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**AN EVALUATION OF USABILITY
COMPUTER-AIDED TRANSLATION TOOLS AMONG
BISPRO STUDENTS**

THESIS

Proposed as a Compulsory Prerequisite
for Bachelor's Degree in Applied Linguistics (S.Tr.Li)

SALZA HERMALIA PUTRI

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**STUDY PROGRAM OF ENGLISH FOR BUSINESS AND
PROFESSIONAL COMMUNICATION
DEPARTMENT OF BUSINESS ADMINISTRATION
POLITEKNIK NEGERI JAKARTA**

2024



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PREFACE

Praise goes to God Almighty, because of His blessings and grace, the researcher has been able to complete this thesis as one of the requirements for obtaining a bachelor's degree. The researcher realizes that without the help and guidance of various parties, this thesis could not have been completed. Therefore, the researcher expresses sincere thanks to:

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Last, the researcher hopes that God Almighty is pleased to repay all the kindness of all parties who have helped. Hopefully this thesis can bring benefits to the development of translation field.

Depok, 22 July 2024

Salza Hermalia Putri



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ABSTRACT

Salza Hermalia Putri. English for Business and Professional Communication Study Program. An Evaluation of Usability Computer-Aided Translation Tools Among Bispro Students.

Modern translators, who frequently specialize in particular industries, must continuously update their knowledge, including acquiring new terminology and staying abreast of developments in translation software. CAT tools facilitate faster translation, ensure text consistency through integrated terminological databases, and enable the storage of translation results for future. The objectives of this study are to analyze the usability of CAT tools especially SDL Trados in a core of efficiency, learnability, and satisfaction adapted from Nielsen (1993) and Kirakowski (1986), and determine the readability level of legal and journalistic texts generated by Trados based on the analysis of independent and dependent clause structures based on Nababan et al. (2012). This research uses a qualitative descriptive method. In this study, the data source will be the questionnaire and interview. This research shows some results. Findings indicate that SDL Trados significantly enhances translation efficiency (92% agreement), learnability (88% agreement), satisfaction (94% agreement), and overall, the global score is 8.8 above average, indicating the level of usability of Trados SDL as a CAT tool among Bispro students at Politeknik Negeri Jakarta.

Keywords: SDL Trados, Computer-Assisted Translation, efficiency, learnability, satisfaction.



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ABSTRAK

Salza Hermalia Putri. English for Business and Professional Communication Study Program. An Evaluation of Usability Computer-Aided Translation Tools Among Bispro Students.

Penerjemah modern, yang sering kali mengkhususkan diri dalam industri tertentu, harus terus memperbarui pengetahuan mereka, termasuk mempelajari terminologi baru dan mengikuti perkembangan perangkat lunak terjemahan. Alat CAT memfasilitasi terjemahan yang lebih cepat, memastikan konsistensi teks melalui basis data terminologi terintegrasi, dan memungkinkan penyimpanan hasil terjemahan untuk masa depan. Tujuan dari studi ini adalah untuk menganalisis kegunaan alat CAT, terutama SDL Trados, dalam hal efisiensi, kemampuan belajar, dan kepuasan yang diadaptasi dari Nielsen (1993) dan Kirakowski (1986), serta menentukan tingkat keterbacaan teks hukum dan jurnalistik yang dihasilkan oleh Trados berdasarkan analisis struktur klausa independen dan dependen menurut Nababan et al. (2012). Penelitian ini menggunakan metode deskriptif kualitatif. Dalam penelitian ini, sumber data akan berupa kuesioner dan wawancara. Penelitian ini menunjukkan beberapa hasil. Temuan menunjukkan bahwa SDL Trados secara signifikan meningkatkan efisiensi terjemahan (persetujuan 92%), kemampuan belajar (persetujuan 88%), kepuasan (persetujuan 94%), dan secara keseluruhan, skor global adalah 8,8 di atas rata-rata, menunjukkan tingkat kegunaan Trados SDL sebagai alat CAT di antara mahasiswa Bispro di Politeknik Negeri Jakarta.

Kata kunci: SDL Trados, Alat Penerjemahan Berbantuan Komputer, efisiensi, kemudahan belajar, kepuasan.



