

CHAPTER II

INTERNSHIP ACTIVITIES

This chapter provides information about the general description of the company, its activities, and the problems encountered by the writer during her internship. An available report of the company includes its history, vision, mission, the company, philosophy of the company, organizational chart, job descriptions, and services. The activities explained included the materials and projected the interns had to translate. The problems consist of language skill proficiency, lack of intern experience in translation, and translation strategies.

2.1 The General Description of the Company

Since November 2009, TranslationLinker has been established as a translation company. Its initial address was Pondok Alam Sigura-Gura, Sunan Muria V, B1/31, Malang City, East Java. It moved to the current workstation, Bumi Meranti Wangi Housing, House of BMW Block B No. 23, Malang City, East Java, on January 1, 2022. TranslationLinker: Translation Localization Services offers a broad range of services in multilingual text production, which includes translation, editing and proofreading, localization, transcription, subtitling, and typesetting or desktop publishing. They also take a wide range of texts to be translated and localized, ranging from documents, software, websites, marketing, games, and many others, which will be explained in more detail through the organization system and job division. As for the workflow of

this company, the working hours at TranslationLinker are Monday to Friday, from 9 a.m. to 5 p.m. for permanent workers and 8 a.m. to 12 p.m. for interns. More information about the company's general history, vision and mission, guiding principles, organizational structure, and the job description of TranslationLinker will be provided in this sub-chapter.

2.1.1. General History of TranslationLinker

TranslationLinker was established in November 2009 by Arif Furqon, who started his professional career in the translation and localization industry in 2002. He was a translator at a company called TransBahasa at the time and wanted to build his own translation business. Hence, he left his partners at TransBahasa and built his own business. His clients at the time were also from his Indonesian friends. Not long after, Mr. Arif met with Mrs. Mawar Firdaus. Together, as husband and wife, they developed that small business into their own company named TranslationLinker in 2010. TranslationLinker could not be picky about accepting jobs as a new company. However, their unfailing persistence finally paid off, making their small company big and well-known throughout other nations. Mr. Arif began taking on translation projects from clients outside of Indonesia, and by putting up the greatest effort to meet the clients' needs, he has also gained their trust. Mr. Arif and Mrs. Mawar decided to start recruiting young, skilled translators to grow this company since they had an increasing amount of work to accomplish. Mr. and Mrs. Furqon already has 17 employees who assist them in translation and localization projects and the company's administration.

Because of their invaluable assistance, accepted jobs include not only English and Indonesian but also a variety of other foreign languages. Eventually, TranslationLinker grew rapidly and was trusted by many companies for their translation services.

2.1.2. Core Value of TranslationLinker

The main objective of TranslationLinker is to satisfy clients' needs since they think that anything the client requests is possible. Their core values are: "To maintain our excellent work, we hold our core value. Quality matters! Quality is everything to us. We have the best, most experienced, and most qualified team of linguists to manage and handle every single assignment, providing the highest quality translation result. "We do not translate words but deliver your messages, presenting your brands excellently to customers in different languages."

