work)

The instructor will ask students to investigate the stamps below and find out which will be used for various letters shown in the following table. Different amounts of required stamps depend on where the letters should be sent. The tariffs below are based on the Indonesian Postal tariff from Jakarta on January 1999. Report your findings. You may use the format of the following example:

Untuk mengirim surat pertama, kita perlu dua perangko tiga ratus rupiah.
To send the first letter, we need two three hundred Rupiahs stamps.

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Exercise 6 (Class Work) (Continued)

	Tujuan *(Destination)*	**Berat** *(Weight)*	**Biaya** *(Cost)*
1. 	Jakarta	20 gram	Rp. 300,00
2. 	Bandung	50 gram	Rp. 600,00
3. 	Padang	500 gram	Rp. 2.250,00
4. 	Denpasar	1000 gram	Rp. 4.500,00
5. 	Ternate	2000 gram	Rp. 7.500,00
6. 	Ujung Pandang	100 gram	Rp. 750,00



















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Exercise 7 (Pair Work)

Read the following conversation between Chris and a post office clerk, and then answer related questions about buying stamps for sending a letter.

Chris: Di mana saya bisa membeli perangko?
Office Clerk: Anda harus ke loket perangko, loket nomor 2.
Chris: Saya mau kirim surat ini ke Inggris. Berapa perangko yang diperlukan?
Office Clerk: Surat kilat atau biasa?
Chris: Surat tercatat.
Office Clerk: Maaf, Anda harus ke loket pos tercatat, loket nomor 5.
Chris: Berapa biayanya?
Office Clerk: Dua ratus delapan puluh empat ribu rupiah.

1. Untuk keperluan apa Chris pergi ke kantor pos?

_____

2. Di mana Chris bisa membeli perangko?

_____

3. Ke mana tujuan Chris mengirim surat?

_____

4. Jenis pelayanan pos apa yang dipilih oleh Chris untuk mengirim suratnya?

_____

5. Di loket berapa Chris harus pergi untuk mengirim suratnya?

_____

Send a postal money order

There are several ways of sending or transferring money in Indonesia. One can go to the post office and send money using postal money order. Nowadays, people also transfer money through banks. Some of the banks provide online transfers through an ATM. Western Union is also available in certain big cities in Indonesia. A personal check is not a common way of sending or transferring money.

Exercise 8 (Pair Work)

Working with a partner, fill out the following postal money order form. Then role-play a situation where one of you is a post office customer who wants to send money and one of you a clerk at the post office. Switch roles. Be prepared to perform your situation in front of the class when your instructor calls you.

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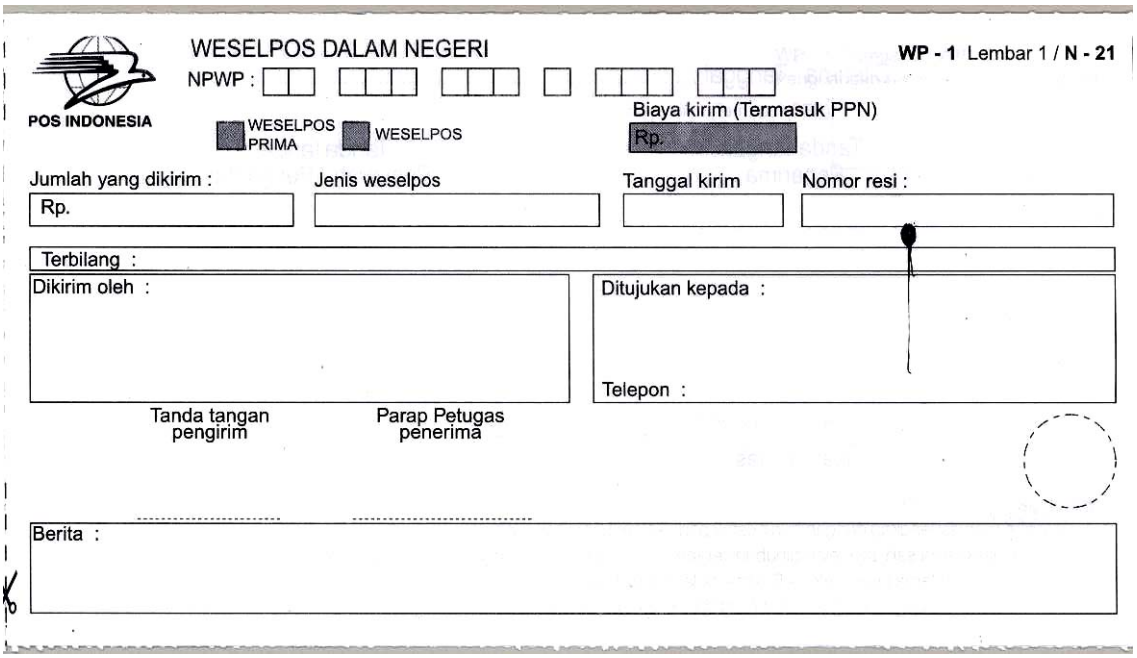
Exercise 8 (Pair Work) (Continued)


