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**Přístupy k hodnocení kvality překladu v institucích Evropské unie:  
Studie zaměřená na Evropskou komisi**

**Approaches to Translation Quality Assessment in the EU Institutions:  
Study Focusing on European Commission**

**Diplomová práce**

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*I hereby state that this submitted thesis is my original work and that I elaborated it myself. I properly cite all references and other sources that I used to work up the thesis. Those references and other sources are given in the list of references.*

Olomouc, 19 August 2013

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## List of Abbreviations

Czech Dep.	The Czech-language Department
DGT	The European Commission's Directorate-General for Translation
DG TRAD	The Parliament's Directorate-General for Translation
MARE	DG of Maritime Affairs and Fisheries
OP	Publications Office
QC1	Quality Control Level 1
QC2	Quality Control Level 2
ST	Source Text
T1	The first version of translation produced by translator and handed to a reviser.
TQA	Translation Quality Assessment
TT	Target Text (here: a submitted final version of translation incorporating the revision of a person other than the translator)

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# **1. INTRODUCTION**

The thesis concentrates on mapping the approaches to Translation Quality Assessment (TQA) in the European Commission's Directorate-General for Translation (DGT), and particularly in the Czech-language Department (further referred to as the Czech Dep.). The DGT ranks among the largest translation service providers in the world and thus is expected to have an elaborated system assuring the translation quality. This issue became the main focus of the thesis since mapping such a system and introducing it to the public represents an increase in the translation knowledge base and if properly utilized it may be an added value to the translation market.

The theoretical part describes the DGT's very notion of translation and the various EU's translation policies. It introduces the measures of the translation quality assurance including the quality requirements, as they are presented by the EU, and also reflects some of the aspects of the institutional translation.

The practical part presents the case study aimed at the TQA system in the Czech Dep. The prime goal of the case study is to map the procedures and techniques of the translation quality assurance, taking into account the system presented in the theoretical part.

The thesis thus not only strives to provide valuable practical information which might serve as an inspiration for other translation providers, but first and foremost it aspires to increase the theoretical interest in this particular field and connect it to practice. This would then lead to the enhancement of the practically-oriented research of TQA of the EU texts.

## **1.1 Theoretical Background**

The issue of TQA has always drawn the attention of a wide range of both foreign scholars (see House 1997, Williams 2004) and Czech experts, who engaged in translation criticism (see Levý 1998, Fišer 2009). The topic of the thesis, however, comes under TQA in language industry which was also the interest of Drugan (2013) and to be exact it deals with of TQA of the EU translations.



Unfortunately, there is rather a lack of sources devoted particularly to this issue. Nonetheless, generally, the topic of institutional translation for the various EU institutions piques an interest in academic and professional circles both abroad and within the Czech-Slovak frame. The particular issues arousing interest are the language and translation policies and above all the quality of the final product.

Rather a holistic approach may be seen in Pym (2000) who considers the impact of translation on the EU image and comments on the EU multilingual policy and its effect on the quality. Similarly, Shäffner (1997) discusses the EU translation and its intercultural aspects which is also in the centre of Trosborg' approach (1997). In the Czech-Slovak frame, it would be Fischer (2010) or Varsik (2008) who adopts a broad perspective when commenting on the EU language policy and translation.

The frequently debated issue regarding the EU translations is its disputable style and the choice of terminology which gave rise to a phenomenon called Eurospeak (see Shäffner 1997, Pym 2000, Trosborg 1997, Toury 1995). This phenomenon does not remain untouched in the Czech environment either. EuroCzech sometime tends to provoke strong reactions (Břicháček 2013), however, mostly the reactions focus on pointing out the deficiencies and suggesting corrective measures (see Šimandl and Hoffmanová 2008, Potůček 2005, Opava 2005). The opinion on what are the most defective features, however, rather differs. Except from the excessive nominalization and the complex sentence structure, some scholars consider the use of internationalisms, anglicisms and galicisms as its main deficiency (see Šimandl and Hoffmanová 2008, Potůček 2005). Others perceive the extreme purism and the excessive domestication strategy as most detrimental to the quality of translation (see Opava 2005).

The peculiarity of Euro-Czech is often ascribed to the fact that the translated texts are the administrative or the legal text types. In this respect, the different aspects of translation of law texts should be also stressed, e.g. the specific EU terminology, the sentence structure and the prescribed formulas (for more aspects of the EU law translation see Škrlantová, 2010). This implies that TQA has to result from the particular text types.

## **1.2 Terminology**

As far as the terminology used in the thesis is concerned, here follows a brief list of the key terms and their concise explanations. The term “quality assurance” is used here as an umbrella term comprising various techniques and procedures that are applied during the pre-translation, translation and post-translation stages of the translation process. First and foremost, it incorporates terms such as “quality control” and “translation quality assessment” (TQA). The “quality control” is a mechanism comprising various procedures which are to check the quality and suggest corrective measures. The last cardinal term used in this thesis is TQA, which corresponds to the technique that is supposed to evaluate the quality of the translation and come up with the certain form of a rating.

## **1.3 The Case Study: Objectives and Methodology**

The aim of this case study is to monitor in detail the system of the quality control and TQA, applied in the Czech Dep. of the European Commission’s DGT, and to compare it to the information presented by the DGT. It thus focuses on introducing various mechanisms and procedures of the quality control and TQA.

In order to acquire solid and relevant information, a group of several Czech Dep.’s revisers are interviewed about the quality assurance system, the workflow, the quality requirements and various assessment methods and procedures, the distinguished error types and other rules applying to the quality control and TQA. Based on the data generated from the interviews, a questionnaire, investigating the compliance with the various TQA rules and revisers’ approach to the quality control and TQA, is designed and distributed to all the revisers in the department.

Further, the corpus of translations and revisions is collected which then provides the basis for the analyses, verifying compliance with various rules and principles and their potential impact on the quality of the performance. With respect to the results from the analyses, the rules and procedures will be investigated and possible improvements will be suggested.

The detail methodology is further described at the beginning of the practical part of the thesis and before the individual analyses.

## **2. THE EUROPEAN UNION’S NOTION OF TRANSLATION**

### **2.1 The European Union and Translation**

The European Union is currently a federation of 28 member states and its administration is formed by several supranational institutions. During the course of last sixty years, the EU has undergone a rapid development from six member states and 4 languages in 1958 to 28 member states and 24 languages today. In order to mediate the communication in such a multinational and multilingual environment, an overwhelming need of translation service arose. Every single EU institution has its own translation service provider. For example, in case of the European Commission, it is the DGT which translates its agenda and similarly the Parliament’s Directorate-General for Translation (DG TRAD) provides translation service for the European Parliament. This need results from the different domain of the institutions. The Court of Justice might serve as an evidence. Since its documents always relate to trials, an expertise is required. Therefore, only a person with the formal education both in languages and the law (so called lawyer-linguists) can provide such a translation.

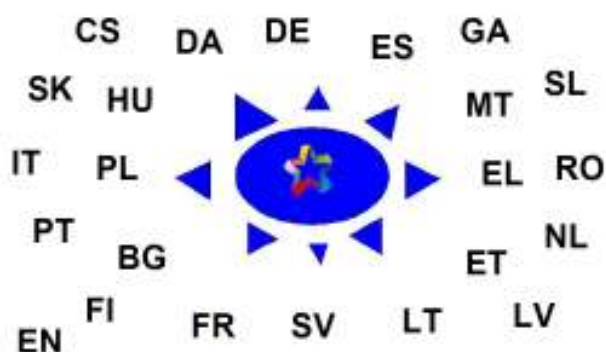
Depending on the extent and the nature of the agenda of the individual institutions a different number of translating staff is required: the European Parliament (760), the Translation Centre (110), the Court of Auditors (100), the Court of Justice (620), the European Investment Bank (30), the Council of EU (650), the Committee of the Regions and the European Economic and Social Committee (350), the European Central Bank (70) and the European Commission (1750) (De Vicente 2011, 19).

#### **2.1.1 Language Euromosaic**

The EU language mosaic is basically an outcome of the policy of multilingualism. The legal basis of this policy lies in two documents. Firstly, it is the Council Regulation No 1/58 establishing that ‘regulations and other documents of general application shall be drafted in the official languages’ (De Vicente 2011, 6) and secondly, it is the Lisbon Treaty, entitling the European citizens to use any of the official languages when communicating with the EU bodies and to receive a response in that language. The multilingualism policy is thus accurately depicted by Arturo Tosi’s saying:

*“Europe must speak with a single voice in many languages.”*

After the last accession of the new member state into the EU in 1 July 2013 (i.e. Croatia), the number of the official languages rose to 24, allowing 552 language combinations. The translation is thus provided from and into all official languages which are: Bulgarian, Czech, Croatian, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.



*Table 1.* The EU's official languages (borrowed from García Soriano 2011, 9)

Due to the Council Regulation No 1/58, all official languages are guaranteed the equal status. This equality principle would presume parallel, multilingual drafting which is however not sustainable, taking into account all the 24 languages. Therefore, so as to facilitate the communication, only three languages were selected to mediate the basic communication: English, French and German. These are called procedural languages. The majority of documents are thus drafted in one of the three procedural languages. Since 2004, English has replaced French as the most widely used drafting language. According to Hončová, this phenomenon most likely relates to the accession of new member states from Eastern and Central Europe where French was not particularly spread as a language of the diplomacy as it was in the Western Europe (2013c). Therefore, English nowadays assumes the position of *lingua franca* in the institutional translation. Similarly, when a translation demands the knowledge of a rare language pair (e.g. Maltese – Bulgarian) for which there is not a qualified translator, English mostly functions as a relay language (*ibid.*). In other words, an extra link is added into the communication channel. Drugan refers to this phenomenon as the ‘Chinese Whispers’ effect’ and points out that it inevitably entails higher error-rate and potential distortion of the message (2013, 13).

As the three procedural languages function mostly as source languages, the target languages would be thus called non-procedural languages and together they form the working languages. Apart from the working languages, from and especially into which texts are generally translated, there are also ‘additional languages’ (García Soriano 2011, 11). Provided that a member state has more than one official language, it can request translations also in that language, however, only at its own expenses. This right has been already exploited by for instance Spain which demands translations also to the Basque or Galician language (Hončová 2013c).

## **2.2 The European Commission and Translation**

The European Commission is the main executive body of the European Union. It is the college of 28 commissioners appointed by the EU member states after the approval from the European Parliament. It is the politically independent institution whose main objective is to represent and above all, to defend the interests of the EU. The European Commission investigates and prosecutes the breaches of the Treaties, it also has the right to initiate the legislation and to propose policies and action plans and finally it is responsible for the law making process and the implementing the European Parliament's and the European Council's decisions (García Soriano 2011, 4). Since the European Commission's legislation is implemented into the national law of all the member states and thus becomes its integral part and directly binding on their citizens, it has to be published in all the official languages so that the citizens and the national courts were allowed to read and understand the law in their own languages. Regarding the organization, the European Commission is divided into the Directorates-General<sup>1</sup> (DGs), each of which administers a specific policy area.

In order to allow the European Commission to accomplish its legislative and working programme and also to bring the EU's policies closer to its citizens, a service providing translation needed to be designed. For this purpose, a separate directorate general was established, i.e. the Directorate General for Translation (DGT). The DGT's prime objective is thus defined in the following way: it shall 'enable the Commission to fulfill its political and legal obligation to prepare and monitor legislation in all the official languages (*Management Plan 2013*, 5). In other words, the function of the DGT could be summarised into the famous motto 'without translation, no legislation' (García Soriano 2011, 8).

### **2.2.1 The General Directorate for Translation**

The DGT is the greatest directorate-general that operates in the European Commission (Hončová 2013c). It is based both in Luxembourg and Brussels and it is also by far the largest translation service provider in the world (*Translating for Multilingual Community* 2009, 1).

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<sup>1</sup> See annex 2, outlining the individual DGs and their domains.

‘For organisational purposes, the DGT is organised along the language lines’ (*Translating for multilingual community* 2009, 2). In other words, there are six directorates, three of which are the Translation Directorates formed by the separate language departments and one unit (as in the case of Irish) corresponding to each of the EU’s 24 official languages. The remaining three directorates are: the Transversal Linguistic Services Directorate (responsible for the specialist areas such as the web translation, the editing, the terminology management), the Resources Directorate (which administers the staffing, the IT, the finance and the training) and lastly the Translation Strategy Directorate (which mostly handles the workflow and deals with the policy issues and the quality assessment). Each directorate is governed by a director, and at the top of the organisation framework is the director-general. The outline below summarises the DGT’s organisation structure (adopted from García Soriano 2011, 24).

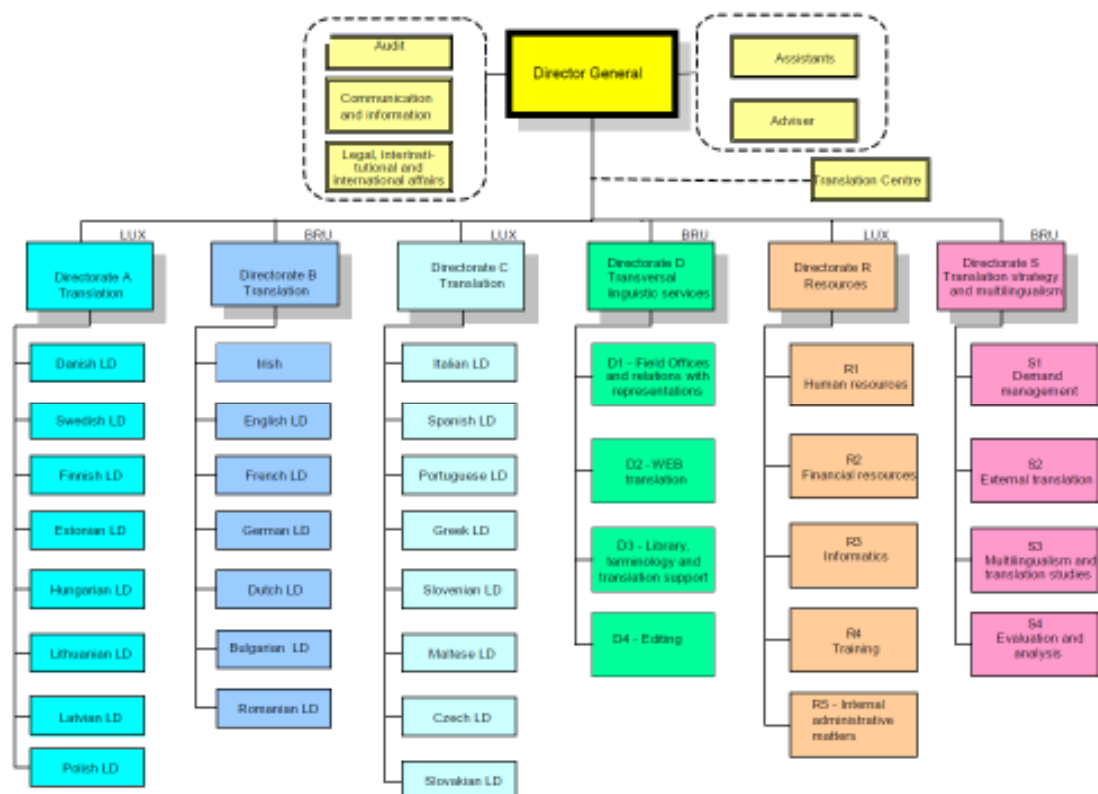


Table 2. The DGT’s organisation structure

The DGT provides various services, some of which may be part of the translation process and the others remain in the extra service agenda. The principal part is however comprised by the translation, especially the standard translation (92.3%), followed by

the web translation (4.1%) and the post-edited machine translation (0.3%). Besides, the DGT also provides services such as the editing (2.7%) and the oral and written summaries which make up to 0.6% of the workload (García Soriano 2011, 20).

The assumption that the DGT is the largest translation service provider is supported also by its production volume. The average volume per year is approximately 1.7 million translated pages (*Translation tools and workflow* 2009, 4). However, in 2010 the demand for translation was extraordinarily high and thus it produced about 1.9 million pages (*Quantifying quality costs* 2012, 8). Such volume is an output of 1750 full-time translators performing translations and fulfilling other language-related tasks who are assisted by approximately 600 support staff in the management and secretarial positions or arranging communication and providing the training and the information technology support (*Translating for multilingual community* 2009, 5), both of whom reside in Luxembourg (50%) and Brussels (50%) (García Soriano 2011, 22).

In order to cope with the fluctuating demand for translation, which is mostly caused by the European Commission's political nature and is hardly possible to predict, it is imperative for the DGT to have a backup capacity which would support the in-house forces if need be. This task has been always fulfilled by the variable external translation service providers. The number of this human resource has increased over the last ten years. For instance, in 2012 the freelance translators covered 24% of all translations in the European Commission (Hončová 2013c).

### **2.2.2 The Czech-language Department**

Similarly as the rest of the DGT, the Czech Dep. with its 83 employees is based mostly in Luxembourg and partially in Brussels.

The Luxembourg office comprise 60 translators, a terminologist (managing the databases and providing the specialist advice), a national expert, three trainees, 15 assistants and three heads of the unit and the head of the department (Hončová 2013c). Further, there are five translators, working in the Web Translation Unit (the Web Unit) in Brussels (ibid.). There is also one translator in the local office in Prague, a so called field officer whose job description is mostly to translate or draft press releases about the EU news and policies, but s/he also engages in various conferences, debates, seminars and



functions as a contact person for the language issues with schools, translators' associations and freelance translators, etc. (DGT 2013a).

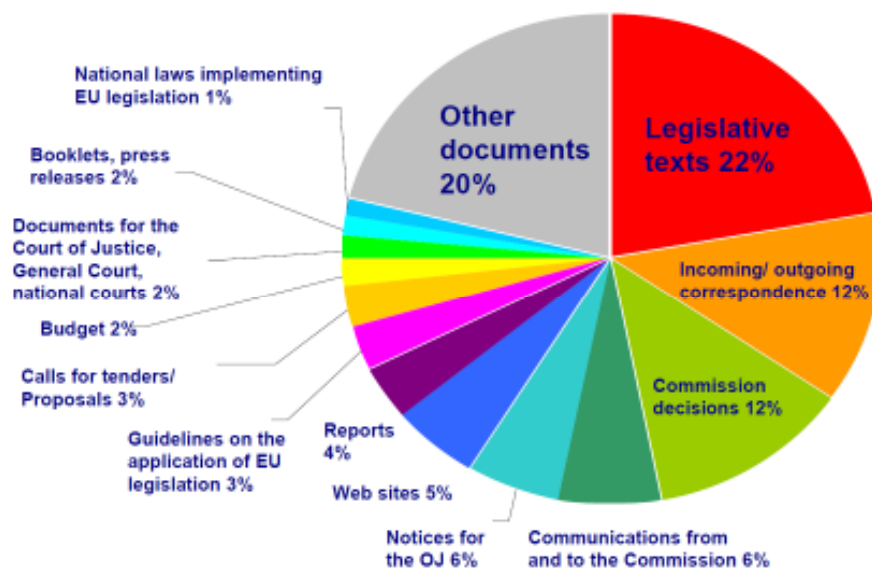
The Luxembourg office mostly deals with the legislative translation, while the Brussels' multilingual Web Unit engages in the web translation and the translation of marketing materials such as brochures and leaflets. The unit is more citizens-oriented and provide the localisation of messages and thus it is supposed to be 'euro-jargon free' (García Soriano 2011, 29).

## 2.3 Translation for the European Commission

### 2.3.1 Types of Translated Texts

The European Commission's translation service provides the translation of the full range of documents. Generally, the documents could be divided into four groups: the legislation and the related text types, the text types linked with the political responsibility of the European Commission (e.g. reports to other institutions, answers to the European Parliament, various speeches), the working documents any DG might require and the text types informing the general public (e.g. answers to citizens, leaflets, brochures, websites, press releases) (García Soriano 2011, 13 – 16).

The largest group is be the first one, i.e. legislative and the related text types. In the preparatory stage, the translation comprises mostly green and white papers and communications to other institutions (García Soriano 2011, 13). This is followed by the initiative stage with the drafts of directives and regulations and then by the law-making stage, when the actual directives and regulations are translated together with decisions (ibid.). The scope of translation of the individual text types is presented in the *Chart 1.* below (adopted from García Soriano 2011, 17).



*Chart 1.* Translation in the DGT by the text type

When translating any of the text types, different translation problems might occur, depending on the level of specialism, the purpose the text is supposed to fulfil and the target audience. This together with the level of difficulty and the political priority of the document forms the strategy of allocation of the translation assignments. For instance, the texts with the high political priority and new legal obligations can only be translated by the in-house translators, whereas the existing legal obligations and texts with communication priorities can be translated by both the in-house and freelance translators (García Soriano 2011, 27). Predominantly, the freelance translations are thus provided merely for non-core types of documents (ibid., 27). The DGT thus strives to control the quality of the core documents already in the pre-translation stage by assigning them to in-house translators who being full-time agents, have more experience with the particular text types and with the EU translation in general, and are thus likely to provide more adequate translation.

### **2.3.2 Types of Translation**

Based on the readership and the use of the document, one can differentiate between various types of translation, fulfilling the distinct goals. Depending on whether a target reader is the broad public, a limited group of engaged individuals, etc. or other international body, one can speak of the *internal* and *external* translation, similarly of the *intercultural* and *intracultural* translation. The varied objectives, which the translations pursue, thus determine the holistic approach towards translation, including features such as the degree of formality and level of specialism, etc.

#### **2.3.2.1 Internal and External Translation**

When it comes to the international authorities, including the EU, Shäffner distinguishes between the texts for the ‘internal use’ which she defines as addressed to ‘the politicians and negotiators’ and the ‘external use’, in her view addressed to the broad public (1997, 126). As a clear example of a text for the internal use she considers the legal documents and the constitutional texts and similarly the texts for the external use would comprise for instance manifestos of the party groupings in the European Parliament (ibid., 126). The principle of her division is legitimate. The concrete examples are less sound though. The legal documents are indisputably addressed also to the politicians, however, not solely.

On the contrary, the key target readers are the companies and the individuals engaged in the particular domain. Therefore, the directive regulating for instance the approved usage of fertilizers has the direct legal effect on farms. Similarly, the regulation determining the product labelling rules for the goods sold within the Single Market creates an impact far beyond the internal issues of the EU institutions.

An apt model of the institutional translation in the EU was attempted to be designed by Varsik. Varsik distinguished between the two major types of EU translation, based on the two groups of target readers and the two prime objectives they fulfil. They are *working*<sup>2</sup> and *public translation* (Varsik 2008, 2 speaks of ‘pracovný preklad’ and ‘verejný preklad’). By working translation Varsik means the translation service for the particular EU institution (e.g. the European Commission, the European Parliament, the Council of the European Union, etc.) and the subsequent meetings and negotiations (e.g. meetings of the ministers of the member states, the members of the European Parliament, etc.) (ibid., 2). In other words, it comprises the translation of all the documents necessary for the operation of the EU machinery (e.g. drafts of legislation, communications, reports to other institutions, etc.). On the other hand, the public translation is supposed to inform the public and to publish the particular documents including the legislative texts and thus make them accessible to the engaged public (ibid., 2). The second type of translation thus includes translation of text types such as press releases, brochures, newspaper articles and also regulations, directives, decisions, etc.

Unlike Shäffner, Varsik’s model better reflects the actual function of the translation from the target reader’s perspective and therefore was used as a source of inspiration in the further corpus analysis (chapter 3.3).

### **2.3.2.2 Intracultural and Intercultural Translation**

In the history there was a clear division between the language being perceived as identical with culture and the language as a separate entity (Katan 2009, 75). Nowadays, it is current trend that the perception of the two entities blends. Language is generally perceived as the embodiment of its culture or, as Miššíková puts it, of the cultural identity<sup>3</sup> (Miššíková 2010, 149 speaks of ‘kulturná identita’). This necessarily suggests that

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<sup>2</sup> Author’s own translation.

<sup>3</sup> Author’s own translation.

translation is an intercultural communication. Shäffner considers translation ‘as mediated cross-cultural communication’ (1997, 120).

Regarding the institutional translation within the EU, the very idea of the internal translation as the communication within the EU institutions and the external translation as the communication of the EU institutions with different cultures of the member states already delineates the concepts of the intracultural and intercultural translation in the European Commission. Miššíková stresses that the EU translation cannot be always considered as the intercultural communication because even though it is an interlingual transfer, it might not overstep the boundary of another culture (2010, 150). This is exactly the case of the internal communication within the European Commission when the recipients are familiar with the background of the machinery and know the extratextual reality. Since they belong to the special supranational EU culture that has formed within the EU (or more precisely, in the individual institutions), no cultural adaptation is necessary.

A very similar interpretation of the concepts of the intercultural and intracultural translation in the EU is given by Fischer who approaches these concepts from the terminology perspective (2010). She stresses that the EU translation may contain terms belonging both to the national and the EU conceptual systems (Fischer 2010, 27). This reflects the cultural infiltration and therefore, the EU cultural system (in Fischer’s view ‘conceptual system’, *ibid.*, 27) cannot be separated from the national cultural systems.

Furthermore, translation as the interlingual and intercultural process is a transfer of the message that was originally conveyed via a source text (ST) with certain purpose and to the original recipients at a particular time and a place and subjected to the genre conventions (Shäffner 1997, 120 speaks of ‘a source text induced target text production’). Translation thus usually creates a new communicative situation, a ‘displaced situationality’ (*ibid.*, 120). However, then the question arises whether this principle also relates to the EU translations. As the equality principle is applied as a strategy in the European Commission, suggesting that there are not actually any translations but merely ‘different language versions’ (Fischer 2010, 24), though not drafted parallelly in all 24 working languages but only in few of them and subsequently translated, it suggests that there is no primary communicative situation. The EU texts, both drafted in the procedural languages and translated into non-procedural languages, are supposed to serve the identical purpose

at the respective target language (TL) communities at the same time, though for varied addressees. There is thus no displaced situationality and one cannot refer to this type of the transfer as the truly intercultural translation in the full sense of the word, meaning a transfer from one national culture to another. It is rather the creation of a universal version which would function in the varied language communities. In the context of the EU translation, one could only speak of intercultural translation in terms of the transfer from the national EU culture to a national culture.

The above begs a question: what is actually the EU culture? The EU culture sometimes tends to be perceived as a formerly multinational and multicultural environment that have merged into supranational supracultural environment. But can there really be such thing as the supracultural environment?

Shäffner observed that the EU translations display features which are ‘a reflection of specific conventions in the two (or more) cultures’ (1997, 126). As the final product conforms to the norms of several cultures, it is a true ‘hybrid’ (ibid., 127). However, is the hybrid a truly supracultural text in terms of merged cultures or rather an intercultural text which was created in the environment where several cultures coexist. Trosborg inclines to consider the hybrid texts as ‘documents produced in supranational multicultural discourse community [with] no linguistically neutral ground’ (1997, 146). The development of the true supraculture is thus rather a chimera. The EU institutions remain the intercultural environment where the cultures blend to some extent, forming the environment’s language, Eurospeak, which however still bears the traces of the source cultures.

### **2.3.3 Eurospeak**

*Eurospeak* or sometimes also *Eurojargon* is the EU discourse, penetrating the official languages and forming thus its languages variants (e.g. EuroCzech). Schäffner defines it as the ‘language of the Eurocrats’ which is known to the ‘negotiators and [...] staff, including translators and interpreters’ (1997, 124). The Eurospeak is most apparent in the Union legalese, but it is also ‘a special EU-dialect which is slowly manifesting in the spoken languages in the EU’ (Trosborg 1997, 153). As one of the notorious features of Eurospeak is rather the impaired comprehensibility, the EU has even published a

concise guide to Eurojargon, comprising the most frequent phrases and expressions and their explanations (DGT 2013b), so as to avoid the confusion of citizens.

Eurospeak is generally characterised by the features such as a complex syntax, complex noun phrases and an extensive nominalisation, all of which reduce the readability of the texts. It is also often connected with an idea of the excessive use of anglicism, gallicisms and internationalisms. Šimandl and Hoffmanová, however, do not ascribe the reduced intelligibility fully to the nimiety of loanwords but rather to the attempt to avoid it at every cost (2008, 115). This often leads to the substitution of rather a common and familiar loanword for a Czech neologism. Šimandl and Hoffmanová speak of the linguistic purism (ibid., 115). On the one hand, the EU translators are thus criticised sometimes for the literal translation and the overuse of internationalisms and on the other hand, for the occasional purism. The EU translators thus have the impression that they are ‘put between the millstones’ within the quest of seeking the delicate balance between the two (Hončová 2013b).