2.1.3. TranslationLinker's Organizational Structure

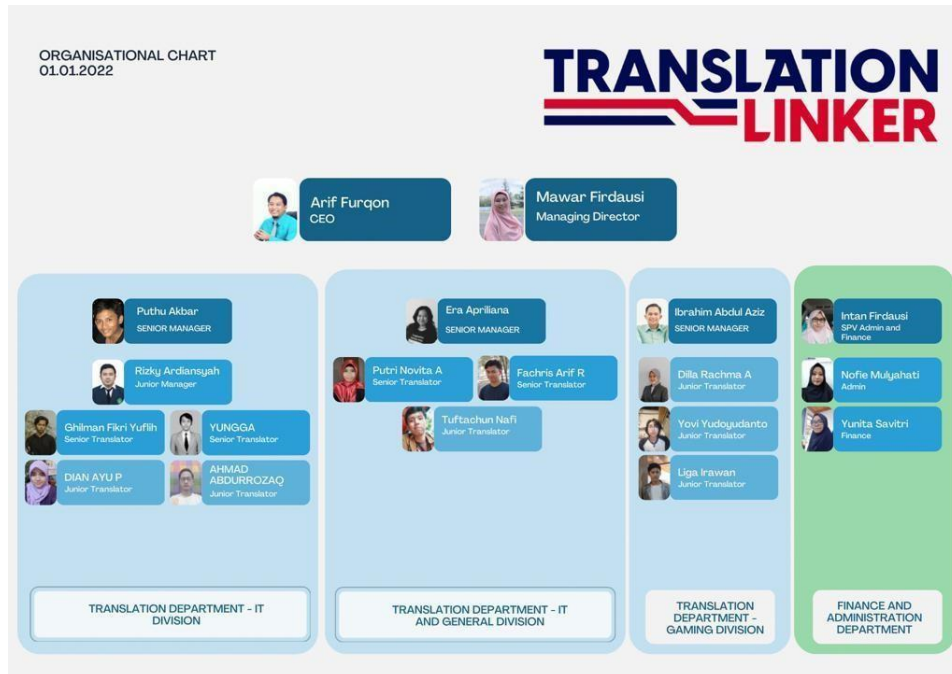


Figure 1. Organizational Chart in TranslationLinker

2.1.4. General Information about TranslationLinker's Services

TranslationLinker provides complete professional translation and localization services. Their services include document translation, software and website localization, game localization, multilingual desktop publishing, voice-over, video captioning and subtitling, linguistic name evaluation, editing and proofreading, QA testing, and much more, which will be further explained as follows:

1. Document Translation

TranslationLinker provides document translation services by utilizing qualified, experienced translators. They carefully match the client's text with a translator who has

the right background and subject-matter experience. Organizational Chart in TranslationLinker

2. DTP & typesetting

Expert typesetters at TranslationLinker provide turnkey layout services in various programs, including Quark, Adobe InDesign, Photoshop, and Illustrator.

3. Linguistic name evaluation

TranslationLinker looks for problems with new products, services, umbrella brands, and company names in the languages and cultures pursued. Clients receive more than just a "thumbs-up, thumbs-down" report; they also get a complete breakdown of each name candidate and an in-depth examination of the linguistic challenges.

4. Software, Game, and Website Localization

TranslationLinker offers comprehensive localization services for games, help files, software, and websites to adapt the client's message to a global audience.

5. Voice Talent and Subtitling

With audio transcription, translation, expert voice actors, on-screen subtitles, and Flash engineering, TranslationLinker can handle all aspects of any media project from beginning to end.

6. Swift Response

If their client needs a qualified translator for their company, agency, or organization, they can contact TranslationLinker during business hours, and the administrator will answer immediately.

2.2. The Activities

This is a list of the writer's activities during her four-month internship. From August 22nd to December 8th, 2022, the writer began her internship at TranslationLinker.

2.2.1. Translating Exercises #1

The CEO of TranslationLinker, Mr. Arif, welcomed the interns and gave an overview of the company at the start of the first day. He shared TranslationLinker's history, emphasizing how he was able to build it in 2009 while Mrs. Mawar Furqon stood by his side. He also shared the types of translations the company performs and their cost per word with the intern. In addition, he explained to the intern the distinctions between the working hours of interns and employees. In the first week of the internship, the interns were given several materials to translate and work on in Excel. The interns were assigned five tasks, most of which were marketing articles, and one was an instruction text for an app. The interns translated Christmas event articles from several mobile games on the first day. Then on the second day, Fachris, a senior assigned to guide the interns, presented a discussion and review of the mistakes the interns made during translation and tips and tricks for proper translating and localization. After that, the 16 interns were immediately assigned to the second task, a marketing article for some tourism apps. These applications are helpful for tourists visiting Japan during the cherry blossom season to find the best locations to have hanami (flower viewing) experiences. On the third day, some interns from Universitas