POS INDONESIA

WESELPOS DALAM NEGERI

WP - 1 Lembar 1 / N - 21

NPWP :

WESELPOS PRIMA

WESELPOS

Biaya kirim (Termasuk PPN)

Rp.

Jumlah yang dikirim :

Rp.

Jenis weselpos

Tanggal kirim

Nomor resi :

Terbilang :

Dikirim oleh :

Ditujukan kepada :

Telepon :

Tanda tangan pengirim

Parap Petugas penerima

Berita :

Exercise 9 (Group Work)

Discuss in your group the differences between transferring money in Indonesia and in the United States. Compare the benefits of each money transfer method and make a list. Answer the following questions in order to help you develop your list. Then explain what you wrote in front of the class, when the instructor calls on you.

- Mana yang lebih cepat?
- Mana yang lebih murah biayanya?
- Mana yang lebih aman?
- Mana yang lebih baik?

Identify Different Services at the Post Office

At the post office in Indonesia, you can find different mailing services. Services are domestic or international, electronic mailing, money transfers, traveler checks, parcel services, etc. Below are detailed descriptions of postal services available in Indonesia. Familiarize yourself with the various services and then perform exercise 9 and 10 at the end of this segment.

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Surat Biasa / Letter post
Standard services are provided in all post offices with flat rates for domestic as well as for international connections. Letter-post items comprised of letters, post-cards, letter-cards, printed matter, magazines, and small packets.

Kilat / Urgent
Urgent domestic mail services cover the whole country with priority in transmission and delivery.

Kilat Khusus / Special urgent mail
Special urgent domestic mail services equivalent to international Express Mail Service (EMS) with guaranteed delivery service of 24 hours for direct links and 48 hours for indirect links. The service network covers 220 cities/towns in the provinces, municipalities, districts and sub-districts of Indonesia.

Kilat Khusus Internasional / International express mail service
This is an international postal courier service especially tailored to deliver your urgent letters, documents, and merchandise to 46 countries in the world with track and trace facilities. The delivery is guaranteed within 2 to 5 days, depending on the country of destination.

Telegram / Electronic letter service
It is a hybrid service for sending a large number of short letters electronically in a closed envelope. The delivery is guaranteed within 6 hours from the time of posting.

Kartu Telegram / Sympathetic electronic letter service
This is the same product as electronic letter service for the purpose of sending greetings and sympathies. The letter is usually put in an envelope related to the message inside it.

Electronic Business Letter
It is a hybrid service for sending a large number of business letters electronically with physical delivery. This is the most appropriate solution for mass correspondence since the whole process from printing, folding, putting inside envelopes and sealing is done by means of computers with a high degree of speed while the delivery is done physically. Presently this service is provided by the Mail Center of Jakarta.

Pos Wesel / Money order service
It is a service for sending or transferring money to any destinations within the country. Various types of money orders are available: ordinary money order, urgent money order, special urgent money order, electronic money order, subscribed money order, and cash on delivery money order. International money order service is also available to a number of countries.

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TIP OF THE DAY

Post offices tend to be rather chaotic in Indonesia, and you will need to be a bit aggressive to get things done quickly. First of all, find out which counters offer the services you want. Then fight your way through the crowd. Most counters sell stamps, but only certain ones will accept parcels, sell money orders, etc.

Pos Giro / Giro service
This is a transferred account service for deposit and payment of various transactions both for individual account holders and for corporate account holders.

Postal traveler's check
The service is provided for facilitating travelers to cash their postal travelers' cheques in any post office within the country when they need funds during their travel. The cheques are offered at the nominal value of Rp. 10.000,00 to Rp. 250.000,00. A number of hotels, restaurants, travel bureaus and other business entities accept postal travelers' cheques as an instrument of payment.