Nevertheless, it would be incorrect to draw the conclusion that EuroCzech was created in the EU institutions. The process of its creation started earlier, even before the Czech Dep. was established. Before the Czech Republic’s accession to the EU, a formal condition had to be met. It comprised the Czech translation of vast majority of *acquis communautaire*, the production of which commenced in 1999. According to Potůček this process is a cornerstone in forming of EuroCzech as the language of the EU official documents (2004, 35). The translators in the European Commission and the other EU institutions thus result from the translations that were produced before the official entry of the Czech Republic into the EU.

It would be, however, misleading to think that nothing can be done about the inappropriate formulations and other deficiencies that occasionally occur in the current translations and thus form the template for the future translations. Certain corrective measures reducing Eurospeak are inevitable if the EU is supposed to retain the prestige in the Czech Republic.

There are some (Toury 1995, 278) who attribute the tolerance of Eurospeak (in the form of interference both at the syntactic and lexical level) to the popularity of the source culture (i.e. the EU institutions). Toury compares the Spaniards’ and the Finns’ approach towards Eurospeak and he observes that the Spaniards as fairly

enthusiastic about the EU were far more willing to accept the profound changes to their bureaucratic language, unlike the Finns who were rather sceptical about the prestige of Brussels (ibid., 278). The attitude of the Finnish culture even triggered changes that eventually resulted in the alteration of the prescribed legal syntax (further briefly referred to in the chapter 2.3.4). Drawing the parallel with the Czech Republic, it is obvious from the growing debate on Eurospeak (Šimandl and Hoffmanová 2008, Potůček 2005, Opava 2005) that it is not following the footsteps of Spain and that the topic requires further attention. Obviously, there would not be much asset in destabilizing the system with constant changes but some believe (Potůček 2005, 37) that an open discussion would bring positive results.

### **2.3.4 Features and Requirements of Legal Translation in the EU**

The drafting and the translation of the EU legislation conform to strict norms and principles, the core of which are the ‘strict equivalence requirements between language versions, i.e. the “concordance”’ (Vuorinen 2011, 7). However, the extent to which this principle can be followed is rather debatable. Pym perceives the DGT’s requirement for translation equivalence as ‘an EU legal fiction’ (2000, 1). He raises the issue of the ‘opaque languages’ or ‘language families’<sup>4</sup> that brings translation problems in the levels such as juridical syntax (2000, 1).

The full compliance with the structure of a legal act also ranks among the key norms to be conformed to. All the legal acts shall be drafted according to the structure<sup>5</sup> comprising of: a title, a preamble, enacting terms and annexes if needed (*Guide for Drafting Community Legislation* 2003, 24). The title contain the information which serves to identify the act, besides it may also comprise the technical data such as a serial number or a reference to the language version (ibid., 24). The preamble includes ‘the citations, the recitals and the solemn forms which precede and follow them’ (ibid., 24). When translating the preamble, the translator is obliged to adopt the fully predetermined wording. It is thus a clear example of the Union Legalese, as demonstrated below. The final and the most crucial part of the act are the enacting terms, i.e. the legislative part which may be

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<sup>4</sup> As a clear example of the opaque language families, which cause the translation problems, Pym states the Slavic language family as opposed to the Romance or Germanic language families (Pym 2000, 1).

<sup>5</sup> To have an idea of the detail structure of a legal act, see the Annex 3 attached at the end of the paper.



accompanies by annexes and organized in titles, chapters or sections, depending on the particular text type (ibid., 24).

The drafting of an EU legal act shall match certain fundamental requirements that could be applied to any legal act in general. Firstly, the draft shall be easy to comprehend and shall avoid any ambiguousness; secondly, the conciseness requirement shall be fulfilled and no unneeded elements shall be present; and lastly the preciseness criterion shall be met so that no uncertainty would be left in the reader's mind (*Guide for Drafting Community Legislation* 2003, 10).

The same applies to the production of the translation of a legal act. Regarding more specific recommendation, the translator shall for instance avoid using synonyms or different expression to communicate the same idea (ibid., 11), as well as s/he shall not incline to the use of illustrative clauses instead of the succinct formulation (ibid., 14), since both may pose difficulties in interpretation.

Further, the style of a legal act shall also correspond to the type of the act concerned. More precisely, it is supposed to reflect whether or not an act is binding, so as to avoid any doubts about rights and obligations arising from it. *Guide for Drafting Community Legislation* thus discourages translators from using the imperative forms in the non-binding documents (e.g. recommendations and resolutions) and also warns of using 'the structures or the presentation too close to those of binding acts' (ibid., 12).

Apart from the style, a translator has to bear in mind a proper usage of terminology which is a particularly tricky issue. The European Commission calls upon the translators to respect 'the multilingual nature of Community legislation' and to be cautious when using any 'concepts or terminology' peculiar to any national legal system (ibid., 17). There are many terms that belong to national legislation conceptual systems, however when used in the EU translation, they rank into another conceptual system (the EU conceptual system), their meaning is thus altered by the new conceptual system the terms are used in and when they return back into the national legislation conceptual system (e.g. in the form of a directive to be implemented into national legislation), lawyers experience difficulty when interpreting such terms. Škrlantová compares the translation of the EU legislation to the International Comparative Law which is based on understanding the differences and similarities of various systems and also claims that translator's decisions

have to be based on the understanding of both legal systems if misunderstanding is to be avoided (2010, 203).

One of the most debated principles (Pym 2000, Shäffner 1994, Trosborg 1997) is the full-stop rule. The rule constrains the sentence length by prescribing the identical number of full-stops in ST and TT. In other words, each sentence in ST must strictly correspond to another sentence in TT. Even though this rule is often criticised for causing long convoluted and hardly intelligible sentences (Trosborg 1997, 152), it is inevitable if the function of the document is to be preserved. It is thus a *must* in the translations of legal acts. The texts of legal acts are always discussed by politicians and other negotiators in the various EU institutions during their process of drafting. Even after they are published, lawyers and other engaged persons may need to debate about the interpretation of the wording of an act. In order to do so, they must be able to refer precisely to the part they intend to comment. It thus represents the lowest level in the structure of a legal act and such a reference might then be as follows: article 1, paragraph 2, point 3, sentence 4. Shäffner even adds that the full-stop rule does not apply solely to legal acts but also to contracts and treaties in general (1997, 121).

Apart from the need of the proper referring, there is another reason why the rule is to be adhered to and that is the amendment. In order for acts to be easily updated, it is necessary to locate the proper part of the text within the numbered section. It is so because the amendments only contain the information about the reference to the part which is to be amended (e.g. article 1, paragraph 2, point 3, sentence 4.) and the new wording of the part.

In legal documents, the requirement of ‘sameness’, as Trosborg puts it (1997, 152), is however the most apparent in a preamble. The preamble is thus probably the most constrained part of a legal act. With its characteristic structure corresponding to a fixed pattern, it is a prime example of Union Legalese. The formulas are predescribed for every official language and must be strictly complied with. In the English<sup>6</sup> and Czech<sup>7</sup> language pair they are as follows:

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<sup>6</sup> The English wording of preamble is determined in *Joint Practical Guide for the drafting of Community legislation*, here shortened as *Guide for Drafting Community Legislation* (2003, 76).

<sup>7</sup> The Czech version of a preamble is prescribed in *Společná praktická příručka pro redakci právních předpisů v orgánech Evropského společenství* (2008, 70).

THE EUROPEAN COMMISSION,

EVROPSKÁ KOMISE,

Having regard to the Treaty ...,

s ohledem na Smlouvu ...,

Acting in accordance with the procedure  
laid down in Article 251 of the Treaty ...,

v souladu s postupem stanoveným v  
článku 251 Smlouvy ...,

Whereas:

vzhledem k těmto důvodům:

HAS ADOPTED THIS REGULATION:

PŘIJALA TOTO NAŘÍZENÍ:

The citations and the recitals of each preamble may vary substantially as for the number, fairly often putting several pages between the subject and the predicate. Such a sentence structure is however far from idiomatic and in some languages it even severely impairs the legal text type conventions. Pym ponders on whether there should really be ‘European syntax for all’ and concludes that such convoluted syntax flooded with the cohesion markers in ‘most non-Francophone cultures finds no counterpart beyond EU texts’ (2000, 3). This however flatly contradicts the essential requirement stated in the *Guide for Drafting Community Legislation* that expects legal acts to be ‘easy to understand’ (2003, 10) and sure it goes against the grain of the current tendency of making the legislation more accessible to the general public.

On the other hand, there is a country which has a successful tradition in this respect. According to Pym, since 1970, there have been made specific measures in Finland to make the legal texts more accessible to the general public, including the avoidance of excessive nominalizations, the general jargon, etc. (2000, 3). As the Finnish readership was used to texts which strive to avoid the typical features of legalese, they refused to fully accept the structure of the preamble of the EU legal acts and as the only ones were able to press certain alterations in the preamble (Internal source<sup>8</sup>).

This shows that the issues such as Eurospeak and Union Legalese are worth attention. It also proves that Potůček’s call for the further discussion and pointing out translation deficiencies is legitimate and unless disrupting the very purpose of the system, it could be beneficial to both the EU and its citizens.

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<sup>8</sup> “Internal source” stands for the information obtained within the interview with the Czech Dep.’s employee. The use of this label is described in detail at the beginning of the chapter 3).

## **2.4 Translation Quality Assurance in the European Commission**

The European Commission's DGT strives to assure the quality of its final product which requires the attention in the whole process of the creation of the EU documents. The documents are thus checked for the appropriate quality both in their drafting, translation and publishing stage.

### **2.4.1 Quality Control of Source Texts**

A vital prerequisite for an accurate translation is undoubtedly a ST written in the sound quality. If ST is ambiguously and poorly formulated, a translator struggles when interpreting the text and subsequently also when producing its translation. During the last few decades English has replaced French as the major drafting language and thus up to three-quarters of all the European Commission documents are now drafted in English (*Translation for multilingual community* 2009, 5). Yet not all the authors are English native speakers. On the contrary, majority of them drafts documents in other languages than their mother tongue (*ibid.*, 5).

As the documents are written by such international groups of authors, the texts often contain interference from various languages (Fischer 2010, 25). So as to cope with this factor and thus assure that the texts meet the required standard, the DGT has established the Editing Unit, whose responsibility is to 'correct and edit the language of the original texts and to provide advice to the authors and the originating departments' (*ibid.*, 5).

### **2.4.2 Translation Quality Control and Assessment**

The European Commission accomplishes its political and legal agenda mostly via translations into all the official languages, which often raises the status of translations as if original documents. The quality requirements are therefore very high (*Translating for multilingual community* 2009, 6).

In order to guarantee the proper quality of its translations, the DGT utilizes various mechanisms and techniques, the key of which is the 'revision' further elaborated

in the chapters 3.1 and 3.4.2 (ibid., 4). Apart from this, there is an extra evaluation technique employed on the external translations, i.e. the translations supplied by the freelance translators or more precisely the external contractors, as such contractors can comprise freelance translators and translation agencies and also translation associations of several translators. The evaluation is a ‘systematic assessment with a feedback given to translation providers’ (ibid., 4). The translation providers whose performance is regarded unsatisfactory after this assessment procedure have to face the consequences resulting from it. The follow-up measures might range from ‘a warning letter to partial or complete termination of the framework contract’ (ibid., 6). The evaluation technique is developed in detail in the chapter 3.4.1.

Besides the feedback of their performance, which is supposed to enhance the quality of the future product, the freelance translators are also provided with the support, supposed to arrange the equal working conditions so as neither the in-house nor freelance translators would have a comparative advantage when translating. This support covers: various relevant background documents; a contact person in case of translation assistance is needed; an access to various CAT tools such as terminology databases, etc. (ibid., 6). Whether the conditions are truly equal is further developed in the analysis on the freelance as compared to the in-house translations in the chapter 3.3.4.

#### **2.4.2.1 Translation Quality by Text Type**

Based on the particular functions the translated text types are to serve, they are divided into groups which correspond to the particular levels of the quality control and various methods through which the particular control is employed.

##### ***2.4.2.1.1 The System of Translation Quality Types***

Until 2008, the DGT’s quality control resulted from the five prescribed categories of ‘translation quality types’ (TQT) each of which was subjected to a different degree of revision and possibly evaluation, depending on the particular text type (*Report on Special Report No 9/2006* 2007). Among the five TQTs, there were legal texts, presentational texts, official texts, informational texts and texts for basic understanding (ibid.). However, after several audits the DGT has concluded that it is inescapable to ‘harmonize workflow and working procedures’ and thus unify the quality control system

in the individual language departments (22 *Quality Actions* 2009, 27). The practical output of this harmonization was designing and implementing the new simplified binary system comprised of two essential categories which replaced the system of five distinct TQTs.

#### **2.4.2.1.2 *The Binary System***

In January 2008 the new binary system was thus launched. The system is supposed to operate on two quality control levels, based on the two main categories, ‘one for documents for publication or adoption by the Commission and the other for mainly internal documents for comprehension or information’ (ibid., 27). As for the first category, which is potentially more dangerous to the EU image, the language departments are expected to employ the more thorough quality control, which implies that the full revision or cross-reading methods would be applied (ibid., 27). The second category, comprised from documents for the basic understanding, would naturally correspond to the less profound quality control, such as the spot-checking (ibid., 27). For the actual system and the techniques employed in the DGT’s Czech Dep. see the chapter 3.1.

### **2.4.3 Quality Requirements**

There have been many attempts to define what is and is not the quality translation. Depending on the factors such as the accuracy of translation, its fidelity to original, the intended function and above all the target reader and the particular text type, scholars have attempted to define what the quality translation should be over millenniums. As for the dichotomy of translation, and more precisely the two types of translation which were established by Newmark: ‘semantic’ vs. ‘communicative translation’, the majority of the EU translations, i.e. legislative or administrative text types, incline towards the semantic translation with the focus on the transfer of the precise ‘contextual meaning’ (1981, 39). The translations of the remaining text types, primarily aimed at general public, corresponds to the communicative translation, striving to produce on ‘its readers an effect as close as possible to that obtained on the readers of the original’ (ibid., 39). This however provides only a broad idea of the adequate translation.

Apart from the scholars, there are also several standards attempting to define quality. Such an attempt has also been made by ISO 8402 standard called *Quality Management and Quality Assurance* which defines quality as ‘the totality of characteristics of an entity that

bear on its ability to satisfy stated or implied needs (ISO 8402 1994). Though not directly related towards the translation field, this definition suggests that the quality is a relative issue depending on the expectations of the “entity” recipient.

Besides the standards determining the general quality of any product, there is also a binding standard regulating the quality in the translation market, i.e. the EN-15038 standard called *European Quality Standard for Translation Service Providers* (2006). The norm, however, approaches the quality from the translation process view rather than the final product perspective. It states what the translators’ competences should be and recommends the individual stages of the translation process, especially in terms of the quality control. Even this standard thus does not set the particular quality requirements that an adequate translation should fulfill.

The DGT therefore produced its own definition of the quality and compiled a list of quality requirements that translations are to meet.

#### **2.4.3.1 The DGT’s Quality Requirements**

As the DGT operates in the translation market where the driving force is divided in certain proportions among three elementary factors, i.e. time, price and quality, it generally perceives the quality from the functional point of view:

[The quality is characterised firstly as] *fitness for purpose*: the ability of a target text to do what it is set out to do, communicatively and otherwise, with regard to: its user(s), its (assumed) target audience(s), its manner and circumstances of use (incl. its target textual environment) [and secondly as] taking into account the *production constraints*, including: product specifications, professional and in-house norms and standard practices, quality of source text, etc.

(Vuorinen 2011, 12)

Rather noteworthy is the very last condition of the quality definition, which basically states that among others, the adequate translation is supposed to cope with the production constraint such as the quality of ST. The translator is thus automatically expected to produce a good translation even though a ST is not of the prescribed quality.

The above holistic definition of translation quality in the DGT is further accompanied by nine core quality requirements which prescribe that:

‘all **specific instructions** from the requesting department are followed (Information sheet); the delivered target text is **complete** (no omissions nor additions are permitted); the target text is a **faithful, accurate** and **consistent** translation of the source text; **references** to documents already published have been **checked** and quoted correctly; the **terminology** and **lexis** used are **consistent** throughout the text and with any relevant reference material; sufficient attention has been paid to the **clarity** and **register** of the target text; the target text contains no **syntactical, spelling, punctuation, typographical** or other **grammatical** errors; the **formatting** of the original has been maintained (LegisWrite, including codes and tags if applicable); and the agreed **deadline** is met.’

(Guide for Contractors 2008, 6)

When taking a closer look at the individual quality factors, it is obvious that half of them are generally applicable to any text type (e.g. the compliance with specific instructions, the completeness of translation, no grammatical and similar errors, meeting the deadline). Yet the quality is situation-specific and various text types thus require varied approaches, as certain features may be less relevant in one context but critical in another. Vuorinen stresses the ‘strict equivalence requirements’ in the translations of the legal acts (2011, 7), whereas in terms of other text types, he admits that a more target-oriented approach is necessary (ibid., 11). That implies that for instance in the legal acts, the quality is assessed primarily in accordance with factors such as the terminology precision and consistency, the technical quality (i.e. formatting) and the semantic accuracy. Only then other quality requirements are taken into consideration, e.g. style – a still relevant factor though, as translations need to achieve an optimal balance between the compliance with the EU rules and national textual conventions.

In order to enable both the in-house and the freelance translators to fulfill the various quality requirements, they are provided with plenty of internal and published manuals and guidelines on the specific quality aspects. One of the principal sources, which is often nicknamed ‘the Bible’ of the EU translation by the Czech Dep.’s employees (Hončová 2013a), is *Pravidla pro jednotnou úpravu dokumentů* (2011) or its English version<sup>9</sup>. This document briefly introduces the main text types and rules of their drafting and outlines the EU conventions common to all languages and also specific to the TT (i.e. Czech). A very shortened version of general drafting rules can be also found in “Základní pravidla pro překlad dokumentů EU do češtiny” (2011).

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<sup>9</sup> In case of translation from Czech into English, the translators shall follow the English version called *Interinstitutional Style Guide* (2011).



The freelance translators are also provided with “Guide for contractors translating for the European Commission” (2008) which covers the basic information about the quality expectations of the DGT and also the above mentioned nine core quality requirements.

As regards the legal acts and similar text types, i.e. the major part of translated volume, the translators are expected to acquaint themselves particularly with “Společná praktická příručka pro redakci právních předpisů v orgánech Evropského společenství” (2008) or its English version,<sup>10</sup> which provide basic information on the structure and the standard presentation and formulas of each legal act that every translator is strictly required to follow. Furthermore, the prescribed standard presentation and formulas are regulated in detail in the internal materials such as *Commission’s Manual on Legislative Drafting*, *Council’s Manual of Precedents* and in LegisWrite<sup>11</sup>.

The last published group of the sources that contain information about the quality requirements are various stylistic guides<sup>12</sup>.

Except from the above mentioned sources, there is full range of other internal materials, determining the requirements that translations need to fulfil, and the content of which translators are also expected to learn.

#### **2.4.4 Cost of Quality and Poor Quality**

The EU has an immense interest in the quality of the final product produced by the DGT or any translation service, providing translations for other EU institutions. As the translation is mirroring the abilities of its producer, it can have a severe impact on the DGT’s image both within and outside the European Commission and undoubtedly it can affect the image of the whole EU. Apart from the potential risk of the tarnished image, Vuorinen sees the danger of the poor quality translation particularly in the possible legal, administrative, financial and practical impact (2011, 15).

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<sup>10</sup> In case of translation from Czech into English, the translators shall follow the English version called *Joint Practical Guide for the drafting of Community legislation* (2003).

<sup>11</sup> LegisWrite is the Microsoft Word’s application on writing legislative documents in the EU, containing templates for all types of legal acts.

<sup>12</sup> The major sources of the stylistic requirements are *English Style Guide - A handbook for authors and translators in the European Commission* (2011) and *Country kompendium – A companion to the English Style Guide* (2011). As very simplified guide of the EU writing can also serve the output of the campaign for clear writing *Jak psát srozumitelně* (2010) or its English version *How to write clearly* (2010).

Therefore, when examining the translation quality and its assessment, one of the key factors is also the issue of costs necessary to assure it. The translation services provided to all the EU institutions are roughly estimated to amount to less than 1% of the annual EU budget which corresponds to about 2 Euro per person per year (DGT 2013c). The European Commission's contribution to this sum is about 300 million Euro (ibid.) and in 2007, when this contribution was approximately the same, the average cost per page translated in the European Commission was 150.2 Euro (*Report on Special Report No 9/2006* 2007).

The European Commission thus invests substantial capital in the quality assurance, however, this capital is considered as 'worth paying for', as the capital actually saves the extra expenditure in the long run (*Quantifying quality costs* 2012, 2).

The investment includes the 'quality-related costs' which comprise predominantly the sources devoted to the quality control measures (e.g. revision) but also sources for the recruitment, the further training, the translation tools terminology management, etc. (ibid., 2). It is so that both translators and revisers are provided with conditions, allowing them to produce the quality product. For instance, the revision of three pages equals to the time necessary for translation of one page (ibid., 15).

Further, the investment comprises 'the costs of poor quality' (ibid., 2). These covers the costs of publishing a corrigendum<sup>13</sup>, an extra work for entitled workers who take action when the quality is poor, the costs related to legal uncertainty and possible lawsuits (ibid., 2). When the poor translation leads to misinterpretation or ambiguity of a legal act, the citizens or companies may go to the court in order to clarify their rights and obligations (ibid., 38). Similarly, when an action is taken, based on the poor translation and a citizen or a company suffer a subsequent damage, the court case is inevitable.

The European Commission is substantially funding the prevention of the poor quality, however, if it was not so, the poor quality translation would take its toll outside the EU institutions.

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<sup>13</sup> A corrigendum is a 'adoption of corrective act by the Commission and the EU Publications Office' (*Quantifying quality costs* 2012, 12).

### 3. THE CASE STUDY: TQA IN THE EUROPEAN COMMISSION

Translation is not an exact science. Within translating or revising, there is no single and finite set of exclusive rules that, when adhered to, would simply create the exquisite TQA system which would always assure the adequate quality of the text. Such a system is a mere chimera. Furthermore, it is necessary that a key factor of TQA is taken into account and that is the time consumption. There have been many attempts to design a solid TQA system which would maximize the output and minimize efforts. The European Commission has also attempted to create and implement such a system.

This chapter thus describes the system of the quality assurance including TQA that is in operation in the European Commission's DGT and more precisely in its Czech Dep., based in Luxembourg. The other DGT's unit (i.e. the Web unit), based in Brussels was not included in the description.

In order to compile the credible and relevant information, there were organized two research stays in the DGT's Czech Dep., each of approximately one week duration. During these stays, four in-house translators (Lenka Čápková, Oldřiška Čtvrtníčková, Ilona Klemm and Klára Kubová) were interviewed about their work and valuable internal sources on revision and TQA were gathered. Since these sources are intended for internal purposes, they are not quoted directly at the Czech Dep.'s request, and instead they are referred to as *Internal source*.

Further, a corpus of translated texts was collected which later provided the basis for the analyses in the chapter 3.3. The data was collected randomly, however, with respect to the proportional representation of the main text types. At the request of the Czech Dep. the texts are not quoted in the thesis.

Besides, a questionnaire was distributed to all in-house translators in the Czech Dep. The data generated from the questionnaire were utilized when describing the TQA system applied in the DGT's Czech Dep. The question predominantly dealt with the subjective factors of the revision and their answers are utilized in the chapter 3.4.2.2 on the quality control of the in-house translations.

### **3.1 The Czech-language Department in Practice: Methods and Types of Translation Quality Control**

The core of the system of the quality control results from the very division of the department. The department is divided into units, each of which provides the translation service for certain Directorates-General (DGs) and Services of the European Commission. That implies that the translators and the revisers from the individual units deal with translation of the texts from the specific domain and thus specialisation is assured (Internal source).

Formerly there were three units which translated the agenda of certain number of DGs and Services. However, since the restructuring of the Czech Dep. in February 2013, the three units merged into two. The translators of the first unit went over to the remaining two and similarly its agenda was undertaken.

The first unit thus currently provides translation for example for the DGs of Agriculture and Rural Development, Budget, Climate Action, Competition, Economic and Financial Affairs, Energy, Environment, Human Resources and Security, Internal Market and Services, Joint Research Centre, Maritime Affairs and Fisheries, Mobility and Transport, Research and Innovation, Taxation and Customs Union and for the Services such as Bureau of European Policy Advisers, European Anti-Fraud Office, Internal Audit Service (Internal source).

Similarly, the second unit translates the agenda of the DGs of Communication, Education and Culture, Employment, Social Affairs and Inclusion, Enlargement, Enterprise and Industry, EuropeAid Development & Cooperation, Eurostat, Health and Consumers, Home Affairs, Humanitarian Aid, Interpretation, Justice, Regional Policy, Service for Foreign Policy Instruments, Trade, Translation, etc. It also provides translation for the several Services, for instance for the Legal Service and the Publications Office (Internal source).

Both units thus predominantly deal with the texts from the above DGs or Services. However, in case of the backlog of work, the basic principle of solidarity applies. The units can be of assistance to each other and divert the assignments to the less burdened unit and thus relieve each other from excessive load of work.

### 3.1.1 Methods of Quality Control

All translated texts produced in the department always need to be revised thoroughly and in full extent. For this purpose various methods can be employed, as already adumbrated in the chapter 2.4. on the translation quality assurance. Depending on the particular method, they might or might not be applied to the whole text. As regards using STs during quality control, there are *revision* and *review*. When it comes to the extent of quality control, a reviser can employ *full-revision* or *spot-checking*. Further, there are two more methods applied in quality control: *evaluation* and *proofreading*, the second of which is not exercised in the Czech Dep., but is undertaken by other agent. Naturally, all these methods can be combined, so as to assure higher quality.

#### 3.1.1.1 Full-revision vs. Spot-checking

The very definition of a spot-checking by one of the quality officers from the DGT approaches this method as ‘revising or reviewing only a given number of pages in a translation to have an idea whether it is of acceptable quality’ (Vuorinen 2011, 25). The method is always employed when exercising evaluation described below and during the ex-post control (see chapter 3.1.2.2.3). Occasionally, the department is assigned to check the quality of a translation that was produced by other provider than the translators of the department. In such a case, a translation is also spot-checked, usually in the extent of two or three pages (Internal source).

On the other hand, a full-revision applies to the full extent of the text and is thus frequently employed as a combination of revision or review.

#### 3.1.1.2 Revision vs. Review

These methods that relate to the usage of ST are the core of the quality control in the DGT in general which consists of ‘revision and review or a combination of the two [...]’ (*Quantifying quality costs* 2012, 15).

*Revision* is a method during which a reviser ‘examine[s] a translation for its suitability for the agreed purpose, compare[s] the source and target texts, and recommend[s] corrective measures’ (EN-15038 2006, 5). It also comprises ‘a comparison of the source and target texts for terminology, consistency, register and style’ (EN-15038

2006, 11). The EN-15038 standard definition fully corresponds with the DGT's perception of revision (*Quantifying quality costs* 2012, 15). It is thus a systematic comparison of the original and the translation.

*Review*<sup>14</sup> is understood as mostly a 'monolingual review to assess the suitability of the translation for the agreed purpose and recommend corrective measures [...] [and comprise] assessing the translation for register and respect the conventions of the domain in question' (EN-15038 2006, 11) which again concurs with the DGT's definition (*Quantifying quality costs* 2012, 15). As Vuorinen asserts a detail comparison with the original is only sporadic (2011, 25). The reviser examines the translation predominantly for its fluency and checks whether the terminology used in the text seems to be appropriate. This method thus presents a lower level of a quality control and is assigned very seldom, as it does not reveal potential inaccuracy with regard to the ST.

The translation is assigned to be either reviewed or revised by the head of the unit on the basis of a translation assignment analysis and a risk assessment' (*Quantifying quality costs* 2012, 15). For instance, the complexity of a text could be considered as one of the factors. The translators can use templates for certain text types, the translation of which is then more uniform and less demanding. Similarly, in case of external translation when a translator is provided with various secondary texts to search the terminology, it is presumed that s/he does so and thus the translation shall not show any deficiency in this matter. In both cases, the review method might be assigned as a form of quality control. Another example when review is often used is a translation of a text designated only for internal understanding (e.g. a translation of an email sent to a member of the European Parliament who does not speak the language). However, since the revisers are more used to apply the revision method, it begs the question whether they really follow the assigned method or rather revise translations as they are used to, that is using the revision method. This is further elaborated in the chapter 3.4.2.2.

### **3.1.1.3 Evaluation**

Unlike in case of revision, a reviser employing evaluation is not only supposed to reveal the deficiency of the translation and recommend corrective measures, but in addition

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<sup>14</sup> In some other language departments, instead of review the term cross-reading is used (*Revision Manual* 2010, 6).

to that s/he is also expected to categorize errors into the individual error types and calculate a final mark for the translation. Since this method is rather time-consuming, is it not employed in the full-extent of a translation, but merely on its excerpt. The evaluation used in assessing freelance translations is further described in detail in chapter 3.4.1., and similarly chapter 3.4.2.1 devotes to the evaluation of in-house translations.

