ATILIM UNIVERSITY
GRADUATE SCHOOL OF SOCIAL SCIENCES
DEPARTMENT OF TRANSLATION AND INTERPRETATION
TRANSLATION STUDIES MASTER'S PROGRAMME

A QUANTITATIVE ASSESSMENT OF TRANSLATION TOOLS IN TERMS OF THEIR COMMUNICATIVE AND LINGUISTIC PROPERTIES

Master's Thesis

Melike Ece AVCI

Ankara-20224

GCPS

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Thesis Advisor
Doç. Dr. İsmail ERTON

Ankara-2024

ACCEPTANCE AND APPROVAL

This is to certify that this thesis titled “A Quantitative Assessment of Translation Tools in terms of their Communicative and Linguistic Properties” and prepared by Melike Ece AVCI meets with the committee’s approval unanimously/by a majority vote as Master’s Thesis in the field of Translation Studies following the successful defense conducted on 12/06/2024.

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ETHICAL STATEMENT

I accept and acknowledge that I have prepared this thesis study, prepared in line with the Thesis Writing Guidelines of Atılım University Graduate School of Social Sciences;

- within the framework of academic and ethical rules;
- presented the information, documents, evaluations, and results in a way that meets the rules of scientific ethics and morality,
- I have referenced each work from which I have benefited while preparing my thesis, and that
- I hereby present a unique study.

I hereby also understand that I shall accept any loss of rights against, my behalf in cases otherwise.

Melike Ece AVCI

ÖZ

AVCI, Melike Ece. Çeviri Araçlarının İletişimsel ve Dilbilimsel Özellikleri Üzerine Nicel bir Değerlendirme, Ankara, 2024.

Globalleşmiş ve teknolojik dünyada, çeviri piyasasındaki değişimlere ayak uydurabilmek için birçok çeviri aracı ortaya çıkmıştır. Fakat, Bilgisayar Destekli Çeviri araçlarının ve Nöral Makine Çeviri araçlarının yeterliliği ve etkililiği bakımından farkı hala sorgulanmaktadır. Bu açığı kapatmak için, Trados ve DeepL'in çeviri sırasındaki performansını ölçmek ve hangi çeviri aracının çevirmenler tarafından daha çok tercih edildiğine karar vermek için nicel bir araştırma yapılmış ve Trados ve DeepL'in iletişimsel ve dilbilimsel özellikleri hakkında yirmi sorudan oluşan bir anket çevirmenlere uygulanmıştır. Otuz üç deneyimli ve profesyonel çevirmenin görüşleri sıklık analizi uygulanarak tablolaştırılmış ve detaylarıyla tartışılmıştır. Şu ortaya atılmıştır ki, eğer Trados ve DeepL'in özellikleri çevirmenler tarafından detaylıca bilinirse, çevirmenler bu araçlardan daha iyi yararlanabilir ve projelerini daha güvenilir ve rahat bir şekilde tamamlayabilirler. Bu çalışma göstermiştir ki, Trados hem iletişimsel hem de dilbilimsel destek sunmak açısından daha iyi bir seçimdir. Nöral Makine Çeviri araçları hala güvenilir, tutarlı ve istikrarlı çeviriler sağlamak konusunda Bilgisayar Tabanlı Çeviri araçlarının oldukça gerisindedir.

Anahtar Sözcükler: Çeviri, Trados, DeepL, Dilbilim, İletişim

ABSTRACT

AVCI, Melike Ece. A Quantitative Assessment of Translation Tools in terms of their Communicative and Linguistic Properties, Master's Thesis, Ankara, 2024.

In this globalized and technological world, to keep up with the changes in the translation industry, various translation tools have emerged. However, the difference between the Computer-Assisted Translation tools and Neural Machine Translation tools in terms of efficiency and effectiveness has still been wondered. To close the gap, quantitative research was done and a survey consisting of twenty questions was conducted on Trados and DeepL about their communicative and linguistic properties to find out the performances of Trados and DeepL in the course of translation and determine which translation tool is more preferred by translators. Later, the perspectives of thirty-three experienced and professional translators were tabulated with the frequency analysis method and discussed in detail. It is hypothesized that if the qualities of DeepL and Trados are known to translators in detail, translators can make better use of these tools and complete their projects more reliably, and conveniently. This study showed that Trados is a much better choice for translators in terms of offering both communicative and linguistic assistance. Neural Machine Translation tools are still far behind Computer-Assisted Translation tools providing reliable, coherent, and consistent translations.

Keywords: Translation, Trados, DeepL, Linguistics, Communication

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TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

INTRODUCTION

The act of translation was born out of a need that dates back centuries and has not lost any of its importance today. Centuries ago, forms of translation arose in many ways for many purposes, such as trade, religion, science, literature, etc., as people were in despair of conveying their thoughts to one another. Since we are creatures seeking ways to communicate with each other, as it is also one of our basic needs, the occurrence of the need for translation was inevitable.

Background of the Study

The history of translation goes back to the very beginning of human history. By starting to give its first examples with the translation of The Epic of Gilgamesh into other languages, translation history embraces many important figures and pieces in its history. Later, with the introduction of religion, scholars started to translate the Bible into various languages. The Old Testament, known as the first part of the Bible, was translated from Aramaic into Greek by Egyptian Jews using a strict word-to-word translation method (Lee, 2002, p. 775). This translation method was specifically used as religious texts are sensitive pieces for many.

Translation practice was quite new for many scholars in those days. As a result, various methods and ideas were presented and practiced. As Ghanooni (2012) mentions in his article, "The very pioneers of the field are luminary Roman commentators, such as Cicero, Quintillian, who deem translation as a pedagogical exercise whose debate on translation practice pertains to word-for-word and sense-for-sense translation" (p. 77). In his studies, Cicero emphasized translating source text effectively and highlighted the importance of emotions as well as intentions behind the words.

The 17th century was a different case for translation studies. After Cicero's approach to translation, many translators followed his method and stated different approaches to translation. In his study, Mancini (1993) states that "The Leonardo Bruni's early translation of the Phaedo represented an important effort to break with the medieval word-for-word technique and to favor instead an ad sententiam method whose leading aim was to preserve the full meaning of the original without sacrificing any of its literary effect" (p. 137). Bruni's translation method, as stated in Mancini's

study, may be interpreted as a trailblazing effort to strike a balance between respect for the text's inherent literary and artistic qualities and faithfulness to the original text. This point of view not only affected the translation concept in the seventeenth century but also stressed a developing understanding of how critical it is to translate a work while preserving the literary effects and overall meaning of the source material.

The term “equivalence” had an enormous influence on this century. Several scholars worked on this theorem, suggesting different ideas. Some of the most important ideas were presented by Eugene Nida. He proposed the terms dynamic and formal equivalence to identify the relationship between target text (TT) and source text (ST). As stated in Panou’s (2013) article, “Nida argues that in formal equivalence the TT resembles very much the ST in both form and content whereas in dynamic equivalence an effort is made to convey the ST message in the TT as naturally as possible” (p. 2). The purpose of dynamic equivalence is to focus on the natural outcomes as much as possible while translating the ST into the target language. Dynamic equivalency permits greater flexibility and adaptation in place of rigid adherence to the ST's linguistic form, ensuring that the translated material has the same impact and effect on the target audience. Achieving naturalness and creating efficient communication are the priorities. His ideas are similar to Peter Newmark’s Communicative Theory suggestions in a way. First of all, Peter Newmark changed the terms presented by Nida. Newmark suggested new terms, which are Semantic and Communicative Translation, to replace formal and dynamic translation, respectively. According to Panou (2013), the primary distinction between the two translation approaches put forth by Newmark is that while communicative translation is primarily concerned with result, semantic translation is primarily concerned with meaning (p. 4). Communicative Theory, one of the main focuses of this study, focuses mostly on the readership and tries to satisfy their needs as much as possible. It also shouldn’t be ignored that while semantic translation tries to accurately represent the context by conforming to the structures of the target language, communicative translation tries to elicit the same reaction in readers as the source (Zheng, 2017, p. 628). It may also be stated that both approaches can be applied to different types of translation works when necessary.

As time passed during the early 1900s, there were new approaches to translation practices. As Ghanooni (2012) highlights in his article, language represents

ideas and reality constitutively rather than communicatively, and this phenomenon resulted in translation being seen as an interpretation that inevitably changes and reconstitutes the source material (p. 78). That means the process of translation was considered an interpretation rather than just transmitting information from one language to another. In short, people in that period believed that language actively shaped and reflected reality rather than only conveying literal ideas.

The 20th century introduced a new focus to the field. The idea of autonomy was not in fact new, yet it was new to translation studies. This term can simply be explained as translators being the decision-makers and administrators of their work by making all the decisions and changes to their target text. Autonomy is also known as the ability of translators to make necessary decisions about the language and linguistic and stylistic features that they want to employ in their work without being restricted by ground rules and strict guidelines. In addition, Bernardo (2007) interpreted this phenomenon by saying that the transition from translation theory to translation science in 20th-century translation studies research is undoubtedly a significant victory, aided by the discipline's increasing institutionalization as a relatively autonomous discipline (p. 86). This shift influenced various translation work.

Later in the 1990s, the second edition of Susan Bassnett's book *Translation Studies* was published, and the ideas that she suggested were taken into consideration by many translators. In her book, she mostly focuses on autonomy as well, mentioning the importance of using different approaches when necessary. In her book, Bassnett (1991) states that "Until the end of the 1980s, Translation Studies was dominated by the systemic approach pioneered by Itamar Even-Zohar and Gideon Tour. Polysystems theory was a radical development because it shifted the focus of attention away from arid debates about faithfulness and equivalence towards an examination of the role of the translated text in its new context" (p. 7). Polysystems theory promoted a more detailed understanding of cultural and contextual elements in addition to linguistic ones. The focus is on the examination of how the translated texts perform in their new environments and contexts.

From the past to the present, translation practice has never lost its popularity, and it can be surely said that it will never lose it. As Bassnet (2014) states, "Translation today is an increasingly common human condition, and the rapid rise of electronic

media has also served the heighten awareness of the importance of communication across cultures" (p. 1). Since the translation history shifted a lot throughout the years, the way humans conducted it differed as well. With the effects of globalization, the need for fast translation became a necessity rather than a need. Consequently, to meet the need and also ease the process, with the development of technology, Computer-Assisted Translation (CAT) tools and Machine Translation (MT) tools have emerged.

In recent years, Computer-Assisted Translation tools have become an integral part of the translation industry. These tools are designed to assist translators in their work by providing a range of features that streamline the translation process, such as translation memory, terminology management, and machine translation. Since they are both trustworthy and a time-saver, the translation industry welcomed them with open arms. While CAT tools are often associated with Machine Translation (MT) systems like DeepL and Google Translate, it is important to distinguish them from each other. Unlike MT tools that aim to replace human translators by giving the translated text in the blink of an eye, CAT tools are utilized by professional translators who use specialized software such as SDL Trados Studio to enhance their productivity during the translation process. These tools enable translators to optimize their workflow and ensure the quality of their translations.

MT tools are translation tools that are quite handy in translating natural language to target language thanks to their fast machine engines. They heavily depend on linguistic knowledge and rules. These tools work in alliance with written codes and input that they had loaded with. One common idea that can be stated for all MT tools is that they were all developed to do word-for-word translations and lacked human cognition and reasoning. A human translator can comprehend the context of the translation and can play with the words however they think necessary. Machines, however, are not capable of doing so. A good translation work needs human cognition at one point. The translated text should be fully understood and internalized before being translated into another language with a different culture and background. Since communicative theory suggests that culture plays a huge role in translation, the old MT tools were far behind this theorem as the only thing they were useful for was creating word-for-word translation. That's why they were initially used for direct business transactions and agreements.

Apart from the functional characteristics of translation tools that appeal to translators, it is also essential to highlight their linguistic and communicative properties. Even though translation can be basically defined as the process of conveying ideas, it is also important to stress the way translators do it. Translating the source text into the target language can be done in many ways with different methods by using CAT and MT tools. Nevertheless, the use of Communicative Translation Theory with CAT and NMT tools and how translators benefit from their linguistic properties are the main concerns of this study.

Purpose of the Study

Whether these CAT and NMT tools are as helpful as stated by many people is still a matter of debate. This study aims to assess Trados and DeepL in terms of their communicative and linguistic properties and discover how practical they are to regularly use in work life by analyzing the practicality and efficiency of those tools from the perspectives of 'Interpretation and Translation' program graduates working or those that have worked as translators regardless of their working conditions, such as freelance, part-time, and full-time. Another point to state is that whether popularity makes these translation tools as practical and effective as stated and promoted still needs to be discovered. This study mainly focuses on examining the features of the CAT and NMT tools and it covers and presents an analysis based on the opinions of the translators. This process is aimed at discovering how to achieve the most effective translation by using these tools. Since CAT and NMT tools are included in the 'Interpretation and Translation' program curriculum in Turkey, this study aims to observe whether they are useful and efficient in translators' professional lives who are seeking a more natural communicative translation outcome.

Significance of the Study

This study is significant in that creating a deeper understanding of CAT and NMT tools and their usage areas requires a detailed analysis covering the reflections of translators. Although the importance of CAT and NMT tools cannot be ignored, a detailed study of the translators' reflections hasn't been conducted yet. This study will contribute to the Translation Studies field by putting forward a more comprehensive and quantitative assessment comparing commonly preferred and up-to-date CAT and

NMT tools. Moreover, it is also highly hypothesized that translators who need a more detailed analysis of CAT and NMT tools can benefit from this study.

Statement of the Problem

It is an undeniable fact that there are plenty of CAT and NMT tools in the industry. The fact that there are many translation tools on the market does not mean that these tools are useful for translators in all fields of work for their projects that require different approaches and theories. Upon assessing the chosen two CAT and NMT tools, which are Trados and DeepL, both linguistically and functionally, translators will gain more detailed information about the tools, resulting in more accurate and quality products.

Research Questions

The questions to be answered during this study are as follows:

From the perspectives of experienced translators;

1) What is the performance of Trados in the course of translation?
2) What is the performance of DeepL in the course of translation?
3) What is the role of CAT and NMT tools in translators' professional lives?
4) What are the major differences between Trados and DeepL that make them efficient for translators?

Hypothesis

In this project, it is hypothesized that if the qualities of DeepL and Trados are known to translators in detail and translators become aware of the advantages of these two translation tools over each other plus the additional benefits they offer to translators, translators can make use of these tools and surely complete their projects more quickly, reliably, and conveniently. In light of this phenomenon, a significant increase can be observed in the overall translation quality.

Assumptions & Limitations

The main objective of this dissertation is to assess two translation tools, DeepL and Trados, in terms of their linguistic and communicative properties. These tools were

selected to assess since they are the most well-known and widely used tools in the translation industry. This assessment is done considering these tools' similarities and their superiority over each other in terms of their linguistic and communicative properties. To achieve this purpose, a survey is distributed among translators who are already familiar with the facilities provided by DeepL and Trados. Consequently, it is assumed that the translators involved in this project have been already using these tools in their projects and for work. It is also important to state that it is assumed that DeepL and Trados have similar essential qualities, even if they have different methods.

Another point to note is that the abundance of CAT and NMT tools online is undeniable. There are a variety of CAT and NMT tools that translators can easily reach. Even though this dissertation limits the study to one CAT and one NMT tool, it is also important to state that other CAT and NMT tools in the industry may have the same or similar properties that translators can benefit from.

Study Plan

It is expected that this study will be completed in approximately two semesters.

December 2023: The introduction part is completed.

January 2024: The literature review about former studies is analyzed.

February 2024: The survey questions were set, and the data collected from translators to be analyzed.

March 2024: Methodology and Analysis and Discussion parts of the study were completed.

April 2023: The Discussion and Conclusion part is completed.

CHAPTER 1: REVIEW OF LITERATURE

Throughout this chapter, former studies about CAT and NMT tools and related ideas will be analyzed and discussed. As this project is based on one CAT and one NMT tool, which are Trados and DeepL, their background, evaluation, and qualities will be mentioned.

1.1 History of Machine Translation (MT) Tools

Translation as an act has been always here since the beginning of human history. Before all these computer-based translation tools, translators used basic translation methods to do their work. In the beginning, after the pen and paper way of translating, translators made use of typewriters to translate the source text (ST) into the target text (TT). As time passed and technology developed, it was a matter of time until the technology-induced translation methods started appearing.

The history of translation tools goes back to the Cold War. It is known that during the Cold War, the military attempted to decipher USSR codes with a program. "In 1947, Warran Weaver became the first person to use the term Machine Translation (MT)" (Hutchins, 1997, p. 22). His way of describing Machine Translation was based on information theory, which is a study of mathematics.

In light of Weaver's proposal, on January 8, 1954, an experiment called 'The Georgetown-IBM Experiment' was conducted and it gathered many reactions and criticisms from all over the world. This experiment focused on translating Russian into English using a Machine Translation tool. At that time, this experiment resulted in a debate between scholars. Many thought that the experiment was pointless since the inputs consisted of simple grammatical structures that did not include compound sentences, idioms, or even basic negative or question forms (Hutchins, 2004, p. 112). People suggested that the sentences studied and analyzed were carefully selected and made into demonstrations. Nevertheless, it is still an undeniable fact that this experiment paved the way for further MT studies. After 12 years, in 1996, the Automatic Language Processing Advisory Committee (ALPAC) published a report stating that MT had no future and funding should be cut by the US authorities in order to put an end to MT studies. This report was extremely influential for many scholars, and it achieved its purpose. For many years, MT experiments were diminished. In another article, Hutchins (2001, p. 15) mentions that after the Georgetown experiment,

“While many predicted impending breakthroughs and completely automated systems, disillusionment increased due to the complexity and prevalence of the language issues, leading many to conclude that the process had reached an unbreakable "semantic barrier"”. This initiative was well-intentioned, but unfortunately, the conditions of the period made MT fall behind both in terms of quality and materiality. As stated before, after the publication of the ALCAPA Report, MT studies diminished in America, yet studies continued in other developing countries such as Russia and Germany.

Also known as the first MT tool that had proven itself to the world as a useful program, SYSTRAN is one of the few MT systems that survived the ALPACA report. SYSTRAN is an MT tool that includes multiple languages and various sentence types including compound sentences, idioms, etc. Initially, it was created to translate Russian to English for the United States Air Force during the Cold War in 1968 (Machine Translation, n.d.). In 1977, President Dr. Peter Toma (1997) expressed the following statement in an article;

> For the first time, there is a system which has proven its capabilities in an operational environment. It is ready to satisfy the needs of the European Commission and the European Common Market. The SYSTRAN system has the inherent capability to translate from one language into any number of languages. (p. 580)

This explanation keeps its validity up until today. It is still one of the best MT tools that can be used without a doubt.