Paket / Parcel post
This is type of service, which offers an efficient and economical way of sending articles, goods or almost anything to almost anywhere in the country and abroad. This service is available at all post offices. Parcels are classified according to the mode of conveyance, i.e.:

- Surface parcels for land/sea conveyance.
- Air parcels for air conveyance.

For Java, Sumatra and Bali islands the conveyance is carried out by means of Pos Indonesia's own transportation fleet called **ARPAK**.

Mail order business
In order to serve the population scattered throughout the country, Pos Indonesia, in cooperation with its partners, provides mail order business service as a solution for long distance shopping of various products needed by them. The consumers may obtain selected products with uniform prices throughout Indonesia.

Descriptions and illustrations of the products are contained in catalogues or brochures published periodically. Mail order business also provides benefits to manufacturers/producers since they can have access to the national market without having to have a distribution network of their own.

POST PLUS
A variety of value added services known as POST PLUS are offered to provide solution to customers for all categories of postal items. The first priority given by POST PLUS is its flexibility and reliability in providing customized services in response to the need of customers, such as

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a. KHIS (Same day delivery service)
b. KES (Next day delivery service)
c. Special treatment of postal items, including the method of posting, payment and advice of delivery to their addressees.

SOPP

The Indonesian postal service has arrangements with different businesses including cellular phone companies and credit cards where customers can pay their bills at the post office. This service is known as SOPP.

Exercise 10 (Pair Work)

Review the description about types of postal services that are available in Indonesia. Compare and list the similarity and the differences of the postal services that are available in the United States.

Exercise 11 (Pair Work)

Imagine that you are a clerk at an Indonesian post office. React to the following questions/statements from different customers by using the information on various services at the post office above. Write down your reactions. Then with your partner, take turns in reading and answering the questions. After that, share your answers with the rest of the class.

1. Saya perlu mengirim surat, dan suratnya harus sampai besok pagi.

   _____

2. Pak, paket ini harus sampai di Belanda dalam empat hari.

   _____

3. Pak, saya perlu mengirim telegram ucapan selamat ulang tahun untuk kakak saya.

   _____

4. Saya perlu mengirim surat ini ke Amerika. Saya mau yang paling murah saja, Pak.

   _____

_____

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Conjunctions

Konjungsi (conjunction), or also known in Indonesia as *kata sambung* (connecting word), connects two or more clauses.
Some common words that are usually used as conjunctions in Indonesian are:

sesudah	after
karena/sebab	because
sebelum	before
kalau/jika/	if (when)
seandainya	if/supposing that
atau	or
sejak	since
ketika	when (past)
sedang/sementara	while
tetapi	but
dan	and
agar supaya	in order to

Here are some examples on how conjunctions are used in a sentence. More usage of conjunctions will be explained in the later lessons.

1. *Surat kilat khusus **atau** surat pos biasa?*
   Express mail **or** regular mail?

2. Tukang pos mengantarkan surat ***sementara*** saya tidak ada di rumah.
   The postman delivered the mail ***while*** I was not at home.

   As you have learned from previous lessons, context determines the time frame in which an action is performed. Some usage of conjunctions also have a temporal effect. Consider the following examples.

3. ***Ketika*** *saya di Hawai saya tidak punya waktu untuk menulis surat.*
   When I was in Hawaii I did not have time to write a letter.

4. *Dia sudah bisa membaca **sejak** dia berumur satu tahun.*
   He can read ***since*** he was a year old.

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Exercise 1 (Class Work)

Fill in the blanks with conjunctions provided in the jumble box. More than one conjunction may fit in each blank space.

ketika	sebelum	kalau	sesudah	sejak	dan	atau

1. Anda ingin mengirim surat kilat _____ kilat khusus?
2. Paket pos itu sudah datang _____ kamu datang.
3. _____bekerja di kantor pos, Samin pulang jam empat sore.
4. Saya akan pergi ke kantor pos _____ jam 12 siang.
5. _____ tukang pos datang, tolong berikan dia surat ini.
6. Saya sedang belajar _____tukang pos datang.

Kalimat Pasif **(Passive Sentence)**

Pasif di -

Up to this lesson, you have encountered some verbs in sentences that use the prefix *di-* . We call these sentences passive due to the nature of the subject. Observe the following sentences, some of which are taken from the introduction section.