#### **3.1.1.4 Proofreading**

All translations need to be proofread and corrected using proofreader's marks before publishing. Proofreading thus involves 'checking on proofs before publishing' (EN-15038 2006, 5). This quality control is not however exercised in the Czech Dep. or elsewhere in the DGT but this duty is performed by the Publications Office (OP) of the European Commission. Besides, it is also OP which issues corrigendum in case that a severe translation error occurs in already published translation.

### **3.1.2 Types of Quality Control**

In order to improve the provided translation service, there have been designed several controls that help to supervise the quality of the final product. Some of them form independent phases of the translation process, the others simply set how detailed and thorough the revision should be. Therefore, there are presented two sets of quality controls, the first of which concerns the text type and the second of which maps the controls according to the person who executes them.

#### **3.1.2.1 Quality Control Based on Text Type**

Neither the former five translation quality types (TQTs), nor the binary system presented in the chapter 2.4.2.1 are actually employed in the Czech Dep.. In order to be of service to the head of the unit in the risk assessment, a system of two quality control levels has been developed. This system introduces an assumption of adequate quality control level for each text type (Internal source). However, it is the head of the unit who case by case takes the final decision of the particular quality control measure to be applied. The system thus functions as a mere inspiration.

### ***3.1.2.1.1 Quality Control Level 1***

The quality control level 1 (QC1) suggests an assumed necessity for high level of quality control and implies that between 70% and 100% of all the documents corresponding to this type of control have to be controlled as for the appropriate quality (Internal source).

QC1 applies predominantly to legislation (e.g. directives, regulations, decisions, recommendations), but also other text types such as white and green papers, communications from the European Commission, answers to the national parliament, companies or citizens, calls for tender, web pages, press releases, leaflets, guides on application for Community legislation, articles and speeches, etc. (Internal source).

Further, this type of quality control level is linked with very thorough inspection of the form which is essential especially in terms of legal translation. In order to check the form of a document, a translator (possibly also a reviser and an assistant) follows the so called Check-list<sup>15</sup>, a form listing the formal and layout features to be inspected. A reviser should thus check whether the TT has the same number of footnotes as ST, whether pictures and tables are transferred properly, whether a translator properly worked with the Microsoft Word's application called LegisWrite and followed the templates it contains and whether translator properly managed to clean-up the document and no TWB tags remained, etc.

### ***3.1.2.1.2 Quality Control Level 2***

The quality control level 2 (QC2) indicates an assumed requirement for a lighter quality control and is frequently employed when revising financial statements, communications to the European Commission, summaries of the impact assessment, incoming correspondence from a member state or a company, etc. These types of texts are also preferably assigned to freelance translators.

In QC2 it is recommended that between 0% and 70% of all the documents ascribed this type of quality control are to be checked as for the appropriate quality (Internal source). This is, however, a mere recommendation. Revisers in the Czech Dep. are actually

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<sup>15</sup> Check-list which is used in the Czech Dep. and other language departments is an internal source which has been agreed not to be published. However, there is a public version on the DGT website which only slightly differs in the content and is enclosed as Annex 4.



asked to revise 100% of all of the documents. Whether revisers truly distinguish between QC1 and QC2 is further referred to in the chapter 3.3.3.3.

### **3.1.2.2 Quality Control according to Inspector**

In the translation quality assurance, there are several agents that participate in this process. Apart from the translator's self-revision, a translation may be inspected by a peer-editor, assistant from the department, a quality officer and the head of the unit.

#### ***3.1.2.2.1 Peer-editing Control***

In every unit, after several months, once an in-house translator acquaints him- or herself with the work in the Czech Dep., s/he commence to revise translations of in-house or freelance fellow translators.

Whenever a translation is assigned, the head of the unit or an entitled assistant creates a translator-reviser pair who is expected to collaborate on the assignment. Commonly, a pair is formed by translators from the same unit, so as they both have experience with the certain domain according to the individual DGs. Even in the same unit, a pair is not created randomly. It is also taken into consideration whether a translator and a reviser has experience not only in the certain domain but also in the particular topic. Naturally, specialisation is subjected to the load of work and current number of translators who are at disposal. Not all units, however, incline towards specialisation of their translators and rather prefer to direct their translators towards more versatile approach.

The peer-editing control is accomplished in the form of revision and review, and in case of freelance translators or in-house novices and trainees, also in the form of evaluation. An experienced in-house translator thus mostly receives a revision in the form of a paper copy of the corrected translation with commentaries, whereas a novice, a trainee or a freelance translator are provided with revision commentaries including categorization of errors and a filled evaluation form which summarises their performance.

#### ***3.1.2.2.2 Assistant Control***

Once a translator receives a revised text from his or her colleague and implements desired corrective measures, s/he submits the assignment to the secretariat of a unit where another

level of quality control takes place. An assistant then verifies whether the layout of the document corresponds with a prescribed form. It basically implies that an assistant inspects several features from the Check-list<sup>16</sup>. For instance, s/he verifies the accuracy of table of contents, the LegisWrite templates correspondence, etc.

#### ***3.1.2.2.3 Ex-post Control***

This form of quality control is exercised after the assignment is submitted to the client, i.e. one of the DGs or Services. It thus does not have a direct impact on the particular product, but it improves the translation service provided in the long-term scale.

The ex-post control is largely conducted by a quality officer from a unit who randomly selects several submitted in-house translations without any regard the language, the text type or a person who performed the translation. Such texts are then spot-checked, usually in the scope of several pages. The quality officer thus carries out a new revision, so as to discover whether a translator and a primary reviser failed to notice any discrepancies.



#### ***3.1.2.2.4 Annual Control***

Similarly as in the previous quality control type, the annual control is also performed strictly on in-house translations. Every in-house translator is bound to store his or her revised translations for the period of one year. A novice is obligated to keep also the evaluation forms. The revisions and possible evaluation forms then serve as background documents for an annual control carried out by the head of the unit. The head of the unit thus spot-checks the documents and focuses on an extent to which a translator's final solutions complied with a reviser's recommendations. After the spot-checking, an interview follows where the space for further improvement is discussed. In case of a novice, it affects the offer of an unlimited contract.

Below follows an overview of the individual quality control types.

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<sup>16</sup> In the internal version of the Check-list, there is determined a person responsible for every feature that is to be inspected. In other words, some features shall be revised by translators and revisers and others by assistants (Internal source).

FREELANCE	IN-HOUSE
	
<ul style="list-style-type: none"> <li>• Peer-editing</li> <li>• Assistant Control</li> </ul>	<ul style="list-style-type: none"> <li>• Peer-editing</li> <li>• Assistant Control</li> </ul>
<hr/> <ul style="list-style-type: none"> <li>• Evaluation</li> </ul>	<hr/> <ul style="list-style-type: none"> <li>• Expost Control</li> <li>• Annual Control</li> </ul>

*Table 3. Types of quality controls of freelance and in-house translation*

### **3.1.3 Responsibility for Final Product**

It is imperative to consider the distinct approach towards responsibility for translation when it comes to freelance as compared to in-house translations. Regarding revision of an in-house translation, the primary responsibility for translation is placed on the translator. A reviser is merely suggesting the corrections which are then agreed or refused to implement by a translator, which is also a key topic of the annual control. Whereas in case of freelance translations, it is the reviser who bears the responsibility for the final product and can adopt all corrections s/he suggests.

This approach might be explained by the fact that freelance translators, unlike their in-house colleagues, engage in translation of other than the EU texts, and that translation for the European Commission occupies only a portion of their translation volume which affects their expertise.

## 3.2 Error Typology

In the DGT and its language departments including the Czech one, translation quality is generally perceived as *fitness for purpose* (Vuorinen 2011, 12), as already mentioned. Yet, it goes without saying that every language department is trying to create a uniform set of rules concerning how to revise and what to focus on in order to ensure objectivity. However, it is important to realise that both translation and revision of translation are highly individual and subjective issues and as such they cannot be approached as if they were exact sciences. Therefore, when assessing a translation, the revisers tend to result from the basic requirements of the accurate translation.

### 3.2.1 Criteria for Grading of Errors

The relevance of an error may differ according to various aspects. There are three major criteria. The crucial one is the impact of the error in the text. The grading of linguistic and other errors depend on ‘the influence they have on the function of the target text’ (Nord 2005, 219). If a missing or superfluous comma or a grammar mistake give rise to an inadequate interpretation of any of the intended functions, it is not ‘a mere deviation from a linguistic norm but has pragmatic consequences’ (ibid., 219). The Czech Dep. further distinguishes among three profound impacts when it ascribes an error special relevance if it has any adverse financial, legal or political consequences (Internal source).

Another criterion, which influences the gravity of a translation error, is its easy recognisability. Some grammar or spelling mistakes that are apparent at the first sight do not affect function and mostly can be easily corrected, which brings us to the last but not least criteria – that is the amount of time necessary for the revision process. A consistent usage of wrong terminology can be corrected by a simple automatic search-replace procedure of the text processing programme and might cause less trouble than a poorly formulated sentence, inadequate structure of which requires restructuring the whole paragraph.

### 3.2.2 Typology of errors and their relevance

Every language department might use different typology of errors and perceive error relevance differently. The revisers in the Czech Dep. distinguish between nine types of translation mistakes, described in detail hereinafter. The individual types relate to *sense, omission, addition, terminology, grammar, spelling, punctuation, reference documents* and *clarity* (Internal source). These error types are predominantly used to evaluate (see chapter 3.4.13.4.1) translations produced by freelance translators who work for the Czech Dep. Since this typology of errors is familiar both to the translators and the revisers of the Czech Dep., it was chosen as a method of analysis of the whole corpus. In other words, all the corrections in the revisions of both external and internal translations were classified according to this typology. Further, two more categories were added for the purpose of the analysis, the first of which is a translation error that is presented by a deficiency in *format* and the second of which is not actually an error but rather a *stylistic preference*.

When an error is ascribed its type, it is also assigned with relevance which might be either *high* or *low* (ibid.). That reflects the scope to which it could compromise the whole text. The differentiation of relevance will be not applied regarding the two added categories, i.e. format and stylistic preference, as they cannot bear any financial, legal or political consequences.

#### 3.2.2.1 Characterization of Error Types

The following discussion is mainly descriptive, i.e. individual translation products are studied in order to delimit the particular error type and explain the specific problems encountered in the (more or less appropriate) solution. The examples that accompany the description of error types were taken from the corpus accumulated during the two visits to the Czech Dep. The corpus includes source texts, first versions of translations, revisions and final target texts of every document that was analysed with total number of 178 163 words of revisions. It contains legal texts (e.g. regulations, directions, etc.), texts mediating the communication between the institutions (e.g. communications, etc.) and texts serving the communication with public (e.g. press releases, brochures, etc.) translated by both in-house and freelance translators. For more detailed description of the size of the corpus, the text types included and the quantitative representation of error types in the corpus see chapter 3.3.

Every description of an error type is accompanied by examples. If necessary, each example shows the English original, that is source text (ST), a translation handed for revision (T1) and implemented reviser's corrections in a final version, i.e. target text (TT).

### 3.2.2.1.1 *Sense*

This category comprises errors that produce shifts in meaning and impair the interpretation of the TT. It primarily covers 'mistranslations, nonsense, word-for-word and literal translations which are meaningless in the given context or change the meaning of the text (Internal source).

As far as the relevance of errors is concerned, *high relevance* is ascribed to the mistranslations resulting in adverse financial, legal and political impacts. That rule is common to all types of errors. In other words, the mistake confuses the reader who will then not act in accordance with the intended meaning. This is demonstrated in the following example (1) where the translator did not pay enough attention to a prepositional relation in the original (hereafter in all *examples* the original format was removed and bold print, italics and underlying were added for easier identification).

(1) ST: 'The European Railway Agency shall submit to the Commission **a recommendation on the detailed IT specifications, governance and master plan.**'

T1: 'Evropská agentura pro železnice předloží Komisi **doporučení podrobných specifikací v oblasti IT, plán řízení a hlavní plán.**'

TT: 'Evropská agentura pro železnice předloží Komisi **doporučení týkající se podrobných specifikací v oblasti IT, plánu řízení a hlavního plánu.**'

Here, the excerpts are taken from a regulation which deals with interoperability of the transeuropean rail system. The ST imposes a duty to the European Railway Agency (ERA) to deliver a recommendation regarding the specifications, governance and plan. However, according to T1, ERA shall not submit a mere commentary but the specifications, governance and plan per se which significantly expands its duties. The possible legal consequence is apparent here, which is the reason why the shift was marked as high. A similar problem occurred in the next example which was also taken from regulation:

(2) T1: ‘Toto nařízení vstupuje v platnost **dvacátým dnem** po vyhlášení v Úředním věstníku Evropské unie.’

TT: ‘Toto nařízení vstupuje v platnost **sedmým dnem** po vyhlášení v Úředním věstníku Evropské unie.’

The regulation governs the conditions of applying for import licenses of certain product. Here the situation is probably even graver, as the regulation was amending another regulation and thus the date when it enters into force could play a significant role if the entities took a legal action in accordance with it.

The sense error of high relevance does not necessarily have to have a legal impact. The sufficient cause for ascribing a higher relevance can also be consistently and seriously misleading translation, as it is so in the example (3).

(3) ST: ‘Commission opinion of [...] relating to the plan for the **disposal** of radioactive waste arising from the **Conditioning and Storage Facility for Activated Waste ICEDA**, [...].’

T1: ‘Stanovisko Komise ze dne [...] týkající se plánu na **ukládání** radioaktivního odpadu **ze zařízení pro balení radioaktivních odpadů a jejich a ukládání (ICEDA)** [...].’

TT: ‘Stanovisko Komise ze dne [...] týkající se plánu na **zneškodňování** radioaktivních odpadů **ze zařízení na úpravu a ukládání radioaktivních odpadů (ICEDA)** [...].’

This example shows one major and one minor error in an opinion which is not a legal text and is usually aimed at another EU institution that might be familiar with the topic. Yet accuracy is still a key quality requirement. As for the major error, the expression *ukládání* (meaning storage) was used as a translation counterpart of *disposal*. This together with consistent misuse of this term within the whole text substantially shifts the meaning of the document which then reads misleadingly. Further, there is also a failure to refer properly to the name of the facility. However, this would not be considered as of high relevance, as there is an abbreviation for this facility stated in brackets which allows the reader to access necessary information. Although an aggravating factor for both of the mistakes is that they occurred in the very title of the document.

Nevertheless, the mistakes of such gravity, regardless the error type, are rather rare (for more details see chapter 3.3.3). Mostly the sense errors are of *low relevance*, suggesting that their possible consequence is only ‘limited’ (Internal source). More precisely, such errors can only be related to a single sentence or paragraph and as such it does not induce an inadequate response in a reader, nor has it a potential legal, financial and political impact. Following examples are clear illustration.

(4) ST: ‘**The quantities** for which import licence applications have been lodged under [...] **shall be multiplied by the allocation coefficients** set out in the Annex to this Regulation.’

T1: ‘**Na žádosti o dovozní licence** podané podle [...], **se vztahují koeficienty přidělení** uvedené v příloze tohoto nařízení.’

TT: ‘**Na množství**, na která byly podány žádosti o dovozní licence podle [...], **se vztahují koeficienty přidělení** uvedené v příloze tohoto nařízení.’

The text of the regulation directly states that coefficients relate to the quantities and not to the applications per se. There is a slight simplification as *the quantities* got somehow lost in translation. The error is, however, of minor importance as, from the pragmatic point of view, it is obvious that the quantity and not the applications should be multiplied. The reader would thus understand the message from the context.

Rather opposite situation occurred in example (5) where the shift of meaning is not apparent at first sight. Nonetheless, it does not affect the general understandability which also led to the mark *low*.

(5) ST: ‘The decision is based on the unanimous opinion **of the Air Safety Committee**, composed of representatives of the 27 Members States of the EU, **Croatia, Norway, Iceland, Switzerland and of the European Aviation Safety Agency (EASA).**’

T1: ‘Rozhodnutí vychází z jednomyslného stanoviska Výboru pro leteckou bezpečnost, jehož členy jsou zástupci všech 27 členských států EU, **dále Chorvatsko, Norsko, Island, Švýcarsko a Evropská agentura pro bezpečnost letectví (EASA).**’

TT: ‘Rozhodnutí vychází z jednomyslného stanoviska **Výboru pro leteckou bezpečnost**, jehož členy jsou zástupci všech 27 členských států EU, **dále**



**Chorvatska, Norska, Islandu, Švýcarska a Evropské agentury pro bezpečnost letectví (EASA).’**

This example is most likely a case of misreading. The ST is grammatically ambiguous which confused the translator who then did not feel the need to verify what countries belong to Air Safety Committee and included four extra countries and one agency, though the agency might have been a clue. However, as this shift appeared in a press release which emphasised rather a content and importance of the decision and not on whose opinion it was based, this shift is of minor relevance. Moreover, a quick-witted reader might notice the clue that it is not very probable that an agency would be in a committee.

The inaccuracy of sense does not have to be caused by the misreading but it can be characterised by an improper transposition, for instance by a wrong prepositional relation or an inadequate choice of a time marker, resulting in pragmatic nonsense or a shift of standpoint, illustrations of which are next two examples.

(6) ST: ‘applications for import licences **for reference numbers** 09.4241 to 09.4247’

T1: ‘žádosti o dovozní licence **s referenčními čísly** 09.4241 až 09.4247’

TT: ‘žádosti o dovozní licence **pro referenční čísla** 09.4241 až 09.4247’

Point 4 of (other) Commission regulation (EC) No 828/2009 defines the reference numbers as numbers that relate to the countries which import a particular product into the EU. In T1, the translator used an incorrect preposition which implies that the reference numbers refer to the applications. However, as this regulation was governing the conditions of applying for licences for particular numbers, a reader would be familiar with these numbers and would immediately reveal this pragmatic nonsense. The context also plays its role, as the phrase is appropriately transposed further in the text several times. All this contributes to a low relevance.

(7) ST: ‘The use of genetically modified organisms (GMOs) **is still prohibited** in organic products.’

T1: ‘V ekologických produktech **je dosud zakázáno** používání geneticky modifikovaných organismů (GMO).’

TT: ‘V ekologických produktech **je nadále zakázáno** používání geneticky modifikovaných organismů (GMO).’

This extract is from an article that draws attention to a new EU regulation that supports organic farming. In T1, however, the translator slightly altered the perspective by using a time marker *dosud*, as if it was supposed to change in the near future. The reviser's suggestion *nadále* better depicts the EU approach toward GMO, i.e. it is and will be prohibited, and thus corresponds with the ST standpoint. Since it is a newspaper article that ushers in the future of further regulation, it breaks the coherence principle.

The above example is a clear illustration of how shades of meaning of one expression can reverse the tone of the text. The same can be done by the wrong distribution of information, as it happened in the translation of the communication from Commission to other EU institutions is in the example (8).

(8) ST: 'The Atlantic's **rough natural beauty**, [...] are assets that [...].'

T1: '**Drsná přírodní krása** Atlantiku, [...] představují přednosti, kterých [...].'

TT: '**Krása drsné přírody** Atlantiku, [...] představují přednosti, kterých [...].'

Simple order of information can create a comic impact. The Czech adjective *drsný* is at a different position than it should be thus it can be interpreted as an intensifier which immediately gives the text a shade of colloquiality. Though this comic ambiguity was not a part of the meaning intended in the communication, it does not impair the general comprehensibility of the whole text, nor has it any of the three negative consequences. Had it been other text type, for instance a press release, where the focus is on the style, the error would surely be assessed as more grave.

### 3.2.2.1.2 Omission

This error type can be delineated as a failure to transfer a piece of information that was present in the ST. If it was a larger unit (e.g. a paragraph, a phrase, a line, a table, etc.) or a smaller unit such as figure or word, whose omission would significantly alter the meaning and thus led to factual, legal, financial or political consequence, such it regards 10% of any part of the text an error would be ascribed a **high relevance** (Internal source). However, there were mostly mistakes with **low relevance** which did not impair the general comprehensibility, as the following two examples demonstrate.

(9) ST: 'Most people appreciate the **environmental** dangers of global warming.'

T1: ‘Většina lidí chápe nebezpečí způsobené globálním oteplováním.’

TT: ‘Většina lidí chápe nebezpečí, jež globální oteplování představuje **pro životní prostředí.**’

The topic of the newspaper article, from which the example was extracted, was the impact of global warming on our environment. The ellipsis occurred in the second half of the article and the information was more than obvious from the context. Not only that the revision noticed this minor defect but the correction also allowed to remove a nominal chain by redistribution of information into a subordinate clause and thus improved the readability of the sentence.

In the next example taken from regulation information of the issuing agent in the code of the legal act was omitted:

(10) ST: ‘Regulation No 881/2004/EC of the European Parliament and of the Council’

T1: ‘nařízením Evropského parlamentu a Rady (ES) č. 881/2004’

TT: ‘nařízením Evropského parlamentu a Rady (ES) č. 881/2004/**ES**’

As there is no chance of misunderstanding of the issuing body, the error was mark as minor. However, the translator should avoid any inaccuracy especially in the code of a legal act.

### 3.2.2.1.3 *Addition*

The characteristics that apply to omission could be used to describe addition as well. As one might expect, addition means adding extra information that the ST did not comprise. An illustration of an error of *high relevance* with factual consequence is in example (11).

(11) ST: ‘Women PhD graduates are also still a minority **in engineering and manufacturing.**’

T1: ‘**Ve strojírenství, zpracovatelském průmyslu a stavebnictví** jsou ženy s doktorátem nadále v menšině.’

TT: ‘**Ve strojírenství a zpracovatelském průmyslu** jsou ženy s doktorátem nadále v menšině.’

The excerpt is taken from a press release which intended to draw attention to under-representation of women in science and innovation projects of the EU and encourage them to apply for jobs in this field. The press release notably focuses on the two fields. Adding a extra field (i.e. *building industry*) could lead to incongruity between the expected and real response of the reader and raise an unintended reaction.

Whereas an example (12) does not create any undesirable impact nor it shifts a meaning. It is a mere specification of an expression.

(12) ST: ‘private storage aid for **beef**’

T1: ‘podpor[a] soukromého skladování **hovězího a telecího masa**’

TT: ‘podpor[a] soukromého skladování **hovězího masa**’

As the meaning *telecí* is already included in the word *hovězí*, it is an unnecessary addition.

#### 3.2.2.1.4 Terminology

Terminology has a broader sense in translation for the Czech Dep. or generally any institution of EU. A translator is expected not only to look up a particular technical term and pay attention to its consistent usage, but it should be also born in mind that the EU pursues the multilingual policy. This applies especially to a translation of Community legislation. General attitude towards this issue is described in *Joint Practical Guide for the drafting of Community legislation*, designated also to revisers. The guide recommends that ‘concepts or terminology specific to any one national legal system are to be used with care’ (2013, 17), since finding an adequate counterparts to such terms might be a tricky task, as demonstrated in chapter 2.3.42.3.4 on characteristics of translation of legal texts.

In brief, not using a proper terminology and notably a failure to follow the EU usage would be marked as terminology error of *high relevance* (Internal Source). Unquestionably one more condition which characterises all errors of high relevance would have to be met – that is the translation mistake could have a potential factual, legal, financial and political consequences. The clear illustration is found in the example (13) in which an incorrect counterpart of a legal term misleads the whole text.

(13) ST: ‘before this Regulation becomes **applicable**’

T1: ‘před **vstupem** tohoto nařízení v **platnost**’

TT: ‘před **začátkem použitelnosti** tohoto nařízení’

The above excerpts were extracted from a regulation which derogates another regulation. The amending regulation widens the access to particular import quotas and allows the operators who already obtained export licences to continue to apply for import licences during a short period of time before the amending mentioned regulation becomes applicable. It is thus obvious that the shift of meaning is grave. The translator wrongly used a phrase *vstoupit v platnost*, English counterpart of which would be *come into force*. The process goes usually as follows: the regulation first comes into force (after it is published in the *Official Journal of the European Union*), and only then it becomes applicable (that is it has to be complied with). Moreover, *The Interinstitutional Style Guide* clearly emphasises that these two phases of the legislative process ‘do not necessarily coincide’ (2011, 66). In the meantime, there is a time for public to familiarise themselves with the new laws and in this particular case, it is a time when the operators can apply for import licences. Therefore, this considerable shift might have a substantial legal impact, which together with recurrence of this mistranslation led to the high relevance of an error.

To demonstrate a translation mistake in terminology having other impact than legal, the next example was chosen. The inadequate transposition with high relevance occurred in an opinion, i.e. in a non-binding legal text.

(14) ST: ‘[...] although the adjustment seems to be **back-loaded**.’

T1: ‘[...] ačkoliv se zdá, že tato úprava je **opožděná**.’

TT: ‘[...] ačkoliv se zdá, že **těžiště korekce bude spočívat v závěru programového období**.’

The English back-loaded is a neutral term without any particular connotation. BusinessDictionary.com defines it as an ‘agreement or arrangement in which the heavier charges are levied, or greater benefits accrue, towards the end of its duration or term. Opposite of front Loaded.’ This only supports a counterpart offered by IATE (i.e. *v závěru období*). Albeit the inappropriate term *opožděný* partially corresponds with the basic denotative meaning, it deviates from the intensity of the parole. The T1 thus does not preserve the neutrality and raises a negative connotation which is not in accordance with political correctness.

The second key factor related to terminology is indisputably a consistency in usage. The use of a terminology depends to a large extent on the text type. An inadequate

technical term in a legislative text could cause unquestionably higher impact than in a press release, which focus is primarily on readability and stylistics. Nonetheless, when a term is selected, the translator should strive for consistency even in STs with primarily communication function. Example (15) illustrates a translation of press release where this condition was not met.

(15) ST: '[...] it will present an Action Plan on fighting **fraud and evasion**, [...].'

T1: '[...] předloží akční plán boje proti **daňovým podvodům a vyhýbání se daňovým povinnostem** [...].'

TT: '[...] předloží akční plán boje proti **daňovým podvodům a únikům** [...].'

Both Czech counterparts in the T1 and the TT semantically match the English term *evasion*. As the text type is a press release and not a directive for instance, there could be developed a polemic on whether a strict consistency is really essential in this case. Nonetheless, as the term was constantly transposed within the whole text as *únik*, the reviser considered the correction as desirable. Besides, the case of inconsistent usage occurred in a name of the plan which only supports the correction. The relevance was, however, assessed as *low* because of the two already mentioned reasons (i.e. the text type and semantic correspondence).

The above example is useful also from another perspective. It shows a problematic aspect of such compartmentalisation. An attempt to classify error into categories inevitably leads, at least in some cases, to overlapping of given categories. The example is classified in the category *Terminology*, however, as there is an inappropriate transposition of a name of the document, it could also rank into the category concerning the work with *Reference Documents* (chapter 3.2.2.1.5). These two categories, in particular, coincide frequently.

The translator, both when translating or revising someone else's translation, faces the task not only to find an appropriate translation counterpart of a technical term, including maintaining the consistency, but s/he is expected to be familiar with various internal rules, e.g. instructions relating the usage of *internationalisms* or expressions typical of certain languages such as *latinisms* in law translation in case of English-Czech language combination. Regarding latinisms in English texts, *Pravidla pro jednotnou úpravu* recommends to remove italics and replace a term with the Czech counterpart, list of which it provides (2011, 155). The following example (16) demonstrates a failure to stick to this principle in translation of a regulation.

(16) ST: ‘Articles [...] shall apply *mutatis mutandis* in cases where[...].’

T1: ‘Články [...] se **přiměřeně** použijí v případech, kdy [...].’

TT: ‘Články [...] se **obdobně** použijí v případech, kdy [...].’

The denotative meaning of the legal term *mutatis mutandis* is analogical. It is traditionally transposed to Czech law as *přiměřeně, s příslušnými změnami* or *podle analogie* (Oherová, 2005). Here the reviser suggested *obdobně*, which also occurs as a recommended translation counterpart in *Pravidla pro jednotnou úpravu* (2011, 155). The correction applied by revision is a terminological preference, therefore the relevance is low in this case.

### 3.2.2.1.5 Reference Document

This category evaluates how a translator managed to work with supplied or available reference documents. Generally, the errors could be divided into two categories, i.e. the content and formal defects in usage of reference documents. As failure in the first one, a reviser would consider for instance an incorrect transposition of a quoted text or a retranslation of already existing title. It also applies to an inability to use terminology of reference documents (e.g. legislation that is to be amended). Into the formal reference category, a reviser could rank a failure to follow *Pravidla pro jednotnou úpravu* and the LegisWrite templates. The typical features of this error class are demonstrated in the following examples.

The example (17) shows an inaccuracy in a reference to a regulation which appeared in a translation of newspaper article.

