A COMPARATIVE STUDY OF THE TRANSLATION PROFESSION

IN MALAYSIA AND KOREA

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THESIS SUBMITTED IN FULFILMENT OF THE REQUIREMENT FOR
THE DEGREE OF DOCTOR OF PHILOSOPHY

FACULTY OF LANGUAGES AND LINGUISTICS

UNIVERSITY OF MALAYA

KUALA LUMPUR

2015

UNIVERSITI MALAYA

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ABSTRACT

The translation profession is regarded as one of the emerging professions in present times owing to its increasingly important role in disseminating information between various nations and cultures of the world. Nevertheless, translators face numerous obstacles in their quest to be recognized as full-fledged professionals. This study endeavors to provide a comparative description of the current status of the translation profession in Malaysia and Korea and to highlight the issues and challenges affecting the profession in both these countries.

Past research has shown that translators from both developed and developing countries face many challenges in their practice. Amongst the problems which translators face are low pay, inconsistency in the code of conduct adhered to and the absence of quality control standards. Most translators' associations in countries around the world do not have authority over their members and do not regulate their practice. Past studies also reveal that many societies do not regard translators as true professionals in their country. This study intends to ascertain if these issues are also real concerns in Malaysia and Korea.

This research adopts an empirical, qualitative-oriented approach known as hermeneutic phenomenology. This approach seeks to describe, interpret and explain the phenomenon studied. In this study, the current status of translation profession in Malaysia and Korea is the phenomena which will be described, and the researcher would seek to interpret and explain the phenomena presented. Three research instruments that is, a survey questionnaire, interviews and document review were used to collect the data. Results from both countries were compared to highlight similarities and differences in a number of core aspects of the translation profession.

This research has revealed that the Korean respondents possess higher academic qualifications but experience less self-satisfaction in the translation profession compared to their Malaysian counterparts. However, respondents from both countries similarly express indifference towards engaging in continuing professional development (CPD) activities and in using an external quality standard. Although the Malaysian and Korean translators regard themselves as professionals in society, clients who seek out translators and the public in general have very little awareness about the role and work of a translator. The translators also cited challenges such as unfair competition from amateur translators and unprofessional practices in their profession. These challenges are linked to the translators' associations in both countries not wielding sufficient authority in regulating the practice of its members and protecting the rights of the trained translators. The comparison of the translation profession in Malaysia and Korea against Tseng's Model of Professionalization Process revealed that in both countries, the profession is at the transition stage from the market disorder phase to the consolidation phase.

A new model of the professionalization process for the translation profession has been proposed by the researcher based on the suggestions put forth by the respondents and the findings of this research. There is most importantly a need for translation associations to be endowed with the authority to regulate the practice of their members. With such authority translation can become an exclusive profession, where only those who have the qualification and competence in translating are admitted into a professional body and are allowed to practice. Nevertheless, it is also important for the translators to adhere to a code of practice, external quality standards and to engage in CPD activities in order to ensure the sustained competence of translators and subsequently, the elevation of the translation profession to a full professional status.

ABSTRAK

Profesion penterjemahan dianggap sebagai profesion yang pesat berkembang pada masa ini disebabkan peranannya yang semakin penting dalam penyebaran maklumat antara pelbagai negara dan budaya di dunia. Walau bagaimanapun, masih banyak halangan yang perlu diatasi oleh penterjemah sebelum mereka boleh diiktiraf sebagai ahli profesional. Kajian in menyasarkan untuk memberikan suatu penjelasan komparatif mengenai status terkini profesion penterjemahan di Malaysia dan Korea selain mengetengahkan isu dan cabaran yang mempengaruhi profesion terjemahan di kedua-dua buah negara.

Tinjauan persuratan menunjukkan bahawa penterjemah dari negara maju dan negara sedang membangun menghadapi pelbagai cabaran dalam amalan mereka. Cabaran ini termasuklah bayaran yang rendah, pematuhan kod etika yang tidak tekal dan ketiadaan standard yang mengawal kualiti terjemahan. Persatuan penterjemah di kebanyakan negara di dunia tidak mempunyai autoriti terhadap ahli-ahlinya dan tidak mengawal selia perkhidmatan yang diberikan oleh ahli-ahli. Tinjauan persuratan juga menunjukkan masyarakat di kebanyakan negara di dunia tidak mengiktiraf penterjemah sebagai golongan profesional. Kajian ini cuba mengenal pasti sama ada isu-isu yang dinyatakan ini merupakan isu yang relevan di Malaysia dan Korea.

Kajian ini menggunakan pendekatan kualitatif yang dikenali sebagai Fenomenologi Hermeneutik. Pendekatan ini berusaha untuk menghuraikan, menginterpretasikan dan memberikan penjelasan tentang fenomena yang dikaji. Dalam kajian ini, penyelidik berusaha memberikan gambaran, membuat interpretasi dan memberikan penjelasan terhadap profesion penterjemahan di Malaysia dan Korea. Soal selidik, temu ramah dan tinjauan dokumen merupakan tiga instrumen kajian yang digunakan untuk mengumpul data.

Dapatan yang diperoleh dari kedua-dua buah negara dibandingkan untuk mengemukakan persamaan dan perbezaan dalam beberapa aspek utama profesion terjemahan.

Kajian ini mendapati penterjemah Korea mempunyai kelayakan akademik yang lebih tinggi tetapi menghadapi rasa kurang puas hati dalam profesion terjemahan berbanding dengan rakan mereka di Malaysia. Namun begitu, responden dari Korea Selatan dan Malaysia tidak memberikan penekanan terhadap aktiviti pembangunan kompetensi berterusan (CPD) dan juga penggunaan standard kawalan kualiti. Meskipun penterjemah Malaysia dan Korea menganggap diri mereka sebagai profesional dalam masyarakat, namun pelanggan yang mendapatkan khidmat mereka mempunyai kesedaran yang cetek tentang peranan dan kerja penterjemah. Penterjemah juga menyebut tentang cabaran seperti persaingan yang tidak adil daripada penterjemah amatur dan amalan yang tidak profesional dalam profesion mereka. Cabaran ini mempunyai kaitan dengan persatuan penterjemah di Korea dan Malaysia yang tidak menggunakan autoriti yang secukupnya untuk mengawal selia amalan penterjemahan ahlinya dan melindungi hak-hak penterjemah berpengalaman. Setelah membuat perbandingan antara profesion penterjemahan di Malaysia dengan Korea melalui Model Proses Profesionalisme Tseng, didapati profesion penterjemahan di kedua-dua negara berada dalam peralihan daripada fasa yang mengalami gangguan atau 'market disorder' kepada fasa pengukuhan.

Sebuah model baharu mengenai proses profesionalisasi bagi profesion terjemahan dikemukakan oleh pengkaji berdasarkan cadangan responden dan juga dapatan kajian ini. Terdapat keperluan yang mendesak bagi persatuan penterjemah diberikan autoriti untuk mengawal selia amalan penterjemahan ahli-ahlinya. Dengan kuasa autoriti sedemikian, profesion penterjemahan boleh menjadi sebuah profesion yang tersendiri, dengan hanya penterjemah yang mempunyai kelayakan dan kemahiran sahaja yang diterima menjadi ahli

dan seterusnya dibenarkan untuk menterjemah. Walau bagaimanapun, penting bagi penterjemah untuk mematuhi kod amalan, standard kualiti luaran dan komitmen dalam mengikuti aktiviti CPD untuk memastikan penterjemah mampu mengekalkan kompetensi asing-masingan seterusnya, mempertingkatkan lagi status mereka sebagai golongan profesional.

AKNOWLEDGEMENT

Foremost, I would like to thank God for giving me the strength and perseverance to complete this study. The journey has been very challenging but I am glad to have made it to the end with His grace.

For the completion of my PhD thesis, I am eternally indebted to:

Dr Krishnavanie Shunmugam, my supervisor,

Dr Zubaidah Ibrahim and Prof. Dr Roger T. Bell

Harold Ong Wei Ann

Friends and colleagues at the Centre of Promotion of Knowledge and Languages, *Universiti Malaysia Sabah*; and the Faculty of Languages and Linguistics, *University of Malaya*.

I would like to express a special gratitude to POSCO TJ PARK Foundation in Korea for offering me the Asia Fellowship (Scholarship) opportunity to pursue my doctoral degree in Malaysia. My appreciation also goes to Korean Association of Southeast Asian Studies for research grant during my research in Malaysia.

Not forgetting my family back in Korea, for their unconditional love, support and encouragement. Especially to my beloved parent Kang Shin Ho & Lee Jung Ja, for giving birth to me at the first place and supporting me spiritually and morally throughout my life.

Above all, for individuals and organisations who have helped me whether directly or indirectly in my study, a big heartfelt appreciation. This study would not have been possible without your help.

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ABBREVIATIONS

AIIC	International Association of Conference Interpreters
ASTM F2575-06	American's Standard Guide for Quality Assurance in Translation
ATA	American Translator's Association
AUSIT	Australian Institute of Translators and Interpreters
BDÜ	Bundesverband der Dolmetscher und Übersetzer
BS-EN 15038	European Standard of Translation Services
BSI	British Standard Institute
CAN/CGSB-131.10	National Standard of Canada for Translation Services
CIOL	Chartered Institutes of Linguists
CIUTI	Conference Internationale D'institutes Universitaires de Tranducteurs et Interpretes
CPD	Continuing Professional Development
CSCTI	Canadian Sectoral Committee on Translation Industry
CTPCBA	Colegio de Traductores Públicos de la Ciudad de Buenos Aires
DBP	Dewan Bahasa and Pustaka
ESTS	European Standard of Translation Services
FIT	Fédération Internationale des Traducteurs
FTA	Free Trade Agreement
GSIT	Graduate School of Interpretation and Translation
HUFS	Hankuk University of Foreign Studies
IFAC	International Federation of Accountants
IFT	International Federation of Translators
ITBM	Insitut Terjemahan & Buku Malaysia
ITI	Institute of Translation and Interpreting

ITNMB	Institut Terjemahan Negara Malaysia
ITRI	Interpreting and Translation Research Institute
KATI	Korean Association of Translators and Interpreters
KATS	Korean Association of Translation Studies
KLTI	Korean Literary Translation Institution
NAATI	Australia's National Accreditation Authority for Translators and Interpreters Ltd
PERSPEKTIF	Persatuan Penterjemahan dan Penulisan Kreatif Malaysia
PPM	Persatuan Penterjemah Malaysia
SFT	Société Française des Traducteurs
USM	Universiti Sains Malaysia

CHAPTER 1

INTRODUCTION

1.1   Overview

Translation has come to play an increasingly important role in the world today with global boundaries drawing closer owing to the rapid growth in trade, education and cross-cultural interaction. Translation services are therefore engaged in almost every field there is like business, law, medicine, commerce, literature, mass media, education, science and technology.

Although translation is considered to be one of the emerging professions in most developed countries (National Research Council of United States, 2001), it is still a quasi-profession that is facing many challenges en route to attaining a full professional status. Pym, Grin, Sfreddo & Chan (2012), in a more recent study conducted on the translation profession in the European Union (EU) countries, also highlight the many problems which affect the professional status of translators in the EU as a whole. These range from an inconsistent credentialing process, to low service fees and the unregulated practice of translators. This indicates that translation is yet to show definite characteristics as a profession in even developed countries.

Hence, this research is conducted as a cross-national, comparative study which seeks to provide a description of the translation profession in Malaysia and Korea. The status of the translation profession and the issues and challenges affecting the profession in

both countries in particular will be examined and discussed. It is hoped that the findings of this study will be useful to stakeholders, particularly the translators, policymakers and also the educators and training institutions so as to provide a clearer direction towards the professionalization of the translation profession in both countries.

1.2   Definition

1.2.1   Translation

In general, translation is an umbrella term that comprises any method of transfer, oral and written, from writing to speech and from speech to writing, of a message from one language to another. Professionally, however, the term 'translation' is confined to the written, and the term 'interpretation' to the spoken language (Newmark, 1991).

Translation is the process in which a written communication or a text in a first language is produced as the written communication or text in the second language whilst making all attempts to mirror the same meaning. The text in the first language is the "source text" and the equivalent text that communicates the same message is the "target text" or "translated text" (Munday, 2001). Translation is 'the transfer of the source language to a target language for materials which come in the form of written documents, electronic media, and audio-visual material for commercial, administrative and technical purposes'. For this study, the researcher defines a translator as 'an individual trained in translation who works either on a full-time or part time basis to translate materials in various forms.'

Translation is a very broad and dynamic field of activity. Apart from the many types and topic contents affect the modes and methods of translation. Translation can be mainly divided into the following domain types. Commercial translation involves translating documents used in business transactions and professional undertakings, such as contracts, letters, emails, brochures, catalogues, reports, circulars and announcements. Technical translation covers a broad spectrum from conference papers to operation manuals. Translators are required to master content knowledge in specific fields, such as medicine and engineering for technical translation. Then there is literary translation which includes translation of religious scriptures, novels, poems, biographies, short stories, songs and film scripts.

Translation began as a manual activity but with the advent of computer technology, this laborious human activity became increasingly supported by automated translation commonly referred to as machine or computer-assisted translation where translators use computer software to aid in the translation process.

1.2.2   Profession

A profession is a non-manual, full time occupation which requires an extended, specialized and scholarly education and training often verified via examination (Brante, 1990). An individual who is a professional would use a combination of highly specialized skills and knowledge to work with the client. The skills and knowledge used are gathered via study, training and experience (Alridge, 1994).

In defining what constitutes a profession, Grossman (2002) elaborates on the trait approach, which claims that an occupation has to meet a list of criteria in order to qualify to be a profession. Carter et al. (1990) specifies these traits, which include theoretical knowledge, professional autonomy, service mission, code of ethics, public sanction (one needs legal approval to practice), professional association, formal training, credentialing, collegiality in the profession, and singular occupation choice (practitioners remain in the same occupation over an extended period of time). Another approach to defining a profession would be to follow Hudson's (1990) argument, which calls for studies on how an occupational group advances itself into a professional status. This advancement process is known as professionalization, which is defined as a process by which one becomes professionalized (Webster, 1993).

Tseng (1992) provides a four-phase Professionalization Process in which a trade or an occupation can measure itself against in order to determine the phases the occupation has progressed through to becoming a full-fledged profession. Tseng names four phases in this process – market disorder, consolidation, formation of professional association and strict adherence to a code of ethics. Most occupations in the world would fall under one of these phases. Established professions, such as medicine and law will be at Phase 4 while emerging professions, such as nursing, teaching and translation will be in either Phase 1, 2 or 3. Ideally all occupational groups should aim to become a profession, as professionalism is associated with competency, proficiency, respect and prestige or a good public image. A lack of professionalism would invite questions and doubts on competence, which can lead to a lack of trust (Pavalko, 1988; Pratt, 1986; Wardwell, 1972).

1.2.3 Translation Profession

In this study, it is necessary to combine the two definitions of translation and profession together. The translation profession is defined in this study as 'a field in which a group of people possess the skills and knowledge to practice the craft of translating to earn a living.' Hence, this study would focus on the individuals who practice translation as a means to earn a living. This study will be investigating the practice of a selected number of translators who are members of translators' associations in Malaysia and Korea.

This study focuses on the elements which constitute a profession. The elements are further contextualized to fit the setting of this study, which investigates the profession of translation. These elements are status, prestige and remuneration, education and training, professional associations, code of ethics, use of quality standards, and continuing professional development. This study attempts to determine to what extent the profession of translation in Malaysia and Korea is developed with respect to these elements.

1.3 The Research Problem

This research is envisioned from a culmination of a few factors. One, there is a dearth of literature to describe the translation profession in both countries, particularly in Malaysia. A lack of research means there is little insight on the current situation of translators working in Malaysia and Korea. This has made the study of the translation profession in both countries a needful task. The Korean translation industry for one has been marred by recurring cases of mistranslation in recent years. For example, South Korea

was mortified upon discovering that the Free Trade Agreement (FTA) signed between Korea and the United States had 296 translation mistakes. This raised questions on the credibility, competence and also the professionalism of Korean translators. Such episodes of mistranslation unfortunately happened thrice. The Korean Minister of Trade, Kim Jong Hoon, had to make a public apology due to the fact that the second FTA involving South Korea and the European Union contained 207 mistakes, and the third FTA with Peru had 145 mistakes (The Chosun Ilbo, 2011 & Kyunghyang Shinmun, 2012). This has put the professionalism and competence of Korean translators in serious doubt and the question of whether there is a mechanism to ensure the quality of translated work has become an issue.

Likewise Malaysia too has seen a number of faux pas in translation done for public consumption but fortunately not due to human translation error but because some government agencies ignorantly think that Google translate can do the job. 'Lackuna', a Malaysian English daily, for example, reports the following:

> Malaysia's defense ministry has recently used Google Translate's free translation tool to translate their official website from Malaysian to English. As a result (of course) many of the words were mistranslated, often humorously, much to the chagrin of Malaysian officials.
>
> Defense minister Datuk Seri Dr Ahmad Zahid Hamidi admitted the inaccurate translations caused much embarrassment to the ministry. Malaysia's *The Star* reported "We have corrected the mistakes and translations are no longer done that way. "It is now done manually," Minister Datuk Seri Dr Ahmad Zahid Hamidi said here yesterday (Aruna, 2012).

This too raises a significant point – that in Malaysia the importance of the human translators' role as essential and skilled conveyers of information to readers of other languages is something most are little or hardly aware of. This perhaps is not as serious as the three incidents of the human translators' incompetence in Korea but both scenarios illustrate certain issues with the translation profession in both countries. Hence, this study endeavors to describe the translation profession in terms of certain core elements and issues in both these countries. The researcher's personal interest in these two nations in particular is owing to Malaysia being her country of sojourn for the past five years and Korea being her country of birth.

1.4 The Research Questions of This Study

The main query in this study is: To what extent is translation a profession in Malaysia and Korea? This query leads to three research questions which are as follows:

I. What is the current status of the translation profession in Malaysia and Korea?

II. What are the issues and problems in the translation profession in Malaysia and Korea?

III. What phase in Tseng's Model of Professionalization Process would the translation profession in Malaysia and Korea be currently placed at?

1.5   Justification for the Research

This study was undertaken for its practical relevance. This is the first study which aims to compare the translation professions between Malaysia and Korea with regard to a number of important elements that constitute a profession. This study will therefore fill a gap in the study of the translation profession in the nations of the world. This research which is regarded as a pioneer study on the translation profession in Malaysia and Korea hopes to encourage other studies which will contribute to the knowledge of the translation profession practiced especially in other neighboring Asian/Eastern countries.

