

## **INTRODUCTION**

In this digitalized era, there have been inseparable mutual relations between human and technology which potentially contribute not only to the civilization itself but also towards the significant growth of various industries. For this reason, a large number of occupations across the globe has been greatly driven by technology. This global phenomenon has been a reflection of the innovative technology which undeniably, to some extent, can increase work productivity. Furthermore, the innovations of machine translation software have been generally applied to simplify the process of translation.

Translation has an important role as a manner of communication among the global societies who may experience cultural boundaries and encounter linguistic difficulties. Newmark (1988) stated that translation means rendering the meaning of a text into another language in a way that the writer intended the text. Therefore, a translation is made by re-expressing the message of the source text with different languages without changing the contextual ideas intended by the original author. Larson (1998) pointed out that translation is defined as a written or oral change of form within words, phrases, sentences, or paragraphs. This indicates that a translator deals with altering the source language into the vocabulary, syntax, lexis, and grammatical structure of the receptor language or target language. Meanwhile, Munday (2016) argued that translation is not only about a product or a meaning-transfer process, but it is also considered as a prevalent subject field or phenomenon in society. This present-day perspective occurs since translation, known as one of the branches of knowledge, can also be learned or taught in universities. Thus, the

researcher concedes that Munday's broader outlook may contribute in developing the previous ideas regarding translation as it can also be reviewed academically.

Regarding the process of transferring the message, Larson (1984) proposed several stages of translation process. The first stage in the translation process is a discovery of meaning originated from the source language. In this stage, the translator is required to study and understand the vocabulary, the grammatical structure, the communication situation, and the cultural context which are commonly implemented within the source language. The second stage is the translator has to clearly digest the contextual meaning of the messages so the translator will acquire deeper knowledge and understanding about the messages being translated. The final stage is the translator needs to provide another suitable expression to convey the intended meanings by using a certain word or phrase, adjusting the grammatical structure and its components which are more acceptable and culturally appropriate in the receptor language or the target language.

However, the process of transferring the messages and certain contextual meanings from the original text into the target text is not always as smooth as expected. Translators, indeed, may encounter potential issues during the translation process and create translation errors in the final result. These translation problems may include choosing the appropriate word substitutions and collocations, reconstructing the sentence without changing the intended meaning, adjusting the cultural elements generally-applied in the target language, creating a logical meaning in the text content and others. Therefore, machine translation devices are globally used for the sake of time efficiency in conveying the messages from the source text to the target text.

Potentially, language barriers in human communication can be reduced due to an increasing number of technological innovations in the translation world. Communities still consider this as a breakthrough to make people easier and faster to perceive hundreds or even thousands of existing languages. However, translation technology may cause a number of inappropriateness which can lead to a total confusion among TL readers. One of the prominent translation technologies commonly used in the translation industries comes in a form of machine translation which is considered an innovative automated translation device. Maučec and Donaj (2019) pointed out that Machine Translation (MT) investigates several approaches to transfer the meaning of text from one natural language to another by implementing certain software. This indicates that machine translation may refer to an automatic computational method to translate a text from one source language to another language with the total absence of human involvement, but machine translation developers admit that there are still limitations and consequences in its performance. Poibeau (2017) emphasized that machine translation only applies artificial systems and it does not have the sense of reasoning, conveying, and reconstructing as well as acquiring the cognitive and linguistic skills compared to human translation. This perspective may indicate that any translation work is not a simple process since it constantly requires a sophisticated thinking skill as well as reliable language competence. Meanwhile, the artificial systems within the machine translation have limited capacities in terms of the process of reasoning, inferring, and reformulating contrasted with human.