(17) ST: ‘[...] the recent adoption of new legislation for organic production and labelling of organic products - [...], Commission Regulation (EC) No 889/208 [...].’

T1: ‘[...] nedávno [byly] přijaty nové právní předpisy o ekologické produkci a označování ekologických produktů – [...], nařízení Komise (ES) č. 889/208 [...].’

TT: ‘[...] nedávno [byly] přijaty nové právní předpisy o ekologické produkci a označování ekologických produktů – [...], nařízení Komise (ES) č. 889/2008 [...].’

We can see that the defect is already present in the ST and was carried over to T1 by translation. The reviser, however, noticed the inaccuracy and corrected the part of reference where the year of publication is supposed to be. Although, the article draws attention towards the newly adopted legislation, a misunderstanding is not probable, as it is a common knowledge that, when referring to a law, a year goes after a slash and thus year 208 is nonsense. Much graver situation would arise if for instance the preceding number was incorrectly referred to as this would preclude the reader from looking it up. However, in this particular case even this would not be judged as a major mistake since the information was correctly spelled in the footnote. That implies that, apart from the legal and other three consequences, relevance of this type of reference document error always depends on whether the reader is provided with a chance to find the particular piece of information or not.

The following illustrates an inadequate transposition of title and failure to follow *Pravidla pro jednotnou úpravu*.

(18) ST: ‘**The European Railway Agency**’

T1: ‘**Evropská železniční agentura**’

TT: ‘**Evropská agentura pro železnice**’

The official name of the agency is *Evropská agentura pro železnice*, as the reviser’s correction implies and as it is stated in chapter on official titles in *Pravidla pro jednotnou úpravu* (2011, 138). The translator’s solution *Evropská železniční agentura* is indeed used, however, it predominantly appears in less formal contexts such as in press. In case of regulation, from which the example was extracted, the translator is expected to use a literal official name.

Apart from retranslations of official titles and inaccuracies in references to other documents, this category also covers a failure to use lexis of reference documents available, as demonstrates example (19).

(19) ST: ‘In accordance with Article 4(1) of Directive 2008/57/EC, the trans-European rail system, subsystems and interoperability **constituents** must meet the essential requirements [...].’



T1: ‘V souladu s čl. 4 odst. 1 směrnice 2008/57/ES musí transevropský železniční systém, jeho subsystemy a **součásti jejich** interoperability vyhovovat základním požadavkům [...].’

TT: ‘V souladu s čl. 4 odst. 1 směrnice 2008/57/ES musí transevropský železniční systém, jeho subsystemy a **prvky** interoperability vyhovovat základním požadavkům [...].’

As the excerpts suggest the Directive 2008/57/EC mentions the *interoperability constituents* and thus the translator is supposed to verify the fitness of his or her solution which in this case did not happen but was fortunately revealed during the revision. The EU constantly strives for consistency of terminology within the texts that are interrelated which is definitely the case of the above directive and regulation from which the excerpts were taken. What is more, the consistent terminology should be preserved at least during the translation which was neither accomplished, as further in the text the constituents are sometimes translated as *prvky* and sometimes again as *součásti*. However, as the term is basically lexically correct and the only problem is the inconsistent usage, the error was assessed as of low relevance.

As it was already adumbrated, the error category reference document includes also correspondence with internal reference sources that determine formal features and layout and other internal rules. In some cases when Czech language grammar (i.e. *Pravidla českého pravopisu* 1999) allows two possibilities *Pravidla pro jednotnou úpravu* specifies which one should be applied in the EU texts. One rule for example governs writing *s* and *z* in loanwords (2011, 151). It respects *Pravidla českého pravopisu* and in cases when the both variants are equal, it recommends to use the one which is stated as first (e.g. kurz, socialismus, diskuse). Another rule specifies whether and when to add Czech endings in women’s surnames (ibid., 151). In general, if the name is in the continuous text the ending is added, however, if it appears in a list or in concluding formulas in a signature the name remains the same. The example (20) is a clear illustration of that.

(20) ST: ‘EU Commissioner for Agriculture and Rural Development, **Mariann Fischer Boel**, said [...].’

T1: ‘Komisařka EU pro zemědělství a rozvoj venkova, **Mariann Fischer Boel**, uvedla, že [...].’

TT: ‘Komisařka EU pro zemědělství a rozvoj venkova, **Mariann Fischer Boelová**, uvedla, že [...].’

As the cotext shows, the name is in the continuous text. Therefore, adding a Czech ending applies to in this case which was noticed by the reviser. Besides, as the example is extracted from a newspaper article that was aimed at Czech public, it might be perceived as irritating element.

As far as layout and format is concerned, more precisely in case of listing, *Interinstitutional Style Guide* sets that when paragraphs are indented with dashes, they should be separated by commas. Similarly, when they are indented using numbers or letters, they should be separated by semicolons. Correction of this matter often appeared in the revisions.

#### 3.2.2.1.6 Grammar

Grammar error points to an inadequate command of TL. In the analysed corpus there did not appeared a grammar mistake leading to an interpretation other than intended which could be ascribed with high relevance (Internal source). Minor grammar error does not impair the comprehensibility of the original message, as the following examples demonstrate.

(21) ST: ‘The Sectoral Agreement concluded [...] between the Commission [...] and the Government of the Republic of Croatia, [...].’

T1: ‘Odvětvová dohoda uzavřená [...] mezi Komisí [...] a vládou Chorvatské republiky, [...].’

TT: ‘Odvětvová dohoda uzavřená [...] mezi Komisí [...] a Vládou Chorvatské republiky, [...].’

*Pravidla českého pravopisu* states that names of diplomatic corps or state authorities should be written with capital letters on official occasions (1999, 46). Czech expression *vláda* appears without capitals especially in press when reporting everyday news. However, here, as it is in the title of the document, the reviser suggested correction as the situation is rather formal.

Rather a recurring grammar error was an incorrect syntactic relation, as is demonstrated by the two following examples, the first of which was extracted from information brochure.

(22) T1: '[...] neboť evropští spotřebitelé jsou ochotní platit více za **maso, mléko nebo vejce, která** se produkují s ohledem na dobré životní [...].'

TT: '[...] neboť evropští spotřebitelé jsou ochotní platit více za **maso, mléko nebo vejce, které** se produkují s ohledem na dobré životní podmínky [...].'

The congruence of predicate and subject is not preserved in T1 which is corrected by the reviser. When the subject is formed by nouns of neutral grammatical gender, one of which is in plural, the relative pronoun *které* should be used.

The corpus contains examples of impaired congruence between other sentence parts as well.

(23) T1: 'před příjezdem **na** hlavní nácestnou **stanici** a cílovou stanicí'

T1: 'před příjezdem **do** hlavní nácestnou **stanici** a cílovou stanicí'

The preposition *na* together with common noun *stanice* can be combined (e.g. *policisté dorazili na stanici*). However, that does not hold true when the object is train, as it is in the above example.

### 3.2.2.1.7 *Spelling*

Similarly, as in the case of other categories, a major spelling error might give rise to an interpretation other than intended. Analogically, a minor one could be described as a typo or a failure to follow the EU usage, the latter is demonstrated in the example (24), extracted from a press release.

(24) ST: '**Mauritania**'

T1: '**Mauretánie**'

TT: '**Mauritánie**'

The Czech grammar allows both variants. However, *Pravidla pro jednotnou úpravu* recommends using the variant with *i* (2011, 195) so as to comply with the general EU requirement of consistent usage which the reviser suggested to follow.

### 3.2.2.1.8 Punctuation

The characteristic of a spelling error including the high or low relevance applies also to a punctuation category. In the analysed texts, a minor punctuation prevailed mostly in the form of missing or redundant punctuation marks. However, there were also cases of punctuation atypical of Czech, as will be further illustrated.

Next example clearly shows that not always a revision led to an improvement of the text which is briefly discussed also in the chapter 3.3.5.

(25) T1: ‘Tento základní parametr [...] předepisuje způsob, jakým si provozovatel infrastruktury a železniční podnik, jakož i železniční podnik a provozovatel stanice, mezi sebou vyměňují informace o jízdě vlaku a prognózy jízdy vlaku.’

The reviser notice a redundant punctuation, however, s/he proposed to delete both commas which was also implemented in the final version that is in the target text. In fact, only the second comma should be removed.

The following examples illustrate an interference of punctuation into Czech. In all tables of a regulation, from which the example was extracted, the translator consistently used an English decimal point instead of a Czech decimal comma.

(26) ST: ‘0.110’

T1: ‘0.110’

TT: ‘0,110’

The translator failed to translate numbers in tables, referring to costs. Such a failure could be far reaching, however, as all the numbers started with zero, the mistake was obvious and could not give rise to a misinterpretation. Provided that it would not be so, the mistake would be considered as very grave.

The revision does not focus merely on undisputable mistakes. The revisers also pay attention to punctuation which is grammatically correct, but is not commonly used in Czech texts. The following example extracted from a press release (27) is a clear illustration of that.

(27) ST: ‘[...] the European Commission has proposed Horizon 2020, a programme that would [...].’

T1: '[...] Evropská komise navrhla program Horizont 2020 – **ten** má [...].'

TT: '[...] Evropská komise navrhla program Horizont 2020, **který** má [...].'

Here the use of a dash is not interference from English, as it is absent in ST. It is a pure translator's choice. Dash is not very common in the continuous text in Czech, on the contrary, it is used rather rarely, as it might seem a bit disturbing, which the reviser realised and proposed a correction.

### 3.2.2.1.9 *Clarity*

The clarity category is dealing with the style of the text. A major clarity error is adversely affecting the clarity and intelligibility of the TL. This error predominantly appears in the syntactic level (Internal source). It is important to note that if it is impossible to grasp the meaning of a sentence, even if a reader reads it several times, it does not belong into clarity category but it is a pure sense error.

A minor clarity error, on the other hand, is primarily present on the lexical level and it does not affect the intelligibility of the TT. For instance, it could be a failure to preserve an appropriate register, unidiomatic collocations, tautology, and clumsiness (Internal source).

The following example, which appeared in a regulation, is an illustration of a major clarity error with impaired intelligibility.

(28) ST: 'The summary declaration for temporary storage **may be lodged with, or contain, the notification** of arrival referred to in Article 184g.'

T1: 'Souhrnné celní prohlášení pro dočasné uskladnění **lze podat s oznámením** o příjezdu uvedeným v článku 184g **nebo jej může obsahovat.**'

TT: 'Souhrnné celní prohlášení pro dočasné uskladnění **lze podat s oznámením** o příjezdu uvedeným v článku 184g **nebo může toto oznámení obsahovat.**'

The distribution of information in T1 results in impaired intelligibility. The formulation *nebo jej může obsahovat* does not clearly indicate the agents – i.e. whether *prohlášení* could include *oznámení* or vice versa. After reading the sentence once more and carefully, it becomes lucid. However, the formulation breaks the reading pace which was solved by the revision together with the ambiguity.

The example (29) is very similar to the previous one and was also ascribed with high relevance.

(29) ST: ‘The share of non-tax revenue **in the programme is projected** to increase substantially, mainly relating to higher absorption of EU structural funds.’

T1: ‘**Předpokládá se** výrazný nárůst podílu jiných než daňových příjmů **na programu** související především s lepším využitím prostředků ze strukturálních fondů EU.’

TT: ‘**Podle programu se předpokládá** výrazný nárůst podílu jiných než daňových příjmů související především s lepším využitím prostředků ze strukturálních fondů EU.’

In this excerpt extracted from an opinion, an inadequate distribution of information results in separation of two related semantic units (i.e. *předpokládá se* and *na programu*) and inappropriate position of the second of them in the sentence. This rather a clumsy structure which seems very disturbing was corrected in the revision so that TT reads smoothly.

A similar major inadequate formulation impairing readability appeared in a regulation which is demonstrated in the example (30).

(30) ST: ‘Furthermore, it should be possible for the customs office of export **to close export movements** for which no exit confirmation has been received from the customs office of exit, **either on the basis** of evidence submitted by the exporter or declarant or following the expiry of a specified time limit.’

T1: ‘Dále by měl mít vývozní celní úřad možnost **ukončit pohyb** při vývozu zboží, u kterého neobdržel od celního úřadu výstupu potvrzení o výstupu **na základě důkazu** předloženého vývozcem nebo deklarantem nebo po vypršení určité lhůty.’

TT: ‘Dále by měl mít vývozní celní úřad možnost **ukončit pohyb** při vývozu zboží, u kterého neobdržel od celního úřadu výstupu potvrzení o výstupu, **a to na základě důkazu** předloženého vývozcem nebo deklarantem nebo po vypršení určité lhůty.’

The missing comma, which separates the subordinate clause, impairs the clarity of the whole sentence. The information is simply piling up in a row. As a result the translation does not read easily and requires unnecessary attention in order to relate

the agents. By adding a comma and conjunction, a reviser immediately achieves a clear and comprehensible text.

Every text is published at a certain occasion which defines how formal it should be. An unsuitable level of formality, i.e. an inapt register, is illustrated in the example of minor clarity error (31).

(31) ST: ‘[...] what measures [...] could reduce piracy, armed robbery at sea and **hostage taking** [...].’

T1: ‘[...] která opatření [...] by mohla omezit pirátství, ozbrojené loupeže na moři a **braní rukojmí** [...].’

TT: ‘[...] která opatření [...] by mohla omezit pirátství, ozbrojené loupeže na moři a **zadržování rukojmí** [...].’

The example is extracted from a communication which is not a legal text. Though the level of formality is in communication lower than in legal texts, the register still plays an important role. The collocation *brát rukojmí* seem rather colloquial. It might be appropriate for a press release, however, it does not fit in this context.

An analogic correction of again minor error regarding register is demonstrated in the following example.

(32) ST: ‘More detailed rules **are** in particular **required** [...].’

T1: ‘**Zejména jsou potřeba** podrobnější pravidla [...].’

TT: ‘**Je zapotřebí** podrobnějších pravidel [...].’

The T1 is defected by low level of formality. Unlike in the previous example, formality is crucial in this example, as the excerpt was taken from a regulation, i.e. a legal text. The solution in TT, which was suggested by revision, optimises the formality. On the other hand, the meaning of *in particular* was probably lost during the process of revision and subsequent implementing of corrections into TT. Nevertheless, as the error affects a lexical and not a syntactical level, it was considered as minor.

Another recurring feature that ranks among minor clarity errors are collocations. The next example is an illustration of correction of a legal collocation.

(33) ST: ‘The **decision shall be published** in the Official Journal.’

T1: ‘Toto **rozhodnutí bude vyhlášeno** v Úředním věstníku.’

TT: ‘Toto **rozhodnutí bude zveřejněno** v Úředním věstníku.’

The translator used a collocation incorrect in this context. A phrase *vyhlásit rozhodnutí* can be used in the context of a court (in the meaning of *announce a decision*) or when referring to an agent (e.g. *Komise vyhlásila rozhodnutí*). However, here this is a mere act of publication. The reviser’s correction *zveřejnit* is thus more suitable in this context.

It goes without saying that revisers pay attention also to common language collocations, as following examples illustrate.

(34) ST: ‘[...] which are subject to operational restrictions and allowed to operate into the EU **under strict conditions**: [...].’

T1: ‘[...], kteří podléhají provozním omezením a smějí provozovat leteckou dopravu v EU pouze **s přísnými podmínkami**: [...].’

TT: ‘[...], kteří podléhají provozním omezením a smějí provozovat leteckou dopravu v EU pouze **za přísných podmínek**: [...].’

The excerpt is from a press release where the stylistics and communication effect plays at least as important role as a message conveying. The text should then read easily and there should not be any disturbing elements, as it is in the T1 due to an unfit preposition. The reviser’s correction thus improves the idiomacy of the translation.

Furthermore, provided that the meaning can be generated from a translation, the clarity category also encompasses a clumsy or literal translation, correction of which is demonstrated in the example (35).

(35) ST: ‘[...] organic farms have some of **the highest animal welfare standards** in the world [...].’

T1: ‘[...] ekologická hospodářství mají jedny **z nejvyšších norem dobrých životních podmínek** zvířat na světě [...].’

TT: ‘[...] ekologická hospodářství mají jedny **z nejpřísnějších norem pro dobré životní podmínky** zvířat na světě [...].’

In this case, very unusual collocation was used to transpose *the highest standards*, more precisely, it was translated literally. However, as the meaning is retrievable from the context, it cannot be classified as a sense error. Though its effect is minor, it should be taken into account that the error appeared in the newspaper article and that



such a clumsiness is rather an elementary mistake. The reviser proposes to change the adjective to form a more idiomatic collocation (i.e. *přísné normy*) and further suggests replacing 2<sup>nd</sup> case of the attribute with 4<sup>th</sup> case, accompanied by preposition which efficiently reorganizes this awkward noun phrase.

Last but not least, one of the recurring features that revisers needs to focus on is the interference from a source language, which could be both lexical and syntactical, as the following three examples demonstrates. Let us take the case of the first example, which shows the correction of interference possessive pronouns in a translation of regulation.

(36) ST: ‘At a temperature of 20° C, the end product should reach, **in its** unaltered state, [...].’

T1: ‘Při teplotě 20° C by měl konečný produkt **v jeho** nezměněné podobě dosáhnout [...].’

TT: ‘Při teplotě 20° C by měl konečný produkt **ve své** nezměněné podobě dosáhnout [...].’

Possessive pronouns are a category in which generally all translators sometimes succumb to interference. What should be borne in mind, in particular, is the frequency of usage and also a Czech asset in a pronoun *svůj* for which English has no direct equivalent. The reviser, however, noticed this subtle defect and suggested a correction.

Nevertheless, among the greatest solecisms in Czech one could rank a syntactic interference in a noun phrase. As it is not a typical syntactic interference in terms of word order of the whole sentence, it is not judged as a major clarity error, though it is blatant. The following example is an illustration of that.

(37) ST: ‘the **IT system** [...] the detailed **IT specification**’

T1: ‘**IT systém** [...] podrobné **IT specifikace**’

TT: ‘**systém IT** [...] podrobné **specifikace IT**’

A similar preposition, that is putting an attribute into a position that is normally occupied by an adjective, is highly unidiomatic in Czech and it should definitely be avoided. Therefore the reviser proposed a correction.

### **3.2.2.1.10 Format**

The format is one of the two categories that were added into the error typology that is used in the Czech Dep.. It was done so because the analysed texts also contained other defects which did not fit the nine original EU categories. For instance, the category Reference Documents comprise a failure to follow a prescribed format, that is template of legislative documents that is set either in LegisWrite or in *Pravidla pro jednotnou úpravu*. However, it is not meant to cover the incongruities between the format of the original and translation that are not governed by these or other reference documents (i.e. a special format characteristic of the particular ST). Such errors were mostly a different font size or other format (e.g. bold, italic, underline, etc.). Similarly, all TWB codes or the presence of the segmented text of the ST were considered as a format error.

As one might expect, the relevance of the errors (i.e. high and low) was not distinguished within this category, as the format errors cannot give rise to an interpretation other than intended nor can they impair readability of the text and chiefly they do not create a factual, legal, financial or political impact.

### **3.2.2.1.11 Preference**

The preference is the second of the two categories that were added into the error typology that is used in the Czech Dep.. It predominantly covers the stylistic level. As it might be objected, there is already a category that embraces the style (i.e. clarity). Similarly as in the case of error types such as reference documents and terminology, it might seem that Clarity and Preference overlap, however, it is vice versa.

The major clarity error impairs the intelligibility of the text and if minor, it can mostly be characterised as a failure to preserve an appropriate register, unidiomatic collocations, tautology, or clumsiness, etc. that significantly disrupts idiomacy of the text. Hence, the corrections that rank into the clarity category are more severe and indisputably diminish the quality of the texts and thus need to be implemented (for examples on clarity corrections go back to chapter 3.2.2.1.9). Whereas the corrections in preference category, though often focusing on similar features (e.g. collocations, nominalisation, etc.), are not indisputably corrections of errors but rather reviser's preferences. The text thus can stay as it is. In other words, the particular part, correction of which was suggested, cannot be considered equivocally as a translation mistake, however, the reviser's correction

substantially improves the text in terms of idiomacy or aptness. For instance a translator used an adequate collocation, while a reviser was able to come up with a better solution which is precisely the case of next example.

(38) ST: ‘Over the whole EU we can expect more **sudden heat-waves**, more sudden storms, more sudden floods.’

T1: ‘Po celé Evropské unii můžeme očekávat více náhlých **vln horka**, bouřek a záplav.’

TT: ‘Po celé Evropské unii můžeme očekávat více náhlých **vln veder**, bouřek a záplav.’

The excerpt is taken from a newspaper article which warns us of climate change. There is nothing to object to T1; the translator chooses a collocation which is commonly used. However, the reviser offers a collocation *vlny veder* which is even more idiomatic and stylistically fit solution and thus finally appears in TT. What is more disputable is whether one can say *vlny záplav* in this context which is suggested by both the T1 and the TT. The article alerts to climate change in general. It is not a weather forecast. More precisely, *vlny záplav* is often used in weather forecast during the time of floods (as in *we can expect second wave of floods*), which is not this case. It thus raises the question whether it would not be better to pick a formulation void of such connotation (e.g. *vln veder, bouřek a častější záplavy*).

The preference might also show whether the reviser complies with the tendency to translate English expression *policies* with much debated counterpart *politiky* which often occurs in the EU translations.

(39) ST: ‘exchange of information on each other's **science and technology policies**’

T1: ‘vzájemná výměna informací o **vědecké a technologické politice**’

TT: ‘vzájemná výměna informací **v oblasti vědy a techniky**’

Here we face a reviser's attempt to prevent using an overused literal translation of English *policy* as *politiky* in Czech, as s/he formulates an apt solution. Even though it is generally accepted as a translation counterpart, it is not particularly idiomatic in Czech and there has been much debate about usage of this word in the EU translations<sup>17</sup>. It should be also noticed that the translator eschewed usage of plural *politiky* (that is *o vědeckých*

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<sup>17</sup> For more details on this topic see Šimandl and Hoffmanová (2008, 117).

*a technologických politikách*) which is recurrent negative phenomenon in the EU texts. Šimandl and Hoffmanová draw attention towards frequent usage of plural in the EU translations of abstract nouns (e.g. *politiky, soudržnosti a vzájemnosti, otázka diskriminací*, etc.) (2008, 117). The translator managed to follow this rule. However, this term should be approached carefully and when possible (such as in the above example), the tendency should be to avoid it.

Further, the revisers tend to correct the poor vocabulary that is the repetition of words and expressions with recurrent base, as the next example illustrates.

(40) ST: ‘**location** of PRM seats’

T1: ‘**umístění míst** pro OOSPO’

TT: ‘**umístění sedadel** pro OOSPO’

The repetition in T1 seems rather clumsy. Besides, the reviser’s correction *sedadlo* seems also formally more adequate in the context of regulation which states what information shall be published by the railways. The expression *místo* seems rather colloquial in this context.

The revisions also tend to prevent using expressions which, though accurate, might raise negative connotations in the target culture, as illustrated in the following example.

(41) ST: ‘calls for a greater standardization of rules and procedures’

T1: ‘volání po větší **normalizaci** pravidel a postupů’

TT: ‘volání po větší **standardizaci** pravidel a postupů’

Probably due to an association to normalization after 1968, the reviser suggested an unmarked counterpart. One might object that in the context of Czech law this term is broadly used. Therefore, unlike in press releases and text types alike, in case of a regulation (from which the above extract was exempted), the term does not necessarily need to be avoided. Nevertheless, the translator preferred the reviser’s correction and followed, as Hončová puts it, rather a general tendency to refrain from using this term (2013c).

Apart from the above, rather a recurring correction in the preference category was also verbalization or nominalization, the first of which is demonstrated in the example (42).

(42) ST: ‘In November 2009, [...], a delegation of experts [...] visited Zagreb **to undertake an extensive assessment of the state of Croatia's implementation** of the European Union's aviation acquis [...].’

T1: ‘V listopadu 2009 navštívila delegace odborníků [...] Záhřeb, aby **provedla rozsáhlé posouzení stavu provádění** acquis Evropské unie v letecké oblasti Chorvatskem. [...].’

TT: ‘V listopadu 2009 navštívila delegace odborníků [...] Záhřeb, aby **důkladně posoudila stav provádění** acquis Evropské unie v letecké oblasti Chorvatskem. [...].’

An over-condensation resulting in an excessive nominalisation is another often debated feature of the EU translations (for more see chapter 2.3.3 on EuroSpeak). The above example, however, shows the reviser's awareness of this phenomenon. The reason for condensation is obviously the economic principle. The next example is clear illustration of that. On the one hand, the revision shows that the text can be formulated both economically and idiomatically, on the other, it denies it.

(43) ST: ‘[...] Lithuania should enhance the [...] budgetary framework, including by [...] reinforcing **expenditure discipline**, through **enforceable ceilings**, as well as **improve the monitoring of the budget execution** throughout the year.’

T1: ‘[...] Litva [by] měla upevnit [...] rozpočtový rámeček, a to i tím, že [...] zvýší **kázeň v oblasti výdajů prostřednictvím stropů, jejichž dodržování lze vyžadovat**, a **také by měla lépe sledovat plnění rozpočtu** v průběhu celého roku.’

TT: ‘[...] Litva [by] měla upevnit [...] rozpočtový rámeček, a to i tím, že [...] zvýší **výdajovou kázeň prostřednictvím vymahatelných stropů, a dále zlepšit sledování plnění rozpočtu** v průběhu celého roku.’

The translator is rather verbose which the reviser successfully reduces by the first two corrections (i.e. *výdajová kázeň* and *vymahatelný strop*). However, the last correction (i.e. *zlepšit sledování plnění*) is rather detrimental as for the readability and idiomacy. As it is an internal translation, the translator can choose not to follow the reviser's advice. However, in this case all the corrections were finally implemented into the text.

### ***3.2.2.1.12 Tentative Conclusion***

The aspect of responsibility for translation should be emphasised here. No matter what corrections the reviser suggests, it is upon an in-house translator whether s/he accepts the corrections or not. The revision is thus another step which should contribute to an improvement of the translation quality and a reviser should not be put into the position of an arbiter. The translator should always judge independently whether the correction really improves the text or not which did not always prove to be so (for more see chapter 3.3.5).

To sum up, when grading an error, the reviser has to take into account, in particular, these three variables: the text type, the topic and the potential impact of the error. All the three aspects are of course mutually dependent. The potential impact is surely interrelated with the text type. A certain terminological inaccuracy could be excusable in a press release, however, it might not be tolerated in a legislative text.

Apart from this, the translator's position is rather different from the position of a translator who does not work for the EU. It is a common knowledge that the translation is a complex decision-making process. However, in the Czech Dep., many choices have been already made for the translator by someone else, which facilitates the translator's job to a huge extent. The other side of the coin is that the translator is deprived of the chance to make these choices even if s/he wanted to. And last but not least, the translator faces the need to acquaint himself or herself with all the predefined choices and rules and to bear them in mind, which is not an easy task, taking into consideration the number of such rules and conventions. All this needs to be taken into account, when assessing the translator's or the reviser's job.

An uninvolved observer, who does not adopt this point of view, might tend to assign the translation solutions, which seem inadequate and rather clumsy purely to the translator. In some cases, it might be so, but by the same token, it could be ascribed to the system. This, however, does not support the stagnation and definitely does not exclude the effort to constantly improve the system which would be heading towards the less EuroCzech but simply more Czech translations of the EU documents.

### 3.3 Corpus Analysis

In this chapter there are presented three corpus analyses. As translation is an immensely text-type bound activity, the first analysis focuses on the error typological differences in various text types. The goal of the second analysis was to provide an insight into quality of freelance as compared to in-house translations of selected text types. The last analysis maps the extent to which in-house translators tended to accept their peers' revising proposals. However, in order to perform the analyses, firstly the scope and the character of the corpus were to be defined.

#### 3.3.1 Division of the Corpus

The corpus contains the diverse text types with various functions which are designated to varied recipients. In order to work with the texts, it was necessary to come up with a classification and to assort the texts into groups for which umbrella terms would be created. The key factor playing a role in the classification was the recipient. For this purpose, the division by Varsik (presented in chapter 2.3.2.1) was used as an inspiration. Varsik distinguishes between the *working* and the *public* goal of translation ('pracovný' and 'verejný cieľ prekladu') (2008, 7). The public translation comprises texts with public as the target reader (i.e. the published legal texts, press releases, brochures etc.), whereas the working translation primarily arranges the official communication among the EU institutions and rather sporadically, the internal communication within the EU institutions (e.g. communications, drafts of legislation, etc.).

The division of the corpus broadly follows the Varsik's model, however, small adaptation was necessary. The two-fold distinction of the public and working translation was widened into three communication levels: first of which aims at the *communication within institutions*, second comprises the *communication with general public* and the last covers the legal communication with more targeted public for which an umbrella term *legislation and other law texts* was chosen. For an overview see *Table 4*.