The study is also justified because its exploratory nature hopes to reveal many issues and concerns which may have not been previously brought to light. This can be beneficial to the stakeholders, as the findings of this research can serve as a base for additional research to be undertaken in order to probe further into areas of interest in the translation profession of both countries. Parties involved in the translation profession, such as translators, translation companies, translators' associations and tertiary institutions, will be able to develop a clearer understanding of the current status of the translation profession in Malaysia and Korea which can then lead them to find solutions to resolve longstanding issues. This in the long run can contribute towards the improvement of the professionalism of translators in both countries.

1.6 Nature of the Research and Research Method

1.6.1 Applied Research

This study is an applied research, whose nature and characteristics are different from basic research (Creswell 1994; Dunn 1999). In an 'applied research', its orientation is towards people. Hence, the research questions are derived from the problems and concerns of the group of people under study. In an applied or empirical research, practice and use are also given more importance than theory. On the other hand, research questions in a basic research originate from the tradition within the particular scholarly field and the emphasis is placed more on the theoretical aspect of the discipline (Zubaidah, 2002). Although this study is primarily an applied study, the researcher has adopted Tseng's Model of Professionalization Process as a theoretical reference to gauge the level of professionalism the translation profession in Malaysia and Korea has reached. This model is explained at length in Chapter 2, where the study examines in detail the definition and core elements of a profession.

This study which attempts to explore a particular profession in human society (professionalism of translators) also aims to discover the underlying problems and issues within the profession apart from determining the level of professionalization it has reached. As such, the researcher also wishes to suggest solutions to the problems and issues identified in the findings. Recommendations for improvement will therefore be made along with a proposal to extend Tseng's existing Model of Professionalization Process with specific relevance for use within the translation profession in the light of the findings of this study.

1.6.2   Hermeneutic Phenomenology

This exploratory research adopts a method based on the hermeneutic phenomenology. It is a method used in qualitative research to study a phenomenon or a situation via participants' narrative accounts. This method has been traditionally used in the field of history and theology to analyze and interpret ancient and biblical scriptures. Scholars such as Schleiermacher (1977) advocated the use of hermeneutics to understand human behavior and the situation in which human experience can be documented. This triggered the movement of modern hermeneutics and also established hermeneutic phenomenology as a viable method to conduct qualitative research. Martin Heidegger, another proponent of hermeneutic phenomenology, posits that the 'pre-understanding', which comprises earlier research on a field of study, can be brought together with the currently investigated phenomenon via dialogue (Paterson & Higgs, 2005) to describe, compare and contrast and to explain various aspects pertaining to the phenomenon. The principles of applying hermeneutics in this research are built on two theories, which are Dialogue and the Fusion of Horizons.

1.6.3   Dialogue and Fusion of Horizons

A Dialogue refers to a process where the inquirer engages in a hermeneutic conversation with the text to create meaning and construct knowledge (Koch, 1999). Accounts and information gathered from a study will be examined and looked from different perspectives with an intention to reach and understand the aspects studied in the research in order to answer the research questions.

Fusion of Horizons refers to the instance where understanding takes place. Gadamer, a hermeneutic scholar and protégé of Heidegger, argues that when the past horizons merge with the present horizons, i.e. where there is a dialogue between the pre-understanding, interpretation and also the sources of information (Koch, 1995), an understanding or an enlightenment of the issue studied would occur. The fusion of horizons usually calls for a reconstruction of knowledge on the subject matter and also the addressing of knowledge gaps in the past horizon. The philosophy and methodology of this research method will be discussed in detail in Chapter 3.

The data gathered in this study come from different sources and in different forms. The data will be examined for salient points and then interpreted and reconciled with the literature review so that the result of the merger between past findings and the new knowledge will lead to a better understanding of the translation professions in Malaysia and Korea.

1.6.4 Research Instruments

This predominantly qualitative research employs three research instruments: a questionnaire, interviews and document review. The questionnaire is developed to conduct a survey, targeting translators from both countries. The main purpose of the survey is to collect demographical and statistical data on the profession of translators. The respondents' perceptions are gauged through a 5-point Likert scale and open-ended questions. To further validate the findings and to elicit more data from the respondents, face to face interviews are conducted. Interviews are used to record individual perceptions and opinions of the

current professional practices in both countries. The interviews document the challenges and issues faced by Malaysian and Korean translators. Document review is also used to provide useful information on the translation profession in both countries. Through the questionnaire and interviews, respondents will be able to provide an objective and detailed personal account of the translation profession in both countries.

1.7   Context of the Study

1.7.1   Korea

Interpreters and translators were already present in Korea since the era of Cho-sun Dynasty. In fact, they mostly originate from 'middle class and are often extremely wealthy' (Choi & Lim, 2002: 628). Although translators are small in number, translators were not in high demand and their importance to society was insignificant, a situation that persists well into the 20th century. As Korea began to modernize, the need to disseminate Korean culture and to pursue international trade triggered demand for translation service. However, the increased demand for translators did not come together with a higher social status. On the contrary, there was less recognition for translators than interpreters (Choi & Lim, 2002).

Presently, the Korean Association of Translators and Interpreters (KATI) is the first officially recognized organization in the translation and interpretation field. Established in 2007, the association strives to protect its members' interest and also seeks to advance the translation and interpretation profession in Korea.

Korea promotes the literature and media in Korean languages via the Korean Literary Translation Institution (KLTI). The institution translates Korean literary works into many foreign languages such as English, Japanese, Chinese, French, German and Portuguese. KLTI also organizes exchange programs, professional courses and provide research grants to scholars and also translators in the country.

The translation market in Korea is fairly sophisticated and established. There are many private operators in the market who translate materials such as local television productions into English or foreign languages and export these shows to be aired on television channels around the world. To date, this industry has generated almost 22.3 billion Korean Won (USD $ 21.1 million) in revenue and continues to be a thriving industry (Bahk-Halberg, 2007). One reason for this is Korean popular culture which is gaining popularity not just within the Asian region but also in Europe and the United States. Also, as Korea takes on an increasingly important role as a global player in economy and international politics, whatever is being produced in Korean is translated into English in order to be understood by the world community.

Nevertheless, issues such as underpaid translators and poor quality of translation work continue to affect the translation profession in Korea. Apart from the national issue of South Korea producing erroneous translations of Free Trade Agreements (FTA) with the United States, the European Union and Peru, there was another earlier incident in 2001 where Korean translators were rushed to translate novels within unrealistic deadlines and as a result the translated product did not meet the readers' expectations. The public clearly expressed their discontent in the country newspapers over the quality of the translated

Dostoevky novels, where a huge amount of money was spent to produce substandard translations (Choi, 2001).

The latest development in the Korean translation field is the call made by Professor Dr. Kwak Joong Chol (Chosunilbo, 2013) to set up a 'National Professional Body for Translation and Interpretation'. He has suggested that members who wish to be admitted into the body be assessed to ensure that they are academically or professionally qualified in order to avoid the embarrassing incidents of mistranslation of the FTA from occurring again. A singular, professional body of translators will ensure a standard of quality being upheld by Korean translators in translating official documents.

1.7.2   Malaysia

The evidence of translation dates back to the early Malay civilization. When Arab missionaries brought Islam to the Malay Archipelago during the 13th and 14th century, translators played an important role in translating books written in Arabic into Malay, with most of them being religious books. The translated books were instrumental to many Malay people embracing Islam in the South-east Asian region. During the colonial era, a few famous local literary works such as '*Hikayat Raja Pasai*' and '*Hikayat Merong Mahawangsa'* were translated into French and English respectively in 1849 (Othman, 2007). Hence, through translation efforts, Malay literature was unlocked and shared with the rest of the world.

The three important organizations for translation in Malaysia are 1) *Persatuan Penterjemah Malaysia (PPM)* - The Malaysian Translators' Association (MTA), 2) *the Institut Terjemahan & Buku Malaysia (ITBM)* - The Malaysian Institute of Translation and Books and 3) *the Dewan Bahasa and Pustaka (DBP)* – the Institute of Malay Language and Literature. PPM is an association with about 1200 registered members which seeks to promote cooperation and also protect the interest of translators in the country (Bell, 2007). PPM also conducts training, workshops and courses in translation for interested individuals. ITBM was created to take charge of the translation industry in Malaysia by providing translation courses and also undertaking the task of translating materials in foreign languages to Malay and vice versa. PPM and ITBM also organize annual conferences in translation by collaborating with local universities. Meanwhile, DBP is instrumental in creating new terminologies in Malay and promoting them so that foreign language terms will find its pair in Malay when a material is translated into the Malay language. DBP functions as a resource center for translators who wish to translate materials into the Malay language.

The translation industry in Malaysia is still at its infancy stage. Parker (2008) estimates that the combined market for translation and interpretation services in Malaysia would reach US$18.21 million or 0.57% of the world market by 2014. This contrasts distinctly for example with the United States where the global language services industry was worth approximately 35 billion U.S. dollars in 2013 and was expected to exceed 37 billion in 2014 and forecasted to reach 47 billion in 2018. (Online source: http://www.statista.com/topics/2152/language-services-industry-in-the-us/).

1.8   Significance of the Study

This study is the very first attempt at investigating the translation profession in Malaysia and Korea by gathering information on views and perceptions of translators on the profession's current status, the challenges it faces and the level of professionalization it has reached. Therefore, this study is significant as it will provide a more comprehensive description of the translation profession in Malaysia and Korea and this will help (i) highlight the real meaning of the professionalization of the translation profession and (ii) provide suggestions and recommendations to remedy the problems in the translation profession in both countries.

Past research has indicated some of the weaknesses that hamper the translation profession in Malaysia and Korea. The present study explores the profession not only to confirm the findings of the past studies but also to discover any other issues which affect the professionalism of Korean and Malaysian translators. A more complete knowledge of the issues is necessary for long term action to be taken to help in the establishment of the translation profession.

The significance of this study is primarily for those who are directly or indirectly involved in the Malaysia's and Korea's translation profession. Stakeholders and interested parties will be able to have a better understanding of the professional practice of translators in both countries by examining the outcome of this study. The research is significant as it strives to provide the relevant authorities and decision makers with evidence, data, and arguments which can be used to consider serious changes for improvement in relation to a number of important issues in the practice of translators. This is to avoid the current *status*

quo from persisting, which puts the translators at a disadvantage and stalls the progress towards the full professionalization of translators. It is hoped that the suggestions provided via this study can be taken into consideration to rectify any shortcomings in the translation profession as a whole for both countries.

1.9   Limitations of the Study

This study essentially concerns the translation profession, with specific reference to the core elements which play a key role in the professionalization of the translation profession in Malaysia and Korea. Other aspects related to the translation industry, such as the translation market and its language policies are not included in this research. So the study does not claim to be a representative research which investigates the translation industry as a whole for Malaysia and Korea.

Next, where the respondents are concerned, the study required the respondents to be practicing translators with an academic or a professional qualification. Therefore, the respondents for this research were recruited from the two largest translators' organizations in each of the two countries, which are HUFS-GSIT center and the Korean Association of Translation and Interpretation (KATI) for Korea and Malaysian Translators' Association (MTA) and *Institut Terjemahan & Buku Malaysia* (ITBM) for Malaysia. As such, the findings of this study may not represent the opinions of translators who are not affiliated to any of the four organizations mentioned above.

Lastly, the study is specifically contextualized in the Malaysian and Korean setting and as such, the findings and discussions may not be relevant to countries other than South Korea and Malaysia. Other countries in the Asian region probably share some of the issues and challenges faced by the translation profession in Malaysia and Korea but they probably also have their own set of unique failings and strengths.

1.10   Thesis Outline

The following chapter will review the relevant literature related to this study which includes core elements which constitute the translation profession and professionalization. Past studies on the translation profession will also be examined in Chapter 2. Chapter 3 will discuss the research approach, methodology and data collection procedures while Chapter 4 will analyze the data and discuss the findings of the study in relation to the research questions. Chapter 5 will merge the past and present horizons by discussing the major findings of this study with reference to past studies and Tseng's Model of Professionalization Process. The final chapter will also provide recommendations to improve and strengthen the profession and propose an extended model based on Tseng's model to describe the professionalization process of the translation profession by taking into consideration the findings of this study. Chapter 5 will end with suggestions for further research that can be undertaken in areas not possible in the present study.

1.11   Conclusion

This chapter has set the direction that will be taken by this study. The research problem and research questions have been specified, the focus and type of research justified and the approach and methodology briefly described. The significance and limitations of the research have also been presented. The next chapter will move on to provide a detailed description of the important aspects that are the focus of this research by reviewing related literature.

CHAPTER 2

LITERATURE REVIEW

2.1   Introduction

This chapter which is divided into 3 main sections will provide a detailed account of the concepts of profession, professionalization and a review of the translation profession.

The first section includes a description of the notion of a profession and elements which constitute a profession. In determining the extent to which translation can be regarded as a profession, the process of professionalization is discussed with reference to the model proposed by Tseng (1992). This model is used as the theoretical background of this research.

The second section will shed light on the level of professionalism of translators in Malaysia and Korea as revealed by the rare one or two earlier studies and include information on the main associations which represent the translators in both countries. Besides this, information on the level of professionalism in the translation field in other countries which have a more advanced and regulated translation industry, such as Canada and Argentina will also be highlighted here as a means of comparison.

In the final section, the chapter discusses some of the issues or practical concerns of the translation profession revealed in past studies. This is taken up as one of the research questions for the current study involving Malaysia and Korea specifically. The issues that

are thoroughly examined here include the status and prestige of translators; the presence of untrained or amateur translators in the market and also the existing quality control measures for translation work.

2.2 Definitions of 'Profession'

As this research is focussed on examining the profession of translation, it would be pertinent to fully understand the meaning of profession and the elements which constitute a profession. Carl-Saunders (1928) differentiates a profession from an occupation based on the virtue that a profession needs specialised intellectual study and training, with the intention of providing skilled service and advice to others for a definite fee or salary. Greenwood (1957) states that an occupation can be regarded as a profession if it advances along the following continuum or reaches its maximum degree in five aspects: systematic theory, authority, community sanction, ethical codes and culture. Carter (1990) in his checklist of criteria for the recognition of a profession includes the notion that members of a profession work full time and remain in their role for an extended period of time. Further, Trombley, Bullock & Lawrie (1999) define a trade as a profession if it develops a system of formal qualifications based upon education and examinations and form a regulatory body with powers to admit and discipline its members. Webster (1993) in contrast does not emphasize on formal qualifications as a core element of what makes a profession as he believes that one who possesses adequate authority or practical experience in a specified area of expertise can also be considered as a professional. Hence, one can be seen as a professional if one possesses either the education and training or the practical experience and authority in a field of work.

To advance the discussion, a few definitions provided by scholars on professionalism. Grossman (2002: 1) listed 6 aspects which need to be fulfilled in order for an occupation to successfully transform into a profession and they are:

1. Expertise: the mastery which is achieved after a lengthy study and training which is based from ever developing and complex theoretical knowledge.
2. Authoritative Advice or Mystification: when advice is given to clients, they would abide by the advice without having to know why it is a good advice.
3. Social Good: the existence of a market for the expertise.
4. Autonomy and Self-regulation: practitioners have the rights to set their own.
5. Allegiance to a Code of Ethics: Commitment to the profession is reflected through a pledge to follow the COE.
6. Prestige: a profession has greater prestige, influence and financial rewards than other professions.

McConnell (2004) proposed 8 criteria which any occupation has to achieve in order to become a profession, they are:

Initial Professional Education	Advanced university programs for a particular field, such as law school for lawyers and medical school for doctors.
Accreditation	Such advanced university programs must be accredited by one or more oversight bodies.
Skills Development	Required period of actual practice in applying university knowledge before a certification exam can be taken. For example, accounting professionals must work for one year for a board-approved organization before taking the Certified Public Accountant (CPA) exam.
Certification	An actual exam, such as the CPA exam for accountants. Licensing Mandatory and administered by a governmental authority.
Professional Development	On going professional education, most critically in a profession, such as medical doctors, with a rapidly changing body of knowledge.
Professional Societies	Group of like-minded individuals who put their professional standards above their individual self-interest or their employer's self-interest.
Code of Ethics	Imposition of a behavioural standard against which to eject professionals from their professional societies or cause them to lose their licenses to practice for violating the code.

On the other hand, Godbout (2009) states the following attributes.

1. Members of the profession perform work which requires extensive training and education, such as from university, in a field grounded by knowledge and theory.
2. Members of the profession control the access of profession and also the entry criteria of the process via an entity which possesses legal authority.
3. Members are to adhere to the code of ethics which specifies the standards of performance that are enforced by the profession's governing body.
4. Sustained competence in the profession via efforts to engage in continuing professional development (CPD) activities.
5. The authority of the profession is acknowledged by society via recognition of the certification system awarded by the governing body.

Mishra (2012) posits that a profession must possess these characteristics:

1. A base of knowledge which was acquired via a specialized study or training from an institution. The knowledge is further refined via engagement in continuing professional development (CPD). Practitioners should have skills and knowledge not possessed by the members of the public.
2. A licensing mechanism to regulate entry and to promote work autonomy. A professional who possesses a license is given the trust to practice independently.
3. Clearly spelt code of ethics and performance standards are enforced among members via disciplinary actions.
4. Public service and social responsibility should be prioritised over personal interests. In return they receive high regards and are conferred with respect and esteem (status).
5. Belong to an autonomous organisation which strong community orientation; the organisation, usually in the form of a guild or association, would possess power to regulate the practice of its members.

In conclusion, the definitions and criteria provided by Grossman, McConnell, Godbout and Mishra clearly highlight some of the elements that are commonly seen as constituting a profession. These include code of ethics, education and training, professional associations and continuing professional development. Quality standards, remuneration and status also appear as important elements in a number of the definitions of profession discussed here. These elements set the parameter for this study which aims to investigate the translation profession in Malaysia and Korea.

2.2.1   Trait Theory and Theory of Control

Grossman (2002) specifies trait theory as one school of thought which describes how a trade can come to be recognised as a profession. In this theory, it is argued that a trade or an occupation becomes a profession by achieving certain criteria. These traits include the existence of a licensing system and regulation and the members of the profession adhering to a code of practice, possessing a body of knowledge and also collegial loyalty.

An alternative dichotomy to the trait theory is the theory of control; the theory of control extends out from the framework of the trait theory. Joseph Tseng, an experienced conference interpreter, is credited for his valuable contribution towards the development of the theory of control model. While proponents of the trait theory use a number of checklists of attributes to gauge how far a particular occupation has succeeded in moving toward the target of professionalization, the theory of control, goes beyond internal characteristics and investigates the extent to which the occupation relates to other components within the labour market and society.

