



AN ANALYSIS OF LITERALNESS ASPECT OF GOOGLE TRANSLATE IN TRANSLATING BUSINESS CORRESPONDENCE

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Abstract

Google Translate is a common platform to help Indonesian employees ensure their English writing and the accuracy effects in a business letter. An unclear and confusing business letter can cause many problems and lead to misunderstandings, delays, lost business, and poor relations. This study aimed to examine the literalness aspect of Google Translate by analysing the produced text in English previously translated from Bahasa. Letters of notification from an insurance company in Indonesia based in Pontianak were chosen as the primary data. This study used a descriptive method and a qualitative approach. The translation indicators from Ismail (2016) was chosen to be used in this research. The analysis findings showed that there were 53% of literalness error, along with other 19% errors of cohesion error, 9% errors of faithfulness error, 11% of grammar error, 2% of omission error, and 6% of usage error. The data findings also showed the inability of Google Translate to understand the texts' contexts as a whole. Another aspect was errors in the source texts that carried into translation errors in the target texts were also the causes of translation errors.

Keywords: *Google Translate, literalness, notification letter, accuracy*

Introduction

In the world of business, English is one of the ways for entrepreneurs to bring the business into the global market. Rao (2017) states that international businesspeople widely use English; English is considered the first language for the entrepreneur in the business world, international relations, and politics. It means that English as an international language for business purposes is essential for international relations and politics. As Riadi (2019) emphasised, this phenomenon of using English in the world of business also happening in Indonesia, especially in urban areas; despite the fact that Indonesia still considers English as a foreign language.

Sviatiuk (2015) explains that business correspondence (business letter) is a general term for all written communications used in

business relationships with business partners or internal communication in organizations. It means that business correspondence is the exchange of information in a written format for the process of business activities. Effective business letters assist the flow of information in a company or business environment. Business correspondence can take place between organizations, within organizations, or between the customers and the organization. In business activities or works, speed and accuracy are needed because these two must be owned either by the businesspeople or by the company's employees. In some Indonesian companies where the employees are none of the English native speakers, business letters' language accuracy is essential. They tend to use some tools to assist them in translating documents

from Bahasa to English; one of them is Google Translate.

Google translate is a translation service launched by Google in 2006. Google Translate keeps improving itself until more than 500 million downloaders have downloaded on a smartphone. The development of Google Translate in 2006 – 2019; Google Translate keeps developing to service more than 500 million downloaders. Google translate has developed better. Google translate has several main features, such as: already provided over 100 languages, tap-to-translate translation, 59 languages offline translation, 38 languages for instant camera translation, 37 languages as camera mode translation, 32 languages as conversation mode translation, 93 languages as handwriting-translate translation, and also the user can save translations for future reference in any language (Google Translate Application, 2019). In short, it means that the development of Google Translate can help people translate quicker and help people be able to finalize converting faster than by doing it manually using their English repertoires. However, they must not rely entirely on the result of a translation by Google Translate.

A business letter is crucial in the business world. It reflects on the competence and professionalism of the person who has written it and the company's image in which those people work for. A clear and effective business letter is also an essential part of running a business and promotes good relations. However, business letter language is quite formal; therefore, non-native speakers may find it challenging to master and use. Therefore, an unclear and confusing business letter can cause many problems and lead to misunderstandings, delays, lost business, and poor relations between individuals, departments, and companies. In this regard, writing skills –

what is written and expressed – should be an essential part of business education.

To know whether the translation can be considered accurate or not, the writers made this evaluation to provide information to businesspeople about Google Translate as a consideration before using Google Translate on the business.

Literature Review

1. Definition of Translation

The translation is translating source text from one language into another language without changing the original meaning. The translation is a change of form, change from one state or form to another, to turn into one's own or another's language (Larson, 1998). The text that is translated is called the source text, and the result of the translation is called the target text. According to Hatim and Munday (2004, p.3), "translation is the act or an instance of translating; a written or spoken expression of the meaning of a word, speech, book in another language."