Surabaya came. There were four new interns in TranslationLinker; therefore, there would be 14 interns in total for the next three months. Since it was their first day of the internship, the owners, Mr. Arif, and Mrs. Mawar, once again introduced them to the company. After that, the interns were tasked with translating the marketing text of a color-recognizing app. Using the app, users can find out the color of an object by taking a photo and getting a list of other colors that are harmonious with the desired color. Fachris gave the interns an instruction text for a playlist-making app on the fourth day. The text talked about how to make a playlist, delete videos, and much more. On the last day of the first week, the interns were given a marketing text for a streaming app that allows users to watch movies and series. During the week, the interns only do assignments as a form of practice to improve their translation skills. Not only will they be working, but every time the interns finish working, the mentor, Fachris, will provide a review and important notes that can be used in the translation process.

2.2.2. Trados training

On the second week, August 29th, the interns were given the same task, only they were no longer working in Excel but in a CAT (computer-assisted translation) application called Trados. Fachris gives interns 30-day trial access to use the app. On the first day of the second week, Mr. Arif introduced us to the Trados application. He explains how to create a project, some introductions to machine translation (TM), export a project, and some features that need attention. After that, Fachris gave a text about a company's training module. He gave a time limit for the task until it was time

to go home, which was at noon. The text mostly contains procedure text for taking the company's online test.

Since the interns encountered difficulties using the app and submitting their work, Fachris explained some points the interns needed to know about Trados on the second day. Then, the interns were given the text of a marketing article about several recommendation applications for a weather forecast. On the third day, Fachris divided the interns into pairs to do a peer review after doing the assigned task. The eighth task is translating marketing text regarding scripting applications. This application makes it easier for scenario makers to prepare drafts in a professional format. On the fourth day, after reviewing the previous assignment, as usual, Fachris gave today's task: a gift policy text from a social media application. On the fifth day, the last day of the second week, the interns were tasked with translating the marketing text of a stylish puzzle game.

2.2.3. Arbitrary Exercise #1

On the first day of the third week, September 5th, the interns were introduced to a new mentor named Era. She introduced herself first before jumping right into the assignment. The theme was arbitration, which is the right to dispute the review given by the reviewer to the translator. After explaining the arbitration matter, Era explained her task: translating an update notice article from a mobile survival strategy game. The assignment would be done in pairs (one person would be a translator, and the other would be a reviewer) via Microsoft Excel, with several columns for source, references,

translation, translator notes, review, reviewer notes, translator feedback, reviewer feedback, and final translation. Unfortunately, the assignments given were not explained in detail, so the interns were confused about how to carry out their tasks, especially the columns. However, this assignment only lasted two days without any discussion because it was interrupted by the next project.

2.2.4. Human Translation Project

On September 7th, the interns were informed by one of the mentors, Era, that the interns would be working on a human translation project. The purpose of this project is to provide machine translation for a company. Interns will perform human translation of content from 19 English words to Indonesian, which will be used to train MT machines and generate automatic translations. Interns were provided with style guidebooks and spelling guides, which they must study before finally working on the project. On the fourth day, Era summarized the guidebook that was given yesterday and several points that needed to be considered in working on the project. Era also explained to the interns how they would complete their tasks on the project and the app they would use, One Forma. Then, interns were given rules for working on the project later, including 1) interns were required to send the translations to their assigned mentors by screenshot via private WhatsApp messages; 2) interns were required to do a minimum of 40 hits every day before going home. If not completed, the work must be completed at home. After that, the interns were introduced to a mentor who would guide them for the next two weeks (the time allotted to complete the translation

project). Each intern got one mentor, and the writer got a mentor named Putri to guide her. After getting acquainted, interns were asked to do five hits for practice.

