

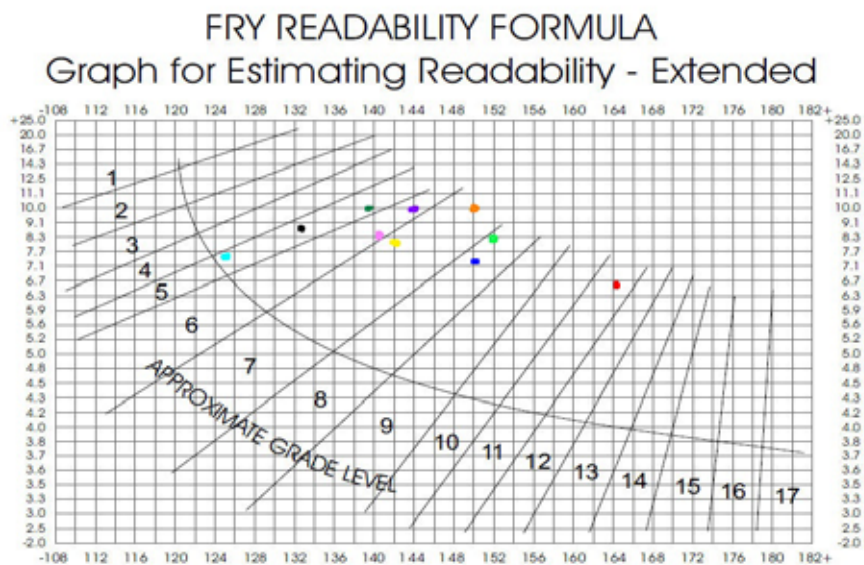
Chapter IV

Findings and Discussion

4.1 Data Presentation

This sub chapter would describe about the findings. Those findings include the data presentations of each result. The first is the data presentation about the readability level of Indonesian Version of iPhone 4 Quick Start Manual User Guide which has been analyzed by using the Fry Readability Graph. The second is the data presentation of internal factors of readability that occur in the Indonesian Version of iPhone 4 Quick Start Manual User Guide. The third is the data presentation of external factors of readability that occur in the Indonesian version of iPhone 4 Quick Start Manual User Guide.

4.1.1 Readability of Indonesian Version of iPhone 4 Quick Start Manual User Guide





Graph 4.1. The Readability level of Indonesian Version of iPhone 4 Quick Start Manual User Guide.

From the Fry Readability Graph above, it can be seen that the readability level of Indonesian Version of iPhone 4 Manual User Guide varies. It ranges between 5th grade to 11th grade. The sample above is taken randomly from unit 1 up to unit 18. The result shows that the common grades for this translated manual user guide is above 5. That 5th grade implies that this readability manual user guide can be read easily by the readerships started from the 5th grade, the Elementary School students grade 5 above.

4.1.2 Internal Factors of Readability in Indonesian Version of iPhone 4 Quick Start Manual User Guide

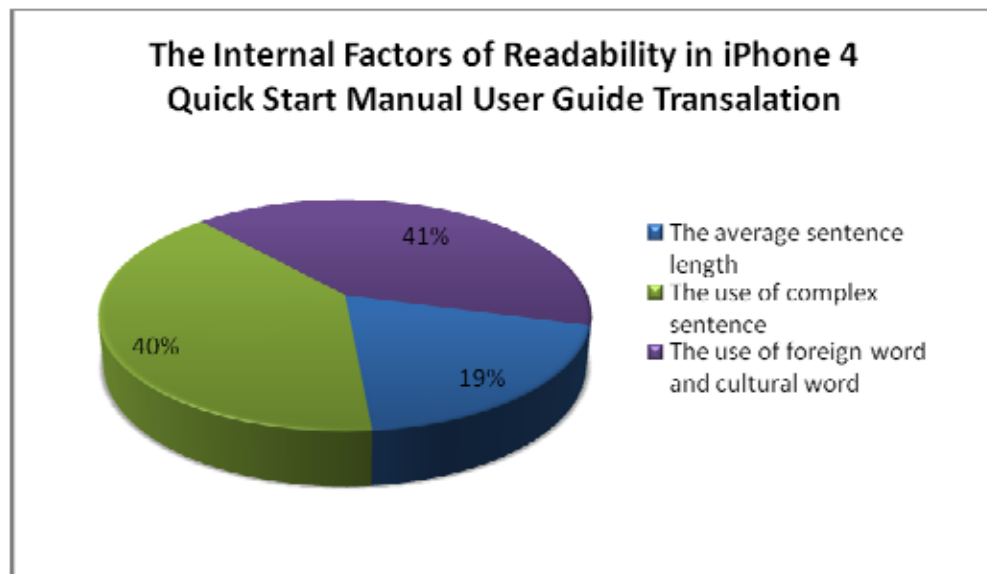


Diagram 4.1. The internal factors of readability which occur in Indonesian Version of iPhone 4 Quick Start Manual User Guide.