As reported in an article of The New York Times, one machine translation software with over 500 million monthly users is Google Translate which was

developed by Google LLC and globally launched in April 2006. Google Translate is widely known as one of Google's instant free services contributing in the works of translating words, phrases, sentences, paragraphs, even pages of written materials of any disciplines from English to hundreds of other existing languages and vice versa. In the beginning month of 2021, Google Translate has been constantly working on over 100 languages at many levels. Google Translate primarily applies literal translation approaches so its fundamental operating system works better in such technical texts or manuals which frequently require word-for-word translation. Another prominent machine translation software globally launched in June 2009 is Bing Translator. Under the license of an American giant technology enterprise Microsoft Corporation, Bing Translator is one of the various services offered by Microsoft Bing. As in September 2020, this statistical machine translation can deal with translation works of various texts and web pages applied within up to 70 distinctive language setups. However, compared to a human translator, machine translation developers admitted that Google Translate and Bing Translator may still have consequences and create crucial errors in understanding the whole contextual meaning intended by the source-language author as both software may only concentrate on the simple base of lexical translation. As a result, Google Translate and Bing Translator only perform on the outer surface of the meaning transfer process and the result of translation will not be comprehensible and acceptable among target-language readers.

The analysis on the occurrences of translation errors made by machine translation have also been explained within several studies. The first study, entitled *Literal Translation Using Google Translate in Translating the Text from French to*

*English in Digital Tourism Brochure “Bienvenue à Paris,”* was conducted by Hilma (2011). This study proved that machine translation such as Google Translate utterly produced word-for-word or literal translation and generally resulted in unnatural and unclear messages of translation. The analysis showed that 80% of the content translated from a foreword of this French brochure failed to communicate in clear English. Therefore, the result of this literal French-English translation using Google Translate was not contextually fruitful.

The second research on translation errors made by machine translation was conducted by Kurniasih (2017) entitled *An Analysis of Grammatical Errors of Using Google Translate from Indonesian to English in Writing Undergraduate Thesis Abstract Among the Students’ English Department of IAIN Metro in the Academic Year 2016/2017*. The analysis of this qualitative research concentrated on the grammatical errors made by a number of undergraduate students of English Department in constructing their thesis abstracts by applying Google Translate. The result showed that four types of grammatical error; misinformation/substitution, misordering, error of addition, and error of omission were detected in students’ writing when translating their thesis abstracts from Indonesian to English by using Google Translate.

The above studies primarily concerned and explained translation errors related to accuracy and grammar produced by a machine translation in translating a brochure and students’ writing. Those two studies also showed an indication that the messages transferred by a machine translation such as Google Translate were mostly inaccurate and unclear. The purpose of the first study was to analyze the literal translation made by a machine translation in translating a French tourism

brochure into English according to Larson (1998). Meanwhile, the second study aimed to find out and investigate certain types of grammatical errors based on Ellis & Barkhuizen (2005). These two studies merely focused on the correctness of sentence structure in the translations made by one machine translation, Google Translate, without elaborating the generally accepted version made by human translation such as a professional translator. Hence, the researcher intended to show and analyze the other types of translation errors, such as accuracy, completeness, logic, smoothness, tailoring, idiom, and mechanics made by machine translation. The researcher applied two well-known machine translation software, Google Translate and Bing Translator in order to detect and analyze particular types of error occurring in the translations of two descriptive texts and the researcher also provided the translation version made by a professional translator.

In this study, the researcher used two tourism articles entitled *A Luxury Vacation to Melbourne's Shopping Mecca and a Stay at The Hotel Chadstone is a Deserving Addition to Your Bucketlist* and *The W Bali, the Epicentre of Cool in the Island of the Gods* written by Glenn Harris, a freelance journalist contributing in writing articles on luxury travels and destinations. The researcher intended to analyze these two descriptive texts since each text contains various lexis and common expressions used in describing a tourism destination being exposed by the author. Langan (2013) expressed that a descriptive text is made to describe any objects and provide the audience or readers an illustration using a form of more appealing words based on author's observation, so consequently the readers can obtain a similar perception of the object being exposed. The first text was posted on January 4<sup>th</sup>, 2021 and the second text was posted on May 26<sup>th</sup>, 2020. Both

tourism articles were published on [justluxe.com](http://justluxe.com), and these two texts were used as the source of data to be investigated in this study. Concerning the topic, each of the articles was segmented by adult readers who were most probably the tourists, the shopaholics, or the jetsetters enjoying the vibe of luxury and exquisite tourism destinations offered in Melbourne and Bali. The researcher intended to use this kind of text since the machine translation, such as Google Translate and Bing Translator, would most likely produce literal translations which were considered inappropriate to apply within the tourism context. This study aimed to find types of error created by two machine translation software Google Translate and Bing Translator which were detected after being compared to the translation made by a professional translator and elaborate the analysis on the particular types of error occurring in the translation results by implementing Mossop's Revision Parameters.