Before the end of the day, Era informed students that the internship office hours would be changed from the previous hour of 8 a.m. to 9 a.m. following the employees' working hours, and the return time would be moved forward from 12 p.m. to 1 p.m. From September 9th to September 23rd, the interns start working on the human translation project. The project's content was various, ranging from general news, newspapers, novels, short stories, instant messages or comments in social networks, strings extracted from news programs, medical publications, finance, and business documents, or concerning sports, travel, shopping, et cetera. Once again, Era reminded the interns that the resulting translation must be accurate, fluent, and somewhat legible in the target language. Avoiding literal translation is also a must.

2.2.5. Language Quality Evaluation #1

In the sixth week, September 27th, one of the mentors, named, Puthu challenged the interns. The 14 interns were split into two groups, and after that, Puthu went over the technical details of the assignment. Both groups will translate the subtitles from English to Indonesian for two videos on the themes of medicine and education. The group was thus divided into two small groups, each containing three people so that each sub-group could handle one video. The process of translating would be done using Amara, a web-based, non-profit project that hosts user-subtitled videos and makes them available for creation and access. Since the interns are still unfamiliar

with this subtitle platform, they need some time to learn how it works, such as how to input the video they want to work on, input the subtitle according to the time stamp, and so on. The interns began working on the subtitles after they had finished studying Amara. The writers' group is tasked with creating subtitles for two videos: one educational video about a girl's life preparing for the Primary School Leaving Examination (PSLE) and the other about life in a children's intensive care unit (ICU). They must then exchange their work with another group and do a review. However, it differs from the prior peer review since interns had the chance to resolve disputes. In other words, before being assessed by a third party, preferably the mentor, translators, and reviewers will debate whose translation is more appropriate, supported by logical and pertinent references in the Language Quality Evaluation spreadsheet. On the second day of the seventh week, October 4th, Puthu evaluated each point argued by the two groups after the review, arbitration, and escalation (the second and final arbitration if the reviewer still opposes the translator's arbitration) processes were done. He outlined each issue he believed needed improvement and some errors the interns committed during the process.

2.2.6. Filtering Sensitive Contents

On the third day of the seventh week, October 4th, the interns were given another challenge by Fachris, which was translating sensitive content individually. It was in the form of an Excel sheet, with 20 sentences and phrases as the theme. Each sentence must be translated into three sentences relevant to the theme, but 22 should

be as sensitive as possible. Unfortunately, Fachris did not have time to conduct reviews and discussions for this assignment since he had other things to do. Therefore, he assigned another task for the next day.

2.2.7. Language Quality Evaluation #2

On October 7th, Fachris assigned the interns to translate the subtitles with nearly the same technicality as Puthu's. For each group, he provided two videos with two subjects, including movies and sports. Consequently, the group will be split, with two leaders managing each translation process. The method differed because the interns were asked to work on the translation using Aegisub (a free subtitling software) before the subtitles were adjusted and polished with Amara. The writer's group received a video with a film theme about how film editors cut the right scenes to build the desired emotion. The second video was a sports video about comparing soccer players' and runners' speeds.

Similarly, the interns translated the subtitles from English to Indonesian before conducting an internal review as a final check before transferring the work to another group. After everything had been done on October 17th, the interns expected to have a review with the mentor. Unfortunately, Fachris could only discuss this task through comments made in the spreadsheet rather than verbally.

2.2.8.2. Arbitrary Exercise #2

On October 18th, Mr. Arif and Mrs. Mawar visited the interns to ask how we were doing during the last two months of the internship. They then began to share some of the experiences and insights they gained while working in the translation field, such as how they met big companies, how they worked, and some advice. Mr. Arif gave some advice about perseverance and thoroughness in translating. In addition, he also emphasized the importance of the role of translation, starting with translating essential documents and others. In closing, Mr. Arif said to the interns, especially those who want to jump into the translation industry, that while they are still young, it is good for interns to develop specialties, teamwork, and networking, which will be very helpful for their future careers. After Mr. Arif and Mrs. Mawar left, the interns got a new mentor named Fikri. From October 18th to November 7th, Fikri gave three tasks.