On the other hand, Sweet (as cited in Translation and Language Education, 2014, p.9) also states that translation is used only to convey information to the learner: translators translate the foreign words and phrases into their language only. Sweet asserts because converting into their language is the most convenient and, at the same time, the most practical guide to their meaning. It means that no matter the form of the language, translation is about giving the same sense from the source texts, whether it is paraphrased or not, as long as the translation gives the real meaning from the source texts, it is how translation works.

2. Google Translate

According to Maulida (2017), Google Translate is a free multilingual machine translation service to translate text, speech, images, sites, or real-time video from one language into another. Gashemi and Hashemian (2016) also state that Google Translate provides translation 90 languages to translate different written texts from language to another, which does not even translate words, but also phrases, texts and web page. From both experts, it shows that Google Translate can also be utilized to minimize time and effort to translate because the results are instantly generated. Google Translate is also a multilingual translation service that helps many people translate their needs to another language such as translating words, texts, and web pages.

3. Types of Translation

The rapid development of technology has contributed to the translation activities, considering most of the books are still in a foreign language. Therefore, to get the knowledge and the information of the books, translation is needed. According to Hatim and Munday (2004, p.5), there are three types of written translation:

- a. Intralingual translation: translation within the same language, which can involve rewording or paraphrase;
- b. Interlingual translation: translation from one language to another;
- c. Intersemiotic translation: translates the verbal sign by a non-verbal sign, for example a movie with its subtitle.

Meanwhile, there are also some categories of translation in term of the extent, levels, and

ranks. Based on the extent, the types of translation are:

- a. Full translation, it is a type of translation in which the entire source language text is reproduced by the target language text materials. For example: source language: "How are you doing?" Target language: 'Apa kabar?'
- b. Partial translation, there are only some parts of the source language text to be translated into the target language text. For example: Source language: "wait until you discover barbecue flavor." Target language: 'Tunggu sampai kamu mendapatkan rasa barbecue'. Barbecue is a part of the source language that is not translated, because it is untranslatable.

In terms of level, the types of translation are:

- a. Total translation, the target language material replaces all levels of the source language text.
- b. Restricted translation, it is the replacement of source language textual material with equivalent target language material at only one level; whether at the phonological level, graphological level, or at the level of grammar and lexis. The following example shows the transfer at the phonological level: the plural form of 'cats' in English will be translated as 'kucing' not 'kucings' because there is no addition word at the end of a word in the form of plural in Bahasa.

In terms of rank, translation is divided into:

- a. Rank-bound translation, it means that the selection of target language text equivalent is limited at only one rank,

such as word-for-word equivalence, morpheme-for-morpheme equivalence, etc. In other words, an English sentence is translated into a sentence in Bahasa, as well as English word is translated into a word in Bahasa. The word 'home' (in English) is translated as 'rumah' in Bahasa, not a place to live or a place where someone lives.

- b. Unbounded translation, it can move freely up and down the rank-scale. Idiomatic is a kind of unbounded translation.

4. Translation Accuracy

Accuracy means the quality or state of being correct or precise. According to Pym (2014, p.17), "The relation between the source text and the translation is the equivalence ("equal value"), no matter whether the relationship is at the level of form, function, or anything in between, equivalence does not say that languages are the same; it just says that values can be the same." Pym (2014, p.19) also asserts that "The concept of equivalence underlies all these cases: they all presuppose that a translation will have the same value as (some aspect of) its corresponding start text. Sometimes the value is on the level of form (two words translated by two words); sometimes it is a reference (Friday is always the day before Saturday); sometimes it is a function (the function "bad luck on 13" corresponds to Friday in English, to Tuesday in Spanish). Equivalence need not say exactly which kind of value is supposed to be the same; it just says that equal value can be achieved on one level or another."

