CHAPTER II

INTERNSHIP ACTIVITIES

2.1.   The General Description of Translation Linker

Translation Linker was founded in 2009 at Pondok Alam Sigura-gura/Sunan Muria V Blok B1 No. 31, Malang, East Java, before moving to the new site at House of BMW, Blok B No 23, Malang, East Java, in 2020. This company provides professional translation and localization services. Various services are provided, such as Document Translation, Software and Website Localization, Game Localization, Multilingual Desktop Publishing, Voice Over, Video Captioning and Subtitling, Linguistic Name Evaluation, Editing and Proofreading, QA Test, etc.

2.1.1.   History of TranslationLinker

As presented in the pdf given by Mr. Arif Furqon, TranslationLinker was established in November 2009 by Arif Furqon, who has worked in the translation industry since 2002. Mawar Firdausi, his wife, joined the company as a co-founder in September 2010. Both Arif and Mawar manage and oversee translation and localization tasks assigned by multinational agencies and companies. As demand increased at the end of 2010, they decided to hire two in-house translators to handle the growing volume of work and the increasing scale of projects.

The 3x3 square meter room will no longer be able to hold the crew as they grow, so they have plans to relocate and refurbish it. They rent a garage for TranslationLinker's daily translation work while renovating the house. They localize the biggest and most well-known global companies

from this tiny garage, including smartphones and social media platforms to TV ads, console and mobile games, operating systems and software, automotive and heavy machinery, hotels and tourism, and even the most popular search engine. Since then, TranslationLinker has expanded into a larger and more experienced staff and developed into one of the fastest-growing translation businesses in the market. They assist international companies in reaching users and customers throughout Asia, particularly Indonesia.

The year 2022 has become a new milestone for them. After two years of the COVID-19 pandemic, many industries and businesses have collapsed. Despite the turmoil, TranslationLinker managed to thrive and even expand. With the addition of several in-house translators and some experienced freelancers, they are now becoming more solid in the localization industry. They continue to collaborate with large and well-known global brands in Translation, Localization, Review, Subtitling, DTP, Voiceover, Language Testing, and other services ranging from small to massive volumes.

This year, they also rebranded their logo to represent their dependability, quick response, adaptive and creative environment, as well as their rich knowledge and experience (see Appendix 5). They strive to be the best one-stop language solution by never ceasing to learn and adapt to rapidly changing markets and technologies, allowing them to handle all tasks requested by clients with the highest level of quality.