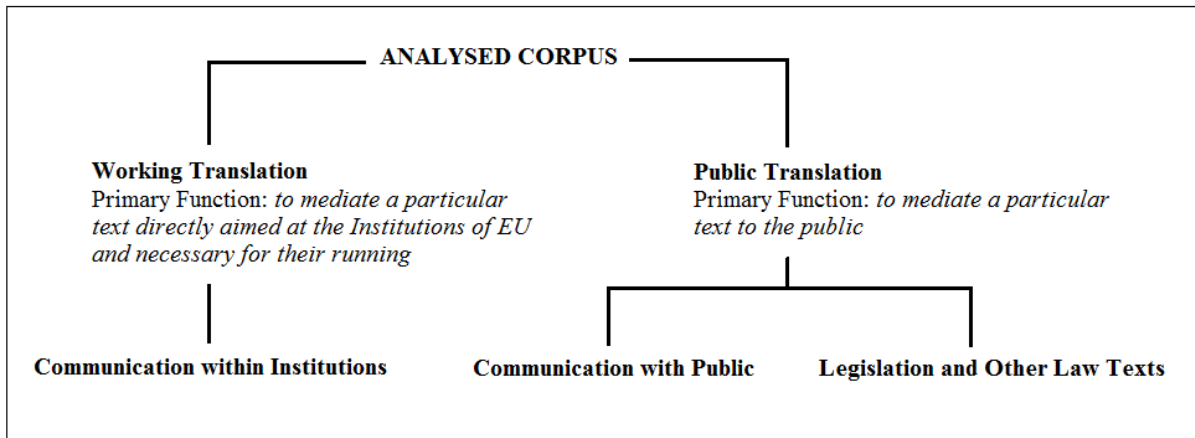


Table 4. The division of the corpus

Considering the purpose of the analysis, Varsik’s model is rather static as it classifies drafts of legislation into the working translation box and final drafts into the public translation box. Especially as far as legislation is concerned, it is beyond doubt that often several versions of each text are being translated, as the old versions are revised and altered in the law-making process. In case of the second or the third draft of a directive or a plan, etc., the type of the text and its style are identical to their final drafts. Therefore, all the drafts of the documents were approached as if final drafts and were thus classified accordingly (i.e. the draft of a regulation was filed as a regulation, the working version of a plan was filed as a plan).

### 3.3.2 Text Types

The corpus includes the source texts, the first versions of translations, the revisions and the final target texts of every document that was analysed. Generally, it contains the legislation and other law texts (L), e.g. regulations, directions, etc.; texts mediating the communication between the institutions (CI), e.g. communications, etc.; and texts serving the communication with public (CP), e.g. press releases, brochures, etc., translated by both the in-house and the freelance translators. The total scope of the revisions in corpus is 178 163 words (see Table 2.).



<b>Text Type Group</b>	<b>Text Type</b>	<b>Text Count</b>	<b>Standard Page Count</b> (rounded off)	<b>Word Count</b>
L	Regulation	16	254	<b>63612</b>
L	Decision	6	59	<b>14764</b>
L	Recommendation	1	11	<b>2788</b>
L	Opinion	4	64	<b>16064</b>
CI	Communication	6	89	<b>22184</b>
CI	Report	2	29	<b>7352</b>
CI	Summary of the Impact Assessment	1	10	<b>2427</b>
CI	Minor Interinstitutional Communication	2	6	<b>1394</b>
CP	Press Release	11	61	<b>15239</b>
CP	Newspaper and magazine articles	9	25	<b>6253</b>
CP	Leaflet and Brochure	2	9	<b>2237</b>
CP	Notice	2	7	<b>1757</b>
CP	Guidelines for application	2	43	<b>10731</b>
CP	Correspondence with citizens, companies, institutions, etc. outside the EU	1	6	<b>1491</b>
CP	Explanatory Notes	1	39	<b>9870</b>
<b>Total:</b>		<b>66</b>	<b>712</b>	<b>178163</b>

Table 5. List of text types in the corpus with word count

### 3.3.3 Text Type Groups Analysis

Each of the three above mentioned text type groups comprise text genres with common features that characterise the whole group. The first group contains the specialised texts written in the legal style where the individual language versions are supposed to meet the ‘equivalence requirements’ (Vuorinen 2011, 7). In the second group, there are texts written in the administrative style. Although there is certain divergence in the practical specialization when compared to the legislation and other law texts group, there are also

some shared characteristics. It would be those that Knittlová states that define the administrative style<sup>18</sup> as formal, petrified, lacking emotional and subjective (Knittlová 2010, 140). The second, administrative group is therefore closer to the first, legal group rather than to the third and last group of text types, i.e. texts serving the general communication with the public. Among the texts in the last group, there are text types that possibly rank with the administrative style (e.g. notices, guidelines for application, correspondence) but are less bound by the rigid drafting rules. Similarly, there are text types aimed at the communication with the general public (e.g. press releases, newspaper articles, etc.) where there is much more space for translator's creativity.

Based on these differences, the analysis strives to reveal the focus of the revision by mapping the error type ratio in the individual text type groups. Undoubtedly, all texts are revised thoroughly and with respect to possible deficiencies in all the types of errors, but the occurrence of the particular error types might be of crucial relevance in certain text types, as they might be highly detrimental to the quality.

### **3.3.3.1 Analysed Sample**

For the purpose of this investigation, the whole corpus was analysed, i.e. the three text type groups: the legislation and other law texts (e.g. regulation, decision, etc.), the communication with institutions (e.g. communication, report, etc.) and the communication with the public (e.g. press releases, newspaper articles, brochures, etc.). The selected sample contains all the text types introduced above in *Table 5* with the total extent of 178163 words. For the precise scope of each text type group see *Chart 2.* and *Chart 3.* below.

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<sup>18</sup> In her stylistic division, Knittlová classifies the legal style together with the style of diplomatic documents as a part of the administrative style for which she mentions defining factors (2010, 139-146).

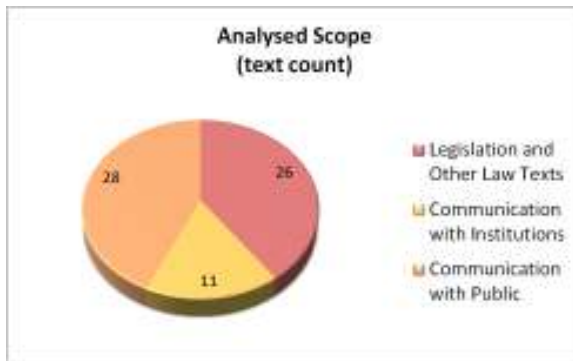


Chart 2. Word count of the text type groups

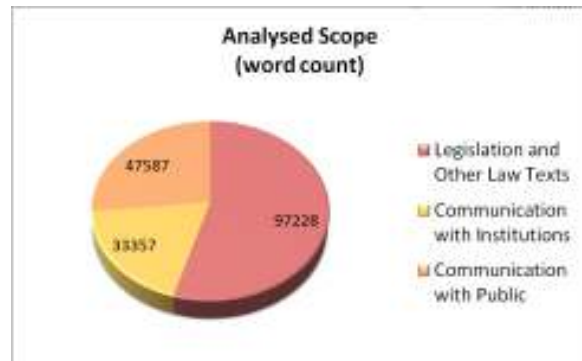


Chart 3. Text count of the text type group

### 3.3.3.2 Hypotheses

Different text types require different approaches to the revision. Among the vital aspects of the drafting legal translations, Vuorinen highlights the ‘formal and legal’ aspect and the ‘terminological’ aspect (2011, 8). As regards the ‘formal and legal’ aspect, particular stress is placed on the ‘compliance with drafting rules’ and the ‘compliance with the prior legislation’ which would correspond with the focus on the compliance with the reference documents (ibid., 8). Further, he mentions the ‘technical quality’, that is the format which would correspond with error types: the compliance with reference documents and also the format (ibid., 8). In terms of the terminological aspect, the considerable attention is devoted to check the selection of the terms and their consistent usage, including the selection from the ‘new EU terminology vs. existing national terminology’ (ibid., 8). Clearly, the principal objective is the ‘legal equivalence’ (ibid., 8), that is the same legal effect, achieving of which could naturally demand corrections in the all error categories as they are presented in the chapter 3.2 on the error typology. However, the formal, legal and terminological aspects play a key role. Whereas, in other than legal text types, Vuorinen promotes more ‘leeway in terms of translation’ and ‘a more “target-oriented” approach’ which requires a ‘legal act “autopilot”’ to be switched off (ibid., 8). The prime focus of the revision of these text types thus would not remain on the terminological precision but rather on the more “forming” level, i.e. the stylistic level.

Three hypotheses were formulated based on the assumption that various approaches are required when revising the different text types.

- 1) In the revisions of legislation and other law texts the incidence of the corrections at the level of terminology and the compliance with reference documents will be

higher, as the revision is stricter in terms of the compliance with drafting rules and terminological precision.

- 2) In the group of texts serving the communication with institutions (i.e. predominantly the administrative style), the error ratio will be similar as in legislation and other law texts, as the nature of both text type groups is similar and as there are many common features (e.g. the terminological precision and the pinpoint sense accuracy, etc.).
- 3) As texts serving the communication with public (i.e. press releases, newspaper articles, etc.) have not only informative but mostly formative character, the stylistic creativity would be in a prime position when revising these text types and thus the incidence of the clarity corrections and the preference corrections will be higher in the error ratio of this text type group and also higher when compared to the other two text type groups.

The examination primarily focused on testing the above hypotheses, chiefly by quantifying the incidence of the particular errors and comparing the error ratio in the text type groups.

### **3.3.3.3 Results**

The chart below (see *Chart 4.*) demonstrates the ratio of corrections made in the three text type groups and thus indicates their typological differences and also the focus of the revision.

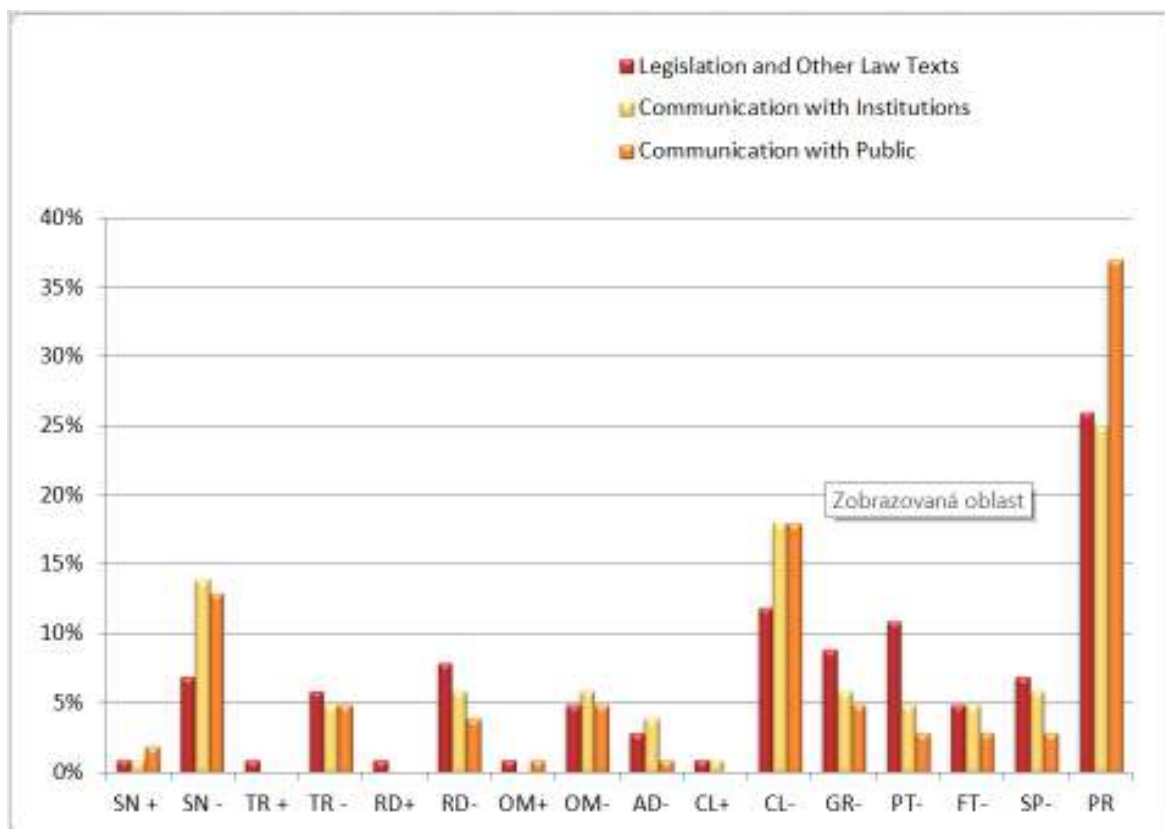


Chart 4. Error type<sup>19</sup> ratio in the legislation and other law texts, in the texts serving the communication with institutions and in the texts serving the communication with public.

When the three text type groups are compared, what is surprising is that there are only minor differences in the categories such as terminology and reference documents. In terms of the terminology, all three text type groups are almost equivalent in the occurrence of this error. Surprisingly, it is suggesting that even in the text types such as press releases, newspaper articles, leaflets and brochures, etc., which are supposed to be less terminologically restricted, there is rather a clear tendency to preserve the terminological precision and there is not as much leeway in the formulation of the translation as it used to seem. As regards the reference documents category, there is almost double difference between the legal texts and the texts serving the communication with public, implying that the formal level and the compliance with terminology of the prior documents is more stressed in the legal texts. Despite this fact, it is rather startling how low is the value

<sup>19</sup> Error categories are abbreviated as follows: sense (SN), terminology (TR), reference documents (RD), omission (OM), addition (AD), clarity (CL), grammar (GR), punctuation (PT), spelling (SP), format (FT), preference correction (PR). Plus and minus indicate an error level (that is *high* or *low* relevance).

of the terminology category and the compliance with reference documents category generally within the error ratio in legal translations.

As far as the texts serving the communication with public are concerned, the key position in the error ratio is maintained by the clarity and the preference categories. Clarity corrections with 18% of all corrections and preference corrections with 38% form together 55% of all the corrections in this text type group which supports the assumption that these two particular categories are in the prime position when revising these text types.

As for the texts serving the communication with institutions, the values generally correspond more with the texts serving the communication with public than with the legal texts. The ratio resemblance partially relate to the fact that some text types in the text type group Communication with Public are also written in the administrative style (e.g. notices, guidelines for application, correspondence). What is more, this text type group generally proved to contain the higher number of errors per page (for the error-rate per standard page see *Table 6.*)

	ER/p in total	ER/p without PREF	PREF rate/p
<b>Legislation and Other Law Texts</b>	1.72	<b>1.30</b>	0.43
<b>Communication with Institutions</b>	3.50	<b>2.63</b>	0.86
<b>Communication with Public</b>	2.44	<b>1.53</b>	0.91

*Table 6.* Error-rate per standard page in the text type groups

Excluding the preference category and taking into account only the pure errors, the number is almost double when compared to the legal texts and significantly higher when compared to the texts serving the communication with public. The possible explanation might lie in the fact that many texts in this text type group are assigned the quality control 2 (QC2), concerning the types of the texts such as a communication to the Commission<sup>20</sup> and the minor interinstitutional communication which formed the majority of the text type group representation in the corpus. QC2 primarily indicates the less profound quality control but potentially also the less focus from the translators which might lead to the higher error-rate.

<sup>20</sup> A communication to the Commission as an incoming document translated for the purpose of understanding is assigned QC2. However, a communication from the Commission is assigned QC1.

This assumption, however, contradicts the results from the questionnaire distributed to the in-house translators about how they perform the revisions and their own translations. The translators were asked whether they take account of the assigned quality control types (i.e. QC1 or QC2)<sup>21</sup>, when revising and 71% of them responded that this factor does not influence their revision. The overall higher error-rate in the texts serving the communication with institutions thus cannot be prototypically explained by the different QC types and shall not be generalized to these text types but shall be related purely to this particular gathered sample.

#### **3.3.3.4 Conclusion**

The aim of this analysis was to map the error type ratio in the three text type groups (e.g. the legal texts and other law texts, the texts serving the communication with institutions and the texts serving the communication with public), and thus investigate the focus of the revision of these individual text type groups and reveal the possible translation deficiencies. In the light of this, three hypotheses were tested.

Hypothesis number one, which presumed that in the legal text there would be the higher incidence of the corrections in the terminology category and the compliance with reference documents, was not confirmed. Actually, the position of these two error categories was rather low in the error ratio in the legal texts, suggesting that the translators are well aware of the relevance of these two particular categories. However, what is more striking is that there were only minor differences among the three text type group, especially in terms of the terminology category, which signifies that also the types of texts serving the communication with public (e.g. press releases, etc.) are relatively restricted as for the terminology.

Hypothesis number two, which presupposed that the error ratio would be similar between the first text type group (i.e. the legal texts) and the second one (i.e. the communication with institutions) due to their common nature, was not confirmed. On the contrary, the very opposite proved to be true. The error ratio of the second text type group (i.e. the communication with institutions) appears to resemble the error ratio of the texts

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<sup>21</sup> QC1, i.e. the more profound control. The very principle is applied also when revising several other text types. For example, an incoming correspondence from a member state or company is also subjected to QC2 and similarly, an outgoing correspondence with member state or company comes under QC1 (Internal source).

from the third text type group (i.e. the communication with public), suggesting less leeway and further restriction in this text type group.

Hypothesis number three, which assumed that categories clarity and preference would occupy the prime positions in the error ratio in the texts serving the communication with public, as the function of these text types is rather formative, was confirmed. The above mentioned categories form together 55% of all corrections in this text type group, suggesting the stylistic focus of the revision.

At last it is important to remark the limited analysed sample. In order to produce the comprehensive analysis a more thorough research and extensive corpus would be a necessary asset.

### **3.3.4 Freelance and In-house Translations Analysis**

Since the entry of new member states into the European Union, a subsequent buoyant demand for translation service emerged. As the demand for the translation service could not be solely met by in-house translators, the European Commission established close cooperation with freelance translators. This provides an opportunity to focus on the quality of the in-house and freelance translations. Hence the second analysis strives to map whether there is a gap between in-house and freelance providers of translation in the European Commission.

In order to examine the final product, first should be mentioned the factors possibly affecting the translation both as a process and as a product, that is the expertise or more precisely the experience with the EU translation and the working conditions of translators.

#### **3.3.4.1 Experience with EU Translations**

The freelance translators, unlike in-house translators, engage extensively in translation of other than the EU texts, and the translation for the European Commission occupies only a portion of their translation volume.<sup>22</sup> This proposes a supposition that they are less experienced in this particular type of translation. There is also another variable that should

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<sup>22</sup> The market research conducted by Svoboda (2011, 4) shows that 6% translators in the Czech translation market work for some EU institution; for 5% of them, the institutional translation comprises 10% of their total volume and merely for 1% of them it is 20% of their total translation volume. The rest 94% of respondents do not engage in institutional translation.



be of interest and that is rather a comparative advantage of in-house translators in the form of solid reference sources and useful CAT tools (especially for quick search of terminology, etc.) which enables them to carry out a less time-consuming and precise translations and thus provides them with extra time which could be used utilize in quality self-assessment.

### 3.3.4.2 Reference sources and CAT sources available

Despite the fact that the DGT claims to provide their freelance translators with various reference sources and translation tools (*Translating for multilingual community* 2009, 6), as already mentioned in the chapter 2.4, there seem to be certain restrictions in the access. Unlike freelance translators, the in-house translators can take advantage of various reference sources mediated by the European Commission and full range of CAT tools. In-house translators have a list of specialists at their disposal, which comprises hotlines to various ministries and email contacts to experts from other institutions (Hončová 2013a). Further, when coping with a terminology translation problem, they can also consult a terminologist from the department. Apart from this, there are other terminology sources and CAT tools<sup>23</sup>. For an outline of the most utile tools and sources see *Table 7*.




Tool	Description
<i>Euramis</i>	A large corpus database containing segments of ST and TT of all officially submitted translation in the European Commission, the European Parliament, the Council of the European Union, the Court of Justice of the European Union and of the European Court of Auditors which is accessible only to in-house translators (freelance translators are sent an email package containing relevant translation memory (TM) and some reference documents (Hončová 2013a)
<i>Eur-lex</i>	An online bilingual corpus of the published EU legislation available to everyone
<i>IATE</i>	A terminology database of the EU which internal version is frequently up-dated, whereas the public version is up-dated approximately once a

<sup>23</sup> For more information on CAT tools and reference sources see *Translation tools and Workflow* (2009) and *Guide for contractors translating for the European Commission* (2008).

	month (Internal source)
<i>EuroParl</i>	An internal terminology database of the European Parliament
<i>DGT Vista</i>	A document search and view engine containing all submitted translations but also documents currently being translated which might serve a translator as possible source of inspiration of translation strategy that was chosen by a colleague from other language department
<i>Disc P</i>	An internal disc where translators upload and share useful information and terminology references sorted according to all translated topics
<i>Docfinder</i>	A immensely useful application which can be installed into Microsoft Word and based on the number of the document, it searches the document bilingually in Euramis, Eur-lex, IATE, in Public Register of the Council and in other sources and thus significantly saves time
<i>Quest</i>	‘A metasearch tool designed to drastically reduce the time it takes translators to find solutions to terminology problems. Quest enables translators to search about 30 DGT’ internal and public terminology sources in the time it would normally take to search a single source’ ( <i>Translation Tools and Workflow</i> 2009, 9)

Table 7. Outline of the most utile CAT tools and reference sources

Indisputably not all of the above-mentioned reference documents or CAT tools are available to both in-house and freelance translators (see *Table 8*).

	IN-HOUSE	FREELANCE
		
• Contact list of experts	✓	✗
• Consult an in-house terminologist	✓	✗

• Euramis	✓	✗ (but the TM sent)
• Eurlex	✓	✓
• IATE	✓	✓ (but slowly updated)
• EuroParl	✓	✗
• DGTVista	✓	✗
• Disc P	✓	✗
• Docfinder	✓	✗
• Quest	✓	✗

Table 8. Access to reference sources and CAT tools

The freelance translators have the most crucial reference sources at their disposal, that is *Eur-lex* and *IATE* and sent TM. Nevertheless, there are some very helpful tools, in particular, *Quest*, *Docfinder* and *DGTVista*, which can substantially accelerate the research of correct terminology in very solid sources and thus advance translation process *per se*. It does not refute that many decisions still need to be made by front-line translators regardless of whether they are in-house or freelance translators. However, it raises a question whether this access leads to terminologically more accurate translations, the answer of which is provided by the following analysis.

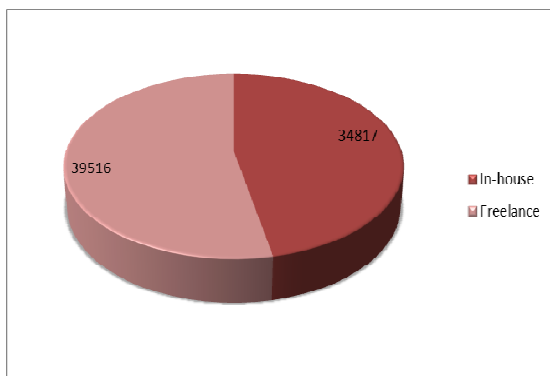
### 3.3.4.3 Analysed Sample

For the purpose of this exploration, there were used translations of two groups of text types, first of which were legally binding documents (i.e. regulations and decisions) and the second of which were documents in which the communication function prevailed (i.e. press releases as compared to brochures and newspaper articles). The selected sample of the corpus thus contains following analysed text types with the total extent of 87 351 words:

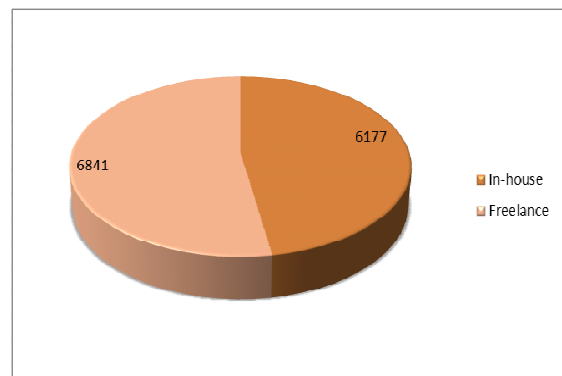
- *Regulation* (legally binding text type)
- *Decision* (legally binding text type)
- *Press release* (communicative text type)
- *Brochure* (communicative text type)

- *Article* (communicative text type)

A regulation and a decision are both legally binding text types with the same structure and formal features and also have the same function, therefore they were analysed as one group text type. In other words, the analysis compares the regulations and decisions translated by in-house translators with those produced by freelance translators. Regarding the communicative text types, the purpose of all them is to both inform and form the reader. However, the press releases are only sporadically translated by freelance translators, as the deadlines for submission are very short, usually the next day (Internal source). Therefore, the results from the analysis of press releases translated by in-house translators were compared with the results from brochures and articles that were translated by freelance translators. For the precise scope of analysed texts see *Chart 5.* and *Chart 6.*



*Chart 5.* Word count of legally binding texts



*Chart 6.* Word count of communicative texts

#### 3.3.4.4 Hypotheses

The two hypotheses were formulated based on the assumption that everyday experience with the EU texts and distinct access to various reference sources and CAT tools would impact the final product of in-house and freelance translators.

- 1) When translating the legally binding documents (i.e. regulations and decisions), in-house translators commit fewer errors that could be characterised as a deficiency in terminology, sense and following the reference documents.
- 2) When translating the communicative text types (i.e. press releases, brochures and newspaper articles), the distinction between freelance translators and in-house

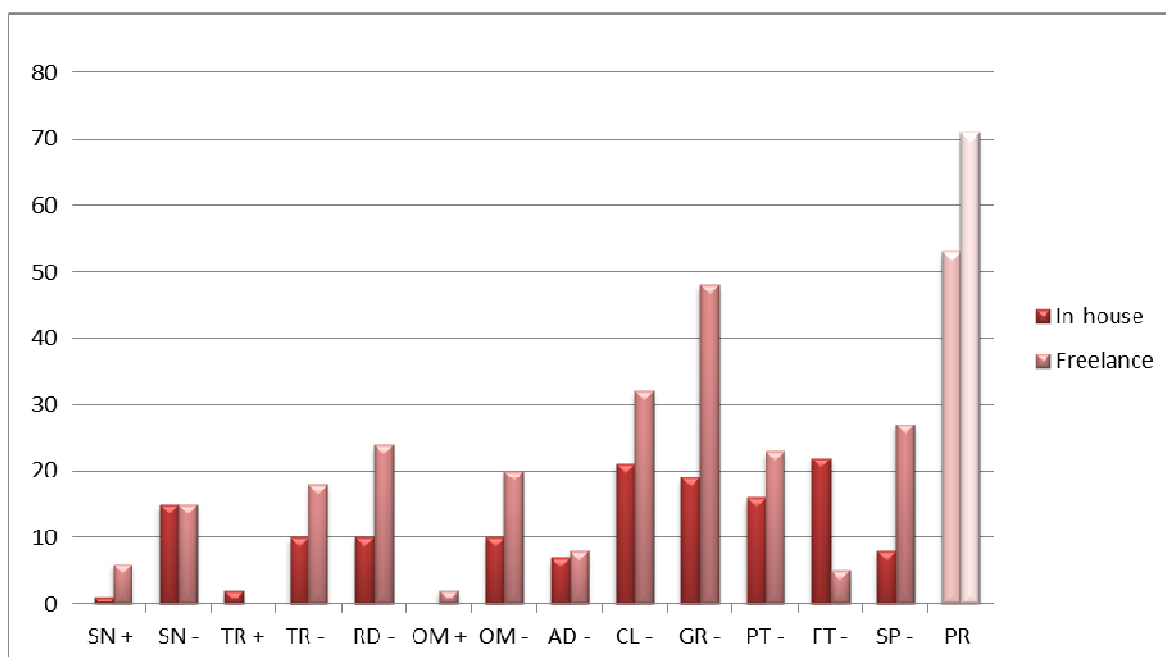
translators is blurred and their position is equalised, as the substance of the translation of this type rests in stylistic creativity and not in terminology accuracy.

The examination primarily focused on testing the above hypotheses, chiefly by quantifying the incidence of particular errors.

### 3.3.4.5 Results

#### 3.3.4.5.1 *The Text Types: Regulation and Decision*

The chart below (see *Chart 7.*) demonstrates the number of various types of errors committed by freelance translators and in-house translators in translations of regulations and decisions. Generally it shows the higher error-rate in freelance translations.



