

**A RHETORICAL ANALYSIS ON PROCESS PARAGRAPH IN
NOKIA 3610 USER'S GUIDEBOOK**

THESIS

Presented to
The State Islamic University of Malang
In partial fulfillment of the requirements
For the degree of *sarjana sastra* (SS)
In English Letters and Language Department

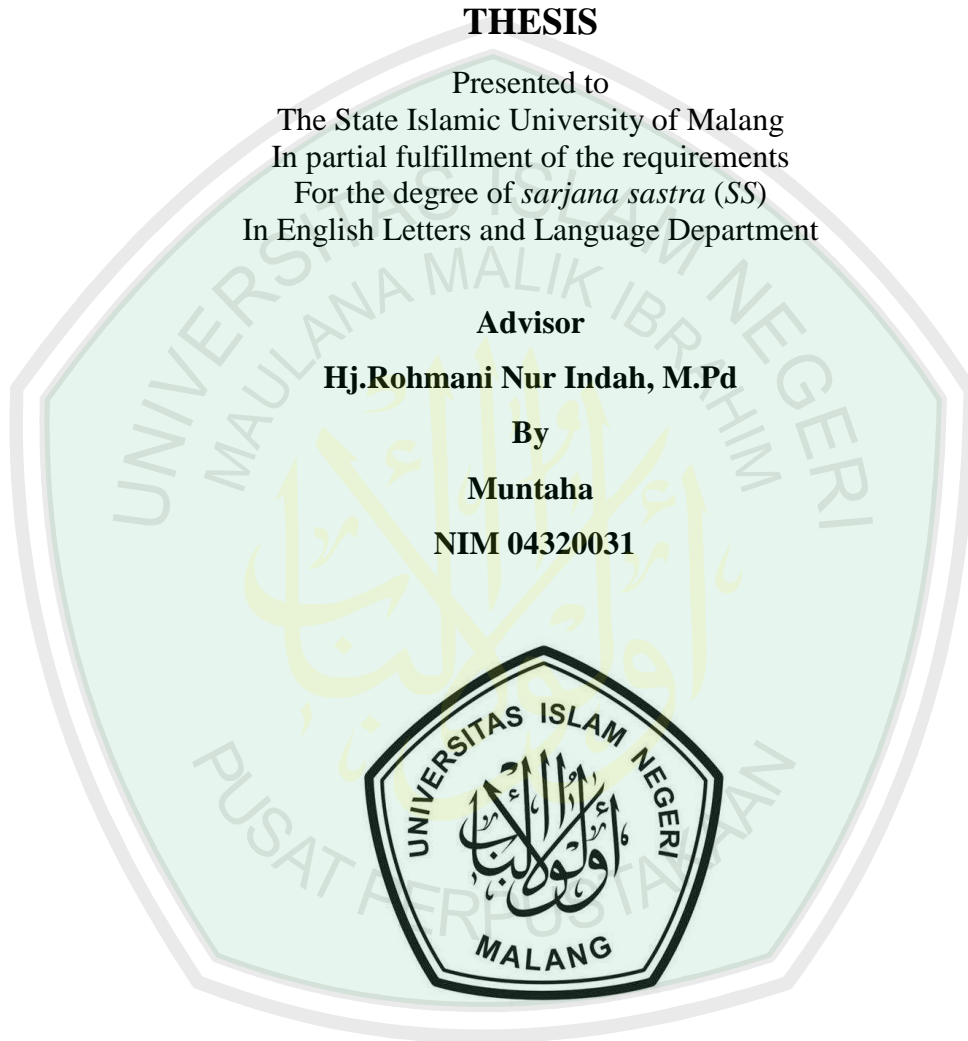
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APPROVAL SHEET

This is to certify that Muntaha's thesis entitled A Rhetorical analysis on process paragraph in NOKIA 3610 user guide's book has been approved by the thesis advisor for further approval by the Board of Examiners.

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When we open everything by بسم الله الرحمن الرحيم believe that
God always be with us.

There are only two destinies in our life, being lucky or
unlucky. Therefore, find our own destiny.



**A good man is one who never regrets
what have done**

For:

My parents Hj.St. Maryam and H.Abdul Qodir (alm)

My family Abbas A.K, St.Mahmudah, M.Said, St.Khulasoh,
St.Rukoyyah, and A.Rifai and all my nephew and niece.

Zie thanks for your love, it was a beautiful time.

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ABSTRACT

Muntaha.2008. *A Rhetorical Analysis on Process Paragraph in NOKIA 3610 User Guide's Book*. The advisor Hj. Rohmani Nur Indah M.Pd. English Language and Letter Department. Humanities and Culture Faculty. The State Islamic University of Malang.

Key word: Rhetoric, paragraph, process, guidebook, NOKIA 3610

Rhetoric especially rhetorical expression in the form of writing is a part of an important skill that is needed. Today, writing is not only a tool on giving information, but also to give instruction. Like in the technology area, writing is used to give a guide to operate the machine. Every electronic product always has a guidebook for user, so the user will easily understand it and does not need to ask the producer of the product to understand how to operate it. On this field, writing is very useful, moreover on the form of process paragraph.

This research attempts to investigate the phenomena of rhetoric situation specially on writing to describe process paragraph used on NOKIA 3610 user's guidebook. The research problem is how the process paragraph is applied in NOKIA 3610 user's Guide Book. To answer the research problem, formulation of research questions is as follow: What types of process paragraph in NOKIA 3610 user Guide Book are and which type is mainly used in NOKIA 3610 user Guide Book.

The descriptive qualitative method was used to conduct this research. This research describes and explains process paragraph used in NOKIA 3610 user's guidebook. The data were taken from "NOKIA 3610 user's guide book". To analyze the data, the paragraph of each title are determined to know whether they are fulfilled or not. Then the data were categorized and analyzed by using process paragraph theory proposed by Martin J. Arnaudet and Mary Ellen Barret into five types namely: enumerators, listing signals, time clues, repetition and pronoun reference, and visualization.

Based on the 135 data presented and analyzed in this study, it can be concluded that types of process paragraph found in this guidebook are time clues, listing signals, repetition and pronoun reference and visualization. This study also finds this kind of time clues in is almost in all data. As part of time clues, verb choice is the most type that is used in many times, while time clauses, participle phrases, sentence connector of time are seldom used; because the writer wants to get direct communication with the readers. Listing signals are the second type that mainly used especially number, it is almost half from all data. Repetitions are always used when the writer wants to emphasize the topic that is talked, pronoun references and visualizations are rarely used.

From those finding, it is expected that this study will be useful for English learners by knowing the information of process paragraph on user's guidebook. They can pay attention on the use of them on any kinds of user's guidebook to be more understand about mobile phone.

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CHAPTER I

INTRODUCTION

This chapter presents background of the study, problem of the study, objective of the study, scope and limitation of the study and definition of the key terms.

1.1. Background of the Study

ن, والقلم وما يسطرون (١)

"Nun. By the pen and that which they write" (Qs.Al Qalam:1)

From that verse, we know that writing activities actually very important. Writing as the representation of language in a textual medium with signs or symbols are the ways for human being to express their ideas. Therefore, Allah SWT Reminds us on the holy Koran. He Has Ordered us to write an important thing which can be useful for human being, because this media cannot be separated with intellectual and social activities (Lasa, 2006:33). In doing these activities human needs idea, expression, mind, and concept expressed in the clear, united, and understandable, so it becomes the united idea. To know the technique of writing, people have to understand words, sentence, and paragraph. Paragraph as the part of writing becomes an essential thing that has to be mastered in doing this activity. It is why, this research is proud to choose process paragraph as the subject on this research.

A paragraph is a group of sentences or a single sentence that forms a unit. Length or appearance is not a factor in determining whether a section in a paper is a paragraph. In fact, it is not the number of sentences that construct a paragraph,

but the unity and coherence of ideas among those sentences. For instance, in some styles of writing, particularly journalistic styles, a paragraph can be one sentence. Ultimately, strong paragraphs contain a sentence or sentences unified around one central, controlling idea (Langan, 2001:186).

On the developing paragraph, we know that paragraph has many elements such as topic sentence, supporting sentence and conclusion. They must become a unity and coherence between elements to another. This aspect is very important in making paragraph so the paragraph can be understood well. This is in line with Arnaudet and Barret (1981: 41) who said that understanding of readers is the main measure for controlling the idea and the quality of paragraph. Therefore, in writing paragraph development, paragraph has to give intention more. It is applied in every types of development paragraph, like comparison contras or process.

On the current era, writing is not only a tool on giving information, but also give instruction (Ryan and Tankard, 2005:37). Like in the technology area, writing is used to give a guide to operate the machine. Every electronic product always has a guidebook for user, so the user will easily and does not need to ask the producer of product to understand how to operate it. On this field, writing is very useful, moreover the form of process paragraph.

Process paragraph is the type of writing used to convey instruction. It can also explain how something happens or is happened. Like narrative, the topic generally follow chronological order, with each steps in the process linked to event in a well –develop plot. Much is made of transition words and phrases to keep the reader on the right track (Reid, 1994: 109). Like a storyteller, the writer

process usually begins at the beginning and follows thought to the end, sometimes like listing steps by numbering but always providing sufficient details to help the readers picture the activity accurately and correctly (Oshima and Hogue, 1983:35). Process paragraphs are mostly used on manual for machine. Mobile phone or mobile phone also one of the machine, which is followed with manual as the instruction book for using it from the factory. Every people, if they buy a new mobile phone will get it.

Roy Suryo on Djan and Ramlan (2006) said that the user of mobile phone in Indonesia approximately reaches 3 billion people, 35% NOKIA, 21% Motorola, 12% Samsung, 7,8% Sony Ericsson and 6,5% LG. It will always increase year by year. They are not only from the rich class or middle class but also from the lower class like the rider of Pedi cap (*becak*) or some labors at factory. It is also possible if someone from the lower class has more than one mobile phone. Although they do not have much and detail knowledge about mobile phone. The important thing for them is the prestige when they can have mobile phone and can take the advantages of this machine. Therefore, this research is important to be conducted in order to give the details of application and guidance for the users of mobile phone, NOKIA as one of the mobile phone producers provides guidebook.

NOKIA 3610 is the transformation of the old type of Nokia mobile phone to the new types. It has many facilities in doing communication like message, telephone, and WAP (wireless application protocol) access. This mobile phone also has the complete guidebook. On this guidebook, we will find many process

paragraphs, which give a simple guide on operating this mobile phone. It also has icon helper for helping the readers to understand the instruction. On giving the instruction, it gives an easy language as the international standard. Therefore, it is a suitable guide book to be investigated.

This study is basically using rhetorical approach. There are some students have conducted the study about writing and paragraph from other perspectives. The first is a study conducted by Mutiatul Habibah (2006) "Holistic Evaluation of Argumentative Essay in East Java Writing Competition Held by English Letter Students Association (Elsa) 2005 The State Islamic University of Malang". The result of the research shows that most of them have good organization and fluent expression and vocabulary composition and idiom choice; they also have mistakes of low argument, effective complex construction and verb tense. Their mechanical composition are careless spelling and punctuation especially comma and mark. Second is a study by Noniawati (2006) "A Study of Unity of Argumentative Essays Using Turn About in Writing Class III of The State Islamic University of Malang" the results of the research are all the argumentative essays observed have clear thesis statement in introduction, development paragraph, and conclusion paragraph. Third is a study by Unun Hidayati (2007) "Claim of Fact Used in the Opinion Section of Tempo Magazine" the result of the research is the using of funnel are mostly on this opinion section, while turn about is only a few. However, in the area of process paragraph, no one has conducted any analysis. Therefore, this research analyzes the process paragraphs in NOKIA 3610 user's guidebook.

1.2. Problem of the Study

Based on the background of the study described in the preceding part, this research formulates research problem “How is process paragraph applied in NOKIA 3610 user’s guidebook?” To answer the research problem above, formulation of research questions as followed:

1. What types of process paragraph are in NOKIA 3610 user’s guidebook?
2. Which type of process paragraph is mainly used in NOKIA 3610 user’s guidebook?

1.3. Objective of the Study

The objective of this study is to identify the application of process paragraphs in NOKIA 3610 user’s guidebook by describing the type of process paragraph and the types that mainly used in NOKIA 3610 user’s guidebook.

1.4. Scope and limitation of the Study

The scope of this study is about writing particularly on the rhetorical aspect which studies how the paragraph is created and the kinds of paragraphs development used.

This research limits its analysis on the discussion about NOKIA 3610 user’s guidebook on English version released on 2002. It focuses on the paragraphs and the element of each paragraph, which is categorized as a technique of process paragraph (Martin L Arnaudet and Marry Ellen Barret). However, this research does not talk about the spelling and punctuation used.