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CHAPTER I

INTRODUCTION

Background of the Study

Translation activities are influenced by advances in science and technology, and the type of text that needs to be translated is often determined by the latest technology. A modern translator specializes in one or more industries and is required to constantly update their knowledge in their chosen field. This includes learning new terminology and keeping up with the latest developments and improvements in modern software used in translation Risku (2013). As technology advances, the role of the translator must evolve to be able to weigh it by participating in the use of technology tools to support their work. According to the European Commission's platform for language services LIND-Web has published a report in which it was noted that only 1% of translation companies in European countries do not use Computer-Assisted Translation (CAT) tools Karpinska (2017). Therefore, Pym (2011) rightly points out that the possession of CAT tools has already become necessary for effective work in the field of translation. The main reasons for this are the following: using CAT tools allows fulfilling translation orders much faster, CAT tools ensure the consistency of the target language texts since they can contain integrated necessary terminological bases, CAT technologies make it possible to save the translation results for further use due to the so-called Translation Memory (TM).

Furthermore, in the era of globalization and the rapid development of information technology, the use of CAT tools is becoming increasingly important in supporting the translation process. A translator needs to be skilled in a variety of areas, and using specialized software is crucial to the execution of translation tasks. CAT tools hold a distinctive place among Information and Communication Technology (ICT) in a translator's professional activity since they make the translation process much faster and simpler Huang et al. (2013). It can be concluded that with the presence of CAT tools as a form of technological advancements that present features can help translators expand their fields in translating. For example, the CAT tools features are Terminology



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Management, this feature can help translators create databases related to various fields or projects that are being worked and this can make it easier for translators to get a lot of terminology needed according to the field they are working on, whether it is in the field of engineering or even health.

In addition, CAT tools are not only for professional translators but also for applied English students in dealing with their task whose will become the professional translators in the future because the process of understanding and applying CAT tools technology is considered relevant and essential in optimizing translation skills. The importance of mastering the skills of using machine translation systems is convincingly proven by the fact that translation courses in universities in Europe and America always provide teaching on the use of CAT tools as higher education institutions strive to provide students with the necessary and relevant professional skills Zhong (2010). As a result, the necessity for students to learn how to use translation software during their studies is crucial in enhancing the overall quality of education.

One of the practical proofs of this can be seen in polytechnics in Indonesia that also provide teaching on the use of CAT tools, it is in Politeknik Negeri Jakarta, especially the study program English for Business and Professional Communication (Bispro) which produces English graduates to become professional translators in the future. Most of the courses conducted by Bispro students are translation where students are required to be able to translate in various fields, for example business, law, journalism, academics, and literature. It is increasingly clear that Bispro students need technology that can support the learning process that can help make it easier for them.

Moreover, in their learning, Bispro students use CAT SDL Trados to facilitate the learning process, especially to improve the efficiency and quality of translation learning. Some of the benefits of using Trados in learning are, improving their terminological accuracy and consistency of translation in business documents, such as contracts, proposals, and agreement. In addition, it makes it easier for students to translate legal documents with complex legal terminology. Furthermore, it speeds up the process of translating news and articles, and expands the reach of readers by providing translations into multiple languages. It also helps to preserve the original language style and meaning in translations of literary works.



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As it is already known, Computer Aided Translation is a “computer assisted translation” that does not imply that a computer will complete the translation. CAT tools are not the same as "translation machines", but they assist a human translator manage their projects and work more efficiently. According to Bowker (2002) CAT tools are "any type of computerised tool that translators use to help them conduct their jobs," CAT places the translator in charge of the translation process while using these tools increases productivity by saving time and effort. Modern CAT software supports several functions to make the translator's job easier, such as the following: SDL Trados, MemoQ, Wordfast, and Memsourc. CAT tools include features Translation Memory (TM), Terminology Management, Project Management, and Supporting Tools.

Based on the CAT tools listed above, researcher specifically focus on SDL Trados. According to the official website of SDL Trados (2020) and Eurolux Computers (1992), trados was first in 1990, as version of Multi Term as a memory-resident multilingual terminology management tool for DOS, storing all data in a single, freely structured database with entries classified by user-defined attributes. Trados features a fully professional interface and supports over 70 file formats, including.doc,.docx,.pdf,.ppt,.txt, and.html. Trados is used by over 250,000 professional translators worldwide to share their translations with one another for review, revision, and editing. Special features of Trados include the following: Supports many languages, including Farsi; Correcting spelling errors; Adding punctuation as needed; Sharing other translators' translations; Maintaining a list of widely used business terminology; Ensure 20% more progress, accuracy, and speed in projects. Those supportive benefits and features of SDL Trados can be seen in applied researches where the usability of SDL Trados for 95 students in Berkshire, UK can increase their performance in translation for efficiency, affect, utility, control, and learnability Vargas (2019). Moreover, there is another research that shows of SDL Trados is one of the most widely used paid CAT solutions, in translating documents more successfully and show that SDL Trados assists translators in translating more consistently, accurately, effectively, and timely manner Kurniawati (2016).