The pie chart above shows the data presentation of internal factors of readability which occur in the iPhone 4 manual User Guide Translation. The pie chart shows that there are only three factors of the common internal factors of readability that occur in the 18 units of iPhone 4 Quick Start Manual user Guide. They are the average sentence length, the use of complex word, and the use of foreign word. Those factors will be described bellow.

4.1.2.1 The Average Sentence Length

The average sentence length is the internal factor of readability which will definitely appear in every text. In this quick start manual user guide translation, this factor holds percentage, about 19%. The number of the data is same as the number of the units which are 18 units. The average sentence length may vary between the texts. Thus, there are 18 different numbers and criteria in this factor. Those criteria which has been classified by Flesch and adapted by Nababan will be discussed in the data analysis.

4.1.2.2 The Use of Complex Sentences

The percentage of the use of complex sentence is in the second rank among others. It is about 40%. Commonly, in every single unit of this translated manual user guide, there are more than one complex sentences. There are 37 complex sentences in this Indonesian Version of iPhone 4 Quick Start Manual User Guide. Therefore the percentage is quite big and bigger than the previous one, the average sentence length, because of its amount. Those complex sentences will be discussed in the different sub chapter, data analysis.

4.1.2.3 The Use of Foreign and Cultural Words

The use of cultural word is not found here. However, there are some foreign words used in this translated manual user guide. It holds the

biggest percentage about 41% among others. The exact number of the foreign words use is 38 times. Actually, there are only 13 foreign words used but some of them are used repeatedly. Finally, it is found that the use of the foreign words is about 38 times. This factor will be discussed in the data analysis sub chapter.

4.1.3 External Factors of Readability in Indonesian Version of iPhone 4

Quick Start Manual User Guide

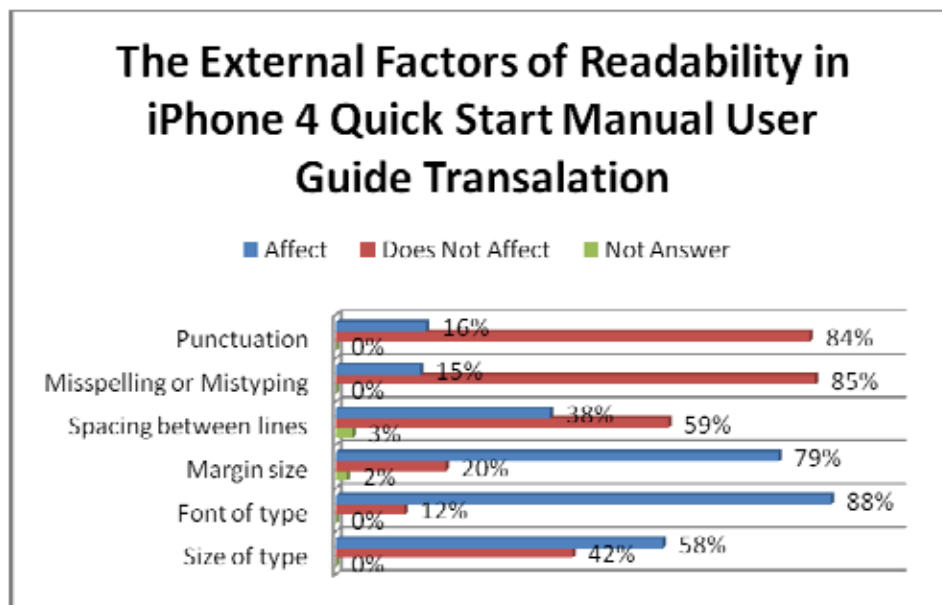


Diagram 4.2. The external factors of readability which occur in Indonesian Version of iPhone 4 Quick Start Manual User Guide.

The diagram above shows the data presentation of external factors of readability which occur in the iPhone 4 manual User Guide Translation based on the respondents' answer. The diagram shows that the

whole external factors of readability occur in the 18 units of iPhone 4 Quick Start Manual User Guide. It is clearly seen that the percentages among them are different. Those factors will be described bellow.

4.1.3.1 Size of Type

The diagram shows 58% of respondents' answers agree that the size of type gives influence to the readability if Indonesian Version of iPhone 4 Quick Start Manual User Guide. The rests, about 42%, do not really consider that the size of type gives an influence to the readability of the text. This percentage is taken from the whole answers of the respondents from unit 1 up to 18.

4.1.3.2 Font of Type

The diagram shows 88% respondents agree if the font type give the biggest influence to the readability in Indonesian Version of iPhone 4 Quick Start Manual User Guide. The other 12% of respondents' answers consider that the font type does not really affect the readability. This result is also taken from the whole answers of the respondents from unit 1 to 18.

4.1.3.3 Margin Size

The diagram shows that 79% of the respondents agree that here, in the Indonesian Version of iPhone 4 Quick Start manual User Guide, margin size takes part in determining the readability. 20% of the answers say that it does not have any influence for the readability. The rest

2% abstain. This result is taken from the whole answers of the respondents from unit 1 up to 18.