The function of the indicator of inaccuracy is to find out the accuracy of the

text. When the translation is shown does not in accordance with the target text, it means there is an error made in the translation, so it is not accurate. Otherwise, the text is said accurate if there is no error indicator in translating. The followings are the indicator of errors made in Google Translate used by Ismail (2016) in his research:

1) Addition

An addition error occurs when the presence one or more items in the receptor language for getting across the meaning.

2) Ambiguity

An ambiguity error occurs when the target text has several possible translations.

3) Cohesion

A cohesion error occurs when a text is hard to follow because of inconsistent use of terminology, misuse of pronouns, inappropriate conjunctions, or other structural errors. Cohesion is the network of lexical, grammatical, and other relations which provide formal links between various parts of a text.

4) Faithfulness

A faithfulness error occurs when the target text does not respect the source text's meaning as much as possible. The translators are asked to translate the source text's meaning and intent, not rewrite it or improve it.

5) Grammar

A grammar error occurs when a sentence in the translation violates the grammatical rules of the target language. Grammar errors include lack of agreement between subject and verb, incorrect verb inflections, and incorrect declension of nouns, pronouns, or adjectives.

6) Literalness

A literal error occurs when a translation that follows the source text word for word results

in awkward, unidiomatic, or incorrect renditions.

7) Omission

An omission error occurs when an element of information in the source text is left out of the target text.

8) Word form / Part of speech

A word form error occurs when the root of the word is correct, but the form of the word is incorrect or nonexistent in the target language. A part of speech error occurs when the grammatical form (adjective, adverb, verb, etc.) is incorrect.

9) Usage

A usage error occurs when conventions of wording in the target language are not followed. Correct and idiomatic usage of the target language is expected. This category includes the use of prepositions (e.g., "married with" instead of "to"), collocations ("performed a crime" instead of "committed"), and definite/indefinite articles

5. Business Correspondence

Business text is about writing business activities that purpose a transactional. "Business writing can impact on the whole business cycle; it can win business, it can lose business, and it can communicate the framework by which results can be achieved" (Talbot, 2009, p.4). According to (Sviatiuk, 2015), business correspondence consists of:

1. Information Letter

- a. Letter of Introduction
- b. Letter of Inquiry
- c. Letter of Confirmation
- d. Letter of Notification
- e. Apology Letter

2. Letters of Business Offer

- a. Letter Of Proposal

b. Letter Of Bid

3. Letter of Demand

- a. Letter of Request

4. Letter of Claim or Complaint

5. Advertising and Marketing Materials

- a. Brochures

- b. Leaflets

6. Personal Letters

- a. Curriculum Vitae (CV) or Resume

- b. Motivation Letter

- c. Letter of Application

- d. Cover Letter

- e. Letter of Recommendations

7. Personal and Social Letters

- a. Invitations

- b. Congratulations

- c. Announcements

- d. Condolence Letters

Method

This study was done qualitatively using a descriptive method, and it presented the data with content analysis. Lodico, Spaulding, and Voegtle (2010) defined that descriptive research is described from gathering opinions, beliefs, or perceptions about a current issue from a large group of people. Furthermore, Creswell (2009) explained qualitative data analysis is conducted concurrently with gathering data, making interpretations, writing reports that may ultimately be included as a narrative in the final report and organizing the final report structure. The qualitative approach used in the research to evaluate the inaccuracy of Google Translate by describing the errors made and the number in this research supports the analysis.

An object of research is the issue, problem, or which is discussed and studied in research. Cohen, Manion, and Morrison (2018) stated that the object of a study is what it is that has to be explained what the researcher is exploring, which the researcher

is interested in. The object of this research was a letter of notification, which is a kind of business correspondence. The object was obtained from an international corporate in Pontianak. The consideration of choosing the company was based on the availability and context provided. The letter of notification was chosen because this business text is mostly used in the company. The text that obtained would be contextual; also, the writer easily reached the company. Letter of notification obtained from PT Prudential Life Assurance that translated into English. The texts were then inputted each sentence and were translated into English by using Google Translate.