During the 1980s and 1990s, progress in the field of Machine Translation was incredible. Technological developments not only brought lots of innovations to our world, but they also brought them to the MT field. During this period, many MT tools emerged in different parts of the world for various usages. While the majority used these tools for business purposes, others exploited them for government services. This idea of machine translation, which came forward during the Cold War, has evolved over the years and has become a platform where translators today receive both linguistic and terminological assistance for almost all their translations. That breakthrough resulted in two different translation tools, which are CAT and MT Tools. From the past even to this day, people still use them for their work.

The difference between the CAT and MT tools shouldn’t be overlooked. With their limitless features and advantages, CAT tools are useful helpers for translators. They offer many features such as translation memory, collaborative workflow,

concordance search, and so on to ease the translation process. On the other hand, MT tools are technology-induced products that are in the industry, initially trying to replace human translators. Hutchins (1995, p. 431) mentioned in the book named 'Concise History of the Language Sciences' that Machine Translation tools do not include computer-based tools that assist translators by giving them access to online dictionaries, remote terminology databases, text transmission and reception, and other features. The main goal of the MT Tools is to automate the translation process. In later time, Han (2020) wrote an article about MT Tools and mentioned that;

> MT was initially produced in order to automatise the translation process, as this process was, up to a certain extent, considered intuitive, repetitive, and mechanical, so much so that it was considered prone to customised matching, which may have resulted from possible equivalences between languages. (p. 3)

The initial motivation of MT Tools was systematizing and automating the translation process so that ST would be translated into TT without much help from human translators. The goal of automating and systematizing this process was to decrease the amount of manual labor needed for repetitive or formulaic translation work, handle enormous volumes of text efficiently, and speed up translation activities. The idea was that since translation frequently involves repeating aspects, custom matching word or phrase equivalencies might be applied to it automatically rather than getting help from translators.

Later, with the introduction of neural networks to MT tools, a rather new and innovative systems started appearing. Neural Machine Translation (NMT) tools are known to be powered by Artificial Intelligence (AI) as opposed to regular MT tools. While MT tools require human input to work systematically, NMT tools acquire every necessary input from its neural network thanks to AI. As Stahlberg (2020, p. 1) states "Statistical MT, which mainly relies on various count-based models and which used to dominate MT research for decades, has largely been superseded by neural machine translation (NMT), which tackles translation with a single neural network". This neural network serves as input to NMT tools to create more reliable and precise translations. DeepL, which is one of the most advanced NMT tools, heavily depends on its neural network to give the best translation outcome.

1.2 Computer-Assisted Translation (CAT) Tools

As the world became one in terms of industries, tourism, etc., the need for common ground for all people to unite occurred. To pursue their international career smoothly without any misunderstandings, people needed to work with qualified translators. Due to the increasing globalization of industries and the necessity of communicating with clients in their native language, there is a growing demand for language services. To ease the translation process and help translators who need extra help finish their work on time with perfect accuracy, the emergence of adaptable and quality Computer-Assisted translation tools was inescapable.

Computer-assisted translation tools are known to ease the translation process and provide advanced communication between target and source languages. As the industry was always starving for them, CAT tools slowly started to appear. The industry was ready for this changeover, but most of the translators were still traditionalists. As Kornacki (2018) states, "The first proto-CAT tool was the Translation Support System (TSS), developed by Automated Language Processing Systems (ALPS) in the mid-1980s. However, the market was not yet technologically ready for such tools. Most translators still used typewriters" (p. 100). Translators needed to adapt to these tools over time in order to keep up with the changes in the industry. Currently, many translators are still adjusting to the changes of technological advances in the industry by taking these tools' associated productivity and consistency gains (Doherty, 2016, p. 954). The ones who have already adjusted, have no problem surviving in the industry.

CAT tools not only make people's lives easier but also give them quality results within a short amount of time. Furthermore, as their linguistic and functional qualities are extremely advanced, translators can trust them in every aspect of their work. CAT tools cover both hardware and software applications that support translators. However, it does not mean that every CAT tool in the industry is a reliable source for translators. Without analyzing their properties, such as their databases, linguistic functions, and effectiveness, a translator should not rely on a random CAT tool to work with. Also, León-Araúz and Reimerink (2018) state that "Most terminological modules in CAT tools do not go beyond a simple glossary of source and target terms, and access to corpora is rarely if ever, provided. This leads to an inevitable loss of translation quality and a waste of precious time" (p. 2374). As a result of consistently checking other

sources and databases, translators may get distracted and lose track of their work. In addition, it should also be noted that to be communicatively and linguistically precise, translators need more than simple dictionaries and premade common databases.

Determining which tool to use and choosing the best one provided is a crucial part of translators' work. In this project, Trados is chosen to be analyzed due to the fact that it is widely known, trusted, and used among translators.

Some popular tools that are used by many translators can be listed as follows;

- SDL Trados Studio
- Across
- MemoQ
- Déjà Vu

1.3 Neural Machine Translation (NMT) Tools

Since the demonstration of the first NMT tool, the world has been getting more hopeful about the future of MT technologies. Neural networks have made a comeback in recent years as potent machine learning models, and they are also applied to textual natural language signals with encouraging results (Goldberg, 2015, p. 1). Thanks to their advanced systems and neural networks, NMT tools are quite different than old-school MT tools. "Machine translation (MT) has evolved dramatically—from tools that required extensive computing time to produce translation of questionable quality to the latest neural machine translation (NMT) systems that can process text in seconds with enhanced accuracy" ("The Neural Machine Translation (R)evolution: Faster, Higher, Stronger," 2023). The improvements in the field of NMT are encouraging for translators. With their advanced systems and engines, NMT tools seem to be the translator's savior for translating a large volume of input in a very short time. The reason why DeepL is chosen to be studied rather than widely known Google Translate is that DeepL's system is constantly upgraded and improved. It offers countless features and presents a user-friendly experience. Throughout the years, many NMT tools have emerged. Some can be listed as follows;

- DeepL
- Google Translate

- Baidu Translate
- TranslateFX

1.4 CAT and NMT Tools in Translation Studies

As the majority can agree, the internet and technology have barged into our lives in a very short period of time. In the translation industry, their main job is to help translators and companies minimize errors, produce quality products, and reduce translation costs. Kornacki (2018) states in one of his book that to use the Internet or not is no longer an option, it has become a necessity – starting with exchange of communication between translators and outsourcers, through mining for terminology in online dictionaries and professional forums, to working on online translation projects (CAT tools), the translator has no choice but to accept the fact that we are surrounded by information technology and have to use it. (p. 49)

As the advantages of these tools cannot be overlooked, translators must benefit from them however they can. Translators get help from CAT and NMT tools such as Trados and DeepL to ease their translation process and create more quality products within a short time. Additionally, it should also be highlighted that using information technology does not obligate translators to utilize any CAT or NMT tool or translation services that appear when they search online; differentiation and sorting are the keys to choosing the best online tool presented. Their properties and usage areas are quite essential to consider before starting a project. Since the internet and technology are taking over our world, it is a fundamental prerequisite for translators to use online resources, including CAT tools, as successful or unsuccessful use of such software is a matter of 'life and death' (Xu, 2011, p. 82). Being able to use them effectively matters a lot in terms of producing quality projects.

Besides computer-assisted translation tools, the importance of the web itself shouldn't be ignored as well. The web is the ultimate source for translators to find any information they want. Moreover, searching skills play a big role in translators' lives.

1.5 Communicative and Linguistic Assessment of Translation Tools

Communicative Translation Theory (CTT) was introduced by Peter Newmark and has been given a great deal of importance in translation studies. The authenticity of the source text has always been highly valued by several translation techniques. In

recent years, the communicative translation approach has grown in popularity because it places a strong emphasis on communicating the message of the source text in a way that sounds natural in the target language as well. This approach acknowledges that if the original text is precisely followed, a target language translation might occasionally use awkward or confusing terminology.

To begin with, Communicative Translation Theory suggests that translation should focus on the target audience and the intended communicative purpose of it. “The purpose of communicative translation is to make the effect of translation on the target language readers the same as that of the original text on the source language readers" (Chen & Qian, 2022, p. 1). That can also be inferred, as rather than strictly following the grammar rules, sentence structures, and literal translation, this method highlights the importance of functional aspects of the translation. In his study, Newmark (1998) mentions that even if the translation must be dependent on the original source text, the translation should be done with the language that occurs naturally to the translator (p. 36). Over-reliance on the source text in a translation can lead to a loss of stylistic aspects, cultural allusions, idiomatic expressions, and linguistic nuances in the target language. A key component of this procedure is played by the translator. In addition to translating languages, they can also mediate cultural differences and improve communication. It is critical for the translator to use the target language in a way that is natural to them. It can be difficult for the reader to comprehend and be engaged when the translation seems forced or fake. That means translators must be fully aware of the target culture and the intended communicative function of the translation. It can be inferred that by following the communicative translation method, translators make a bold attempt to change and organize source text and be functional. In that regard, as Mei (2003) states in an article, translators must have some qualifications, such as having a good command of a variety of vocabularies, in-depth knowledge of idioms, and the ability to employ syntactic resources in an elegant, flexible, and concise manner (p. 59). Right at this point, CAT and NMT tools come to the rescue of translators, providing them with incredible assistance in their translations by providing endless sources of databases and linguistic support.

When it comes to sounding natural and putting the Communicative Translation Method into practice, Trados is quite handy while DeepL mostly fails to achieve this goal. By concentrating on a few fundamental strategies and best practices, translators

can employ Trados to highlight and implement the Communicative Translation Method. Since the goal of the Communicative Translation Method is to make the message and intention of the source material understandable to the intended audience in a culturally and contextually appropriate manner, translators can leverage various aspects of Trados to achieve this purpose.

Another point that is discussed in this study is the linguistic properties of CAT and NMT tools and in which ways translators benefit from them. Apart from commonly known features such as Translation Memory and Terminology Management, which will be mentioned in detail, Trados and DeepL possess a variety of linguistic properties.

The differences between Trados and DeepL in terms of their linguistic and communicative properties can be listed as follows;

Contextual understanding

Communicative Translation Theory aims to bridge the gap between the source text and the target audience by prioritizing effective communication over linguistic accuracy. By offering features like context-specific translation suggestions, access to reference materials, and source text visibility while translating, Trados can help assess, convey, and maintain contextual information. On the other hand, since DeepL is an NMT tool, its main focus is providing the most accurate translation by analyzing the given sentences. Thanks to its neural network, unlike MT tools, DeepL does a great job catching some cultural nuances and producing more contextually suitable translations. However, it is also important to note that DeepL was originally an MT tool that designed fasten translations. The quality of translated texts might lack fully comprehended idiomatic expressions and target language-specific nuances.

Textual cohesion and coherence

With the help of Translation Memory, Trados can suggest translators' previously translated segments to aid them in being consistent in their translations. By suggesting grammar and style checks, they ensure the overall quality and flow of the translation. This system can recommend a translation or check if there are any matches with the previous content. If there are matches, the system suggests reusing the previous translations, which can save time and reduce costs. This feature is especially

beneficial for repetitive content. Trados can also help businesses save money on translation costs by reusing previously translated content and improving translation efficiency.

This feature allows translators to be consistent and already familiar with the nature of the target language so that they don't always have to be vigilant about cultural appropriation. Also, DeepL, with its transformer architecture feature, can also be a useful tool for translators who want to be consistent in their work. However, it shouldn't be ignored that DeepL by its very nature as an MT tool can be quite inadequate to do this task depending on the trained data. Proofreading is always necessary while using DeepL to ensure that the translated text has a knowledge of the cultural and complex linguistic expressions.

Target audience adaptation

As CTT suggests, translations should be adapted to target audiences' linguistic and cultural preferences. At this point, Trados assists translators in adapting their translations to meet the communicative needs of customers by using some features such as translation memories, glossaries, and terminology management. As Trados offers unlimited database variety, conveying a natural translation using the pre-made database is getting easier day by day. With these properties, translated texts are able to meet expectations without a problem. On the contrary, DeepL does not include built-in translation memory, glossary, and terminology management properties, but DeepL uses its neural machine translation engines to search all the provided databases online simultaneously and offers a built-in dictionary with the help of its engines, as well. It can be stated that even if DeepL does not provide a built-in glossary, translators can easily build their own glossary to use in their works.

Scalability

Scalability is another key benefit of Trados and DeepL. These software includes multiple languages in their system, which allows translators to work simultaneously on many languages at the same time. Companies or translators who are working globally and want to handle large volumes of content can certainly benefit from this property.

Collaborative workflows

The importance of cooperation between translators, editors, and project stakeholders is highly recognized by communicative translation theory. Since producing translations that align with the intended communicative goals is one of the main aims of translators, with the help of Trados, this can be easily achieved. Trados puts emphasis on collaboration, communication, and sharing. It achieves this purpose by fostering effective communication. Trados offers improved efficiency through its collaboration tools and automation capabilities such as hybrid working, automated routing, agile project management, standard connectors, and centralized resources. These features of Trados allow translators to communicate with their team members easily, assign tasks, and simply manage them. These features are especially useful for companies that need to work with many translators or manage multiple translation projects simultaneously. Getting help and feedback from natives helps translators convey their message in a more natural and consistent way. While Trados can foster effective communication, DeepL fails to help translators in this context. DeepL's main purpose is to give precise and accurate translations, so it does not concern with collaboration between translators. To foster effective communication while using DeepL, translators need to get help from other collaborative web tools such as Google Drive, OneDrive, Dropbox, etc. while Trados provides these tools as a built-in component to its users.

Quality assurance

The principles of Communicative Translation Theory can be supported by the quality assurance elements provided by Trados. Trados is capable of checking spelling, grammar, and consistency and it offers style guidelines to help translators in their work. As of today, it is known that DeepL only has a built-in dictionary and tone adjustment feature. To access other features, another application is needed to support DeepL.

Concordance search

A concordance search keeps translators from having consistency problems. It helps translators by offering the same result for a target phrase or word. A concordance search allows a translator to search their TM for a particular repeated word/phrase in

order to see how they translated it in context at different stages in the text, helping to improve the consistency of the translation ("Concordance search," 2017). This feature enables translators to easily locate specific terms within the translation memory. With the concordance search feature, translators do not have to recheck every phrase or word that they have used multiple times before. While Trados supports this feature by providing access to the corpus, DeepL needs another application or online tool to help translators with concordance search.

Bilingual editor

Most CAT tools such as Trados, provide a multilingual editor that enables translators to view and edit the source and target languages simultaneously. The editor may offer features like context-sensitive search, automatic propagation of repetitive segments, formatting tools, and various customization options to enhance the translation workflow. With the help of a Bilingual Editor, translators can view their work in side-by-side mode, which allows them to see and spot differences and mistakes much more easily. They can also compare their translations with the original text. It is accurate to state that DeepL also offers this future to translators in its own way. DeepL also provides side by side view for translators to see and follow their workflow in detail. Changes that are made during the translation process can be easily edited and checked while using DeepL. The only point to remember is that having this feature does not mean that DeepL offers everything that Trados offers in terms of bilingual editing such as context-sensitive search, an automatic suggestion of repetitive phrases or words, formatting tools, etc.

Machine translation integration

CAT tools use a variety of machine translation engines, such as Google Translate or Microsoft Translator, to generate a translation. Machine Translation is a feature that allows users to automatically translate content using machine translation engines. A machine translation tool can be useful in terms of translating large volumes of content quickly. Additionally, the machine translation output can be edited and reviewed by human translators to improve the overall quality of the translation. The advantages of automated translation can be accessed by translators thanks to the integration of MT tools with machine translation engines. Since Trados and DeepL are

advanced translation tools by nature, they both have extremely advanced machine translation engines that make them quite efficient for translators. For a vast number of contents or when dealing with repetitive texts, translators can utilize machine translation engines as a guide, post-edit the suggestions, and increase productivity.

In a nutshell, these characteristics of Trados and DeepL aid in producing translations that are more effective, precise, and consistent. Through the translation process, they support translators in streamlining their workflow, boosting productivity, and maintaining a high level of linguistic quality.

1.6 Trados as a CAT Tool

To begin with, it should be noted that, the research on Trados is unfortunately very limited. Previously, the usage areas, benefits, and features of CAT tools were researched, the opinions of the translators were taken, and effective studies emerged; however, it is incredibly hard to find the specific and individual effects and uses of this tool. It can be said that Trados is a widely used and preferred translation tool among translators. It is a Computer-Assisted Translation tool that has been put forward to keep up with innovations in the rapidly developing world. Trados is far ahead of other competitors in the market, both linguistically and in terms of functionality. With the technological improvements in the translation industry, in order to meet needs and stay compatible, people felt obliged to find solutions. Trados is also one of them. “Trados (TRAnslation & DOcumentation Software) was established as a language service provider (LSP) firm in Stuttgart, in 1984, by Jochen Hummel and Iko Knyphausen in order to bid for some upcoming IBM translation work” (Garcia, 2005, p. 3). Trados emerged to contribute to the world of translation and assist translators in their translations technologically.

The most essential feature that distinguishes translation with Trados from manual translation is that it makes the work of translators much easier by dividing the input into parts and creating segments where translators can work at the same time. With this feature, translators are largely prevented from missing input. According to Kurniawati and his fellow researchers (2017,p. 94), these can be listed as the translation memory, the ability to present the translation in different formats, and automatic quality assurance. Although these features seem to be available in all computer-assisted translation tools, how each translation tool develops these features

and how it presents them to translators is an important detail that distinguishes these tools from each other. This is one of the reasons why Trados was chosen to be used in this project. Trados is one of the few tools that has proven to be the most reliable and of high quality as of today. According to a case study conducted by Al-Hammar (2020), Trados is one of the most advantageous CAT tools in terms of ease of use and practicality (p. 251). As a person who constantly uses the Trados translation tool in daily life, I must state that, compared to many translation tools on the market, Trados is indeed one of the easiest tools to adapt. It is an undeniable fact that Trados is one step ahead of its competitors in terms of both linguistics and functionality.

Trados offers limitless properties to translators. It gives great importance to collaboration and communication by presenting various functions. These properties can be listed as follows: hybrid working, automated routing, agile project management, standard connectors, and centralized resources. These features are designed to allow users to post, exchange, and access important resources among each other. With this feature, translators, editors, and customers can work collaboratively seamlessly. Another key property is being able to reach centralized resources. The glossaries, previously translated content, and style manuals are just a few of them. In short, these features bring all the stakeholders together to work collaboratively.