4.1.3.4 Spacing between Lines

The diagram shows that 38% of the respondents' answers show that the Indonesian Version of iPhone 4 Manual User Guide line spacing has influence the readers while reading. Meanwhile, the other 59% of the respondents' answers show that it does not affect while they are reading the units. 2% of them abstain. This result is taken from the whole answers of the respondents from unit 1 up to 18.

4.1.3.5 Misspelling or Mistyping

The diagram above shows that 85% of the respondents' answers if there are not many misspellings found in this Indonesian Version of iPhone 4 Quick Start Manual User Guide. The other 15% find the small mistakes in this manual user guide. This result is taken from the whole answers of the respondents from unit 1 up to 18.

4.1.3.6 Punctuation

The diagram shows that 84% of the respondents' answers indicate that there are rarely found the mistake of the punctuation use. In this Indonesian Version of iPhone 4 Quick Start Manual User Guide, only 16% of the respondents' answers state that there are small mistakes in the punctuation use. This result is taken from the whole answers from the respondents of unit 1 up to 18.

4.2 Data Analysis

This sub chapter would analyze the findings. Those findings include the discussion of each result. The first is the discussion about the readability level of Indonesian Version of iPhone 4 Quick Start Manual User Guide which has been analyzed by using the Fry Readability Graph. The second is the discussion of internal factors of readability that occur in the Indonesian Version of iPhone 4 Quick Start Manual User Guide. The third is the discussion of external factors of readability that occur in the Indonesian version of iPhone 4 Quick Start Manual User Guide.

4.2.1 Readability of Indonesian Version of iPhone 4 Quick Start Manual User Guide

The writer took ten units of the Indonesian Version of iPhone 4 Quick Start Manual User Guide as the sample for the readability measurement. They are unit 1, 2, 4, 6, 8, 9, 12, 14, 16, and 17. Each of them is considered as the representative sample for the whole units. The full analysis of the 18 units can be seen in the appendices.

The graph in the data presentation shows the readability grade or level of the sample units of Indonesian Version of iPhone 4 Quick Start Manual User Guide. In calculating the readability level by using Edward Fry's theory and Fry Graph, the writer should count the number of the words - 100 words, sentences, and syllables. After that, the writer needs to

plot the result in the graph. However, each unit in this Indonesian Version of iPhone 4 Quick Start Manual User Guide has words less than 100. Therefore, the writer should apply the conversion formula for the Fry Readability where the number of sentences and syllables should be multiplied with the certain number of Conversion List of Fry Readability Graph.

This readability measurement is chosen because it is suitable to this kind of text. It has the rule for the other passage, particularly Indonesian text, the number of syllable should be multiplied with 0.6. Beside, it also has Conversion List for the passage with words less than 100. These make the Indonesian text with words less than 100 is possible to be measured. Bellow will be shown a table consists of the samples calculation results. It consists of the unit, the number of words per unit, the conversion list number, the number of sentences per unit, the number of syllable per unit, the number of sentences after being multiplied with the conversion list number, and the number of syllables after being multiplied with the conversion list number and 0.6.

Unit	The number of words	Conversion list	The number of sentence	The number of syllable	The number of sentences after converted	The number of syllables after converted
1.	64 > 60	1.67	5	152	8.35	152.30
2.	43 > 40	2.5	3	100	7.5	150
4.	65 > 60	1.67	4	165	6.68	165.33
6.	64 > 60	1.67	5	141	8.35	141.28
8.	42 > 40	2.5	4	100	10	150
9.	76 > 80	1.25	6	167	7.5	125.25
12.	75 > 80	1.25	7	178	8.75	135.50
14.	42 > 40	2.5	4	96	10	144
16.	50	2.0	4	119	8	142.8
17.	43 > 40	2.5	4	93	10.0	139.5

Table 4.1. The result of the calculation for the number of words, sentences, and syllables to measure readability level in Indonesian Version of iPhone 4 Quick Start Manual User Guide.

The number of the words in every unit should be proximately evened. For example unit 1, the number of words is 64. Then it should be evened to 60. Another example as in the unit 9, the number of words is 76. The in should be evened to 80. Those numbers will determine the conversion list which will be multiplied to the number of sentences and syllables. The number of the conversion has been determined before by the expert. This conversion lists can be only used in counting the readability using Fry Graphic Formula.

The number of sentences is gotten by counting them in every single unit. The number of sentences in this manual user guide may vary from one unit to another. However, the range of the sentence is about 3 up to 8 sentences in every unit. After counting the number of sentences, it should be multiplied with the conversion list which has been determined by the number of words before. The calculation of the number of sentences in unit 2, unit 6, unit 9, unit 14, and unit 16 are provided bellow as the examples.