1.5 Significant of the Study

The findings of the study are expected to be able to give contributions to the area of writing especially on paragraph development. First, this research can be an empirical source to students who study writing techniques concerning the process paragraph on guidebook (hand out/manual). Second, it is expected to be useful for those who are interested in the study on media especially in writing techniques. Third, these also can be a guide for teachers and lecturers on giving their material about writing skill on teaching process paragraph. The last, it is also hoped to give a new knowledge to students for supporting the previous studies on writing and developing paragraph as guidance in conducting further analysis.

1.6. Definition of the Key Terms

To avoid ambiguity and misunderstanding, some meaning of the words used in the title of this study and some words considered as the keywords are delivered. Those definitions are:

- Rhetorical : Rhetoric is the art using language to persuade, to convince, to enlighten, and to discover knowledge, and it can be in the form of written and spoken.
- Essay : the composition of writing which talks about single theme; it may be one or more paragraphs.
- Development Paragraph : the technique of enlarging paragraph becoming complete paragraph; it contains topic sentence, supporting sentence and conclusion sentence.

- Process paragraph : writing techniques that focus on process of the materials happen or the guide paragraph.
- Guides' book : a manual or direction on using a machine (the guidance on operating the machine)
- NOKIA 3610 : the type of mobile phone produced by NOKIA Company.



CHAPTER II

REVIEW OF THE RELATED LITERATURE

This chapter explains some theories from the related literature for supporting this research. Those theories are rhetorics, rhetorical analysis, and types of essay, development paragraph, process paragraph, Nokia 3610 user's guidebook, and previous study.

2.1. Rhetorics

Study of effective speaking and writing are very famous today, because the increasing of media rules our society today, where media becomes new king in controlling human life. The name of that study is rhetoric. Actually, it is begun to be learned 2500 ago in ancient Greece. It was started when the democracy arise there, people complete to be able to convey their ideas in the forum effectively. Because it will lead the people have more influence in their society. Therefore ancient Greece people learned more rhetoric to obtain that predicate. Moreover, the situational to day is not too much different. People still need to be able to express their ideas effectively if they want communicate them to others, and they still need to know how to construct a persuasive argument if they want to influence their community.

Rhetoric is the art using language to persuade, to convince, to enlighten, and to discover knowledge (Hairston, 1978:76). Rhetoric as the art of convincing and enlighten is likely normal, as the convincing knowledge is likely strange, but it is not more again after the raising of complexity problems in communication. In

addition, Saraka (1988: 19) states that the function of rhetoric is not simply to succeed in persuading the reader, but also discover means of coming as near.

Rhetoric is the art of speaking or writing effectively; as the study of principles and rules of composition formulated by critics of ancient times, and the study of writing or speaking as a means of communication or persuasion. While Oxford dictionary states that rhetoric is the art of effective or persuasive speaking or writing, with language that has a persuasive or impressive effect, but often lacking sincerity or meaningful content. Rhetoric that is applied in the form of writing can be called rhetorical situation (http://uwc.ucf.edu/writing_resources.html).

Besides, Hairston (1986: 78) said that rhetoric situation in the figure writing has many purposes for other people. It has several elements, because it express in complex situation. Those elements helps a writing to interact with the readers, those elements are the purpose or occasion for writing, audience for whom the writing is done, the persona or assumed role of the writing, and message or content of the writing.

Therefore, rhetoric is the art using language to persuade, to convince, to enlighten, and to discover knowledge, and it can be in the form of written and spoken. Rhetorical situation is writing that express human feeling on any purposes.

2.2. Rhetorical Analysis

Rhetorical analysis is the holistic analysis, which is used to understand the essay in many aspects. Actually it is part of a critical reading that involves going beyond what is rapidly apparent to look beneath the surface and outside the

boundaries. It is careful consideration that includes evaluating the quality and reliability of pieces, drawing conclusion about the significance of the author's ideas. In short critical reading is thoughtful reading. It involves evaluating and assimilating the ideas (Clouse: 2003: 1).

Every text, written, or visual, in some sense rhetorical; each one is a strategic presentation of particular ideas. Human beings both produce and receive such texts; as such, we must understand what they mean. Typically, this is done implicitly; we understand the meaning of a text without thinking about how or why it works the way it does. Rhetorical analysis asks us precisely that: to understand how texts create meaning, how they construct knowledge, and how they make us take action. Rhetorical analysis, then, helps us to understand explicitly (rather than simply implicitly, as most of us do) how the language of a text works and how we can use such language to work for us (Kinney, 2003:1).

Some aspects must be given more attention like pathos, logos or ethos, determine the purpose, style and tone also distinguish facts from opinion, make inferences, synthesize information, the last is evaluate quality. Making the conclusion must be carefully and related to the topic is talking about on that essay as the thing that is important (Clouse: 2003: 8).

Therefore, rhetorical analysis is done, to make the holistic understood in evaluating essay. In other words to make the essay is read carefully, it must be given particular attention to aspects of a text that wish to highlight in this essay, insuring that those aspects of the text plays through the whole, so the essay can be comprehended.

2.3. Types of Essay

Essay is a piece of writing several paragraphs long instead of just one or two paragraphs. The long of sentences is not the standard that writing can be called essay, but the function has to be fill that is written about one topic, just as a paragraph is. However, the topic of essay is too long and too complex to discuss in one paragraph. Therefore, it must divide the topic into several paragraphs. One for each major point then it must tie all of the separate paragraphs together by adding an introduction and a conclusion (Oshima and Hogue, 1981: 77).

There are several ways to organize the essay, the arrangement sentence and details depend on the writer's purpose. Langan (2001: 167) explains that they are descriptive, narrative, process, cause and effect, comparison and contrast, definitive and argumentative essay. They will be explained below:

2.3.1. Descriptive

Descriptive essay is the form of word that describes someone or something; it gives the readers a picture in words. To make the word picture as vivid and real as possible, it must observe and record specific details that appeal to the reader's sense, five senses of human being are like sight, hearing, taste, smell and touch, more than other essay. In write description needs sharp and colorful details (Langan, 2001:175).

As general strategy, describing is used in many forms of writing. Readers employ their imagination as they are reading, and descriptive details help make the subject matter become real for them. Visual form of expression has advantages of fully engaging one of the sense-sight-but they are still limited. For example,

film can appeal to both our eyes and our ears, but three more sense remains; touch, taste, and smell. Good descriptive writing can stimulate the reader's imagination to form sensory responses from all five senses. Frequently the readers have no choice; many people cannot read an article about the taste of citrus fruits (Pharr and Buscemi, 2005:136).

The arrangement of the details in the description depends on the subject and purpose when it relates to the place; it can begin with the right, left, or top and bottom. Sometimes, if there is an object that dominates the scene or something that is unusual in the scene, on this case, it may be desirable to focus on that object and describe it first, since it is the first thing noticed. If it relates to the situation, it can begin with the feeling or circumstance (Pharr and Buscemi, 2005: 245).

Therefore, the descriptive essay is sometimes called words painting. It tells about the picture, someone, or something. It will go smoothly when the words have strong sense in raising the reader's imagination. Since this type of essay relates to five senses of human being.

2.3.2. Narrative

Narrative is the oldest structure form of human communication. The ability to process the standard element of a narrative seems to be genetically hard wired into the human system; parents teach language to very young children by telling them stories. Moreover, people spend the rest of their lives telling stories (Pharr, 2005: 174).

Obviously; a narration can entertain because a good story can amuse a reader and help them forget about themselves for a time. In this type, narration is like roman novel or detective fiction, those are two popular types of stories that provide escapist entertainment. Narration can do more than entertain, however expression about feeling like experience with the old house of the family, it can be told in the narrative form in the purpose to inform the reader, or to persuade the readers by giving the details of the experience in order to make the readers do what the narration said (Clouse, 2003:160)

Narration is story telling whether it is relating in single story or several related story, the narration should show the statement clearly by relating details something that has happened. In story, it presents the details in the order in which they happened (Langan, 2001: 195).

Therefore, a narrative essay is a piece of writing that recreates an experience through time. It can be based on the experiences, either past or present. In addition to telling a story, a narrative essay also communicates a main idea or a lesson learned. Narrative essay is usually written in the three ways (<http://essayinfo.com/essays.html>). They are:

- Narratives are generally written in the first person that is, using "I." However, third person ("he," "she," or "it") can also be used.
- Narratives rely on concrete, sensory details to convey their point. These details should create a unified, forceful effect, a dominant impression. More information on sensory details is available.
- Narratives, as stories, should include these story conventions: a plot, including setting and characters; a climax; and an ending.

Finally, narrative essay is like a story about something happened. It is related to time sequences which show the chronological event, whether it is in the present or past. It usually talks about someone's experiences

2.3.3. Process

A process is a series of steps, stages, phases, or natural changes that leads to a result. Process analysis is an explanation or description of sequential action, operation, or changes that occur for purpose. A paper of process analysis may explain how a phenomenon evolves. Some process requires one certain order; other can be done in more than one-way (Dietch, 2003:151).

Process description sometimes becomes starting point for writing instructions; but instruction involves more than simply describing a process. In giving instruction, the paragraph is not only describing the steps of process, it is also describing how to accomplish these steps. That means it shows the additional responsibility from the writer of describing the process accurately and in way of that the reader can follow safely and effectively (Finkelstein, 2000:119-200).

In process writing, where the writer are often giving instruction to the reader the pronoun second person can appropriately be used. However, for telling someone to do something, it is important to be clear and systematic. In other words, say clearly what the person must do and, if necessary, what the person must not do. Being systematic means indicating clearly how step follows another or the correct sequence of actions, obviously, if the reader gets the sequence wrong they will be unable to carry out the instructions properly or direction, they will get lost (McGillik, 1987:55).

There are two kinds of process analysis, a directional process analysis gives the steps in a process that the readers can perform if they want to. It can be very helpful because they show the reader how to accomplish something. The directions that explain how to assembly the toy, it is directional process analysis (Pharr and Buscemi, 2005: 245).

Other theory is given by Arnaudet and Barret (1981: 62-63) who state that process is a paragraph which has steps-by-steps sequence which tell something is made or done on its development paragraph. They divide the elements of process into five parts. They are enumerators, listing signals, time clues, and repetition and pronoun reference. Because they give explanation completely on the element of process, this research uses their theory as the approach. More deeply, it will be explained in section 2.5.

A process essay explains how to do something or how something happen. The process essay focuses on procedure, one-step leading to another toward a final product. The thesis statement in the process essay focuses on the significance, importance, relevance, or value of the final product or of the process itself.

2.3.4. Cause and Effect

The cause and effect essay explains why something happened. It focuses on the relationships between actions, motivations, or attitudes and the consequences which follow. The thesis of the cause and effect essay focuses on the significance, importance, relevance, or value of those consequences. For that reason, it may follow non-linear patterns of organization; that is, the cause and

effect essay may order causes or effects according to their significance, importance, relevance, or value and not according to their chronology. It sometimes can help to make a plan, decision and implement important change (Clouse, 2004: 293). The content of a cause and effect essay must have validity, then, the cause must lead to the effect and not merely chronologically precede the effect. To argue, otherwise, is to fall into the faulty thinking.

On writing cause and effect it may have to focus whether on causes, on effects, or on both. It can be written that one cause and more than one effect. A number of patterns can help maintain focus and achieve purpose. When the event has multiple cause and effect, it cannot omit any significant one, but it must be delivered all and developed them in equal details or it can be made the reader questioned that event (Clouse, 2003: 403).

There are basically two main ways to organize a cause and effect essay: block organization and chain organization. In block organization the first discuss all of cause as a block (in one, two or three paragraph depending on the number of causes) then it discusses all the effects together as a block, while in chain it discusses a first cause and its effect, second cause and its effect, etc. Usually new cause is the result of the preceding effect. Discussion of each new cause and its effect begins with a new paragraph. The entire paragraph is linked in a chain (Oshima and Hogue, 1999: 130).

Oshima and Hogue (1999: 136-137) said that there are some structures words usually used are:

1. Cause structure words

- Sentence connectors: the cause of, because of

- Coordinator: for
- Subordinator: because, since, as
- Others: due to

2. Effect structure words

- Sentence connectors: as a result, therefore, thus, consequently, hence
- Coordinator: for
- Others: to result in, to affect,

Therefore, the cause and effect explains the relationship between action, motivation and attitude and the consequences which follow. It is usually written in two ways, block, and chain organization. Block organization discusses all causes then followed by all effects. Chain organization discuss one by one (first cause than effect, second cause than effect, etc), although one cause may have more than one effect.

2.3.5. Comparison and Contrast

Comparison paragraph is a paragraph which discusses the similarities between two subtopics. We need to notice how the ideas in this paragraph are organized. As usual, the topic sentence is at the beginning of the paragraph. After that, the paragraph continues by discussing one point of similarity between two things. Specific details are given to support the statement. Writer may also use the comparison and contrast strategy in order to inform the reader that is to illustrate, to describe, or simply to reveal the similarities and differences that exist between two subjects (Pharr and Buscemi, 2005: 386).