1.7 DeepL as an NMT Tool

DeepL is one of the most well-known NMT services that was first introduced in August 2017. It was founded by Jaroslaw Kutylowski and is operated by DeepL SE in Cologne, Germany (About DeepL, n.d.). In 2016, a team led by Kutylowski began working on the first version of DeepL with the help of Linguee, which is an online dictionary. A blogger (DeepL vs Google Translate, n.d.) states that;

> Also known as DeepL Translator or DeepL.com, DeepL prides itself on delivering "the world's best machine translation." Its proprietary neural networks are trained with the Linguee database to identify even the smallest nuances in text and generate the highest-quality translation possible.

They benefited from the database of Linguee to create their own neural network. This study brought its results in 2017 with the launch of DeepL. Since 2017, DeepL has been improving its systems and engines continuously. Most of the users are quite content with the outcome as DeepL has numerous features and benefits for translators. As Fitria (2023) states in her article "…A feature that makes DeepL Translator great

is its auto-complete sentence and definition features. There is availability to translate our texts into 26 different languages. Once we accept the translation, we double-click on any word to get more details" (p. 134). In short, DeepL is an excellent assistant for translators who need immediate linguistic and contextual help.

DeepL is powered by AI, which means that it gives the best outcome possible that no MT tool could give. DeepL aims to produce translations that sound like human beings while using AI instead of real human-coded data. With this tool, it is now much easier to catch the cultural nuances such as idiomatic expressions, metaphors, humor, etc. Unfortunately, unlike CAT tools, DeepL doesn't offer collaborative workflow. As it may seem like a drawback, many translators can still benefit from other collaborative workspaces such as Google Drive and OneDrive, to beat the odds.

CHAPTER 2: METHODOLOGY

This chapter presents the methodology used in this study by providing important and detailed information including the participants, the data collection and analysis process, the materials, and the instruments. Firstly, the participants are introduced in detail by mentioning their backgrounds and experiences. The next part includes information about the data collection method which also includes the step-by-step explanation of the process. The materials and the instrument development and implementation process are also presented in this section. The last part is allocated for detailed information about the statistical analysis and the reliability of the instrument.

2.1 Participants

33 participants are included in this study to answer the survey questions. The survey was distributed via online tools such as WhatsApp and Telegram and targeted to find professional translators (see Figure 2) who have been using Trados and DeepL actively in their work lives for more than a minimum of 2 years. With this limitation, it is aimed to assess the perspectives of experienced translators, who have been doing translation work for a long time by using Trados and DeepL. The reason why the survey was conducted with 33 participants is that to get better and more accurate results, participants were expected to be equally familiar with Trados and DeepL. In this sense, since the industry is filled with various translation tools, it was rather challenging to find translators who have been utilizing Trados and DeepL at the same time. Figure 1 shows the distribution of the participants' years of experience with Trados and DeepL.

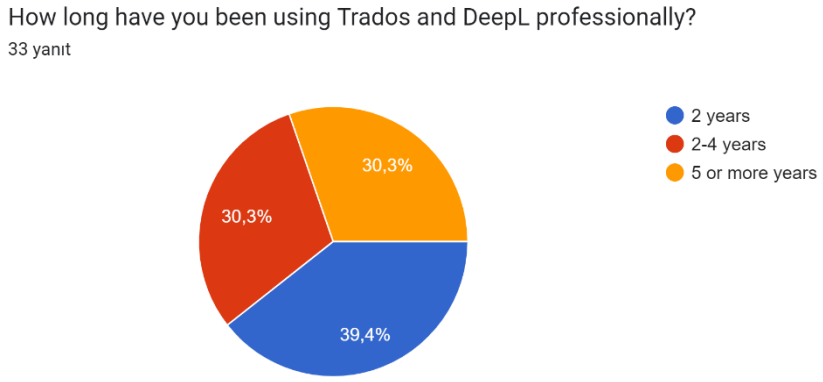

Figure 1. Participants' years of experience with Trados and DeepL

As Figure 1 shows, 13 participants stated that they have been using these tools for two years while 10 participants stated that they have been using them for 2 to 4 years. Lastly, 10 of the participants said that they have been working with these tools for a minimum of 5 years. It is important to mention at this point that their experience with these tools is not a concern for this study. Their experience data was collected to make sure that they were experienced enough to answer the survey questions to collect the best possible accurate data for this study.

Apart from their experience, it is also highly important to state that all the participants share similar work experiences excluding their working status. While the majority of the participants are working as a freelancer, others come from different backgrounds such as working in private companies, bureaus, or governmental organizations. Figure 2 shows the distribution of the participants' workplaces.

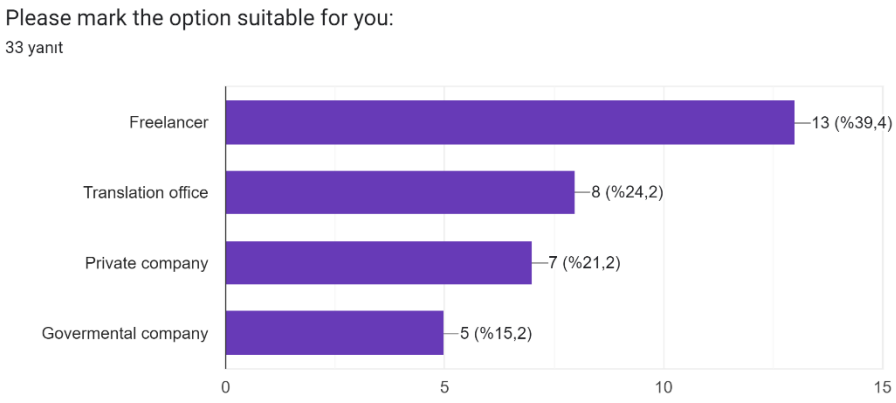

Figure 2. Participants' workplaces

As shown in Figure 2, out of 33 participants, 30 participants are working as freelancers, 8 participants are working for translation offices, 7 participants work for private companies and lastly, 5 participants are working at governmental companies. Similar to their work experience, the places that they have been working at are not a variable in this study. This data was collected to get a better understanding of the participants.

2.2 Data Collection

As the study aims to investigate and make a detailed assessment of the views of the translators on Trados and DeepL in terms of their linguistic and communicative properties, a quantitative approach is employed to acquire a better and deeper analysis of the differences between these tools and their superiority over each other. Holton and Burnett (2005, pp. 31-43) explain the quantitative data collection method in 5 steps. The first step is determining the questions to be asked to the target participant group. The second step is determining and selecting participants in the study. The third step is selecting the methods needed to answer the questions including variables, measures of the variables, and overall design. The fourth step is selecting an analysis tool to implement in the study. The fifth and last step is understanding and interpreting the results. This study followed these footsteps to analyze the data. The following sections will give detailed information about the process and the procedures that were implemented.

2.2.1 Instruments

The instrument of this study is a survey (see Appendix 1) consisting of 20 questions in total. The language of the survey is English as the participants are translators who are actively dealing with EN>TR or/and TR>EN translations.

- The survey consists of 2 different parts with a total of 20 questions.
- Each part contains 10 questions assessed through the Likert scale which specifies responses of respondents' level of agreement and disagreement on a symmetric agree-disagree scale ("Likert Scale," n.d.). The items are as follows;

<u>Part I</u>

Part 1 aims to identify and assess the communicative properties of the Trados and DeepL.

- It consists of 10 questions.

Items 1-5: aim to identify the communicative properties of Trados.

Items 6-10: aim to identify the communicative properties of DeepL.

The first question aims to discover translators' comments about the suggestions that these tools give to translators. Trados and DeepL are known for their loaded and

strong databases, yet the adequacy and accuracy of these suggestions are still unknown to many. The second question wants to identify how well the communication is fostered by Trados and DeepL. This question mainly aims to uncover translators' opinions on these features and how well it's known among them. The third question aims to identify how well the content-specific corpus is presented by these tools. The fourth question is designed to assess the terminology management and the solutions given for the inputs. The fifth question is related to the interface of Trados and DeepL. It is designed to see translators' opinions on the interface about being user-friendly to save time and enable smooth workflow.

Part II

Part 2 aims to identify the linguistic properties of the Trados and DeepL.

- It consists of 10 questions.

Items 1-5: aims to identify the linguistic properties of Trados.

Items 6-10: aims to identify the linguistic properties of DeepL.

The second part of the survey focuses on the linguistic features of Trados and DeepL. The first question is related to the handling capability of the culture-specific items in the input. The second question is asked to evaluate the syntax upon the given terminology. Whether it is well-established or not is the main concern. Question three focuses mainly on how successful these tools are in establishing meaning between sentences. The fourth question aims to see to what degree the tools are useful in terms of presenting the pragmatic context. It aims to identify how well the extra-linguistic items are perceived by translators. The last question is about the semiotic details. It is designed to obtain the opinions of translators about the tools' detection and presentation capabilities of words/punctuation marks that appear as signs and symbols.

2.2.2 Procedure

Firstly, the questions are designed and written attentively by considering the linguistic and communicative properties of Trados and DeepL. After designing the questionnaire, the online survey was sent to the participants via e-mail and chat applications; such as WhatsApp and Telegram. Once the translators received the survey, they were informed about the context of the survey and the information about

the process that appeared on the first page of the survey link. As this study sought voluntary participation, the translators were informed in advance and presented a consent form to read and accept. The data gathering process went on 3-4 weeks to collect sufficient data and reach for wider participation. The participants were expected to answer the questions freely, without being under the pressure of anyone or anything. Upon the completion of the survey, participants were able to send their responses by clicking on the submit button. Lastly, the responses to the survey were stored in Google Forms and Google Drive to be analyzed.

2.3 Data Analysis

The data analysis process was divided into two parts. Firstly, the data was entered into Excel. This step was easy and done without any errors thanks to the 'Transfer to Excel' feature of the Google Form system. Once the answers were listed in the Excel sheet, the answers were defined with the numbers starting from 1 to 5. This process was done in two steps. Firstly, the data was scanned by using 'ctrl+f' commend, and the data were enumerated as follows; Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), and Strongly Disagree (5). This coding step was done to assess the data easily. In the second step, the data was entered into the Statistical Package for the Social Sciences (SPSS). Later, the reliability of the data was calculated using the Cronbach Alpha formulation. Cronbach Alpha calculation is important for reliability analysis as it considers the relation between the questions and the answers gathered. Tavakol and Dennick (2011) also stated in their article;

> Alpha was developed by Lee Cronbach in 1951 to provide a measure of the internal consistency of a test or scale; it is expressed as a number between 0 and 1. Internal consistency describes the extent to which all the items in a test measure the same concept or construct and hence it is connected to the inter-relatedness of the items within the test. (p. 53)

As this calculation method was designed to assess the reliability of the measurement instruments, it is currently being used by many researchers in various disciplines. Therefore, in this study, the inter-relatedness of the items of the survey was tested using the Cronbach Alph formula $\boldsymbol{alpha = k * c / (v + (k - 1) * c)}$, which is one of the most valid measurement methods to reveal the internal consistency of the test. The calculation was performed via the Statistical Package for the Social Sciences (SPSS) version 29.0.2.0(20) by using an up-to-date Windows 11 laptop. As it is stated

in Table 1 below, the Cronbach's Alpha score between >0.60 – 0.80 is considered a reliable level of reliability.

Table 1: Cronbach's Alpha Level of Reliability

Cronbach's Alpha Score	Level of Reliability
0.0 - 0.20	Less Reliable
>0.20 – 0.40	Rather Reliable
>0.40 – 0.60	Quite Reliable
>0.60 – 0.80	Reliable
>0.80 – 1.00	Very Reliable

Note. From Ahdika, A. (2017). "Improvement of quality, interest, critical, and analytical thinking ability of students through the application of research based learning (rbl) in introduction to stochastic processes subject" *International Electronic Journal of Mathematics Education. 12*. (p. 178). DOI: 10.29333/iejme/608

As is it is shown in Figure 3, the Cronbach's Alpha score for the survey conducted in this study was calculated as <u>0,710.</u>

Reliability Statistics

Cronbach's Alpha	N of Items
,710	20

Figure 3. Cronbach's Alpha score

After the reliability test was done and decided that the outcome was enough to conclude, the data analysis procedure came to an end. The next step was to tabulate the outcomes. To achieve this, the quantitative data analysis method, which is descriptive frequency data analysis tabulation, was used.

The answer options are set according to the Likert scale. The responses are as follows; Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

The options are categorized into 3;

- Strongly Agree, Agree : Successful
- Neutral : Neutral
- Disagree, Strongly Disagree : Unsuccessful

The ‘Strongly Agree’ and ‘Agree’ options show that the tools are successful, the ‘Neutral’ option means that the participants find the tools neither successful nor unsuccessful, and the ‘Disagree’ and ‘Strongly Disagree’ options show that the tools are unsuccessful at meeting the needs of translators based on the questions. Participants' responses are analyzed based on these categories. The findings are investigated in detail in the following chapter.

CHAPTER 3: ANALYSIS AND DISCUSSION

This chapter of the study presents the findings. The findings are presented with the tables created for each question in the survey. It should be noted that the number of participants is 33 and it is also the total number of the answers for all the questions asked. All participants were required to give an answer to all questions. Skipping a question was not allowed as the Likert Scale already allows participants to answer as 'Neutral' if they are in doubt.

Since this study focuses on the perspectives of translators towards Trados and DeepL, and how well they foster linguistic and communicative demands, each statement is analyzed with the tables showing the responses of the participants.

The first part of this section focus**es** on the responses given for the communicative properties of Trados and DeepL. Following the question order of the survey, the communicative properties of Trados were discussed first, and later, questions interrogating the communicative properties of DeepL followed. Next, the second section is allocated to the linguistic properties of Trados and DeepL in the same order as their communicative properties. After each question is analyzed individually for Trados and DeepL, the comparison between these tools is given right below them by using the cross-tabulation method.

3.1 Communicative Analysis and Discussion of TRADOS and DeepL

This part presents the responses of translators to questions assessing the communicative properties of Trados and DeepL. First, the questions are presented and explained, and later, the responses are shown with tables and discussed.

3.1.1 Question 1 (Q1)

Q1. Provides proper and enough suggestions for the content.

Offering relevant and accurate suggestions for the content is vital for a translation tool. Every translator should easily rely on a translation tool of their choice to give proper and adequate suggestions for their translations. It helps translators to maintain coherence and transfer intended meaning properly. Effective and to-the-point suggestions can highly improve translation quality and help preserve the intended message to the target language audience. The main reason why this statement was

asked is to uncover what translators think in terms of appropriate and adequate suggestions made by Trados and DeepL.

Trados

The answers given to this statement considering Trados are shown in Table 2

Table 2: Translators' perspectives on Trados- Q1: Provides proper and enough suggestions for the content

	Frequency	Percentage
Strongly Agree	18	45,5%
Agree	15	54,5%
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	33	100%

Table 2 shows that 45,0% of the participants 'Strongly Agree' with the statement while the rest (54,5%) 'Agree'. There are 0 responses for the options 'Neutral', 'Disagree' and 'Strongly Disagree'. The table reflects the result that all of the participants (100%) think that Trados is quite successful at providing proper and enough suggestions for the content and it does not fail to assist translators in their work.

- Strongly Agree + Agree (Successful) 100%
- Neutral (Neutral) 0%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

The same statement was asked about DeepL without any changes. This time, the participants were expected to answer the same question considering the appropriate and enough suggestions given by DeepL. The results are shown in Table 3.

Table 3: Translators' perspectives on DeepL – Q1: Provides proper and enough suggestions for the content

	Frequency	Percentage
Strongly Agree	0	0%
Agree	3	9,1%
Neutral	6	18,2%
Disagree	22	66,7%
Strongly Disagree	2	6,1%
Total	33	100%

As Table 3 shows, the answers for DeepL are a little mixed compared to Trados'. For this statement, none (0%) of the participants answered this question as 'Strongly Agree' while only 3 (9,1%) marked the 'Agree' option. As also shown in Table 3, 6 (18,2%) of the participants marked the question as 'Neutral'. Even though there are a few (9,1%) people who agree, compared to the rest of the answers, it does not mean that DeepL is successful at making suggestions properly. This is a great indicator that DeepL fails to support translators in terms of making proper and enough suggestions. However, analyzing the negative responses in detail, it seems that most (66,7%) of the participants prefer the 'Disagree' option instead of the 'Strongly Disagree' option that is preferred by only 2 (6,1%) participants. That gives us an idea that most of the participants hesitated to answer this question as 'Strongly Disagree' since they do not think that DeepL is completely unsuccessful.

- Strongly Agree + Agree (Successful) 9,1%
- Neutral (Neutral) 18,2%
- Disagree + Strongly Disagree (Unsuccessful) 72,8%

3.1.2 Question 2 (Q2)

Q2. Fosters network communication among translators and customers.

The second statement was given to translators to identify how well the communication is fostered by Trados and DeepL. This question aims to discover how translators feel about communication provided by these tools. The network communication feature is extremely useful and a time-saver for translators who are actively collaborating with various translators, editors, proofreaders, and customers at the same time. Most companies require translators to be in touch with the customers themselves to produce translations of the desired quality and content. Network

communication is also essential to getting feedback quickly without using a time-consuming mailing system. Getting a response is much easier thanks to this feature.

Trados

Table 4 presents the responses given by translators considering Trados's network communication property.

Table 4: Translators' perspectives on Trados – Q2: Fosters network communication among translators and customers.

	Frequency	Percentage
Strongly Agree	22	66,7%
Agree	11	33,3%
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	33	100%

As seen in Table 4, 22 (66,7%) of the participants marked the 'Strongly Agree' option, and the rest (33,3%) of the participants chose the option 'Agree'. It is a great indicator that Trados successfully fosters network communication among translators and customers. Table 4 also presents the results that 0 (0%) participants stay 'Neutral' towards Trados' success at fostering network communication. That means all the participants agree on the opinion that Trados is good at establishing communication. Apart from neutral responses, out of 33 participants, there are not any (0%) translators who think that Trados is unsuccessful at fostering network communication. Considering the responses, it would be right to state that all the translators who participated in the survey agree that Trados is quite successful at establishing and fostering network communication.