The techniques of data analysis were done first by coding the data. Each sentence

of each letter was given code. The writer chose to provide code in this research was because coding is the process of breaking down segments of text data into smaller units and enables the researcher to identify similar information (Cohen, Manion and Morrison, 2018). Moreover, qualitative coding aims not to count but to break apart the data and rearrange them into categories to compare within and between theoretical concepts (Ary, et al., 2010).

The coding consisted of the sorted number of the letter that the writer sorted, the company letter number, and the sentence number. The following table is an example of coding data that used in this research:

Table 1. Technique of Data Analysis – Coding

Source: Processed Data

No	Code	Source Text	Target Text	Accuracy
1	01 – 078 – 01	<i>Penambahan Layanan Pengiriman Elektronik Melalui Email (E-Policy By Email) Serta Ketentuan Pengiriman Polis Menggunakan Layanan Direct Dilevery.</i>	Addition Of Electronic Policy Delivery Services Via E-mail (E-Policy By E-mail) As Well As Provisions For Sending Policies Using Direct Delivery Services.	-

The table above shows how the writer began the analysis by providing codes. The code meant 01 was the sorted number of the letter chosen by the writer, which would be analyzed first. 078 was the letter number from the company, and 01 number at the end of the code was the sentence's number.

After providing codes of the data, the writer continued reducing the data. Data reduction was done because data reduction means distilling from the complexity of the findings the key points of the phenomenon in question and enable the researcher to catch the essence of the issue or the situation

(Cohen, Manion and Morrison, 2018). Furthermore, Ary, et al. (2010) also asserted that data reduction refers to the process whereby the researcher's data is reduced and organized, such as coding, writing summaries, discarding irrelevant data, and so on. After initial coding, the researcher begins searching for categories, themes or dimensions by taking the data apart and breaking it into small pieces to reduce a large number of individual codes into a manageable set of categories. After the experts' explanation, the writer continued breaking the data to choose which should be

used. The following table is an example of reducing data in this research:

Table 2. Technique of Data Analysis – Data Reduction
Source: Processed Data

No	Letter Code	Text	Description
1.	01 – 078	<i>Penambahan Layanan Pengiriman Polis Elektronik Melalui Email (E-Policy By Email) Serta Ketentuan Pengiriman Polis Menggunakan Layanan Direct Dilevery.</i>	Data
2.	01 – 078	<i>Tembusan:</i> - Country CEO & Chief Executive Agency - Managing Director PAO – ABD - Managing Director PAO – AOF - Managing Director PAO – VCI - RADD/ARADD/ADS - QBU	Not a data

The writer used the letter's core in the table above and chose the insurance term as the main data. The date, the number, the name, the chairman or management involved, and the copy of the letter were reduced in this research. After providing codes and reducing the data into smaller parts, the writer continued analyzing the data by classifying the errors made in Google Translate. The classifying step was chosen

because classifying is the process of grouping the data based on the characteristics of similarities and differences. Experts Ary, et al., (2010) also expressed that once the data pieces have been coded, the data pieces are merged into categories refined through several iterations. The following table is an example of classifying data:

Table 3. Technique of Data Analysis – Classifying
Source: Processed Data

No	Code	Source Text	Target Text	Error Classification	Accuracy
1	14 – 021 – 05	Formulir Perubahan Data Pemegang Polis/Perubahan Pemegang Polis untuk Pemegang Polis Perorangan Non Syariah/Syariah (PHS/PH/01/02/20).	Policy Change Data Form / Change of Policy Holder for Non-Sharia / Sharia Individual Policy Holders (PHS / PH / 01/02/20).	Literalness	2

The writer transferred each text's content after translating and the English translations into the above table. The sentences from source and target texts were inputted into source text and target text columns. The classification of the errors occurred was included in the error classification column despite the fact that this research's main focus was only on the literalness aspect.