The proponents of the theory of control have specified four areas which a profession needs to control in order to function as a profession. These aspects of control are described in Mikkelson (1994/2002). First, the member of an occupation must be able to exercise control over the substance of their work and the market within which they operate. This is achieved by members exerting external and internal control of their profession

through an association or a body. The external control includes control over the conditions they work in and the relationship they foster with clients. Internal control includes control over the knowledge and skills required to be admitted into the profession and also the ethics and rules of conduct to be adhered to by members.

Second, the control is also established when the practitioners ensure that they are the ones who define the needs of their clients rather than the clients dictating the needs to them. This argument is best exemplified by the relationship between doctors and patients. When patients visit their doctors, they rely on them to diagnose their ailment and prescribe a suitable medication or treatment. Patients place complete trust in the knowledge and skill of the doctors and do not instruct them about how they should be cured.

Third, the theory also posits that a profession establishes itself by forging alliances with the state. Special privileges and autonomy are given to professions whose services are regarded to be beneficial to the public. This also allows the profession to have absolute control over the regulations and procedures which are closely linked to the provision of the service itself, such as an entrance exam and punitive measures to members who have violated the code enforced by the profession.

2.2.2 Tseng's Model of Professionalization Process

Tseng's much acclaimed model of professionalization was proposed in 1992. The model was selected to underpin this study as it is comprehensive and it illustrates the

relevant processes which an occupation needs to undertake in order to be regarded as a profession. Though Ju's (2008) reworked model included the relevant authorities in Taiwan who can spearhead the processes included in Tseng's original model, the fundamental processes and stages remain unchanged.
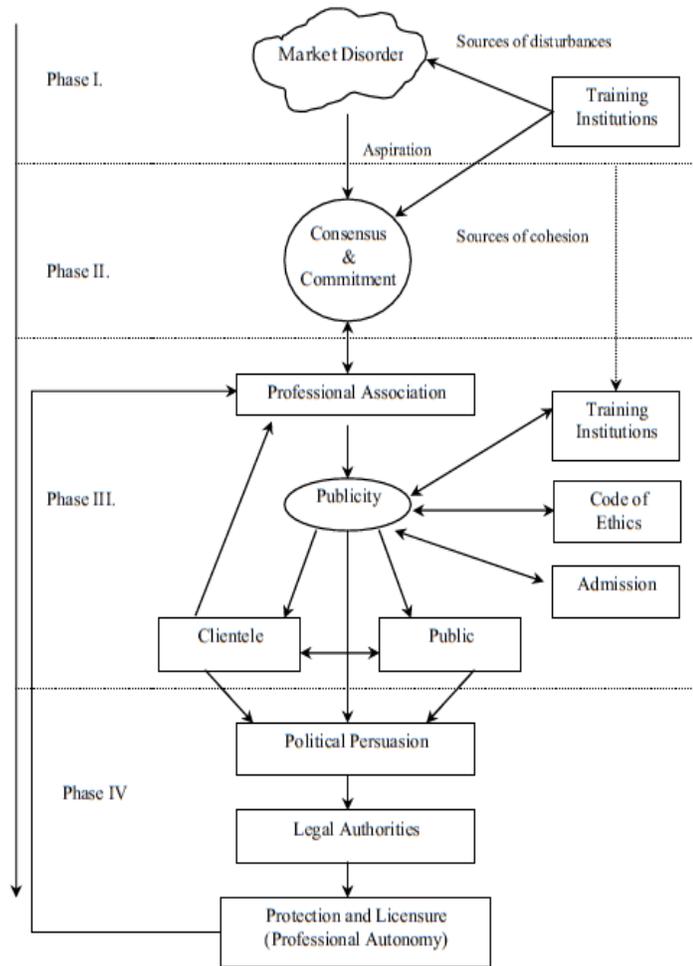
Figure 2.1 Tseng's Model of Professionalization Process (1992 : 43)

In his model, Tseng divides the process of professionalization of a trade into four phases. These phases are illustrated in Figure 2.1.

The phase I is known as 'market disorder'. The 'disorder' comes from the chaos which is caused by fierce competition among the practitioners of an occupation. The competition can be attributed to a few factors. The first characteristic is the absence of a mechanism to keep outsiders from entering the occupation. Some of the senior members of the occupation may have entered as novices and amateurs and therefore, are not able to stop the next generation of amateurs from entering the market.

The second characteristic that marks the 'market disorder' phase is the distrust of the client towards the practitioner. This is due to the fact that many clients more often than not have very little knowledge about what the practitioners do. Clients are often ignorant of the extent of the work involved in delivering a translation product of good quality and the remuneration worthy of the translator's effort and time.

The third characteristic of 'market disorder' is a lack of an organisation which brings the practitioners under one roof. There are no regulations for practitioners to adhere to and clients who prefer to engage quality service often face difficulties in finding practitioners who possess the ability to provide high quality service.

After the phase of 'market disorder', an occupation moves into the consolidation phase. This phase is marked by education and training to improve the quality and quantity of the output in tandem with the ever-increasing demand for excellent service. At this juncture, requests will be put forth to form professional associations with the purpose of enhancing the prestige of their practitioners. Tseng (1992) emphasizes that in the second

phase, the professional association plays a pivotal role in consolidating the professionalization of translators.

Professionalization enters the third phase as the professionals, now working under the same professional association endeavour to work collectively with fellow colleagues as a means to exert their influence over their job descriptions, the conduct of their colleagues and aspirants who will enter the circle in the future. Accreditation exercises are undertaken to exert control over membership. The practitioners as a group appeal to the public and client for recognition as a profession. As the process begins to confer status and generate income to the practitioners, the members of the association will become even more cohesive in their struggle to gain recognition as a profession.

The last phase is marked by the formulation and strict adherence to the ethical standards and code of ethics. Tseng also opines that as a professional association yields more influence, the code of ethics becomes more sophisticated. As the association needs to function and ensure its prestige, members of the association are expected to adhere to the code very closely. In this last phase, public recognition can come from the engagement with the public via publicity campaigns. Eventual recognition will be granted by law, and also by the implementation of a licensing structure mandated by the country.

Tseng (1992) adds that the four phases described lie in a continuum, and most occupations in the world fall under one of the phases described. Most established professions, such as law, medicine and accountants would be firmly placed in Phase 4,

while other semi professions and emerging profession would fall under one of the phases from 1 to 3.

Based on Tseng's model of professionalization process, certain elements have essential roles in the professionalization of any trade or occupation. These include professional associations, code of ethics, accreditation, prestige and recognition. Definitions of professionalization put forth by Mishra and Godbout additionally stress on the need for continuing professional development and performance standards, which can be determined by following an external control standard.

2.2.3 Signals of Profession – Registration, Certification and Licensing

In determining the situation where an occupation in its true sense becomes a profession, Stejkal (2003) postulates the notion of 'credentialing' as a means to signal the professionalization of a profession. With reference to the ideas from Knapp & Knapp (2002), there are several moves which lead to credentialing:

Registration	A process by which the possession of specific credentials relevant to performing tasks and responsibilities within a given field is verified.
Licensing	A mandatory credentialing process in which an entity under the statutory of law grants permission to a person to engage in a given occupation or profession by acknowledging that those licensed have attained the predetermined degree of knowledge and skills.

Certification	A process where an organisation voluntarily grants recognition to an individual who has fulfilled the required qualification standards.

These three moves are essential in the recognition of translators as professionals. The translators would have to register themselves, undergo certification and eventually receive a license in order to practice legally. Ju (2009), who reworked Tseng's model of professionalization, argues for the importance of certification and credentialing via examination as a way to ensure competent professionals remain in the profession.

The three step approach to the credentialing process is for example observed in Romania. Greere (2010) reports that Romanian translators who wish to be recognised by the Ministry of Culture to translate documents for the official use of the country would have to submit their application to the Ministry. A certification process would then take place via a mandatory translation test. The test would vary in content domain according to the domain of the translators' choice. Upon the successful passing of the test, the Romanian Ministry of Culture will award a certificate to the translator, which will function as a license for the translator to translate official documents.

2.3 Core Elements of the Translation Profession

The elements which constitute a profession were identified in the earlier sections by examining the theoretical definition of a profession. These include competencies in translation, education and training, professional bodies/associations, quality assurance, code of ethics and continuing professional development. Section 2.5 which touches on issues in

the translation profession (revealed in past studies) would discuss other elements such as status and prestige of translators, remuneration and gender representation.

2.3.1   Competencies in Translating

Neubert (2000) identifies five types of translation competencies which a person needs to possess in order to perform well in this profession, namely language competency, textual competency, subject content competency, cultural competency and transfer competency.

A translator has to be competent in both the source language (SL) and the target language (TL). S/he needs to master the morphology, grammar and lexicon of both languages. S/he also needs to know the changes and developments in the lexicon of both languages, which are usually documented in dictionaries and materials published by language councils or institutes. Keeping abreast with the recent language development would ensure that the writing styles and choice of lexicon remain relevant and acceptable to modern readers.

A translator also seldom translates free-standing sentences. In reality, a translator faces a variety of text types in his/her line of work. Hence, the translator needs to have mastery of the text structure of a source text as well as how the text is to be organized or structured according to the norms of the receiving language. In short, the translator has to know the linguistics and textual characteristics of the SL and TL (Neubert 2000). A mastery of these characteristics alone however, does not mean that the translation quality

will be good. The translator also needs to have a good grasp of the subject-matter or the field of discipline of the text to be translated although it does not mean that the translator has to be a person from the particular field. Rather, the translator has to be sufficiently familiar with the field for him/her to solve any issues which may be content-related, for example in translating domain-specific terminology. Translators need not be experts per se in a particular field, but they should possess adequate knowledge to read, understand, and then translate common material in the field. In fact, very few translators will ever develop in-depth knowledge in more than a few fields (Chriss, 2009).

Apart from language, textual and subject-matter competency, cultural competency is a pre-requisite for translation work. There is a misperception among the public and even amongst translators that cultural competency is only needed in translating literary texts. As the writing of any text, be it technical or literary, is often invariably intertwined with some aspect of culture, cultural competency becomes essential. Since translators are mediators of knowledge and information between two different language systems, it is crucial for them to be familiar with the cultures of the SL and TL. In other words, it is important for them to be 'bi-culturally competent' (Witte 1994 :71).

Lastly, a translator should also possess the transfer or translation competency, which is defined as the tactics and strategies to change the text from the SL to the TL (Neubert, 2000). Transfer competency is the one factor which distinguishes a bilingual person from other types of communicators (Neubert, 1994). It is also the yardstick employed to pass judgment on translators. Neubert (2000: 10) states that:

Whatever they may boast about their knowledge, their amazing individual competences, their language skills and their multifarious erudition or their in-depth specialist expertise, even their profound understanding of two or more cultures, all these competencies are feathers in the translators' caps. But if this excellent equipment is not matched by the unique transfer competence to produce an adequate replica of an original they have failed. It is not enough to know about translating, it has to be done.

The knowledge, skills and competencies which are expected from a translator are huge demands but which are unfortunately oftentimes not equally matched with the monetary rewards for the work done. Nevertheless, translators are expected to fulfill these requirements so that they can carry out their tasks effectively (Danks & Griffin, 1997).

2.3.2 Education and Training

Education is one of the non-negotiable elements necessary for the creation of a community of professional and competent translators. The competency in translating can be developed through academic or vocational training. Machali (2000) mentions that in some advanced multicultural countries certified official translators either hold a Master–level academic qualification or have passed the national test for those who are competent but who do not have the professional training.

The profile of translators around the world also points to the fact that the professionalization of translators is determined by the academic qualification of translators. In Canada, 81% of the professional translators have at least a B.A. degree whilst 26% have a Master degree (Canadian Translation Industry Sectoral Committee, 1999). In order for a person to be granted a certified translator status in Canada, the candidate should at least

have a Bachelor of Arts degree or preferably possess a degree in translation (Godbout, 2013). This proves that in countries where the practice of translation is highly regulated like in Canada, educational qualification is a prerequisite for obtaining professional certification and recognition to practice translating.

In the BS EN 15038 standard used for the provision of translation service in the European Union, a translator who wishes to undertake a translation project should possess a qualification in advanced translation studies or documented experience in translation. In the United States, a client will not engage the services of a translator if he or she does not have at least a basic degree (Chriss, 2009).

There is a rationale why professional translators should receive training preferably in an institution of higher learning. Gouadec in Pym et.al. (2003) argues that translators should be trained in tertiary education institutions as universities are the only place where there is enough time and willingness for one to engage in proper methodologies and strategies in translating without the pressure of time, productivity and economic market. De Pedro-Ricoy (2010) is of the opinion that university graduates who learnt the models of best practices in translation will be more likely to replicate them in their practice, thereby rendering them to be competent translators. This proves that education and training form the core components in determining the professionalism and practice of a translator, and that the two factors are perennially intertwined.

Apart from the notion of providing competence to a professional to practice, Larson (1978) posits that education and training can help in the standardization of expertise in a profession. This is important as all members of the profession should possess a common set of knowledge and skills in order to ensure uniformity in terms of the service rendered to clients. Larson also adds that education and training promotes professional socialization, where professionals not only learn to be competent in carrying out their practice but also acquire the culture of the profession, including values, ethical codes, and jargon. This enhances the distinct identity and exclusivity of a particular profession.

Nevertheless, the education and training of translators is not always an easy task. One of the biggest challenges comes from the fact that translators may not perceive academic qualification as important to the practice of translators. Chan (2009), who studied translator recruiters, reports that the respondents in his study are mostly of the opinion that possessing a degree is a basic requirement for hiring a translator, but it may not be the most important criterion. Katan (2009) likewise informs us that most respondents in his study, who are all academically qualified translators (with at least a bachelor degree), believe that a university degree is not very helpful in their practice. They favour the learning that comes with the practice of translation skills while on the job. This perception may explain why amateur translators do not see the need to first obtain an academic qualification before translating.

Another issue is that education may not be a pre-requisite for gaining certification for practice. For example, although candidates in Canada are preferred if they are graduates with a degree in translation, a candidate can always substitute this preference with a basic

degree in any other discipline and two years of working experience as a translator. Alternatively, one can apply for certification even without even having a university degree if he or she has four to five years of translating work experience (Godbout, 2013). This shows that though possessing an academic qualification is beneficial and generally preferred in the field of translation, it is clearly dispensable if one has the relevant working experience.

2.3.2.1   Graduate School of Interpretation and Translation at Hankuk University of Foreign Studies (GSIT-HUFS)

The Graduate School of Translation and Interpretation at Hankuk University of Foreign Studies (GSIT-HUFS) in Korea was founded in 1979 as the first institution to teach interpretation and translation at the masters and doctorate level in Asia. GSIT strives to promote the excellence of education and training in translation and interpretation. In line with its mission to produce conference interpreters and professional translators that are internationally qualified and recognized, GSIT actively involves itself with the international translation and interpretation community. It is the only Asian translation and interpretation education institution that is recognized by AIIC (International Association of Conference Interpreters). In 2004, GSIT also became the first Asian institution to join CIUTI (*Conference Internationale D'institutes Universitaires de Tranducteurs et Interpretes*), which is the world's international association of universities with interpretation and translation programmes (Hankuk University of Foreign Studies, 2013).

The two-year postgraduate programme run by the institution now has some 300 students in nine departments: Korean-English, Korean-French, Korean-German, Korean-

Russian, Korean-Spanish, Korean-Chinese, Korean-Japanese, Korean-Arabic and trilingual translation/interpretation studies. Mastery of the Korean language and the target foreign language is a pre-requisite for acceptance into the translation programme and the level of mastery is evaluated again at the end of the course to ensure that students are adequately competent in their language pairs before they embark on future translation work (Hankuk University of Foreign Studies, 2013).

GSIT spearheads the Korean initiative to be the main contributor towards promoting the Korean language and producing translators who are competent. It has a clear aim to contribute towards the development of Korea's status as a strong player in the field of translation and also in international trade. Graduates from GSTI are also very sought-after by the industry players; its fresh graduates with competence in translation and interpretation can earn up to 6,000 US Dollars a month. Places in the school are very limited and getting entry into GSTI can be a very privileged thing for a Korean student (Bahk-Halberg, 2007).

2.3.2.2 Bachelor of Arts in Translation and Interpretation, *Universiti Sains Malaysia* (BATI-USM)

In Malaysia, the only university which still maintains its undergraduate and postgraduate programme in translation studies is the *Universiti Sains Malaysia (USM)*. The Bachelor of Arts in Translation and Interpretation or known as the BATI programme was established in 1992 at the then Centre of Languages and Translation. The programme was offered with the objective of producing more reading materials in the Malay language via

translation. The programme is now offered under the School of Humanities (Pusat Pengajian Ilmu Kemanusiaan, 2013).

The programme was created based on a study conducted in 1987 on 19 syllabuses of translator training institutions which included Brown University, University of Ottawa and Monterey Institute of International Studies. However, the BATI model does not resemble any of those models studied (Tengku Mahadi, Ghazali and Ibrahim, 1997:166 as cited in Noraini, 2009).

The programme requires students to obtain a credit in Malay Language in *Sijil Pelajaran Malaysia* and a Band 4 in the Malaysian University English Test. The course offers a combination of theory and practical skills in translation and interpretation. Students will also be exposed to language, linguistic studies and also code of ethics which is relevant to the profession (Universiti Sains Malaysia, 2014). The conferment of degree is granted to students who, between 7 to 10 semesters, have accumulated a cumulative graduating unit of 100 with a minimum cumulative grade point average of 2.00 and above (Pusat Pengajian Ilmu Kemanusiaan, 2013). 5 of the courses from the BATI programme are also offered to students who are from other majors. Completion of these courses would lead to a minor in translation studies.

At present, the School of Humanities in USM is the only tertiary education institution in Malaysia to offer undergraduate and postgraduate degree in translation and interpretation up to the doctorate level. USM offers very limited language pairs focusing on English-Malay translation, compared to HUFS-GSIT offering eight language pairs such

as English, Chinese, Japanese, Russian, French, Spanish, German and Arabic at the postgraduate level.

2.3.3   Professional Bodies/ Associations

Harvey (2004: 16) defines professional bodies as 'a group of people in a learned occupation who are entrusted with maintaining control or oversight of the legitimate practice of the occupation'. Members who belong to a particular professional body would work together to maintain control, sometimes monopolistic privileges in carrying out the practice of a profession (Larson, 1978; Jackson, 2010). Burrage et al. (1990) point out that in order for professionals to control the market, they need cooperation of others who are in the same profession. The most practical way they can achieve this without forgoing their autonomy is via participation in an organization such as 'learned societies, lobbies, labour negotiation groups, and accrediting agencies.' Having a functional professional body is important especially for maintaining the professionalism of a profession and ensuring the delivery of quality services.