Langan (2001: 265) argued that comparison paragraph is structured (organized) according to the points of similarity between the two things. This

particular paragraph discusses only two points of similarity, but sometimes can be a paragraph that gives three, four, or even more points of similarity. When comparing two things, it shows how they are similar; when contrasting them, it shows how they are different. It may compare or contrast two band name products. The purpose of comparing or contrasting is to understand each of the two things more clearly and make judgments about them.

For getting a good comparison and contrast essay, some appropriate word structure should be used. Oshima and Hogue (1999: 143-145) state that there are words that introduce points of comparison and points of contrast. Those words structure are:

1. Comparison points:

- Sentence connectors: similarly, likewise, also
- Subordinators: as just as
- Coordinators correlative conjunctions: and, bothand, not only....but also..., neither.....nor.....
- Other points: like, just like, similar to, the same as, to compare to

2. Contrast points

- Sentence connectors: however, nevertheless, nonetheless

Finally, comparison and contrast essay discusses about the similarities and the differences between two things. There are two ways in arranging this essay, first is showing all the similarities and contrast about two things in one season. Second is showing the one similarity, then directly followed by the differences in one topic discussion.

2.3.6. Definitive

The rhetoric situation is called definition when people want to give strictly personal meaning to a common, to put ordinary word in a new light, in addition the definition crops up in writing whenever people dealing with unfamiliar technical terms, people may have to define them. It also happened when some of the writer's ideas may not be clear to the average readers, therefore it need clarification (Clouse, 2003: 517).

Furthermore, in definition an essay is not the same as in other writing. If the writer wants to define a word, they cannot look up the word in dictionary, unless the definition comes from the writers which more extend. Therefore, the definition essays called as extended definition (Brereton, 1978:73)

In addition, Brereton (1978:74) argues that one good way to of beginning a definition essay is to say what the word does not mean to the writers or to say what the word means to other people. Then devote the rest of the essay to the contrast between that meaning and the writer's view. Therefore, the definition essay is not as simple as define a difficult word that can find from the dictionary. The definition in this essay is more extended; it is from the definition the writer obtains from dictionary and the view of the writers.

Finally, in the definitive essay, it is constructed by defining some words or term which is ambiguous. Sometimes the writers define the word as the term in specific meaning. The way the writer defines is dependent on what the term is about, usually they will use dictionary as basic means and it will be stronger with the definition from their point of view.

2.3.7. Argumentative

The function of an argumentative essay is to show that the assertion (opinion, theory, and hypothesis) about some phenomena which are correct or more truthful than others. Argumentative writing is the act of forming reasons, making inductions, drawing conclusions, and applying them to the case in discussion; the operation of inferring propositions, not known or admitted as true, from facts or principles known, admitted or proved to be true. It clearly explains the process of reasoning from the known or assumed to the unknown. Without doing this, it is not an argument, but just unsubstantiated opinion (Fahnestock and Secor, 33-34).

Argumentative essays are often organized in the following manner:

1. They begin with a statement of assertion, its timeliness, significance, and relevance in relation to some phenomenon.
2. They review critically the literature about that phenomenon.
3. They illustrate how the assertion is "better" (simpler or more explanatory) than others, including improved (more reliable or valid) methods that is used to accumulate the data (case) to be explained.

In argumentation essay, the purpose is attempting to persuade readers to accept the point. It is important not to anger them referring to them there is rude or belittling terms. Stay away from sweeping statement like every body knows . . . or people with intelligent knows that. . . . Also keep the focus on the issue which are discussed, not on the people involved in the debate (Langan, 2001: 320)

Persuasion is linked to argument in this sense that is one of the purposes of argument. A writer, who fairly argues an issue, acknowledging the valid point of

the opposing side, may well have as his or her purpose the persuasion of the reader. As the examples: American newspaper, news magazines, and talk radio which include some regular commentators who offer their opinions on the issues of the day. A great many of these pundits consistently favor either a right wing or left wing ideology. It is somewhat amazing, that these people can look at any public event and turn it into a moral victory for their side and an alarming moral collapse for the other side. They are statement of opinion meant to be persuasive. Typically, these commentators are reality used by simply ignoring inconvenient fact and hoping that the audience does not notice. A skillful argument can advocate any position on an issue (Pharr and Buscemi, 2005: 424).

In writing arguments, it needs to fit the evidence. The way to do this is by drawing the common terms to describe causes, including words like influence, chance, and responsibility. To make these common labels useable, it can be organized into sets of representing (Clouse: 2003:575).

In conclusion, argumentative is the way of giving opinion, theory, or hypothesis about something. It is perhaps agree or disagree; the point is the argumentative must be followed by the reasons that support the theme. It must be organized in the logical reason, in order to give prove for readers to make sure about the theme.

2.4. Paragraph Development

A paragraph is a basic unit of organization in writing in which a group of related sentences develops one main idea. A paragraph can be as short as one sentence or as long as ten sentences. The number of sentences is unimportant;

however, the paragraph should be long enough to develop the main idea or the topic clearly (Oshima and Hogue: 1983: 3).

The basic rule of thumb with paragraphing is to keep one idea to one paragraph. If it begins to transition into a new idea, it belongs in a new paragraph. There are some simple ways to tell the same topic. It can have one idea and several bits of supporting evidence within a single paragraph. It can also have several points in a single paragraph as long as they relate to the overall topic of the paragraph. If the single points start to get long, then perhaps elaborating on each of them and placing them in their own paragraphs is the route to go (Braine and May, 1996: 37-39).

A good paragraph contains several related sentences that support one main idea, which is limited to and focused in one sentence. This sentence helps guide the reader through the related sentences in paragraph. This vital sentence serves as commitment for the writer to provide an explanation or illustration of this main idea (Smalley and Ruetten.1988: 126). The term used to identify this main idea is topic sentence.

Finally, in developing a paragraph needs three kinds of sentences, topic sentence, supporting sentence and conclusion. Those have to keep discussing a theme. They must have the unity and coherence on them, in order to get a good paragraph.

2.4.1. Topic sentence

Topic sentence is general in nature because it sums up the information or details presented to make the writing believable for the readers. Thus even though

a topic sentence is limited; it is the most general statement in the paragraph. It is important to understand that a topic sentence is a paragraph where general idea is also focused in one direction or on one opinion. However, it is just as important to keep the topic from being so general that it cannot be developed in one paragraph. And remember that a topic sentence must be more than a simple fact because a simple fact cannot be expanded into fully developed paragraph (Oshima and Hogue, 1983: 10-11).

A topic sentence usually comes at the beginning of a paragraph; that is, it is usually the first sentence in a formal academic paragraph. Not only is a topic sentence the first sentence of a paragraph, but it is the most general sentence on a paragraph. It means that there are not many details in the sentence, but that the sentence introduces an overall idea that wants to discuss on that paragraph (Smalley and Ruetten 1982: 7)

Moreover, Oshima and Hogue (1999: 23) said that topic sentence has particular function to introduce the topic and to control idea where should the topic sentence be paced in the paragraph generally because the topic sentence does introduce. It is a good idea to place it near the beginning of paragraph, however depending on the kind of paragraph it is in. the topic sentence may be paced near the middle or even of the end of the paragraph. Sometimes neither the topic nor the controlling idea is explicitly stated in one sentence. This does not mean, however that topic and controlling idea are implied. That is they are clearly suggested in the development of paragraph. It is usually a good idea to state the

topic sentence clearly, not only to be certain that the idea is clear but also to help control the development of the paragraph.

Finally, in writing topic sentence has to see the topic. It cannot be too general but it must be specific one which can be developed in a paragraph. Topic sentence is not same as a fact, but it is more general.

2.4.2. Supporting topic sentence

The supporting sentence should be clear and focused on a particular aspect. It serves as back up, clarify, illustrate, explain, or prove the point that is made in the topic sentence. Most often-factual detail is used to support our point support comes from the information which used to arrive at the view that has expressed in the topic sentence.

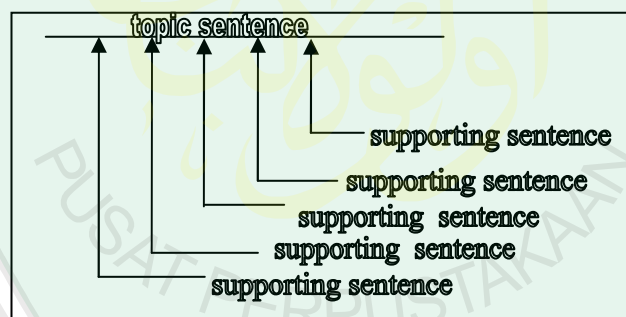


Figure 2.1 structure of paragraph (Arnaudet and Barret : 1981: 8)

The second and third sentences are called supporting sentences. They are called supporting because they support or explain the idea expressed in the topic sentence. Of course, paragraphs in English often have more than two supporting ideas. The paragraph above is actually a very short paragraph. At minimum, it

should have at least five to seven sentences in one paragraph (<http://faculty.washington.edu/ezent/impd.htm>).

Extracting the material from many sources, it can be used to develop the paragraph, this material will be used a support for the opinion or attitude expressed on the topic sentence. It serves to back up clarify, illustrates, explain or prove the point that is made in topic sentence, most fact from resource materials, such as magazine, journal, books or include things that people have observed (Smalley and Ruetten, 1982: 14).

Finally, supporting sentence is sentence which supports the topic sentence. It can be facts or arguments to emphasis topic sentence. Supporting sentence can be supported by other sentence (sub supporting sentence), to make it more valid. Also supporting sentences should be arranged in logical order and connected by transitions to provide coherence.

2.4.3. Conclusion

The conclusion, the last sentences or paragraph that provides closure, is a very important part of a successful essay because it influences the reader's final, lasting impression. No matter how strong the introduction and body paragraph are if the ending is weak, the reader will come away from the essay feeling let down (<http://enotes.com/lit.html>).

In other word Smalley and Ruetten, (1982: 151) said that conclusion is bringing up the development to logical end. However, there are three purpose of conclusion, they are restating the main points (subtopic), restating the thesis or conclusion should not bring new idea.

Sometimes repeating the thesis or another important idea is an effective way to conclude an essay. Typically, this approach works when the repetition provides emphasis for dramatic effect. The repetition will bore a reader if it fails to provide drama and emphasis. Other times, writers delay the statement of their thesis until the conclusion because they want to build up to it (Clouse, 2003: 72).

Another comment technique is to introduce new but related ideas in the conclusion. The ideas must be clearly related to the rest of the essay to avoid confusing the reader with new material that seems unconnected to the topic. Finally, writers often create effective conclusions by combining approaches (Clouse, 2003:72).

In formal paragraphs, it sometimes sees a sentence at the end of the paragraph which summarizes the information that has been presented. This is the concluding sentence. In other word-concluding sentence is a sort of topic sentence in reverse or a final comment of the subject (Oshima and Hogue, 1999: 107)

Not all academic paragraphs contain concluding sentences, especially if the paragraph is very short. However, if paragraph is very long, it is a good idea to use a concluding sentence

(<http://www.hamilton.edu/academic/resources/wc/conclusion.html>).

In drafting a conclusion does not let it merely restate introduction; it can be successfully argued the point, a summary conclusion generally bores and can even insult the reader. In reminding the reader, it can add some insight into argument. This can strengthen argument while leaving the reader with something more to think. Conclusion could address ideas from a fresh perspective, pose a

question for future study, describe possible limitations of argument, and refer to a detail in the introduction to bring the argument full-circle, or offer a provocative, unexpected, or exciting insight or quotation (<http://unc.edu/depts./wcweb/writing.html>).

Therefore, the conclusion is the last statement from the writer, it perhaps restates the thesis statement to make more dramatic and believable. Sometimes it is just the last comment or suggestion for the readers in order to give message about the writing or essay.

2.5. Process paragraphs

Explaining to someone how to do something can be a challenge task. Both instruction and manuals describe process so that readers can accomplish the steps required to complete a task successfully. In technical writing, instruction deals with narrowly defined topic where the goal is to explain how to do something and not to much more, broader requirement complex description in the form of manuals. Both instruction and manual have the same objective, but manual contains more then just instruction for carrying out a simple task (Calderonello and Edwards, 1986:251).

An information process analysis explains how something is made or done; but the readers are not likely to perform the process. As an example, how brain surgery is performed which an informational process analysis is given clearly on that paragraph (Clouse, 2004: 222-223).

Moreover, Arnaudet and Barret (1981: 62-63) said that process is a paragraph which has step-by-step sequence which tell something is made or done

on its development paragraph. They divide the elements of process into five parts. They are enumerators, listing signals, time clues, and repetition and pronoun reference. In addition, one element of the process completing those elements is visualization (Clouse 2004). They are explained below:

2.5.1. Enumerators

Enumerators are valuable key words. It helps to show the reader exactly what are list or enumerated. In the process paragraph, it is kind of materials. It should be put in topic sentence of enumerative paragraph. This will help to organize the paragraph more clearly; it will also help the reader to follow the idea more easily (Arnaudet and Barret, 1981: 65).