Unit 2	
Words	: 43 >> 40
Conversion list	: 2.5
Sentence	: $3 * 2.5 = 7.5$

In the example of unit 2 above, it can be seen that the exact number of words is 43 words. The rule of the conversion says that the

number of words should be evened to the nearest one. Therefore, the number 43 is evened to 40. The number of words of 40 has the conversion list number 2.5. Thus, the number of sentences, in this case 3 sentences, is multiplied with 2.5. Finally, the result of the conversion is gotten, that is 7.5.

Unit 6

Words : 64 >> 60

Conversion list : 1.67

Sentence : $5 * 1.67 = 8.35$

In the example of unit 6 above, it can be seen that the exact number of words is 64 words. According to the rule of the conversion, the number of words should be evened to the nearest one. Therefore, the number 64 is evened to 60. The number of words of 60 has the conversion list number 1.67. Thus, the number of sentences, in this case 5 sentences, is multiplied with 1.67. Finally, the sentence result of the conversion is gotten, that is 8.35.

Unit 9

Words : 76 >> 80

Conversion list : 1.25

Sentence : $6 * 1.25 = 7.5$

In the example of unit 9 above, it can be seen that the exact number of words is 76 words. According to the rule of the conversion, the

number of words should be evened. Therefore, the number 76 is evened to 80. The number of words of 80 has the conversion list number 1.25. Thus, the number of sentences, in this case 6 sentences, is multiplied with 1.25. Finally, the sentence result of the conversion is gotten, that is 7.5.

Unit 14

Words : 42 >> 40

Conversion list : 2.5

Sentence : $4 * 2.5 = 10$

In the example of unit 14 above, it is almost same as the unit 2. Only the number of words is different. It has 42 words. The rule of the conversion says that the number of words should be proximately evened. Therefore, the number 42 is evened to 40. The number of words of 40 has the conversion list number 2.5. Thus, the number of sentences, in this case 3 sentences, is multiplied with 2.5. Finally, the result of the conversion is gotten, that is 10.

Unit 16

Words : 50

Conversion list : 2.0

Sentence : $4 * 2.0 = 8$

In the example of unit 16 above, it is clearly seen that the number of the words has been exact 50. Therefore, it does not need to be evened. After that, the writer still has to converse the number of sentences

with the conversion list. The number 50 has the certain conversion number 2.0. Therefore, the number of sentences, 4 is multiplied 2.0. Finally, the result of the conversion is gotten, that is 8.

Finally, the number of sentences which will be plotted to the graph is available. It should be multiplied with the conversion list because the number of the words does not reach 100 words which is the term in measuring the readability. In order to be able to measure the readability of this manual user guide, the conversion calculation needs to be done.

Not only the number of sentence in the unit but also the number of the syllables needs to be calculated and multiplied with the conversion list number. As stated in the chapter II that most of the readability measurement formulas are made to measure the English text. There must be great differences between English and Indonesian languages. One of them lies down in the number of syllables. English language commonly has single syllable for a word. However, Indonesian language has more than one syllable. For example, the word 'house' has one syllable. In Indonesia, 'house' means 'rumah' which has two syllables. This thing can affect the measurement process of readability. Therefore, after multiplying the number of the syllables in a unit with the conversion list number, the result needs to be multiplied again with 0.6. The calculation of the number of syllables in unit 1, unit 4, unit 8, unit 12, and 17 are provided bellow as an example.

Unit 1

Words : 64 >> 60

Conversion list : 1.67

Syllables : $152 \times 1.67 = 253.84 * 0.6 = 152.30$

In the example of unit 1 above, it can be seen that the exact number of words is 64 words. According to the rule of the conversion, the number of words should be evened to the nearest one. Therefore, the number 64 is evened to 60. The number of words of 60 has the conversion list number 1.67. Thus, the number of syllables is multiplied with 1.67. The exact number of syllables is 152 syllables. The result of 152 is multiplied with 1.67 is 253.84. The process has not been done yet. The result of the conversion should be multiplied once again with 0.6. Finally, the number of syllables becomes 152.30.

Unit 4

Words : 65 >> 60

Conversion list : 1.67

Syllables : $165 \times 1.67 = 275.55 * 0.6 = 165.33$

In the example of unit 4 above, it can be seen that the exact number of words is 64 words, almost same as unit 1. Based on the rule of the conversion, the number of words should be evened to the nearest one. Therefore, the number 65 is evened to 60. The number of words of 60 has the conversion list number 1.67. Thus, the number of syllables is multiplied with 1.67. The exact number of syllables is 165 syllables. The result of 165

is multiplied with 1.67 is 275.55. However, the process has not been done yet. The result of the conversion should be multiplied once again with 0.6. Finally, the number of syllables becomes 165.33.

Unit 8

Words : 42 >> 40

Conversion list : 2.5

Syllables : $100 \times 2.5 = 250 * 0.6 = 150$

In the example of unit 8 above, it can be seen that the exact number of words is 42 words. According to the rule of the conversion, the number of words should be evened. Therefore, the number 42 is evened to 40. The number of words of 40 has the conversion list number 2.5. Thus, the number of syllables is multiplied with 2.5. The exact number of syllables is 100 syllables. The result of 100 is multiplied with 1.67 is 250. As in the other examples above, the process has not been finished yet. The result of the conversion should be multiplied once again with 0.6. Finally, the number of syllables becomes 150.