Principally, editing always involves someone to do reviews on a text and make any possible alternative changes in order to elevate its quality so the readers may feel the smooth flow of the text which becomes more cohesive as a unit of writing and more coherent in the contextual ideas. Specifically, Mossop (2020) pointed out that editing deals with non-translational texts while revising concerns more about translation drafts. According to Mossop (2020), editing is a process of checking a non-translational text for errors and making official changes attentively in order to create suitable text to its readers and intended use. Meanwhile, Mossop (2020) commented that revising is the process of checking a draft translation for errors and making alternative changes.

In a translation work, the process of editing or revising is crucial since a translator may unintentionally make minor mistakes which can actually offend the

target readers regarding their cultural background and this issue can constantly give a serious impact to the audience or the target readers. Thus, someone can be potentially required to look over a piece of writing or correct a translation work before it is published as the role of an editor or reviser is essential due to several reasons. Mossop (2020) provided four reasons on the importance of the process of editing or revising. First, it is quite easy to construct sentences that may confuse the readers to understand the intended meanings. Second, in the process of writing, an author may not be too aware about the future readers and make a writing which is inappropriate for them. Third, a writer may unsuccessfully comply with the standards of society's linguistic rules, or deliver his ideas in a proper way in translating the text or to create a piece of writing based on a suitable genre. Fourth, the work which the writer or translator has done may be contrasted with the aim of the publisher.

Mossop (2020) also emphasized that in anticipating these issues, revisers or editors are required to be constantly involved in the investigation of the texts by doing corrections and improvements. The editor or reviser takes an important role as a *gatekeeper* or the one who corrects the text that may acknowledge and connect to the society's linguistic and textual rules and also fulfill the ideas desired by the publisher. Mossop (2020) argued that the editor or reviser is also labelled as a *language therapist* or the one who makes any improvements in the text readability so it will relate to what the readers bear in mind when reading the entire text.

In anticipating these problematic translation errors, revision to the misguided translation work is compulsory. Mossop (2020) pointed out that revision refers to an act of checking any correctness related to linguistic rules and also the



appropriateness of the writing style of the text regarding any aspects needed by the target readers. Therefore, a number of corrections must be done in order to fix any translation errors without changing the initial ideas and original contextual meanings intended by the writer.

The researcher implemented Mossop's Revision Parameters to detect and analyze the translation errors occurring in the translations of the two descriptive texts. The classification and elaboration of these 14 parameters can be seen in the following.

## **Group A - Problems of meaning transfer (Transfer)**

### **1.1 Accuracy**

According to Mossop (2020), accuracy becomes the most essential aspect in the revising process since a skilled professional translator is required to guarantee that the result of his or her translation may well represent the original meaning of the source text. Mossop (2020) added that a reviser should confirmedly declare that there will be no serious careless mistranslations which contained significant features and meaning in the original text. Accuracy is not always about the wrong choices of vocabulary, the uncommon phrases, and the bad structured sentences. However, an accurate translation is more about the essential message reflected in the TL text and it should not contain any ambiguities.

### **1.2 Completeness**

One of the key factors of a good translation work is that all the messages contained or all the ideas expressed in a source language text should be thoroughly transferred into a target language text. Completeness parameter has become mandatory for most translators when dealing with their clients' goals and

expectations with any translation projects. Mossop (2020) proposed NANS principle or No Additions, No Subtractions to be seriously concerned by the translators in the process of message transfer. This principle simply directs the translators not to give extra additions or do such omissions in dealing with the messages of the source text. Translators are expected to interpret any SL ideas, meanings and messages, then they must convert those elements into the best possible version of a translation. However, as also stated by Mossop, translators are not supposed to follow the NANS principle too literally because certain portions of additions or omissions are still considered natural in most translation products as for informing terminologies or cultural expressions for the target readers to avoid any misconceptions. In addition, NANS principle actually proposes the relevant meanings, ideas and messages contained in the original text so translators must not use word-for-word technique and they are also expected to anticipate any clumsy repetitiveness in the target text.