*Chart 7.* Incidence of errors<sup>24</sup> in freelance and in-house translations of regulations and decisions

When freelance translations are compared to the in-house translations, it is clear that in the freelance translations, an increased number of errors occurred particularly in the categories: sense (marked with high relevance), terminology, reference documents,

<sup>24</sup> Error categories are abbreviated as follows: sense (SN), terminology (TR), reference documents (RD), omission (OM), addition (AD), clarity (CL), grammar (GR), punctuation (PT), spelling (SP), format (FT), preference correction (PR). Plus and minus indicate an error level (that is *high* or *low* relevance).

omission, grammar and spelling. Looking more carefully at these categories, we see that freelance translators committed twice as many errors as in-house translators or even more in all these categories, including the category of terminology and reference documents (for precise numbers see *Table 9*.)

	SN+	SN -	TR +	TR -	RD -	OM +	OM -	AD -	CL -	GR -	PT -	FT -	SP -	PR
<b>In-house</b>	1	15	2	10	10	0	10	7	21	19	16	22	8	53
<b>Freelance</b>	6	15	0	18	24	2	20	8	32	48	23	5	27	71

*Table 9.* Error-rate in freelance and in-house translations of regulations and decisions

The most marked difference is, however, apparent in the categories grammar and spelling. In case of grammar, it suggests either negligence or a lack of command of TL or, as a recurring grammar error was an incorrect syntactic relation (e.g. ungrammatical relation between a subject and a predicate, a predicate and a object etc.) it is more likely connected with the complex sentence structure and formation of long convoluted sentences in which a translator did not manage to properly relate all the sentence constituents or simply overlooked an incorrect syntactic relation after revising some parts.

To turn to in-house translators, rather a surprising discovery is a higher error-rate in format category. However, the format error type includes also the presence of Translator's Workbench (TWB)<sup>25</sup> segments of ST. This particular error was rather common in in-house translations. The explanation for this might be that the in-house translators revise the translation in TWB before clean-up, which does not enable them to see the remaining ST segments. The absence of this error in freelance translations suggests either that freelance translators do not work in the translation software with this deficiency or they are simply more conscientious and revise also after clean-up.

### **Tentative Conclusion**

To sum up, there is higher error-rate in freelance translations which is evident also from the *Table 10* that shows an error-rate per standard page (ER/p).

<sup>25</sup> In-house translators obligatory translate in Trados Translator's Workbench (TWB). When a translator accidentally deletes a TWB tag, an error might occur in the clean-up process which would result in consequent preserving of the ST segment.

	ER/p in total	ER/p without PREF	PREF rate/p
<b>In-house</b>	1.39	<b>1.01</b>	0.38
<b>Freelance</b>	1.89	<b>1.44</b>	0.45

Table 10. Error-rate per standard page in freelance and in-house translations of regulations and decisions

Regarding the ER/p in total, the nature of the preference category should be mentioned. In order to acquire relevant data, the ER/p should be exclusive of preference corrections, as they cannot be considered as actual errors. Once preference category is excluded from the ER/p, it becomes clear that the freelance translations contain half as many of actual mistakes per page.

In particular, freelance translators tend to commit errors in potentially more serious categories in the EU context, such as sense, terminology, reference documents and omission. Similarly, in these categories, the freelance translators are more likely to make major translation mistakes, that is the mistakes with legal, financial and political impact. On the other hand, freelance translations show also higher incidence in rather technical categories – i.e. grammar, spelling.

In the light of the primary intention, the analysis thus did not prove the equal performance of freelance translators and in-house translators as for the committing of terminology or reference documents error. On the contrary, it becomes evident that freelance translators tend to be less accurate particularly in these two categories.

When making conclusion, it should be emphasized that the data validity is directly proportional to the analysed scope, i.e. approximately 140 standard pages for each translators' group (for precise delimitation of the scope go back to *Chart 5. and 6.*)

#### **3.3.4.5.2 The Text Types: Press Releases and Brochures and Articles**

The charts below (see *Chart 8. and 9.*) demonstrates the number of various types of errors committed by freelance translators in translations of brochures and articles and by in-house translators in translations of press releases. Unlike in the previous chart, here the results do not prove overall higher error-rate in freelance translations.

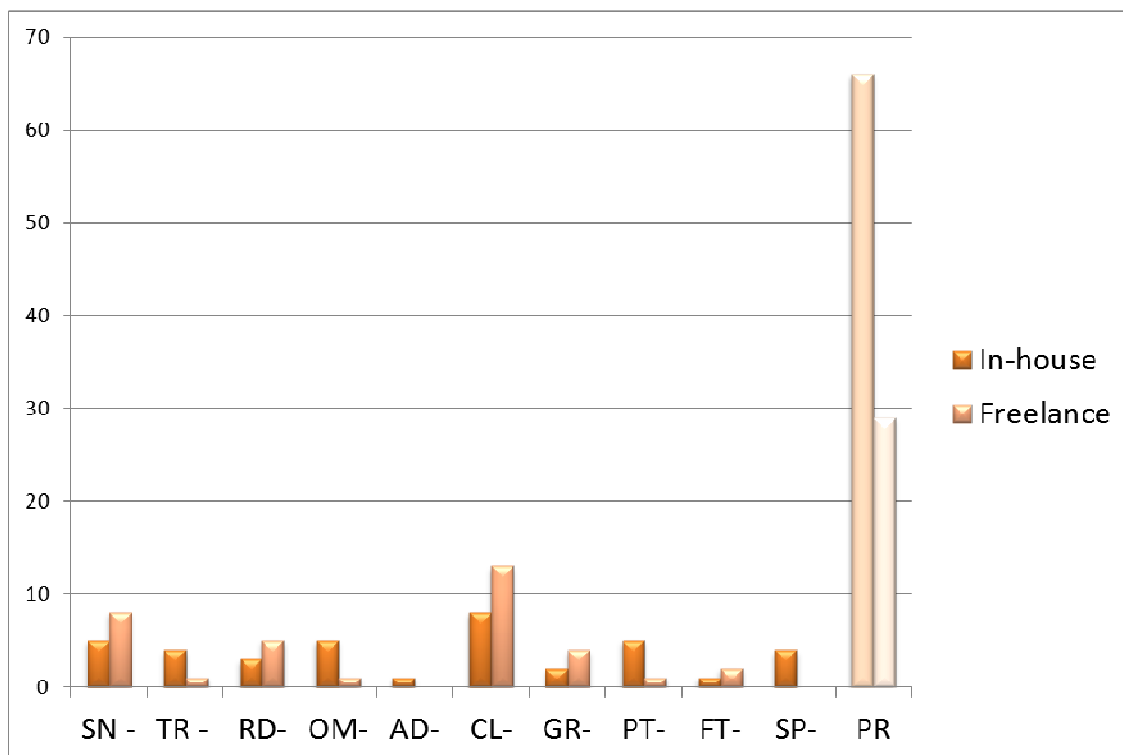


Chart 8. Incidence of errors<sup>26</sup> in freelance translations of brochures and articles and in-house translations of press releases I

The discrepancy in scope between the selected samples of legal text and communicative text is striking here. It is given by the nature and the smaller sample of the communicative texts. Even though similar number of texts was analysed (21 legal texts and 22 communicative texts see *Table 5.*), the communicative text are generally shorter. For more transparent outline see *Chart 9.*

<sup>26</sup> Error categories are abbreviated as follows: sense (SN), terminology (TR), reference documents (RD), omission (OM), addition (AD), clarity (CL), grammar (GR), punctuation (PT), spelling (SP), format (FT), preference correction (PR). Plus and minus indicate an error level (that is *high* or *low* relevance).



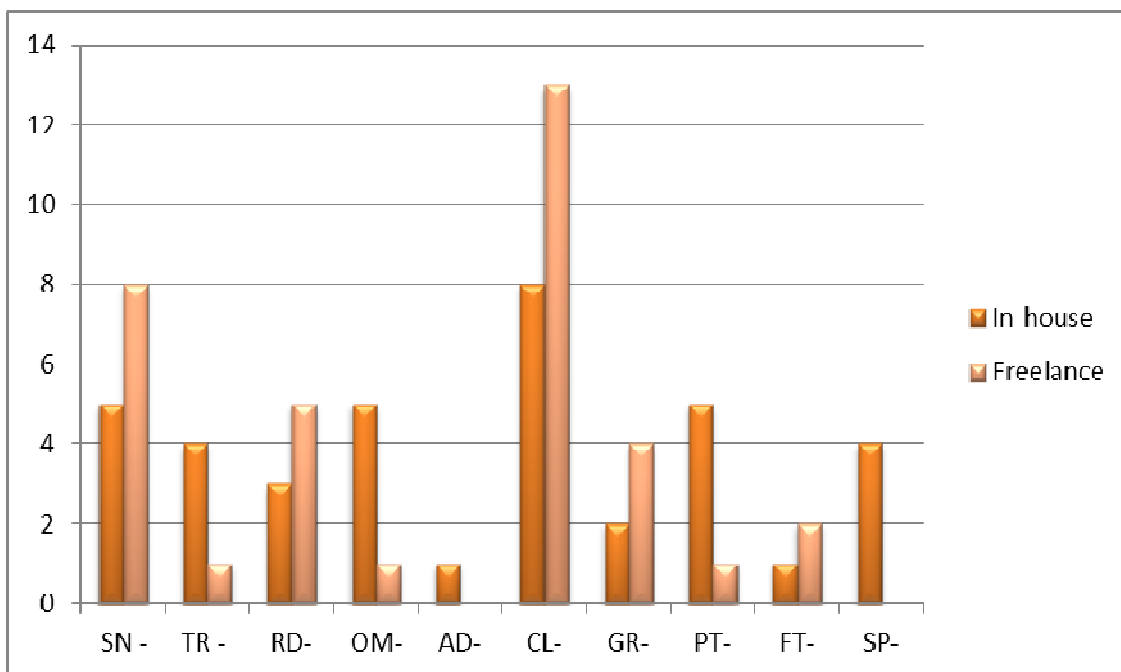


Chart 9. Incidence of errors<sup>27</sup> in freelance translations of brochures and articles and in-house translations of press releases II

When dealing with the task of translation of communicative texts, which unlike legal text undoubtedly offer an open space for translator’s creativity and certain level of freedom of choice of counterparts, the in-house translators tended to omit more information and moreover, they committed more punctuation and spelling errors than in-house translators. On the other hand, they produced fewer shifts of meaning and grammatical mistakes (for precise error count see *Table 11*.)

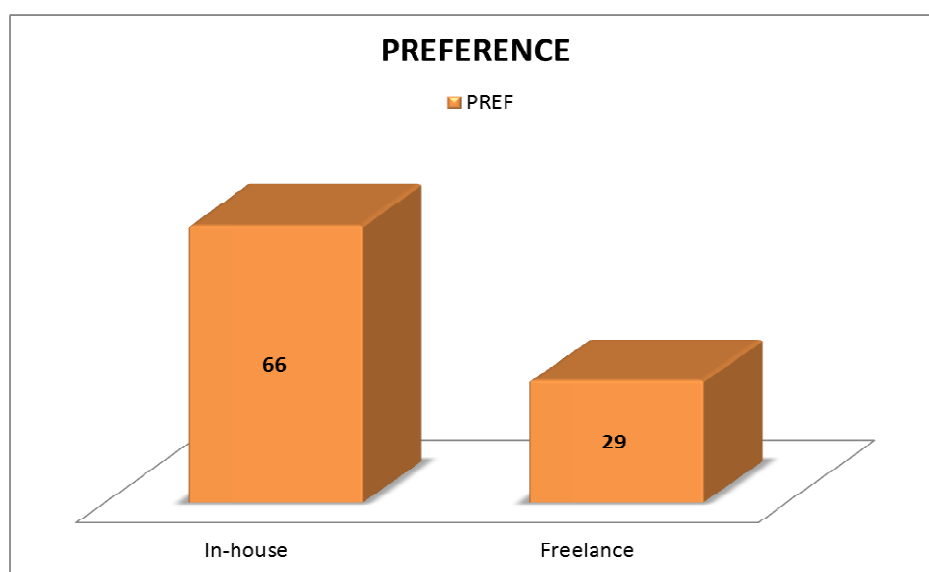
	SN -	TR -	RD -	OM -	AD -	CL -	GR -	PT -	FT -	SP -	PR
<b>In-house</b>	5	4	3	5	1	8	2	5	1	4	66
<b>Freelance</b>	8	1	5	1	0	13	4	1	2	0	29

Table 11. Error-rate in freelance translations of brochures and articles and in-house translations of press releases

Furthermore, as rather unexpected one might also consider a stylistic level of translations, i.e. the clarity error-rate and preference suggestion incidence. As there is no

<sup>27</sup> Error categories are abbreviated as follows: sense (SN), terminology (TR), reference documents (RD), omission (OM), addition (AD), clarity (CL), grammar (GR), punctuation (PT), spelling (SP), format (FT), preference correction (PR). Plus and minus indicate an error level (that is *high* or *low* relevance).

competitive advantage of in-house translators which might be considered as handicapping freelance translators in the stylistic level, as it was in case of CAT tools and sources and terminology, there is no reason why not to assume that freelance translators would produce texts stylistically equal to in-house translators. Yet, there were present deficiencies in register, unidiomatic collocations and interference which gave rise to a slightly higher number of clarity errors. On the other hand, there were less preference suggestions (see *Chart 10.*), i.e. in fewer cases the reviser proposed a more apt solution than a translator's counterpart which was adequate.



*Chart 10.* Incidence of preference suggestions in freelance translations of brochures and articles and in-house translations of press releases

This indicates that freelancers tend to produce more clarity errors (i.e. the direct stylistic deficiencies) but are also able to come up with creative solutions, as there are less preference suggestions which would improve their translations.

Further, the equipollent powers can be equally corroborated by error-rate per standard page (ER/p). See *Table 12.*

	ER/p in total	ER/p without PREF <sup>28</sup>	PREF rate/p
<b>In-house</b>	4.21	1.54	2.67

<sup>28</sup> PREF stands for preference category. For detail description, go back to chapter 3.2.2.1.11 devoted to this phenomenon.

<b>Freelance</b>	2.34	<b>1.28</b>	1.06
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Table 12. Error-rate per standard page in in freelance translations of brochures and articles and in-house translations of press releases

Considering ER/p in total, the immediate inference would be that in-house translations are less adequate. However, the non-error nature of preference category should be again emphasised and taken into account. Once preference category is excluded from the ER/p, the values equalise. In other words in-house and freelance translations contain very similar number of actual mistakes per page.

### **Tentative Conclusion**

The results are too varied to come up with a definite conclusion that either freelance translators or in-house translators produce more adequate translations of the investigated text types. The analysis shows the potential weak spots in both in-house and freelance translations. Therefore, when approached overall, the results imply that the performance of in-house and freelance translators is quite comparable.

Similarly as in the case of analysis of freelance and in-house translations of regulations and decisions, the data validity directly corresponds with the analysed scope, i.e. approximately 25 standard pages for each translator group (for precise delimitation of the scope see *Chart 6.*)

#### **3.3.4.6 Conclusion**

The aim of this analysis was to show how freelance translators perform when compared with in-house translators, especially with reference to varied access to solid reference sources and useful CAT tools and that there is a difference in translation performance. In the light of this, two hypotheses were tested.

Hypothesis number one, which presupposed that freelance translators would tend to commit more sense, terminology and reference documents errors, was confirmed. The error-rate in these particular categories was higher in freelance translations. In addition, these translations proved to contain also more omission errors. As the results demonstrated that freelance translators not only make more minor errors in these categories

but are likely to make also major errors with potential legal, financial and political impact, the analysis shows a certain gap between in-house and freelance performance.

Hypothesis number two, which presumed that the distinction between freelance and in-house translations is obscured when it comes to more creative text types (i.e. press releases, brochures and newspaper articles), was confirmed only partially. The analysis did not reveal considerably better results in any of the two groups of translators. However, it demonstrated the potential weak spots in both in-house and freelance translations.

At last it is important to remark the limited analysed sample. In order to produce comprehensive evaluation of freelance and in-house performance a more thorough research and extensive corpus would be a necessary asset.

### **3.3.5 Revision Compliance Analysis**

The translation process in the European Commission is the process involving more agents, i.e. translators, revisers, assistants and proofreaders, all of whom contribute to the final product. Perhaps the most cardinal relation is that of a translator and a reviser.

As for the freelance translations, the translations are submitted via Trêfle<sup>29</sup>, which the revisers download the translations from and subsequently revise it. When the reviser finds it convenient (e.g. in case of the recurring mistakes), s/he can send the revised translation back to the translator<sup>30</sup>, who would then implement the corrections and rework the translation which would be subsequently revised again. However, this procedure is not standard and is used rather rarely. Anyway, the whole document eventually needs to be revised by the reviser who decides what changes are to be implemented before handing a translation to the next level of quality control (i.e. the assistant control). As the revised text is not sent to the translator to agree the corrections, it is the reviser who makes final corrections.

In case of the in-house translations, the revision functions as a *mere* suggestion of possible corrections and it is up to the translator whether s/he adopts the changes or not, as the responsibility for the translation lies with the translator and not the reviser. The in-house translator usually hand in the translation to the reviser who suggests the corrections

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<sup>29</sup> Trêfle is a project manager for freelance translations.

<sup>30</sup> This procedure is called Send Back and for further information see chapter 3.4.1.2.

and then returns it to the translator who chooses what corrections are to be adopted. Only then the translation can be submitted to TRADESK<sup>31</sup>. Therefore, unlike in case of the freelance translations, there is room for possible disagreement between the translator and the reviser.

The level of compliance with the reviser's corrections is also the main subject of the annual control exercised by the head of the particular unit in the Czech Dep. This chapter thus strives to map how often the translator follows the reviser's recommendations.

The analysis focuses on the categories which might potentially be subject for a discussion, i.e. the categories: sense, terminology, reference documents, clarity, preference. This examination thus does not cover non-acceptance of the reviser's corrections at the grammar, punctuation, spelling and format level. Although there was some discrepancy also in the less questionable categories, it was mostly due to the translator's overlooking (e.g. the reviser's correction of a missing comma which the translator failed to implement).

### **3.3.5.1      Analysed Sample**

As the freelance translator does not have the power to decide whether s/he follows the reviser's recommendations, the freelance translations were excluded from this analysis which thus focused purely on the in-house translations.

The selected sample with total extent of 75 280 words contains nearly all the text types introduced above in the *Table 5*, except the four types of texts which were represented in the corpus only in the form of freelance translations (i.e. reports, summaries of the impact assessment, explanatory notes and correspondence with citizens, companies, institutions, etc. outside the EU). For the ratio of the freelance and the in-house translations see the *Chart 11*. below.

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<sup>31</sup> TRADESK is a project manager for in-house translations.

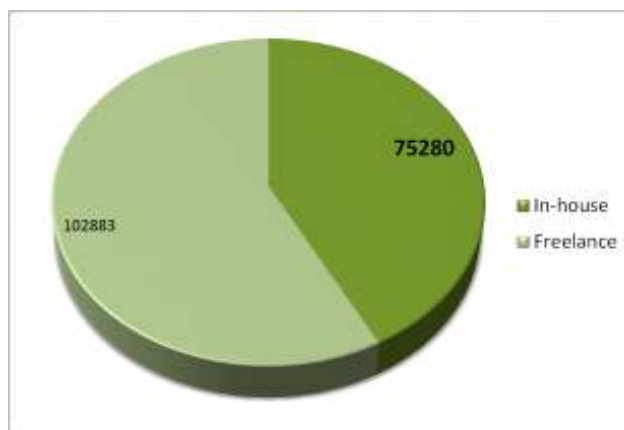


Chart 11. Word count of the analysed scope in the Revision Compliance Analysis

### 3.3.5.2 Hypothesis

Based on the level of the disputability, a hypothesis was formulated.

- 1) From all the five rather debatable categories (i.e. sense, terminology, reference documents, clarity and preference), it is the stylistic categories the *clarity* and the *preference* which provide the greatest room for the potential difference of opinion and thus would show the higher level of non-compliance with the revision when compared to the remaining three examined categories.

The examination primarily focused on testing the above hypothesis, predominantly by quantifying the incidence of non-compliance in the particular error categories and comparing their compliance ratio.

### 3.3.5.3 Results

The table below (see *Table 13.*) demonstrates the ratio of non-compliance with reviser's corrections in particular error categories.

	TERM-	RD-	OM-	AD-	PREF
Non-acceptance	2.70%	5.26%	4.44%	3.85%	7.81%

Table 13. The non-compliance with revision in the in-house translations.<sup>32</sup>

<sup>32</sup> The error categories are abbreviated as follows: terminology (TERM), reference documents (RD), omission (OM), addition (AD), preference correction (PR). Minus indicate the minor error.

After a cursory glance it is obvious that in-house translators generally follow their peer-editors' recommendations. When looking more closely, one sees that the high relevance errors of the examined error categories are missing in the table which indicates that reviser's corrections were adopted in all these categories of high relevance (except for the addition category, as there were no such errors of high relevance present in the analysed corpus). Further, all the corrections in the sense category were also adopted.

As for the stylistic error categories, i.e. the preference and the clarity, there was a higher rate of the reviser's corrections in the preference level that were not adopted, as it was expected, however, rather surprisingly there was the full acceptance of the clarity errors both of high and low relevance. This suggests that the translators and the revisers tend to concur in terms of the direct stylistic errors (i.e. the clarity category), however, their opinions diverge when it comes to the stylistic preferences (i.e. the solutions that do not correct an error but improve what could be considered as an appropriate solution). This would imply that the graver the stylistic error is the higher is the probability that the translator and the reviser concur.

In order to have a clearer idea further follows the demonstration of an example extracted from the magazine article when the translator did not follow the reviser's recommendation at the level of preference.

(44) ST: '[...] European consumers **are placing an increasing value on** the principles of organic farming when they go shopping for themselves and their families.'

T1: '[...] evropští spotřebitelé při nákupu pro sebe a své rodiny **přikládají** stále větší **význam zásadám** ekologického zemědělství.'

Revision suggested to replace the translator's solution '*přikládají*' with '*kladou*' and to change the case of the following attribute from the third into the fourth (*kladou význam na zásady*). This is purely preferential suggestion which does not directly improve the text and thus the translator felt no need to adopt it.

The preference corrections are supposed to improve the quality of the text. If they do not do so, the translators tend not to accept them, as it is in the above example. However, some preference corrections were adopted even though they impaired the quality of the text. This happened only in the very few cases, two of which are demonstrated

below (the first example is extracted from a press release and the second from a regulation).

(45) ST: ‘Women **make up** more than half the EU's student population **and 45 per cent** of all doctorates (PhDs) [...].’

T1: ‘Ženy tvoří více než polovinu studentů v EU **a 45 %** všech doktorských studijních programů (Ph.D.) [...].’

TT: ‘Ženy tvoří více než polovinu studentů v EU **a podílí se na 45 %** všech doktorských studijních programů (Ph.D.) [...].’

The translator's solution (T1) could be definitely improved by the phrase *podílet se na*, suggested by the reviser. The reviser, however, did not manage to correctly place a preposition *na* and thus produced the misleading translation, which wrongly suggests that women participate on 45% PhDs, that is they have certain share in these 45%. However, the reality is that women's share is 45% which can be easily expressed by placing the preposition *na* behind the number, i.e. *podílí se 45 % na ... programech*.

The following example marked by the reviser's error in the form of the undesirable double negation.

(46) ST: ‘However, in order **to limit** the burden for economic operators [...].’

T1: ‘Aby **se** však hospodářské subjekty **nezatěžovaly** příliš, je třeba, aby [...].’

TT: ‘Aby však hospodářské subjekty **nebyly** příliš **nezatěžovány**, je třeba, aby [...].’

In order to precisely follow the reviser's stylistic intention to replace reversible passive with passive voice (*aby se nezatěžovaly* → *aby nebyly příliš zatěžovány*), the translator did not notice that the reviser committed a grave error of double negation and s/he adopted the correction as it was which resulted in comic shift of meaning.

It is however very sporadic that the revision is rather detrimental to the quality of the text. There was only insignificant number of detrimental corrections that would be adopted. Predominantly, the revision does the very opposite (92.12%). In cases when the translator concludes it might actually impair the quality or at least not improve it, s/he simply does not accept the suggested solution, which happens in 7.81% of all preferences.



#### 3.3.5.4 Conclusion

Since there is certain freedom of choice in the in-house translations, when translators can decide whether they adopt suggested corrections by the revision, the analysis focused on mapping how often in-house translators follow the revisers' recommendations. In the light of this, one hypothesis was tested.

The hypothesis, presupposing that it would be the stylistic error categories (represented by the *clarity* and *preference* categories) that would be the most debatable and thus would show a higher level of non-compliance with the revision, this hypothesis was not confirmed. Despite the anticipated higher rate of the unaccepted revision corrections at the preference level, there was the full compliance with clarity errors both of high and low relevance. This rather surprising finding suggests that translators and their peer-editors tend to fully coincide when it comes to the stylistic errors (i.e. the clarity category), but in case of the preferences, this principle does not equally apply. This would imply that the graver the stylistic error is, the higher is the probability that the translator and the reviser concur.

Similar tendency could be observed also in other error categories, as there was not any non-compliance with the suggestions that corrected the errors with the high relevance and in addition, there was the full acceptance in the sense category.

Overall, it can be inferred that the general compliance is rather high. Except from the preference category, the deviation from the revision did not exceed 6% in any of the categories. Although there was a certain amount of the accepted detrimental corrections, this number was negligible. In case of a possible deficiency, the translators thus often confess their mistake and concur with the revisers in the matter of the correction. The effective communication between the translators and the revisers in the Czech Dep. thus substantially adds to the quality of the translation.

### **3.4 TQA in Freelance vs. In-house Translation**

Apart from the translation quality control (executed mostly in the form of revision), freelance and in-house translations are also assessed for their quality. The particular method of TQA and its scope however differs in case of freelance as opposed to in-house translations.

#### **3.4.1 Freelance TQA: Evaluation**

Within the peer-editing control all freelance translations are revised (or seldom reviewed). In addition, every translation is also evaluated, however, evaluation might also be assigned separately from revision. Evaluation comprises of assessment of a certain passage or passages of a text which are subsequently assigned a quality value. Ordinarily, it regards 10% of any part of the text within the scope between two and ten pages (Internal source). What part of a text shall be evaluated depends on the choice of a reviser; s/he could either select usually the most vulnerable passages, such as an introduction, a conclusion and other key passages, or simply a random sample could be excerpted.

On the selected extract a reviser suggests corrective measures in Word in the track changes mode and further s/he ranks the errors into the individual categories in commentary, as determined by the error typology (i.e. sense, omission, terminology, reference documents, grammar, spelling, punctuation, clarity) and marks either their high or low relevance (for more on error typology go back to chapter 3.2). Afterwards, a translator is sent the evaluated passage along with a completed evaluation form which summarises the assessment.

The evaluation form contains detail information about the assignment, it also states number and relevance of individual error types and then it mentions whether there was a delay in delivery. Furthermore, the form provides information on the compliance with specific instructions and adequacy of formatting. There is also a space for the head of the unit's comments and similarly for reviser to comment on whether the purpose of translation was accomplished and possibly recommend whether the future cooperation is desired. Lastly, a translation is marked on a scale of five grades.

### 3.4.1.1 Assessing Quality Value

Among the crucial features that a reviser monitors when evaluating there are: accuracy and completeness of a translation including compliance with the client's instructions, proper quotation and referencing, accurate terminology and utility of a translation (Internal source). These along with the error-rate are the key factors when assessing the quality value.

The choice of a quality value depends purely upon reviser's careful consideration, however, in order to provide revisers with an inspiration, the DGT developed a TQA tool, i.e. QAT calculator, that drafts a proposal of an adequate quality value. When counting the mark by means of the QAT calculator, a reviser needs to select the text type from three general types, further s/he determines the scope of a text by setting the number of evaluated pages and finally, there is to be filled the number of errors including their high or low relevance. A reviser can also tick off the adequacy of formatting and the bonus item, assuring a translator extra points. The bonus item might appreciate for instance a prompt rendering, an excellent work with difficult terminology or coping with a lack of reference documents, etc. (Internal source). What shall not be waved aside is that the QAT calculator is merely an optional tool, using of which does not divest a reviser of the responsibility for evaluation.

When asked about employing the QAT calculator, none of the revisers responded to follow the QAT's proposal without any restrictions. 19% of the respondents answered they *always* use the QAT calculator, but merely for the inspiration and they set the quality value independently. A similar reply was registered in another 19% of the questioned sample when the revisers affirmed to seek the inspiration in the QAT calculator only seldom and also confirmed to set the quality value independently. In the last 62% of replies, respondents refused to use the QAT calculator entirely.

No matter whether a reviser assigns the mark independently or uses the QAT calculator, there are five levels of quality value to be selected from: *very good, good, acceptable, below standard* and *unacceptable* (*Guide for Contractors* 2008, 6). Each value reflects the will and the interest of the Czech Dep. to further cooperate with a translator. Undoubtedly, this will is also directly proportional to the time factor. The department has to carefully consider the time necessary

for a revision and a subsequent evaluation and whether the quality control is not unacceptably time-consuming.