The technical work was the same as when conducting the Language Quality Evaluation. This time, the interns were divided into three groups for the first and second tasks, then worked individually on the third task. The first task was translating an article regarding a new area update notification for a popular RPG (role-playing game). The translation of this first assignment was completed within two days, along with peer group review, and then continued with review and discussion with Fikri on the third day. After finishing, the fourth day was immediately followed by the second task, translating an FAQ from an advertisement app. Because the material for the second task was quite tricky, the interns could only complete the translation and review between groups in three days and discuss it with Fikri the next day. The third and final

task is an individual task where the interns translate a student learning module about phishing. This third task takes two and a half days of discussion with Fikri.

2.2.9. User Reviews

The intern was assigned a new mentor, Yungga, at the end of the eleventh week, on November 4, 2022. Fikri, who was supposed to provide a review for his prior assignment at the time, was not feasible due to his poor condition. Therefore, he was temporarily substituted by Yungga. The project from Yungga is to translate user reviews posted on various applications, including karaoke, video-making, e-commerce, social media, and more, from Indonesian to English. Each intern was given 50 strings to translate out of 700 string reviews. The language style employed in the source material is informal and erratic because this work involves user feedback. However, Yungga gave the interns enough time to work on it for three days, and the discussion was held on November 10th. Yungga also instructed interns to send their assignments using email. He emphasized that it is essential for us to know how to send a formal email that is good and right.

2.2.10. AI's Conversation Line

At the end of the 12th week, November 10th, Kak Yungga gave a challenge that previous mentors had never given: translating lines from AI conversations. The interns were given 200 short lines and asked to translate with several standards that must be adhered to, such as the use of formal pronouns ("saya" and "Anda") but with

a casual tone for the whole sentence, following predetermined nouns, grammar rules (for example, the use of verbs without the suffix -me if it begins with the word "harus," "bisa," and "akan," and others). This task had to be done until the first day of the following week, then discussed together on November 15th.

2.2.11: Translating Exercise #2

On the second day of the thirteenth week, November 15th, the interns were given a new assignment: translating a marketing text for a global conference event. Each person in a group of three will work on around 25 lines completed on November 18th. This task will be discussed next week, on November 21st, with Yungga. After the discussion from the previous project was completed on November 21st, on the first day of the fourteenth week, Yungga provided a new assignment, which involved translating texts about the history of vaccines. The complexity of the medical terminology made it difficult for interns to do this work, and they needed to conduct extensive research to translate it appropriately. Interns were required to complete this task in pairs by November 29th. The time allocated allowed for only minor errors in diction and sentence structure to be made during the discussion on December 1st. On November 30th, Fachris reviewed previous assignments, filtering sensitive content. The second LQE assignment was creating subtitles for videos about movies and sports. Yungga then assigned the interns at Amara the task of translating subtitles. The material provided was a video about Paris, the City of Love, and the interns will work on this task in pairs. This assignment was given on November 30th and discussed on December

7th. On the last day of the internship program, December 7th, Fachris gave the interns the Internship Evaluation Assessment as their previous assignment. He gave the interns four topics: football, lettering, law, apps, games, tourism, and education.