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Researcher also studied several previous researches that have examined the usability of CAT tools in improving the efficiency of the translation process. The first, Aloitabi (2020) assess the usability of a CAT technology from the professional translator's Arab standpoint. The results showed that these technologies' global usability is higher than average. All usability subscales had above-average results, with the highest scores for affect and efficiency and the lowest for helpfulness and learnability. The second, Abu (2020) discovered that 308 participants Palestinian Translators and Translation Trainees (PTTTs) suggest that PTTTs strongly encourage the use of CAT tools, indicating that they are quick and convenient. The third, A.A (2022), states the use of CAT tools by 6th semester students of FKIP Unmas Denpasar is proven by making students more confident with the translations they produce, and CAT tools provide translation references to students by searching for a list of vocabulary equivalents contained in Translation Memory (TM). The last, Alfarisy (2019) the students of Diponegoro University realize the advantages of the CAT tools but they never rely on that tool only. They still used their knowledge to check the quality of the translations. Finally, the CAT tool was introduced and applied to the translation curriculum to maximize translation skills.

Despite the established benefits of CAT tools in professional translation and emerging interest among trainees, research specifically focused on the usability of CAT tools for students especially Bispro students in Politeknik Negeri Jakarta. While previous studies highlight the overall positive impact and student confidence with CAT tools, the specific usability factors influencing adoption and effectiveness among Bispro students require further investigation. This research aims to bridge this gap by evaluating the usability of CAT tools among Bispro students, identifying key factors that influence their experience, and ultimately informing the potential integration of CAT tools within the Bispro curriculum.



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Statements of the Problems

Based on the background of the study, the following are the problems of this study.

- a. How efficient is Trados in the translation activities of Bispro students?
- b. How learnability is Trados in the translation process of Bispro students?
- c. What is the level of satisfaction of Bispro students with the use of Trados?

Objectives of the Study

Based on the Statement above, the following are the objectives of the study.

- a. To analyze the efficiency of Trados in the translation activities for Bispro students.
- b. To analyze the learnability of Trados in the translation process for Bispro students.
- c. To analyze the level of satisfaction of Bispro students towards the use of Trados.

Limitations of the Study

This study focuses on the usability of CAT Tools for Bispro students. This research data only involves Bispro students 2020 and the type of CAT Tools used in this study only uses one type of CAT Tools, it is SDL Trados.

Significances of the Study

The significance of this research is highlighted by the following factors:

- a. Provide information on the efficiency, learnability, and satisfaction of using CAT Tools in the translation process.
- b. Provide input for the development of Bispro education programs to be more relevant to the needs of the translation industry.
- c. Provide input for further research on the use of CAT Tools in translation education.



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CHAPTER V

CLOSING

This chapter presents the conclusions from the research results following the statement of the problems and suggestions for related parties. The Conclusions are drawn from the findings and discussion presented in Chapter IV, which are formulated based on the research objectives and problems that have been identified.

5.1 Conclusion

Based on the findings and discussions in Chapter IV, it can be concluded that:

1. In the efficiency core of the usability evaluation of SDL Trados as a CAT tool for Bispro 2020 students, the results were overwhelmingly positive, with most respondents finding the software efficient and user-friendly. Features such as fast loading times, easy access to translation memory, and automatic segmentation were praised for their time-saving and organizational benefits. However, some concerns emerged. Automatic translation suggestions and glossary generation received mixed reviews, with users noting potential issues regarding accuracy and adaptability for nuanced content. Additionally, a portion of respondents expressed dissatisfaction with certain aspects, indicating that there is room for improvement in technical performance or feature design. These findings align with existing research on CAT tools, highlighting both their productivity benefits and the need for ongoing development to address user concerns.
2. The learnability of SDL Trados among Bispro students was evaluated through a questionnaire and in-depth interviews. While most students found the menu structure clear, a significant portion felt that the application was not easy to use overall. This indicates challenges in navigating and understanding features, which affected workflow efficiency. To address these issues, the researchers recommend developing targeted training programs that simplify functionalities, include practical exercises, and promote a user-friendly interface design. By enhancing intuitive navigation and providing clear visual cues, these programs can help BISPRO students fully utilize SDL Trados and improve their translation experience.