On the process paragraph, the enumerators that mainly used are the words step, stage, and phase. They usually follow the listing signals to make the paragraph known as process paragraph. For example of the using enumerators,

- The first step, you must put the water to the bottle.
- The next stage is turn on the stove.

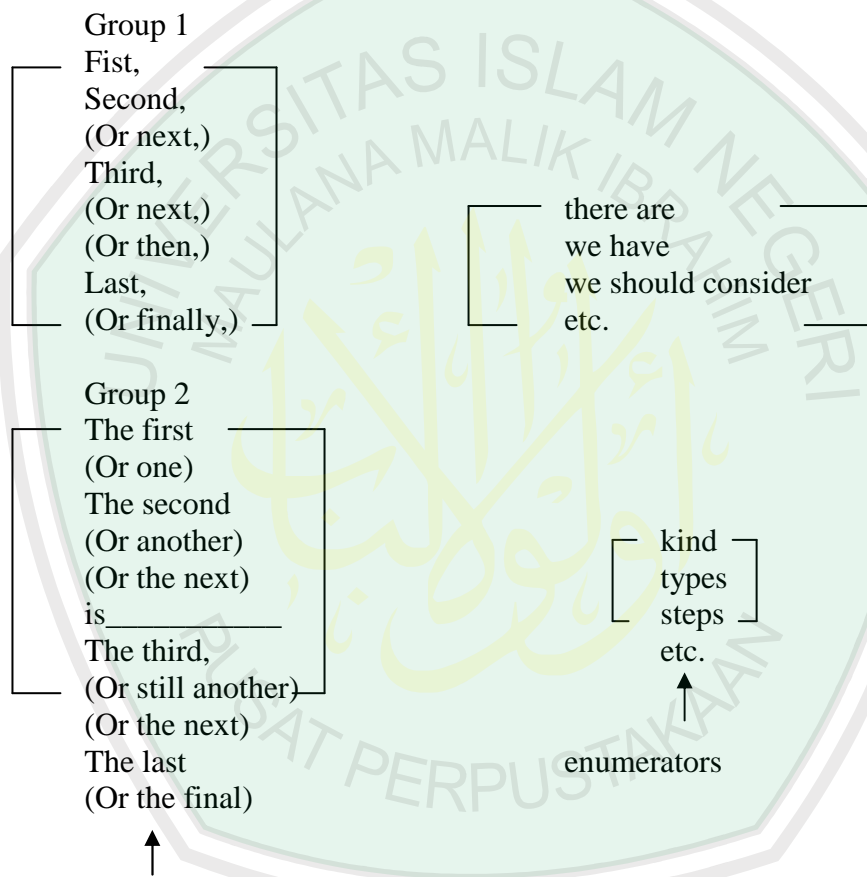
They manage the details in the sequence part; therefore, the essay is good enough to be read. Then, the readers will understand what the purpose of writer (Smalley and Ruetten, 1982: 254).

Enumerators are valuable key words, which can inform a reader how to perform a particular procedure or process. Therefore, they can explain the process chronologically and completely.

2.5.2. Listing signals

When making a list, people often use numerals (e g, 1, 2, 3, etc) to indicate the various items in the list.

Arnaudet and Barret (1981: 66) said that in most formal writing, a list usually is not made with numeral the items are indicating by what are usually called listing signals: first ... second..... third,..... etc. There are two main groups of listing signals in English. Mostly the words in these two groups are used, they are:



Listing signals

Figure 2.2 groups of listing signals (Arnaudet and Barret : 1981: 42-43)

Therefore, listing signals are the list of signals in process paragraph. It is usually in the form of number and unnumbered; it indicates the chronological events on the paragraph.

2.5.3. Time clues

Time clues are the clues that indicate the time. There are three types of time clues such as time clause, verb choice, and participle phrase and sentence connector of time. A verb choice (tense) is the using of verb that gives the explicit meaning in the process that happen on that paragraph. Verb choice in the model paragraph below:

You will be a Chinese, if you follow this recipe. It is about making a special noodle. You should prepare the noodles, vegetables, and eggs. You begin by boiling two glasses water (400cc) for 3 minute. While the water is boiling, cut the vegetables. After boiled, you put the noodles and vegetables. Add ¼ teaspoon of salt, few of MSG, 1 teaspoon of tomato sauce and soy sauce. *Mix* them for about a minute. Don't forget to put eggs, than *mix* them again slowly. As the noodles begin to soft in the pain, taste it to know the favor. When they are cooked, pour them to the plate, and it can be served.

The choice of the verb “begin” indicates the first step or stage. Another appropriate verb choice would be verb, which has specific meaning that indicate the chronology of process paragraph. There are other verbs, which can be used to indicate the various parts of a process. Some of them are shown below:

Step (stage) verbs

First	Begin Start
Intermediate	Continue Become Remain Develop
Final	End Finish Culminate

Figure 2.1 verb choice (Arnaudet and Barret : 1981: 70)

In addition, the structure and the verb choice that is used can show the process paragraph. This structure follows the form of list signals like first, second, third or last and it can use a number such as 1, 2, 3..etc. The structures are:

- command form of the verb: The first, **sends out** the recommendations
- should, must, can + verb: Second, you **must send out** the recommendations
- simple present form: Next, the committee **sends out** the recommendations
- Passive form: The last, the recommendations **are sent out** by the committee.

Arnaudet and Barret (1981: 69) state that time clauses and phrases help in showing the continuity of development in process in the model paragraph, the time clauses explain the time relationship between events just as clearly as sequence signals do.

Time clauses are used to clarify the time relationship between the action in one clause and action in another. Time clause is used when the writer combines two independent clauses, making one sub ordinate (dependent). The most common time words used to introduce time clauses are before, after, when, while, as, and until (Smalley and Ruetten, 1982: 261).

In addition, Smalley and Ruetten (1982: 261) said that time clause can be reduced into participial phrases when the subject of the time clause is the same as the subject of the independent clause. The most common types of participle phrase that can be used to reduce time clause to participle phrases include the following: the present participle (verb+ing), the perfect participles (having verb+ed), and the

passive perfect participle (having been verb+ed). The type participle used depends on the sequence actions in the clauses and the verb tense. Examples for those are:

- Present Participle (verb+ing)

Before Ahmad went to market, he went to the bank.

Before going to market, Ahmad went to the bank.

- Perfect Participle (Having verb+ed)

After Ahmad taught the students in the school, he went home.

Having taught the students in the school, Ahmad went home.

- Passive Perfect Participle (having been verb+ed) or Past Participle (verb+ed)

After the candidate was nominated for the winner, he felt happy.

Having been nominated for the winner, the candidate felt happy.

or, nominated for the winner, the candidate felt happy.

Finally, time clues give the readers guide on the process or instruction based on the time. It helps the process goes smoothly and systematically, between one times to another time comes as the way they are.

2.5.4. Repetition and pronoun references

Repetition is providing links between sentences, thus helping the reader following the writer's idea. Pronoun references are providing still another kind of link between sentences. Words are often repeated to add continuity to a paragraph that is repeated either in their original form or in pronoun form. In addition to sequence signals, add a sense of continuity and cohesiveness to a paragraph's

development, and they are particularly important in a process paragraph (Arnaudet and Barret: 1981: 76). The examples of this repetitions and pronoun reference are:

You will be a Chinese, if you follow this recipe. It is about making a special noodle. You should prepare the noodles, vegetables and eggs. You begin by boiling two glasses water (400cc) for 3 minute. While the water is boiling, cut the vegetables. After boiled, you put the noodles and vegetables. Add ¼ teaspoon of salt, few of MSG, 1 teaspoon of tomato sauce and soy sauce. *Mix* them for about a minute. Don't forget to put eggs, than *mix* them again slowly. As the noodles begin to soft in the pain, taste it to know the favor. When they are cooked, pour them to the plate. And it can be served.

The words noodles mix or them are indicating the repetition and pronoun references.

Meanwhile, sometimes second person for clarity is used to make direction for a procedure be clear and concise. Therefore they are usually written in second person with understood as “you”. Each step begins with an active verb: “insert the tab. . . .”, “ open the chamber. . . .” most instruction should be more than a brief list they should explain according to readers general level of knowledge. On the job steps of a procedure are often simplified and numbered (Dietch, 2003: 152).

Repetition and pronoun references here are helpful to make the readers understand the instruction. However, it must be stated clearly and well in order to make readers get the right thought, not misunderstanding.

2.5.5. Visualization

Writing process paragraph will be easy, if there are some pictures or graph. Sometimes a graph, picture, or drawing can help the reader understand all or part of a process. Human more easy to memorize and understanding by seeing something than reading. Someone will know what the picture is telling about,

although they do not know what it is. While if they have to read, they still need process to understand the word and internalize it into their knowledge, it is different with watching. Particularly when the process is complex or the explanation is long. Moreover, in the instruction of machine which has many parts and it cannot be explained by words. The complex panels of machine are also need to be visualized in order to make easy for the readers in doing the instruction (Clouse, 2004:223).

Finally, visualization is very needed in some cases, like in the guidebook. It can make readers easier to practice the instruction. Arnaudet and Barret do not mention about visualization on their theory, but related to research visualization needs to be mentioned. In order to make more complete what this study analyze. Therefore, the discussion will be more comprehensive and holistic.

2.6. Nokia user guide book

NOKIA 3610 user's guidebook is a small book for users which has blue color and contains 59 pages. It is divided into 2 parts, which are Hindi and English. However, this research only uses English language as the object. Its contents are about description of function and way of operating this hand phone, like messages, call register, profile, settings, picture editor, games, calculator, reminders, clock, services, and SIM services. On this book, there are two types of paragraphs, description, and process.

It is the transformation of the old type of Nokia mobile phone to the new types. It has many facilities in doing communication like message, telephone, and internet access. This mobile phone also has the complete guidebook. This

guidebook uses many process paragraphs, which give a simple guide on operating this mobile phone. It also has icon helper for helping the readers to understand the instruction. On giving the instruction, it gives an easy language as the international standard. Therefore, it is a suitable guidebook to be investigated.

Finally, this guidebook explains the instruction in operating the mobile phone. Like another guidebook, it has the international standard language. It also has some pictures for helping the readers in doing the instruction.

2.7. Previous studies

There are some university students who have conducted the study about writing from other perspectives. The first study was conducted by Mutiatul Habibah (2006) entitled “Holistic Evaluation of Argumentative Essay in East Java Writing Competition Held by English Letter Students Association (Elsa) 2005 The State Islamic University of Malang. She used descriptive qualitative approach to analyze the argumentative essay. The result of this study is most competitors in competition is good enough, because from eight competitors, there are only three competitors got the criteria fair to poor. While for organization composition, it is good because most of them are fluent expression and well organized. In the vocabulary composition, the use of word and idiom choice is effectively, moreover some of them got excellent mark in word choice, because they use appropriate adjective clause, phrasal and proportional idiom correctly; prefix and suffix effectively

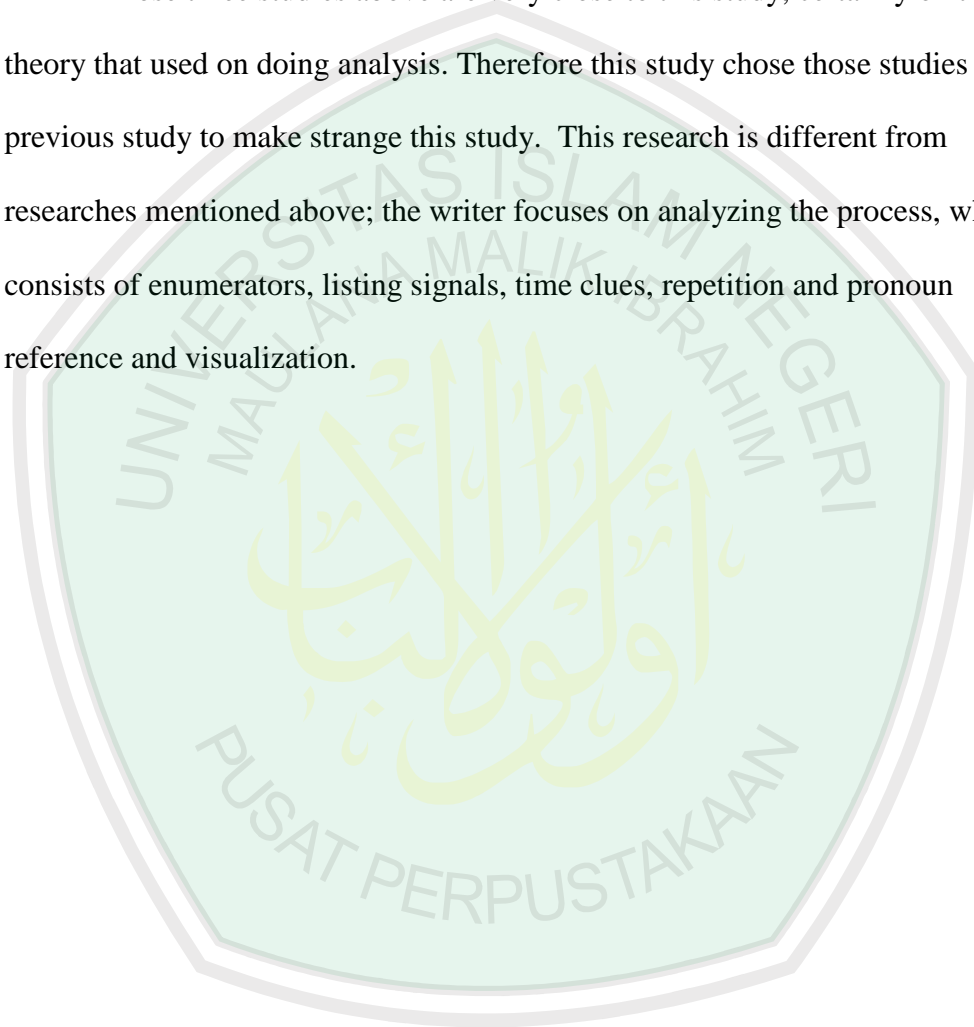
Second is a study conducted by Noniawati (2006) entitled “A Study of Unity of Argumentative Essays Using Turn About in Writing Class III of The

State Islamic University of Malang”. This research uses descriptive qualitative as design of research method. The results are the introductory paragraph uses turn about which are stated in the end of paragraph clearly. Most paragraphs support the thesis statement, but some of them do not use appropriate supporting details in the development paragraph. In conclusion, some of them do not support thesis statement but they just give suggestion as final comment.