In order to promote professionalism among translators, it is most needful that a professional body or a guild be established to regulate and oversee the translating services rendered in a particular country. Professional bodies enforce rules by subjecting its members to a statute, giving itself power to outline, promote, supervise, support and regulate the affairs related to its members or the particular profession which the body represents (Mishra, 2012). Members' strict adherence to the rules stipulated by the

professional body comes as an exchange to the special privileges and autonomy granted by the government to a professional body (Wilding, 1982).

Noraini (2008) who has reviewed studies by scholars on professional associations highlights 4 main functions of professional associations. The first function is that they play the role of an interaction arena, where translators are given a platform to interact with each other and also interact with the public. Second, professional associations function as a regulatory agent, where an association which has vested power can regulate and ensure that its members adhere to a charter or a code of ethics enforced by the association. Third, professional associations are also public agents, where they engage with the public in raising awareness towards the profession and may 'advertise' to persuade and encourage aspirants to join the profession. Lastly, professional associations also act as lifelong learning agents, as some professional associations organise workshops, courses, seminars and conferences which encourage members to continuously upgrade themselves in their profession.

2.3.3.1   Role of Translators' Associations

Findings from literature reveal the status and various roles played by translators' association around the world. In the United States, being a member of the American Translator's Association (ATA) has its market value as translators can attract clients with good profiles and be paid more for the services rendered. The ATA implements strict certification exams to admit members of calibre into its fold (American Translators'

Association, 2013). In Germany, most translators become members of *Bundesverband der Dolmetscher und Übersetzer or for short BDÜ*, which is a federation of many German translators' associations for the prestige and value that comes with being a member of BDU. In the United Kingdom, the two biggest institutions which equally represent translators are the Chartered Institute of Linguists (CIOL) and the Institute of Translation and Interpreting (ITI). CIOL represents the translators in matters of government policy and runs a prestigious Diploma in Translation program. ITI, on the other hand, provides insurances and annual or weekend workshops aimed at promoting CPD efforts among its members.

Past studies have also highlighted that translators' associations in many countries admit members based on professional experience or academic qualifications, but one almost does not need a degree in translation to become a member of a translators' association. Some past research also reveal that translators' associations around the world are mostly in a fragmented state. A study by Pym et al. (2012) shows that Ireland and Belgium only have one translators' association while Greece and Croatia have 6 and 8 translators' associations respectively. In many countries, translator's associations are established to cater to a particular group of translators (such as sworn /authorized translators), or to cater to a specialization (literary translators) and sometimes to cater to a region within a specific country. Fragmentation or specialization of translators' association would pose as a hindrance in the fight for full professional recognition, as different voices would make negotiation efforts difficult, particularly in seeking consensus. Another issue that affects professional translators' associations is that the membership of these

associations does not reflect the actual number of practicing translators. In a study conducted by Setton & Guo (2009), 82.3% of the translators and interpreters who participated in their study reported not being a member of a professional translators' association. It shows possible difficulties faced by professional translators' associations in attracting members to join their organization.

It is unfortunate for Malaysia and Korea that there are no professional bodies that have been set up, unlike in the case of the legal and medical profession. However, the translators in both countries are represented by translators' associations which help advance the profession and seek to maintain the welfare of fellow translators. The representative association for Malaysia is *Persatuan Penterjemah Malaysia* (PPM) or Malaysian Translators' Association (MTA) and *Institut Terjemahan Buku Malaysia* (ITBM) or the Malaysian Institute of Translation and Books, a government owned-company which also plays an important role in the translation profession in Malaysia. On the other hand, the translators' association in Korea with the largest number of members is the Korean Association of Translation and Interpretation (KATI).

2.3.3.2   Malaysian Translators' Association (MTA)

The Malaysian Translators' Association (MTA) or *Persatuan Penterjemah Malaysia* (PPM) was established in 1978. It is an organization operating under the authorization of *Dewan Bahasa dan Pustaka* (DBP). MTA is a relatively new member of the International Federation of Translators or *Fédération Internationale des Traducteur* (FIT), a non-governmental international federation of associations for translators,

interpreters and terminologists that was founded in 1953 in support of the UNESCO Recommendation for the Protection and Improvement of the Legal and Social Status of Translations and Translators (Abdullah, 2009). Presently, there are 1,200 members in MTA. Member applicants must have a diploma or degree certificate in translation studies. The members comprise translators and interpreters from different fields, lecturers in related disciplines, editors, publishers and authors. The members are actively involved in the national translation industry.

As part of DBP, MTA is currently active in supporting the Malaysian translation industry by managing translation, interpretation and publication of translated books in the Peninsular or West Malaysia. MTA aims at making translation an effective and important channel to import knowledge and information which best supports the development of Malaysia.

MTA performs five functions in supporting the Malaysian translation industry. First, it provides a diploma programme in translation. The training course lays the foundation for basic theoretical knowledge as well as builds skills in translating and editing. It has produced almost two thousand translators (Abdullah, 2009). Second, the association organizes colloquiums on translation issues to help develop the profession in the country. Third, it initiates networks with other translators, and translators' organizations or associations in other countries. Fourth, it provides translation services. Fifth, it organizes international translation conferences once in every two years as part of its networking initiatives and also for professional development.

2.3.3.3   Institut Terjemahan & Buku Malaysia (ITBM)

The Malaysian Institute of Translation and Books or *Institut Terjemahan & Buku Malaysia* known as ITBM was established in 1993 as a company under the Ministry of Finance and put under the purview of the Ministry of Education. It was formerly known as *Institut Terjemahan Negara Malaysia Berhad* (ITNMB). Its commissioned mission was to organize efforts to create a translation industry within 5 years, to provide translation and interpretation services in the country and to encourage the exchange of knowledge at the local and international level (Bell, 2007).

ITBM undertakes translation and subsequently publication of popular and academic titles in other languages into the Malay Language. It also features some of the local Malaysian writers in the English language. Other than providing translation and interpretation services for the government and private sectors, ITBM also organises a Diploma in Translation course for interested individuals.

Bell (2007) has highlighted the challenges faced by ITNMB and subsequently ITBM in fulfilling its mission objectives. Since the organisation was created out of two parent government ministries, ITBM is expected to fulfil two different roles outlined by the ministries. While the Ministry of Finance expects ITBM to function as a profit making company supplying translation, interpretation and publication services, the Ministry of Education expects ITBM to act as a statutory board in advancing the field of education, translation and national development and sees profits as secondary. Despite the many

hurdles in its path, ITBM has made great strides in providing translation services and also in promoting local literary works to the world. ITBM participates in International Book fairs all year round, promoting literary and academic books produced by Malaysian writers (ITBM, 2013).

2.3.3.4   Korean Association of Translation and Interpretation (KATI)

The Korean Association of Translation and Interpretation (KATI) was established in 2007. It is the nation's first association to advance the field of translation and interpretation and the first to gain the official recognition in the country. KATI provides translation and interpretation services in eight languages - English, Chinese, Japanese, Russian, French, Spanish, German and Arabic (Park, 2008).

KATI focuses its activities on enhancing the quality and professionalism of the translation and interpretation service in Korea. KATI aims to protect its members' interest, attempts to avoid irresponsible, low quality translation and interpretation, and to settle any dispute in the industry. It continues to promote an accurate perspective of Korean history, culture and world view to the international market. In addition, it aims to raise public awareness towards the importance of translation and interpretation (KATI, 2013).

In its efforts to protect and promote the status of the interpretation and translation profession, KATI has embarked on the process of formulating a certification and accreditation system for translators and interpreters and their service (Carlson, 2008). It also regulates a code of conduct for professional translators and interpreters. KATI has

standards for technical requirements and the working environment and monitoring in real work settings. Awards are given annually by KATI to its members who have outstanding achievements in terms of their contribution to the translation field.

KATI plays a supporting role in the Korean translation industry by recommending policies related to the profession and implementing the use of standardized documents in the industry. A membership directory is compiled to advance the interest and growth of the translation and interpretation industry via expansion of its members and the services rendered. It encourages members to develop skills, exchange information and to network with the international community by subscribing them to a membership in relevant international organizations (KATI, 2013).

2.3.4   Quality Standards

If one is to regard translators as professionals, then the service rendered would have to be of a certain acceptable standard. According to the British Standard Institute (2011), a standard can be defined as a document, produced by consensus and endorsed by a recognized entity or authority, which provides guidelines and characteristics for activities and results, often repeatedly and for the reference of all. The document's ultimate aim is to achieve an optimum degree of order within a specific context. Therefore, in order to ensure that translation services are able to satisfy the clients, translation service providers and practising translators need to adhere to an external standard of quality assurance mechanism. Hlavac (2013) opines that while regulatory standards may seem to benefit the clients, they also can contribute in formal procedure and benchmarking of work practices

within a profession. The stringent use of a regulatory standard would over time raise the level of service rendered by a profession and eventually, raise its image and status.

Two well-established quality control standards available in the world are the National Standard of Canada for Translation Services (CAN/CGSB-131.10-2008) and the American's Standard Guide for Quality Assurance in Translation or ASTM F2575-06. However, the most comprehensive quality control standard for the field of translation is the European Standard of Translation Services (BS-EN 15038).

The European Standard of Translation Services (BS-EN 15038) is a quality standard which describes the core translation process and other aspects which are related to the provision of translation service. Its purpose is to help translation service providers define the set of procedures and requirements needed for the delivery of quality translation service (Schopp, 2007). The standard comprises the process of commissioning, translating, proofreading, reviewing, project management, quality control, traceability, and delivery, covering pre-, while and post-processes in the provision of translation service (TUV-SUD America, 2011). This standard provides clients and translation service providers a lucid definition and description of the procedures, requirements and also outcomes of the service. Meeting the standard would mean that the translation service rendered have fulfilled a level satisfactory to the market.

The most important part of the standard lies in the definition of quality translation. The quality translation service is not determined only by the provision of service by a professional translator *per se*, but also positive review by another person other than the

translator. The standard also spells out the roles of translators, proof readers and also reviewers. The scope of the procedures covered in BS-EN 15038 is very comprehensive, covering all aspects from the moment of receiving a task to the delivery of the translated text (Biel, 2011). This system is widely used by countries in the European Union and is slowly gaining recognition worldwide.

2.3.5   Code of Ethics

Code of Ethics is also known as a code of conduct. The International Federation of Accountants or IFAC (2007: 6) define code of ethics as "principles, values, standards, or rules of behaviour that guide the decisions, procedures and systems of an organization in a way that (a) contributes to the welfare of its key stakeholders, and (b) respects the rights of all constituents affected by its operations." An established profession would ensure that a code of ethics is put in place before admitting members into the professional guild.

According to Life Skills Coaches of British Columbia (2012), a code of ethics is established for the following reasons: one, to define common and acceptable behaviours and responsibility; two, to promote high standards of practice; three, to provide a benchmark for members to use for self-evaluation; four, as a vehicle for occupational identity and five, as a mark of occupational maturity. The need for a creation and enforcement of a code of ethics is to ensure that the transparency and professionalism in/of a profession is upheld at all times, to avoid scandal and breach of trust which may be detrimental to any professional organisation (IFAC, 2007).

Professional autonomy and monopolization is achieved via the use of a code of ethics (Berlant, 1975; Wildding, 1982). Although codes of ethics may vary from profession to profession, some of the common characteristics shared among all the professions include solidarity among the professionals; professional neutrality and an orientation and commitment towards providing good service; prohibition of competition by means of price-cutting or advertising; and, disallowing of violation of professional confidentiality. Wilding (1982) places particular importance on the aspects of professional neutrality and service orientation as a means to gain the public's trust in the profession.

It is important that professionals remain objective in their practice and also in their commitment towards providing quality service as this would lead to the creation of trust in the professional relationship of the client and service provider. A key component in the transformation of the translation industry into a full-fledged profession is that its members strictly adhere to a set of code of ethics related to their work context.

Most translation associations in countries where the translation industry is well-established, such as Canada and the United States, enforce a code of ethics which their members are expected to follow closely. Dolmaya (2011), who examined the professional code of ethics for translators in 17 countries covering various continents, has discovered numerous findings which point to the problem of inconsistency in the principles listed in the code of ethics for translators across the globe.

It is evident that professional translators across the globe agree very little on the principles of ethical translation. The two main principles however, which are agreed upon by most members are confidentiality and competence. First, translators need to maintain a confidentiality policy with regard to the identity of their clients and also the content of the material to be translated. Second, translators should never undertake any translation work which they are not knowledgeable about or competent enough to translate. These two key points are also stressed by professional code of ethics in other professions such as engineering and accountancy. The code of ethics in the translation field is therefore generally similar to other professions (Guoanvic, 2001 as cited in Dolmaya, 2011); it does not have a distinct identity of its own with the code of ethics reflecting the unique nature of the translation profession.

Although other aspects are mentioned in the code of ethics, only the above two points are consistently emphasized. Continuing professional development, which is an important aspect in a profession, was only mentioned in half of the seventeen codes examined by Dolmaya (2011). Even accuracy in translation, which is at the core of quality professional translation service, is left out in 5 of the code of ethics. The inconsistencies in the principles and ethics officially endorsed in the translation industry may result in translators around the world not upholding a set of similar values. In some extreme cases, they may even uphold clashing and conflicting values. Impartiality and clash of interests were found in seven of the 17 code of ethics in Dolmaya's study.

In the code of ethics used in Ireland and South Africa, a translator should refuse work which may be illegal, immoral or can be used against the interest of the public. The code of ethics in Canada however does not explicitly forbid translators from undertaking translation work which may be illegal or immoral. In Guatemala, the translator need not even question the purpose of the translation work given to them by their clients (Dolmaya, 2011).

The degree of professionalism therefore varies based on how ethical the code of ethics is which is enforced in a particular country. This is happening despite the fact that the translation industry has an international organisation which admits associations from around the world, which is the International Federation of Translators (IFT). The inability of translation associations to produce a consistent code of ethics can mar the translation profession as a whole. It certainly does not augur well for translation service providers who seek to be recognised as professionals on par with other professionals in fields such as law, medicine and accountancy. This aspiration would certainly be difficult to materialize especially when the members of the same profession not only do not agree on a set of values and ethics, but may believe in values which markedly contradict each other.

2.3.6   Continuing Professional Development (CPD)

Continuing professional development or CPD is a crucial component in every known profession today. Madden and Mitchell (1993) defines professional development as the process of maintaining and enhancing the knowledge, expertise and competence of

professionals throughout their careers. This is done by adhering to a plan formulated with regard to the needs of the professional, the employer, the profession and society. O'Sullivan (2006) posits that it is pertinent that professionals engage in CPD for three reasons; one, to ensure that they will continuously remain competent in their profession; two, to keep abreast with and to respond accordingly to the changing demands of the society as the profession progresses and three, to promote professional effectiveness and career satisfaction.

From the perspective of translators, the constant and rapid changes in science and technology, the need to constantly sustain and increase one's competency in source and target language, and the explosion of information which brings cultural, societal, linguistics, historical, political, and communicative knowledge that aid in accurate translations mandate translators to stay abreast with the latest developments in the translation profession (Schubert, 1988).

In the code of ethics of the International Federation of Translators (2012), Article 2.2 states that "translators and interpreters shall keep up to date with developments in the profession and the relevant tools by means of continuing professional development." It is expedient that professional translators engage in CPD if they are to remain professionally competent with a competitive edge. There are many ways one can engage in CPD; amongst the range of activities are attending conferences and seminars, being involved in discussion forums and networking, employing a systematic reflection of practice, undertaking post qualification courses, auditing translation enhancement courses, reading journal and research papers. The European Standard of Translation Service EN 15038 prescribes

tailored, specialised and flexible short term courses for translators to improve themselves as it can be easily pursued by translators to develop their skills in an identified aspect of translation (Biel, 2011).

Two entities play a pivotal role in the promotion of CPD among translators, the first being tertiary institutions and the second professional / translators' associations. Fulford (2012) informs us that universities in the United Kingdom have designed courses which are aimed at improving student knowledge, skills and techniques in order to launch them into the coterie of professional translation. Professional associations play a significant role in encouraging CPD by organising postgraduate professional courses, such as a Diploma in Translation programme to provide an avenue for amateur translators to gain the necessary qualification to become a professional translator (Newmark, 1991). Translators' associations in the United Kingdom also organise short courses which help practising translators to improve their competence and skills. Although participation in most of these programmes are on a voluntary basis, efforts have been made to make it compulsory for members of professional associations to complete a certain amount of hours to ensure that CPD activities are undertaken by their members (Fulford, 2012). For example, in British Columbia, Canada, if an individual wants to renew his or her membership as a certified translator in the Society of Translators and Interpreters, he or she needs to accumulate training and courses over a given time. This practice is mandatory to all members of the Society of Translators and Interpreters (Godbout, 2013).

In Malaysia, the MTA organises a bi-annual International Conference in Translation, with the intention 'to allow all parties concerned in the field of translation to

discover new knowledge, skills, approaches, theories and techniques in translation in order to continuously improve the quality of translation work produced in Malaysia' (Malaysian Translators' Association, 2012). In Korea, numerous conferences are held by the Korean Association of Translators and Interpreters (KATI) and also the Korean Association of Translation Studies (KATS). These conferences serve as a platform for networking; they function as a medium for Korean translators and academicians to share the latest practices and issues in the translation industry and also the discipline of translation studies.

2.4   A Case Study of the Professional Translators in Argentina

The level of professionalism for translators differs from one country to another. One country that stands out when it comes to recognising translators as professionals is Argentina. In Argentina, all practising professional translators are members of the Association of Sworn Translators of the City of Buenos Aires (CTPCBA, *Colegio de Traductores Públicos de la Ciudad de Buenos Aires, 2012*), which is a non-governmental public law entity recognised by the State. What is unique about the association is that it was created under the Argentinean Law No. 20305 on 25 April 1973 for the governance, control and registration of professional members in various languages. In short, CTPCBA is a legal entity which functions as a professional association and possesses autonomy to govern itself. Some of the main roles of CTPCBA are to:

1.   Promote, disseminate and represent the work of sworn translators; authorize and administer professional registration;

2.   Establish rules of professional ethics;

3.   Supervise strict adherence of the rules of professional conduct;

4. Organize courses, classes and activities for continuing professional development of its members;

There are 7,500 registered translators in the CTPCBA roll covering more than 30 languages. The members of CTPCBA are known as Sworn Translators. They are professional, qualified translators under Law 20305 and they translate any document written in a foreign language to be submitted to governmental agencies, institutions or offices, and the only professionals authorized to act as court interpreters and court translators. One who wishes to become a sworn translator has to be a graduate of one of the 14 designated universities which run degree programmes in translation. Parties from the private sector can also request their services for the translation of any other type of written materials.