Kalimat pasif

1. Perangko dijual di mana ya? (*lit. Stamps are being sold where?*)
2. Paket itu akan dikirim. (*lit. The parcel is going to be sent.*)

Kalimat aktif

3. Kantor pos menjual perangko. (*The post office sells stamps.*)
4. Di mana saya bisa mengirim paket ke luar negeri? (*Where can I send a parcel abroad?*)

The verb *dijual* explains the noun *perangko*, while the verb *dikirim* explains the noun *paket*. We can categorize these nouns as passive subjects because they do not actively perform the action depicted in the verb, but instead they are being impacted by the action. This is the difference between an active and a passive sentence. If you look at sentences number 3 and 4 above, you will find that the subjects are the ones actively performing the actions.

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The basic structure of a *pasif di-* sentence is as follows:

Subject + di-root word (-kan/-i) + (oleh) + (Object)

Note that in a passive sentence, the object, if it exists, is the one doing the action. We call this object "*objek pelaku*" (lit. performing object), whereas the subject we call them "*subjek penderita*" (lit. suffering subject). The suffix *-kan* or *-i* are used when the verb is a passive form of a verb with *me-kan* or *me-i*

Exercise 2 (Class Work)

Render the meaning of each sentence below and decide whether it is a passive or an active sentence based on the nature of the subject. All of the words have been covered in previous lessons and this lesson. Discuss the sentences with your instructor.

1. Petugas kantor pos menjual perangko.
2. Serda Mardimin sedang mengoperasikan radio.
3. Perangko dijual oleh petugas kantor pos.
4. Kapten Amir ditugaskan di Timor-Timur dari tahun 1976 sampai tahun 1977.
5. Radio itu dioperasikan oleh Koptu Made
6. Mardimin akan mengirim paket.
7. Paket akan dikirim oleh Mardimin.
8. Pasukan Kolonel Hamid dihancurkan musuh.
9. Rakor akan dimulai pukul sembilan pagi besok.
10. Setiap anggota Kopassus harus menguasai dua bahasa daerah.
11. Hari Natal diperingati setiap tanggal dua puluh lima Desember.
12. Desa itu dikuasai oleh anggota Gerakan Aceh Merdeka.

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Exercise 3 (Class Work)

Create at least nine sentences using the information in the following boxes. Discuss the meaning of the sentences with your classmates.

Example:

Paket itu dikirim oleh Siti.

mengoperasikan

menguasai


Praka Ma'arif

mengirim

dibeli


Siti

dikuasai

dijual



dikirim


Barokah

dioperasikan



membeli





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Exercise 3 (Class Work) (Continued)

_____

_____

_____

_____

Passive sentence with personal pronoun as the object

At this point you should be familiar with the fact that the object of a passive sentence, if there is any, is the one which commits the action. When the person who commits the action is named with a personal pronoun or a title that replaces a personal pronoun, the basic structure for a passive sentence is the following:

Subject + Object + root word (-kan/-i)

In the following table you can compare the active and the passive form of different sentences that has a personal pronoun or a title that replace a personal pronoun as the one who commits the action.

Kalimat Aktif	**Kalimat Pasif**
Saya mengirim surat itu kemarin. (*I sent the letter yesterday.*)	Surat itu saya kirim kemarin. (*lit. The letter was sent by me yesterday.*)
Apakah Ibu sudah menerima paket itu? (*Have you received the parcel?*)	Apakah paket itu sudah Ibu terima? (*lit. Has the parcel been received by you?*)
Dia belum membeli perangkonya. (*He has not bought the stamp.*)	Perangkonya belum dia beli. (*lit. The stamp has not been bought by him.*)

There are some special cases that you need to pay attention to. The pronoun "*mereka*" can either use this structure or the *pasif di-* structure. Also, when "*-nya*" is used to replace the pronoun "*dia*", the passive sentence takes the *pasif di-* structure.

Kalimat Aktif	**Kalimat Pasif**
Mereka mengirim surat itu kemarin. (*They sent the letter yesterday.*)	Surat itu mereka kirim kemarin. Surat itu dikirim oleh mereka kemarin (*lit. The letter was sent by them yesterday.*)
Dia membeli perangko itu. (*He buys that stamp.*)	Perangko itu dia beli. Perangko itu dibelinya. (*lit. The stamp is bought by him.*)

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Exercise 4 (Class Work)

The following sentences are taken from the introduction section of this lesson. Find the passive structures and share them with your classmates.