A translation assigned a *very good* quality value is definitely a helpful translation created by a contractor with whom a future cooperation is desired. Such translation serves its function, is full of creative solutions and reads as original text in the TL. There hardly any error with high relevance and the solutions show an appropriate choice of style. The translation fully corresponds with internal rules and only very little revision effort is required. The performance is actually comparable with the output of an experienced in-house translator (Internal source).

Had a translation been marked as *good*, it is very probable that a contractor would be assigned another translation in future. The text is readable and there are present only few minor errors. The effort invested in the revision and editing is fairly acceptable and the performance is actually considered to be comparable with the output of a less experienced in-house translator or a translator specialized in different domain (Internal source).

If a quality value of is assessed as *acceptable*, a translation will pass, however, it is not very likely that a future cooperation would be required. A translation only partially fulfills its function and can be used only after time-consuming revision when a high number of corrections is implemented. There only very few good passages and had this been the performance of an in-house translator, it would be intolerable (Internal source).

When a freelance translator produces a translation which is ascribed the two lower quality values, there are certain consequences. In case of a translation *below standard* a translator might be fined 10% of the price, as a rendering is inappropriate for its purpose and there are almost no good solutions and a text is partially incomprehensible. The revision is extremely time-consuming and thus a translation does not contribute towards reducing the workload (Internal source).

A performance assessed as *unacceptable* is fully inadequate in terms of its purpose. A text contains elementary mistakes and severe deficiencies. The rendering is not clear and does not respect instructions and internal standards at all. Revision is not an effective solution and a text needs to be retranslated. Not only that a translation does not reduce

the load of work in the department, but it brings a heavy burden and therefore disciplinary proceedings shall be initiated (Internal source).

In order for disciplinary proceedings to be initiated a complete collection of documents need to be prepared. Only then a special committee for freelance translation quality meets and discusses the unacceptable translation. An assigned reviser and a coordinator for freelance translation have to justify and comment on the revision and present illustrative examples which by the way need to be translated into English, preserving translation deficiencies and creating thus a new teaser. The committee then inspects the case and imposes a fine. In case of extremely poor translation a fine can reach up to 100% of the price. However, this happens very seldom.

Before approaching disciplinary proceedings, a reviser can apply the procedure called *Send Back* if the deadline allows it. A text is then returned to the translator along with instructions for a remake. Afterwards, a translator receives a new revision. Send Back procedure can be employed at translations assessed as *acceptable*, *below standard* or *unacceptable*. In case of *good* translation it can be applied only when reasonable (e.g. to correct repeated formatting errors, etc.).

### **3.4.1.2 The Impact of Quality Value on the Translator's Overall Assessment**

Evaluation of all freelance translations affects the translator's overall assessment. In order to provide the Czech Dep. with an overview of their freelance translators' overall performance, there has been designed a rating list of contractors, a so called *dynamic ranking* (Internal source).

When a new contractor (e.g. a translator, an agency or a professional association) joins the team of freelance translation providers, his starting position in the dynamic ranking is determined and since then the contractor can climb or drop on this quality ladder, depending on the quality values that his translations were ascribed. The translation quality is not, however, the only influencing factor when moving along the dynamic ranking. The Department of External Translation, which is responsible for the administration of dynamic ranking, thus processes data and calculates the movement that is based from 70% of the quality value and from 30% on the contractor's price (Internal source). Based on the position in the dynamic ranking, a freelance translator is assigned translations in the future. Regarding a translator, the dynamic ranking might

serve as an intrinsic motivation factor and for the Czech Dep. it is a simple but apt tool, helping to see the bigger picture.

### **3.4.2 In-house TQA and Quality Control**

Unlike in TQA of freelance translations, the in-house translations are not generally evaluated. The in-house translations are always revised by a peer-editor and the extracts of some of them might also be subjected to the ex-post or annual control (see chapter 3.1.2.2 on types of quality controls). Although, there is a type of quality control similar to freelance evaluation, however, it is temporarily exercised solely in case of translations performed by new members of translation crew.

#### **3.4.2.1 TQA of Novices**

In order to properly assure the systematic quality of all translations produced in the Czech Dep., the individual units pay extra attention especially to revisions of translations performed by beginning translators.

The evaluation of in-house novices follows the revision or is performed simultaneously by means of an evaluation form. Every revision, which is in a paper form, is thus accompanied by a fulfilled form which compared to the other forms for a specific period helps to map the translator's development.

The evaluation form itself is very similar to the one used for evaluation of freelance translations. A reviser fills in the details of assignment and a number and the relevance of errors. Similarly, there is a space for reviser's and the head of the unit's commentary and also an extra space for translator's view. Lastly, the quality value is to be determined, only here a reviser selects from four and not five levels of the quality value. These are *excellent*, *fit for purpose*, *poor*, *unacceptable* (Internal source). The *acceptable* quality value is not applied.

In order to assess a translation as *excellent*, it shall preserve the sense without any shifts, including conveying ambiguities where these exist in the ST. No improvement of text is necessary. The translation shall correspond with the norms of the TL inclusive the language standards and conventions for legal texts of the European Union.

The translator's work shall reflect the proficient usage of various CAT sources (e.g. Euramis, Translator's Work Bench, Eur-Lex, LegisWrite, etc.) (Internal source).

The criterion of the *fit for purpose* quality value is particularly absence of any grave mistakes. Though a revision may further upgrade a translation, it can be used without any restriction if required. A translator efficiently proved to solve difficult passages. The corrections thus remain in the stylistic level however, consistent stylistic register is preserved. Such translation also reflects good usage of CAT sources (Internal source).

Unlike in the previous quality value, a *poor* translation cannot be used as it stands, since it is in breach of certain basic conditions. A translation is marked by high occurrence of minor errors and its quality is also impaired by several major errors. CAT sources seem to be used only on the elementary level (Internal source).

Every translation performed by a novice is thus assigned one the above quality values which is recorded in an evaluation form. As already remarked, along with revisions these evaluation forms present the basis for an annual control where the head of the unit decides whether a novice is to be appointed as a permanent staff member. In order to be so, a translation must fulfill two conditions (Internal source). Firstly, at the minimum 60% of all evaluated translations must be assessed as *fit for purpose* or better. Secondly, *unacceptable* translations shall not exceed 10% of all evaluated translations. Only then a translator meets the standards of the profession.

### **3.4.2.2 Questionnaire on Subjective Aspects of Revision**

Both translation and its assessment are highly subjective matters. However detailed system of quality control with determined procedures cannot fully assure entirely objective assessment. There is thus always present the subjective factor of a person who executes a revision.

For that reason a brief questionnaire<sup>33</sup> mapping the subjective aspects of revision procedure was designed and distributed to all revisers (i.e. in-house translators) in the Czech Dep.. The addressed sample was 66 revisers and the replies were received from 21 respondents.

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<sup>33</sup> The full text of a questionnaire is attached as Annex 5 at the end of the paper.

Firstly, the questionnaire is mapping the revisers' background such as their former experience in translating and current experience in revising in the Czech Dep. and also their formal education. The data shows the following results.

Experience in DGT			Former Full-time Experience			University Education			
< 1 year	1	5%	< 2 years	4	19%	Philology or Pedagogy	9	36%	
> 1 year	5	25%	> 2 years	4	19%	Translation Studies	3	12%	
> 3 years	8	40%	> 5 years	6	29%	No Language Specialised Field	13	52%	
> 6 years	6	30%	None	7	33%	No University Education	0	0%	

Table 14. Translation and revision experience and formal education of revisers

The average reviser thus works in the DGT for 3 or more years and has considerable and relevant practical experience in revising. Interestingly, it turns out that high number of other than language specialists is sought in this profession, evidence of which is 52% of people educated in domains such as the economics, the technology, the international trade, the law and the politics. Moreover, there are fewer professionally educated translators which might be ascribed to only recent trend of establishing the translation studies as an independent discipline in universities that would be taught as a studying programme.

As presented in the chapter 3.4.2.1 on the TQA of novices, the Czech Dep. puts great emphasis on systematic maintaining of quality even in translations performed by beginning translators. The extra attention is paid to the evaluation of such translators in the form of an evaluation form and a mentor<sup>34</sup>, assigned to a novice. The respondents were then asked whether they provide a more thorough revision in case of the translation produced by a beginning translator.

More Thorough Revision of a Beginning Translator		
Yes	14	66%
No	5	24%
Only if assigned as a mentor	1	5%

<sup>34</sup> Every beginning translator is assigned a mentor at the start of his or her trial period who serves as a personal guide in the administrative, technical and translation matters and who also revises his or her ward's translations (Internal source).



Other answer	1	5%
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Table 15. Revisers' approach towards the revision of beginning translators

The data confirms that majority of revisers do devote extra attention to revisions of their new colleagues. In one case, a reviser mentioned that s/he revises such a translation exactly as if performed by an experienced colleague, only that s/he feels the need to verify the accuracy of quotations and work with reference documents.

Further, the respondents were inquired whether it affects their revision if a translation is final draft of a document or merely is working version (e.g. a draft or a proposal).

More Thorough Revision of Final Drafts		
Yes, I have the tendency to revise more thoroughly	4	19%
No, it does not play a role	17	81%
Other answer	0	0%

Table 16. Reviser's approach towards the revision of final drafts

It might seem that a final draft which is to be published is of more importance than its draft. However, since the Czech Dep. in Luxembourg mostly aims at the translation of legislative texts, translation of the working drafts is of least same cardinal importance as the final drafts, as the translation is vital for the negotiations in the European Parliament and other institutions. Favourably, the majority of revisers confirmed to share this approach. Besides, this attitude further supports the division of corpus based on Varsik's model chapter 3.3.1, which does not distinguish between drafts of texts and their final version.

Next two questions dealt with topic of texts assigned for translation. It can be simplified that the topics of texts are equal to the domains of the individual DGs which assign the translations. Some topics might seem rather remote, considering the Czech Republic needs. Example of this might be the regulations on the prohibition of sea fishing coming from the DG of Maritime Affairs and Fisheries (MARE) and others which are by the way assigned QC2 (i.e. the less profound quality control level, for more information go back to the chapter 3.1.2.1). The first question thus enquired whether revisers take into account the DG from which a translation was assigned and the other questioned

if revisers tend to revise less thoroughly a translation which topic relates to the Czech Republic issues only partially and thus the readership is expected to be relatively small. MARE regulations were mentioned as an example.

Consideration of the DGs' Topic in Revision			Less Precise Revision of Certain DGs' Texts		
Sure, I adopt the thoroughness to the topic	4	19%	Yes	4	19%
Rather yes, texts from some DG require it	1	5%	No, it does not play role	17	81%
Usually, I do not	6	29%	Other answer	0	0%
No, I do not	10	48%	-	-	-

Table 17. The impact of topics remote to the Czech Republic on revision

For 19% revisers the topic matters, as they tend to revise some texts from particular DGs less extensively. Nonetheless, majority of revisers are not influenced by the topic. However, rather interesting is a reply of one respondent who first claimed that s/he takes the DG into consideration, as texts from certain DGs require a more thorough revision. Yet in the following parallel question, s/he denied it could play a role.

As for methods of quality control, when a reviser is allocated a revision task, s/he always receives an assignment form, so called *fiche de travail*. This form also state what methods of quality control shall be employed, that is a revision (i.e. including a comparison with ST) or a review (i.e. a comparison only when doubtful). Generally, the majority of texts are assigned to be revised (Internal source). It thus begs question whether revisers actually distinguish between the methods or checks the quality of translations rather uniformly.

Compliance with Method of Revision Stated in the Assignment Form		
Yes, I always employ the ordered method.	10	48%
No, I do not distinguish much between them. Mostly I revise.	9	43%
No, I do not distinguish much between them. Mostly I review.	0	0%
No, I do not distinguish much between them. Mostly I combine them.	1	5%
Other answer	1	5%

Table 18. The compliance with the ordered method of quality control

It was proved that over a half of revisers strictly employ the determined method. The other half is, however, used to employ the method which is most frequently requested, i.e. the revision. One respondent even asked what the review means, suggesting s/he is used to revision

The following question enquired about similar issue, however, from a different point of view. Revisers were asked whether they always compare TT with ST when revising translations from the three text type groups.

Comparison of TT with ST						
	Legislation		Communication with Institutions (e.g. a communication)		Communication with public (e.g. a press release)	
	Strictly always	19	90%	17	81%	18
Not always, depending on the time	2	10%	4	19%	3	14%

Table 19. Quality control executed by comparison with ST

In all of the text type groups, it was proved that revisers mostly control the quality by a comparison with the ST which again confirms that revision method dominates. There are slight differences between the text type groups, however, the most revisers comply with the internal rule that legislation shall always be revised (Internal source). However, certain scope of the analysed sample responded that even in case of legislation, they do not always revise.

The following set of questions does not monitor the reviser's compliance with both written and unwritten rule, but rather they map reviser's personal way of executing revision. The respondents were thus enquired about how many times they usually read a translation during the revision, how often they correct also preferences and not only errors, whether they only mark the deficiency or also provide a solution and lastly what information they verify in reference documents.

Number of Readings		Correction of Preferences		Suggestion of Solutions		Information to verify	
one	16	Always	3	Always	18	Titles of documents	9
two	4	Only sometimes	12	Almost always	1	Quotations	11

three	1	Never	5	Only sometimes	1	Terminology	10
more	0	Other answer	1	Rarely	1	Other references	3
-	-	-	-	Never	0	None	3
-	-	-	-	-	-	Other answer	7

Table 20. Various approaches towards the procedure of revision

The outline shows that translations are largely read just once, though there is one very conscientious reviser who reads the text three times. The table further demonstrates the revisers' attempt to improve also solutions which cannot be considered as errors. Though not always, majority of them at least occasionally provides corrections that are labelled as preferences. One respondent also stressed that it depends on the type of the text. Regarding the suggestion of concrete solutions, majority of translators always provide their own solution to the translation problem. As for verifying the information in reference documents, three respondents categorically refuse it and would consider it as substituting a translator's duty. In seven cases respondents specified their selection, two of which stated that the verification is only random when there are doubts. The remaining five mentioned that it depends on the experience and mostly reputation of their colleague.

Finally, the questionnaire strived to map the revisers' perception of deficiency gravity in the diverse text type groups. The respondents were thus requested to order the individual error types, as introduced in the chapter 3.2 on the error typology, in terms of relevance, i.e. from the gravest to the least relevant error. Firstly, they were supposed to create the order for the legislation text type group (e.g. a regulation) and afterwards for the texts serving the communication with public (e.g. a press release). Unfortunately, six respondents did not fully understand the task, five of which created a universal order instead of the order corresponding to the particular text type groups and the last one fully misunderstood the task. Therefore, only fifteen replies were processed.

Below see the *Table 21.*, presenting the results from the task relating to the legal text type group. The numbers correspond to the respondents who selected the particular error types. The horizontal line presents the scope of relevance, number one being the gravest error. The dark colour represents the most selected and the lighter the second most selected error type. For easier orientation, there is a brief summary on the left side of the table which recapitulates the most common and the second most common choice for every gravity position in the order of error gravity.

LEGAL	1	2	3	4	5 <sup>35</sup>	6	7	8	9	LEGAL	1st	2nd
SN	8	0	4	0	1	1	0	0	0	1.	SN	om, tr
OM	3	6	2	4	0	0	0	0	0	2.	OM	ad
AD	1	3	1	0	3	2	1	1	1	3.	SN	tr, rd
TR	3	2	3	6	1	0	0	0	0	4.	TR	cl, om
GR	0	1	0	1	3	1	7	1	0	5.	RD	ad
SP	0	0	1	0	0	1	3	6	1	6.	CL	ad
PT	0	0	0	0	0	1	0	3	7	7.	GR	sp
RD	0	2	3	3	4	0	0	1	0	8.	SP	pt
CL	0	1	1	1	2	6	1	0	1	9.	PT	ad, sp, cl

Table 21. The error<sup>36</sup> gravity in the legal text type group (e.g. regulation)

Not surprisingly, the error types such as sense, omission and terminology were marked as the gravest mistakes. However, more interesting is that the order in the very left column of the table which was adopted from an internal material, is supposed to reflect the error gravity (Internal source). When compared to the most common choices in the ‘1st’ column, it is obvious that the first positions remain the same (i.e. sense, omission, terminology), except from addition. Similarly, the sequence of grammar, spelling and punctuation do not alter. It is imperative to emphasize though that the revisers are familiar with the source which the order was adopted from. The concurrence might be thus partially ascribed to their subconscious knowledge. However, there is not full concurrence. Two categories, which were formerly listed at the end, jumped in the middle of the scale (i.e. clarity and reference documents). The most common choice of clarity corresponds to the sixth position, suggesting it is the sixth gravest error. That implies that clarity in legal translation is perceived as potentially more damaging. In case of compliance with reference documents (currently in the fifth position), some revisers rated it even as the second or third most serious deficiency, reflecting the Czech Dep.’s focus on highlighting the solid work with reference documents and internal standards.

<sup>35</sup> Not all respondents ascribed the error type to each of the nine relevance positions. Some only rated the error types up to the fifth or later position. Only registered data was processed and therefore, the total might not correspond to the number of 15 respondents (i.e. the analysed sample) in the final positions.

<sup>36</sup> The nine basic error types are abbreviated as follows: sense (SN), omission, (OM), addition (AD), terminology (TR), grammar (GR), spelling (SP), punctuation (PT), compliance with reference documents (RD) and clarity (CL).

To turn to texts serving the communication with public, see the results in *Table 22*.

<b>PUBLIC</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4*</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>LEGAL</b>	<b>1st</b>	<b>2nd</b>
SN	7	5	2	1	0	0	0	0	0	1.	SN	cl
OM	2	4	2	2	2	2	1	1	0	2.	SN	om
AD	1	1	1	2	0	4	2	1	3	3.	CL	gr
TR	0	0	1	2	1	0	3	4	1	4.	GR, SP	om, ad, tr
GR	1	2	3	4	2	0	1	0	0	5.	SP	om, gr, pt
SP	0	0	1	4	4	3	1	0	1	6.	AD	sp
PT	0	0	0	1	2	2	3	2	2	7.	TR, PT	ad
RD	0	0	0	0	1	2	2	3	3	8.	TR	rd
CL	4	3	5	0	1	1	0	0	1	9.	AD, RD	pt

*Table 22.* The error<sup>37</sup> gravity in the texts serving the communication with the public (e.g. press release)

Inaccuracy in content is naturally considered as the gravest deficiency regardless the text type. Similarly, there is hardly any surprise that the clarity occupies the third position, since the texts serving the communication with public are supposed to be readable and intelligible and idiomatic. Further, when translating text types such as a press release or a brochure, a translator is not flooded with bounding reference documents to consult. Therefore, certain imperfection is not of cardinal importance. Besides, the texts are not particularly demanding from the terminological point of view and slight deviation is not usually as detrimental as in legal texts. Undoubtedly, revisers demand fidelity also in these categories (see *Chart 8.* in the chapter 3.3.3 with text type group analysis). Only the deficiency is evaluated less rigorously.

#### 3.4.2.2.1 *Tentative Conclusion*

Evidently, translation quality control is highly subjective activity. This questionnaire thus only outlined in a succinct way the potential space for subjectivity of the quality control in the Czech Dep. The approaches towards the quality control and the personal techniques of its achieving differentiate to a certain extent among revisers. Whether it

<sup>37</sup> The nine basic error types are abbreviated as follows: sense (SN), omission, (OM), addition (AD), terminology (TR), grammar (GR), spelling (SP), punctuation (PT), compliance with reference documents (RD) and clarity (CL).

regards the number of readings of revision, a comparison with ST, similarly, the lenience towards a less experienced colleague, further a consideration of the domain of the DGs and perhaps the information that a reviser verifies and the very gravity of errors or whether it regards some other aspects, the subjectivity is inevitable.

However, the human factor is an integral part of the TQA which will always involve certain amount of subjectivity.

## 4. CONCLUSION

The prime aim of the thesis was to map and introduce to the public the approaches to the quality control and TQA in the Czech Dep., which is a part of the largest translation provider in the world, i.e. the European Commission's DGT.

As anticipated, the DGT's Czech Dep. operates on the basis of the elaborated system of the translation quality assurance. Regarding the quality control, the Czech Dep. employs various mechanisms and procedures, depending on whether they are supposed to assure the quality of the particular translation assignment (i.e. the peer-editing controls, the assistant controls) or further improve the quality of the translations produced in the department in the future (i.e. the ex-post controls, the annual controls). As far as the department's approach towards TQA is concerned, there are two types of the applied evaluation techniques, providing the Czech Dep. with a feedback on the quality of the performance of its freelance and beginning in-house translators. The research showed that TQA, determining the best translator, is not performed in case of the experienced in-house translators, supporting rather a cooperative instead of competitive atmosphere. In addition, with respect to the different approach to the in-house and the freelance translators, the second analysis revealed rather varied working conditions as for the availability of the CAT and reference sources, which affect their performance, thus pointing out the space for possible improvement.

As for the assessed criteria, the Czech Dep. adopted the DGT's error typology universally valid for the evaluation of the freelance translations, which distinguishes between the nine types of translation mistakes<sup>38</sup>. The research proved that when grading errors, the revisers take into account particularly these variables: the text type, the topic, the potential impact of the error, its easy recognizability and time necessary for the correction.

Furthermore, it is important to realize that the EU translation is rather a specific kind of the institutional translation. It is a common knowledge that a translation is the complex decision-making process. However, in the Czech Dep., there is a considerable number of

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<sup>38</sup> The original nine error types are as follows: sense, omission, addition, terminology, grammar, spelling, punctuation, compliance with reference documents and clarity.



premade choices and internal rules that are binding for both the translators and the revisers, and which are an integral part of the quality assurance system.

The individual quality control and TQA procedures together with the internal rules and the error typology thus represent the core of the quality assurance system, which operates in the Czech Dep. Yet, even though the Czech Dep. strives to create a uniform set of rules and principles, concerning how to revise and what to focus on in order to ensure the objectivity of assessment, it must be noted that both the translation and its assessment are highly individual and subjective issues and as such they need to be approached.

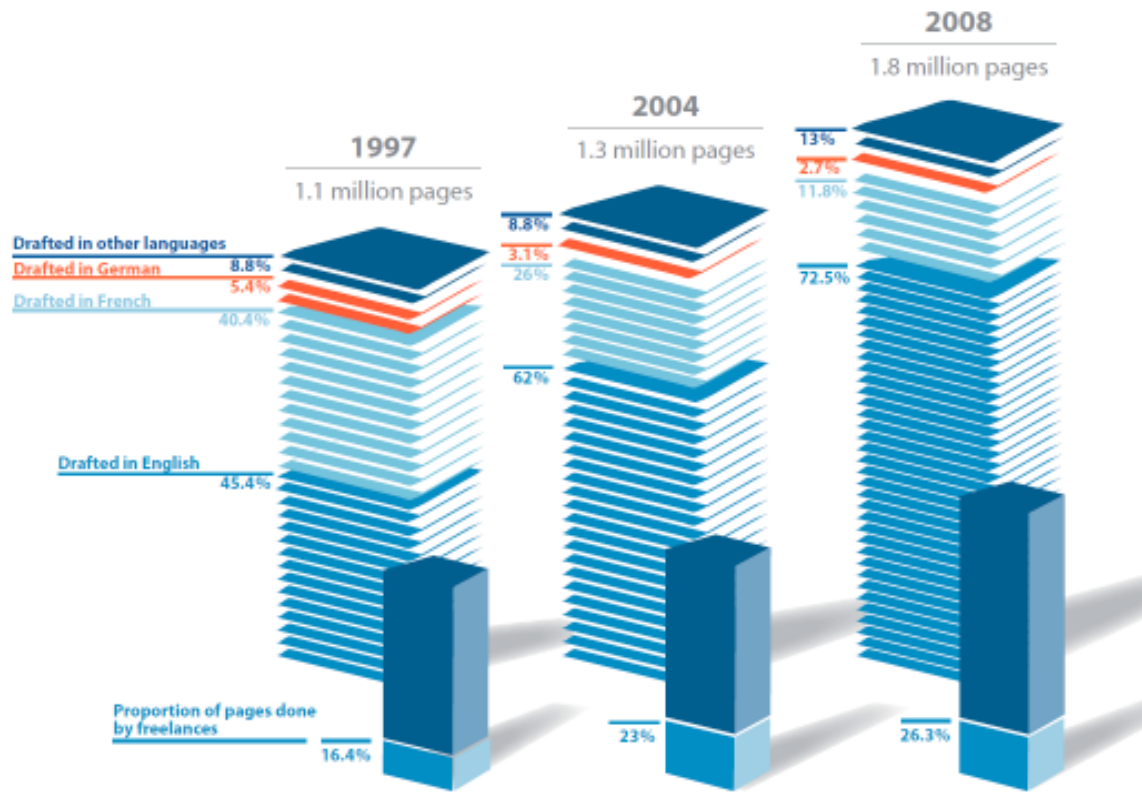
This was proved by the questionnaire which showed that the approaches towards the quality control and the personal techniques of its achieving differentiate to a certain extent among revisers. Whether the subjectivity regards the number of readings of revision, the comparison with ST, similarly, the lenience towards a less experienced colleague, further the consideration of the domain of the DGs and perhaps the information that the reviser verifies and the very gravity of errors or whether it relates to some other aspects, the certain extent of the subjective approach is an integral part of the quality control and thus is inevitable. Moreover, in terms of the subjective assessment, the research demonstrated that there does not seem to be any deep disagreement between the revisers and the translators, as the second analysis confirms that the deviation from the revision did not exceed 6% (except from the preference category).

The human factor is and hopefully always will be an integral part of TQA and as long as it is so, there will be a certain amount of subjectivity present in the TQA process. This however does not contradict any attempt to build the TQA system which constantly approaches to the objective and precise assessment, though it is a goal that can never be fully achieved. In this regard, the Czech Dep. moves in the right direction.

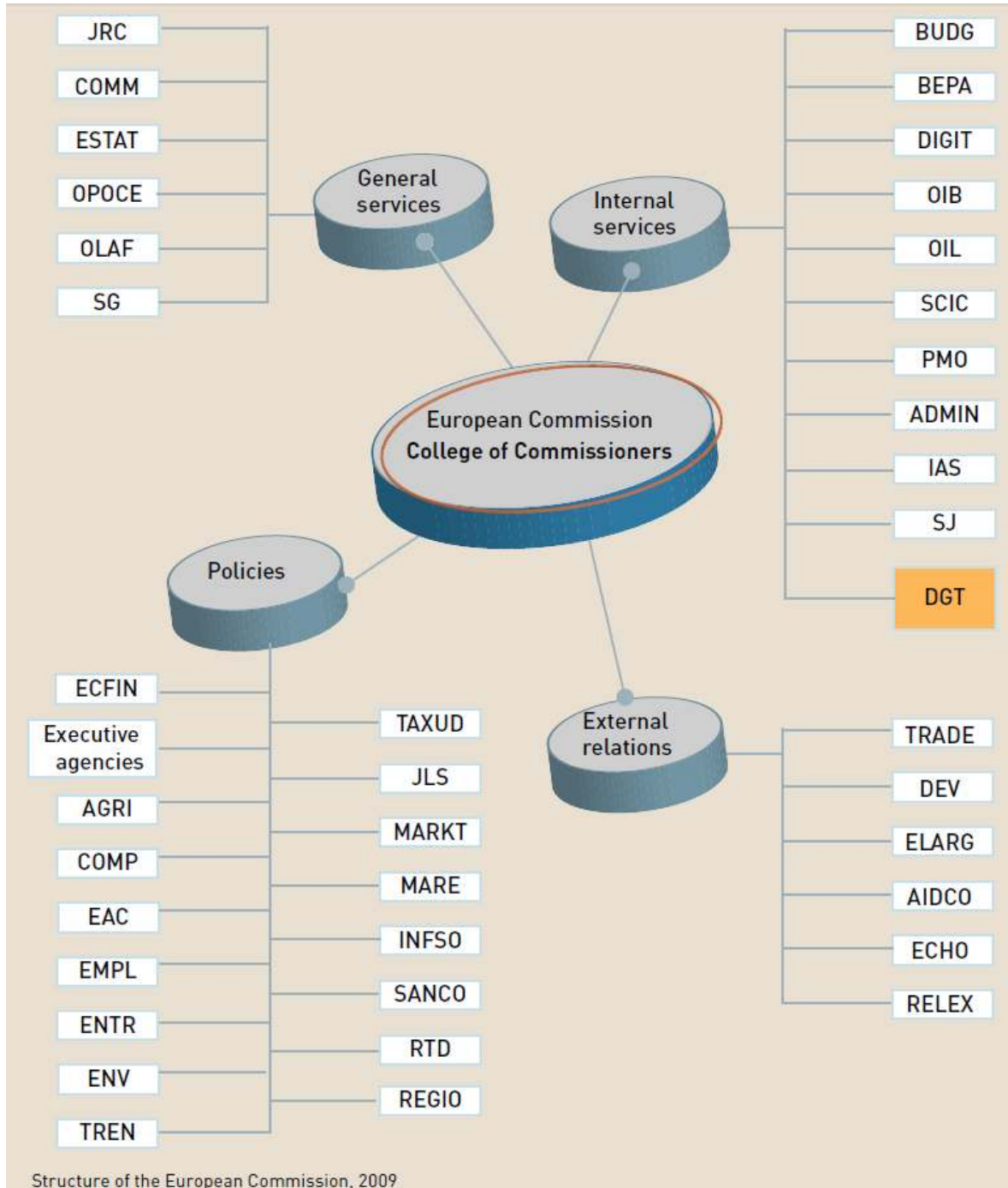
Hopefully, this thesis provides the Czech Dep. with the constructive feedback and its outputs serve as the basis for future improvements and contribute thus to the further enhancement of the translation quality. Besides, the thesis may serve as a source of inspiration for other translation providers in the translation market who strive to develop their own system of TQA. Finally, the thesis possibly draws an extra attention towards the EU translations and their TQA and piques an interest in the further research in this domain.