In Argentina, sworn translators are the sole professionals authorized to give legal validity to translations by affixing their signature and seal on them. They are qualified to translate into Spanish any document written in a foreign language to be submitted to government agencies, public entities or institutions in the Argentinian Republic and to translate into a foreign language any document written in Spanish. Hence, only recognised translators are able to translate and endorse or certify translated documents which are legal or official. This brings the profession of translators to be on par with other professionals. As such, sworn translators in Argentina enjoy a high prestige both locally and internationally.

Based on the case in Argentina, it can be seen that government recognition and gazetting by law is one key factor in ensuring the professionalism of translators. Astute control over the entry of members by the guild and the demand for specific educational requirements limits only those who are truly qualified to be admitted into a professional translators' organisation.

2.5   Past Research on Issues in the Translation Profession

In the process of seeking out past research which has been conducted in this area of study, it came to light that there is a dearth of literature which systematically attempts to describe and unveil the practice and issues surrounding the translation profession. Most research done in the past, focus on only one particular aspect, such as visibility of translators, pay, prestige or education and training. The direction of this research is a path that is yet to be taken as it approaches the translation profession holistically over a wide spectrum of core elements and issues that constitute the translation profession, within the specific context of Malaysia and Korea. While the core elements which are functional in determining the professionalization of the translation profession like the need for authorized professional bodies, translation standards for quality control, code of ethics, CPD etc. have been discussed in the earlier sections, this section endeavours to discuss research which is related to the core issues facing the translation profession as they form a part of the investigation in this thesis.

2.5.1   Issue 1 - Status and Prestige of Translators

The status of any profession is determined by its place in a given society and the extent to which the members of that profession can easily be replaced. For example, a society needs clerks, and nobody will deny that they are indispensable. However, as it is relatively easy to obtain the requisite skills and a novice can be trained to do clerical duties in a short period of time, clerks are easily replaceable and their social status is relatively low. On the other hand, doctors are not only important to society, but their required skills are difficult to obtain. Because they are not easy to replace, their social status is very high.

The next question is: Are translators and interpreters socially important and are they easily replaceable? There is no simple answer to this question. The status of translators and interpreters depends on the society to which they belong. In multilingual societies such as Switzerland and Canada, translation and interpretation are established professions that have long been recognized by society. In a study by Leech (2005), which examines the visibility of translators in England by determining how they are perceived by society, it was found that the general public lack understanding of the skills required in becoming a translator and the awareness of how translators can contribute to society. Translation is therefore poorly rated in terms of status compared to other professions.

Like the English public in Leech's study, the Danish public also seem to be rather ignorant about the translation profession despite government recognition of this profession. Dam & Zethsen (2009) in their research reveal that though the Denmark government confers the title of State Translator to translators who have undergone postgraduate study,

many of the Danish people do not know how one can become a state translator and what the differences are in terms of the skills and knowledge between one who is a trained translator and one who is not. This suggests that the status and prestige of translators need to be handled from two directions, from the translators and also from the public.

Bahk-Halberg (2007) in his study reveals that there are translators who regard themselves as professionals, but their clients treat them as an assistant or a secretary. Some of the translators work for 4 to 5 years earning a decent income but eventually quit the profession. Low status and unappreciative clients are cited as two of the major factors that push them to leave the profession.

Further, in a poll conducted by Katan (2009) on translators from selected countries around the world, 31% of translation teachers, students and professionals translators perceive their profession as of a lower status, with many of the respondents comparing the profession of translators to the work of a secretary. When Ferreira-Alves (2011) investigated the self-perception of translators in North Portugal, he found that although many translators consider themselves as a professional, they feel that the society does not value their job as a translator. Whilst 75.6% of the respondents in the study see themselves as professional translators, only 30.7% of the translators opine that their role and profession are valued in their society, as they feel that their work is not appreciated by clients and their expert authority as a translator is often challenged.

As stated earlier, the translation profession enjoys different levels of recognition in different countries. The status of translators and interpreters is influenced by the status of

each country in the international community. For example, the United States, though it is made up of a multicultural society, expects all Americans of various ethnicities and nations to communicate in English, and this expectation results in the status of translators and interpreters to be relatively low. Yet, South Korea, a developed country where its people speak only in Korean, regards translators and interpreters at a higher level as the country needs translation and interpretation professionals who can help the country to accurately absorb information from abroad and to express itself well, so that the international community can learn about it (Bahk-Halberg, 2007). Translators are evidently given a different level of recognition based on how important their role in society is, and that is determined by how much the country needs their expertise. Hence, the status of translators can be dictated by the law of supply and demand.

2.5.2   Issue 2 - Low Remuneration for Translators

A 2010 report from the European Union chapter of the International Federation of Translators provides a comparison of the rates charged by countries for translation. Some of these rates are as follows: 0.07 Euro per word in Spain, 0.15 Euro per word in France and 0.25 Euro per word in Finland. The rates for translation work have unfortunately been decreasing gradually. The Society of French Translators or *Société Française des Traducteurs (SFT)* (2009: 11) reported that the rate 0.16 Euro per word for English-French translation in 2008 dropped to 0.14 in 2009 (SFT 2010: 42). Elsewhere in the world, the rate has also experienced a significant decline, due to the fierce competition between professional and amateur translators (Service Canada in Pym et al., 2012).

With the pay and remuneration of translators being relatively low across many countries, Sela-Sheffy and Shlesinger (2008) see the status of translators as a marginalized profession. They attribute this situation to a few factors. The first is that there is a lack of standard regulations by institutions which ensure that fair rates are given to professional translators for their work. Also, the lack of a clear criteria and definition of the translation service offered also lead to the poor rates received by translators for their work.

Differences in remuneration are also affected by the demand for translators or the supply. As there is comparatively less demand for translators and interpreters in the United States than in Korea, translation and interpretation fees are relatively lower in the United States (Choi & Lim, 2002). In the case of Europe which is considered a multilingual society particularly with regard to interpretation and translation, the rates for Western languages are similar, while those for "exotic" languages such as Korean, Japanese, and Chinese tend to be higher. In the late seventies and early eighties, French-into-Korean translation fees were triple the average rate paid for Western languages because of the scarcity of Korean translators based in France. With a larger supply of translators, the rate has dropped to about 150% of the translation fees for Western languages. Some Korean translators also rely more on their income from interpretation rather than translation because of the relatively low pay they receive as translators (Choi, 2001).

2.5.3   Issue 3- A Women-dominated Profession

Sela-sheffy and Shlezinger (2008) highlight that the translation profession is widely regarded as a 'pink collar' profession, that is, women-dominated. This is evidenced in the

research conducted by Kelly et al. (2010) in United States and the Society of French Translators-SFT (2010) in France which report that 77% and 76% of their respondents are women respectively. Service Canada (2012) reported that in 2006, women were holding 60% of the jobs offered in the field, and that the percentage will grow bigger as 75% to 85% of new graduates enrolled in translation studies are women.

A research conducted by Dam & Zethsen (2010) provides one logical explanation as to why women form the main workforce in the translation profession. This study compared the perception of males and females towards the translation profession and found that women perceive the translation profession as more prestigious than their male counterparts.

The fact that the translation world is female-dominated seems to give rise to certain issues and challenges in the profession as a whole. Wolf (2007) posits that women-dominated professions are usually more subservient and least likely to go on strike. Hence, the translation profession, largely in the hands of women, is perceived as lacking the power and authority which can help it to stand as a recognized profession. Dam and Zethsen also see women as a possible stumbling block towards the professionalization of the profession, as their association with the translation field renders the profession to be of a 'part-time' and flexible nature or as 'you-can-work-from-the home' type. Their qualitative study reveals that some regard female translators who work from home as housewives and those who work in the office as secretaries (Dam & Zethsen, 2010b). An implication that arises from this is that the female majority in the translation workforce has in some ways caused the profession to be seen as an invisible one. Another issue pointed out by Sela-sheffy and

Shlezinger (2008) is that gender discrimination has also to some extent affected the remuneration of translators.

2.5.4   Issue 4 - Lack of Quality Control in Translation

The lack of a quality control in translation is another issue which hampers the translation profession. This issue is caused mainly by two factors. One, translation tasks are often undertaken by under qualified, amateur translators; two, there is an absence of a quality control mechanism to ensure that all translated work is of a certain standard.

The Sectoral Committee on Translation Industry (CSCTI) (1999) laments the fact that even though there are many certified translators in Canada, clients are unwilling to pay a reasonable amount for a translated product. Clients sometimes tend to seek out bilingual individuals to translate documents and materials, bypassing the service of professional translators. Noraini (2009) also reveals that in Malaysia, most clients recruit bilingual Malaysians to do translating and interpreting work without looking at their academic qualifications, or considering whether they have received any form of training in translating. This of course would affect the quality of the translated product. Poorly translated work would naturally cause embarrassment to the client and the translator, particularly when the document is used in high stake situations such as negotiations and conferences. For example, the Korean government was mortified upon realising that their Free Trade Agreement (FTA) signed with the European Union contained 207 mistakes, ranging from grammatical errors, incorrect translation and even omission of phrases and clauses. According to its Trade Minister, Kim Jong Hoon, among the factors which had

caused such errors were the lack of review and also the weakness of the system used in the

country to ensure that the document was translated to a satisfactory level (Lee, 2011). This

undoubtedly proves that documents have to be translated by competent translators and to be

checked by an efficient quality standard to avoid situations such as the Korean one from re-

occurring.

Even though there are representative bodies for professional translators in Malaysia

and Korea, there is no proper accreditation system for example in Malaysia to admit

members of true calibre into the pool of professional translators (Leelany, 2009). This

accreditation is important in the United States and also Australia, where translators who

wish to practice are required to take a competence assessment test from the American

Translators' Association (ATA) or Australia's National Accreditation Authority for

Translators and Interpreters Ltd (NAATI) in order to be certified as competent translators.

In China, the Ministry of Personnel holds an annual Translator and Interpreter

Accreditation Test. It is an open-for-all test where all translators are welcome to sit for

either the comprehensive test or professional test for the English-Chinese language pair.

Translators will be ranked into 3 grades with the top grade being highly competent

translators equal to translation professors. The test has been helpful in maintaining the

quality of translators trained in China and in serving as a mechanism which ensures that a

certain level of competence has been achieved by translators who have undergone training

(Xu, 2005).

The two examples cited above stress the need for a quality control system to

regulate the standard of translation work and to ensure only competent translators are

allowed to practice. The quality control system or a translator competency test would also be a guide to translation studies instructors, as the curricula and methodology of translation studies can be reviewed to address the weaknesses and shortcomings faced by translators in their practice.

2.6   Conclusion

In line with the central focus of this study, the literature review has provided a detailed description of the characteristics that constitute a profession in general and with specific regard to the translation profession. In addition, an account of the institutions and organizations which are involved in the practice and educational training of translators in Malaysia and Korea is provided since members of these bodies form the respondents of this study. In the final part of this chapter, some of the major issues which affect the practice of translators were discussed by reviewing related past studies. This chapter highlights the key aspects of the translation profession that will be investigated in the context of Malaysia and Korea. In the next chapter, the methodology, the research design, and the instruments needed to carry out this research will be discussed at length.

CHAPTER 3

METHODOLOGY

3.1 Introduction

This chapter firstly provides a detailed account of the research design and the approach which frame this study. This is then followed by a description of the research methodology and the *modus operandi* in gathering the necessary data. The chapter ends with a discussion on the validity and reliability of this study.

3.2 Empirical Research

This research involves collecting empirical data in order to answer the research questions. The knowledge of a research is best derived from actual experience (Yin, 1994). Empirical research normally begins with a formulation of *a priori* theory, which the researcher may choose to develop or adopt from another scholar in order to explain the phenomena studied or to predict the outcome of the research (Cresswell, 1994). In this study, the model chosen is based on Tseng's (1992) developmental phase model of the Professionalization Process. Based on Tseng's model and the findings of past studies, the present study aims to determine the status of the translation profession in Malaysia and Korea and investigate the issues and challenges affecting the profession in both countries. This study would mainly adopt a qualitative research method, as its exploratory nature is situated within the phenomenological approach.

3.3   Qualitative Research

Qualitative research can be defined as any type of research that 'produces findings not arrived at by means of statistical procedures or other means of quantification' (Strauss & Corbin, 1990 as cited in Hoepfl, 1997). Within the qualitative paradigm, this study is essentially a phenomenological inquiry, which uses naturalistic approaches in seeking an understanding of an identified phenomenon (Hoepfl, 1997). Qualitative research usually undertakes study in a natural setting, while endeavouring to make sense of or to interpret the phenomena with the aim of describing the routines and problems of the research subject.

Strauss and Corbin (1990) are of the opinion that qualitative research is particularly suitable in two scenarios. The first is when little is known about the subject or phenomenon under study. In other words, the topic of the study may be novel and there is not much research conducted in the particular area of study. The second instance is when the data that the research intends to study cannot be expressed in numbers and statistics.

The translators practice in Korea and Malaysia is evidently an area not fully explored as there is a glaring lack of research to provide a clear description of the translation profession in both countries. Furthermore, as this study aims to describe the translation profession in two countries based on the translators' views, perceptions and sentiments, its content would include narratives on issues and concerns and it would be neither effective nor adequate to attempt to answer the research questions with only statistics. With these considerations in mind, the qualitative approach was deemed more appropriate for this study

Nevertheless, in using the qualitative approach, a wide range of interconnected interpretative practices can be adopted in order to achieve a better understanding of the subject matter at hand (Denzin & Lincoln, 2000). Statistical figures and descriptive statistics can be used to complement qualitative research, as long as it contributes towards achieving its eventual objectives, which is to account for the features and characteristics of a phenomenon (Cresswell, 2002). Though this research is predominantly qualitative in nature, it does not solely rely on the use of narrations and quotes only. The use of a survey questionnaire is also employed for quantitative data collection. Narrations and quotes complemented by statistics would lead to a richer and more objective picture of the phenomenon studied.

Hence, this study utilizes the following combination of methods. The descriptions are taken from Zubaidah (2002):

1. Survey: A method of data collection involving the use of questionnaires, delivered to translators to elicit responses to a number of questions (closed and open-ended) related to the research questions. Statistics which can describe certain core aspects of the translation profession was derived via this method.

2. Interview: A tête-à-tête meeting with translators to elicit information in terms of opinions, views, aspirations, experiences and perceptions. Interviewees' perceptions and concerns on the essential aspects of their profession were prompted and recorded with a digital device.

3. Document review: A process to report and evaluate materials that are available or not available officially on record, which can be used to supplement the information needed in the research. This method was used in the literature review section and also in the data analysis section of this study.

This study therefore uses an interpretation-based method where the findings are generated via careful perusal of interview transcripts, and also statistical figures. The approach selected as the philosophical paradigm of this study is known as the Hermeneutic phenomenology. This will be explained in the next section.

3.4   Research Approach

3.4.1   The Origins of Hermeneutics

The word 'hermeneutic' originated from the Greek God Hermes, who is the messenger of the Gods in Greek Mythology. Hermeneutics is a method that has been traditionally used in the study and interpretation of ancient and biblical scriptures in history and theology (Crotty, 1998). Nevertheless, historians and philosophers have developed the use of hermeneutic philosophy and also methodologies by broadening the scope for hermeneutic approach to be used as a tool of inquiry.

Schleiermacher is recognized as the founding father of the contemporary hermeneutics mainly for his arguments that the hermeneutic method is not only a tool to understand written texts, but also a vehicle to understand human behavior (Schleiermacher, 1977). Dilthey (1988) expands the scope of hermeneutics by advocating its use as a method to understand human affairs and social organizations. He posits that human experience can be studied in order to seek an understanding of how a cultural system or organization functions.

Another perspective on modern hermeneutics centers on the theory of Martin Heidegger (1889-1976), who argues for the understanding of hermeneutics beyond its existing identity as a methodology of interpretation. Heidegger states that a text which has been traditionally used as a subject for interpretation can be replaced with a *Dasein* or a being, which can also be in the form of a phenomenon or a system (Heidegger, 1962). In other words, hermeneutics can be used to interpret not just a text, but also human behavior and cultural phenomenon.

Hermeneutic phenomenology provides the interpretive element needed in this study which aims to elucidate the perceptions and opinions in the data derived from participants' which even participants themselves may have difficulty in articulating, for example, knowledge of their practice or beliefs about their professionalism (Crotty, 1998).

Heidegger argues that there can never be objectivity in the use of hermeneutics as a research approach, as the researcher would always bring his or her own presuppositions or understanding into the interpretation of the *Dasein* (Heidegger, ibid). He further states that

pre-understanding can be brought together with the investigated phenomenon via dialogue (Paterson & Higgs, 2005) and this then leads to enlightenment or new understanding of the research subject. As such, the principles of applying hermeneutic phenomenology in this research are built on two theories, which are Dialogue and Fusion of horizons.

3.4.2   Dialogue

A dialogue is a process where the inquirer engages in a hermeneutic conversation with the text to create meaning and construct knowledge (Koch, 1999). This process is done via numerous inspections of the object again and again (Packer, 1985); the recurring process of asking and answering questions of the knowledge studied which may lead to understanding (Aylesworth, 1991; Gadamer, 1981). In applying this method into the present research, the findings which are mostly in the form of individual accounts and information are thoroughly examined and scrutinized from different perspectives with the intention to reach a lucid understanding of the aspects studied in this research.

Allen (1995) posits that a dialogue between the parts of a text and the whole text or the subjects involved and the pre-understandings formed prior to the dialectical process would lead to interpretation. Hence, there is no definite procedure to put the interpretive process into a framework. Nevertheless, it is imperative for the researcher to understand the context of the interaction involving the participants, texts or researchers in order to uncover the meaning via dialogue and interpretation. The whole research process is an experience

which the researcher is invited to actively participate in to construct interpretation and to question the origin of the interpretation (Hertz, 1997).

3.4.3   Fusion of Horizons

Heidegger's student Gadamer later expanded on the concept by propagating the concept of the fusion of horizons. He labels what Heidegger calls pre-understanding or prior knowledge as prejudice and says it forms the past horizon. The outcome of the research and interpretation of the subject is labeled as the present horizon. Understanding takes place when the past horizon merges with the present horizon, where there is a dialogue between the pre-understanding, interpretation and the sources of information (Koch, 1995). This would include reconstruction of knowledge on the subject matter via appropriation (Ricoeur, 1976) and also the addressing of knowledge gaps in the past horizon (Paterson & Higgs, 2005).