- Strongly Agree + Agree (Successful) 100%
- Neutral (Neutral) 0%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 5: Translators' perspectives on DeepL – Q2: Fosters network communication among translators and customers

	Frequency	Percentage
Strongly Agree	0	0%
Agree	2	6,1%
Neutral	1	3,0%
Disagree	9	27,3%
Strongly Disagree	21	63,6%
Total	33	100%

Table 5 shows the answers given to DeepL's network communication property. As it can be clearly stated while more than half (63,6%) of the participants marked the option 'Strongly Disagree', 9 (27,3%) of them chose the option 'Disagree'. It means that 30 (90,9%) translators in total said that they were not satisfied at all. It is an indicator that DeepL fails to foster network communication. Apart from negative responses, Table 5 presents that there is 1 (3,0%) translator who stays 'Neutral' towards this statement and also, 2 (6,1%) translators who find DeepL successful at fostering network communication. Considering all the responses, according to the majority of the participants, DeepL is quite unsuccessful at establishing network communication among translators and customers.

- Strongly Agree + Agree (Successful) 6,1%
- Neutral (Neutral) 3,0%
- Disagree + Strongly Disagree (Unsuccessful) 90,9%

3.1.3 Question 3 (Q3)

Q3. Offers content specific corpus for a smooth translation process.

First, simply to define, corpus means any gathering of more than one word, in other words, a collection of texts. For many years, machine translation has benefited from corpora in numerous ways. As Somers (2008, p. 1) states in his article the connection between statistic-based MT (SMT) and corpus happened in 1988 through The IBM group at Yorktown Heights, NY moving into SMT and seeking suitable corpus. Fortunately, the bilingual (English and French) Hansard proceedings of the

Canadian parliament began to be made accessible in machine-readable format in 1986. Thus, the researchers saw the promise of using statistical techniques in machine translation. It was the birth of corpus meeting MT. What makes it so important for translation is that it is what translation itself is all about. In short, it is important to state that the corpora serve as a foundation for translation by giving translators access to the language resources they need, enhancing the consistency, quality, and efficiency of translations. Moreover, it also preserves continuity and provides advancements to human and machine translation technologies.

The main reason why this question was asked is that most translators need a corpus for their work no matter what they are working on. So, when using a translation tool, the corpus is what translators should be careful about as it is a main component of the translation itself. This statement was given to identify how adequate Trados and DeepL Offer content-specific corpus for a smooth translation process.

Trados

Table 6: Translators' perspectives on Trados – Q3: Offers content specific corpus for a smooth translation process

	Frequency	Percentage
Strongly Agree	12	36,4%
Agree	19	57,6%
Neutral	2	6,1%
Disagree	0	0
Strongly Disagree	0	0
Total	33	100%

Table 6 shows that most (94%) of the participants' answers range between 'Strongly Agree' and 'Agree'. While 12 (36,4%) translators marked the 'Strongly Agree' option, 19 (57,6%) of them marked the 'Agree' option. This gives the idea that 31 (94%) translators in total are quite satisfied with the success of Trados at offering content specific corpus. Apart from positive responses, there are also 2 (6,1%) participants who marked the 'Neutral' option. Yet, as Table 6 reflects, none (0%) of the participants think that Trados is unsuccessful at offering content specific corpus. When the result is analyzed holistically, it gives a clear overview of Trados's success in offering content specific corpus and enabling a smooth translation process for its users.

- Strongly Agree + Agree (Successful) 94%
- Neutral (Neutral) 6,1%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 7 presents the results of the same question asked about DeepL.

Table 7: Translators' perspectives on DeepL – Q3: Offers content-specific corpus for a smooth translation process

	Frequency	Percentage
Strongly Agree	0	0%
Agree	1	3,0%
Neutral	6	18,2%
Disagree	25	75,8%
Strongly Disagree	1	3,0%
Total	33	100%

The answers to this question seem mostly gathered into one category only. Out of 33 participants, 25 (75,8%) of them chose the 'Disagree' option. The second largest multitude seems to have gathered into the 'Neutral' option. 6 (18,2%) of the participants have a neutral attitude toward DeepL's success in offering content-specific corpus. While there is only 1 (3,0%) translator who marked the 'Strongly Disagree' option there is also 1 (3,0%) answer for the 'Agree' option. The responses of the participants indicate that DeepL is unsuccessful at assisting translators in providing adequate corpus for their content specific translation work.

- Strongly Agree + Agree (Successful) 3,0%
- Neutral (Neutral) 18,2%
- Disagree + Strongly Disagree (Unsuccessful) 78,8%

3.1.4 Question 4 (Q4)

Q4. Enables terminology management and offers solutions accordingly.

The process of locating, characterizing, classifying, and maintaining specialized terms or vocabulary within a certain subject, industry, or domain is known

as terminology management. It is one of the foundations that translation is based on besides corpus, term sets, and databases. As Yang (2021, p. 2) states in his article "Terminology management comprises data collection, the creation of databases, and reviewing and storing terminology and associated metadata in databases, but it also involves categorization, validation, updating, conversion and other additional subtasks". Each of these subtasks plays a vital role in providing accurate and consistent terminology for various domains and industries. Since terminology management is one of the most essential components for translators while choosing a translation tool for their work, this question was asked to assess how the active users of Trados and DeepL feel about their success in providing solid terminology management and doing a good job at offering solutions accordingly.

There are several benefits of having a solid terminology management system. As a writer shared on Trados' official blog (terminology management n.d.), there are at least four pros. The first one was given as consistency in terms usage. Terminology management ensures uniformity and avoids misunderstandings by defining acceptable terminology for all communication items whether they are documents, websites, or marketing collateral. It lessens ambiguity and the possibility of audience misconceptions by reiterating brand identity and message across platforms and languages. The second one is enhanced translation quality. Terminology management provides an organized vocabulary database, and it allows translators access to accurate and reliable resources. This helps them do their translations while maintaining the intended meaning and context. It is much easier to focus on linguistic nuances and cultural alterations by having access to approved terminology. Consequently, it leads to higher-quality translations. The third one is centralized management for streamlined processes. A centralized terminology system makes termbase management much more efficient and accessible to all parties engaged in the production and translation of the material. To effectively implement and execute the updates and changes, a centralized system is quite important. This also makes sure that all versions of the content stay up-to-date and consistent. Last but not least, enhanced translation quality is one of the most important advantages presented by the terminology management system. When the term bases have an established and standardized terminology, it provides better quality and consistent translations. By using exact terminology, uncertainty is

removed, and the translation has a consistent voice throughout. In summary, it is quite crucial for a translation tool to have solid terminology management.

Trados

In the fourth question, translators were asked what they were thinking about Trados' terminology management system and the terminological solutions it offers. The responses are shown in Table 8.

Table 8: Translators' perspectives on Trados – Q4: Enables terminology management and offers solutions accordingly

	Frequency	Percentage
Strongly Agree	18	54,5%
Agree	14	42,4%
Neutral	1	3,0%
Disagree	0	0
Strongly Disagree	0	0
Total	33	100%

As it can be clearly seen, translators are on the same page about Trados' success in offering a solid and reliable terminology management system. 18 (54,5%) of the participants said that they 'Strongly Agree' with the statement. It means that more than half of the participants are extremely content with the Trados' terminology management system, and they are happy to use it for their work. Moreover, 14 (42,4%) of the participants marked the 'Agree' option. Since the 'Strongly Agree' and 'Agree' options fall into the same category, which is successful, it is safe to say that all participants except 1 (3,0%) translator who marked the "Neutral" option, have no complaints about the terminology management that Trados provides, and they are happy to use this feature comfortably in their business lives.

- Strongly Agree + Agree (Successful) 96,9%
- Neutral (Neutral) 3,0%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 9 presents the results of the same question asked about DeepL.

Table 9: Translators' perspectives on DeepL – Q4: Enables terminology management and offers solutions accordingly

	Frequency	Percentage
Strongly Agree	0	0%
Agree	2	6,1%
Neutral	2	6,1%
Disagree	14	42,4%
Strongly Disagree	15	45,5%
Total	33	100%

Table 9 shows that more than 87% of the participants are not satisfied with DeepL's terminology management system. 15 (45,5%) translators marked the 'Strongly Disagree' option, while 14 (42,4) of the total participants chose the 'Disagree' option. It is an evident indicator that DeepL clearly fails to support most of the participants by not being able to provide a strong terminology management system. Yet surprisingly, there are 2 (6,1%) translators who chose the 'Agree' option. That means, out of 33 participants, there are 2 translators who are satisfied with DeepL's terminology management system. Moreover, according to Table 9, 2 (6,1%) translators are "Neutral" about this topic. Possible reasons why 4 (12,2%) of the participants do not find DeepL unsuccessful will be explained in the conclusion and discussion part.

- Strongly Agree + Agree (Successful) 6,1%
- Neutral (Neutral) 6,1%
- Disagree + Strongly Disagree (Unsuccessful) 87,9%

3.1.5 Question 5 (Q5)

Q5. Represents a user-friendly interface for saving time and enables smooth workflow.

Presenting a user-friendly interface is what both professional translators and agencies seek before deciding on a translation tool to work with. In terms of having a user-friendly interface, both Trados and DeepL have something to show off. Presenting a clear and user-friendly user interface (UI) is a must for any tool to be able to keep up with the other competitors in the industry. As mentioned in a blog post (How to Obtain, 2021), "As the manufacturer or distributor, you need to ensure that the device interface is understandable and user-friendly in all your target markets'

languages so it can be used safely and correctly". High customer satisfaction and loyalty can be achieved through having a direct and understandable UI. Language barriers may make it difficult for customers to grasp the basics of the interface and that may lead to frustration and complete abandonment of the product altogether. To lure translators into the product and keep the continuity, machine translation tools must have a well-organized user interface. Clear instructions and documentation are necessary for any product that targets a bigger and more loyal audience. Providing comprehensive manuals, guides, and resources helps translators a lot.

Secondly, it should not be overlooked that many people from various countries and diverse cultures are actively using these tools. Cultural sensitivity is another issue. Since language and culture are intimately related to each other, different users may interpret the same word or term differently. To prevent any potential misunderstanding, tailoring the interface to each target market's language is a vital point to highlight.

Another point is having a good technical support system. Providing translators with available documentation given on the main interface is crucial to assist translators who encounter a problem while using the tool. Moreover, having them ready for their native languages facilitates more effective communication. These features might seem unimportant to many, yet they are what most translators require from a translation tool since they pay a price for them. Since this study includes translators who are dealing with ENG>TR or TR>ENG translations, the language barrier is not an issue for them. However, millions of translators are not concerned with the English language at all to do their work. Hence, iconography and visual aids have come to the rescue in solving this problem. Presenting universally recognizable icons, symbols, etc., instead of textual instructions might largely eliminate this problem for many.

The main reason why this question was asked of translators is to analyze their perspectives on the interface of Trados and DeepL considering the importance of having strong interface features.

Trados

Table 10 shows the participants' responses to the Trados' interface.

Table 10: Translators' perspectives on Trados – Q5: Represents a user-friendly interface for saving time and enables smooth workflow

	Frequency	Percentage
Strongly Agree	12	36,4%
Agree	18	54,5%
Neutral	2	6,1%
Disagree	1	3,0%
Strongly Disagree	0	0
Total	33	100%

Table 10 shows an agreement among translators. 12 (36,4%) translators said that they 'Strongly Agree' with this statement, while 18 (54,5%) of them stated that they 'Agree'. In total, 30 (90,9%) participants think that Trados does an excellent job at representing a user-friendly interface for saving time. They agree that Trados' interface can enable smooth workflow for their several types of projects. However, there are also 2 (6,1%) translators who are 'Neutral' towards this question and only 1 (3,0%) participant who disagrees with the statement. The result shows that according to the majority of the participants who use Trados for their work, it is quite successful at offering a solid and easy to comprehend interface for its users.

- Strongly Agree + Agree (Successful) 90,9%
- Neutral (Neutral) 6,1%
- Disagree + Strongly Disagree (Unsuccessful) 3,0%

DeepL

Table 11: Translators' perspectives on DeepL – Q5: Represents a user-friendly interface for saving time and enables smooth workflow

	Frequency	Percentage
Strongly Agree	0	0%
Agree	3	9,1%
Neutral	3	9,1%
Disagree	13	39,4%
Strongly Disagree	14	42,4%
Total	33	100

Table 11 shows the answers given to question 5 about DeepL's interface. According to the table, the majority (81,8%) of the participants are quite negative

about the interface DeepL presents to its users. 14 (42,4%) translators said that they 'Strongly Disagree' with this statement. Moreover, 13 (39,4%) of them also marked the 'Disagree' option. These results show that participants are not content with DeepL's interface, and they find it unsuccessful at providing a user-friendly interface for its users. There are only 3 (9,1%) translators who 'Agree' that DeepL represents a user-friendly interface for a smooth workflow.

- Strongly Agree + Agree (Successful) 9,1%
- Neutral (Neutral) 9,1%
- Disagree + Strongly Disagree (Unsuccessful) 81,8%

3.2 Linguistic Analysis and Discussion of TRADOS and DeepL

After 5 questions about the communicative properties of Trados and DeepL are analyzed, in this part, their linguistic properties are discussed through the answers given by the participants to 5 questions.

3.2.1 Question 6 (Q6)

Q6.*Resolves sociolinguistic (culture-specific) issues properly and offers to translators.*

Sociolinguistic items are quite essential in translation as they carry cultural values, nuanced meanings, and culture-specific references. As Frederici (2017) mentions in his article;

> From the creation of machine-readable controlled texts to ad-hoc interpreting in the aftermath of an avalanche in a mountainous destination for international tourists, few processes are as concerned as translation and interpreting are with register, channel of communication, tenor, field, function of the message, and social relationships between interactants.

The meaning of the translation process cannot be reduced to only converting words from a source language to a target language. As Frederici also states, it involves a deep understanding of different and endless linguistic and contextual items including sociolinguistic issues such as register, channel of communication, tenor, field, function of the message, and social relationships.

There are some reasons why resolving sociolinguistic issues properly is a must for a translation tool. Firstly, culture-specific issues help the intended message to be preserved and cultural nuances to be delivered correctly. Preserving the meaning as closely as possible is the work of a translator. This can be challenging sometimes as

some culture-specific words and phrases do not have direct equivalents in the target language. Especially, if the project includes complex and loaded languages such as Turkish, in terms of idioms, proverbs, and metaphors. Translating these items will definitely cause a loss of meaning or it can lead to misinterpretation. Secondly, to achieve an authentic translation, sociolinguistic items must be added. It sets the tone for the text, and it helps maintain the original context. Eventually, it will result in the reader understanding the cultural background and context better. Thirdly, avoiding or omitting sociolinguistic items from the translation might lead to a misunderstanding and it can also be offensive. To exemplify, it cannot be expected for everyone to understand idiomatic expressions without a proper explanation and localization. These references might not make sense to the readers of the target language. That is why, to avoid misinterpretation, sociolinguistic issues must be solved properly by translation tools to ease the process for translators. Another reason why it is important is that showing respect for the target audience's culture is quite important to avoid any conflict and offense. Translating sociolinguistic items correctly according to the specific meaning might lead to better communication and connection with the audience as well. Lastly, to keep the voice of the translation and the intended style of the context, culture-specific items must be delicately taken care of. These reasons are why this question was asked to the participants. The main aim is to identify if Trados and DeepL can deal with sociolinguistic issues properly and offer them to translators.

Trados

Table 12: Translators' perspectives on Trados – Q6: Resolves sociolinguistic (culture-specific) issues properly and offers to translators.

	Frequency	Percentage
Strongly Agree	11	33,3%
Agree	21	63,6%
Neutral	1	3,0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	33	100%

Table 12 shows the results given by translators about Trados's success in solving sociolinguistic issues properly and offering to translators. The answers indicate that translators are unanimous about Trados' success. 11 (33,3%) of the participants

stated that they 'Strongly Agree' with this statement. Also, 21 (63,6%) of the participants simply 'Agree'. When we look at it holistically, professionals have quite positive perspectives towards Trados' success in solving sociolinguistic issues. However, there is one thing that should not be overlooked. While most (33,3%) of the participants marked the 'Agree' option, there are only 11 (33,3%) translators who 'Strongly Agree'. This points to the fact that the majority of the participants are not exactly and fully content about it. It can simply be explained by some weaknesses that Trados has in terms of offering proper sociolinguistic solutions. In addition, Table 12 shows that there is 1 (3,0%) participant who states that they are 'Neutral' towards Trados' success in resolving sociolinguistic issues properly.

- Strongly Agree + Agree (Successful) 96,9%
- Neutral (Neutral) 3,0%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 13: Translators' perspectives on DeepL – Q6: Resolves sociolinguistic (culture-specific) issues properly and offers to translators

	Frequency	Percentage
Strongly Agree	1	3,0%
Agree	3	9,1%
Neutral	5	15,2%
Disagree	20	60,6%
Strongly Disagree	4	12,1%
Total	33	100%

Table 13 presents the results of the same question asked about DeepL. As can be seen, this question gathered some mixed answers from the participants. Out of 33 (100%) participants, most (60,6%) answers seem to be gathered into the 'Disagree' option. There are 20 (60,6%) participants who chose the 'Disagree' option, while 4 (12,1%) of the translators marked the 'Strongly Disagree' option. No matter how mixed the answers are, these 24 (72,7%) answers are enough to have an estimation of DeepL's failure in resolving sociolinguistic issues. However, there are 3 (9,1%) 'Agree' and 1 (3,0%) 'Strongly Agree' options marked. When comparing positive and negative answers collected, the majority (72,7%) of the participants are dissatisfied

with the way how DeepL deals with sociolinguistic issues. Moreover, the number of participants who marked the 'Neutral' option is 5 (15,2%).

- Strongly Agree + Agree (Successful) 12,1%
- Neutral (Neutral) 15,2%
- Disagree + Strongly Disagree (Unsuccessful) 72,7%

3.2.2 Question 7 (Q7)

Q7. The syntax is well-established upon given terminology.

Without highlighting the importance of the language structure and rules, the process of translation cannot be explained accurately. Translation not only works with words and their meanings in target languages but also with the structures of the languages and their translations. It can be stressed that syntax is the core element of human languages. As Van Valin (2001, p. 1) explains "First and foremost, syntax deals with how sentences are constructed, and users of human languages employ a striking variety of possible arrangements of the elements in sentences". The syntax is what makes sentences coherent and meaningful. It consists of different elements such as modifiers, tense markers, and so on. To create grammatically correct and understandable sentences, these elements must be employed to a sentence accurately. It should also be noted that different languages possess different syntactic rules. Every language has its own building blocks. Since this study covers translators who are dealing with TR>ENG or/and ENG>TR translations, the differentiation is made based on Turkish and English. To give an example, the English language consists of the subject (S) + verb (V)+ object (O) structure, however, the Turkish language follows a very different pattern which is subject (S) + object (O) + verb (O). To translate English into Turkish or vice versa, translators must be well aware of both languages to avoid any possible mistakes in the word order to prevent misinterpretations. In the subject of syntax, it is much more possible to spot mistakes if human translators are doing the translation. In the era of computers and translation tools, there is almost no chance of error if the right tool is used. It can be surely said that both Trados and DeepL are highly skilled at it. However, syntax is not only about word structure. As mentioned, it deals with other core components of languages. Correct use of conjunctions, tense markers, and modifiers are just some of these components. Also, it should not be

forgotten that a single language can have some variations in terms of dialect, register, and context.