2.2. Organizational Structure

Here is an organizational structure taken from the pdf given by Mr. Arif:
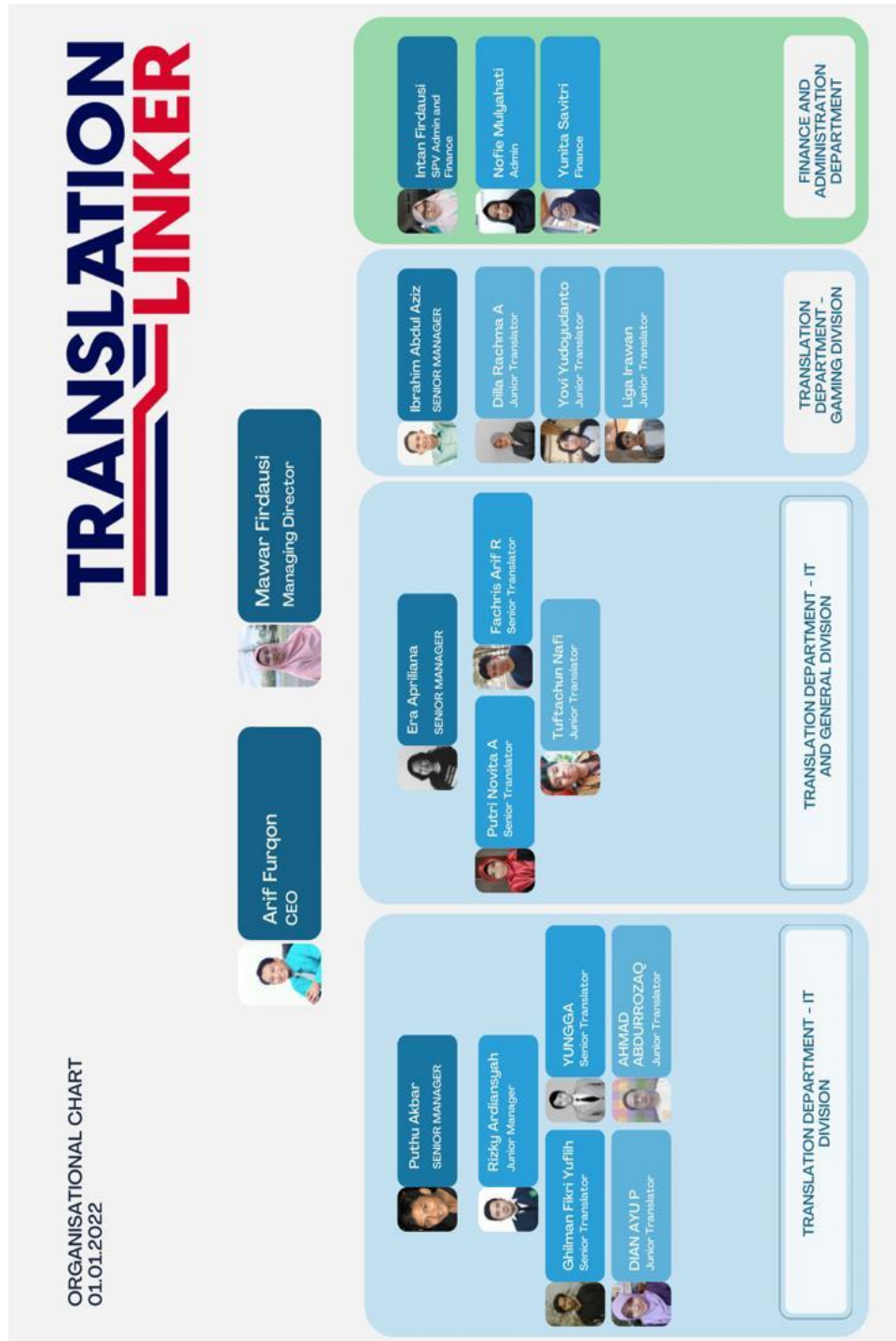

Figure 2.2 Organizational Chart of TranslationLinker

1. Senior Manager

   - Monitoring work email to communicate and manage work with more than five clients/projects according to the specified project division.

   - Responding to work-related client emails, including email confirmation of new vacancies, claiming vacancies on the client portal, answering client questions, and answering client-related work-related issues through all communication channels (email, skype, hang out, etc.).

   - Distributing work from clients to translators or handling it by themselves.

   - Reviewing the translation results of junior translators/trainees and doing what is needed on the translation results so that they match the client's qualifications.

   - Acting as a senior reviewer when a second review is required for specific jobs.

   - Evaluating translators regarding the quality of their translations and providing input needed to improve the quality of translators.

   - Sending the final translation result to the client or Set as Complete.

- Ensuring all work is delivered on time or early, or notify clients of delivery delays and request extensions when necessary.

- Managing the arbitration process/action plan or delegating it.

- Responsible for the following meeting calls with clients.

- Willing to monitor email, communicate with clients, distribute work, and send translation results to clients outside working hours.

2. Junior Manager

- Monitoring office emails to communicate and manage jobs with less than five clients.

- Replying to the client's email related to work, such as confirming the new job email, claiming jobs in the client's portal, answering the client's questions, and following up on problems raised by the client regarding work through all communication paths (email, skype, hangout, etc.).