## **Group B - Problems of content (Content)**

### **1.3 Logic**

In some cases, an author may express too much desire and various ideas in his or her writing and these components may sound too exaggerated or can even become contradictive in meanings which will cost a lot of work for a translator to deal with. The translator occasionally makes a fatal mistake and makes it worse which ruins the text readability in his or her translation. In this parameter, the main focus is detecting any nonsense, sentence contradictions, unnatural temporal or causal sequences, or other logical errors so the illogical sections of the text will make sense among TL readers. Mossop (2020) confirmed that these logical errors

may occur within two patterns. First, a number of illogical errors already occurred within the original text and the translator did not realize it and made no effort to fix them in the translation. The ideas expressed by the author may unfortunately become illogical as well as contradictory as they are written in a considerably long and complicated sentence containing irrelevant words and unnecessary repetitiveness called tautology and these issues will end up with a careless literal translation. Second, logical ideas already contained in the original text but the text is translated illogically. These irrational mistakes may contradict the whole ideas intended by the author. Mossop (2020) also noted that it is commonly caused by the lack of source-language general knowledge, when specifically discusses cultural events, political figures or particular objects being exposed in the source text. In other cases, logical errors may occur due to translator's physical endurance or health issue during the whole process of translation and unfortunately, this condition may consequently create lack of attention and focus to the details in the entire source text so nonsensical translation is inevitable.

#### **1.4 Facts**

A translator is not essentially required to understand or cope with conceptual, factual, statistical and mathematical errors within the source text. Mossop (2020) pointed out that dealing with this type of error is still considered significant to communicate the message better towards segmented subject-matter readers such as scientists, economists, nutritionists, architects, etc. so these factual errors also need to be checked and fixed if they are required such revision in figures, miscalculation, or statistical data because the readers are simply the experts who know exactly about the factual case being described in the source text.

## **Group C - Problem of language and style (Language)**

### **1.5 Smoothness**

Smoothness is applied when the flow of the reading is interrupted by the presence of untranslated words and expressions in target text which then may cause the readers hard to understand the entire ideas and may slow the process of the TL readers' meaning interpretation at the normal reading speed. Mossop (2020) noted that the occurrence of many source-language lexis, phrases, and other expressions in the translation may hold back the reading smoothness for readers having low capacity of SL knowledge.

### **1.6 Tailoring**

Typically, a successful translation must be adjusted to its readers so misconception and misinterpretation can be avoided. As stated by Mossop (2020), translators have to produce the translation containing the appropriate language level that shows the correct degree of formality which has the right specific details of terminology as well as the tone of expressions. In other words, the range of words in the target text is highly expected to be customized to the TL readers' educational level and general knowledge of the subject matter being exposed in the text. In a case of a medical text about germs intended to be read by a group of four or five graders, a translator must not use sophisticated medical terminologies in his translation, he or she has to choose words and expressions easily understood by those young readers. Paraphrasing the sentences may become an alternative in tailoring the content of the text to its particularly segmented target readers.

## **1.7 Sub-language**

Mossop (2020) argued that every genre of text is written using its own typical structure which is constructed by a different variety of words, syntax, and other sources of language. For example, a recipe must be written in a form of listing and each sentence will begin with the verbs in the tone of imperative structuring. Thus, the structure and the writing style of recipes can never be implemented in scientific journals, academic papers, legal documents, and other texts. Furthermore, Mossop (2020) stated that field-specific terminology also needs to be checked regarding the aspect of sub-language. The translators have to reassure themselves that each terminology in the translation has been widely and officially used by experts and specialists who are also the TL native speakers.