Question 7 was asked to analyze what translators think about Trados and DeepL's success in forming organized and meaningful sentences with correct syntactic rules including grammatical structures, work order, and correct use of words.

Trados

Table 14: Translators' perspectives on Trados – Q7: The syntax is well-established upon given terminology

	Frequency	Percentage
Strongly Agree	11	33,3%
Agree	21	63,6%
Neutral	1	3,0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	33	100%

Table 14 presents the opinions of translators on Trados' ability to form well-established syntax upon given terminology. The table above shows that there are 0 (0%) negative opinions about Trados. That demonstrates that Trados does an excellent job at providing well-established syntactic sentences to its users. According to Table 14, 32 (96,6%) of the participants are also quite content about Trados in terms of its ability to present well-organized and structured sentences. While there is only 1 (3,0%) 'Neutral' answer to this question, 21 (63,6%) of the participants marked the 'Agree' option, and 11 (33,3%) participants marked the 'Strongly Agree' option.

- Strongly Agree + Agree (Successful) 96,6%
- Neutral (Neutral) 3,0%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 15: Translators' perspectives on DeepL – Q7: The syntax is well-established upon given terminology

	Frequency	Percentage
Strongly Agree	0	0,0%
Agree	1	3,0%
Neutral	3	9,1%
Disagree	25	75,8%
Strongly Disagree	4	12,1%
Total	33	100%

Table 15 shows the translators' opinions about DeepL's ability to form well-established syntax upon given terminology. Considering the answer given, it is clear that the majority (87,9%) of the participants are dissatisfied with DeepL's success in forming well-established syntax. However, as seen in Table 15, there are only 4 (12,1%) translators who are completely discontent. While 4 (12,1%) of the participants stated that they 'Strongly Disagree', 25 (75,8%) of them marked the 'Disagree' option for this question. Although the 'Strongly Disagree' and 'Disagree' options are in the same unsuccessful category, the possible reasons why most of the translators did not answer the question as 'Strongly Disagree' are explained with reasons in the following chapter. In brief, the majority (87,9%) of the participants think that DeepL is unsuccessful at providing well-established syntactic structures.

- Strongly Agree + Agree (Successful) 3,0%
- Neutral (Neutral) 9,1%
- Disagree + Strongly Disagree (Unsuccessful) 87,9%

3.2.3 Question 8 (Q8)

Q8. Establishes meaning between sentences successfully.

Preserving the meaning of the source text is highly important to avoid misinterpretations and misunderstandings. There is surely more to translation than simply translating words from a source language to a target language. This issue has been a matter of debate among many researchers. Rather than just transferring words from one language to another, preserving meaning means faithfully expressing the original text's meaning while also taking many linguistic, cultural, and contextual

elements into account. As Nugroho (2007) explains the importance of meaning in his article that;

> Translation is not merely concerning on meaning as a unit of lexical meaning. The process of rendering meaning involves some aspects as diction, grammatical structure, communication setting, and cultural context of the source text. Meaning of the source and target texts must be equivalent. (p. 68)

Translation is a versatile process that includes a variety of aspects of language translation. It cannot be defined as just a linguistic conversion. Understanding the source text fully in terms of meaning, context, and cultural inferences is a must to produce quality translations. Besides these aspects, the importance of linguistic proficiency is also a highly crucial feature that a translator must possess. Furthermore, discovering an equivalent expression in the target language requires imagination and creativity.

Another frequent problem to consider is that in most languages, there are some words that have more than one meaning. It is the translator's job to identify the correct meaning and translate it accurately into a target language. Using a word incorrectly might cause various problems between people and companies. It defects the meaning of the sentence and causes misunderstandings. The correct word or phrase to be picked should be understood from the context of the source text. In order not to disrupt the flow of meaning and content, source text should be translated accurately.

Thanks to technological improvements, these human skills are now also computerized. Most of the translation tools in the industry are capable of providing meaningful and coherent translations regardless of their operating systems. Both machine translation tools and computer-assisted translation tools are highly skilled at conveying the meaning of the source text into the target language accurately. This is why this question was chosen to be asked to translators. The main aim is to analyze and identify translators' opinions about Trados and DeepL's ability to establish meaning between sentences successfully.

Trados

Table 16: Translators' perspectives on Trados – Q8: Establishes meaning between sentences successfully.

	Frequency	Percentage
Strongly Agree	23	69,7%
Agree	9	27,3%
Neutral	1	3,0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	33	100%

As shown in Table 16, almost all participants are satisfied with the way Trados establishes meanings between sentences. According to 23 (69,7%) participants, this statement is strongly agreeable, and also, for 9 (27,3%) participants, it is agreeable. There is only 1 (3,0%) translator who is 'Neutral' towards this question. In brief, Table 16 reflects the result that according to 32 (97,0%) participants, Trados is successful at establishing meaning between sentences and satisfying translators who have been using it for their projects.

- Strongly Agree + Agree (Successful) 97,0%
- Neutral (Neutral) 3,0%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 17: Translators' perspectives on DeepL – Q8: Establishes meaning between sentences successfully

	Frequency	Percentage
Strongly Agree	0	0,0%
Agree	1	3,0%
Neutral	6	18,2%
Disagree	12	36,4%
Strongly Disagree	14	42,4%
Total	33	100%

Translators' responses given to DeepL look quite diverted. To begin with, almost 80% percent of the participants seem to have negative opinions towards

DeepL's success in establishing meaning between sentences upon given terminology. While 14 (42,4%) translators 'Strongly Disagree' with the statement, 12 (36,4%) translators 'Disagree'. It is a great indicator that for participants who have been using DeepL for a long time, DeepL cannot assist translators in terms of establishing meaning well between sentences. However, according to Table 17, 1 (3,0%) of the participants answered this question as 'Agree'. That means among 33 participants, there is only 1 translator who thinks that DeepL is successful at this. In addition, there are also 6 (18,2%) translators who marked the 'Neutral' option. It shows that 6 of the participants are not quite sure whether DeepL is successful or not.

- Strongly Agree + Agree (Successful) 3,0%
- Neutral (Neutral) 18,2%
- Disagree + Strongly Disagree (Unsuccessful) 78,8%

3.2.4 Question 9 (Q9)

Q9. Pragmatic context is perceived and presented in expected details by translators.

Pragmatics can be briefly explained as the study of language, which focuses on the contextual and social use of language. It inspects the communicative functions of the languages. Farwell and Helmreich (2006) states in their article that**;**

> From the point of view of translation, this pragmatics-based approach implies that the goal of the translation process is to produce a locutionary act in the target language such that the target audience can arrive at the same interpretation (or as similar an interpretation as possible) as the source language audience presumably arrived at. (pp. 3-4)

Consequently, the pragmatic approach can be explained as analyzing how the language is used and how well people understand the intended message. Translation studies and pragmatic approaches paths cross in many ways. This can be observed in the communication more clearly. They both play an important role in communication. Fitriana (2015) explains in her article that "Translation is viewed as a bridge in delivering a message from someone to others and pragmatics is considered as an approach used in understanding the message or intended meaning transmission" (p. 479). Pragmatics make sure that the translated text is being translated by capturing the intended message and communicative intention behind it.

Pragmatics can also be adapted to the computer environment. Translation tools can also be successful at understanding the right message and conveying it. Even though it is quite a challenging request from a translation tool to be human-like and identify nuances and intended messages as humans do, it is not completely impossible for them to respond to this request. There are a lot of features they offer to professionals to assist them through translation projects that might potentially be useful for understanding and translating extra-linguistic items appropriately in the text. Furthermore, both Trados and DeepL offer some beneficial features for editing the translated text after finalizing the translation. It is also vital to take into consideration their ability to assist translators both during the process of translation and post-translation

Question 9 was chosen to be asked because of some important reasons. It is a known fact that translation tools, regardless of their types, such as MT, NMT, or CAT, are coded and trained technological applications that execute whatever is written on their algorithms and software. To what extent they are able to assist translators in terms of acknowledging pragmatic items in the text is a matter of debate. This question aims to identify their success in conveying pragmatic context. It is also a matter of curiosity that translators are aware of their potential.

Trados

Table 18: Translators' perspectives on Trados – Q9: Pragmatic context is perceived and presented in expected details by translators.

	Frequency	Percentage
Strongly Agree	6	18,2%
Agree	21	63,6%
Neutral	6	18,2%
Disagree	0	0%
Strongly Disagree	0	0%
Total	33	100%

Table 18 shows the results given to question 9 about Trados. Table 25 presents that the majority (63,6%) of the participants 'Agree' with this statement. While there are 21 (63,6%) translators who marked the 'Agree' option, only 6 (18,2%) participants answered it as 'Strongly Agree'. It shows that out of 27 (81,8%) participants who have positive opinions on Trados' ability to present pragmatic context properly, only 6

(18,2%) of them are fully content about it. Even though both options belong to the positive answer band, the difference between the 'Strongly Agree' and 'Agree' categories can be explained as the level of satisfaction. That means 21 (63,6%) translators think that Trados does a great job, yet it is not fully satisfactory and successful. Furthermore, according to Table 18, it appears that 6 (18,2%) participants marked the 'Neutral' option, yet there are 0 (0%) answers given as 'Disagree' and 'Strongly Disagree'.

- Strongly Agree + Agree (Successful) 81,8%
- Neutral (Neutral) 18,2%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 19: Translators' perspectives on DeepL – Q9: Pragmatic context is perceived and presented in expected details by translators.

	Frequency	Percentage
Strongly Agree	0	0,0%
Agree	1	3,0%
Neutral	3	9,1%
Disagree	20	60,6%
Strongly Disagree	9	27,3%
Total	33	100%

Table 19 shows that translators' perspectives towards DeepL are a little mixed. Almost 90% of the participants answered this question negatively. 20 (60,6%) translators stated that they 'Disagree' and 9 (27,3%) of the participants appeared to 'Strongly Disagree' with the statement. It shows that almost all of the professionals have negative opinions about DeepL's success in presenting pragmatic context appropriately to translators. It is also important to state that the statement is disagreed by 20 (60,6%) translators and strongly disagreed by only 9 (27,3%). It shows that even though 29 (87,9%) participants have negative thoughts about DeepL, only 9 (27,3%) of them find it extremely poor at presenting pragmatic context. according to the participants' responses, it leads to the conclusion that although DeepL might often be inadequate to assist translators in this subject, it would be wrong to argue that it always fails. Another point to discuss is the number of participants who marked the 'Neutral'

and ‘Agree’ options. Since there is only 1 (3,0%) person who stated that they ‘Agree’, it is not enough data to assume that DeepL can somehow satisfy translators in translating extra-linguistic items properly. Yet, the number of translators who marked the ‘Neutral’ option is 3 (9,1%). That gives the idea that 3 of the participants are neither satisfied nor disappointed about DeepL’s assistance in translating pragmatic context.

- Strongly Agree + Agree (Successful) 3,0%
- Neutral (Neutral) 9,1%
- Disagree + Strongly Disagree (Unsuccessful) 87,9%

3.2.5 Question 10 (Q10)

Q10. Detects and presents semiotic details successfully and accordingly.

Semiotics can briefly be defined as the study of signs. It focuses on how the signs, including words, sounds, punctuation marks, letters, and gestures, create the meaning altogether. Onwuegbuzie (2008, as cited in Riera, n.d.) explains semiotics as “A science that explores the relationships between signs, including talk and text, and their intended specific meanings”. Semiotics deals with how these signs and symbols are used or interpreted. Even though semiotics is mainly associated with the study of linguistics, its application to translation studies cannot be ignored.

The importance of semiotics in translation studies can be explained by defining some terms. First of all, the term “arbitrariness” defines what limits the literal translation method. It is explained by Muin et al. (2021) as**;**

> The relationship between the sounds of words and their meaning cannot be stated absolutely and logically. It is indicated that speech is arbitrary and segmentable. Some words seem to contradict the principle that the relationship between sounds and meanings has no logical or necessary relationship (arbitrary). (p.4)

This situation causes languages to be translated into other languages more challenging as it becomes harder to find one-to-one correspondents of the words. It can be stated that the arbitrariness of the language is acknowledged by both fields, translation studies and semiotics. By acknowledging it, translators become responsible for finding the most suitable equivalences for words in the target language. It is required to convey the intended meaning of the words or phrases accordingly. Secondly, the terms “denotation” and “connotation” can be mentioned. According to Sebeok (2001, p.6), all signs have predictable structures that make them recognizable since, depending on

the context, these human signs can convey both denotative and connotative referents. It is important to highlight that the translation itself is not only about conveying denotative meaning but also carrying connotative meanings and cultural distinctions. At this point it's expected for translators to get help from semiotics and comprehend both referents and how they are expressed in cultural context. To translate source text efficiently, translators must be careful not to miss any intended messages behind words and phrases and find proper equivalents to convey the meaning accordingly. Other terms to stress are 'polysemy' and 'homonymy' in the context of semiotics in translation studies. The term polysemy can be basically defined as words possessing multiple meanings while homonymy means words pronounced the same but have different meanings in different languages. Most of the languages contain polysemic and homonymic words that may cause difficulties for translators. To ensure that the translation is smooth and accurate, semiotic details must be handled successfully and accordingly.

Regarding translation tools, adapting and keeping pace with changes between different languages might seem like a challenging job. However, with the advancement of technology, there is no such thing as a hard job for these tools. Handling semiotic details is a linguistic phenomenon that can be successfully overcome by translation tools. CAT tools can do it by helping translators after the translation is finalized and others such as machine translation tools, try to deal with them during the translation process. Question 10 asked translators to assess how satisfactory Trados and DeepL are in detecting and presenting semiotic details successfully and accordingly.

Trados

Table 20: Translators' perspectives on Trados – Q10: Detects and presents semiotic details successfully and accordingly

	Frequency	Percentage
Strongly Agree	8	24,2%
Agree	20	60,6%
Neutral	5	15,2%
Disagree	0	0%
Strongly Disagree	0	0%
Total	33	100%

Table 20 shows that most of the translators who have been using Trados think that Trados is successful at dealing with semiotic details. It seems that out of 33 participants, 20 (60,6%) of them chose the 'Agree' option. That means the majority of the participants agree that Trados is quite capable of identifying and presenting semiotic details. In addition, the table presents that 8 (24,2%) of the participants are extremely satisfied with the Trados' capabilities. However, the fact that the majority of the answers are gathered in the 'Agree' option instead of the 'Strongly Agree' option shows us that Trados is actually successful, yet it has some flaws as well. In addition, it seems from Table 20 that 5 (12,2%) of the participants marked the 'Neutral' option. Holistically analyzed, Table 20 shows us that Trados can be useful for detecting and presenting semiotic details successfully.

- Strongly Agree + Agree (Successful) 84,8%
- Neutral (Neutral) 15,2%
- Disagree + Strongly Disagree (Unsuccessful) 0%

DeepL

Table 21: Translators' perspectives on DeepL – Q10: Detects and presents semiotic details successfully and accordingly

	Frequency	Percentage
Strongly Agree	0	0,0%
Agree	2	6,1%
Neutral	2	6,1%
Disagree	14	42,4%
Strongly Disagree	15	45,5%
Total	33	100%

According to Table 21, it can be said that almost all participants find DeepL unsuccessful at detecting and presenting semiotic details successfully and accordingly. Out of 33 participants, 15 (45,5%) participants stated that they 'Strongly Disagree', and 14 (42,4%) of the translators stated that they 'Disagree' with the statement. Since 29 (87,9%) of the total translators agreed that DeepL is unsuccessful at handling semiotic details, it would be an apt interpretation to say that DeepL is nowhere near being fairly good at that matter. Yet, there are 2 (6,1%) participants who think that

DeepL is successful and 2 (6,1%) participants who remain ‘Neutral’ towards this statement.

- Strongly Agree + Agree (Successful) 6,1%
- Neutral (Neutral) 6,1%
- Disagree + Strongly Disagree (Unsuccessful) 87,9%

DISCUSSION AND CONCLUSION

The following part focuses on the discussion of the findings and the conclusion of the study. Major details will be mentioned and both translation tools will be compared considering their linguistic and communicative properties and how effective they are in fostering all the needs of translators who wish to use these tools in their professional lives. In the conclusion part, the summary of the study highlighting the aims, the methods, and the findings will be mentioned. Lastly, the chapter will conclude by providing further implications for translation studies and suggestions for further studies.

Discussion for Communicative Properties of Trados and DeepL

In this section of the study, the first part of the survey related to the communicative properties of Trados and DeepL will be mentioned, and 5 questions will be analyzed by giving more detailed information about these tools.

Discussion for Question 1

Q1. Provides proper and enough suggestions for the content.

Trados

The reason why the responses are quite similar and focused on a specific positive response might be that Trados is one of the best computer-assisted tools presented so far and making enough suggestions and giving proper contextual corrections are some of its strengths. It is not surprising that the results for this question are as expected. It is also stated on the official website of Trados (Terminology Management, n.d.) that term bases automatically go through source sentences to identify relevant and industry-specific terms that are important to translate accurately. Next, a list of pertinent term suggestions—including particular words, phrases, or expressions—is displayed by the algorithm. Moreover, apart from its automatic search engines, it is also possible to upload a human-trained database into Trados. It helps translators become more and more accurate and consistent in their next translations. The ability to choose and upload their own databases is a huge advantage for translators as they can be less dependent on the CAT tool. So, the result of the question

can be interpreted as the translators successfully manage to utilize the suggestions given by Trados and they find them quite proper and enough to use in their work.

DeepL

For the first question, the responses of the participants for DeepL gather into unsuccessful and neutral categories. However, it seems that most of the negative answers fall into the 'Disagree' option rather than the 'Strongly Disagree' option. The reason for this might stem from the fact that some suggestions given by DeepL might be either proper or enough but not proper and enough at the same time. Without further interviews and questions, it is challenging to guess the rationale behind this choice. However, the reason might be the suggestions for daily language translations are actually proper and accurate for translators who are dealing with daily language translations. DeepL can somewhat assist translators who are not looking for sector-specific item suggestions. Yet, regarding the responses gathered from experienced translators, DeepL cannot meet the needs of the participants by giving proper and adequate suggestions for their various types of projects.