- Distributing jobs from clients to translators or handling themselves.

- Review the results of the translator/trainee junior translator and do what is needed in the translation results to match the client's qualifications.

- Acting as a senior reviewer if required as a second reviewer for a particular job.

- Evaluating the translator related to the quality of its translation and providing input needed to improve the quality of the translator.

- Sending the final translation results to the client or Set as Complete.

- Ensuring that all work is sent on time or earlier, or notifying the client of late delivery and asking for the BIL extension is needed.

- Willing to monitor email, communicate with clients, distribute work, and send translation results to clients outside working hours.

3. Senior Translator

- Working on the translation job given by the manager.

- Responsible for reviewing the translation of trainee/junior translator.

- Evaluating the results of the translation of the trainee/junior translator and reporting it to the manager and performance meeting as a reference for improving the quality of junior translator translation.

- Ensuring the translation results are good before being sent to the reviewer.

- Sending the translation results before the deadline so that the second stage of the internal reviewer can review it.

- Do not get access to office email.

- Performance will be evaluated at least every three months.

4. Junior Translator

- Working on the translation job given by the manager.

- Ensuring the quality of the translation is promising (read, corrected, and certainly, there are no minor mistakes before sending).

- Sending the translation results before the deadline so that the internal reviewer can review them.

- Receiving suggestions from the reviewer and applying them to the next project.

- Performance will be evaluated at least every three months.

5. Trainee Translator

- Working on the translation job given by the manager

- Ensuring the quality of the translation is promising (read, corrected, and indeed there are no minor mistakes before sending)

- Sending the translation results before the deadline so that the internal reviewer can review them

- Receiving suggestions from the reviewer and applying them to the next project

- The internship period lasts three months, then evaluated before being appointed as an in-house translator/translator.

2.3. The Activities

From the 22nd of August 2022 until the 9th of December 2022, the writer has been actively involved in the following activities at TranslationLinker.

1. In the first month, the writer was given translation assignments in various fields, such as translating some texts to promote the game's Christmas event, marketing text for tourism application and digital application of editing, manual text for content creator application, application ads, a game description, etc. Those assignments were given in the form of Microsoft Word and Excel most of the time, and also Sdlxliff from SDL Trados Studio for a short period. During this time, the assignments were reviewed with lots of capitalization, punctuation, consistency, and mistyping mistakes. The writer was allowed to try translating a project from a particular online marketplace platform. This was a great experience of real-time working with real clients to enhance the writer's translation skills.

2. In the second month, a monthly evaluation was conducted to see the writer's progress during the internship, along with suggestions and impressions, if there were any. A small quiz regarding the knowledge of PUEBI was also conducted. The rest of this month was spent working on subtitling and translating texts with a group that continued with arbitration and review. There were four videos to be translated, Medical, Education, Sports, and a film clip by using Amara.org and Aegisub. After working on subtitling, an assignment was given to translate sensitive content in Indonesia. During the subtitling review, there were mentioned linguistic

mistakes such as capitalization, punctuation, especially commas and periods most of the time, and a few inconsistencies.

3. The writer worked on individual and group translations, arbitration, and peer review in the third and fourth months. The assignments were given to translate a text of Frequently Asked Questions of a certain application, Flexible Workforce, phishing scam, virtual assistant, and a brief history related to health. Every assignment was reviewed by the mentor who was handling the task. At the end of the week in the fourth month, there was a final evaluation by translating four texts out of 7. The certification and assessment were given on the last day of the internship.

2.4. The Problems

During the internship, the writer noticed that CAT Tools, especially SDL Trados Studio, was rarely used because most assignments used Microsoft Word and Excel. SDL Trados Studio was used for five days out of thirty days of trial, and SmartCat, which the writer created with the lecturer, had yet to be used. This led to the inconsistency and punctuation inaccuracy of translation; also, most of the mistakes pointed out by the mentor were both of them.