Unit 12

Words : 75 >> 80

Conversion list : 1.25

Syllables : $178 \times 1.25 = 222.5 * 0.6 = 133.50$

In the example of unit 12 above, it can be seen that the exact number of words is 75 words. According to the rule of the conversion, the

number of words should be evened. Therefore, the number 75 is evened to 80. The number of words of 80 has the conversion list number 1.25. Thus, the number of syllables is multiplied with 1.25. The exact number of syllables is 178 syllables. The result of 178 is multiplied with 1.25 is 225.50. As in the other examples above, the process has not been finished yet. The result of the conversion should be multiplied once again with 0.6. Finally, the number of syllables becomes 133.50.

Unit 17	
Words	: 43 >> 40
Conversion list	: 2.5
Syllables	: $93 \times 2.5 = 232.5 * 0.6 = 139.50$

In the example of unit 17 above, it can be seen that the exact number of words is 42 words, almost same as unit 8. Based on the rule of the conversion, the number of words should be evened. Therefore, the number 43 is evened to 40. The number of words of 40 has the conversion list number 2.5. Thus, the number of syllables is multiplied with 2.5. The exact number of syllables is 93 syllables, less than the unit 8. The result of 93 is multiplied with 2.5 is 232.50. The result of the conversion should be multiplied once again with 0.6. Finally, the number of syllables becomes 139.50

Finally, the number of syllables which will be plotted to the graph is available. It should be multiplied with the 0.6 because of the

difference of English and Indonesian syllables. If it is not multiplied with 0.6, the measurement of the readability will be hard to do.

After getting the conversion version of the number of sentences and the number of syllables, the readability measurement using the Fry Readability Graph can be done. The examples bellow will show the complete calculation of the readability measurement.

Unit 1	
Words	: 64 >> 60
Conversion list	: 1.67
Sentences	: $5 * 1.67 = 8.35$
Syllables	: $152 * 1.67 = 253.84 * 0.6 = 152.30$

As the example of unit 1 above, the number of the words is evened from 64 to 60 which will affect to the change of the number of sentences. The number of the sentences should be multiplied with the conversion list number. Therefore, the sentence in this unit becomes 8.35. Besides, the number of syllables should also be multiplied with the conversion list number and 0.6. Therefore, the number of syllables in this unit becomes 152.30. If these numbers are plotted to the Fry Readability Graph, the result will show that this unit belongs to the 8 grade level of Fry Readability Formula which means that this unit can be easily read by the 8th grade persons or about Junior High School students and above.

Unit 4

Words : 65 >> 60

Conversion list : 1.67

Sentences : $4 * 1.67 = 6.68$ Syllables : $165 * 1.67 = 275.55 * 0.6 = 165.33$

As the example of unit 4 above, the number of the words which is almost same as unit 1 is evened from 65 to 60 which will affect to the change of the number of sentences. The number of the sentences should be multiplied with the conversion list number. Therefore, the sentence in this unit becomes 6.68. Besides, the number of syllables should also be multiplied with the conversion list number and 0.6. Therefore, the number of syllables in this unit becomes 165.33. If these numbers are plotted to the Fry Readability Graph, the result will show that this unit belongs to the 11 grade level of Fry Readability Formula which means that this unit can be easily read by the 11th grade persons or about Senior High School students and above.

4.2.2 Internal Factors of Readability in Indonesian Version of iPhone 4

Quick Start Manual User Guide

The internal factors of readability which occur in this Indonesian Version of iPhone 4 Quick Start Manual User Guide Translation are only the average sentence length, the use of complex words, and the use of foreign and cultural words.

4.2.2.1 The Average Sentence Length

The diagram in the data presentation shows that the average sentence length of this Indonesian Version of iPhone 4 Quick Start Manual User Guide is 19% among others. It is because the average sentence length is the most common internal factor of readability which will definitely appear in every text. However, the sentence lengths of a text may be different. In this Indonesian Version of iPhone 4 Quick Start Manual User Guide, the average sentence length comes into 'easy', 'almost easy', and 'standard' categories based on Nababan's theory. The writer provides the samples bellow

Unit 2

Saat sedang menggunakan aplikasi, tekan tombol Rumah untuk menutup aplikasi dan kembali ke layar Utama. Untuk secara cepat kembali ke layar Utama, tekan tombol Rumah dari segala layar lainnya. Ketika berada dalam mode tidur, klik dua kali tombol Rumah untuk memunculkan kontrol iPod.

The number of words	: 43
The number of sentences	: 3
The sentence length	: 14.3

If this number is categorized based on Nababan's theory, it will come to the 'standard' range where the words is still able to be read by the readers. As stated in the chapter two, the average sentence length can be concluded by dividing the number of word with the number of sentences. Thus, it is gotten that 43 divided by 3 equals with 14.3.