1. Lalu bagian mana lagi yang harus saya isi?
2. Cantumkan berapa jumlah uang yang akan Bapak kirim di sini.
3. Berapa biaya pengiriman yang harus saya bayar?

When to use a passive sentence

Notice that the literal translations of the passive sentences above sound quite awkward. This fact actually shows that there are certain situations where you need to use passive when speaking Indonesian while in English it is not necessarily the case. So, when do Indonesians use passive sentences?

In the Indonesian language, the center of a conversation or thought tends to be the subject of the sentence. This is not always true in English. Consider the question "Where is the letter?" Since Samsilar took it you can answer the question in English using following sentence "Samsilar took it;" which is an active sentence. In Indonesian however, you cannot say "*Samsilar mengambil surat itu*" (lit. Samsilar took it) because the letter is the center of the conversation, not Samsilar. Unlike in English, most likely the letter will be the subject of the sentence. Thus a more appropriate answer would be "*Surat itu diambil Samsilar*" (The letter is taken by Samsilar). Note that if the subject is a passive subject, the sentence becomes a passive sentence.

Exercise 5 (Class Work)

Answer the following questions based on the English in parentheses with the most appropriate expression (either passive or active).

1. Di mana bukunya?	(I took the book.)
2. Di mana suratnya?	(He sent the letter.)
3. Siapa yang mengirim suratnya?	(I sent the letter.)
4. Di mana paketnya tadi?	(They took the package.)
5. Apa saudara sudah makan?	(Yes, I have eaten.)
6. Lho, kuenya di mana?	(He ate the cake)
7. Siapa yang menerima surat dari kantor pusat?	(Pak jono received the letter)

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Nouns

aerogram	aerogramme
amplop	envelopes
biaya	cost of service
dalam negeri	domestic
ekspress (luar negeri)	express (overseas)
kantor	office
kartu	card
khusus	special
kilat (dalam negeri)	express (domestic)
kode	code
kotak pos	mail box, post office box (P.O. Box)
lem	glue
loket	counter
luar negeri	overseas
paket	parcel
pelayanan	service
penerima	receiver
pengirim	sender
pengiriman	shipping, dispatch
perangko	stamp/postage
pos	post
pos tercatat	registered mail
stempel	seal
surat	letter
telegram/kawat	telegram
timbang	to weigh
tukang pos	postman
udara	air
wesel pos	postal money order

Verbs

mengirim	to send
dapatkan (men-)	to procure, to obtain
menerima	to receive
dijual	to be sold

Adjective

aman	safe
cepat	fast

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Pos Indonesia pada Zaman Republik Indonesia

The Indonesia Postal Services was established on September 27, 1945 after *Angkatan Muda PTT* (AMPTT) took over PTT Headquarter in Bandung from the Japanese Military Government. The day when that bloody event happened is now commemorated as the Indonesian Postal and Telecommunication Day.



The change of status of the Indonesian Postal and Telecommunications institution happened again in 1961 and became Perusahaan Negara Pos dan Telekomunikasi (PN Postel) based on the PP (*Peraturan Pemerintah* - Government Regulation) No. 240, in 1961. In order to be flexible and to expand its businesses, PN Postel was broken down into two different business divisions: PN Pos dan Giro, and PN Telekomunikasi. This was conducted based on the PP No. 29 in 1965 and PP No.30 in 1965.



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In 1969, the Indonesian Government announced a new regulation by applying Undang-Undang No. 9 in 1969, which regulated the status of government-run public services. They would be categorized into three categories:

- Perusahaan Jawatan (Perjan)
- Perusahaan Umum (Perum)
- Perusahaan Perseroan (Persero)

Perusahaan Perseroan (Persero)

The status of PN Pos dan Giro was changed to Perum Pos dan Giro based on PP No. 9, 1978. Because of the changes in the business environment, its status as Perum was adjusted, especially related to counseling and auditing based on PP No. 24, 1984. Anticipating the business environment, growth, and competition, this institution should be adjusted and be more flexible and dynamic to provide better services. On June 20, 1995, Perum Pos dan Giro status was changed to Perusahaan Perseroan, PT. Pos Indonesia (Persero) which was conducted based on PP No. 5, 1995.

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Activity 1 (Pair Work)

You are a newcomer to Indonesia and want to communicate with your parents and family in the United States. Your partner will play the postal clerk and you will be the customer. Practice in asking questions concerning the efficiency of the postal service, while your partner answers them. Change roles.