## **1.8 Idiom**

It is undeniably true that not all word combinations which are grammatically correct can be considered idiomatic and applied in every language. Mossop (2020) implied that idiomatic expressions can be constructed using proper linguistic rules and they may occur to become correct grammatical combinations. However, these collocations may cause confusion and misconception since the translators, even the skilled and experienced ones, tend to be affected by the language structure used in the source text and end up with implementing a literal translation in processing the SL word combinations into phrases and collocations in the target text which are not commonly used among TL readers. As also stated by Mossop, in order to anticipate this issue, the ones who can perfectly revise the translation work should be the TL native speakers who particularly recognize the common collocations to be applied based on the cultural background of TL readers.

## **1.9 Mechanics**

This parameter concerns every mechanical error found in the text being revised. Revisers are required to pay more attention to such details in word spelling, grammar usage, and punctuation. Mossop (2020) implied that it is essentially suggested that revisers have to confirm that they work on the text complying with certain rules or standards to any specified style manual such as the text in well-known publications. Those mechanical details should also be concerned especially when adjusting number-writing conventions and punctuation from the source text into the target-language text using an electronic version of the source-language text. In addition, mechanical errors in capitalization used to translate the proper names and the titles of the text also need extra concern to avoid any ambiguities.

### **Group D - Problems related to the visual and organizational aspects of the text (Presentation)**

#### **1.10 Layout**

This parameter deals with any issues related to layout or basic format of the text used on every page. The revisers need to ensure that the text is already arranged within enough margins as well as reasonable spacing in every part of the whole passage. Also, the consistency of presenting the layout such as the position of the parallel headings, the indentation of the first line of every paragraph, or the placing of listing sections is also important. Dealing with these problems may eventually improve the readability of the text as the final translation has been formatted into an ideal layout.

### **1.11 Typography**

Keeping the text consistently written in a moderate variation of font size is also essential. Mossop (2020) stated that frequent occurrences of words which are set to be italicized, capitalized, bolded, colored, highlighted, or underlined may also impact on the text readability. Mossop also pointed out that the typography parameter has to be concerned by the reviser for the sake of context and meaning.

### **1.12 Organization**

As stated by Mossop (2020), a well-organized translation can guide the readers to read the entire text better and grasp the text composition well. The elements of organization include the lettering, numbering, the headings, subheadings, chapters, title, pictures' arrangements, charts, or tables. In addition, the wordings and page information contained in Table of Contents are similarly featured and formatted in the text.

## **Group E - Problems related to specifications and policies (Specifications)**

### **1.13 Client specifications**

According to Mossop (2020), some clients may require meticulous demands regarding the equivalences in terminologies, idiomatic expressions, or even the use of certain punctuations in the target-language text which might contradict to the translator's knowledge as well as the reviser's competence. This issue can actually be anticipated by having an initial discussion prior to the translation process to reach fair agreement.

### **1.14 Employer policies**

Mossop (2020) pointed out that a number of hired translators can face a dilemmatic fact that the companies or agencies that employ them tend to have some

strict rules and requirements on how the translators should perform in the translation projects. Moreover, this policy issue commonly triggers a dispute among revisers as some of the employers refuse to completely acknowledge Tailoring and Smoothness in the translation and forcefully demand the translators or revisers to focus more on the structure and technical matters such as Mechanics.

## **RESEARCH METHOD**

The researcher applies a qualitative method to conduct a study focusing on the findings and the analysis of several types of translation errors occurring in two tourism texts. Leavy (2017) stated that a qualitative research approach is used by the researchers in constructing a strong comprehension of a topic being discussed. Leavy (2017) also noted that qualitative approaches commonly depend on inductive designs which are purposefully made to produce in-depth meaning as well as analytical data.

Meanwhile, Kumar (2011) declared that the objective of qualitative research is to describe and classify an issue, phenomenon, situation or event, while the information or the data will be collected throughout the application of measured variables on qualitative measurement scales. This indicates that a qualitative research methodology primarily deals with observing, describing, and analyzing a phenomenon rather than doing a statistical investigation.

Additionally, in this study a descriptive method is used by the researcher. Good and Scates (2007) pointed out that a descriptive research is conducted in order to show factual evidence concerning the nature and the status of anything. Regarding the main purpose of this study, the researcher implements a descriptive method which aims to collect the evidence or the data to be investigated