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3. Bispro students generally expressed high satisfaction with CAT tools, reflecting an overall positive sentiment. However, a closer examination through interviews reveals a more nuanced perspective. These insights emphasize the multifaceted nature of user satisfaction with CAT tools, indicating that their effectiveness can vary depending on the context of the translation project and individual user needs. Additionally, cost emerged as a significant factor, particularly for students. Moving forward, it is important to acknowledge this complexity and consider the specific contexts in which Bispro students use CAT tools. Developing strategies to maximize the benefits of these tools while addressing potential limitations will be crucial in enhancing the translation experience for Bispro students.
4. The analysis revealed that the global score is above average, indicating the level of usability of Trados SDL as a CAT tool among students Bispro 2020. The three usability cores were also above average, such that the highest score obtained was from the efficiency core, while the lowest score was obtained from the ease of learning core.

5.2 Suggestion

1. For future researchers

This research only discusses the evaluation of usability CAT tools in the core of efficiency, learnability, and satisfaction with the result of product in translation test of readability in legal and journalistic text. Future researchers are advised into several areas. Comparative analyses could be conducted to see how different CAT tools perform across various text types. Additionally, investigating the long-term effects of using CAT tools on students' translation skills and workflow would be beneficial. This could reveal potential changes in translation habits, knowledge retention, and overall efficiency over time.

2. For lecturers

To equip Bispro students for success in the real world, lecturers can adapt their teaching methods to the realities of CAT tools and diverse text types. Integrating training on translating different text types within the CAT tool curriculum would be crucial. This could involve dedicated modules or exercises that focus on leveraging CAT tool features for both standardized legal documents and nuanced journalistic content. Additionally, incorporating real-world scenarios into practical exercises



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would be highly beneficial. By simulating translation projects with varying text types, students can gain practical experience in applying their skills and navigating the challenges associated with each genre.

3. For audiences

This study is focuses for Bispro students, understanding how text type interacts with CAT tools is key to maximizing your translation efficiency. Be mindful that standardized legal texts and nuanced journalistic content require different approaches. To hone your skills and become familiar with these variations, practice translating various text types using CAT tools. This will allow you to explore how the tools can be leveraged for each genre.