Third is a study conducted by Unun Hidayati (2007) entitled “Claim of Fact in The Opinion Section of Tempo Magazine”. She focuses the study on claim of fact in opinion section, exactly on argumentative essay. The research design is descriptive qualitative which analyzes the type of introductory paragraph. The finding shows that the method used by the writer of argumentative article of Tempo magazine in introducing claims of fact are funnel and turn about. The first type of introductory is mostly found. The turn about is used only on in an article, none of the article used the method of dramatic entrance and relevant quotation in introducing the claim of fact. The way of writers uses relation claim of fact, only one data that uses predictive claim of fact and one of the article used historical claim of fact. Second, the writer defines the term that might be ambiguous although there is another article that mentions ambiguous terms that still need to be defined. Third, all of the writers use sufficient, accurate, recent, and typical evidence in the fact, interpretation, and opinion. More than half of the data show the tendency of using opinion than other type of evidence, only one-article uses one’s opinion, half of article uses interpretation as evidence, only one article uses opinion as evidence, only one article uses opinion as main evidence employed.

some writers had shown the use of pattern in order of the evidence, one uses chronological order of time order and spatial order, two uses topical order, none uses climatic order in ordering the evidence.

Those three studies above are very close to this study, certainly on the theory that used on doing analysis. Therefore this study chose those studies to be previous study to make strange this study. This research is different from researches mentioned above; the writer focuses on analyzing the process, which consists of enumerators, listing signals, time clues, repetition and pronoun reference and visualization.



CHAPTER III

RESEARCH METHOD

This chapter illustrates the method used in this research. It deals with the research design, data resource, research instrument, data collection, and data analysis.

3.1 Research Design

This research tends to be descriptive qualitative research. Qualitative approach is chosen because this research is decided to discuss, analyze and find the process paragraphs which are used on the user's Guide Book where needs to be understood by interpretative understanding. Qualitative is refers to the what, how, when, and where of a thing, its essence and ambience (Berg: 1989:2). This research also includes to descriptive study because it produces descriptive knowledge of investigating and analyzing thoroughly certain phenomena of language. It describes about process paragraph and some function of tools, which are used on the mobile phone.

3.2 Data Sources

The source of the data of the study is the NOKIA 3610 user's Guide Book released on 2002. Moreover, the data selected are the process paragraphs on this book including texts and symbol.

3.3 Research Instrument

In this research the researcher as the key or main instrument spends a great deal of times; reading and understanding the contents that are found in NOKIA

3610 user's Guide Book to identify the elements of the paragraphs involved and the ways of process paragraph developed.

3.4 Data Collection

The data of this research are in the form of words, phrases, and sentences. Therefore the most appropriate data collection techniques in this study are collected by using the following techniques: First, to understand the whole text, the NOKIA 3610 user's Guide Book is read using detailed reading, careful rereading, and deep understanding. Second, all the paragraphs, which used process paragraph, are selected from the beginning page to the end. Then they are numbered to make easier on doing analysis according to each title. The last is reducing the data to meet the proposed research question.

3.5 Data Analysis

After the data had been collected from the book, they are analyzed in the following steps: first, they are presented one by one every datum which has been numbered. Second, they are analyzed by using process paragraph theory of Martin L Arnaudet and Marry Ellen Barret. Then they are categorized into six categories which are in accordance with the part of process paragraphs; they are enumeration, listing signals, time clause, repetition, and pronoun references, then, take conclusion from each datum. After the completely numbered data have already been presented, analyzed, and concluded, the last final conclusion is made.

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter presents the finding and discussion of this research. It is divided into two sections, the first is findings, and the second is discussion.

4.1 Findings

The data were taken from NOKIA user's guidebook released on 2002 in which process paragraph was found. Those data presented based on the types of process paragraph. The data categorize into five types, they are listing signals, time clues, repetition, pronoun reverence, and visualization.

4.1.1. Listing Signals

In making a list, people often use numerals and unnumbered to indicate the various items in the list. Some times the lists are used to make the sequence of activities to do or like steps that indicates the process that must be done. On this research, the lists of signals that are found are number and unnumbered.

4.1.1.1. Number

When making a list, people often use numerals (e g, 1, 2, 3, etc) to indicate the various items in the list. It helps the readers to follow the sequence of steps, which are shown using number, therefore they can tell chronologically what the steps are talked about. After analyzing the data, this study found 74 numbers, which are used on this guidebook, they are:

- *1. Press the back cover release button (1) open the back cover from the top (2) and remove it (Datum 1.4).*

- *2. Remove the battery by lifting it from the finger grip(3) (Datum 1.6).*
- *3. Slide the SIM Card carefully into the SIM Card slot (4) (Datum 1.8).*
- *4. Align the golden connectors on the battery with the corresponding connectors on the phone, and push the opposite end of the battery until it snaps into place (Datum 1.10).*
- *5. Align the bottom of the back cover to the bottom of the phone, press the top of the back cover to lock it into place (Datum 1.12).*
- *1. Connect the lead from the charger to the base of the phone. (Datum 2.2).*
- *2. Connect the charger to an ac wall outlet. The battery indicator bar starts scrolling. (Datum 2.4).*
- *3. When the battery is fully charged, the bar stops scrolling disconnect the charger from the ac outlet and phone. (Datum 2.7).*
- *1. Press the front cover release button (1), open the front cover from the top (2) and remove it (Datum 3.2).*
- *2. Insert the keypad mat in the front cover(3) (Datum 3.4).*
- *3. Align the bottom of the phone press the front cover to lock it into place. (Datum 3.6).*
- *4. Press the back cover release button (5), open the back cover from the top (6) and remove it. (Datum 3.8).*
- *5. Align the bottom of the back cover to the bottom of the phone; press the top of the back cover to lock it into place. (Datum 3.10).*

- *1. Scroll to one by one and press select (Datum 4.2).*
- *2. Select the name and phone number you want to erase, press erase and then confirm with ok. (Datum 4.3).*
- *1. Scroll to erase all and press select (Datum 4.4).*
- *2. At the prompt are you sure? Press ok. (Datum 4.5).*
- *3. key in security code and press ok. (Datum 4.6).*
- *1. In the standby mode, press names (Datum 5.2).*
- *2. Scroll to copy and press select (Datum 5.3).*
- *3. Select the coping direction from the phone to SIM card or vice versa, and press select. (Datum 5.4).*
- *4. Scroll to one by one or copy all, and press select. (Datum 5.5).*
- *5. If you select one by one (Datum 5.6).*
- *1. In the standby mode press names (Datum 6.2).*
- *2. Scroll to assign tone and press select (Datum 6.3).*
- *3. Scroll to the desire phone number or name, press assign (Datum 6.4).*
- *4. Select the desired ringing tone and press ok. (Datum 6.5).*
- *1. Find the name from phone book to which you want to add a voice tag and press detailed. (Datum 7.1).*
- *2. Press options and select add voice tag (Datum 7.2).*
- *3. Press start, the phone sounds a notification tone. Say clearly the words you want to record as a voice tag. (Datum 7.3).*

- 4. The phone plays the recorded tag. If you do not want to save the tag. Press quite. (Datum 7.4).
- 5. When voice tag has been successfully saved, voice tag saved is displayed. The voice tag is saved in the phone book's voice tag list. (Datum 7.5).
- 1. In the standby mode, press names (Datum 8.1).
- 2. Select voice tags (Datum 8.2).
- 3. Scroll to a names (or phone number), and press select. (Datum 8.3).
- 4. Choice play back to hear the voice tag again; chose change to change the voice tag; chose erase to delete the voice tag. (Datum 8.4).
- 1. In standby mode, press and hold names to activate the voice dialing. The phones sound a notification tone. (Datum 9.1).
- 2. Say the voice tag clearly. (Datum 9.2).
- 1. Press the control button of the head set, a short tone is played. (Datum 9.3).
- 2. Say the voice tag clearly (Datum 9.4).
- 3. The phone plays the recognized tag and then automatically dials the number of the recognized voice tag. (Datum 9.5).
- 1. Press read to view the messages right away. To view the message later, press exit. Go to the inbox menu (menu01-2) when you want to read messages. (Datum 10.2).
- 2. Use scroll key to brose through the message. (Datum 10.3).
- 3. While reading the message, you can press option for the following:

erase, reply, chat, edit, and use number, as reminder, forward, details.

(Datum 10.4).

- *1. Key in your nickname for the chat and press ok. (Datum 11.3).*
- *2. Key in your message press options. And select send. (Datum 11.4).*
- *3. The reply you received from the other person is displayed above the messages you sent. (Datum 11.5).*
- *4. To reply the message press ok and repeat step 3 above. To edit your nick name press option and select chat name. (Datum 11.6).*
- *1. Scroll to the picture message and press view. (Datum 12.4).*
- *2. Press options and select edit. (Datum 12.5).*
- *3. Edit the picture refer to “picture editor (menu5)” on page 27 (Datum 12.6).*
- *1. In the profiles menu, scroll to the desired profile and select some of the profiles can be replaced with profiles you received e.g. from your service provider. From availability and compatibility, contact your service provider or other profile provider. (Datum 15.2).*
- *2. To use the selected profile, select activate. To changing the settings of the selected profile, select personalize. (Datum 15.3).*
- *3. If you selected personalize, scroll to one of the following settings and press select: ringing tone, ringing volume, incoming call alert, message alert tone, key pad tones, warning tones, vibrating alert, screen server, and rename (not available under general). (Datum 15.4).*

- *4. Scroll to the desired option and press ok. You can also change the settings of the current selected profile in tones (menu 4-2) see page 23. To activate a profile quickly in standby mode or during a call (Datum 15.5).*
- *1. Enter key lock setting by pressing select, and choose on. (Datum 16.1).*
- *2. Key in the time in minute and seconds after set delay; appears on the display the default time is one minute (01:00) the maximum value for the delay is 59 minutes 59 seconds and the minimum is 10 second (Datum 16.2).*
- *1. In the standby mode, press menu, scroll to the picture editor and press select. (Datum 17.2).*
- *2. Choose new. (Datum 17.3).*
- *3. Choose the format of the picture: picture msg, or clip art. Different formats are the different size. (Datum 17.4).*
- *4. Draw the picture. See “drawing the picture” on the page 28. (Datum 17.5).*
- *1. Go to this menu, key in the time and press ok. (Datum 18.2).*
- *2. Choose repeat alarm from the list. (Datum 18.3).*
- *3. Mark the days (Monday to Sunday) when you want the alarm clock to be on pressing mark. Press unmark to cancel the days you have marked (Datum 18.4).*

- *4. Save the setting by pressing back and then yes to confirm. (Datum 18.5).*
- *5. To change the alarm select adjust from the alarm clock menu. (Datum 18.6).*
- *1. Make the connection settings needed to access the WAP service you wish to use. See “setting up the phone for a WAP service” on page 34. (Datum 19.1).*
- *2. Make a call i.e. connection to the WAP service. See “making a connection to WAP service” on page 36. (Datum 19.2).*
- *3. Start browsing the pages of the WAP service. See “browsing the pages of a WAP service” on page 37. (Datum 19.3).*
- *4. When you have finished browsing, end the connection to WAP a service. See “ending a WAP connection” on page 38. (Datum 19.4).*
- *1. In the service menu, scroll to settings and press select. (Datum 21.2).*
- *2. Press select when connection settings are displayed (Datum 21.3).*
- *3. Scroll to a set of connection setting and press options (Datum 21.4).*
- *1. In the service menu, scroll to settings and press select. (Datum 22.2).*
- *2. Scroll to connection setting and press select. (Datum 22.3).*
- *3. Scroll to the appropriate setting set and press options. (Datum 22.4).*
- *4. Scroll to activate and press select. (Datum 22.5).*

4.1.1.2. Unnumbered

Another form of listing signals is unnumbered, like Arnaudet and Barret (1981: 66) said that in most formal writing, a list usually is not made with numeral, but the signals in the form of words which indicates the list of steps; the items are indicating by what are usually called listing signals. There are two main groups of listing signals in English. Mostly the words in these two groups are used: first ... second,..... third,..... or the first (one), the second (another or the next), the third (another) until the last.