In this study, the researcher wishes to gain greater insight into the translation profession in Malaysia and Korea. The research seeks to understand the nature of the practice of professional translators in both countries. Hence, the researcher first developed a pre-understanding of the research area by conducting a comprehensive literature review before going into the research proper. The pre-understanding of the subject matter of this research came from two sources. The first was the information available on the translation industry or profession in Korea and Malaysia. Second was the information and findings from studies conducted on the field of translation across the world, with a focus on the professionalism of translators. These two sources of information constitute the past

horizons of this study. The outcome of the research, which forms the present horizon of the study, merges with the points of view and knowledge of the researcher to form a new understanding of the research focus. The existing knowledge gap in the past horizon is bridged with the findings from the present horizon.

3.4.4   Hermeneutic Phenomenology as a Research Methodology

In pure phenomenological research where it takes off from a hypothesis and preconception (Husserl, 1970), the aim of the research is oriented towards describing, rather than explaining. Nonetheless, the approach has since evolved with time, with humanists arguing that it is impossible for the researcher to be a detached, impartial member of the research (Plummer, 1983; Stanley & Wise, 1993). Phenomenological methods are particularly useful for shedding light on the experiences, perspectives and perceptions of individuals which subsequently lead to confirming or refuting certain assumptions. By adding an interpretive dimension to phenomenological research (such as hermeneutics), the approach will be able to inform, support or challenge policy and action.

There are valid reasons for selecting hermeneutic phenomenology as the research methodology in this study. One reason is that the present study seeks to describe a phenomenon or situation that is, the translation profession in Malaysia and Korea in terms of the level of professionalization that has been achieved by both nations. This would be done by studying certain core elements of the profession and by investigating the problems and challenges faced by the translators in carrying out their practice. Hence, the nature of this research requires an interpretive process to understand everyday experiences and to

gain knowledge through describing, illuminating, theorizing, or deriving meaning (Higgs, 2001). This research also falls under the interpretive paradigm as it aims to construct a reality of translators by reflecting on the shared experiences of these practitioners.

The hermeneutic approach will also work best in this research as it concentrates on interpreting meanings of experiences and their developmental and cumulative effects on individual and social levels (Barclay, 1992; Polkinghorne, 1983). The method also 'aims at producing rich textual descriptions of the experience of a selected phenomenon in the real world of individuals that are able to connect with the experience of all of us collectively' (Smith, 1997). The hermeneutic approach seeks to unravel experiences of others so that those who may not be in the phenomenon can share in the experience of the subject. It is hoped that the findings of this study will provide a vivid description of the translation profession as a whole where its challenges and shortcomings will be made visible.

Hermeneutics phenomenology has been used in past research where professions and elements of a profession were investigated. Research on nursing has embraced the method of hermeneutic phenomenology *en masse,* as the method is oriented towards studying concrete experience, persons in relationship with others, and beliefs and practices with the intention to understand the meaning of a person's experience (self-interpretation and intentionality). It fits very well with the discipline of nursing, as the practice engages with people through their experiences of health and illness (Van der Zhan & Bergum, 2000). As translation is a service-oriented profession like nursing, hermeneutic phenomenology which is used effectively for research in the field of nursing was selected to be used in this present research.

Apart from nursing, hermeneutic phenomenology has also been used in a few other studies related to other service-based professions. In a research which was undertaken by Paterson and Higgs (2005), the phenomenon of professional decision-making and the execution of the decisions made by a group of occupational therapists were studied. Hermeneutics phenomenology helped the research to integrate the information derived from field notes, interviews and observation of experiences of occupational therapists, to describe the phenomenon of professional judgment artistry and decision-making as practiced by occupational therapists.

In another research undertaken by Ajjawi & Higgs (2007), the study attempted to investigate how physiotherapists communicate and engage in clinical reasoning with their patients. Hermeneutic phenomenology was adopted as the research approach in this study, as the area investigated was contextually situated, that is, the reasoning was being exercised by a specific subject (i.e. a physiotherapist) towards his or her patient on a case by case basis. Clinical reasoning can be complex as it occurs tacitly and cannot be captured with quantitative measures. The research is therefore subjective in nature, as the researcher had to analyze, interpret and give meaning to the data collected.

3.5   Conceptual Framework

In Chapter 2, the definition of profession and the process of professionalization were discussed at length. However, in order to properly guide the research, it is needful to establish a framework with an operationalized definition of the term 'profession', as it will specify the particular areas or elements which the study attempts to investigate. The

elements found in the conceptual framework for this research are constructed based on the common elements of what constitutes a profession which were included mainly in the definitions by Grossman (2002), McConnell (2004), Godbout (2009), and Mishra (2012).
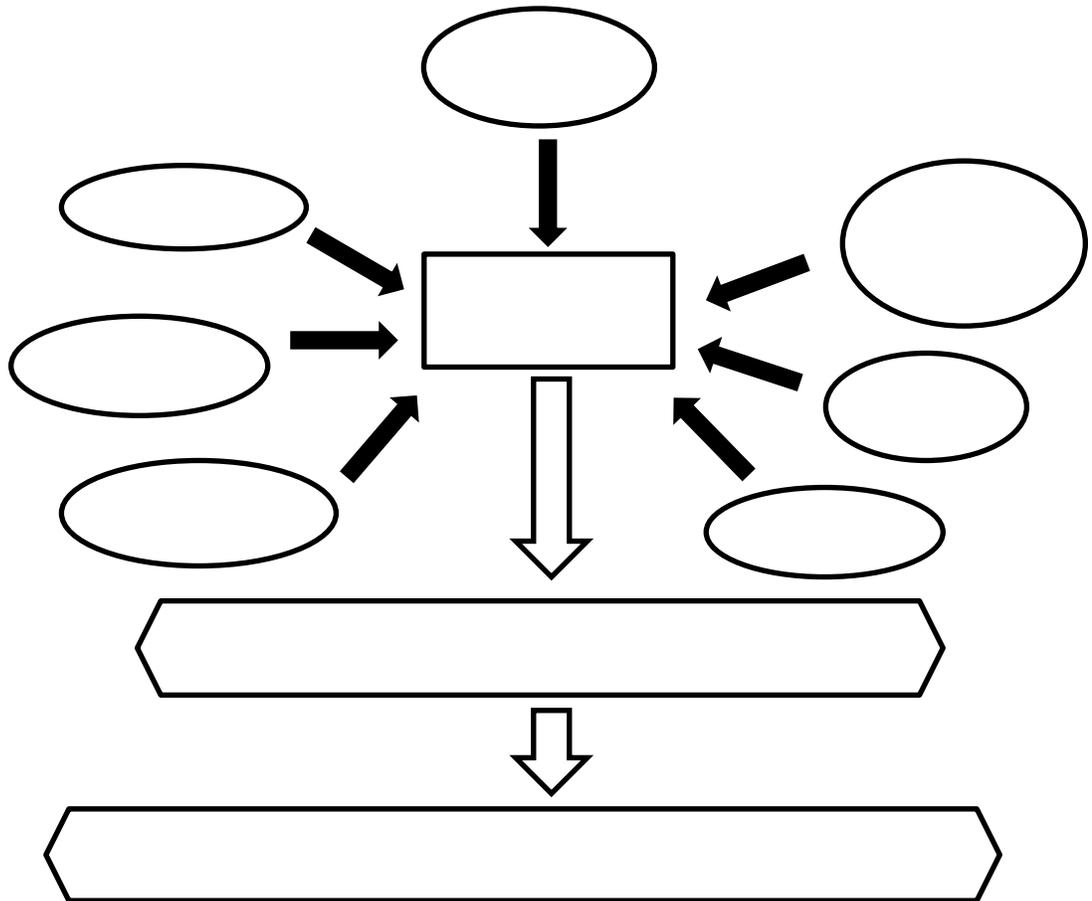
Figure 3.1 Conceptual framework of this study

Figure 3.1 presents the 7 elements identified in this study which together comprise the features of a profession. The phenomenon investigated in this study is the professionalization of the translation profession in Malaysia and Korea which is described via a comparative analysis focused on these 7 elements. The findings of the study will then be used to determine the phase of professionalization according to Tseng's model and

subsequently, this study aims to offer a modified model which can be used to describe the professionalization process of the translation profession, in particular.

3.6   Research Cycle

Apart from the conceptual framework, the researcher has developed a research cycle to suit the nature of the study undertaken in this research by adapting the hermeneutic research cycle proposed by Bontekoe (1996) and Patterson & Higgs (2005: 345). The proposed cycle is in the form of a spiral. The spiral reflects how as the researcher learns more and more about the area of inquiry, the researcher develops a deeper understanding of the phenomenon and later has more questions which need explanation, and the process continues until the inquiry process is completed, and the researcher is exhausted of questions and is satisfied that his or her quest for the understanding of the subject matter has at last been completed.
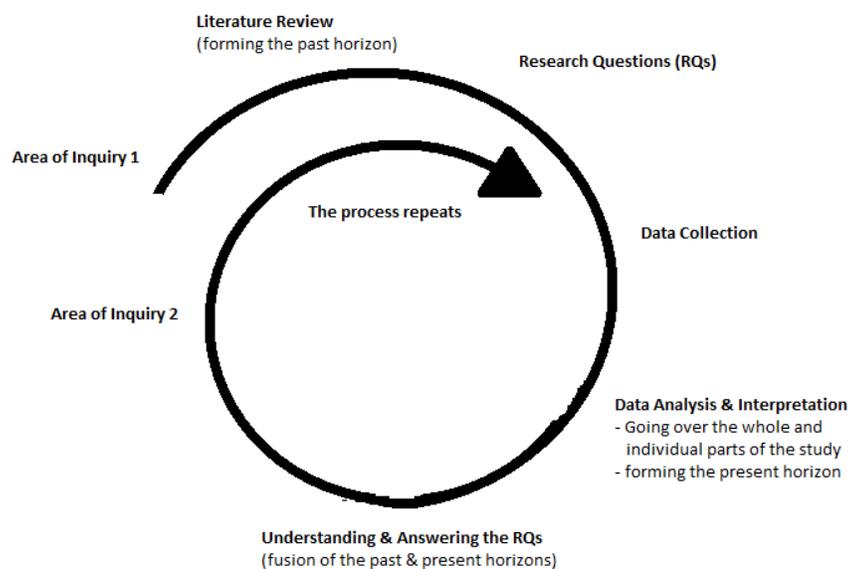
Figure 3.2   Research Cycle

Source: Developed from Bontekoe, 1996, Paterson & Higgs, 2005

The research cycle can be seen in Figure 3.2. The researcher begins by determining the area of inquiry. Then the researcher engages in literature review to understand the area of inquiry better, and also to form a basic understanding of the field as a whole. The data collected is then analyzed and interpreted to help explain the area of inquiry. Previous understanding and presumptions made by the researcher are either confirmed or challenged. The understanding that is developed as a result of the whole process is used to answer the research question(s) and to determine the next area of inquiry, and the process is repeated until the entire study is completed.

3.6.1   Identifying an Area of Inquiry

The research process begins by identifying an area of inquiry, which is of interest to the researcher. This process helps in targeting a phenomenon or a subject matter which the researcher will then undertake to study systematically. The identified area is also used as a parameter to conduct reviews of past studies related to the area of inquiry, and this brings about prior understanding of past horizons. Apart from aiding the researcher to have knowledge of past horizons, the identified area of inquiry also helps in the formulation of the research questions.

In the present research, the area of inquiry is focused on the seven core elements of the translation profession and these elements will be investigated in the context of Malaysia and Korea.

3.6.2 Literature Review

Once the area of inquiry is identified, the process proceeds to literature review, where the researcher engages in the study of past research to create the prior knowledge of the field studied. This process is crucial because as the pre-understanding and past horizons become clearer, the gaps in the field of study also become more defined and this leads to the focus of the new research.

As can be seen in Chapter 2, the researcher has reviewed literature to develop the notion of professionalism and also to determine the extent to which the translation profession is considered as a profession in some of the other countries. A case study of a country where the translation profession is a recognized profession was presented as a basis for comparison. The literature also showed up some of the issues faced by translators worldwide in their practice. This provided the researcher with prior knowledge and understanding of the problems and challenges that might be similarly faced by the translators in Malaysia and Korea.

3.6.3 Research Questions

Next, the research questions were formulated, narrowing the area of inquiry to a few targeted aspects needing investigation. The research questions also helped in setting the parameters for the present horizon, and in making sure that the outcome and findings of the study fall within the area of inquiry and address the research gap.

In this study, the research questions focus on: (i) describing the current status of the translation profession in Malaysia and Korea, (ii) identifying the challenges, issues and problems faced by the translators in their practice and (iii) determining the level of professionalization achieved in the translation profession by both countries with reference to Tseng's Professionalization Process model.

3.6.4   Data Collection

The process of data collection began as the next stage. The qualitative cum quantitative method chosen enabled as much demographic information, viewpoints, opinions, perceptions, to be gathered as time and resources allowed. The data were obtained from a survey questionnaire, interview and document review. Descriptions of the research instruments and the procedures of data collection are described in the subsequent sections in this chapter.

3.6.5   Data Analysis and Interpretation

Hermeneutic phenomenology has both descriptive and interpretive elements (Heidegger 1962, Husserl 1965), as a researcher while describing the data, also interprets the data that is being described. Van Manen (1997) advocates an open approach when using a set of procedures to analyze data. He states that interpretation occurs through the conscious act of describing aspects of experience (phenomena) in textual form. Hence, Van Manen suggests that researchers engaging in phenomenological research develop a

discovery-orientated approach which avoids any predetermined set of procedures and techniques.

Following Van Manen's statements, the researcher has decided on a systematic yet open way of analyzing the data. After the data from the various sources and processes were obtained, the researcher proceeded to the data analysis following the steps below:

a. organizing data from the survey as a summary of findings

b. organizing views and opinions according to specific questions and offering illustrations from the verbatim report to support the views expressed

c. incorporating research findings from the earlier research for comparison and contrast

d. classifying the findings under specific research questions and critical issues investigated in the research.

Questions in the survey questionnaire which involved Likert scale measures were tabulated for frequency and mean using Microsoft Excel. However, only descriptive statistics was used in this study. The statistics generated was used to guide in the interpretive and descriptive discussion of the findings.

In analyzing the data gathered from the interview, the researcher followed the procedures as described by Cohen & Daniels (2001):

1. The researcher studied the data by reading and re-reading the transcripts

2. The researcher identified statements that were relevant to the phenomenon and organized them into clusters of themes

3. The identified excerpts and themes were used to develop a description of the participant's experience of the phenomenon.

The researcher was constantly engaged in a dialogue with the data as it was being organized, structured and studied. The dialogue was in relation to specific parts of the study as well as the larger picture of the research. The understanding and interpretation that came forth at this stage created the present horizons, which later were contrasted with the past horizons as discussed in the literature review.

3.6.6   Understanding and Answering the Research Questions

After analyzing and interpreting the findings, the researcher had a better understanding of the phenomenon studied. Previous understanding and presumptions of the researcher based on past literature have been either confirmed or challenged. The understanding of the entire phenomenon took place as a result of the fusion of horizons, where the past horizon fused with the present horizon and aided in the filling of the gaps present in previous studies.

The researcher now has knowledge of whether the aspects of professionalism in translation for Malaysia and Korea are similar or different from each other, and whether the problems faced elsewhere in the world are also experienced by the Malaysian and Korean

translators. The understanding that has developed as a result of the whole process of this study can be used to answer the research questions and to determine the next area of inquiry. The findings may give rise to more questions which may need further exploration; these can be taken up by future studies.

3.7   Methods and Procedures

In order to carry out this research, 3 methods of data collection were identified, namely a survey questionnaire, interview sessions and document review.

3.7.1   Survey

3.7.1.1   Respondents

A total of 100 translators, 50 from Malaysia and 50 from Korea participated in this survey. The respondents are affiliated to four organizations, the Graduate School of Translation and Interpretation of Hankuk University of Foreign Studies (GSIT-HUFS), Korean Association of Translation and Interpretation (KATI), Malaysian Translators' Association (MTA) and *Institut Terjemahan and Buku Malaysia* (ITBM). Translators who are attached to these four organizations were selected as the translators possess qualifications for translating and have experience in translating work. The selection of the respondents for this study was based on two main criteria, these are: (i) the respondents must possess either a diploma or a degree in translation and, (ii) at the time of the administration of the survey, the respondents should be actively involved in translation work.

3.7.1.2 The Questionnaire

The absence of a standardized instrument which can be used to examine the elements of a profession has led the researcher to construct a customized questionnaire specifically targeting translators. The questionnaire was written in English and Korean and piloted on 10 Korean and 10 Malaysian translators. The comments and suggestions from the pilot study were taken into account in the modification and improvement of the questionnaire before the questionnaires were distributed to the final 100 respondents. Appendix B on page 237 and Appendix C on page 242 provide a copy of the questionnaire in English and Korean respectively.

The questionnaire consists of 31 items covering the following areas.

1. Background information (demographic information: years of practice, academic qualifications, age and gender)

2. Details of professional practices (types of texts dealt with in their translation work, language pairs, translation software used, membership in professional associations, engagement in continuing professional development)

3. Perceptions of their profession (number of translators who consider themselves to be professional, degree of pride and enjoyment in doing translation work, and the respondents' view on the society's perception towards translators in general)

4. The role of education and training in their practice (The benefits of obtaining training prior to practicing, translators' perceptions on the importance of receiving training to become competent translators).

The questionnaire comprises 11 five-point Likert scale items, 19 short response items, and 1 open-ended question to elicit additional comments from respondents. The researcher's name, address and e-mail were provided to the respondents so that they could submit the completed forms themselves, if they wanted to. Permission was sought in advance from a selected number of respondents for the researcher to contact for an interview after the survey had been completed to elicit further face-to-face responses.

3.7.1.3   The Administration of Questionnaire

1. After the final version of the questionnaire was decided on, the researcher met the liaison persons in the GSIT-HUFS, KATI, MTA and ITBM to seek permission for the questionnaire to be distributed. The permission was sought from the dean of GSIT-HUFS, the president of MTA, the president of KATI and the managing director of ITBM.

2. The researcher held discussions with the liaison persons on the selection of translators and also on how the questionnaire was to be administered and collected. The liaison persons then proceeded with the distribution and collection of the questionnaire forms.

3. Once the final batch of the completed questionnaires were collected from the liaison persons, the forms were sent to a research assistant who was briefed on procedures and the information required for the data analysis section of this study. The research assistant then proceeded with the tabulation of responses.

4. For the short response and Likert scale questions, the result of the tabulation was analysed and later presented by the researcher as descriptive statistics (frequencies, percentages and mean). The answer for the open response question is coded and analyzed under certain salient themes.