Unit 4

Saat sedang bertelepon , Anda dapat mengakses email, kalender, atau aplikasi-aplikasi lain, dan bahkan menelusuri web ketika Anda terhubung melalui Wi-Fi atau 3G. Untuk beralih antara aplikasi, klik dua kali tombol Rumah untuk menampilkan aplikasi yang baru-baru ini digunakan. Gulir ke kanan untuk melihat lebih banyak aplikasi, lalu ketuk satu kali untuk membukanya kembali. Gulir terus ke kiri untuk mengakses kontrol iPod atau mengunci orientasi tampilan.

The number of words	: 65
The number of sentences	: 4
The sentence length	: 16.2

If this number is categorized based on Nababan's theory, it will also come to the 'standard' range. The same calculation is also done to this unit. The range of standard category is if the number of words per sentence or the sentence length is about 15 to 17 words per sentence.

Unit 8

Selagi Anda bertelepon, ketuk tombol FaceTime untuk memulai sebuah panggilan video. Atau ketuk tombol FaceTime di Kontak. Selama panggilan video, Anda dapat beralih ke kamera belakang untuk berbagi lingkungan sekitar Anda. Akses email Anda, web, atau aplikasi lain dengan menekan tombol Rumah.

The number of words	: 42
The number of sentences	: 4
The sentence length	: 10.5

This unit shows the different result from the two above. This unit has the average sentence length about 10.5 which is classified as the 'easy' level. The easy level consists of only 8 to 11 words per sentences based on the Flesch's and Nababan's theory. Thus the readability of this unit, if it is looked from the average sentence length, is categorized into the easy one.

Unit 10

Untuk merekam video HD, ketuk Kamera, lalu atur tombol ke video. Ketuk tombol Rekam untuk mulai merekam. Ketuk sekali lagi untuk mulai merekam. "Ketuk untuk fokus" memungkinkan Anda mengontrol fokus dan pencahayaan dengan mengetuk seseorang atau benda apa saja pada layar. Anda dapat merekam secara lanskap atau potret. Anda bahkan dapat menyalakan lampu kamera saat merekam dalam kondisi cahaya rendah.

The number of words	: 61
The number of sentences	: 5
The sentence length	: 12.2

This unit shows different result from the previous ones. If they belong to ‘standard’ and ‘easy’ categories, this one belongs to the ‘almost easy’ level. The same calculation is done to this unit and the result shows 12.2 which means that this unit has the ‘almost easy’ level of readability if it is seen from the average sentence length.

Unit 14

Di Safari, ketuk dua kali sembarang elemen dalam halaman web-gambar atau teks-untuk memperbesar. Ketuk dua kali lagi untuk memperkecil. Ketuk tombol Halaman Lain untuk membalik0balik antara halaman-halaman web atau membuka halaman baru. Putar iPhone untuk melihat web dalam layar lebar.
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The number of words	: 42
The number of sentences	: 4
The sentence length	: 10.5

This unit shows the same result as the unit 8. This unit has the average sentence length about 10.5 which is classified as the ‘easy’ level. The easy level consists of only 8 to 11 words per sentences based on the Flesch’s and Nababan’s theory. Thus same as unit 8, if it is looked from the

average sentence length, the readability of this unit is categorized into the easy one.

Unit 16

Ketik ikon App Store untuk secara nirkabel melihatlihat puluhan ribu aplikasi dalam kategori game, bisnis, travel, jejaring sosial, dan masih banyak lagi. Lihat dalam Pilihan, Kategori, atau Top 25 atau cari berdasarkan nama. Untuk membeli dan mendownload aplikasi langsung ke iPhone Anda, ketuk Beli Sekarang. Banyak aplikasi yang malah gratis.

The number of words	: 50
The number of sentences	: 4
The sentence length	: 12.5

This unit has the same result with unit 10. This unit belongs to the ‘almost easy’ level. The same calculation is done to this unit and the result shows 12.5 which means that this unit has the ‘almost easy’ level of readability if it is seen from the average sentence length.

4.2.2.2 The Use of Complex Sentences

The diagram in the data presentation shows that the use of complex sentence of this Indonesian Version of iPhone 4 Quick Start Manual User Guide is the largest one, about 40% among others. Most of the units have the complex sentences and each unit has more than one complex sentences. The complex sentence is related closely to the sentence length. The longer a sentence is, the lower the readability will be. The examples provided bellow

Untuk mematikan atau memulai ulang iPhone, tahan tombol Nyala/Mati selama beberapa detik, lalu geser slider untuk mengkonfirmasi.

This example belongs to the complex sentence because, as seen above, it has more than one predicates. There are five predicates or verbs, they are 'mematikan', 'memulai', 'tahan', 'geser', and 'mengkonfirmasi'. Besides, the first clause 'untuk mematikan dan memulai ulang iPhone' can not be separated from the next two clauses. Thus, that clause is classified into the dependent clause. The sentence which at least has one dependent and one independent clause is called as the complex sentence.