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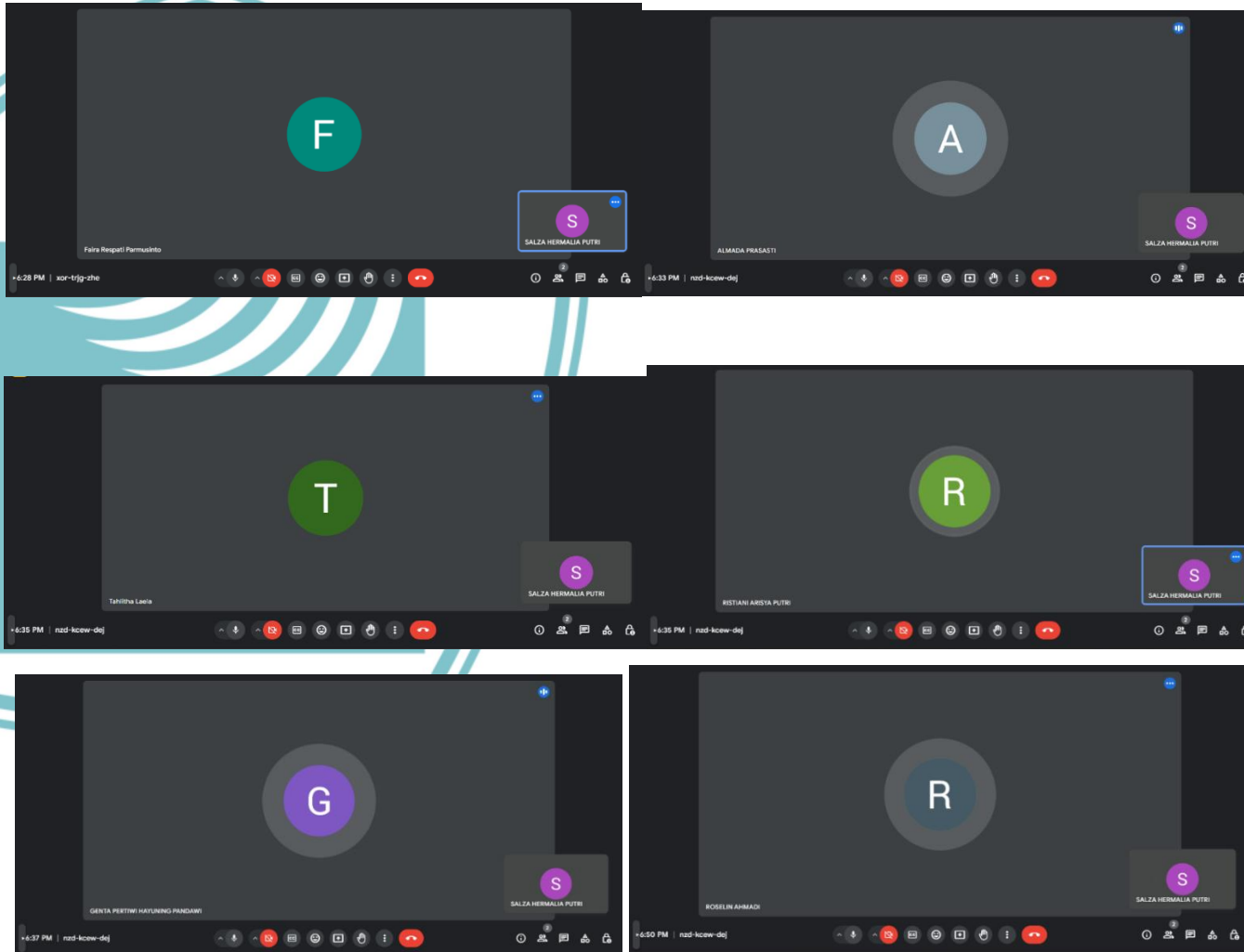
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APPENDIX 1 – Interviews Documentation



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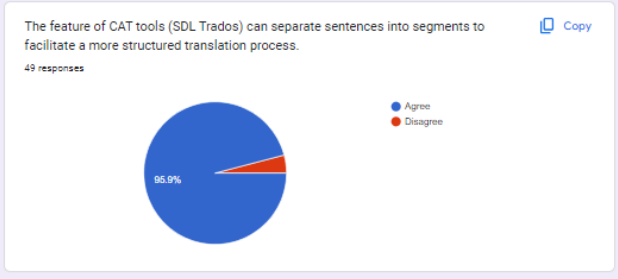
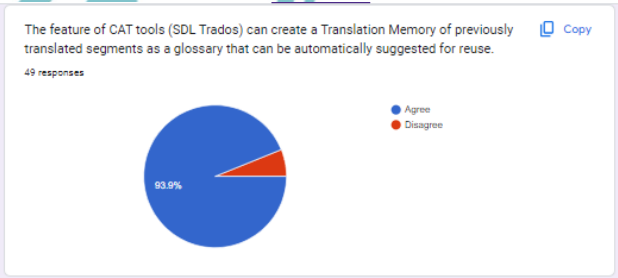
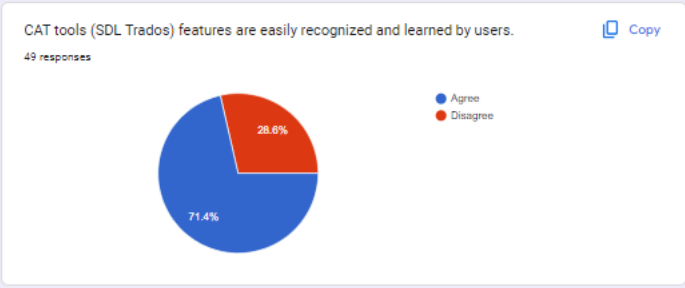
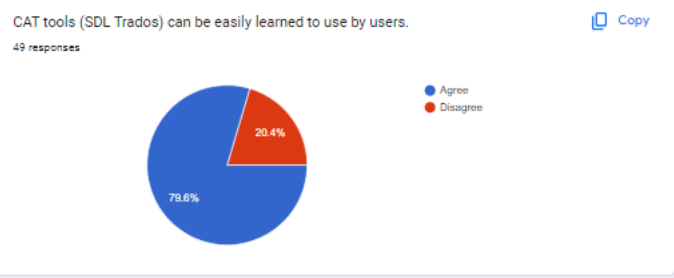
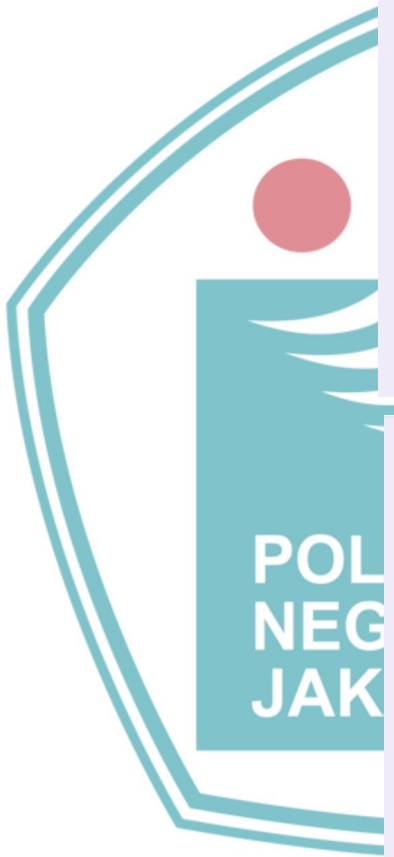