Discussion for Question 2

Q2. Fosters network communication among translators and customers.

Trados

Thanks to its automation features and collaboration tools such as hybrid working, automatic routing, agile project management, and standard connectors, Trados offers improved efficiency. These features are explained on the official website of Trados (Trados team, n.d.) as follows:

Hybrid Working: The Hybrid working feature allows translators to collaborate with other translators, editors, and content creators through browser-based access to every translation document and file.

Automatic Routing: This feature allows translation phrases to go much more smoothly by sending automatic notifications to team members without causing e-mail trafficking.

Agile Project Management: With this feature, it is quite easy to create share, and manage projects with a customizable real-time dashboard. In addition, translators can control who can access and work on this board.

Standard Connectors: To reduce possible human errors and ease the process, connectors can be used by translators. This feature allows professionals to share any information or content automatically through connectors.

Considering all these features that Trados offers, it can be said that Trados is quite successful in fostering network communication among translators and customers. Also, it can be concluded from the answers given to this question that translators who have been using Trados are fully aware of the benefits of Trados' network communication property, and they are extremely content about it.

DeepL

As of 2024, it is known that DeepL does not have a feature that could possibly support network communication in the system itself. However, as it is stated on the official DeepL website, DeepL can be useful in communication in other ways. It is anonymously written on the DeepL official website (Translate Your business, n.d.) that "DeepL Pro for Business is powered by advanced AI technology that helps global teams communicate across borders—all while maximizing productivity and reducing localization cost." They explain the communication that they have mentioned by giving some examples such as instantly translating e-mails sent and received, streamlining communication with the help of company-specific terminology and multilingual translation features, and easily connecting with customers worldwide by helping its users speak customers' native languages. In brief, it is no surprise that the participants think that DeepL is unsuccessful at fostering network communication among translators and customers.

Discussion for Question 3

Q3. Offers content specific corpus for a smooth translation process.

Trados

The participants have quite a positive attitude towards Trados' success in offering content specific corpus. It is not unexpected due to Trados's fame for having

large and loaded databases. It is known for its capability of handling sector or content specific translations with minimum error. As can be seen from the results, translators are definitely content about Trados's content-specific corpus. All things considered, content-specific corpora are a crucial part of the Trados translation process since they give translators the language tools and reference materials, they need to translate within specialist fields quickly and accurately. Lastly, it shouldn't be overlooked that translators can use their own databases for their desired translation work. For instance, if they are working on a medical translation project, they can easily create a new database or they can find and ask their fellow translators. It is also much easier to just search online and find a pre-made database for a price. All they must do is upload it and start using the content specific data set. Trados gives translators a great deal of freedom to use desired databases and consequently, it leads to a smooth translation process since translators do not need to waste time checking other sources to fix errors related to content specific corpus.

DeepL

DeepL is famously known for its neural network**s** to obtain data from the internet. The corpus that it uses stems from online sources and databases. For this question, it seems that translators agree on its insufficiency to assist translators in terms of offering content-specific corpus. However, that does not mean that DeepL can never translate content-specific data. It does a great job translating popular content-specific translations such as medical, engineering, and educational translations as long as they are clearly written and not large in size. As also mentioned in Q1 above, DeepL's corpus could be beneficial for translators who are not working with heavy content-specific translations. So, that might be the reason why some translators think that DeepL is somewhat successful.

Discussion for Question 4

Q4. Enables terminology management and offers solutions accordingly.

Trados

Having a strong terminology management system is one of the many strong suits of Trados. Trados is known for its professional multilingual terminology system

which is called MultiTerm. Even the competitors of Trados benefit from this system. Malyar and Syrvatka (2015) mention MultiTerm in their article and state that;

> SDL MultiTerm is the pioneer in terminology management technologies. The user can customize termbases with descriptive fields, insert digital media files, store an unlimited number of terms in various languages, import and export terms, integrate with SDL Trados to improve translation consistency, etc. (p.22)

So, it can be said that SDL Multiterm is a comprehensive terminology management system that could be a solution for enhanced translation consistency. From the past to the present, Trados has been constantly upgrading its terminology management system to provide the best translation experience for translators worldwide. As the Trados team shares on its official website (Trados Terminology, n.d.);

> Trados Terminology is our next-generation terminology management solution. It makes it simple to upload, store and manage terms securely in the cloud, and to share termbases with others. With Trados Terminology, you can ensure everyone in your translation team is using the most up-to-date termbases – and therefore terminology – within a project.

That means with the new feature, which is called Trados Terminology, as of 2024 it is much easier to access, share, and store the term bases.

In a nutshell, as seen from the responses to the fourth question, translators, who are actively using Trados, must be fully benefitting from the terminology management system that Trados offers. It can be said that with a strong terminology management system, the solutions Trados offers are quite advanced and problem solver and almost all the participants agree with this statement.

DeepL

DeepL has been known for its cutting-edge neural machine translation technology. DeepL uses deep learning algorithms to provide exceptionally accurate and contextual translations. It is highly likely that its terminology management system would work in tandem with this fundamental technology to help translators translate items even more accurately and consistently. However, there is no present evidence and data that DeepL does wonders with its current technology. Normally, terminology management systems provide consistency and accuracy by storing and organizing vocabulary, sector-related terms, and so on. Three of the most important features of terminology management can be listed as term extraction, glossary creation, and context-related suggestions. When I take a look at their official websites and blog posts

about the product, it can be seen that only the glossary creation feature is advertised and highlighted. It is stated on DeepL's official website (Glossary Support, 2021) that;

> Glossaries allow you to specify your own translations for words and phrases, making it possible to customize your translations consistently and at scale so you can deliver the best possible results to your users *without* pushing a bunch of manual work onto your translation and content teams. And it's an especially important capability for us to offer to our API users, who are often building automated translation workflows that, with the help of glossaries, can be automated even further.

Even though creating a personal glossary might seem like an unimportant feature, it is actually a breakthrough for an NMT tool. Competitors of DeepL still fail to provide this feature to their users. Yet, there are still limitations to creating a personal glossary. In the long term, this might be a great feature and translators can build their own glossaries every time they work with this tool, however, since it is a custom build glossary, the need for ongoing maintenance and updates will be required to keep up with the changes and ensure accuracy and relevance.

Discussion for Question 5

Q5. Represents a user-friendly interface for saving time and enables smooth workflow.

Trados

The reason why almost all the participants have positive views on Trados' interface is that Trados offers multiple viewing options to its users. Kurniawati, Rahajeng, Kristianto, and Kastuhandani (2017, p.94) mention the viewing options in detail in their article. The first option is called the 'Home View'. With this viewing option, translators can easily reach the Open Document or New Project options. The second option is the 'Project View'. On this page, translators can view and work with their projects and also obtain essential information such as the file and project details. Moreover, it is possible to track the project and view file status. The third viewing option is named the 'Files View'. This bar provides advanced options about the project files. Here they can open files to work, review, and perform batch processing. Furthermore, viewing word counts as well as viewing translation progress is also done on this page. The fourth option is the 'Reports View'. As Kurniawati (2017, p.94) and his fellow researchers also add "It is used to view project reports providing detailed translation analysis figures which are used in the project planning and budgeting process". This viewing option is also important for companies and agencies that are in

charge of budgeting and planning. The fifth viewing option is the ‘Editor’. As it can be understood from the name itself, it provides documents and files translated and reviewed. The sixth view is called the ‘Translation Memories’. On this page, translators can create, organize, manage, and view their translation memories. Lastly, the last viewing option is the ‘Alignment View’. Here, translators can align their existing documents to generate translation memory content. In brief, Trados offers a variety of features on its interface. Everything is quite accessible and supported by the icons and symbols for everyone to use without a problem.

DeepL

Considering the responses of the participants, it can be stated that DeepL fails translators in representing a user-friendly interface**.** What makes the DeepL’s interface so unlikable is that it does not possess adequate features to present. For many people who do not seek professional and advanced translation experience, DeepL actually does wonders. Its interface is quite functional and user-friendly indeed. As many can agree, DeepL is known for its simple and functional interface design. It allows users to do their translations fast and easily. Typically, its interface consists of a text input box with a dropdown menu to pick a target language. Also, translators can easily paste or write text to be translated. Figure 4, which was retrieved on January 20th, shows the DeepL’s web interface

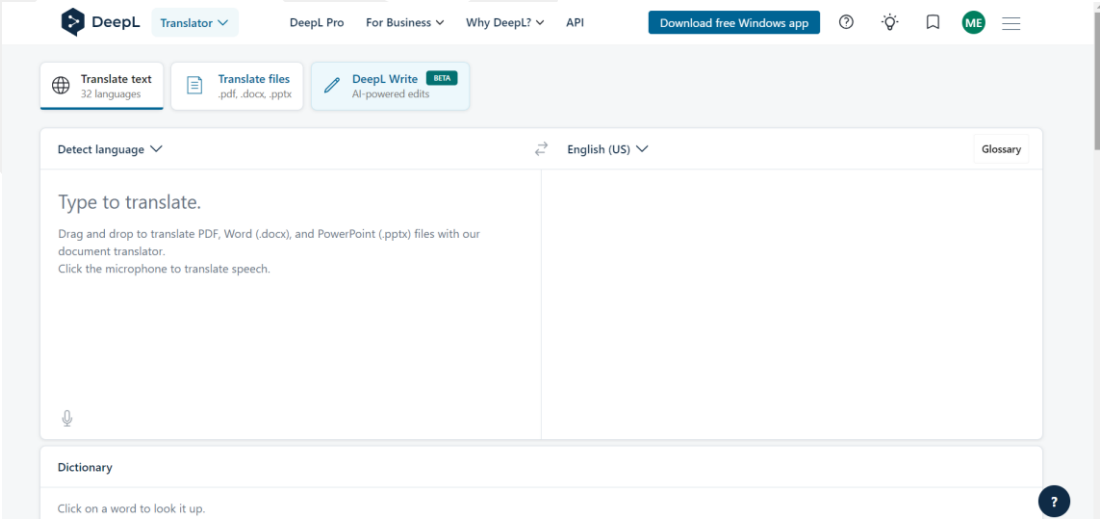

Figure 4. DeepL’s Web Interface

As can be seen from the figure 4, DeepL looks quite simple and accessible. Also, as Figure 5, which was retrieved on January 20th, shows, when a source text is put in the first box to translate, quite useful buttons to give feedback for the translation tool pop up in the second box.

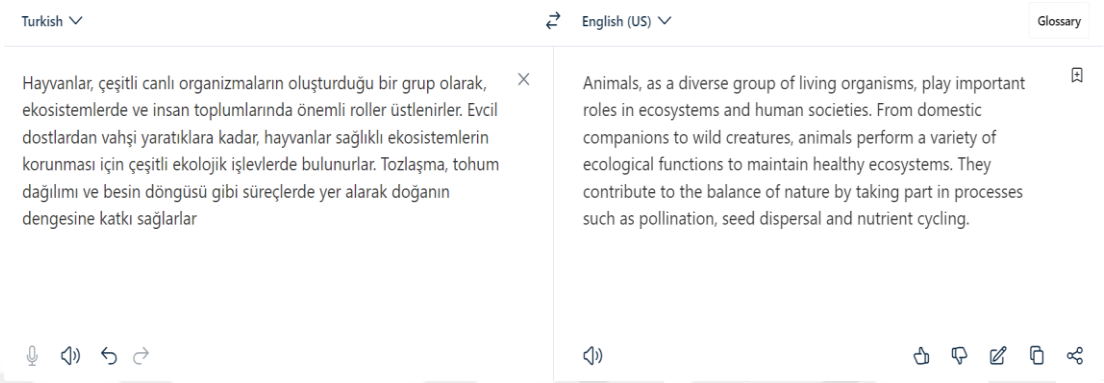

Figure 5. DeepL Web Interface- Translated Text View

However, the negative answers from professional translators might mostly stem from the inadequacy of the features presented by DeepL.

Discussion for Linguistic Properties of Trados and DeepL

In this part, the linguistic properties of Trados and DeepL will be discussed through survey questions and detailed information about these tools will be given.

Discussion for Question 6

Q6. Resolves sociolinguistic (culture-specific) issues properly and offers to translators.

Trados

Trados is known for its advanced technology and success in the translation industry. However, it may not be always possible for it to be a solution for every type of problem when it comes to sounding natural and being consistent about sociolinguistic issues. Sounding human-like and understanding every piece of culture-specific items is a tough job even for the best translation tool present with the most advanced technological advances. At this point, to help the translators Trados shares some insights that could minimize the problems caused by misinterpretations and misunderstandings. On Trados' official website, there is an entire article dedicated to ways of solving this problem. Loney (2021) states that there are four ways to assure

translation quality. The first recommendation is to have a linguist reviewer. The linguist reviewer might come to the rescue about the problems of style and nuance as well as overlooked slip-ups in spelling, grammar, and meaning. With the help of this professional, accuracy and appropriateness of specific terminology might be achieved easily. The second piece of advice is to get consistent with the terminology. She states that if the terminology is used inconsistently, it may cause confusion and be misleading. Trados offers cloud-based terminology management to its users. With the help of this feature, anyone can access the terminology information they need with just one click. This helps achieve good and consistent translation. In time, with the contributions of the translators who access this cloud-based terminology, it will improve consistently and build a robust, collaborative approval and update process. The next advice is to formalize quality assessment. This can be done via the feature, which is called the translation quality assessment (TQA) tool, offered by Trados. As Loney (2021) explains on a blogpost, "A TQA provides a framework for consistently categorizing and scoring the severity of errors in translation. This means that over time you can assess the quality of translation that you're achieving across projects or track the progress of individual translators". TQA helps translators to monitor the quality of their translation projects consistently and improve their translation processes. It provides transparency. Fourth and the last recommendation is the transcreation feature presented by Trados. Loney (2021) also mentions that translators who also transcreate, offer a variety of possibilities, explain the reasoning behind each option, and even provide back-translations for reviewers. Transferring this procedure to a CAT tool environment helps streamline management and the emphasis moves to deliver high-quality translations. It is also possible to store transcreations in translation memory to use in future jobs.

Even though Trados has some weaknesses, according to the responses of the participants, it is safe to state that translators find Trados quite useful, and they agree with the idea that Trados can successfully and properly resolve sociolinguistic issues and offers to translators thanks to its strong features like terminology management and translation memory systems.

DeepL

The positive responses given to this question might stem from the fact that DeepL indeed offers solutions to sociolinguistic issues. Nevertheless, the contradiction between the perspectives of the participants might be caused because of the quality and consistency of these solutions offered. The number of participants who had given negative answers to this question cannot be ignored. That demonstrates that DeepL is not a smart choice of translation tool that could successfully assist translators in resolving sociolinguistic issues. Yet still there are some solutions offered by DeepL whether they are enough and proper or not. Firstly, DeepL lets translators create their own glossaries. In that way, it is possible to define preferred terminology. While translating culture-specific items, this feature surely comes in handy. It ensures the consistency of key terms and phrases. It is also possible to import a pre-prepared one. Translators can benefit from various translators' data. It is a notable feature to stay relevant while translating sociolinguistic items if the data is taken by a translator from the target culture. Additionally, since DeepL is a neural machine translation tool, it learns everything very quickly and easily. If people continue to use it, it will improve itself remarkably in no time. DeepL stores every data that is being put in it. However, it is crystal clear that DeepL is still not a comprehensive translation tool that can be trusted to resolve sociolinguistic issues properly. Translation of culture-specific items, especially sensitive ones, requires human intervention so as not to lead to misunderstanding and offense.

Discussion for Question 7

Q7. Syntax is well-established upon given terminology.

Trados

Trados is a computer-assisted translation tool that was invented many years ago by highly skilled researchers benefiting from the latest technological advancements. It has been utilized by countless professionals and researchers all around the world and it has many developers and coders behind it. It is no surprise that it has the best codes and algorithms available, and it has been still improving itself

from the past to the present. Recognizing the syntaxes of every language is not a tough job for Trados. Trados recognizes and supports more than 200 languages, and it was developed to help every translator from around the world. Even complex languages like Turkish can be translated into English very easily and fast.

Trados provides plenty of features such as segmentation, translation memory (TM), and quality assurance (QA), to help with managing syntax for its users. Segmentation helps translators to separate their translations into smaller units so that they can be managed more easily. Translators can work with every segment individually to make sure that there is no mistake in the sentence. These segments can include whole sentences or phrases. It is a vital feature for translators to double-check, review, and fix the issues if there are any. Secondly, Trados has a very developed translation memory system. As mentioned before, translators' previously translated projects are stored in the translation memory system. With the help of a translation memory system, translators can get suggestions while working on a new translation project to maintain more consistent syntax across translations. Another feature that Trados offers is quality assurance technology. Trados is known for its quality assurance (QA) system that does quality checks and detects any error related to syntax and consistency. After every segment is translated, translators can do QA to detect problems with the translated text and fix them. Syntactic problems can be solved quickly before finalizing the project thanks to these features that Trados offers.

In brief, Trados has many features to allow professionals to check the syntactic problems and give them opportunities to fix them in no time. These features make Trados very qualified to be chosen to trust for every kind of project.

DeepL

DeepL is an AI-driven neural machine translation tool that uses its deep learning neural techniques and advanced algorithms to fathom the input. It can understand the given text in a noticeably short time and analyze the grammar and the structure of the sentences. It can easily generate both grammatically and semantically accurate sentences since it does not have a challenging time comprehending the connections between words, expressions, phrases, and clauses in the sentences given to be translated. To analyze the sentences and determine sentence structures, word orders, and parts of speech, DeepL processes sentences one by one. It allows DeepL

to maintain sentences' original syntactic structures while translating the source text. Thanks to its robust syntax analysis and well-adjusted neural network system, DeepL can produce good translations. However, the reason why almost all translators stated negative opinions might be its capacity to do it. It has some limitations that can hold translators back from using DeepL all the time. Some languages like Turkish, have a lot of complex structures in them and their sentence structures vary. It can be said that if there are major syntactic differences between source languages and target languages in terms of intricate structures or complexity, it is no surprise that NMT tools such as DeepL can fail to meet the need. To exemplify, the Turkish language has different grammatical rules and syntactic structures than English. So, for translators who are working with ENG>TR or/and TR>ENG translations, DeepL could be a poor choice to work with.

Discussion for Question 8

Q8. Establishes meaning between sentences successfully.

Trados

It is no surprise that Trados gathered many positive opinions from professionals. As explained before in this chapter, Trados has many features to offer to translators for various needs. Establishing meaning and offering more coherent sentences is one of the strengths of Trados as agreed by many participants.