The first step in data analysis was comparing the source and target texts to identify some translation errors based on the Indonesia – English translation error indicator. The translation error indicator from Ismail (2016) was chosen to be used in this research. Ismail's translation error indicator was used in this research because it

was based on the American Translation Association (ATA) framework. The original error indicators included addition, ambiguity, capitalization, cohesion, diacritical marks/accents, faithfulness, *faux ami*, grammar, illegibility, indecision, literalness, mistranslation, misunderstanding, omission, punctuation, register, spelling syntax, terminology, text type, unfinished, usage, verb tense, word form/part of speech, and other errors. However, in this research, the writers were only focusing on one indicator and chose literalness. In the following table, the writers used the qualitative parameter of translation quality assessment instruments to categorize the result of translation and give the score:

Table 4. Profile of Translation Quality Assessment Instruments
 Source: Nababan, Nuraeni, and Sumardiono (2012)

Translation Categories	Score	Qualitative Parameter
Accurate	3	The meaning of words, technical terms, phrases, clauses or sentences of the source language is transferred accurately into the target language, and there is no meaning distortion at all.
Less accurate	2	Most meanings of words, technical terms, phrases, clauses, or sentences source language is accurately transferred to the target language. But still, there is no distortion of meaning or double translation, or there are meanings removed, which interferes with the integrity of the message.
Not accurate	1	The meaning of words, technical terms, phrases, clauses or sentences of the source language is transferred inaccurately into the target language or eliminated.

Findings and Discussion

After going through data investigation process, 34 data containing translation errors based on the indicator of inaccuracy were obtained from 95 data of 20 letters of

notification. The letters were analyzed according to Ismail (2016)'s translation errors categories, and there are nine in total. The findings are shown in the following table below:

Table 5. Table of Findings
Source: Processed data, 2020

Letter Code	Indicator of Inaccuracy									Total Erros
	Add	Amb	Coh	FFL	GRM	LTR	Omi	WF	USG	
01 – 086	-	-	4	-	-	-	-	-	-	4
02 – 077	-	-	-	-	-	6	-	-	-	6
03 – 057	-	-	1	-	1	6	-	-	1	9
04 – 001	-	-	-	-	-	1	-	-	-	1
05 – 032	-	-	-	-	-	2	-	-	-	2
06 – 069	-	-	-	-	-	1	-	-	1	2
07 – 043	-	-	1	-	-	-	-	-	-	1
08 – 029	-	-	-	-	1	3	-	-	-	4
09 – 026	-	-	1	-	-	-	-	-	-	1
10 – 052	-	-	-	1	-	1	-	-	-	2
11 – 002	-	-	-	-	-	-	-	-	-	-
12 – 025	-	-	-	1	-	-	-	-	-	1
13 – 026	-	-	2	-	1	-	1	-	-	4
14 – 021	-	-	-	1	-	4	-	-	-	5
15 – 034	-	-	-	-	1	1	-	-	-	2
16 – 001	-	-	-	-	-	1	-	-	-	1
17 – 112	-	-	-	-	-	-	-	-	-	-
18 – 111	-	-	-	-	-	2	-	-	1	3
19 – 004	-	-	1	2	-	1	-	-	-	3
20 – 068	-	-	-	-	2	-	-	-	-	2
(%) Error	0	0	19	9	11	53	2	0	6	53

The writers analysed and typed down all nine indicators of accuracy in the table despite the research focus was only on the literalness aspect. This process was done to show that other errors occurred in the process of translation and to be neutral in presenting the limitations of Google Translate by not only focusing on the literalness aspect. The code used in the table were:

- Add was addition error.
- Amb was ambiguity error.
- Coh was a cohesion error.
- FFL was a faithfulness error.
- GRM was a grammar error.
- LTR literalness error.
- Omi was an omission error.
- WF was a word form error.
- USG was a usage error.

As the table shown above, there were 53 data found errors out of 95 data that caused by Google Translate, or there were ten errors (19%) of cohesion error, five errors (9%) of faithfulness error, six error (11%) of grammar error, 29 errors (53%) of literalness error, one error (2%) of omission error, and three error (6%) of usage error. The most dominant error was literalness error in total 29 errors found. It was followed by cohesion error in total ten errors (19%).