3.7.2 Interview

According to Zubaidah (2002), open-ended interviewing for the purpose of data collection can be approached using (i) an informal conversational style; (ii) a guided interview approach; or (iii) a standardized, open-ended interview. Each type of interview selected would depend on the type of preparation, conceptualization and instrumentation, and also on the style and inclination of the researcher.

This researcher combined the first two. Most of the interviews were conversational to maintain cordiality and also an easy flow of ideas. However, a set of questions were formulated to serve as a guide for the interview. Some of the questions were impromptu especially questions which came up in response to significant or vague remarks made by the respondents; probing and clarifying questions were posed whenever necessary to elicit further information from the respondents. In general, the interviews were conducted in a relaxed manner. The respondents were encouraged to express their opinions and feelings freely. All the interviews were conducted successfully. The conversations were recorded with a digital device and transcribed before an analysis of the interview findings was conducted.

3.7.2.1 The Interviewees

The researcher had initially started with 3 Malaysian and 3 Korean respondents before reaching the total number of 40 respondents (20 Korean and 20 Malaysian translators) for the interview. The first 6 interviewees are key persons in the translation profession, such as full-time, practicing and experienced translators, office bearers of translation associations and academicians in universities. The researcher made sure that the academicians and office bearers of translation associations who were the initial interviewees were themselves involved in translating work. The selection of the additional 34 translators (which brought the total to 40) for the interview was on the suggestion of the first 6 key interviewees. In other words, snowball or referral sampling technique was used where the initial or existing study subjects recruit or recommend future subjects who are most likely able to furnish the data required for a study (Gay & Airasian, 2003).

3.7.2.2 The Interview Questions

The interview began with the question on the interviewees' experience in translating work before proceeding on to ask about their daily routine, the amount of translation work they handle in a day, the rates they charge, their specialization in translation, and the type of documents translated.

Next the interviewees were asked to narrate how they had reached the level of practice they are at presently, and whether or not the education received by them has been

instrumental in helping the translators to become a veteran or professional. They were also queried on the extent of their engagement in continuing professional development (CPD) and some of the issues concerning CPD among translators. Respondents were also quizzed on their perception towards their profession, how they feel the public or society views them and their opinions on why translation may not be regarded as a profession in their countries. Lastly, they were asked for their views on some of the most important issues, challenges and problems that affect their practice as a translator and to cite reasons for some of the problems mentioned. The list of interview questions is attached in Appendix E (page 251).

3.7.2.3   Procedures and Preparation

1. The researcher finalized the list of interviewees based on the names which were recommended by experts in translation fields in Malaysia and Korea. They were chosen because all 40 of them fulfilled the profile of respondents desired in this study. Their perceptions and opinions are crucial to answering the research questions. The arrangement of interviews started with email correspondence followed by telephone calls.

2. A series of questions were prepared prior to the interview. Questions were formulated based on prior knowledge from past studies and predictions about the important issues and matters concerning the translation profession.

3. Before starting the interview, the researcher asked for permission to record the interviewees' responses. Most translators consented to the recording of the interview sessions. Some were reluctant but were assured of confidentiality via

the use of pseudonyms. One important aspect of the interview method was the preparation work during the pre-interview stage: The equipment for recording was tested to ensure that they functioned well.

4. The approach of interviewing was generally conversational but still focused on the list of questions prepared earlier for the interview. Informants who were reluctant to say enough in the earlier part of the interview were encouraged to speak more. Remarks which were not elaborated on clearly by the interviewees were followed with additional, impromptu questions by the researcher. The researcher being oriented towards solidarity continually encouraged the informants to share their views, describe their practice and also highlight any possible challenges and problems. Challenging issues were further probed into for more information and description.

5. After the interview was completed, the researcher listened to the recording closely and transcribed the responses verbatim to produce the raw data.

6. The raw data were given a thorough perusal by the researcher to draw out any relevant or interesting quotes which would significantly contribute to answering the research questions.

3.7.3   Document Review

Document review refers to a study of a body of public and private records about a site or a participant in a study. These types of materials are very useful in helping a researcher to understand the central issues in a qualitative study (Creswell, 2012). Among the documents which were studied were: prospectus of translation courses run by institutions, translator's service charges, remuneration packages, membership application forms of the translator's association and official websites of translators' associations and tertiary education institutions.

3.7.3.1   Procedures and Preparation

1. The researcher approached universities and translators' associations, enquiring about the documents which were held by these organisations. Requests for the documents were made directly to the liaison persons of the organisations.

2. A copy of the intended materials would be obtained and later perused for information needed after the request was approved. Memoing and note taking would take place as the materials were analysed.

3. Some of the materials are available for public access (such as membership forms and membership websites, in which the materials were sourced directly and are examined after. The documents were checked to ensure their authenticity and the sources of the documents were verified to ensure credibility.

4. Documents were also obtained abroad, as the researcher is a native Korean, relevant documents which serve as a basis of comparison in Malaysia were brought in. Documents that were brought in include: brochures of programmes offered in HUFS-GSTI, reports from the KATI on the remunerations and issues of translators. Permissions had been sought from the relevant institutions before the necessary documents were obtained.

5. Some of these materials from Korean institutions were sourced directly from the Internet as they were available for public access. The documents were also subjected to authenticity and credibility checks.

3.8   Data Processing

The data collected from the various sources were analyzed by using the qualitative approach. Though statistics was gathered for this study, they were tabulated only in the form of frequencies and mean which is descriptive statistics.

All interviews were transcribed. The description did not have any strictly defined format except that the interviewer was labeled A and the interviewee B. Each interviewee was also assigned with a pseudonym to ensure anonymity. Salient information from the interview were coded, analyzed and organized into clusters of themes for the discussion.

The document review, note and memo taking took place as the official documents were being reviewed by the researcher. These notes and memos would serve as quotes and findings which were later incorporated into the findings of the study.

3.9 Reliability and Validity

The researcher is aware of the concerns leveled at the use of a mainly qualitative research approach. Bias, particularly the researcher's bias, could emerge and compromise the research findings. Another possible concern is the sampling methods which are used for the questionnaire in this study. As the participation in the survey questionnaire is voluntary, it is subjected to self-selection bias. This means respondents who choose to participate in a study may not represent the typical profile of the population studied in a research, as there could be inherent traits or bias in the respondents who have volunteered to participate (Lavrakas, 2008).

Being aware of the possible factors which may affect the credibility of this research, the researcher endeavored to adopt different data collection techniques. Though this study sits within the qualitative research paradigm, statistical information was also gathered with the intention to provide an opportunity to verify the findings from the interview. The triangulation which comes from the use of different data collection methods have validated and verified the outcomes of the study. The findings from the questionnaire was confirmed or challenged by the responses from the interview. Triangulation through the use of different types of research instruments helped to highlight any inconsistent findings

generated by the research instruments; it helped reduce the likelihood of bias inherent in the use of a single method.

3.9.1 Pilot study

Before the actual study was conducted, the instruments that were used in this research were piloted to ensure their reliability and validity in generating the findings needed for the study. The pilot study included a number of respondents but the findings from the survey questionnaire and interview-are not included in the presentation of findings in Chapter 4. The data and findings from the pilot study for both questionnaire and interview were used solely for the fine-tuning of the research instruments.

The data gathered from the 10 Malaysian and 10 Korean translators who had participated in the pilot run of the survey questionnaire allowed for a statistical analysis to be carried out. The analysis assessed the fit of the Likert scale items via item response analysis which was assisted by the use of the QUEST programme. The analysis from QUEST revealed that with the exception of one item, the other 11 Likert scale items in the questionnaire recorded an Infit Mean square score between 0.8 and 1.2, which is the acceptable range of the score for questionnaire items used in social sciences (Bond & Fox, 2007). The researcher then asked the respondents of the pilot study for their comments and suggestions in order to alter the questionnaire items for clarity and accuracy. Feedback on non-Likert scale items was also sought to ensure that there is no redundancy or ambiguity. The piloting of the questionnaire, the analysis and the modifications made helped in

ensuring a level of reliability before it was finally administered to the translator-respondents of the actual study.

As for the piloting of the interview, the questions were piloted on 2 Korean and 2 Malaysian respondents. Their responses were later transcribed and a coding exercise was carried out. Feedback was also sought from the respondents to ensure that the questions were clear and worded in a way that can elicit the responses required for this study. The coding exercise also provided the researcher with a set of codes and categories which were further confirmed and expanded when the actual data collection process was carried out.

3.10   Conclusion

This chapter has given a detailed account of the Hermeneutic approach used in this study. Procedures taken to obtain the data for a research of this nature have also been illustrated. A combination of methods in the form of a survey questionnaire, interviews and document review was adopted in order to produce a finding as valid and reliable as possible. Efforts were also undertaken to ensure that equal amount of attention and emphasis were directed in this research both to Korea and Malaysia. The next chapter presents the analysis of the data gathered and discussion through the research instruments specified in this chapter.

CHAPTER 4

DATA ANALYSIS & DISCUSSION

4.1 Introduction

The analysis of the data for this study will be presented in this chapter in order to find answers to the research questions set out in Chapter 1. These questions are:

(1) What is the current status of the translation profession in Malaysia and Korea?

(2) What are the issues and problems in the translation profession in Malaysia and Korea?

(3) What phase in Tseng's Model of Professionalization Process would the translation profession in Malaysia and Korea be currently placed at?

Chapter 4 will focus on providing answers for research questions 1 and 2 while Chapter 5 will address research question 3.

As stated in Chapter 3, three methods were used to gather the data, namely a survey questionnaire, interviews and document review. The data is organized and analysed under three categories which are the areas of inquiry pertinent in describing the core aspects of the translation profession in Korea and Malaysia. Below are the three main areas of inquiry:

1. Demographic & practical information on the respondents which include gender, age, translating experience, type of materials translated, field specialization, language pairs, translation software.

2. Discussion on the core aspects of the translation profession which include the work status of translators (full/part time), remuneration, recognition & visibility, education and training, translator associations, licensing system, code of ethics, quality standards, continuing professional development (CPD)

3. Issues and challenges raised by the translators in Malaysia and Korea.

4.2   Demographic & Practical Information on the Respondents

The presentation of the data begins with the profile of the translators who participated in this study. The data is organized in tables and comments are provided.

4.2.1   Gender of Translators

The respondents for the questionnaire comprised of translators who have responded to the invitation to participate in the survey via email. Therefore, the breakdown of the gender in the survey can be taken as an indication of the actual gender representation of translators in both countries. Table 4.1 below shows this gender representation.

Table 4.1

Gender of the Respondents

Gender	MALAYSIA	KOREA
Male	17 (34.0%)	8 (16.0%)
Female	33 (66.0%)	42 (84.0%)
Total	50 (100.0%)	50 (100.0%)

Most of the respondents for both countries are female, with 66% (33 out of 50 persons) for Malaysia and a marked 84 % (42 out of 50 persons) for Korea. This is in congruence with past studies (Kelly, Steward & Hegde, 2010; Service Canada, 2012), where female translators were found to outnumber the male translators. Translation is largely a feminine profession, as more than half of the translators practising in the countries around the world consist of women. One of the Malaysian translators in the interview session also confirmed that translators in Malaysia are mostly female.

'I know very few... not many men who are translators... most translators I find are mothers who are like me (work part-time) so we have something in common you see... I found a lot people like me in Teraju (online community of translators) ...' [IW/M/R7]

The same Malaysian respondent also said the following, which further indicates the reason why more women are involved in translation than men.

'...actually I couldn't find any job better than this (translating)...it's flexible I can work anytime I like...I resigned from the corporate world to take care of my children... I was looking at how can I work from home and this (translating) is the best one...' [IW/M/R7]

The need to prioritize on family is clearly a push factor for women to leave their earlier profession and to turn to translating work as a source of income. The large number of females in the occupation is evidently due to the flexible nature of the job. A study conducted by Dam & Zethsen (2010), which compared the perception of males and females towards the translation profession, reveals that women perceive the profession of translation as more prestigious than their male counterparts. Hence, it partly explains why more women than men are attracted to the translation profession.

The findings in Dam's and Zethsen's study are also to an extent reflected in the present study. In the interview, Malaysian respondent 7 agreed that the translation profession has its plus point in that it is a flexible occupation, where one can choose where and when to do his/her translating work. She also revealed to the researcher during the interview that most translators she knows are stay-at-home mothers.

The outcome of the present study also relates to some of the findings of another earlier study by Sela-Sheffy & Shlesinger (2008), who posited that the translation

profession is a marginalised one due to its pink collar nature. The present study also highlights the translation job as a pink collar job but it is not able to prove that the translation profession in Korea and Malaysia is marginalised because the profession is dominated by women.

There is a high possibility that the pink collar nature of the translation profession is one of the reasons translation is seen an inferior profession compared to other professions. The findings in Dam and Zethsen's study (2010) point to women as being a possible stumbling block towards the elevation of the professional status of the translation job, as their association to the field renders the profession to be one which is 'part-time', flexible and working-from-the-home type. Wolf (2007) posits that as women-dominated professions are usually more subservient and least likely to go on a strike, it lacks the power and authority which can help it to stand as a profession on its own. Hence, Wolf's theory also offers a possible explanation as to why the translation profession do not have the authority to regulate its members' practice in translation, as it can be attributed to the fact that the profession is dominated by women.

4.2.2 Age of the Translators

The second demographic data considered in this study is the respondents' age. Figure 4.1 which presents the distribution of the Malaysian and Korean respondents across several age groups shows a distinct difference.
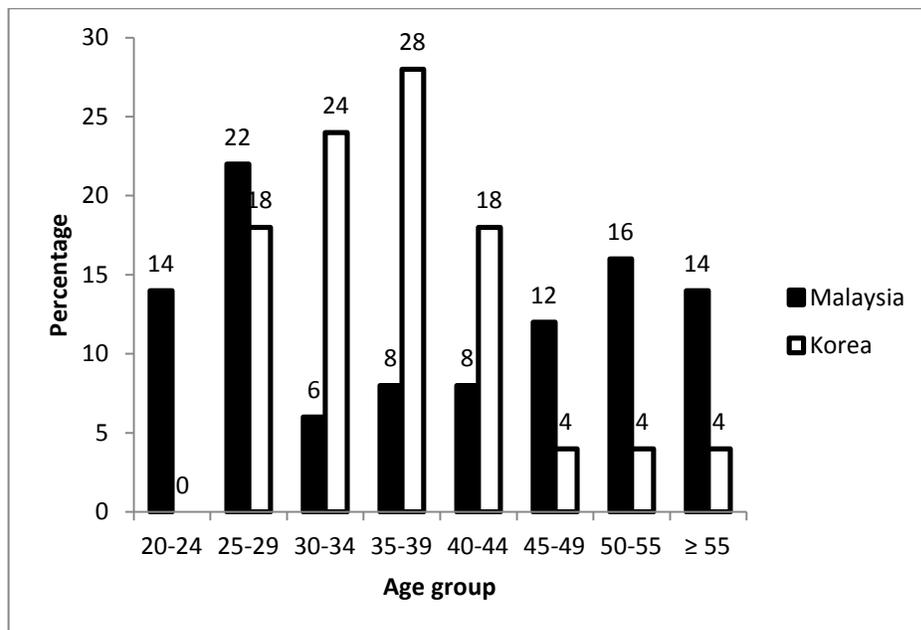
Figure 4.1

Age Group of Translators

The age of the Korean respondents is mostly concentrated around four age groups that is 25-29, 30-34, 35-39 and 40-44. In total, 88% of them fall within the age range of 25 to 44 years old. In contrast, an almost equal percentage of Malaysian respondents are in the youngest (20-24) and oldest age groups (45-55 and above). 36% of the Malaysian respondents are less than 30 years old and 42% of them are 45 years old and above. However, the mean age of the Korean translators fall within the younger range compared to the Malaysians (36.66 years for Korean translators and 39.08 year for Malaysian translators). Whilst all age categories are represented on the Malaysian side, none of the Korean translators are in the youngest categories of less than 24 years old.

The statistics in this study imply that the Malaysian translators begin their career in translation relatively earlier than the Korean translators and that they work as translators to

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a relatively older age than the Koreans. While the Korean respondents in this study are HUFS- GSIT and KATI members, whose highest qualification is either a master's or doctoral degree, the Malaysian respondents mostly have a degree or diploma as their highest qualification. This is revealed in the findings in Section 4.3.4 on 'Education and Training'. It can therefore be safely concluded that the Malaysian respondents possibly began their career in translation after completing their diploma or degree while the Korean respondents probably launched into translation work after their postgraduate studies. With regard to having a distinctly smaller percentage of Korean respondents who are 45 years old and above in comparison to their Malaysian counterparts, it is highly likely that the Korean translators in the 45 and above bracket either chose not to take on a translating career or decided to switch to a more stable and lucrative job owing to the low remuneration and unstable career prospects in the translating profession. This is partly confirmed by the findings in Section 4.3.2 on 'Remuneration'.

4.2.3 Translating Experience

Closely related to the age groups of the respondents is their translating experience. Figure 4.2 shows the years of experience as reported by the respondents.
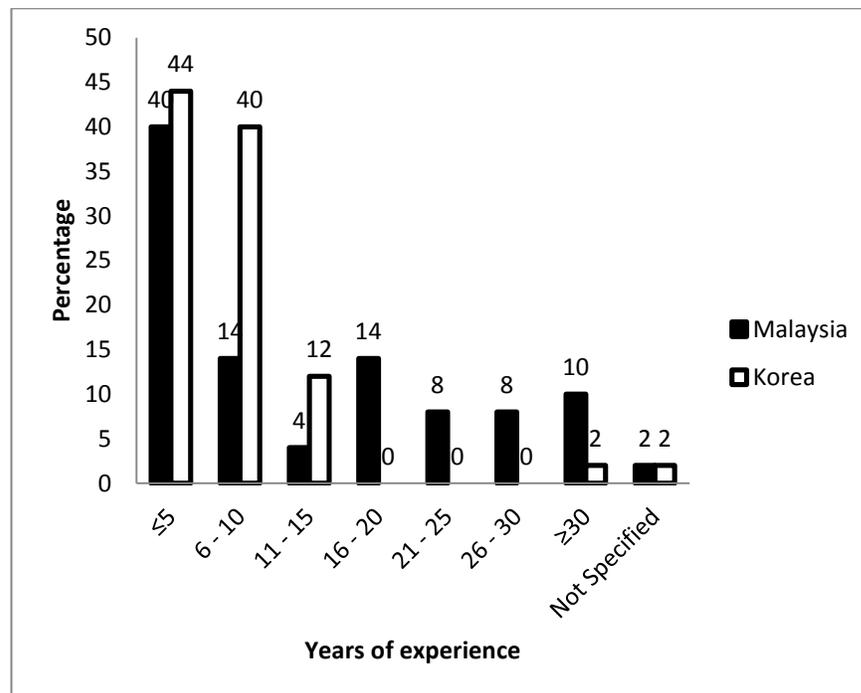
Figure 4.2

Years of Translating Experience

Since 36% of the Malaysian respondents are within the younger age range of 20-29 and 42% in the more mature age range that is between the ages of 45 and 55 and above, the least (5 years and below) and the most years of experience in translating (30 years) belong to these two age groups respectively. The younger profile of translators for Malaysia is coherently translated into the majority of the Malaysian translators having 5 years or less in years of translating experience. Quite similarly, a majority of Korean respondents also reported having less than 10 years of experience in translating. However, Malaysian respondents comprised translators who have practiced for more than 30 years. Hence, Malaysian respondents consist of those who are the least and also the most experienced translators compared to the Koreans, who only have one respondent with more than 30

years of translating experience. Korean translators' mean experience is 7.56 years whilst for the Malaysians, the mean is 12.63 years. One clear reason why Malaysian translators have a higher mean for years of experience is because they remain as translators for a longer period of time. The fact that 88% of the Malaysian respondents expressed that they are happy with their job as translators (in Section 4.3.1 on 'Full time/Part time Translators') indicates a higher level of happiness with the job, which serves as a strong motivating factor for them to stay on longer in the translation profession.