There are some features presented by Trados that can be useful for translators during the translation process to make sure that the sentences are coherently translated, and the meaning is well preserved. The first one is the terminology management system that Trados utilizes. As mentioned before, in order not to break the flow of the meaning, translators can benefit from Trados' strong terminology management system. The importance of the terminology management system is explained on the official Trados website (Terminology Management, n.d.) as follows;

> Terminology management is the process of identifying, storing and managing company, customer or product terminology that needs to be translated in a specific way. It allows you to achieve effective and accurate translations by organizing these terms with a clear set of rules for their usage. This ensures that the correct term is used within a translation.

As stated, with the terminology management technology, the correct term can be suggested by the tool appropriate to the context. It ensures that the meaning is preserved during the translation process. That means according to the context of the translated text, the correct word can be employed, and the meaning can be easily established between sentences. It is a vital process that surely helps translators to be coherent and consistent in their translations. Secondly, translators can benefit from the context analysis feature Trados offers to stay loyal to the flow of meaning. This feature analyzes the context of the text and finds the best possible translation to offer to translators. It checks the surrounding sentences of the specific sentences and chooses the correct word or phrase to offer as a suggestion. To exemplify, if the translated text is related to the medical field, Trados can detect it from the whole text and give related suggestions to convey the accurate meaning. Trados is highly skilled at capturing complex and challenging linguistic structures thanks to its strong mechanism and algorithm. That is why it can easily connect the dots and put forward the best translation. These features of Trados can be the reason why almost all of the participants agreed that Trados is quite good at establishing meaning between sentences successfully.

DeepL

There are some points that make participants quite right about their decisions to give negative opinions about DeepL. Firstly, DeepL can be a little behind Trados in terms of establishing meaning between sentences. To begin with, there is no evidence that DeepL has a contextual analysis feature built-in it. That means that it is challenging for DeepL to grasp the main purpose of the source text. It is an undeniable fact that DeepL can fail translators who are working with more complex and sector-specific translations. Understanding and comprehending the intended message and the meaning of the specific text can be a challenging job for DeepL as it does not have comprehensive terminology management and translation memory systems. It is known that DeepL provides terminology management and translation memory systems, but they are newly built and do not have advanced datasets and term bases yet. However, that does not fully mean that DeepL can never provide sentences with the meaning well-preserved. In fact, it seems quite unfair to state that DeepL is an insufficient tool for assisting translators in terms of correlating the meaning. Although it is impossible

to fully comprehend the way of thinking behind these "Neutral" options as an answer, by making a bold assumption, I want to state that these professionals might be aware of DeepL's potential, yet they are neither fully sure nor unsure about its success. It seems that translators could be reluctant to give negative answers as they might think that it is at least a little successful at composing meaningful sentences.

There are countless professionals who are benefitting from DeepL in their translation projects. What makes DeepL so popular is its way of operating. Neural machine translation systems possess strong neural networks. Thanks to these network systems, DeepL searches and presents the best possible data that it can find online. As stated in DeepL's official blog post ("How does DeepL work?", 2021), since the developers behind DeepL's systems put a great emphasis on the importance of carefully acquiring unique training data, they developed a feature called special web crawlers that can automatically detect translations on the internet evaluate their quality. Thanks to this feature, DeepL can be quite useful in choosing the best possible translation to convey the same meaning in the translated text. However, as mentioned before, the complexity of the translated text can be a challenge for DeepL. Hence, the negative answers may stem from the fact that DeepL cannot successfully oversee large-sized and complex inputs.

Discussion for Question 9

Q9. Pragmatic context is perceived and presented in expected details by translators.

Trados

Considering the responses collected by the participants, there are a high number of translators who think that Trados is highly successful at perceiving pragmatic context. However, while the majority of the positive answers gather around the 'Agree' option, there are only a few translators who suggest that Trados is completely successful. The reason behind this could be translators' lack of experience with the texts conveying different or hidden intended messages to the target language audience. There are a lot of translators who are working on sector-specific translations among the participants of this study.

Almost all the features Trados possesses can be useful for translating pragmatic context indirectly. Since pragmatics is concerned with how the intended meaning is

conveyed, there is no specific tool or feature that can possibly provide it directly. However, with the help of Trados' concordance search feature, translators can search for terms and phrases that are previously translated in the translation memory system in order to find a similar or the same context. Translators can discover how similar texts have been translated before and they might get some ideas on how to edit the present translated input to convey the meaning better. Another feature that could be useful is quality assurance (QA) provided by Trados. Thanks to this feature, translators can review the detected errors and they can have a chance to fix the issues related to consistency. Also, it allows translators to stick to the style guidelines. This QA feature also helps translators to set the tone and style of the translation.

In brief, as a translator myself, it can be surely said that it is quite easy with Trados to maintain the intended meaning in the target text. These features listed in the previous paragraph are undeniably useful for detecting any errors after finalizing the project since it is almost impossible to expect a computer-assisted tool to be perfect for showing skills that are mostly related to human beings. However, in the future, with the development of technology, it will be much effortless for translation tools to be more human-like.

DeepL

In order to analyze to what extent DeepL could possibly assist translators in this subject, some useful features of DeepL can be explained. First of all, DeepL does a decent job of setting a tone and identifying politeness. Translating and conveying the intended message also requires comprehending the tone of the source text. To maintain formality and politeness, DeepL tries to generate translations that sound like the source text. Secondly, DeepL can handle idiomatic expressions and nuances to some extent. As mentioned before, DeepL gets help from its special web crawlers to find the best possible data online and offers them to translators. Thanks to DeepL's neural networks and web crawlers, it does a wonderful job of recognizing hidden humor and cultural nuances. On the other hand, DeepL can also recognize speech acts. If the source text includes apologies, requests, invitations, etc., DeepL can easily detect them and set the tone of the message accordingly. However, as I stated before, these features can only assist translators indirectly with issues regarding pragmatics. It is not a strong suit of DeepL to present extra-linguistic items to translators successfully and properly.

Translators may need to get help from a linguist reviewer to fix all the issues that occur after the translation project is finalized.

Discussion for Question 10

Q10. Detects and presents semiotic** details successfully and accordingly.

Trados

To analyze and discuss how Trados manages semiotic details, we must delve into its built-in features first. To start with, as mentioned previously, Trados presents a progressive terminology management feature for translators. With the help of this terminology management system, it is much easier to preserve consistency and coherence. Another advantage of this terminology management system is that translators can create context-appropriate translations using terminology databases or glossaries that have been prepared by other translators who are native to target languages or their own ones that they have created themselves. In that way, the problems caused by polysemic, and homonymic words can be significantly minimized. Terminology management also helps semiotic codes to be translated into target languages appropriately by making sure that the same signifiers are regularly translated across different translation projects. Another advantage of Trados is that it introduces an advanced translation memory system for its users. The translation memory feature allows translators to easily reuse translated segments that they have translated before. It ensures that the translation projects are coherent and consistent across projects or documents. It eases the translation process for translators by ensuring that translators do not have to be also the linguistic reviewers for their projects every time. These features of Trados can aid translators by detecting and presenting semiotic details or any issues related to semiotics.

Apart from Trados' built-in features, it also supports translators with the way it translates texts. Trados is known for its segmented translation process. Segmentation allows translators to work separately on every translated segment which consists of one sentence each. In that way, Trados offers a more controlled translation process by separating source text into sentences and allowing translators to check and review every sentence one by one and detect if any errors occurred semiotically. Another point

to discuss is how Trados fosters paradigmatic and syntagmatic relations. Namaziandost, Shafiee, and Rasooyar (2018) mention in their article that;

> Every item of language has a paradigmatic relationship with every other item which can be substituted for it (such as cat with dog), and a syntagmatic relationship with items which occur within the same construction (for example, in The cat sat on the mat, cat with the and sat on the mat). The relationships are like axes. (p.20)

Regarding translation practice, precision, fluency, and coherence are dependent upon the paradigmatic and syntagmatic relations. These concepts are related to structural linguistics and semiotics and are vital for us to comprehend how languages work. In terms of conveying accurate meaning and handling semiotic details, it is the translators' job to find the to-the-point equivalents, keep the flow of the ideas suitable, and make sure that grammatical and syntactic structures are appropriate. Since semiotics also deal with words and their interchangeability, it is also Trados' job to detect the correct equivalent and offer translators to convey the meaning of the source text accurately. Trados does this by presenting some features such as glossary creation and management and machine translation integration to offer appropriate signifiers for translators.

To summarize, it can be stated that Trados is quite successful at detecting and presenting semiotic details successfully and accordingly. However, since it is a translation tool developed to assist translators by human software developers, it sure has some flaws. It would not be fully realistic to say that Trados can handle semiotic details flawlessly as human translators can do, yet according to translators participated in the survey, Trados is exceptionally good at assisting translators in that matter.

DeepL

DeepL is known for its deep learning techniques and advanced neural networks offering fast and accurate translations. It gains its strength from its capability to do translations using statistical patterns to employ linguistic meanings. That means, machine translation tools like DeepL identify letters in words as symbols and process them with their statistical patterns. To do this, DeepL requires highly trained and pre-prepared data. Since DeepL is a machine translation tool, it can be stated that it is nearly impossible for it to comprehend symbolic and semiotic inputs and do semiotic analysis as human translators can. This results in conveying source text into the target language rather poorly. DeepL decodes the data statistically and based on linguistic

patterns, therefore it cannot possibly meet the needs of identifying, analyzing, and perfectly conveying semiotic details into a target language. DeepL's weakness stems from its inability to understand cultural nuances and the symbolic meaning of the words and signs. However, it can be said that DeepL's success in detecting and presenting semiotic details successfully and accordingly is rather aleatoric. DeepL uses trained data that can be found on the web and if it can detect any similar translated text, it can employ it quickly. In that way, DeepL can present flawless and context-appropriate translations without any semiotic errors. This ability of DeepL might be the reason why 2 participants stated that they 'Agree', and 2 participants stated they were 'Neutral' towards DeepL's capability of handling semiotic details.

Comparison Between Trados and DeepL

The last section of the discussion part ends with a comparison of the total number of responses given to Trados and DeepL both for their communicative and linguistic properties. Since the questions about communicative and linguistic properties are repetitive for Trados and DeepL, tables are created based on 5 questions each.

In the first part, the cross-tabulation method was used to show the comparison of the number of responses given for 10 questions in total about Trados and DeepL's communicative properties. In the second part, the same tabulation method was used to show the comparison between their linguistic properties. In addition, after analyzing the tables, to compare these tools, detailed and brief information was also provided.

Comparison of Trados and DeepL's communicative properties

Table 22: Comparison of the total responses given for Trados and DeepL – Q1-Q5

	Translation Tool			
	Frequency-Trados	Percentage-Trados	Frequency-DeepL	Percentage-DeepL
Strongly Agree	82	47,9%	0	0%
Agree	77	48,5%	11	6,7%
Neutral	5	3,0%	18	10,9%
Disagree	1	0,6%	83	50,3%
Strongly Disagree	0	0%	53	32,1%
Total Answers	165	100%	165	100%

As shown in Table 22, the answers for Trados almost solely fall into the 'Strongly Agree' and 'Agree' categories. In total, there are 82 (47,9%) responses for the 'Strongly Agree' option and 77 (48,5%) responses for the 'Agree' option. However, it is the opposite for DeepL. Unlike Trados, Table 32 reflects the result that there are 0 answers given as 'Strongly Agree' and only 11 (6,7%) responses for the 'Agree' option. This can be interpreted as Trados manages to gather a more positive outlook towards its communicative properties compared to DeepL. Considering the 'Neutral' option, Trados gathered 5 (3,0) responses while DeepL has 18 (10,9%). It shows that translators are a bit more neutral towards DeepL's communicative properties. Lastly, Table 22 shows that while there is only 1 (0,6%) response for the 'Disagree' option for Trados, responses given for DeepL seem mostly gathered into the 'Disagree' option. In addition, DeepL has 53 (32,1%) 'Strongly Agree' responses, yet there is 0 (0%) 'Strongly Disagree' option marked as an answer for Trados' communicative properties. By analyzing the negative responses, DeepL appears to fail translators in terms of fostering communicative needs.

Q1. Provides proper and enough suggestions for the content.

The first question asked to the participants was about Trados and DeepL's capability of providing proper and adequate suggestions for the content. According to the responses gathered for both tools, it can be seen that translators do not think that DeepL is successful. Yet, there are many positive thoughts about Trados' success. To

specify, there are some points that DeepL cannot handle when it comes to providing proper suggestions. Especially regarding industry-specific terms, DeepL fails miserably. Since it is an AI-based neural translation tool, there is no trained data for it to be able to notice the differences between sector-related terms to make appropriate suggestions for every item given. DeepL uses its neural network to search online and give the best suggestions possible. Yet, it is not possible for it to be 100% relevant to every context. As mentioned before, unlike DeepL, Trados presents a vital feature to translators, which is the option to upload pre-prepared trained data into the system. With this feature, translators might easily receive proper suggestions for their translations regardless of the sector in which they are working.

Q2. Fosters network communication among translators and customers

Translators are quite happy with the network communication feature of Trados, yet they do not feel the same way for DeepL's. It can be explained by some obvious points. While DeepL somehow provides network connection in its own way, it does not foster it as Trados does. There is no built-in feature for translators to stay connected with the customers simultaneously while translating their work. DeepL is good at helping translators by translating e-mails or enabling translators to quickly translate other customers' languages into their own languages and chat easily. Yet, it is not enough to streamline a smooth communication network. Being able to chat simultaneously with other translators and customers is not a provided feature of DeepL. At this point, it is important to state that Trados has been offering this feature for a quite long time for its users. In short, it is safe to say that Trados does an excellent job at fostering network communication for translators by creating a smooth network communication streamline.

Q3. Offers content specific corpus for a smooth translation process.

For this question, it is safe to state that translators find Trados quite successful contrary to DeepL. Trados offers many features, and it is known that what makes Trados's corpus so powerful and loaded are the humans themselves. Being able to upload trained data, not only helps translators to broaden the corpus of the system, but also, it helps them to easily reach and get content-related suggestions from its corpus. As mentioned before, DeepL is a machine translation tool that gains knowledge and

improvement from the internet network. Offering a content-specific corpus might be seen as one of its weaknesses, yet unsurprisingly, DeepL is improving itself every second with the help of the humans who are using it actively. It learns from humans and improves its corpus. It is known that DeepL does not have trained data sets, unlike Trados, yet it trains its data sets by getting help from its neural network systems. In the future, it will be able to catch up with the CAT tools and even human translators.

Q4. Enables terminology management and offers solutions accordingly.

Table 22 indicates that the majority of the participants agree that Trados is by far the superior translation tool in terms of terminology management and the solutions it offers. The major difference between these two tools can be stated as how they handle their terminology management system. Trados is a professional and comprehensive translation tool that could be benefited by professional translators and agencies. It offers an advanced robust terminology management system which is called MultiTerm. As I mentioned before, MultiTerm helps translators by storing, organizing, maintaining, and managing their terminologies. While providing these futures, Trados also ensures consistency and accuracy across different projects. On the other hand, DeepL is an AI-powered neural machine translation tool that benefits from deep learning algorithms. Technology helps DeepL to improve itself and develop day by day. It also mostly focuses on offering quick and accurate translations. However, the terminology management system that DeepL possesses is quite limited compared to Trados. Even though it offers some basic terminology management properties, like creating a glossary or the ability to save and reuse specific terms and phrases, these features are not enough for a professional translator who would like to work smoothly. The lack of enough level of customization features is also another disadvantage of DeepL. While Trados offers limitless control over terminology management, DeepL fails to assist translators in this matter.

To sum up, it can be stated that both Trados and DeepL offer similar terminology management features. Yet, the main difference is that while DeepL does it by focusing on fast and accurate translations and gives less care to terminology management, Trados does it by giving more extensive terminology management capabilities to professionals.

Q5. Represents a user-friendly interface for saving time and enables smooth workflow.

According to the participants, in contrast to Trados, responses given to DeepL mostly fall into the negative categories. That means, almost all the 33 participants find the interface of DeepL unenjoyable and that is a great indicator that DeepL fails to present an enjoyable interface. The reason behind these answers can be explained by stating that they serve different purposes. Firstly, the main difference is that Trados is a computer-assisted tool that serves mostly professionals and translation agencies. It focuses on assisting professional translators who are doing translations for a living. On the contrary, DeepL is developed to be used by everyone who wants to do translations from simple to complex. That means, even a child who wants to check the meaning of a word, can use DeepL easily and fast. The reason why DeepL doesn't focus on its interface is that it focuses on the content and speed of the translation. The main purpose of DeepL is to be simple and it does that quite successfully. It has a simple interface that can be appreciated by both a translator and people from outside the translation industry.

In conclusion, Trados and DeepL are known in the translation industry as successful and strong tools that do an excellent job of assisting translators in meeting diverse needs. However, whereas DeepL is an easy-to-use online neural machine translation service for speedy and convenient translations of specific texts, Trados is a more comprehensive computer-assisted translation tool for managing translation projects in detail. DeepL cannot hold a candle to Trados which offers endless features and assistance. These variations in functionality and intended audience are reflected in their interfaces.

Comparison of Trados and DeepL's linguistic properties

Table 23: Comparison of the total responses given for Trados and DeepL – Q6 – Q10

	Translation Tool			
	Frequency-Trados	Percentage-Trados	Frequency-DeepL	Percentage - DeepL
Strongly Agree	59	35,7%	1	0,6%
Agree	92	55,7%	8	4,8%
Neutral	14	8,5%	19	11,5%
Disagree	0	0%	91	55,2%
Strongly Disagree	0	0%	46	27,9%
Total Answers	165	100%	165	100%

Table 23 reflects the result that there is a quite diversity of responses for Trados and DeepL. To start with, the majority (91,4%) of the responses given for Trados' linguistic properties fall into the successful category. Out of 165 (100%) answers, 59 (35,7%) of the responses are given for the 'Strongly Agree' option. In addition, there are 92 (55,7%) responses given for the 'Agree' option. It is quite the opposite for DeepL. Analyzing DeepL's positive responses, it seems that only 1 (0,6%) of the responses are marked as 'Strongly Agree'. Moreover, out of 165 responses, there are 8 (4,8%) answers given for the 'Agree' option. Compared to Trados, there are only 9 (5,4%) responses in total for the successful category for DeepL while almost all (91,4%) responses are gathered into the successful category for Trados. Regarding the unsuccessful categories, none (0%) of the responses given for Trados fall into the 'Disagree' and 'Strongly Disagree' options. However, DeepL gathered much more negative feedback. Out of 165 (100%) answers, there are 91 (55,2%) responses given for the 'Disagree' option while 46 (27,9%) responses were collected for the 'Strongly Disagree' option. Lastly, the number of the 'Neutral' option marked is 14 (8,5%) for Trados and 19 (11,5%) for DeepL. To summarize the table, it can be said that Trados is clearly more successful at fostering linguistic needs than DeepL.