2.3 Problems

The writer describes the problem he faced during the internship program when completing the task assigned by his mentor. As an intern at TranslationLinker, translating the mentor's material and reviewing peer interns' translation results has become a daily activity. For this reason, as translators and reviewers, interns must have good skills in both the source and target languages and sufficient knowledge of the context of the subject matter. However, mistakes are common because most interns during this internship program are at a beginner level regarding translation. Because of that, translation quality discrepancies exist between the interns and the mentor. But what is discrepancy means? The discrepancy in this matter means the difference in translation product between the interns and mentors, which sometimes leads to error translation. Therefore, the writer chose this problem to find a solution to improve translation results for interns based on an activity conducted during the writer's internship program at TranslationLinker. Here are the problems that influence the intern's translation result quality:

2.3.1 Translator's Language Skill Proficiency

As translators and reviewers, interns must have good skills in both source and target languages and sufficient knowledge in the context of the subject matter. However, most interns who join this program are at a beginner level in doing translation jobs. Mistakes are commonly found, especially because of the translator's language skill proficiency, especially vocabulary, which leads to ambiguity problems. Some of the cases seen by the writer will be explained as follows:

On August 22nd, the interns were assigned to translate a Christmas event article from various mobile games. Many interns made grammar and vocabulary errors that led to ambiguous meanings. When discussing assignments with the mentor, the writer found several unclear translations made by the interns. The first is on one of the strings shown in Figure 2.

Source	Target
[b]If your Christmas[/b] is looking a little lonely because your friends are away, don't worry. These games are the perfect way to connect with people for an exciting adventure. Each of them comes with a series of Christmas events and rewards that will fill you with warm and fuzzy feelings this holiday season.	Jika Natalmu terasa sepi karena teman-temanmu sibuk, jangan khawatir. Game-game ini adalah cara sempurna untuk terhubung dengan petualangan orang-orang yang mengasyikan. Masing-masing dari mereka dilengkapi dengan serangkaian acara Natal dan hadiah yang akan melengkapi liburan musim ini dengan perasaan hangat dan nyaman.

Figure 2. Problem in First Task ¶

From figure2, the word “mereka” is a form of referential ambiguity because it will confuse the reader on what it refers to. The interns translated the word “each of them” literally. Even though it is the correct translation, contextually, it is not a good quality translation, in which the term “them” refers to some games mentioned in the previous string.

On September 27th, interns were given group assignments to work on video subtitles and fill out the Language Quality Evaluation on a spreadsheet. The videos that will be translated were videos with the theme of medical and education. Interns acted as translators as well as reviewers to do this assignment. The writer found a translation error when reviewing the work of other groups. Figure 3 shows that ambiguous sources can cause translation errors.

Source	Target
The most important thing for a bright and very curious kid like that,	Hal terpenting bagi anak yang ceria dan rasa ingin tahu yang besar sepertinya,

Figure 3 Problem in LQE #1

In the source language text, the word “bright” can be translated into “ceria” or “cerdas” in Bahasa Indonesia. Therefore, the translator needs to choose the correct meaning that matches the context of the source language topic.

In another video from the same task, the writer finds another case of an ambiguous source, as shown in Figure 4. The video shows a boy who is chronically ill in a pediatric ICU in Singapore.

Source	Target
We improve everytime you take the medication, okay?	Kami lega setiap kamu meminum obat, ya?

Figure 4. 2nd Problem in LQE #1

The word “improve” in the source text is ambiguous because the reader does not immediately catch the word’s meaning. Based on the context of the video, this sentence can mean that the doctors can develop medication suitable for the patient if the patient takes the medicine and reacts to it. Another possibility is that “improve” means the doctors feel relief when the patient takes medication.

On October 7th, the interns were given Language Quality Evaluation again by a different mentor, but with a different theme. The videos that will be translated were videos with the theme of sports and filmmaking. As usual, as the reviewer, the writer read the translation before looking at the source text for a double check. Then the writer found some errors in the other group’s translation as follows:

Source	Target
Like American movies, there's a lotta movement.	Seperti film-film Amerika, ada banyak gerakan.

Figure 5. 1st Problem in LQE #2

In this string, the phrase “a lotta movement” can be translated into Bahasa Indonesia as “banyak gerakan” meaning many physical movements. However, if the translator pays attention to the text’s context in the video, the phrase refers to camera movement.