Based on that theory, some types of unnumbered are found like:

- **First**, activate the settings of the WAP service: (Datum 22.1).
- **Next**, do one of the following to connect to the WAP service: (Datum 22.7).


4.1.2. Time Clues

Time clues are the clues that indicate the time. There are three types of time clues such as time clause, verb choice, and participle phrase and sentence connector of time

4.1.2.1. Time Clause

Time clauses are the use of words that are usually used to introduce time clauses like words before, after, when, while, as, and until. They are followed by the clause in order to do their function. The functions of time clauses are used to clarify the time relationship between the action in one clause and action in another. Time clause is used when the writer combines two independent clauses, making one sub ordinate or dependent (Arnaudet and Barret, 1981: 69).

Time clauses found on the data are 17, they are:

- *Do not charge the battery when either of the phone covers is removed*
(Datum 2.1).
- *3. When the battery is fully charged, the bar stops scrolling*
disconnect the charger from the ac outlet and phone. (Datum 2.7).
- *You can set the phone to play the desired ringing tone when you*
receive a call from a particular phone number (Datum 6.1).
- *5. When voice tag has been successfully saved, voice tag saved is*
displayed. The voice tag is saved in the phone book's voice tag list.
(Datum 7.5).
- *When you have received text message in stand by mode the number of*
new message as well as  a shown on the display (Datum 10.1).
- *1. Press read to view the messages right away. To view the message*
later, press exit. Go to the inbox menu (menu01-2) when you want to
read messages. (Datum 10.2).
- *Chat, when you select this option, you can have a conversation with*
another person using a compatible phone trough text massages for
more information, see "chat (menu01-4) below. (Datum 10.5).
- *As reminder. When you select this option, the massage will be copied*
to reminders as if you have added a new reminder. The phone goes
automatically to the new reminder so that you can further edit it.
(Datum 10.6).

- *When you save a new picture message, you may need to replace the factory installed picture message in the phone. (Datum 12.2).*
- *When editing template, pressing options allows access to a further set of functions, including send and save (Datum 14.3).*
- *Note: when the keypad lock is on, calls may be possible to the emergency number program into your phone. (E.g.112 or other official number) (Datum 16.3).*
- *When alarm sounds you can stop the alarm by pressing stop if you press snooze, the alarm stop and ringing again in five minutes (Datum 18.4).*
- *If the alarm time is reached while the phone is switch off, the phone switches itself on and starts sounding the alarm tone (Datum 18.8).*
- *Note do not press yes when wireless phone use is prohibited or when it may cause interferences or danger (Datum 18.9).*
- *4. When you have finished browsing, end the connection to WAP a service. See “ending a WAP connection” on page 38. (Datum 19.4).*
- *When you received the connection setting as a text message, service setting received is displayed. (Datum 20.1).*
- *2. Press select when connection settings are displayed (Datum 21.3).*

4.1.2.2. Verb Choice

A verb choice is the using of verb that gives the explicit meaning in the process that happens on that paragraph. In addition, the structure and the verb choice that are used can show the process paragraph, such as command form,

simple present form, should/ must/ can + verb, and passive form. The choice of the verb indicates the first step or stage. Another appropriate verb choice would be verb, which has specific meaning that indicates the chronology of process paragraph (Arnaudet and Barret : 1981: 70).


After analyzing the data, it was found 78 data, which is shown the using of verb choice. They are applied in the some kinds of this way, they are:

- **Keep** all miniature SIM card out of small children's reach (Datum 1.1).
- The SIM Card and its contacts **can easily be damaged** by scratches or bending so be careful when handing inserting or removing the card (Datum 1.2).
- Before installing the SIM card **makes** sure that, the phone is switched off and that the battery is removed. (Datum 1.3).
- 1. **Press** the back cover release button (1) open the back cover from the top (2) and remove it (Datum 1.4).
- 2. **Remove** the battery by lifting it from the finger grip(3) (Datum 1.6).
- 3. **Slide** the SIM Card carefully into the SIM Card slot (4) (Datum 1.8).
- 4. **Align** the golden connectors on the battery with the corresponding connectors on the phone, and push the opposite and of the battery until it snaps into place (Datum 1.10).

- 5. **Align** the bottom of the back cover to the bottom of the phone, press the top of the back cover to lock it into place (Datum 1.12).
- **Do not charge** the battery when either of the phone covers is removed (Datum 2.1).
- 1. **Connect** the lead from the charger to the base of the phone. (Datum 2.2).
- 2. **Connect** the charger to an ac wall outlet. The battery indicator bar starts scrolling. (Datum 2.4).
- Charging BLB-2 battery with the ACP -7 charger **takes up** to 3 hours 30 minutes. (Datum 2.5)
- 3. When the battery **is fully charged**, the bar stops scrolling disconnect the charger from the ac outlet and phone. (Datum 2.7).
- Before changing the cover, **always switch off** the power and disconnect the phone from the charger or any other device. (Datum 3.1).
- 1. **Press** the front cover release button (1), open the front cover from the top (2) and remove it (Datum 3.2).
- 2. **Insert** the keypad mat in the front cover (3) (Datum 3.4).
- 3. **Align** the bottom of the phone press the front cover to lock it into place. (Datum 3.6).
- 4. **Press** the back cover release button (5), open the back cover from the top (6) and remove it. (Datum 3.8).

- 5. **Align** the bottom of the back cover to the bottom of the phone;
press the top of the back cover to lock it into place. (Datum 3.10).
- You **can remove** names and phone numbers from the selected phone
book one by one or all at once (Datum 4.1).
- 1. **Scroll** to one by one and press select (Datum 4.2).
- 2. **Select** the name and phone number you want to erase, press erase
and then confirm with ok. (Datum 4.3).
- 1. **Scroll** to erase all and press select (Datum 4.4).
- 2. At the prompt are you sure? **Press** ok. (Datum 4.5).
- 3. **key** in security code and press ok. (Datum 4.6).
- You **can copy** a names and phone number all at once or one by one
from the phone to the SIM card, or vise versa. (Datum 5.1).
- 1. In the standby mode, **press** names (Datum 5.2).
- 2. **Scroll** to copy and press select (Datum 5.3).
- 3. **Select** the coping direction from the phone to SIM card or vice
versa, and press select. (Datum 5.4).
- 4. **Scroll** to one by one or copy all, and press select. (Datum 5.5).
- 5. If you **select** one by one (Datum 5.6).
- **Select** whether to keep or erase the original names and phone number
and press select (Datum 5.7).
- **Scroll** to the name and/or phone number to be copied press copy to
start copying and back to cancel the operation. (Datum 5.8).

- *Select whether to keep or erase the original names and phone number and press select (Datum 5.9).*
- *You **can set** the phone to play the desired ringing tone when you receive a call from a particular phone number (Datum 6.1)*
- *1. In the standby mode **press** names (Datum 6.2).*
- *2. **Scroll** to assign tone and press select (Datum 6.3).*
- *3. **Scroll** to the desire phone number or name, press assign (Datum 6.4).*
- *4. **Select** the desired ringing tone and press ok. (Datum 6.5).*
- *1. **Find** the name from phone book to which you want to add a voice tag and press detailed. (Datum 7.1).*
- *2. **Press** options and select add voice tag (Datum 7.2).*
- *3. **Press** start, the phone sounds a notification tone. Say clearly the words you want to record as a voice tag. (Datum 7.3).*
- *4. The phone **plays** the recorded tag. If you do not want to save the tag. Press quite. (Datum 7.4).*
- *5. When voice tag has been successfully saved, voice tag saved **is displayed**. The voice tag **is saved** in the phone book's voice tag list. (Datum 7.5).*
- *1. In the standby mode, **press** names (Datum 8.1).*
- *2. **Select** voice tags (Datum 8.2).*
- *3. **Scroll** to a names (or phone number), and press select. (Datum 8.3).*

- 4. **Choice** play back to hear the voice tag again; chose change to change the voice tag; chose erase to delete the voice tag. (Datum 8.4).
- 1. In standby mode, **press** and **hold** names to activate the voice dialing. The phones sound a notification tone. (Datum 9.1).
- 2. **Say** the voice tag clearly. (Datum 9.2).
- 1. **Press** the control button of the head set, a short tone is played. (Datum 9.3).
- 2. **Say** the voice tag clearly (Datum 9.4).
- 3. The phone **plays** the recognized tag and then automatically dials the number of the recognized voice tag. (Datum 9.5).
- When you have received text message in stand by mode the number of new message as well as  a shown on the display (Datum 10.1).
- 1. **Press** read to view the messages right away. To view the message later, press exit. Go to the inbox menu (menu01-2) when you want to read messages. (Datum 10.2).
- 2. **Use** scroll key to brose through the message. (Datum 10.3).
- 3. While reading the message, you **can press** option for the following: erase, reply, chat, edit, and use number, as reminder, forward, details. (Datum 10.4).
- Chat, when you select this option, you **can have** a conversation with another person using a compatible phone trough text messages for more information, see “chat (menu01-4) below. (Datum 10.5).

- *As reminder. When you select this option, the message **will be copied** to reminders as if you have added a new reminder. The phone goes automatically to the new reminder so that you can further edit it. (Datum 10.6).*
- *Note that if the length of text messages exceeded the maximum length of a reminder the exceeding part cannot be copied to the reminder (Datum 10.7).*
- ***Start** a chat either by selecting this menu or by choosing the chat form the option list when reading a received text message. (Datum 11.1).*
- ***Key** in the other person's phone number or recall it from the phone book and press ok. If you wish to chat with the person you last chatted with, part of the content of last chat will be shown. (Datum 11.2).*
- *1. **Key** in your nickname for the chat and press ok. (Datum 11.3).*
- *2. **Key** in your message press options. And select send. (Datum 11.4).*
- *3. The reply you received from the other person is displayed above the messages you sent. (Datum 11.5)*
- *4. To reply the message **press** ok and **repeat** step 3 above. To edit your nick name press option and select chat name. (Datum 11.6).*
- *To view the message immediately **press** view, then you can save message by pressing save; if you press back, you can chose to discard the picture message. (Datum 12.1).*
- *When you save a new picture message, you **may need** to replace the factory installed picture message in the phone. (Datum 12.2).*

- 1. **Scroll** to the picture message and press view. (Datum 12.4).
- 2. **Press** options and select edit. (Datum 12.5).
- 3. **Edit** the picture refer to “picture editor (menu5)” on page 27 (Datum 12.6).
- Within the menu, **scroll** to a picture message and press view. (Datum 13.1).
- You **can send** it without editing by pressing options and selecting forward (Datum 13.2).
- To view the whole message, **press** option and select preview. (Datum 13.3).
- **Scroll** to the desired template and press read (Datum 14.1).
- To edit or erase the template, **press** options and select the desired function (Datum 14.2).
- When editing template, pressing options **allows** access to a further set of functions, including send and save (Datum 14.3).
- You **can create** a template from scratch by selecting one of the empty templates at the end of the templates list. (Datum 14.4).
- 1. In the profiles menu, **scroll** to the desired profile and select some of the profiles **can be replaced** with profiles you received e.g. from your service provider. From availability and compatibility, contact your service provider or other profile provider. (Datum 15.2).
- 2. To use the selected profile, **select** activate. To changing the settings of the selected profile, select personalize. (Datum 15.3).

- 3. If you selected *personalize*, **scroll** to one of the following settings and **press select**: ringing tone, ringing volume, incoming call alert, message alert tone, key pad tones, warning tones, vibrating alert, screen server, and rename (not available under general). (Datum 15.4).
- 4. **Scroll** to the desired option and press ok. You can also change the settings of the current selected profile in tones (menu 4-2) see page 23. To activate a profile quickly in standby mode or during a call (Datum 15.5).
- 1. **Enter** key lock setting by pressing select, and choose on. (Datum 16.1).
- 2. **Key** in the time in minute and seconds after set delay; appears on the display the default time is one minute (01:00) the maximum value for the delay is 59 minutes 59 seconds and the minimum is 10 second (Datum 16.2).
- You **can use** this function to create new pictures or modify existing pictures and save them in the phone (Datum 17.1)
- You **can set** the phone to play the desired ringing tone when you receive a call from a particular phone number (Datum 18.1).
- You **can use** this function to create new pictures or modify existing pictures and save them in the phone (Datum 17.1).
- 1. In the standby mode, **press** menu, scroll to the picture editor and **press select**. (Datum 17.2).