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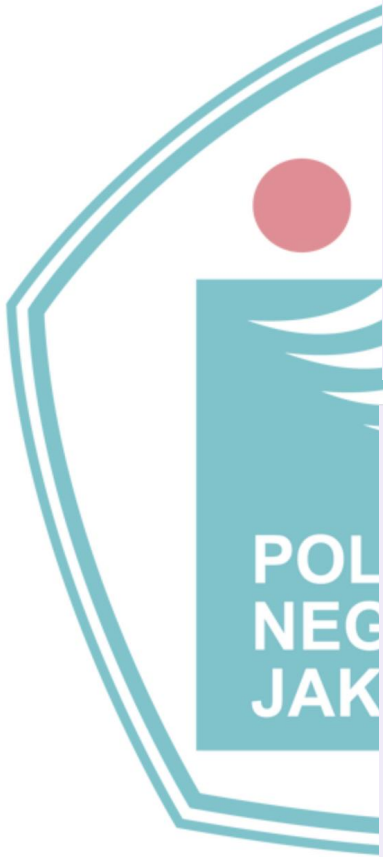


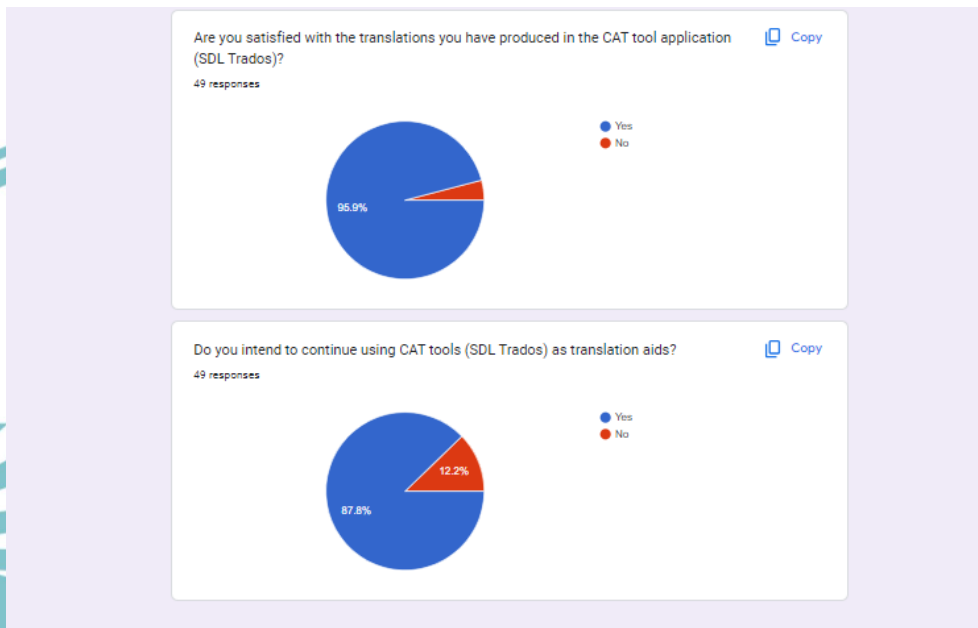
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