

Institutional Translation in Europe

A Pilot Study

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Institutional Translation



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- "Translating Institution": For/By (Within) an institution
- Specific features of Institutions
 - Local, temporal definition
 - Formal framework (contracts)
 - Supranational, National (Government), Commercial, Non-governmental

Institutional Translation



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- Specific features of Institutional Translation
 - Language regime
 - Hierarchy
 - Confidentiality
 - Collective; Anonymous
 - Standardised: Formalisation of procedures; Rules in place

Pilot Study: Czech Republic



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- Central/Government Institutions
- 6 Translation Departments:
 - Czech National Bank
 - Czech Social Security Administration
 - Czech Statistical Office
 - General Directorate of Customs
 - Ministry of Foreign Affairs
 - Ministry of Industry and Trade

Hypotheses



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- A comparison of QM practices in the institutional setting of the Czech Republic, as regards translation services, will show a **diverse landscape with a multitude of approaches** to reach a goal of **high-quality language services**.
- Every in-house translation team has developed their own **Translation Manuals**.
- **Revision practice** is a key component of in-house and outsourced translation in institutional settings.
- Quality and harmonised terminology is supported by **state-of-the-art technology**.

The Survey



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- ▣ 2 interviews
- ▣ 4 written responses

Survey: The Scheme



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- Environment, Set-up of the office/team, history
- Languages
- Clients, Demand Management
- Services (T/I, revisions, terminology, other?)
- Workflow
- Turn-around (volume)
- Deadlines
- Price

Survey: The Scheme



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- ▣ Topics, Thematic areas
- ▣ Quality Management
- ▣ Style-Guides
- ▣ Terminology Management
- ▣ Technology (CAT, MT)
- ▣ Well-being (ergonomics), CPD (LLL)
- ▣ ...

Survey: The Results (Q)



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	ČNB (CNB)	ČSSZ (CSSA)	ČSÚ (CSO)	GŘC (GDC)	MZV (MFA)	MPO (MIT)
Team (memb.)	4	2	2	4	3	1
Revisions		Sporadic			Exceptional	–
Deadlines		No urgent jobs (2-4 w)			Tight	
Volume (Prices)		Many lang.s CZK 1,750,000		2.500 p. 600 hrs / Interpr.	Int.: 6,000 p./Y Ext. CZK 400,000	Outsourced
QMS		Outsourced			– (cust. satisfaction)	Outsourced

Survey: The Results (Q)



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	ČNB (CNB)	ČSSZ (CSSA)	ČSÚ (CSO)	GŘC (GDC)	MZV (MFA)	MPO (MIT)
Manuals, Style-Guides	–	M.: w.flow + CI. SG=0	–	–	–	–
Terminology	Glossary	Glossary EN- CS-EN	EU		– (Google)	
Technology	CAT tool	– (GT banned)	–	–	WF application	GT (!)
CPD		Languages			–	
Specific		Paper workflow Preferred translators		Preferred translators	Sensitive Material: application; Security Profile Check Preferred interpreters	

Hypotheses: Verification



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International Study Design



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- E-mail surveying of a specified target group
- Guided interviews
- Comparison and contrast
- Case studies
- Austria, Czech Republic, Finland, France, Germany, Poland

Challenges



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- ▣ Finding out about the landscape
- ▣ Reaching the contacts
- ▣ Comparable information

International Comparison



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- **Canada:** Survey of the Canadian Translation Industry, 1999 (very brief on Inst. Translation)
 - 2 of 6 dept.s (in 4 ministries) have a T. service: (2, and 20 staff)
- **Saudi Arabia:** An extensive survey was performed on the Saudi Arabian translation market, marginally dealing with *Government Ministries*.
 - “All Saudi ministries surveyed had translation departments. All translators were Saudi graduates of Language departments whether in Saudi Arabia or Britain and the United States. **No translation technology is employed** and most translations are done in-house. Ministry Web pages are sometimes outsourced to freelance translators or International localization agencies.”

International Comparison



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■ Germany

- Language Services Division of the German Federal Foreign Office is described as operating “an **elaborate system of quality assurance**”, involving **the mother tongue principle**, a high degree of **revision** work, detailed translation **brief** from clients, the use of a **translation memory** system; yet, “...the [service]... does **not** have specific **style guides**...”
(Schäffner et al 2014, p. 497)

International Comparison



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- EU: DGT 2013 (*Document quality control in public administrations and international organisations*)
 - Focuses on legal (drafting and) translation
 - In many instances (e.g. France and Germany) focused on monolingual administrations
 - From the 27 participants surveyed only 2 fulfil our criteria of a centralised governmental organisation in a European country offering multilingual services

International Comparison



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	Name	Statistics	Technology	Manuals/ SG	QM strategy	Other
Austria (SM)	Language Service, Federal Ministry of the Interior	No statistics 14 translators /Interpreters (10 FTE)	Trados products MT used by officers for gisting	No	Internal revisions (not all texts)	
Belgium (DGT 2013)	Belgian Senate, Legal service		Commercial legal databases; crossroads bank; models	No specific guidelines, only general guidelines		

International Comparison



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	Name	Statistics	Technology	Manuals/ SG	QM strategy	Other
Finland (DGT 2013)	Government Translation Unit, Prime Minister's Office		<small>pdf</small> SDL Trados Studio and MultiTerm termbank. IATE, Lagrummet.se (portal for Sw. public administration legal information, other electronic termbanks in Fi and Swe; electronic dictionaries			

International Comparison



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	Name	Statistics	Technology	Manuals/ SG	QM strategy	Other
France (SM)	French Ministry of Finance	EN => FR; EN DE IT NL PT ES RU EL => FR 26 000 pages p.Y.	File management, 2 CAT tools (Logiterm + DéjàVu) MT: No Terminology management (Logiterm, DT Search, SketchEngine)	No	Revision almost systematically, customer satisfaction questionary for every translation, staff training about MINEFI topics	

International Comparison



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	Name	Statistics	Technology	Manuals/ SG	QM strategy	Other
Germany (Phone)	Sprachendienst, Auswärtiges Amt	90 staff, 60 T and/or I Much more than 850 NormPages /Y Outsour- cing: 10-15% (T) EN = 50+% of assignments	CAT:Trados Studio MT: No	Yes for DE-EN-DE	Peer revisions: almost all transla- tions	MT was tested, no use

International Comparison



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	Name	Statistics	Technology	Manuals/ SG	QM strategy	Other
Poland (Phone)	Translation and Interpreta- tion Unit, Ministry of Foreign Affairs	5.5 FTE	CAT: No Termin. MGM: Yes	Yes	Revisions: Yes (transla- tor responsi- ble) Staff training: Yes	„Press Office”, over-night shifts. 80% = T into foreign language. Receive positive FB

Conclusions



- CAT tools: Used in most institutions (4 /6)
- MT: Never used (0-1 /6)
- SG/Manuals: Hardly ever used (2 /6)
- Revisions: Used almost always (4 /6)
- Compared to Pilot Study in Czech Republic:
 - *Different*: CAT and revisions are a standard scenario
 - *Different*: MT never used
 - *Different*: Revisions preferred
 - *Similar*: Sporadic use of SG, Manuals

Roadmap



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- ▣ Pilot Study – EU
- ▣ EU-wide survey
- ▣ Beyond Europe
- ▣ Pilot Study – Czech Republic

- Explore the European landscape in more depth and width (more institutions in each country, more countries)
- More precise questions (e.g. Revision practice: who is responsible)
- Research Project?
- World-wide scope

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Thank you



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