After the top two errors, three data found zero error: addition error, ambiguity error, and word form error. In grammatical errors, singular-plural errors in the data occurred because Google Translate was unable to identify the nouns in the source texts, whether in the form of singular or plural. There were several times Google

Translate translated the plural subjects and used singular nouns, and also the plural nouns used singular nouns. Ismail (2016) researched that Google Translate's inability to identify singular-plural errors or the time period of the source text contexts. Ismail (2016) also found out that Google Translate translated the plural nouns from the source texts into singular nouns in the target texts.

Moreover, a wrong singular-plural form can cause a different meaning and context. Translating a singular form of English into Indonesia and vice versa can be easier than translating a plural form. It is because many factors are underlying this matter.

In English, the plural form of nouns is simply created by adding "s/es". For example, book-books, photo-photos, box-boxes, tax-taxes, etc. There are also nouns that are different plural forms, such as child-children, woman-women, man-men, etc. On the other hand, in Indonesia, to create a plural form is different in English, which is not adding "s/es". There are many ways to express a plural form in Indonesia, such as repeating the word.

Google Translate is also unable to identify the sentence in the opening letter, such as the letter's title. Google Translate translated sentences in the title of the letter as if they were incomplete sentences. Google Translate could not correct them it was because Google Translate used statistical method in translating the source texts, which did not involve any linguistic rule at all. The same went to Ismail (2016) research about the errors that Google Translate made. Ismail stated that Google Translate could not understand the texts under his study past tenses were used; however, Google Translate for several times used present tense in the target texts. From these studies, Google Translated cannot understand the source texts contexts as a whole.

Furthermore, literalness and faithfulness errors made the arrangement of words in the translation results strange for the target language. Mistranslation caused by the inability of a machine, in this case, as Google Translate, cannot understand the contexts of source texts as a whole. Literalness and faithfulness errors might be caused by the wrong choices of words or the users putting the whole texts into the target language. In this regard, the writers will elaborate in detail the errors that occurred in the literalness aspect.

A literal error occurs when a translation that follows the source text word for word results in awkward, unidiomatic, or incorrect renditions. A literal translation is between translated word by word and free translation. A literal translation is assessed with word by word translation; then changes are made according to grammar, such as change its structure to their nearest target language equivalent. Here is the example of literalness of the translation:

1. Letter number 02 – 077:

a. Source text : *Pendebitan rekening melalui auto debit rekening bank muamalat*

Target text : Debit account through auto debit muamalat bank account.

In target text, literalness error occurred in “debit account”. It translated word by word and structure of the language is out of context.

b. Source text : *Berikut hal-hal yang harus diperhatikan untuk pengajuan autodebit rekening bank muamalat adalah:*

Target text : The following are the things that must be considered for

submitting an Muamalat bank account autodebit:

In the target text, a literalness error occurred where the whole text was translated literal by Google Translate.

- c. Source text : 2. *Pengajuan surat kuasa pendebitan rekening bank syariah (SKPRBS) selambat-lambatnya 10 hari kerja sebelum Tanggal jatuh tempo kontribusi.*

Target text : 2. Submission of a letter of authorization for debiting the Islamic bank account (SKPRBS) no later than 10 working days before the due date of the contribution.

In the target text, a literalness error occurred where the whole text was translated literal by Google Translate. The “Syariah” word in the source text was translated literal as “the Islamic” in the target text.

- d. Source text : *Mengisi dengan lengkap dan benar: Formulir perubahan metode pembayaran menjadi autodebit rekening bank syariah + SKPRBS.*

Target text : Fill out completely and correctly: Forms for change in payment method to autodebit sharia bank account + SKPRBS

Literalness error are occurred in the word of “forms for change” in the target text and that is not exists in the source text. It is translated word by word without reconstruct the grammatical rules.

- e. Source text : *pemberitahuan gagal debit*
Target text : notification failed debit

Literalness error occurred in the target text by translated word by word by Google Translate.