- 2. **Choose** new. (Datum 17.3).
- 3. **Choose** the format of the picture: picture msg, or clip art. Different formats are the different size. (Datum 17.4).
- 4. **Draw** the picture. See “drawing the picture” on the page 28. (Datum 17.5).
- To modify an existing picture, **choose** either editing existing fro the picture editor’s menu, or select a picture from picture massages (menu 01-5), then choose edit from the options list. (Datum 17.6).
- You **can set** the alarm to sound at the desired time just once, or repeatedly, for example every working day. (Datum 18.1).
- 1. **Go** to this menu, key in the time and press ok. (Datum 18.2).
- 2. **Choose** repeat alarm from the list. (Datum 18.3).
- 3. **Mark** the days (Monday to Sunday) when you want the alarm clock to be on pressing mark. Press unmark to cancel the days you have marked (Datum 18.4).
- 4. **Save** the setting by pressing back and then yes to confirm. (Datum 18.5).
- 5. To change the alarm **select** adjust from the alarm clock menu. (Datum 18.6).
- When alarm **sounds** you **can stop** the alarm by pressing stop if you press snooze, the alarm stop and ringing again in five minutes (Datum 18.7).

- *If the alarm time **is reached** while the phone is switch off, the phone switches itself on and starts sounding the alarm tone (Datum 18.8).*
- *Note **do not press** yes when wireless phone use is prohibited or when it may cause interferences or danger (Datum 18.9).*
- *1. **Make** the connection settings needed to access the WAP service you wish to use. See “setting up the phone for a WAP service” on page 34. (Datum 19.1).*
- *2. **Make** a call i.e. connection to the WAP service. See “making a connection to WAP service” on page 36. (Datum 19.2).*
- *3. **Start** browsing the pages of the WAP service. See “browsing the pages of a WAP service” on page 37. (Datum 19.3).*
- *4. When you have finished browsing, end the connection to WAP a service. See “ending a WAP connection” on page 38. (Datum 19.4).*
- *When you received the connection setting as a text massage, service setting received **is displayed**. (Datum 20.1).*
- *To save the received setting; **press** options, scroll to save, and press select. (Datum 20.2).*
- *If you want to view the settings before saving them: **press** options, scroll to view, and press select. Press saves to save the settings. (Datum 20.3).*
- *For appropriate settings, **contact** your network operator or service provider. (Datum 21.1).*

- 1. In the service menu, **scroll** to settings and press select. (Datum 21.2).
- 2. **Press** select when connection settings are displayed (Datum 21.3).
- 3. **Scroll** to a set of connection setting and press options (Datum 21.4).
- First, activate the settings of the WAP service: (Datum 22.1).
- 1. In the service menu, **scroll** to settings and press select. (Datum 22.2).
- 2. **Scroll** to connection setting and press select. (Datum 22.3).
- 3. **Scroll** to the appropriate setting set and press options. (Datum 22.4).
- 4. **Scroll** to activate and press select. (Datum 22.5).
- If you **want to use** the same WAP service (the one you accessed using the home option in the services menu) as the last time, you do not need to activate its settings again. (Datum 22.6).
- Next, **do** one of the following to connect to the WAP service: (Datum 22.7).
- **Open** the home page of the WAP service: in the services menu, scroll to home and press select. (Datum 22.8).
- **Select** a bookmark of the WAP service: in the service menu (Datum 22.9).

4.1.2.3. Participle Phrase

Participial phrases when the subject of the time clause is the same as the subject of the independent clause. Therefore the time conjunction such as before,

while, when, after and until are followed by participle phrase. The most common types of participle phrase that can be used to reduce time clause to participle phrases include the following: the present participle (verb+ing), the perfect participles (having verb+ed), and the passive perfect participle (having been verb+ed). The type of participle used depends on the sequence actions in the clauses and the verb tense.

According to Smalley and Ruetten (1982: 261) that said on the theory above, there are 8 data which belonged to participle phrase, they are:

- *The SIM Card and its contacts can easily be damaged by scratches or bending so be careful when handing inserting or removing the card* (Datum 1.2).
- *Before installing the SIM card makes sure that, the phone is switched off and that the battery is removed.* (Datum 1.3).
- *Before changing the cover, always switch off the power and disconnect the phone from the charger or any other device.* (Datum 3.1).
- *3. While reading the massage, you can press option for the following: erase, reply, chat, edit, and use number, as reminder, forward, details.* (Datum 10.4).
- *Start a chat either by selecting this menu or by choosing the chat form the option list when reading a received text massage.* (Datum 11.1).
- *If you want to add some text before sending massage, Press options and select edit text.*(Datum 13.2)

4.1.2.4. Sentence Connector of Time

Sentence connector of time is conjunction that gives the time meaning; it connects between sentences. After analyzing the data, some sentence connectors of time are found, they are:

- 3. *The phone plays the recognized tag and then automatically dials the number of the recognized voice tag. (Datum 9.5).*
- *To view the message immediately press view, then you can save message by pressing save; if you press back, you can chose to discard the picture message. (Datum 12.1).*
- *To modify an existing picture, choose either editing existing fro the picture editor's menu, or select a picture from picture massages (menu 01-5), then choose edit from the options list. (Datum 17.6)*
- 4. *Save the setting by pressing back and then yes to confirm. (Datum 18.5).*


4.1.3. Repetition

Repetition is providing links between sentences, thus helping the reader following the writer's idea. Repetition words are often used to add continuity to a paragraph that is repeated either in their original form or in pronoun form. In addition to sequence signals, add a sense of continuity and cohesiveness to a paragraph development, and they are particularly important in a process paragraph (Arnaudet and Barret: 1981: 76)

According to that explanation, 78 repetitions on this guidebook are found, they are:

- *Keep all miniature **SIM card** out of small children's reach (Datum 1.1).*
- ***The SIM Card** and its contacts can easily be damaged by scratches or bending so be careful when handing inserting or removing the card (Datum 1.2).*
- *Before installing the **SIM card** makes sure that, the phone is switched off and that the battery is removed. (Datum 1.3).*
- *3. Slide the SIM Card carefully into the **SIM Card** slot (4) (Datum 1.8).*
- *Do not charge the **battery** when either of the phone covers is removed (Datum 2.1).*
- *2. Connect the charger to an ac wall outlet. The battery indicator bar starts scrolling. (Datum 2.4).*
- *Charging BLB-2 **battery** with the ACP -7 charger takes up to 3 hours 30 minutes. (Datum 2.5)*
- *3. When the **battery** is fully charged, the bar stops scrolling disconnect the charger from the ac outlet and phone. (Datum 2.7).*
- *1. Press the **front cover** release button (1), open the front cover from the top (2) and remove it (Datum 3.2).*
- *2. Insert the keypad mat in the **front cover** (3) (Datum 3.4).*
- *3. Align the bottom of the phone press the **front cover** to lock it into place. (Datum 3.6).*

- 4. Press the **back cover** release button (5), open the **back cover** from the top (6) and remove it. (Datum 3.8).
- 5. Align the bottom of the **back cover** to the bottom of the phone; press the top of the **back cover** to lock it into place. (Datum 3.10).
- You can remove **names and phone numbers** from the selected phone book one by one or all at once (Datum 4.1).
- 2. Select the **name and phone number** you want to erase, press erase and then confirm with ok. (Datum 4.3).
- You can copy a **names and phone number** all at once or one by one from the phone to the SIM card, or vise versa. (Datum 5.1).
- Select whether to keep or erase the original **names and phone number** and press select (Datum 5.7).
- Scroll to the **name and/or phone number** to be copied press copy to start copying and back to cancel the operation. (Datum 5.8).
- Select whether to keep or erase the original **names and phone number** and press select (Datum 5.9).
- 1. Find the name from phone book to which you want to add a voice tag and press detailed. (Datum 7.1).
- 2. Press options and select add **voice tag** (Datum 7.2).
- 3. Press start, the phone sounds a notification tone. Say clearly the words you want to record as a **voice tag**. (Datum 7.3).

- 5. When **voice tag** has been successfully saved, **voice tag** saved is displayed. The **voice tag** is saved in the phone book's **voice tag** list. (Datum 7.5).
- 2. Select **voice tags** (Datum 8.2).
- 4. Choice play back to hear the voice tag again; chose change to change the **voice tag**; chose erase to delete the **voice tag**. (Datum 8.4).
- 2. Say the **voice tag** clearly. (Datum 9.2).
- 2. Say the **voice tag** clearly (Datum 9.4).
- 3. The phone plays the recognized tag and then automatically dials the number of the recognized **voice tag**. (Datum 9.5).
- When you have received text **message** in stand by mode the number of new **message** as well as  shown on the display (Datum 10.1).
- 1. Press read to view the **messages** right away. To view the **message** later, press exit. Go to the inbox menu (menu01-2) when you want to read **messages**. (Datum 10.2).
- 2. Use scroll key to brose through the **message**. (Datum 10.3).
- 3. While reading the **message**, you can press option for the following: erase, reply, chat, edit, and use number, as reminder, forward, details. (Datum 10.4).
- Chat, when you select this option, you **can have** a conversation with another person using a compatible phone trough text **messages** for more information, see "chat (menu01-4) below. (Datum 10.5).

- *As reminder. When you select this option, the **message** will be copied to reminders as if you have added a new reminder. The phone goes automatically to the new reminder so that you can further edit it. (Datum 10.6).*
- *Note that if the length of text **messages** exceeded the maximum length of a reminder the exceeding part cannot be copied to the reminder (Datum 10.7).*
- *Start a chat either by selecting this menu or by choosing the chat form the option list when reading a received text **message**. (Datum 11.1).*
- *2. **Key** in your **message** press options. And select send. (Datum 11.4).*
- *3. The reply you received from the other person is displayed above the **messages** you sent. (Datum 11.5)*
- *4. To reply the **message** press ok and repeat step 3 above. To edit your nick name press option and select chat name. (Datum 11.6).*
- *To view the message immediately press view, then you can save message by pressing save; if you press back, you can chose to discard the **picture message**. (Datum 12.1).*
- *When you save a new **picture message**, you may need to replace the factory installed **picture message** in the phone. (Datum 12.2).*
- *Editing a **picture message** (Datum 12.3).*
- *1. Scroll to the picture **message** and press view. (Datum 12.4).*
- *Within the menu, scroll to a picture **message** and press view. (Datum 13.1).*

- *If you want to add some text before sending **message**, Press options and select edit text.*(Datum 13.2)
- *To view the whole **message**, press option and select preview.* (Datum 13.3).
- *Scroll to the desire **template** and press read* (Datum 14.1).
- *To edit or erase the **template**, press options and select the desired function* (Datum 14.2).
- *When editing **template**, pressing options allows access to a further set of functions, including send and save* (Datum 14.3).
- *You can create a **template** from scratch by selecting one of the empty **templates** at the end of the **templates** list.* (Datum 14.4).
- *Activating a profile and changing its settings.* (Datum 15.1).
- *1. In the profiles menu, scroll to the desired profile and select some of the **profiles** can be replaced with **profiles** you received e.g. from your service provider. From availability and compatibility, contact your service provider or other **profile** provider.* (Datum 15.2).
- *2. To use the selected **profile**, select activate. To changing the settings of the selected **profile**, select personalize.* (Datum 15.3).
- *4. Scroll to the desired option and press ok. You can also change the settings of the current selected **profile** in tones (menu 4-2) see page 23. To activate a **profile** quickly in standby mode or during a call* (Datum 15.5).

- You can use this function to create new **pictures** or modify existing **pictures** and save them in the phone (Datum 17.1).
- 1. In the standby mode, press menu, scroll to the **picture** editor and press select. (Datum 17.2).
- 3. Choose the format of the **picture: picture** msg, or clip art. Different formats are the different size. (Datum 17.4).
- 4. Draw the **picture**. See “drawing the picture” on the page 28. (Datum 17.5).
- To modify an existing **picture**, choose either editing existing from the **picture** editor’s menu, or select a picture from **picture** messages (menu 01-5), then choose edit from the options list. (Datum 17.6).
- You can set the **alarm** to sound at the desired time just once, or repeatedly, for example every working day. (Datum 18.1).
- 2. Choose repeat **alarm** from the list. (Datum 18.3).
- 3. Mark the days (Monday to Sunday) when you want the **alarm** clock to be on pressing mark. Press unmark to cancel the days you have marked (Datum 18.4).
- 5. To change the **alarm** select adjust from the alarm clock menu. (Datum 18.6).
- When alarm sounds you can stop the **alarm** by pressing stop if you press snooze, the **alarm** stop and ringing again in five minutes (Datum 18.7).