Activity 2 (Pair Work)

You are in Indonesia on duty and you want to send a letter to your friend in the United States. According to the example below, create an envelope in Indonesian. Discuss the vocabulary with your partner. (Postal stamp used is an example only)

Pengirim:
John Smith
Jl. Pangeran Diponegoro No. 3467
Jakarta Barat, 11557 INDONESIA



Kepada Yth:
Stephen King
4305 Desert Shadows Dr.
Sierra Vista, AZ 85630
AMERIKA SERIKAT

Activity 3 (Group Work)

Practice this activity with a group of two to three students. You are at the post office trying to decide how to get something delivered to your country. However, you are inexperienced about the Indonesian postal system, and you decide to talk to the postal clerk, who will be performed by your classmate in your group. Remember to distinguish the different services for each type of postal service offered by Indonesian Postal Services. When sending mail, you will have to choose what kind of service you will use, depending on the type of mail or how soon you want it to be delivered. Practice answering different possible questions for these types of situations and change roles.

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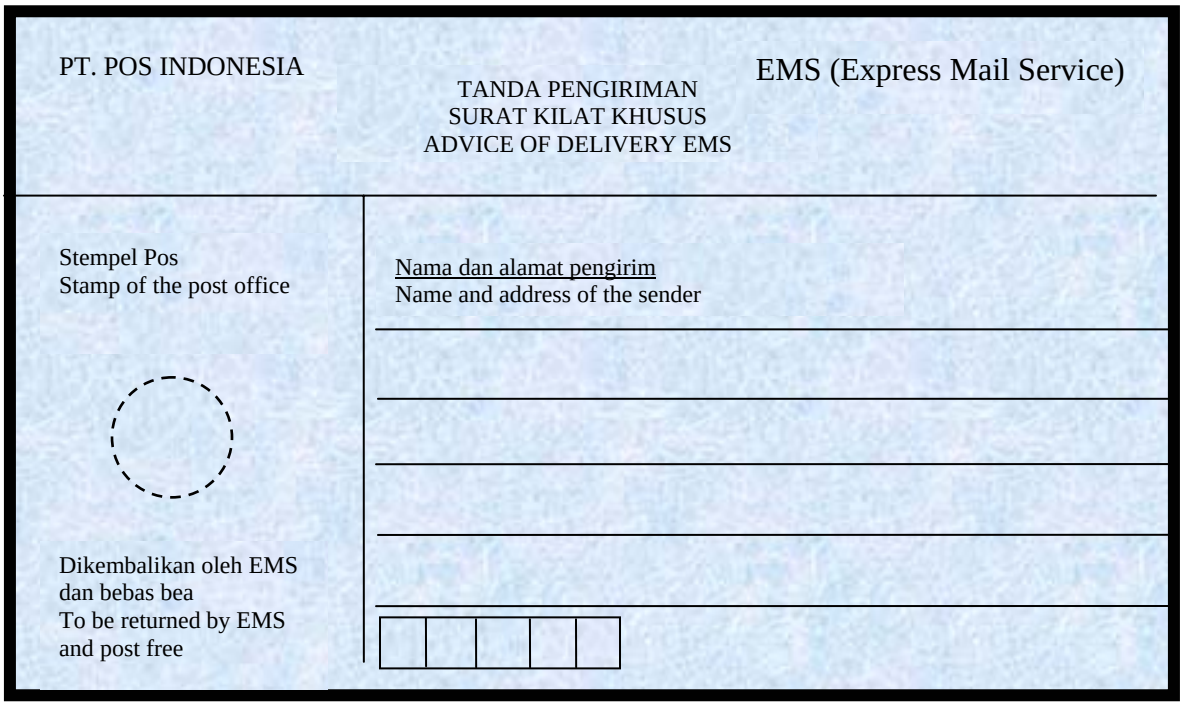
Activity 4 (Group Work)

The members of your group work in the same military unit. One member will act as a postal clerk and others need to send a lot of items for the department. Among the items you need are postal supplies such as stamps, boxes for packages and other items. You need to ask the postal clerk what you need to do to send mail and postal packages in large amounts. Ask her/him what the cost is and how long that mail and packages will be delivered. Some mail and packages are urgent mail/packages. Create a good conversation with your partner in the groups based on the example in this lesson.