## 5. APPENDIX

**Annex 1: The development of English into lingua franca in EU translations**  
(borrowed from *Translating for multilingual community* 2009, 6)

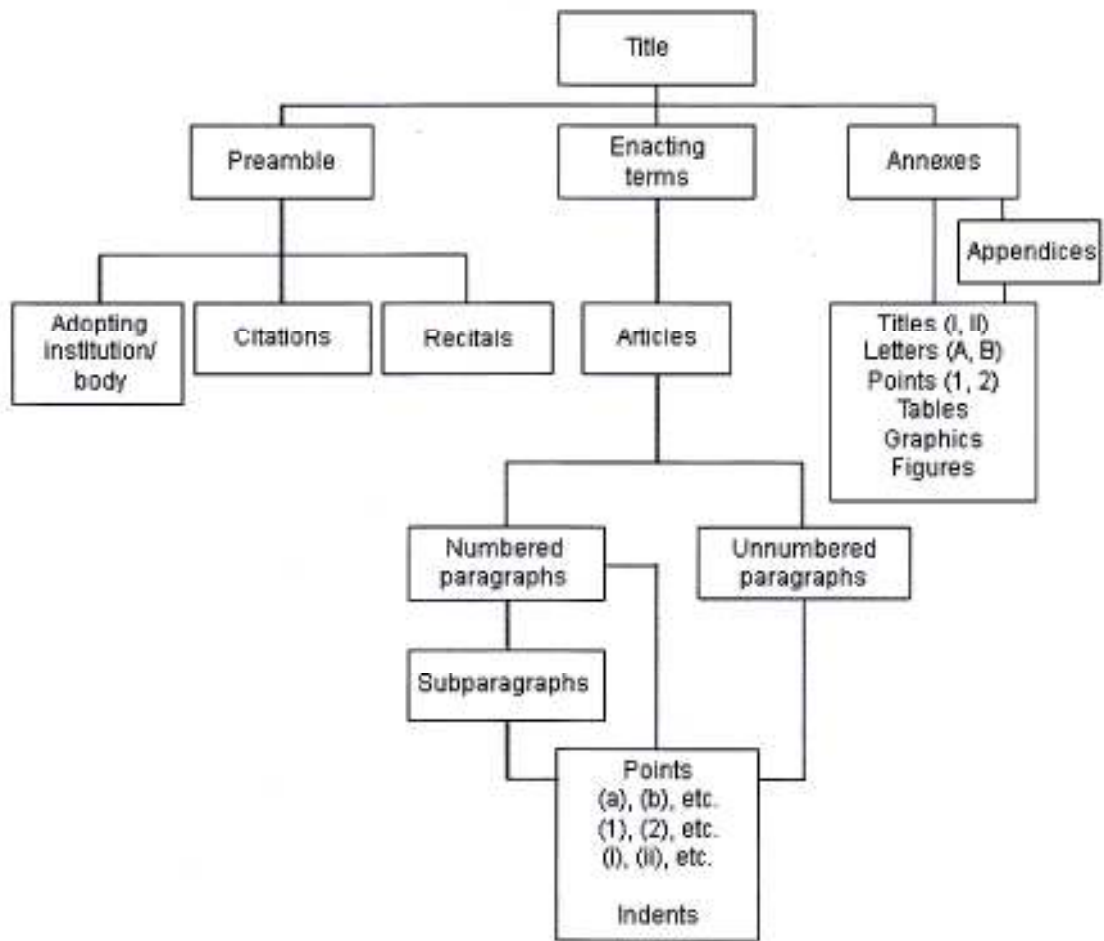


**Annex 2: The Structure of the European Commission** (*Translation at the European Commission – a history 2010, 53*)



*General service departments:* Joint Research Centre (JRC), Directorate-General for Communication (COMM), European Administrative School (EAS), European Personnel Selection Office (EPSO), Eurostat (ESTAT), European Anti-Fraud Office (OLAF), Publications Office of the European Union (OP, formerly OPOCE), Secretariat-General (SG); *Internal service departments:* Directorate-General for Budget (BUDG), Bureau of European Policy Advisers (BEPA), Directorate-General for Informatics (DIGIT), Office for Infrastructure and Logistics in Brussels (OIB), Office for Infrastructure and Logistics in Luxembourg (OIL), Directorate-General for Interpretation (SCIC), Office for Administration and Payment of Individual Entitlements (PMO), Directorate-General for Personnel and Administration (ADMIN), Internal Audit Service (IAS), Legal Service (SJ), Directorate-General for Translation (DGT); *External Relations:* Directorate-General for Trade (TRADE), Directorate-General for Development (DEV), Directorate-General for Enlargement (ELARG), EuropeAid Cooperation Office (AIDCO), Directorate-General for Humanitarian Aid (ECHO), Directorate-General for External Relations (RELEX); *Policy departments:* Directorate-General for Economic and Financial Affairs (ECFIN), Directorate-General for Agriculture and Rural Development (AGRI), Directorate-General for Competition (COMP), Directorate-General for Education and Culture (EAC), Directorate-General for Employment, Social Affairs and Equal Opportunities (EMPL), Directorate-General for Enterprise and Industry (ENTR), Directorate-General for Energy and Transport (TREN), Directorate-General for the Environment (ENV), Directorate-General for Taxation and Customs Union (TAXUD), Directorate-General for Justice, Freedom and Security (JLS), Directorate-General for the Internal Market and Services (MARKT), Directorate-General for Maritime Affairs and Fisheries (MARE), Directorate-General for Regional Policy (REGIO), Directorate-General for Research (RTD), Directorate-General for Health and Consumers (SANCO), Directorate-General for the Information Society and the Media (INFSO)

**Annex 3: The Structure of a Legal Act** (*Interinstitutional Style Guide* 2011, 37)



**Annex 4: The Published Version of *Check-list for outgoing translations* (2011) used in the Czech Dep.**

**CHECK-LIST FOR OUTGOING TRANSLATIONS**

*The following items are subject to mandatory checks before the translation is released by DGT. You are kindly requested to check these items before uploading your translation on the eXtra Portal. Non-compliance with any of these items may affect the final mark given to the translation job.*

No	Items to be checked	Comments
1.	No linked styles	Always keep the styles from the original. Never apply styles to characters.
2.	No track changes and track change option OFF No comments	Must be done before clean-up To delete all comments, click on "Delete All Comments" in the Reviewing toolbar
3.	Clean-up Make sure there is no hidden text (e.g. TWB tags)	To check for clean-up errors, use "Find Cleanup Error" To display hidden text, tick Hidden Text in Tools => Options => View. To find hidden fonts: Edit => Find => Format => Font and tick "Hidden"
4.	No colour or highlighting (unless in ORI document)	To check footnote colour in Normal View: View => Footnotes or switch to View => Print Layout
5.	Target language code	Language code should be changed using Change Language function in menu LegisWrite => Utilities (do NOT change it manually) Do NOT change the Original Language code on page 2 (style <i>Langue originale</i> ).
6.	Spelling	Spelling and grammar checkers are to be used with caution. False errors are frequently reported!
7.	Everything has been translated – no other language present (unless functional, e.g. publication titles)	Spell-checker should help you detect untranslated sentences or paragraphs.
8.	Numbering of titles and headings	TWB clean-up can sometimes change the numbering!
9.	Same number of paragraphs and articles as in ORI No superfluous page breaks	Use Compare function in LW menu and browse through document.  Use Find => Special => Manual Page Break (or use the 'Compare Side by Side' Word function)
10.	Same number of footnotes as in ORI	In v.5.8 of LW, Quality Check includes a check on the continuous numbering of footnotes and on their formatting. In some languages the sequence of multiple footnotes within the same sentence or title can vary from that in the original.
11.	All figures are correct	References to legislation, dates, amounts, percentages in plain text and in tables (however <b>decimal points</b> or <b>commas</b> must comply with language conventions). You may use the Compare function in LW menu.
12.	Pictures and tables (text translated, visible in normal view, not split on two pages)	If graph, table or picture contains some text and if it is pasted as a picture in the ORI, it should be translated in an Excel or PowerPoint file (which should be provided separately by the requester), then pasted in Word as a picture (with Paste special function and 'Picture Enhanced Metafile' option).
13.	Customer instructions have been followed	Please check the instructions and remarks on the Information Sheet.
14.	Table of contents (creation or regeneration)	Use function in menu LegisWrite => Formatting or Ctrl-Shift-C or 'ToC' button. Clicking in TOC area should NOT cause the area to turn grey if generated with LW. To refresh it, click on 'ToC' button.
15.	Update document	To update the cover page, click Update Document
16.	LegisWrite: Structure Check Quality Check	As ORI documents are checked in Planning, both checks are required at translation level. If any changes were made after SC or QC, check again to see if paragraph and heading numbers are still correct (use Compare function in LW menu)

**Annex 5: The Questionnaire distributed to in-house revisers of the Czech Dep.**

## Subjektivní přístup k revizím interních překladů

Prosíme o vyplnění stručného dotazníku, který se zabývá způsobem, jakým provádíte revize interně přeložených textů (pokud není uvedeno jinak). Jelikož překlad i jeho hodnocení je záležitost velice subjektivní a individuální, je tento dotazník navržen tak, aby bylo možné odpovědět na každou otázku. Žádná odpověď není správná ani špatná. Žádáme Vás tedy o upřímnost a otevřenost.

Dotazník je naprosto anonymní a jeho vyplnění Vám zabere méně než 10 minut. Pro uložení dotazníku klikněte na konci na Odeslat. Prosíme o vyplnění do 20. března 2012. Děkujeme!

Pozn.: Automatické odkazy (\*Povinné pole, tag pro vlastní odpověď pojmenovaný "Jiné", tlačítko pro uložení dotazníku "Odeslat" a zpráva o uložení dotazníku) se zobrazují v jazyce defaultního nastavení stránky Google na Vašem PC.

Pro změnu jazyka přejděte na stránky Google, zadejte cokoliv do vyhledávače, v pravém horním rohu klikněte na MOŽNOSTI, dále na NASTAVENÍ VYHLEDÁVÁNÍ, poté na JAZYKY a změňte Jazyk rozhraní služeb Google na požadovaný jazyk (češtinu).

\*Required

### 1. Vaše pohlaví: \*

Mark only one oval.

Žena

Muž

### 2. Kolik let již pracujete jako překladatel/ka v Českém jazykovém odboru? \*

Mark only one oval.

1 a méně let

Více než 1 rok

Více než 3 roky

6 a více let

### 3. Jak dlouho jste pracoval/a jako překladatel/ka na plný úvazek v předcházející soukromé praxi (tj. mimo Český jazykový odbor)? \*

Mark only one oval.

Méně než 2 roky

Více než 2 roky

Více než 5 let

Na plný úvazek v jsem soukromé praxi nepracoval/a.

### 4. Z jakých jazyků v překládáte v Českém jazykovém odboru? \*

Vypíšte kombinaci.



5. **V jaké oblasti máte vysokoškolské vzdělání? \***

Pozn.: Pokud máte vzdělání v jiné odborné oblasti nežli jazykové, napište jej, prosím, do kategorie Other.

*Tick all that apply.*

- Jazykové vzdělání v oblasti filologie, lingvistiky, nebo pedagogiky (např. obor jazyk a literatura)
- Jazykové vzdělání v oblasti translologie (tj. obor překladatelství)
- Vzdělání v jiné odborné oblasti nežli jazykové
- Bez VŠ vzdělání
- Other: \_\_\_\_\_

6. **Rozlišujete při revizi interního překladu, zdali byl překlad vytvořen začínajícím nebo zkušeným kolegou? \***

*Mark only one oval.*

- Ano, u méně zkušenějšího kolegy reviduji pečlivěji.
- Ne, reviduje vždy stejně.
- Ano, ovšem pouze tehdy, pokud jsem určen jako mentor začínajícího překladatele.
- Other: \_\_\_\_\_

7. **Zohledňujete při vlastní revizi to, zdali je text konečnou verzí, která již bude publikována, anebo pracovní verzí (např. předlohou či návrhem)? \***

*Mark only one oval.*

- Ano, mám tendenci věnovat větší pozornost revizi konečné verze.
- Ne, při revizi pro mě nehraje roli, zdali je text pracovní či finální verzí.
- Other: \_\_\_\_\_

8. **Přihlížíte v rámci revize i tématice textu, tedy, ze kterého ředitelství text přišel? \***

*Mark only one oval.*

- Určitě, zevrubnost revize přizpůsobuji významu a povaze textu.
- Spíše ano, texty z některých ředitelství si vyžadují podrobnější revizi.
- Většinou k tomu příliš nepřihlížím a reviduji texty stejně obšírně.
- Ne, na to, ze kterého ředitelství text přišel, se neohlížím.

9. **Máte tendenci revidovat méně obsáhle text, jehož tematika se České republiky a jejich občanů týká nepřímo a lze předpokládat, že okruh čtenářů je relativně malý (např. některé texty z ředitelství MARE upravující podmínky rybolovu)? \***

*Mark only one oval.*

- Ano, při revizích takových textů bývám schovávavější.
- Ne, podle mne to nehraje roli.
- Other: \_\_\_\_\_



10. Hraje pro Vás při revizi roli to, zdali je v zadání překladu (tj. ve fiche de travail) uvedena kvalita QC1 či QC2? \*

Mark only one oval.

- Ano  
 Ne  
 Other: \_\_\_\_\_

11. Řídíte se při revizi vždy pokynem ze zadání překladu (tj. fiche de travail), který uvádí, zdali provádět REI nebo LEI, anebo mezi těmito dvěma typy revizí nerozlišujete a revidujete jednotným způsobem? \*

Mark only one oval.

- Ano, zásadně provádím ten typ revize, který mi určuje fiche de travail.  
 Ne, příliš nerozlišuji mezi REI a LEI. Většinou provádím REI.  
 Ne, příliš nerozlišuji mezi REI a LEI. Většinou provádím LEI.  
 Ne, příliš nerozlišuji mezi REI a LEI. Obě metody kombinuji dle svého uvážení.  
 Other: \_\_\_\_\_

12. Čtete při revizi vždy překlad spolu s originálem? \*

Mark only one oval per row.

	Zásadně vždy.	Vždy ne, záleží na tom, kolik mám na revizi času.
U legislativních textů:	<input type="radio"/>	<input type="radio"/>
U textů publikovaných, nicméně určených primárně jiné instituci EU (např. sdělení):	<input type="radio"/>	<input type="radio"/>
U textů určených přímo veřejnosti (např. tisková zpráva):	<input type="radio"/>	<input type="radio"/>

13. Kolikrát v rámci revize obvykle čtete překlad? \*

Mark only one oval.

- 1 krát  
 2 krát  
 3 krát  
 více krát

14. Vypište níže uvedené kategorie chyb za sebe podle toho, jakou jim vy osobně přikládáte závažnost (z Vašeho pohledu od nejzávažnějších po ty méně závažné). Nejprve vypište chyby, jak byste je seřadili v případě legislativních textů (např. nařízení, atd.) a poté v případě marketingových textů a textů zaměřených na komunikaci s veřejností (např. tiskové zprávy, brožurky, atd.). \*

Kategorie chyb: addition, spelling, terminology, clarity, grammar, reference documents, sense, punctuation, omission

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15. Jak často při revizi kromě neoddiskutovatelných chyb (např. významové, terminologické, apod.) označujete i jiné nedostatky, které vyloženě nenarušují přesnost, ani srozumitelnost textu, ale spadají spíše do oblasti stylistiky na úrovni Vaší osobní preference? \*

Mark only one oval.

Ze zásady vždy opravuji veškeré pasáže, které je možné zlepšit, tedy i ty z kategorie osobního stylu vyjadřování.

Pouze občas opravuji stylistické nedostatky, které nenarušují účel, význam ani srozumitelnost textu.

Při revizi se zaměřuji výhradně na chyby v textu, které by mohly narušit význam, srozumitelnost či účel textu nebo jeho části. Na čistě preferenční stylistická řešení se nezaměřuji.

Other: \_\_\_\_\_

16. Zaškrtněte položky, které vždy ověřujete po překladateli pomocí dohledávání v referenčních dokumentech: \*

Tick all that apply.

Názvy dokumentů

Správnost citace

Terminologie

Další případné odkazy

Předpokládám, že si kolega tyto informace ověřil, tudíž je nedohledávám. Považoval/a bych to za suplování jeho práce.

Other: \_\_\_\_\_

17. **Navrhujete ve své revizi k pasážím označeným jako nedostatečné také konkrétní řešení?** \*

*Mark only one oval.*

- Ano, vždy.
- Ano, ale pouze občas.
- Spíše ne.
- Nikdy, pouze nedostatky označuji, případně komentuji
- Other: \_\_\_\_\_

18. **Když předáváte Vámi revidovaný text svému kolegovi překladateli, který text vytvářel, probíráte spolu problematické pasáže? \***

*Mark only one oval.*

- Ano, s kolegou procházíme problematické pasáže, ke kterým mu dávám ústní zpětnou vazbu.
- Ano, kolegovi ovšem jen velmi stručně upozorňuji na hlavní nedostatky.
- Ne, kolegovi pouze opravený text předám a nechám na něm, zdali se mnou bude chtít něco posléze konzultovat.
- Other: \_\_\_\_\_

19. **Když sami překládáte, odevzdáváte text jako už hotový produkt, nebo předem spoléháte na spolupráci s revizorem? \***

*Mark only one oval.*

- Ano, odevzdávám hotový produkt.
- Ne, počítám se spoluprací s revizorem, a tak k tomu i přistupuji.
- Other: \_\_\_\_\_

20. **Poslední otázka je spíše doplňující a týká se revizí externích, ne interních překladů: \***

Používáte při stanovování známky externím překladatelům kalkulačku pro výpočet známky?

*Mark only one oval.*

- Ano, vždy a známky se držím.
- Ano, vždy, ovšem jen pro inspiraci. Znamku stanovím samostatně.
- Ano, občas, ovšem jen pro inspiraci. Znamku stanovím samostatně.
- Ne, kalkulačku vůbec nepoužívám.

## 6. RESUMÉ

Tato diplomová práce pojednává o hodnocení kvality překladu v Evropské Komisi. Jejím hlavním cílem je nastínit jak přistupuje k hodnocení kvality Český jazykový odbor Generálního ředitelství pro překlad, který pro Evropskou komisi překlady do českého jazyka zabezpečuje. Generální ředitelství pro překlad má, jako jeden z největších poskytovatelů překladatelských služeb na světě propracovaný systém zajišťování kvality překladu, který sestává jak z postupů kontroly kvality překladu, tak i hodnocení kvality překladu.

Práce sestává ze dvou částí. V pořadí první a zároveň teoretická část představuje přístup Evropské unie k překladu jako takovému a komentuje princip rovnosti překladových verzí a oficiální politiku mnohojazyčnosti. Dále jsou zmíněny aspekty typické pro institucionální překlad v EU, jako je interkulturní aspekt překladu, euročeština a eurojargon obecně a v neposlední řadě také specifické rysy překladu právních textů EU.

Teoretická část dále představuje systém hodnocení kvality překladu, tak jak jej prezentuje Generální ředitelství pro překlad na svých oficiálních stránkách. Toto hodnocení údajně vychází z tzv. binárního dělení překládaných typů textů, kdy se jednotlivé dokumenty dělí na publikované a nepublikované, čemuž dále také odpovídá stupeň a důkladnost kontroly kvality. Práce dále zmiňuje požadavky na kvalitu překladu tak, jak jsou stanoveny mezinárodními standardy i samotným Generálním ředitelstvím pro překlad. Nakonec se teoretická část věnuje otázce ceny kvality, respektive nákladům spojenými s nekvalitními překlady, které značně poškozují pověst Komise i celé Evropské unie.

V praktické části je představena případovou studie zaměřená na kontrolu kvality a hodnocení kvality v Českém jazykovém odboru. Studie mapuje jednotlivé metody, postupy a typy kontrol a hodnocení kvality a porovnává je s poznatky uvedenými v teoretické části.

Výzkum ukazuje, že kontrola kvality probíhá v Českém jazykovém odboru zejména formou revize nebo tzv. přečtení. Revizí se rozumí taková kontrola, při které revizor kontroluje správnost překladu důkladným srovnáváním s originálem. Zatímco při metodě přečtení revizor konzultuje originál pouze v případech pochybností. O tom zdali se má provést kontrola formou revize nebo přečtení rozhoduje vždy vedoucí oddělení a to na

základě odhadu rizika konkrétního překladatelského zadání. Jako orientační pomůcku může vedoucí využít dokument, který na základě obecného odhadu rizika doporučuje u jednotlivých typů textů vyšší či nižší stupeň kontroly kvality.

Kromě typu textu se přístup ke kontrole kvality liší také podle toho, zdali překlad vytvořil interní překladatel nebo externí dodavatel. V případě externích překladů probíhá kontrola interním kolegou (tedy formou revize nebo přečtení) a dále je pak překlad předán technickému asistentovi, který překlad zkontroluje po formální stránce. V rámci revize ještě probíhá tzv. evaluace, což je metoda hodnocení kvality, při níž je přibližně 10 % překladu zhodnoceno a na základě tohoto hodnocení se vypočítá známka. V případě interních překladů probíhají první dvě fáze kontroly kvality úplně stejně jako u externích překladů. Proběhne tedy revize interním překladatelem a kontrola asistentem. Dále pak mohou být interní překlady nebo jejich část podrobeny tzv. ex-post kontrole, při které odborník na kvalitu z oddělení znovu provede kompletní revizi již odevzdaného překladu nebo jeho části a podá překladatelům hromadnou zpětnou vazbu. V neposlední řadě podléhají interní překlady ještě roční kontrole, kterou provádí vedoucí oddělení vždy na konci nebo začátku nového roku. Předmětem této kontroly je zhodnocení míry, do jaké se překladatel držel doporučení a návrhů revizorů, kteří prováděli revizi jeho překladů. V případě začínajících interních překladatelů se po určitou dobu vykonává také evaluace překladů, při níž je podobně jako u externích překladů stanovena překladům známka.

Přestože se evaluace vykonává jak u externích, tak u začínajících interních překladatelů, způsob jejího provedení se do jisté míry liší. Společné mají obě evaluace zejména kategorie, které se hodnotí. Revizoři tak rozlišují nedostatky v oblasti smyslu a významu, vynechání informace, přidání informace, terminologie, souladu s referenčními dokumenty, gramatiky, pravopisu, interpunkce a stylu. Rozdíly jsou ovšem v hodnotící škále. Zatímco stupnice evaluace externích překladů má pět stupňů, u interních překladů jsou stupně pouze čtyři.

Typologie chyb využívaná v Českém jazykovém odboru v rámci evaluací překladů posloužila také jako základ pro provedení jednotlivých korpusových analýz. V rámci analýzy interních a externích překladů byly srovnány interní překlady právních aktů (tj. nařízení a rozhodnutí) a externími překlady a dále interní a externí překlady textů zaměřených na komunikaci s širokou veřejností (tj. tiskové zprávy, novinové články, brožury a letáky). Této analýze dal popud zejména rozdílný přístup interních a externích

překladatelů k jednotlivým referenčním zdrojům (jako jsou terminologické databáze a glosáře) a k nástrojům CAT (jako např. různé aplikace do Microsoft Wordu vyhledávající v několika zdrojích zároveň). Předpokladem bylo, že si externí překladatelé povedou hůře při překladu právních aktů, vzhledem k tomu, že jsou tyto texty terminologicky náročné, což se také potvrdilo. Překlady externistů vykazovaly dvojnásobný nárůst v kategoriích, které souvisely s terminologickým aspektem a celkově vyšší počet nedostatků ve všech kategoriích typologie chyb. V případě textů určených ke komunikaci s veřejností, kde se klade důraz zejména na kreativní stránku překladu, srozumitelnost a čtivost překladu, se předpokládalo, že budou síly vyrovnané. Domněnka se zčásti potvrdila, žádná ze skupin si nevedla výrazně lépe, ovšem u obou se projevíly různé nedostatky. Analýza tak poukazuje na určitý prostor pro zlepšení.

Další analýza mapovala to, do jaké míry se interní překladatelé drží návrhů revizorů. Zodpovědnost za interní překlad je totiž na překladateli a ten se tak může rozhodnout, zdali jednotlivá doporučení oprav do textu zpracuje nebo ne. Výzkum potvrdil, že mezi revizory a překladateli panuje většinou shoda. Vyjma preferencí nepřesáhla míra odchýlení se od revize 6 % v žádné kategorii chyb. Překladatelé tak většinou uznávají svůj omyl a se subjektivním názorem revizora se ztotožňují.

Subjektivita je rys, kterému se při překladu, tím spíše u hodnocení překladu není možné vyhnout. Přestože se Český jazykový odbor snaží vytvořit systém přesných pravidel a principů hodnocení a kontroly kvality, vždy zde zůstane patrný lidský faktor. Potvrdil to také dotazník rozeslaný interním překladatelům, kteří zároveň figurují jako revizoři. Rozdíly v rámci subjektivního pojetí revize se projevíly například v tom, kolikrát překladatelé překlad čtou, nebo zdali jsou shovívavější k začínajícímu kolegovi, případně co vše po svém kolegovi překladateli ověřují a v neposlední řadě se lišil jejich názor na závažnost jednotlivých typů chyb.

Jak již bylo řečeno, jisté míře subjektivity zcela předejít nelze. To ovšem neznamená, že bychom neměli usilovat o co nejpřesnější a zejména nejobjektivnější způsob hodnocení. V tomto ohledu je situace v Českém jazykovém odboru slibná.

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## 8. ABSTRACT

The author:	Gabriela Kadlecová
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The title in Czech:	Přístupy k hodnocení kvality překladu v institucích Evropské unie: Studie zaměřená na Evropskou komisi
The title in English:	Approaches to Translation Quality Assessment in the EU Institutions: Study Focusing on European Commission
The supervisor:	Mgr. Jitka Zehnalová, Ph.D.
The number of pages:	135
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The key words in Czech:	TQA, kontrola kvality, zajištění kvality, institucionální překlad, Evropská unie, Generální ředitelství pro překlad, interní překladatel, externí překladatel, revize, Euročeština, právní texty
The key words in English:	TQA, quality control, quality assurance, institutional translation, the European Union, Directorate-General for Translation, in-house translator, freelance translator, revision, EuroCzech, legal texts

### **The Abstract in Czech**

Tato diplomová práce pojednává o kontrole a o hodnocení kvality překladu v Českém jazykovém odboru Generálního ředitelství pro překlad, které zabezpečuje překlady pro Evropskou komisi a zároveň je jedním z největších poskytovatelů překladatelských služeb na světě. Nejprve jsou v teoretické části popsána specifika překladu pro EU, její jazyková politika a pojetí kvality a dále jsou zmíněna jednotlivá kritéria kvality. Případová studie v praktické části poté mapuje jednotlivé postupy a metody kontroly kvality a hodnocení kvality překladu. Práce také přehledně představuje jednotlivé nedostatky odhalené v rámci revize a upozorňuje na případný prostor pro zlepšení.

### **The Abstract in English**

The thesis introduces the approaches to the translation quality control and TQA in the Czech-language Department of the European Commission's Directorate-General for Translation, which is one of the largest translation provider in the world. Firstly, a theoretical overview of EU translation, EU language policies and approach to quality and various quality requirements is provided. Secondly, the case study in the practical part maps the mechanisms and techniques of the quality control and TQA. The thesis provides an overview of various deficiencies revealed during the revision process and points out the potential space for improvement.