2. Letter number 03 – 057:

- a. Source text : *Perpanjangan promosi untuk nasabah “cashback berkah JUNI untuk produk PRULink Generasi Baru, PRULink Syariah Generasi Baru dan PRUCritical Benefit 88”*

Target text : Promotional extension for customers "JUNI blessing cashback for New Generation PRULink products, New Generation PRULink Syariah and PRUCritical Benefit 88" products.

In the target text, the product name is translated literal into English by Google Translate.

- b. Source text : *Surat kuasa pendebitan rekening (SKPR) atau Surat kuasa pendebitan kartu kredit (SKPKK).*

Target text : Credit debit authorization letter (SKPR) or credit card debit authorization letter (SKPKK).

In the target text, “credit debit” was translated literal into English without reconstruct the grammatical rules and it is not existing in the source text.

- c. Source text : *Polis PRULink Generasi Baru, PRULink Syariah Generasi Baru dan PRUCritical Benefit 88 bersangkutan tidak pernah lapse.*

Target text : New Generation PRULink policy, New Generation PRULink Syariah and the relevant PRUCritical Benefit 88 never lapse.

In the target text, the product name is translated literal into English by Google Translate. The word “the relevant” also did not reconstructed to the grammatical rules.

3. Letter number 04 – 001:

- a. Source text : *Bertepatan dengan Hari Asuransi Nasional 2019 tanggal 18 Oktober 2019, PT Prudential Life Assurance (Prudential Indonesia) bekerjasama dengan Traveloka memberikan Voucher Promo Hotel di Singapura atau Malaysia bagi Nasabah terpilih yang memiliki manfaat Hospital.*

Target text : Coinciding with the National Insurance Day 2019 on October 18, 2019, PT Prudential Life Assurance (Prudential Indonesia) in collaboration with Traveloka provides Hotel Promo Vouchers in Singapore or Malaysia for selected customers who have Hospital benefits.

Literalness error occurred in the target text. Google Translate translated “Hotel Promo Vouchers” where the phrase structure in the target text was inappropriate.

4. Letter number 05 – 032:

- a. Source text : *Penerbitan formulir versi baru 0119 untuk pengajuan yang berhubungan dengan transaksi payment.*

Target text : Issuance of the new version 0119 form for submissions related to payment transactions.

Literalness error occurred in the target text. Google Translate translated “the new version 0119 form” where the phrase structure in the target text was inappropriate.

Conclusion

The analysis findings showed 3% errors of addition, 11% errors of cohesion, 17% of faithfulness errors, 29% of grammar errors, 37% of literalness errors, 0% errors of ambiguity, omission, word form, and usage errors. These numbers indicate that the highest level of error occurred in the literalness indicator. The data findings also showed the inability of Google Translate to understand the texts' contexts as a whole, and errors in the source texts that carried into translation errors in the target texts were the causes of translation errors found in the data.

Google Translate, as well as other machine translators, operate on statistics rather than rules. The language itself is based on rules. As a result, a statistic-based translator like Google Translate will struggle with complex grammatical concepts and cannot fully understand the contexts of texts as a whole, unlike the human translators do. Indonesia and English had different grammatical rules so that there were some sentences that Google Translate could not translate well, or even it might be transferred wrong.

Google Translate users might be wiser to use Google Translate. The users, especially the businesspeople, needed to consider whether the translation is matched with the needs or not because Google Translate translated literally from the source texts. In translating a specific word, the users are more recommended to search on the Google search engine, and it would display the translation, explanation, and pictures. Moreover, the users are also recommended to use another machine translator, such as Bing Translator, Myeasy Translator, Nice Translator, Yandex.com, Translate.com, and others.

For further research, the writer hopes that this research can be used as one of the considerations and recommendations in researching Google Translate in-depth, such

as: examining students' perceptions in using Google Translate, the benefits of Google Translate in the development of the language of its users, the use of Google Translate as a learning medium, and so on.

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