There are two ideas in this sentence. The first is to tell the readers about how to turn on and turn off the phone. The second one is to confirm the command. A sentence which has more than one idea is also called as the complex sentence.

Saat sedang menggunakan aplikasi, tekan tombol Rumah untuk menutup aplikasi dan kembali ke layar utama.

This example shows the characteristic of the complex sentence. It has two clauses, one dependent clause, and one independent clause. The first clause, 'saat sedang menggunakan aplikasi', can not stand alone. It should be combined or added the next clause 'tekan tombol Rumah untuk menutup aplikasi dan kembali ke layar utama'. It is because the use of the

conjunction 'saat' which makes the first clause can not stand alone and be separated from the next clause.

Ketika berada di dalam mode tidur, klik dua kali tombol Rumah untuk memunculkan kontrol iPod.

This example uses the same technique as the previous one, the use of dependent and independent clauses. It is assumed that the use of the complex sentence such as in the example above will make the unit become effective and be wrapped up shortly. In this example, the conjunction is 'ketika'.

Saat sedang bertelepon, Anda dapat mengakses email, kalender, atau aplikasi-aplikasi lain, dan bahkan menelusuri web ketika anda terhubung melalui Wi-Fi atau 3G.

This example is taken from the unit 4 (multitasking). The sentence there shows that iphone is able to do many things at the same time. When you are making a call you can access your email accounts, calendar, and the other applications. Furthermore you can also get connected to the internet while your network is connected to Wi-Fi or in 3G status. There is also the excessive use of the conjunction. There are 'dan' and 'bahkan' which make the sentence look very complex.

Saat mendengarkan musik dengan headset iPhone, tekan tombol tengah sekali untuk menjeda atau memainkan, dan tekan dua kali dengan cepat untuk melompat ke lagu berikutnya.

This sentence contains more than one idea. First is how to play and pause the music and second is how to forward the music. This sentence combines two ideas in one single sentence. Besides, the use of conjunctions and predicators also affect the readability. Taking a look at the previous factors, the longer a sentence is, the readability of the sentence become low.

4.2.2.3 The Use of Foreign and Cultural Words

The diagram in the data presentation shows that the use of foreign and cultural word of this Indonesian Version of iPhone 4 Quick Start Manual User Guide is about 41% among others. It is not found the use of the cultural word in this Indonesian Version of iPhone 4 Quick Start Manual User Guide. There are only the uses of foreign words.

In analyzing this factor, the writer used KBBI, Kamus Besar Bahasa Indonesia, to check the meaning of the words. If in KBBI the writer did not find the meanings of the words are not available in KBBI, the writer would check it in the English Dictionary. If the meanings of those words are available there, then the writer would classify them as the foreign words.

Many units use the foreign words, English words in this case. However, the use of those English words is not really disturbing since those words are familiar to the readers. The foreign words which are used are mainly related to the menu or options in the product, such as *Cover Flow*, *FaceTime*, *Voice Control*, and *iTunes Store*. The translation of these foreign words is probably done but they are better written this way because those words that the users are going to see in the phone.

The use of the foreign words is also found in the form of abbreviation. They are *HD* and *App*. *HD* stands for *High Definition* and *App* stands for *Application*. *HD* is found in the unit 10, about Video HD. The word video relates closely to the High Definition modifier. It refers to the clarity of the pictures and the fineness of the moving phases from that video. The abbreviation of application is indeed *App*. In this case, *App* can be translated into ‘aplikasi’ or just left like that. Here, the translator has chosen to not translate the word *App* into ‘aplikasi’ probably because the readers and the users will find the word *App* in the phone. If the translator translates that, it possibly makes the users and readers confused. Moreover, the word *App* is not standing alone, but with the word *Store*. What the users and the readers may find in the phone is *App Store*, not ‘Toko Aplikasi’. The other English words are just the familiar words such as ‘email’, ‘mail’, ‘headset’, ‘wallpaper’, ‘web’, ‘keypad, and ‘slider’.

4.2.3 External Factors of Readability in Indonesian Version of iPhone 4

Quick Start Manual User Guide

The external factors of readability which occur in this Indonesian Version of iPhone 4 Quick Start Manual User Guide Translation are varies. Each of them holds an important role in determining the readability level. They are size of type, font of type, margin size, spacing between lines, mistyping or misspelling, and the punctuation false.

4.2.3.1 Size of Type

The diagram in the data presentation shows that a half of the respondents agree that the size of type gives influence to the readability of a text, especially for this Manual User Guide. More than 50% respondents, about 58%, agree that this Indonesian Version of iPhone 4 Quick Start Manual User Guide is typed in 9 point bellow. More than a half of them think that this size is suitable for a manual book and still clearly seen and read. However, only a few of them think that this size is too small to the manual book font size (see Appendix). Mostly, they admit that their incapability in reading this size is caused by their own incapability in reading the small font size. They have some problems with their eyes. This is the statement from a respondent about the size of type in the instrument that she filled:

“untuk pembaca yang mempunyai kesulitan dalam pengelihatannya akan menyulitkan”

Overall, this factor holds an important role in determining how the text can be easily read or not.