Activity 5 (Class Work)

On a piece of a paper, fill out the advice sections of the following delivery form for Express Mail services of the Indonesian Postal Service.


PT. POS INDONESIA

EMS (Express Mail Service)

TANDA PENGIRIMAN
SURAT KILAT KHUSUS
ADVICE OF DELIVERY EMS

Stempel Pos
Stamp of the post office

Nama dan alamat pengirim
Name and address of the sender

Dikembalikan oleh EMS
dan bebas bea
To be returned by EMS
and post free

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Activity 6 (Pair Work)

A. Work together with your partner to match each Indonesian word with its English translation.

Kartu pos	letter
Tukang pos	postal money order
loket	P.O Box
surat	registered mail
perangko	postman
Wesel pos	post office
Kantor pos	air mail
Pos tercatat	stamps/postage
Kotak pos	postcards
Pos udara	counter

B. Play the roles of Clark, an American in Indonesia who is going to the post office for the first time, and an Indonesian postal clerk. Have short conversations between you and switch roles. The following are Clark's situations. Develop one conversation for each situation using the words in the table above. Be prepared when the instructor asks you to perform one of your conversations in front of the class.

1. Clark needs to send money to a different city.
2. Clark needs to send some personal documents to the US embassy in Jakarta.
3. Clark's sister's birthday is coming and he wants to send a card to her. She lives in Hawaii.
4. Clark wants to send some postcards to his friends in the US.

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Activity 1 (Pair Work)

One of the students is a postal clerk at the local post office and the other is the customer. The customer needs envelopes for express mail and regular mail, boxes for packages, stamps, and other mail items. Create your own conversation to express the situation above. Take notes of your conversation and show your work in front of the class alternately.

Activity 2 (Pair Work)

Working with your partner, review the Indonesian postal tariff below and answer the questions in Indonesian. Discuss your answers.

TARIF DASAR DOMESTIK (DALAM NEGERI)

NO	KM 71	
	KIRIMAN & TINGKAT BERAT (Gram)	**TARIF (Rp.)**
1	Kartupos	150
2	Surat (gram) 0 s.d. 20 20 s.d. 50 50 s.d. 100 100 s.d. 250 250 s.d. 500 500 s.d. 1.000 1.000 s.d. 2.000 Khusus surat yang tidak dapat dipisahkan, s.d. 2.000 gram Setiap 100 gr atau bagian dari 100 gram (Berat maksimum 5.000 gram)	 300 600 750 1.350 2.250 4.500 7.500 300

1. What type of postal service is this tariff for?
2. How much does it cost to send a postcard?
3. How much does it cost to send a 25 grams letter?
4. Is this tariff for domestic or international services?
5. What is the maximum weight for a letter?

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Activity 3 (Group Work)

Compare a standard and a premium postal money order for domestic services. Write a brief comparison paragraph based on the information provided in the chart as well as your personal experience. Which one would you use under what circumstances? Be as specific as you can.

Besar Uang	Weselpos standar	Weselpos prima
s/d 100.000,00	Rp4.000,00	Rp6.000,00
> 100.000,00 s/d 150.000,00	Rp5.000,00	Rp7.000,00
> 150.000,00 s/d 200.000,00	Rp6.000,00	Rp8.000,00
> 200.000,00 s/d 5.000.000,00	Rp7.000,00	Rp9.000,00
> 5.000.000,00 s/d kenaikan setiap Rp 5 juta	Rp2.000,00	

Activity 4 (Class Work)

In this activity, each student has to review the description of the services offered by *PT Pos Indonesia* in column 2. Then try to find out which product in column 1 matches the descriptions provided. Discuss your answers.

1. Surat Kilat Khusus	**A**. Layanan pengiriman pesan dan barang untuk semua lapisan masyarakat. Dapat diposkan di mana saja (bis surat dsb).
2. Wesel pos	**B**. Sarana pengiriman pesan dan barang secara cepat yang dapat diposkan kapan saja dan di mana saja.
3. Paket pos	**C**. Layanan pengiriman uang dalam negeri melalui kantor pos.
4. Surat Kilat	**D**. Ini adalah layanan pengiriman hampir segala macam barang ke sebagian besar wilayah Indonesia dan di luar negeri. Layanan ini tersedia di semua kantor pos.
5. Surat Pos	**E**. Sarana pengiriman dokumen dan barang domestik yang cepat dengan jaringan terluas. Jaringannya adalah lokal, regional dan nasional terbatas. Tersedia fasilitas asuransi dengan jaminan ketepatan penyampaian kiriman (track & trace dengan barcode system).