Q6. Resolves sociolinguistic (culture-specific) issues properly and offers to translators.

According to the number of positive responses given for both tools, it is clear that the participants are in favor of Trados rather than DeepL in terms of their capabilities to resolve sociolinguistic issues. It means that translators are more likely to choose Trados to do culture-sensitive translations rather than DeepL. Plenty of reasons might be listed as the reason why people are dissatisfied but the most important ones are its inability to support translators with a good translation memory and terminology management system.

The main difference between Trados and DeepL is their operating systems. DeepL is an AI-based translation tool that excels in providing fluid and contextually correct translations, whereas Trados mostly focuses on giving translators the tools they need to manage translation projects and make sure that every translation project is consistent. However, both systems could be useful for translators for sociolinguistic translations in their own ways. DeepL offers AI-driven fluency. Also, it makes sure that translations are quite context-aware. On the other hand, Trados offers limitless and strong management features for its users. Which one to use is an ultimate decision that must be made by professionals according to their projects and their deadlines.

Q7. The syntax is well-established upon given terminology.

The major difference between Trados and DeepL in terms of managing syntax, originates from how they approach the translated text. To begin with, human translators play a huge role in the translation process while using Trados. That means, human translators are in charge of the translation process and mostly must interpret and understand the syntactic issues in the source text. The strength of Trados lies in the features it offers to translators to ease their process of translation. The features it provides are term recognition, concordance search, and translation quality assessment. These features aid translators in every kind of syntactic issue that they can possibly encounter. On the other hand, DeepL's power stems from its highly advanced deep learning system and strong algorithm. Furthermore, it can easily analyze and translate source text into the target language in a very short time. DeepL is also known for its features that can possibly help with syntactic issues such as parsing sentences to detect syntactic structures, rules, and parts of speech. Additionally, DeepL possesses a feature

called special web crawlers to search every bit of the internet and find sentences using similar or the same syntactic rules to learn and offer translations accordingly. To summarize, the main difference between them is how they handle and approach syntax. In terms of forming well-organized syntactic structures, Trados mostly relies on human translators whereas DeepL uses its deep learning algorithms to manage syntax.

Q8. Establishes meaning between sentences successfully.

The positive responses that Trados gathered solely give the idea that it is much more preferable by translators for their projects. The reason behind this idea is the features Trados possesses and offers. To begin with, an advanced translation tool that could assist everyone must possess some features. Establishing meaning between sentences is one of them to maintain coherence throughout the project. It must also be useful in terms of meeting the needs of every translator who is dealing with various types of projects. The translators who participated in this study are professionals who are using both Trados and DeepL for their every type of work. That means they are dealing with every kind of project including complex or easy, long or short in length, sector-specific or daily language, etc. That is why translators are in need of advanced and comprehensive tools, especially for their heavy, loaded, and complex projects. Even though DeepL can also assist translators in terms of conveying the message appropriately to some extent, it mostly fails professionals when it encounters new or complex data. Lacking highly trained data sets leaves it behind. What makes Trados so good is its time advantage. Trados has been in the industry for more than 20 years. The data it collected and trained cannot be ignored. So, in terms of translating the sentences more coherently and giving appropriate suggestions to establish more meaningful sentences, Trados is getting quite encouraging feedback from professionals.

Q9. Pragmatic context is perceived and presented in expected details by translators.

Regarding the responses given for both Trados and DeepL, considering how challenging it is to express pragmatic context in text forms, Trados seems to overcome this challenge and get the translators' approval. Both Trados and DeepL handle pragmatics in different ways. They both play a different role. To start with, unlike DeepL, Trados does not have built-in facilities to detect and analyze pragmatics in the

source text. However, it offers some efficient features to assist translators. These features can be listed as context matching, translation memory, TQA, and terminology management. With the help of these features, translators do not have to waste their time analyzing the output and trying to find every error and misinterpreted segment. The help Trados provides is majorly related to post-translation. Nevertheless, it does not mean that Trados makes frequent errors or mistranslates pragmatic context. By nature, Trados has always been a strong translation tool that minimizes every error that could possibly occur. Therefore, combining these features it offers and its well-adjusted and written software, a highly preferable translation tool emerges. On the other hand, DeepL's strength lies in its direct capabilities that integrate complex and advanced natural language processing methods. To exemplify, the syntax analysis feature is one of them. That means, it may have a hard time processing contextual nuance, implied meanings, and intended messages in the sentences. In brief, while machine translation tools like DeepL mostly work with statistical patterns, computer-assisted translation tools such as Trados can also assist translators with extra-linguistic items in the text generally indirectly. So, it can be said that both of these tools are not fully capable of understanding pragmatics.

Q10. Detects and presents semiotic details successfully and accordingly.

The difference between these tools can be explained through the features they offer. The main difference lies in their way of handling semiotics. To begin with, Trados mostly depends on translators to convey the intended meaning by offering some features that can analyze symbolic words and signs. In addition, most of the time, Trados can perceive these symbols and signs on its own and offer them to translators. If there is any error related to semiotics, it also offers various built-in features such as translation memory, terminology management, and glossary creation for translators to check the mistakes and fix them easily. On the other hand, DeepL relies on its extremely advanced deep-learning techniques and algorithms. The main problem of DeepL occurs there. Since DeepL processes symbols and signs statistically and generates them based on linguistic patterns, it fails from time to time. However, it does not mean that DeepL fails all the time. Thanks to its well-developed software, it can easily access any data related to the translation project online if it is already present on the web. With its web crawler feature, it can reach previously translated segments on

the web and offer them to translators. It enables it to recognize some semiotic patterns and transfer them to the translated text. Another point to discuss is how these tools recognize cultural semiotics and understanding. With its glossary feature, Trados allows translators to use previously created glossary and term bases in their system. Therefore, translators can also request glossaries from various colleagues. This feature can especially be very fruitful for translators if they request glossary support from a native of the target language. In that way, they can make sure that cultural nuances are target language appropriate. In brief, looking at the translators' responses for both translation tools, it can be boldly said that translators find Trados quite successful in detecting semiotic details, but DeepL falls behind in supporting translators.

Conclusion

The major points of the study can be listed as follows:

1. Results of the survey show that Trados is quite successful at fostering communicative and linguistic needs. Trados has many features to offer to translators for they to have a smooth experience. The main findings are:
    - Trados can successfully provide proper and adequate suggestions for the content.
    - Trados is quite successful at fostering network communication among translators and customers. It sufficiently assists translators, who seek to work collaboratively, by establishing network communication.
    - Trados offers content-specific corpus for its users. It provides highly loaded and large databases for translators.
    - Trados has an advanced terminology management system, and it offers solutions to translators accordingly.
    - Trados possesses a user-friendly interface for professionals, and it helps its users save time and enable smooth workflow. Trados offers many viewing options that can be useful for translators.
    - Trados can successfully resolve sociolinguistic issues and offers to translators.

- Trados can successfully deal with syntactic issues thanks to its advanced features such as segmentation, translation memory, and quality assurance.
- Trados can successfully establish meaning between sentences and maintain coherence.
- Trados is capable of perceiving pragmatic context, and it successfully presents to translators.
- Trados' progressive terminology management system and segmentation feature can successfully preserve consistency and coherence. As a result, Trados does not have a hard time covering semiotic details and solving issues related to semiotics.

2. Results of the survey show that DeepL gathers mixed opinions about its success at fostering communicative and linguistic needs. The main findings are:
    - DeepL mostly fails to provide proper and enough suggestions for the content. Translators who are dealing with complex projects cannot be assisted properly by DeepL.
    - DeepL does not have a feature to support network communication. However, it is useful for instantly translating e-mails among customers and translators as well as offering a chance to create company-specific terminology.
    - DeepL fails to provide a comprehensive corpus for a smooth translation process. It is insufficient to assist complex and advanced content-specific projects.
    - In terms of providing good terminology management and offering solutions, DeepL is way behind Trados. DeepL possesses a terminology management system, however it is not adequate to assist translators properly. It provides a feature for translators to create their own glossary, yet it needs constant maintenance, and it is not sustainable in the long run.

- DeepL provides a simple and accessible interface, but it fails to assist translators. It does not offer adequate and comprehensive features on its main interface, unlike Trados.
- DeepL fails to resolve sociolinguistic issues. DeepL does not offer consistent and quality solutions for the problems stemming from sociolinguistic issues.
- Since DeepL handles sentences by separating them one by one, it can quickly analyze the grammar and the structure of the sentences. However, it fails to assist translators if the language is complex. DeepL cannot handle languages that have major syntactic differences between them.
- DeepL fails to assist translators by poorly establishing the meaning between sentences since it does not possess a contextual analysis feature, unlike Trados. Trados might have a hard time grasping the main purpose of the source text.
- DeepL cannot fully comprehend the pragmatic context. However, it is quite sufficient for setting the tone of the text and identifying idioms and cultural nuances to some extent.
- DeepL uses statistical pattern analysis to employ meaning to words or phrases. It identifies letters as symbols and tries to decode them. So, it is quite challenging for DeepL to fully understand the symbolic and semiotic details. It fails to detect and present semiotic details.

Implications for Translation Studies

The comparison between Trados and DeepL, CAT tools, and NMT tools in general reveals many implications for Translation Studies. With the introduction of technology into Translation Studies, many translation tools have emerged, and many are still in progress. Which tool to use is still something that translators must decide on themselves to acquire the best possible outcomes. This study revealed that even with the latest technological developments, AI-based Neural Machine Translation tools such as DeepL still cannot fully assist translators for every type of project. DeepL has long been recognized as a strong and well-equipped translation tool with

sophisticated algorithms and neural networks. However, this study revealed that CAT tools such as Trados still outperform NMT tools in terms of establishing communicative and linguistic prospects into practice. This difference in quality might affect how professionals in the translation industry perceive and trust neural machine translation technology. This may result in complete distrust among professionals and hesitance to utilize DeepL for their projects. To avoid this, future translators must be fully aware of the advantages and disadvantages of each product to shape their careers successfully.

Another point to discuss is how the advancement in translation technologies shifted the traditional concept of translation theory. Especially concerning the role of the human agency during the translation project was affected by this transformation. It is inevitable that technology will always be in our lives, and it will be more advanced day by day. To prepare future translators for these changes and guide them properly, Translation Studies programs must adapt their curriculum in accordance with the latest technological developments.

Suggestions for Further Research

This study focused on the perspectives of professional translators on two different types of translation tools and tried to uncover their capabilities to assist translators communicatively and linguistically. However, the combination of technology and translation studies is a fruitful area to work.

This study could be done with a larger size of participants from all around the world to assess these tools better. Since all the translators who participated in this survey are Turkish, the assessment of these tools is done only by covering TR>ENG or/and ENG>TR language pairs. To grasp a broader aspect of these tools, further studies regarding the perspectives of many diverse participants will be appreciated.

In this study, the data collection process was conducted employing a quantitative approach. However, further studies might benefit from a qualitative approach to get a better understanding of the translators' responses by conducting interviews and asking further and detailed questions.

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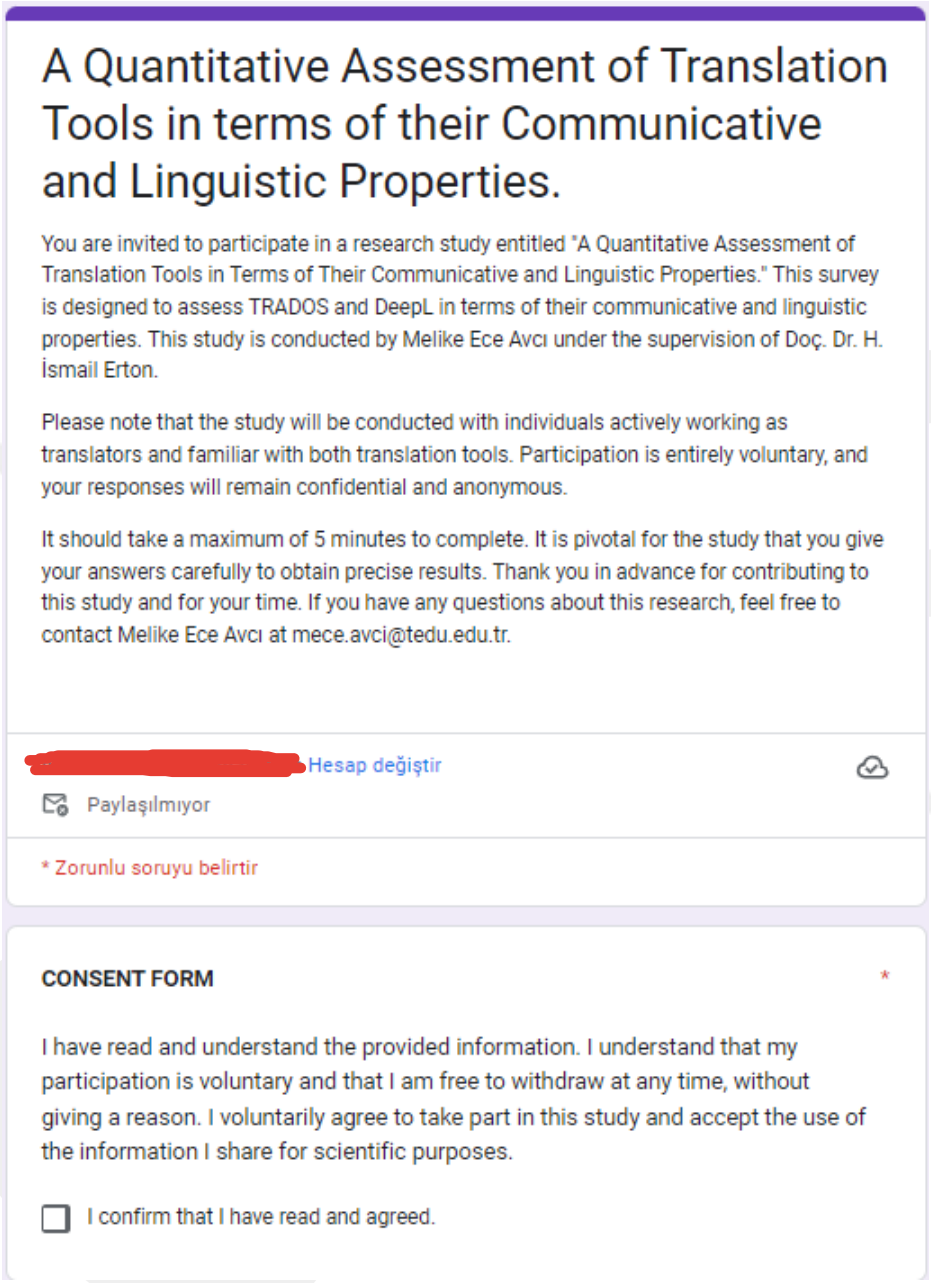
APPENDIX 1. The Translator Survey

Introduction



A Quantitative Assessment of Translation Tools in terms of their Communicative and Linguistic Properties.

You are invited to participate in a research study entitled "A Quantitative Assessment of Translation Tools in Terms of Their Communicative and Linguistic Properties." This survey is designed to assess TRADOS and DeepL in terms of their communicative and linguistic properties. This study is conducted by Melike Ece Avcı under the supervision of Doç. Dr. H. İsmail Erton.

Please note that the study will be conducted with individuals actively working as translators and familiar with both translation tools. Participation is entirely voluntary, and your responses will remain confidential and anonymous.

It should take a maximum of 5 minutes to complete. It is pivotal for the study that you give your answers carefully to obtain precise results. Thank you in advance for contributing to this study and for your time. If you have any questions about this research, feel free to contact Melike Ece Avcı at mece.avci@tedu.edu.tr.

[redacted] Hesap değiştir

Paylaşılmıyor

* Zorunlu soruyu belirtir

CONSENT FORM *

I have read and understand the provided information. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving a reason. I voluntarily agree to take part in this study and accept the use of the information I share for scientific purposes.

☐ I confirm that I have read and agreed.

Please mark the option suitable for you: *
I am working as a translator as-in:

- [ ] Freelancer
- [ ] Translation office
- [ ] Private company
- [ ] Govermental company

How long have you been using Trados and DeepL professionally? *

- ◯ 2 years
- ◯ 2-4 years
- ◯ 5 or more years

Part I

PART 1: **Consider your translation experiences you have achieved in using TRADOS /DeepL and choose the best option taking into account of the *communicative* properties of the two translation programmes.**

Please answer the questions considering the *communicative* properties of TRADOS.

Q1: Provides proper and enough suggestions for the content. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q2: Fosters network communication among translators and customers. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q3: Offers content specific corpus for a smooth translation process. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q4: Enables terminology management and offers solutions accordingly *

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

Q5: Represents user-friendly interface for saving time and enables smooth workflow. *

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

Please answer the questions considering the *communicative* properties of DeepL.

Q6: Provides proper and enough suggestions for the content. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q7: Fosters network communication among translators and customers. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q8: Offers content specific corpus for a smooth translation process. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q9: Enables terminology management and offers solutions accordingly *

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

Q10: Represents user-friendly interface for saving time and enables smooth workflow. *

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

Part II

PART 2: **Consider your translation experiences you have achieved in using SDL TRADOS STUDIO/DeepL and choose the best option taking into account of the *linguistic* properties of the two translation programmes.**

Please answer the questions considering the *linguistic* properties of TRADOS.

Q1: Resolves sociolinguistic (culture-specific) issues properly and offers to translators. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q2: Syntax is well-established upon given terminology. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q3: Establishes meaning between sentences successfully. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q4: Pragmatic* context is perceived and presented in expected details by translators. *

*pragmatic: extra-linguistic items in the context.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q5: Detects and presents semiotic** details successfully and accordingly. *

**semiotic: words/punctuation marks that appear as signs and symbols.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Please answer the questions considering the *linguistic* properties of DeepL.

Q6: Resolves sociolinguistic (culture-specific) issues properly and offers to translators. *

- ◯ Strongly agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly disagree

Q7: Syntax is well-established upon given terminology. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q8: Establishes meaning between sentences successfully. *

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q9: Pragmatic* context is perceived and presented in expected details by translators. *

*pragmatic: extra-linguistic items in the context.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Q10: Detects and presents semiotic** details successfully and accordingly. *

**semiotic: words/punctuation marks that appears as signs and symbols.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

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