On October 18th, Fikri gave the interns an assignment to translate an article regarding a new area update notification of a popular RPG. This assignment is done in groups; interns will share their work for peer review as usual. When reviewing the work of other groups, the writer found several ambiguous translations, one of which is in Figure 6. In this translation, the sentence “didukung oleh teknologi kuno” will have two meanings: robotic guardians powered by ancient technology or robotic guardians working with other ancient technology.

Source	Target
In the heart of these vast sands lies the majestic Mausoleum of King Deshret, perilous dungeons full of puzzles, and robotic guardians powered by ancient technologies.	Di pusat padang pasir yang luas ini terletak Mausoleum of King Deshret, ruang bawah tanah berbahaya yang penuh dengan teka-teki, dan robot penjaga yang didukung oleh teknologi kuno.

Figure 6. The problem in Arbitrary Exercise #2

2.3.2 Lack of Intern Experience in Translation

The translation no doubt need good language skill to provide good translation result. Improving vocabulary knowledge and having a good grammar understanding to

comprehend the text's meaning correctly is important. The experience of the translator also influences not only language skills in translation. However, during the writer's internship program, all interns who join have minimum translation experience. The experience that the interns get is only at university study in the form of assignments different like professional translation jobs. Because of this lack of experience in translation, the interns are challenged to translate the text professionally. This is shown as the writer found many errors, as mentioned in the previous problem, regarding vocabulary, grammar, and translation strategies.

2.3.3 Translation Strategies

One step in the translation process is deciding which approach to translating the source language text. The variety of textual context makes translators must take different methods to it. For instance, when translating a legal or formal text, the translator must translate it literally into the target language. Next is the marketing text; the translator must translate the text to attract the readers to buy the product. Subtitling, too, is unique. The translator cannot take the same approach as when translating a novel; instead, the translator must consider the number of characters per minute and be allowed to cut some words. As Larson (1998) mentioned, in practice, the translator needs to know the purpose of the translation, or, as we can say, the context, to provide a good quality translation. Therefore, the writer found a problem during the internship program: the interns make translation errors because they tend to translate the source

text literally and ignore translation strategies before working on the assignment. Here are the cases that the writer found:

The first case is similar to the language skills proficiency problem case in figure 2. The writer found that the interns translated the word “Christmas events” into “acara natal,” which is not translated incorrectly. But, in this context, the word “acara” in Bahasa Indonesia can mean an activity shown, watched, or programmed (KBBI), such as a social gathering. However, the full text of the source target context means some limited events held by the game developer that players can complete to get special rewards. The interns are not considering the gaming context, which is already a common term in the gaming community; the word “event” is more relatable for gamers than acara.

Source	Target
[b]If your Christmas[/b] is looking a little lonely because your friends are away, don't worry. These games are the perfect way to connect with people for an exciting adventure. Each of them comes with a series of Christmas events and rewards that will fill you with warm and fuzzy feelings this holiday season.	Jika Natalmu terasa sepi karena teman-temanmu sibuk, jangan khawatir. Game-game ini adalah cara sempurna untuk terhubung dengan petualangan orang-orang yang mengasyikan. Masing-masing dari mereka dilengkapi dengan serangkaian acara Natal dan hadiah yang akan melengkapi liburan musim ini dengan perasaan hangat dan nyaman.

Figure 2. Problem in First Task ¶

As mentioned in the previous problem aspect of the language skill problem, the writer sees this problem from the perspective of translation strategies. In this perspective, talk about how the interns approach a translation using translation strategies instead of straight translating the text. However, In this case, the interns tend to comprehend the text context and not consider finding a proper translation strategy to translate this text. The interns translated the word “bright” into “ceria,” which is correct. But, if the interns choose appropriate strategies based on the text’s context, like using idiomatic translation, the interns should produce a good translation result.

Source	Target
The most important thing for a bright and very curious kid like that,	Hal terpenting bagi anak yang ceria dan rasa ingin tahu yang besar sepertinya,

Figure 3 Problem in LQE #1