- 1. Make the connection settings needed to access the **WAP service** you wish to use. See “setting up the phone for a **WAP service**” on page 34. (Datum 19.1).
- 2. Make a call i.e. connection to the **WAP service**. See “making a connection to **WAP service**” on page 36. (Datum 19.2).
- 3. Start browsing the pages of the **WAP service**. See “browsing the pages of a **WAP service**” on page 37. (Datum 19.3).
- 4. When you have finished browsing, end the connection to a **WAP service**. See “ending a WAP connection” on page 38. (Datum 19.4).
- When you received the connection **setting** as a text message, service setting received is displayed. (Datum 20.1).
- To save the received **setting**; press options, scroll to save, and press select. (Datum 20.2).
- If you want to view the **settings** before saving them: press options, scroll to view, and press select. Press saves to save the **settings**. (Datum 20.3).
- For appropriate **settings**, contact your network operator or service provider. (Datum 21.1).
- 1. In the service menu, scroll to **settings** and press select. (Datum 21.2).
- 2. Press select when connection **settings** are displayed (Datum 21.3).
- 3. Scroll to a set of connection **setting** and press options (Datum 21.4).
- First, activate the settings of the **WAP service**: (Datum 22.1).

- *If you want to use the same **WAP service** (the one you accessed using the home option in the services menu) as the last time, you do not need to activate its settings again. (Datum 22.6).*
- *Next, do one of the following to connect to the **WAP service**: (Datum 22.7).*
- *Open the home page of the **WAP service**: in the services menu, scroll to home and press select. (Datum 22.8).*
- *Select a bookmark of the **WAP service**: in the service menu (Datum 22.9).*

4.1.4. Pronoun Reference

Pronoun references are providing still another kind of link between sentences. Words are often repeated to add continuity to a paragraph that is repeated either in their original form or in pronoun form. Most instruction should be more than a brief list they should explain according to reader's general level of knowledge. On the job steps of a procedure are often simplified by using pronoun reference and numbered (Dietch, 2003: 152). 17 pronoun references are found on this data, they are:

- *1. Press the back cover release button (1) open the back cover from the top (2) and remove it (Datum 1.4).*
- *2. Remove the battery by lifting it from the finger grip(3) (Datum 1.6).*
- *4. Align the golden connectors on the battery with the corresponding connectors on the phone, and push the opposite end of the battery until it snaps into place (Datum 1.10).*

- 5. Align the bottom of the back cover to the bottom of the phone, press the top of the back cover to lock it into place (Datum 1.12).
- *if not charging is displayed wait for a while, disconnect the charger, plug it in again and retry. If charging still fails, contact your dealer. (Datum 2.6).
- 1. Press the front cover release button (1), open the front cover from the top (2) and remove it (Datum 3.2).
- 3. Align the bottom of the phone press the front cover to lock it into place (Datum 3.6).
- 4. Press the back cover release button (5), open the back cover from the top (6) and remove it. (Datum 3.8).
- 5. Align the bottom of the back cover to the bottom of the phone; press the top of the back cover to lock it into place. (Datum 3.10).
- As reminder. When you select this option, the message will be copied to reminders as if you have added a new reminder. The phone goes automatically to the new reminder so that you can further edit it. (Datum 10.6).
- Key in the other person's phone number or recall it from the phone book and press ok. If you wish to chat with the person you last chatted with, part of the content of last chat will be shown. (Datum 11.2).
- You can send it without editing by pressing options and selecting forward (Datum 13.2).

- *You can use this function to create new pictures or modify existing pictures and save them in the phone (Datum 17.1).*
- *If you want to view the settings before saving them: press options, scroll to view, and press select. Press saves to save the settings. (Datum 20.3).*
- *If you want to use the same WAP service (the one you accessed using the home option in the services menu) as the last time, you do not need to activate its settings again. (Datum 20.1).*

4.1.5. Visualization

Writing process paragraph will be easy if there are some pictures or graph. Sometimes a graph, picture, or drawing can help the reader understand all or part of a process. While if they have to read, they still need process to understand the word and internalize it into their knowledge, it is different with watching.

Particularly when the process is complex or the explanation is long. Moreover, the instruction of machine has many parts and it can not be explained by words. The complex panels of machine are also need to be visualized in order to make easy for the readers in doing the instruction (Clouse, 2004:223).

Based on theory above, visualization found are 12 data, they are:



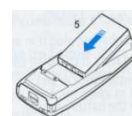
- (Datum 1.5).



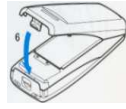
- (Datum 1.9).



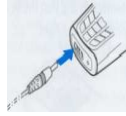
- (Datum 1.7).



- (Datum 1.11).



- (Datum 1.13).



- (Datum 2.3).



- (Datum 3.3).



- (Datum 3.5).



- (Datum 3.7).



- (Datum 3.9).



- (Datum 3.11).

- ☒ (Datum 10.1).

4.2. Discussion

After analyzing the 22 paragraphs that were taken from NOKIA 3610 user's guidebook, 135 data are found that are categorized into type of process paragraphs like time clues, listing signals, repetition and pronoun reference and visualization.

4.2.1. Listing Signals

There are 79 data found from 134, which are categorized as listing signals. They are used number and do not use number. The using of number are 77 data, for example in datum 21.2 *"1. In the service menu, scroll to settings and press select"*, and in the datum 12.4 *"1. Scroll to the picture message and press view"*.

While for the using of unnumbered, there are 2 data. They can be found in datum 22.1 *"First, activate the settings of the WAP service"*, and datum 22.7 *"Next, do one of the following to connect to the WAP service"*.

They are categorized as listing signals because they use a list with numeral like 1, 2, 3, etc, or first, second, third, etc. It can also use first, next, last/end. The use of numbered is to make steps clear, so the chronology of the process can be followed by the readers well or they will not miss the steps. The writer uses the number more than the unnumbered, it is the common form in the technique of instruction, and therefore it is simpler.

4.2.2. Time Clues

Time clues are found in almost all data. The types of time clues are time clause, verb choice, participle phrase and sentence connector of time, which is applied in many data. From 134 data, 17 data are found in which time clause are

used, for example in datum 12.2 *“When you save a new picture message, you may need to replace the factory installed picture message in the phone”* and datum 10.6 *“As reminder. When you select this option, the message will be copied to reminders as if you have added a new reminder. The phone goes automatically to the new reminder so that you can further edit it”*.

Verb choice is also found on this guidebook, they are 118 data that used verb choice. For example, in the datum 18.1 *“You **can set** the alarm to sound at the desired time just once, or repeatedly, for example every working day”* and datum 2.1 *“**Do not charge** the battery when either of the phone covers is removed”*.

Participle phrases are found in 8 data. For example in datum 1.3 *“Before installing the SIM card makes sure that, the phone is switched off and that the battery is removed”* and datum 1.2 *“The SIM Card and its contacts can easily be damaged by scratches or bending so be careful when handing inserting or removing the card”*.

Sentence connector of time is found in 5 data, for example in datum 4.3 2. *Select the name and phone number you want to erase, press erase and then confirm with ok”* and datum 9.5 *“3. The phone plays the recognized tag and then automatically dials the number of the recognized voice tag”*.

They are categorized as time clues especially times clause because the use of words that are usually used to introduce time clauses like words before, after, when, while, and until. They are followed by the clause in order to do their function. The functions of time clauses are used to clarify the time relationship

between the action in one clause and action in another. Time clause is used when the writer combines two independent clauses and making one sub ordinate. The writer mostly uses word “when” in giving the time clues to the readers. The use of “when” is more happen than other conjunction, like before, after, while and until; because the writer wants to give the exact time clue to the readers by using clause.

Verb choice applied when the writer uses certain form of verb like command form (VI+O), simple present, and modal. On this study, the most form used is command form than modal or simple present form because the writer wants to get in touch to the readers.

Participial phrases used when the subject of the time clause is the same as the subject of the independent clause. Sometimes the writer uses the words before, after, when, and while to connect before participle phrase. The most common types of participle phrase used are present participle (verb+ing). The writer uses present participle for giving the impact of time meaning that this instruction is done at that time spontaneity.

Sentence connectors of time, the writer uses the words “then” as the connector between sentences. It is mostly used after the conjunction “and” followed by “then”. The writer only used “than” to talk about the continuity of steps for getting the right arrangement of time on those paragraphs.

4.2.3. Repetition and Pronoun References

Repetitions are found in 78 data. For example in datum 8.4 “*Choice play back to hear the voice tag again; chose change to change the **voice tag**; chose erase to delete the **voice tag***” and datum 15.2 “*1. In the profiles menu, scroll to*

*the desired profile and select some of the **profiles** can be replaced with **profiles** you received e.g. from your service provider. From availability and compatibility, contact your service provider or other **profile** provider”.*

Pronoun references are found in 17 data. For example in datum 13.2 “*You can send it without editing by pressing options and selecting forward*” and datum 17.1 “*You can use this function to create new pictures or modify existing pictures and save them in the phone*”.

They are categorized as repetition and pronoun reference because there are some words that are repeated many times. Repetition can have the function to provide links between sentences, thus helping the reader following the writer’s idea. Pronoun references are providing still another kind of link between sentences. Some words are often repeated to add continuity to a paragraph that is repeated in pronoun form. The writer here mostly likes to repeat words that are the main things in the paragraph in which the paragraph is talking about. In pronoun reference, the writer uses pronoun “it” and “them” in simplifying the sentence on the paragraph; pronoun “it” is more used because many things that will be explain on the instruction is single thing.

4.2.4. Visualization

After analyzing the data, there are 12 data used visualization in, for

example in datum 1.5  and datum 1.7  .

They are categorized as visualization because there are some pictures or graph. Sometimes a graph, picture, or drawing can help the reader understand all or part of a process. Moreover, the instruction of machine has many parts and it

cannot be explained by words. The complex panels of machine are also need to be visualized in order to make easy for the readers in doing the instruction

4.2.5. Enumerator

There were no enumerators found in this book, because there is no indicator of enumeration that is used like the words steps, stage, and phase on their paragraphs. The number is mostly used as the indicator not word steps, stage, and phase, perhaps it is clear enough using number than unnumbered such steps on the form of words (step, stage or phase). It is influenced by the form of guidebook which is small so it must be full of contents and easy.

After analyzing 134 data found in this user's guidebook, it is concluded that majority the type of process paragraph used by the writer is time clues especially verb choice. Command (VI+O) form is mainly used; because the writer wants to feel direct communication with the readers. It also make the sense that the guidebook is not only a book but it can be someone which appear to give the true way on doing the process, so it happens communication between I (the writer) and you (the readers). Therefore, the readers easy to understand what the writers mean on the instructions in order to avoid wrong way on following the steps.

CHAPTER V

CONCLUSION AND SUGGESTION

In this chapter, after finishing the previous chapter that analyzes the process paragraph used on the user's guidebook, conclusions and suggestions are presented.

5.1. Conclusion

Based on the 134 data presented and analyzed at the previous chapter, it can be concluded that types of process paragraph can be found on this guidebook are time clues (time clause, verb choice, participle phrase and sentence connector of time), listing signals (number and unnumbered), repetition and pronoun reference, and visualization.

Time clues are almost used in all the data especially verb choice; command (VI+O) is the most form used in verb choice. This is because the writer wants to make the readers understand directly what the instruction talks. Therefore, the readers can do it well and avoid many mistakes from the instruction. While another time clues like time clause, participle phrase and sentence connector of time are seldom used; because the focus of the writer is giving direct instruction. Listing signals in the type of number like 1, 2, 3, etc are the common alternative technique of the writer in making chronologic and systematic instruction; but for the form of unnumbered is rarely used. Many repetitions are found like the word "massage", it is the way the writer used to give the stress of one thing that is told on that paragraph. There are only a few pronoun

reference found; it is the same as the visualization. The writer uses them to make the readers easy to catch the point of the writer who wants to describe the process without giving any longer information.

5.2. Suggestion

After conducting this study, the researcher found that rhetoric especially process paragraph is used as the main form in writing the user's guidebook (manual). The users of NOKIA mobile phone product must be more careful in understanding the user's guidebook. The users also has to make optimum attention in using the user's guidebook for helping the use of facilities that given from the producer. As a result of this, the researcher expects that there will be other researchers who are interested in conducting research about rhetoric especially process paragraph.

Actually, there are still many objects that can be observed using rhetoric theory, for instance, novels, books, and language in written form. Especially for user's guidebook or manual, the researcher hopes that further researcher will observe it from another point of view to make the empirical finding more complete. There are wide areas that is possible to be investigated from rhetoric. Although, in this study, time clues especially verb choice is the mainly type of process paragraph that is used, there are many types of process paragraph like listing signals, repetition and pronoun reference or visualization are applied in many kinds of book. Therefore, it can enrich the empirical finding of the study on rhetorics.

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