

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Machine translation (MT) is one of technology that is useful for humans to understand foreign language because it can translate from one language into another language (Capita, 2014) It is not necessary to spend hours poring over dictionaries to translate the words. Besides, MT can play important role by facilitating communication between people speaking different languages. Many instant messaging has upgraded their applications by adding an automatic translation feature which is conducted through MT. Instant messaging is completed with automatic translation feature in order to make communication easier for instant messaging users in different languages.

In fact, many applications add auto translation features such as Facebook Messenger, Grab, and Gojek. The automatic translation feature first appeared in instant messaging is Grab application in 2016 as the official statement from Grab informs:

"With different languages spoken in every Southeast Asian country, GrabChat will also be enhanced with auto translation of messages by the end of the year allowing regional travelers to communicate even more easily with local drivers." (Grab, 2016).

Then, Facebook Messenger launched the auto translation feature for its website in 2018. But, at that time, Facebook Messenger can only translate English to Spanish (MacRumors, 2018). Hereafter, many instant messaging applications sprung up with the auto translate feature. It is already mentioned that Grab application uses

automatic translation feature in its chat. Grab application is online transportation services which includes food delivery and digital payments services via mobile application. The communication between the driver and the passenger is very important in Grab application. In order to facilitate the passenger and the driver communication, especially for foreigners, instant messaging in Grab application, Grabchat, is equipped with automatic translation from Indonesian to English. In addition, the machine translation used by GrabChat is Google Translate. It can be seen at the end of the GrabChat text message, there is an information that *translated by Google* which means the text message on GrabChat has been translated by Google Translation automatically.

Due to pandemic, people are mostly doing their activities online to limit direct contact with other people. The only thing people usually do is order food. Usually, people order food directly at the restaurant but due to pandemic, many people order food online through applications such as Grab application. Therefore, many people use services in Grab application to make it easier to fulfill the needs of Grab users. The large of number of people using Grab application means that the users of Grab are having conversations with the drivers via GrabChat. Unfortunately, there are translation errors that occur in the use of GrabChat that result in undelivered meaning, or even creating a misunderstanding in the meaning sent through instant messaging translated by automatic translation. Translation error is a grammatical or spelling mistake or an incorrect word choice given the original words' meaning (Zúniga, 2016). Thus, translation

error occurs when the source language (SL) is not translated correctly such as the occurrences of spelling mistake and incorrect word choice. For example:

Source language (SL): “saya distopan bu”
Target language (TL): “I’m stupid bu”

In this case, a translation error happens because the meaning is transferred differently from the original words. In the source language (SL), the driver informed the customer about his/her recent position, while the target language (TL) is an admission about his/her lack of intelligent. There are also may GrabChat in which the translations that do not appropriate with the context. Thus, the meaning in the SL is not conveyed correctly in the TL.

The aim of this study is to examine MT errors in GrabChat instant messaging. The writer focused on finding out the types of translation errors made by Google Translate in GrabChat. This study was conducted using qualitative approach. In collecting the data, text messages from Indonesian to English gathered and translation errors in GrabChat are identified. There were 64 text messages of GrabChat. These text messages were taken from two Grab accounts. Text messages were gathered from June to October 2020. It is expected that this study reveal and provide information about the common errors that occur in GrabChat. In order to support this study, Vilar et al’s theory on error classification (2006) is employed.

Based on Vilar et al’s theory (2006), the classification of errors is divided into five classes. First, missing words error which refers to the missing items that should be present in a sentence. Second, word order error that occurred when the

words in target text (TT) are wrongly positioned. Third, incorrect words, which is are the broadest category of error, and divided into 5 categories: sense, incorrect form, extra word, style error, and idiom. Fourth, unknown words error that refers to untranslated words. The last, there is punctuation error that refers to the errors in using marks in writing. Vilar et al's theory (2006) is used in this study for analyzing translation errors in GrabChat because the error classification is the newest theory.

