

Di kantor pelayanan publik - *Using public services*

9.1 Ungkapan - *Phrases*

Di mana saya bisa memperpanjang visa?
Where can I apply for a visa extension?

Bagaimana ke kantor imigrasi?
How can I get to the nearest immigration office?

Di mana	bank	terdekat?
<i>Where is the</i>	<i>bank?</i>	
<i>nearest</i>	ATM	
	ATM	
	kantor pos	
	<i>post office</i>	
	kantor polisi	
	<i>police station</i>	

Di Kantor Imigrasi - ***At the Immigration Office***

Saya ingin perpanjang visa saya.
I want to extend my visa.

Saya ingin tinggal di Indonesia sepuluh hari lagi.
I would like to stay in Indonesia for ten more days.

Saya akan pergi ke Raja Ampat, Papua minggu depan.
I am going to go to Raja Ampat, Papua next week.

Ini paspor dan tiket pulang saya.
This is my passport and departure ticket.



Ini sponsor/teman/pemandu saya.
This is my sponsor/friend/guide.

Saya tinggal di Hotel Puri, Jakarta.
I live in Hotel Puri, Jakarta.

Berapa biayanya?
How much does the visa extension cost?

Berapa lama prosesnya?
How long does it take to process my application?

Sepertinya masa tinggal saya telah lewat.
I am afraid I have overstayed my visa.

Berapa dendanya?
How much is the fine?

Di Bank - At the Bank

Saya ingin menabung.
I would like to deposit some money.

Saya ingin ambil uang.
I would like to withdraw some money.

Saya ingin menguangkan/
mencairkan cek (pelawat).
I would like to cash a (traveler's) cheque.

Saya perlu 1 juta rupiah tunai.
I need 1 million rupiah in cash.

Ada masalah dengan kartu kredit saya.
I have a problem with my credit card.

Petugas bank mungkin berkata:
Bank officer might say:

1. Boleh saya lihat kartu identitas Anda?
May I see your ID card?
2. Apa Anda ingin membuka rekening?
Would you like to open an account?
3. Silakan isi formulir.
Please, fill in the form.
4. Silakan tanda tangan di sini.
Please sign here.

Di kantor pelayanan publik - *Using public services*

Di Kantor Polisi - *At the Police Station*

Saya tersesat.

I am lost.

Ponsel saya hilang.

I have lost my cellphone.

Saya tidak tahu jalan ke hotel saya.

I do not know the way to my hotel.

Tolong tunjukkan jalan ke Hotel Puri.

Please show me the way to the Puri Hotel.

Saya ingin laporkan kehilangan barang.

I want to report lost property.



Di Kantor Pos - *At the Post Office*

Saya ingin beli meterai.
I want to buy a tax stamp.

Saya ingin beli kartu pos.
I want to buy some postcards.

Saya perlu prangko untuk kartu pos saya.
I need a stamp for my postcard.

Berapa harga prangko?
How much for the stamp?

Saya ingin kirim paket ke luar negeri.
I want to send a package overseas.

Berapa lama paket saya akan diterima?
How long will it take for my package to be delivered?

Penggunaan Ungkapan - *Phrases in use*

Teller bank : Selamat pagi, Pak, ada yang bisa saya bantu?
Good morning, Sir. What can I do for you?

Tony : Saya mau mencairkan cek lawatan saya.
I would like to cash my traveller's cheque.

Teller bank : Baik, Pak. Boleh saya lihat ceknya?
Ok, Sir. May I see the cheque?

Tony : Ini, Ibu, silakan.
Here you are.

Teller bank : Terima kasih. Boleh saya lihat tanda pengenal atau paspor Bapak?
Thank you. May I see your ID or passport?

Tony : Baiklah.
Ok.

Teller bank : Tunggu sebentar, saya akan proses.
Please wait, I will cash it.

Tony : Terima kasih.
Thank you.

9.2 Daftar Kosakata - Vocabulary list

antre	: <i>queue</i>
biaya	: <i>fee/cost</i>
bulan	: <i>month</i>
cek pesawat	: <i>traveller's cheque</i>
detik	: <i>traveller's cheque</i>
dokumen asli	: <i>original document</i>
dokumen fotokopi	: <i>photocopy</i>
formulir	: <i>form</i>
foto	: <i>photograph</i>
hari	: <i>day</i>
isi formulir	: <i>fill in the form</i>
jam	: <i>hour</i>
juta	: <i>million</i>
kartu debit/kredit	: <i>debit/credit card</i>
menit	: <i>minute</i>
miliar	: <i>billion</i>
minggu	: <i>week</i>
paket kilat	: <i>express package</i>
pelayanan pelanggan	: <i>costumer service</i>
petugas	: <i>officer</i>
ratus	: <i>hundred</i>
rekening bank	: <i>bank account</i>
ribu	: <i>thousand</i>
satuan pengamanan (satpam)	: <i>security guard</i>
silakan	: <i>please</i>
surat jaminan	: <i>letter of guarantee</i>
teler (petugas bank)	: <i>teller</i>
tiket penerbangan	: <i>flight ticket</i>
uang tunai	: <i>cash</i>
visa bisnis	: <i>business visa</i>
visa kunjungan saat kedatangan	: <i>visa-on-arrival</i>
visa pensiunan	: <i>retirement visa</i>



9.3 Informasi Tambahan - *Additional Information*

Public services in Indonesia are provided at every level of government; from the largest to the smallest, these levels are: state (negara), province (*provinsi*), city (*kota*), district (*kabupaten*), sub-district (*kecamatan*), and village (*desa* or *kelurahan*). Officially the Republic of Indonesia is made up of provinces. Provinces are made up of cities and districts. Cities or districts are made up of sub-districts. And finally, sub-districts are made up of villages. Indonesia is currently comprised of 34 provinces.

Public services, such as immigration, can be found in every province. Police services are provided in every sub-district. In some provinces, postal services are provided down to the level of sub-district. A small number of banks also offer their services at the level of sub-district.