4.2.3.2 Font of Type

The above diagrams, in the data presentation, shows 88% respondents' answers indicate that the font of type is the biggest factor of readability which occurs in the Indonesian Version of iPhone 4 Quick Start Manual User Guide. Most of the respondents agree that this font, *Myriad-Set Medium*, is suitable for the manual book because of its clarity. According to Kamil Rusli Abdullah, the manual book should use a clear font type in order to be easily read, such as Comic Sans, Calibri, and Arial. This font type also has the same characteristics as them which are clear and unhooked. Thus, this font type is suitable for this Indonesian Version of iPhone 4 Manual User Guide. Meanwhile, about 12% of the respondents' answers say that this font type is not easily read because of its size. Eventually, the size of type also affects the readability of the font type. If it's too small, the font type can hardly be read. However, most of the respondents answer that this font type can be easily read and suitable for the manual book.

On the title of every unit, this font type is bold. The respondents also agree that the bold font of the title or heading, it is used to emphasize the content that will be shared in the text. The use of the lower case is good enough for the title. Actually, Kamil Rusli Abdullah says that

the *allcap* is the most suitable style to be used in the title. It emphasizes the content which will be talked in the text. However, the use of the lower case here has represented the content of the text based on the respondents' answers.

4.2.3.3 Margin Size

The diagram shows that 79% respondents agree that the provided margin in this manual user guide takes part in determining the readability. In this Indonesian Version of iPhone 4 Quick Start Manual User Guide the margin size determines the number of words per line. According to Kamil Rusli Abdullah, the appropriate number of words per line for manual book is about 5 to 7 words. If it is more than 10 words, it will give the narrow impression to the readers which could affect the eye-working mechanism while reading. The average number of words per line in a unit is about six. Thus, the provided margin size is suitable to be applied in manual book.

Besides, another factor which also affects the margin size and the number of words per line is the number of letters per word. The normal number of letter per word is usually 6 to 10. More than that, Abdullah Kamil Rusli considers that as the complex word. The complex words tend to have more letters in it. The use of the complex words is better avoided because it can affect the way of the readers read and the readability itself.

In this manual user guide, the use of the complex word is not many found, for examples *menggunakan*, *memunculkan*, and *memainkannya*.

4.2.3.4 Spacing between Lines

The diagram in the data presentation shows that 38% of the respondents' answers show that spacing between lines in this manual user guide has an influence in determining readability. The normal space between lines is about 1.5 lines. However, many respondents assume that this manual user guide uses 1 line or single space. Some of them think that this space between lines is too small and make them confuse while reading.

On the other hand, 59% of the respondents' answers show that the provided line spacing in this Indonesian Version of iPhone 4 Manual User Guide does not really affect the readers' reading activities. As mentioned above, the respondents answer that the line spacing in this manual user guide is single space. However, they admit that they can still read the words in the units clearly. Thus, it can be concluded that this factor is not really affect the readability based on the respondents' experiences.

4.2.3.5 Misspelling or Mistyping

The diagram in the data presentation shows that the misspelling or mistyping is rarely found in this Indonesian Version of iPhone 4 Quick Start Manual User Guide. It is proven by the percentage of the number of respondents who do not find any mistake is higher than the percentage of the respondents who find some mistakes in this manual user

guide. The percentage of the answers from the respondents who find mistakes is only 15%. Meanwhile, the percentage of the answers from the respondents who do not find any mistake is 85%. Based on their comments and reading experiences, the misspellings occur in this manual user guide does not really affect their reading activities. There are some mistakes such as ‘*mengkonfirmasi*’ and ‘*melihatlihat*’ which are supposed to be ‘*mengonfirmasi*’ and ‘*melihat-lihat*’. Thus, it can be concluded that the mistyping or misspelling in this manual user guide does not really affect the readability of Indonesian Version of Quick Start Manual User Guide.

4.2.3.6 Punctuation

The diagram in the data presentation above clearly state that the mistake in the punctuation use is rarely found in the Indonesian Version of iPhone 4 Quick Start Manual User Guide. It is proven by seeing the diagram, that the percentage of the respondents’ answers which find mistake in this manual user guide is lower than the percentage of the respondents’ answers which do not find any mistake in this manual user guide. The percentage which state that there are mistakes is only 16%. In the other hand, the percentage of the respondents’ answers which state there is no mistake is about 84%. The mistakes here refers to the misplacement of comma (,) and stripe (-). A respondent gives a comment on her instrument sheet about the use of (-) in unit 5,

“terdapat tanda (-) yang tidak sesuai dalam unit tersebut sehingga membuat pembaca salah mengartikan makna dalam kata tersebut”.

This is her own experience when she read the Indonesian Version of iPhone 4 Quick Start Manual User Guide. She reread this part for two times to be able catch the information in the text.