There are several studies discussed translation errors in Google Translate and other machine translation. For instance, a study conducted by Ghasemi and Hashemian (2016), they investigated the quality of Google Translate. The researcher focused to compare the quality of Google Translate and to provide insight for the errors made by Google Translate from Persian to English and English to Persian based on Keshavarz's (1999) error analysis framework. A similar study was also study conducted by Napitupulu (2017), the researcher examined the errors created by Google Translate. The researcher also using Keshavarz's (1999) model of error analysis. However, the researcher focused to examine the errors by Google Translate in translating abstracts of bachelor's papers from Indonesian to English. It was different from Ghasemi and Hashemian's (2016) study which is the researchers investigated the quality of Google Translate in sentences from interpreter application called Motarjem Hamrah that translated from Persian to English and English to Persian. Further, Putri and Hardi's study (2015), they want to reveal the types of translation errors discovered in the English translation of Indonesian folklores produce by Google

Translate. In addition, Halimah (2018) also investigated translation errors by Google Translate. However, the researcher focused to investigate the lexical errors in translating online text from English to Indonesian. The researcher classified the errors according to language components namely, morphology, semantic and syntax.

In contrast, a study conducted by Fang et al's study (2016), the researchers examined translation errors by Baidu Translate. The researchers examined English-Chinese machine translation errors from the perspective of naming-telling clause. Meanwhile, Alam(2017) investigated the causes of wrong lexical selection in translating online news and financial magazines by Google Language Tools from English to Japanese. The researcher using Flanagan's (1994) error classification framework. Further, Putri and Hardi's study (2015), they want to reveal the types of translation errors discovered in the English translation of Indonesian folklores produce by Google Translate. In addition, a study conducted by Laksana and Putri (2018) examined translation errors made by Youtube auto-translate. The researchers focused to examine translation error in translating Youtube videos from "Kok bisa?" channel 2017. The researchers using Vilar et al's (2006) error classification for classified the errors.

A similar study was also conducted by Putri and Hardi (2015), the researchers investigated on the types of Google Translation errors. The researchers want to indicate what types of translation errors produced by Google Translate in translation Indonesian folklores into English and to examine the implications of errors that occur in the translation basen on Vilar et al's (2006)

error analysis framework. The results showed that there were 386 errors discovered. The most dominant type of Google Translation errors was “incorrect words”. It was indicated that Google Translation still has lack of ability in translating Indonesian folklores into English.

On the other hand, this study aims to examined translation errors in text messages of GrabChat that translated by Google Translate using Vilar Et al’s (2006) theory. In addition, most of the research objects are long texts and specific scientific field. Thus, the writer tries to reveal the translation errors produced by MT from Indonesian to English in digital media which is instant messaging translation in daily context and situation in order to give more information on the errors made by Google Translate.

1.2 Statements of the Problem

1. What types of translation errors are found in automatic translation from Indonesian into English in GrabChat?
2. What is the most prominent translation error type found in automatic translation in GrabChat?

1.3 Objectives of the Study

1. To identify types of translation errors that occur in automatic translation in the use of GrabChat.
2. To determine the most prominent translation error type in automatic translation in GrabChat.

1.4 Significance of the Study

Theoretically, this study give an insight regarding the translation errors in automatic translation in the use of instant messaging of Grab application. The writer expects this study can contribute to translation studies, especially on translation errors produced by machine translation. Practically, this study is expected to be used for the references for further researchers who are interested in the same field which is translation error in translation studies.

1.5 Scope and Limitation

The scope of this study is GrabChat that have automatic translation feature. The writer examined translation errors in text messages of GrabChat that are translated automatically. The data were 64 text messages that taken from June to October in 2020. These text messages taken from 2 Grab account.

This study is limited to text messages of GrabChat that are written by the driver and the users, not automated messages from the application. This study using Vilar al's theory (2006). The types of translation errors offered by Vilar et al (2006) is divided into 5 big classes namely missing words, word order, incorrect words, unknown words, and punctuation.

1.6 Defnition of Key Terms

Automatic Translation:	Translation that produced by advanced technology, without the intervention of human translators (Laura Rebeca and Precup Stiegelbauer, 2013)
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Translation Error:	Grammatical or spelling mistake or an incorrect word choice given the original words' meaning (Zúniga, 2016)
Instant Messaging:	Form of text-based communication in which two persons participate in a single conversation over their computers or mobile devices within an Internet-based chatroom (Larson, 2016).
Google Translate:	A statistics-based translation tool (Groves & Mundt, 2014)
GrabChat:	An instant messaging platform built within the app, across all its locations in Southeast Asia to provide a more seamless and speedier pickup to drivers and passengers (Grab, 2016).