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Activity 5 (Pair Work)

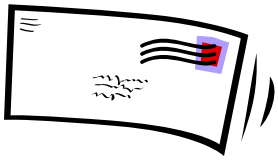
You are going to send money to your family. They live in a different city from your duty station in Indonesia. You and your partner have to make a little presentation in front of your classmates. One of you acts as a postal money order clerk and the other acts as the person who will send the money.

Example:
Postal clerk: Selamat pagi, ada yang bisa saya Bantu?
Money sender: Ya. Saya mau mengirim wesel.
Postal clerk: Berapa besar uang yang akan dikirim dan ke mana Pak?
……..etc. …….

Activity 6 (Group Work)

As a group, review the pictures below which are related to postal services and read the words that refer to them. Listen as your instructor pronounces them aloud and repeat each one. Next, each group will pick one of these postal items and write a one-sentence description/definition. At the end, the instructor will select the group's spokesperson to read their definition aloud.


Tukang Pos _____


Surat _____


Perangko _____

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Activity 6 (Group Work) (Continued)



Pos Udara _____



Kantor Pos _____



Paket Pos _____

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Activity 1

 **(Track 15)** Listen to the sentences on the audio script, and then put the words in the correct order accordingly.

pada Pos Republik Zaman Indonesia

Bandung Jawatan dan Pos Republik setelah Indonesia Telekomunikasi berdiri resmi secara pada 27 September 1945 tanggal pengambilalihan Pusat Kantor Pos militer dan Telekomunikasi dilakukan di Muda Angkatan PTT (AMPTT) oleh dari Jepang pemerintahan.

Parpostel peristiwa gugur berdirinya anggota AMPTT dan tanggal diperingati tersebut menjadi tonggak Bakti pemuda sekelompok sejarah PTT Republik tersebut Indonesia dan setiap sebagai Dalam Hari PTT Jawatan dan yang kemudian Bakti menjadi Hari tahun.

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Activity 2

In this homework activity you have to prepare yourself as a training manager for the position of Indonesian Post Office clerk. You will talk about the services, rates, and all other features that are related to the postal services in Indonesia for the newly hired postal clerks. You have to provide detailed information about each service. Write down your preparation on a piece of paper, and then present your role in front of the class to next school day if the instructor calls on you.

Activity 3

The following letter was published in the *Surat Pembaca* (the reader's letter) section of one of the Indonesian national newspapers. What is it basically about? Render its meaning. Create 4 questions in the target language regarding the reading to be asked to your classmates the next day.

Tanggal 9 Januari 2005, pukul 09.27 WIB saya mengirimkan paket yang berisi empat potongan sampel kain, dan sebuah surat seberat 50 gram dengan biaya yang cukup mahal sebesar USD 11,50 (Rp 103.600,00) dengan layanan EMS (*Express Mail Service*) di Kantor Pos Jalan Gejayan.

Saya diberitahu bahwa paket itu akan sampai di Hongkong dalam lima hari. Tetapi sampai surat ini ditulis, paket itu belum juga sampai.

Pada tanggal 17 Januari 2005, saya ke kantor pos pusat untuk mengadukan perihal paket tersebut. Salah seorang petugas berjanji akan membantu saya untuk mencari paket tersebut, tapi tidak ada hasil yang jelas. Tanggal 21 Januari 2005, saya ke *customer service* di Kantor Pos Pusat untuk mengadukan masalah ini. Namun pihak pos tidak memberikan jawaban yang jelas, seolah-olah setelah pengiriman itu keluar dari Bandara Adi Sucipto bukan lagi menjadi tanggung jawab pihak Pos Indonesia.

Saya merasa dirugikan oleh PT Pos Indonesia. Sampel kain pesanan yang harusnya akan diproduksi di Hongkong.

Saya sangat kecewa dengan pelayanan Pos Indonesia. Apakah pelayanan Pos Indonesia selalu begini?

Marini Jinawati
Jl. Merpati no 19 Demangan Baru
Yogyakarta 55281

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Activity 4

Pretend that you are visiting one of the local Indonesian post offices close to your home. Try to be familiar with the office environment and all the services offered. Make a list of products that are available in the post office and write down a short paragraph that illustrates the situation at that moment. Bring your notes to the class and discuss them with your classmates.

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