The situation is different in Korea where practising translators who possess high academic qualifications choose to work as translators merely as a temporary means of securing an income. Once a better paying and more secure job offer comes along they would quit as translators. Hence, it is very likely that the less than 10 years of experience for the Korean translators reflect the fact that Korean translators usually do not stay long in the career. In other words, the turnover rate in the Korean translating scene is relatively high. Korean respondent 4 illustrates the Koreans perception towards the career in translating.

> *'No... I think for most of them translation is just a time-killing job between the job seeking process, or something that you do between looking for a permanent job...Sustainability of your income actually... It's pretty hard to keep earning money, I mean to earn a consistent amount...'* [IW/K/R4]

During the interview, this respondent stated that having to live on an unstable income is what makes Korean translators not want to spend many years in the translating career. As the level of income is very much tied to career satisfaction, it is not surprising that many

Koreans treat translation as a transitional career; translating is a job they plan not to spend too much of their time on before they move into a more stable and lucrative job.

4.2.4   Types of Materials Translated

In the questionnaire, respondents were allowed to tick more than one box for this question. Hence, the frequency will exceed the number of respondents for both countries. Both the Malaysian and Korean respondents have recorded official documents and letters as the most frequently translated materials in their practice. The second and third most frequently translated materials differ for both sides. For Malaysian translators, the second and third most translated materials are academic books and operation manuals. In contrast, the Koreans stated that they translate more operation manuals and advertisement/commercials.

Table 4.2

Types of Materials Translated

Type of Materials	Malaysia		Korea	
	Frequency	Percentage	Frequency	Percentage
Official letters/documents	40	33.6%	38	36.2%
Academic books	23	19.3%	9	8.6%
Operation manuals	22	18.5%	15	14.3%
Fiction/literature	13	10.9%	5	4.8%
Advertisement/commercials	3	2.5%	12	11.4%
Films/TV series	6	5.0%	8	7.6%
Legal text	4	3.4%	0	0.0%
Websites	2	1.7%	1	1.0%
Technical document	1	0.8%	1	1.0%
Course modules	1	0.8%	0	0.0%
Company report	1	0.8%	1	1.0%
Forms	1	0.8%	0	0.0%
Brochures	0	0.0%	2	1.9%
Others	2	1.7%	4	3.8%
TOTAL	119	100%	105	100.0

On the whole, it can be seen that the respondents from both Korea and Malaysia are mostly involved in translating official documents. This echoes another research conducted by Ferreira–Alves (2011), who also found that most translators in North Portugal mostly translate official documents apart from technical and literary materials.

4.2.5   Field of Specialization in Translating

As a follow-up question to the types of materials translated by the respondents, the researcher also asked the respondents to state their area of specialization in translating.

Table 4.3

Translators who have field(s) of specialisation in translating

	MALAYSIA	KOREA
Yes	23 (46.0%)	25 (50.0%)
No	26 (52.0%)	25 (50.0%)
Not specified	1 (2.0%)	2 (0.0%)
TOTAL	50 (100%)	50 (100%)

52% of the Malaysians and 50% of the Korean respondents stated that they do not have a specialized field. This echoes the study by Chan (2013), who discovered that a majority of translators in his study are generalists who do not specialise in any specific type of translation.

Table 4.4 below shows the five most common specialization areas reported by the respondents who did say that they have areas of specialization. Each respondent was allowed to tick a maximum of 4 areas of specialization in the questionnaire.

Table 4.4

Types of Field Specialization Translated

Type of Field	MALAYSIA	KOREA
Law	7 (13.73%)	7 (14.89%)
Literature/Fiction	5(9.8%)	6 (12.77%)
General Science	5(9.80%)	5(10.64%)
Social Science	5(9.80%)	4(8.51%)
Education	3(5.88%)	3(6.38%)
Others	26(50.99%)	22(46.81%)
Total	51 (100.0%)	47 (100.0%)

The table above shows that law is the most common field of specialization for a similarly small percentage of Malaysian (13.73%) and Korean (14.89%) respondents in this study. The statistics also reveal that the subsequent fields of specialization for the Malaysian respondents are similar to the Koreans. The most common fields of specialization for Malaysian and Korean respondents after law are literature, general sciences and social sciences.

In Chan's (2013) study, he also discovered that translators translate documents from any field depending on the assignments given to them. His discovery is also reflected during the interview with a very experienced translator in Malaysia, who explained why she translates materials from the medical field and also business.

'Mostly medical… not because I actually go and specialize and look for it but because the work is there and I have doctors helping me to check the translation, from here I got more pharmaceutical companies as clients. I also translate business documents such as codes of conduct also not because I specialize in that but because there's a lot of work there. I follow the industry...' (IW/M/R7)

Malaysian respondent 7 revealed that she translates in those two fields not because she specializes in the two fields but because there are demands for translation in those two fields. Hence, it is evident that a translator's areas of specialisation are much influenced by the field which generates the demand in the translation market.

4.2.6   Language Pairs Used in Translation

Table 4.5

Language Pairs Used in Translation

Malaysian Respondents		Korean Respondents	
Language Pairs	Frequency (%)	Language Pairs	Frequency (%)
Malay - English*	41 (44.1%)	Korean - English	23 (39.7%)
Arabic - English	10 (10.8%)	English to Korean	6 (10.3%)
Arabic - Malay	10 (10.8%)	Korean - Russian	5 (8.6%)
Chinese - Malay	6 (6.5%)	Korean - Japanese	5 (8.6%)
Chinese - English	6 (6.5%)	Korean - French	4 (6.9%)
English to Malay**	5 (5.4%)	Korean to English	3 (5.2%)
German - English	2 (2.2%)	Korean - Chinese	3 (5.2%)
German - Malay	2 (2.2%)	German to Korean	2 (3.4%)
Others	11 (11.8%)	Others	7 (12.1%)
TOTAL	**93 (100%)**	**TOTAL**	**58 (100%)**

*a hyphen between two languages indicates two-way translation, e.g. English - Malay
refers to English translated into Malay and Malay translated into English.

**a 'to' between two languages indicates one way translation only, e.g. English to
Malay refers to English texts translated into Malay only.

As seen in Table 4.5, the most frequent language pair for both countries is the
national language (Malay/Korean) and English combination. Most Malaysian translators
translate between the following language pairs: Malay – English and Arabic-English or
Arabic-Malay. There are also other demands where the Chinese-English and Chinese-
Malay language pairs are used. This is to cater to the second biggest ethnic group in
Malaysia, that is, the Chinese. Mandarin is the medium of instruction in Malaysian

Chinese vernacular schools. Mandarin is also taken as an examination subject in other national-type schools where Malay and English are the main mediums of instruction. Thus, this creates a steady demand for reading materials to cater to Chinese readers. It is clear that the main languages spoken by the Malaysian society are the language pairs that the translators commonly work between in their practice.

In Korea, the most frequently used language pair is Korean – English. This comes as no surprise as Korea is a homogenous country and Korean is the national language of the Republic of Korea while English in Korea is acknowledged as the *lingua franca* of the world. Hence, many materials are translated from English into Korean and vice versa. Korean translators also work with the main languages spoken by countries which are geographically very close to Korea, such as Japan, Russia and China. Other European foreign languages, such as French and German, are also translated into Korean. In the Korean case, the language pairs which translators work with is determined by languages used by those who are geographically close to Korea and Western countries that have some form of importance to Korea be it trade, education or political matters.

4.2.7   Types of Translation Software Used

In the questionnaire, respondents were asked to state if they use any translation software to aid in their translation tasks and if they do, which type/s of software do they most often use.
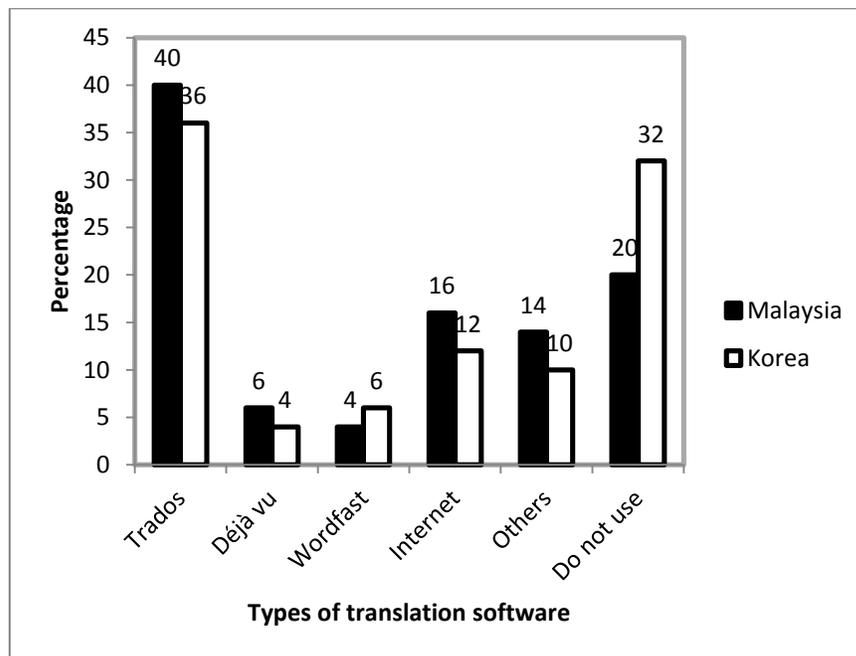
Figure 4.3

Types of Translation Software Used

Figure 4.3 shows that Trados is the most commonly used translation software with more than one third of the Malaysian and Korean respondents using it. A very small percentage of both groups of respondents use Dejavu and Wordfast. Malaysian and Korean respondents reported that other software used by them include Loc Studio 6, Idiom World Server, XTM, SDLX and Memo Q. Korean respondent 4 shared the following information:

'As far as I know, most translators would either use Trados or they don't use any translation machine software at all...but I am using Wordfast because I am a MAC user...' [IW/K/R4]

A relatively significant percentage of respondents from both sides (20% of the Malaysian respondents and 32% of the Koreans) also reported that they do not use any translation software at all.

'I don't really use software but I use Dewan Eja Pro, all online available dictionaries and thesaurus, online googled information, I leverage on these tools to get the meaning that I look for ...'[IW/M/R18]

The non-reliance on translation software is probably substituted by the use of internet resources which relatively high for both sides as can be seen in Table 4.3 With regard to internet use, a number of Malaysian respondents mentioned using online thesauruses, online dictionaries and even Google Translate. This is in spite of the fact that the Malaysian local newspapers have reported the embarrassment experienced by the Malaysian Ministry of Defence over the English version of their official website, which was littered with many wrongly translated phrases. The website contained so many mistakes as Google Translate was used to translate the content of the website (Aruna, 2012). The use of Google Translate indicates a lack of professionalism on the part of these translators, as this online application is known to translate words or phrases literally and a trained translator would know that literal translation does not work well when context and linguistic nuances are not taken into account.

4.3   Discussion on the Core Aspects of the Translation Profession

4.3.1   Full Time / Part Time Translators

Malaysian Respondents

4%
30%
66%

■ Full time Job ■ Part time Job
■ Did not Specify

Korean Respondents

30%
70%

■ Full time Job ■ Part time job
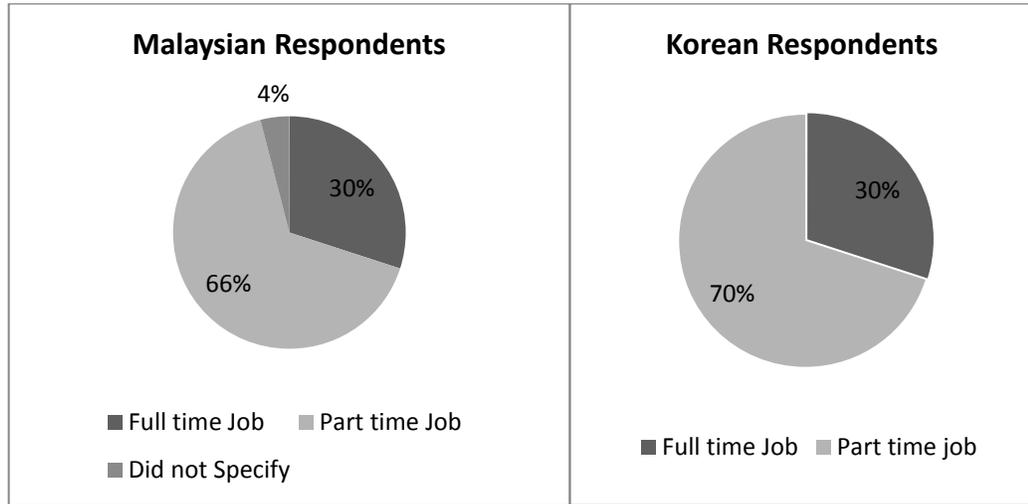
Figure 4.4

Full time/ Part time Translators

Table 4.4 shows that more than half of the translators in both countries are part-timers. The same trend is observed in Portugal (Ferreira-Alves, 2011). Wolf (2006), who studied the translation field in German-speaking countries in Europe, reports that most translators are freelancers and their work is tied to short-term contracts. Elsewhere in the world, whilst there is no clear indication that translators work full time, translators have reported that they hold more than one job other than translating, thereby suggesting that translation work is very often taken on a part-time basis (Katan, 2009; Kelly, Stewart & Hegde, 2010).

The reason that not many translators work full time can be attributed to a number of factors. One is that the translators do not see a good prospect in being involved full time in translating work. Another reason is that the job is dominated by those who are freelancing. Hence, many tend to see translating as merely an extra or supplementary source of income rather than relying on it as a main source of living. Below are some of the responses in the interviews that confirm that translation is often taken up as a part-time job and some of the reasons for this.

'...because of the flexibility of my time ...' [IW/M/R8]

'I feel free and manage the time by myself because I am a freelancer... I think that the merit of translation work is translators are able to manage the time themselves...' [IW/K/R10]

'After retirement, I was thinking a lot what should I do for living..., business? Or what? ....Actually I had no plan to be translator... but by chance... I am working translation now. I am quite satisfied with this job because I can earn money without capital investment as well as improve my English. I can give you many good reason actually... no need to dress up formally...I just wear casual dress every day and manage the time my own way...' [IW/K/R6]

The flexibility of the profession in terms of time, assignments and also the work place explain why Malaysian and Korean translators are happy with their job,

as can be seen in the high percentage of respondents who strongly agree and agree to the statement 'I enjoy working as a translator' (Item 19) in the survey questionnaire (Figure 4.5).
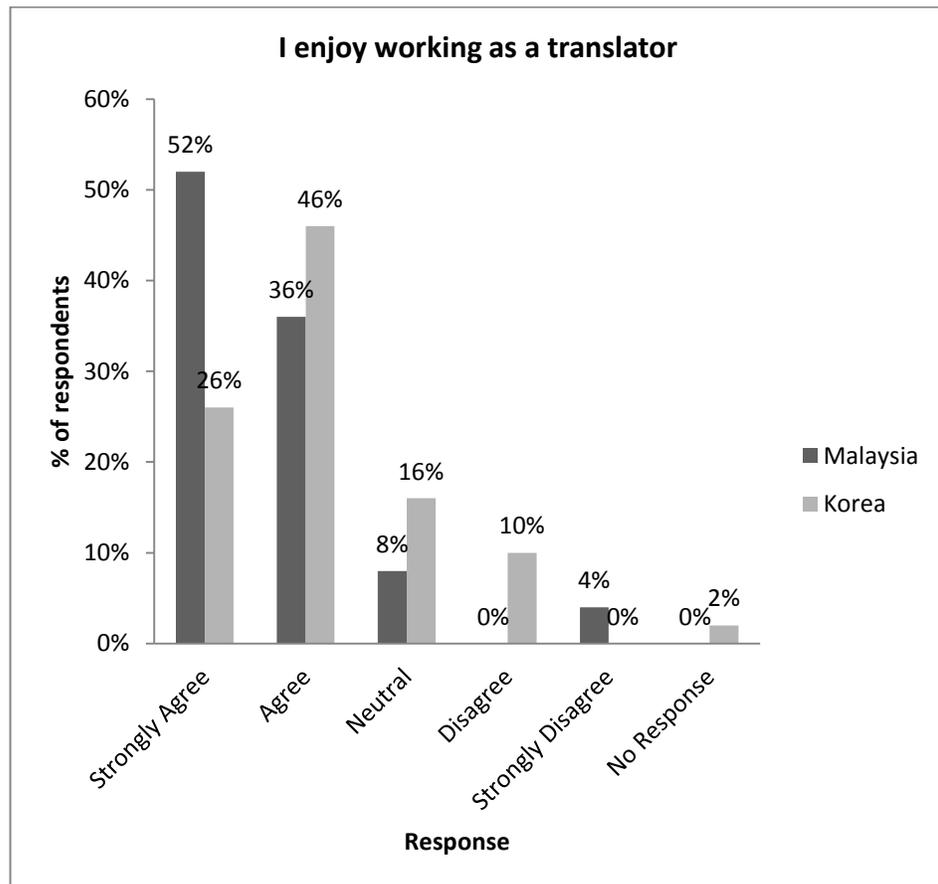
Figure 4.5

Response Breakdown for Questionnaire Item 19

The translation profession gives the respondents more control over their workload, working environment and time. Respondents in the interview feel that they can work at a the time of their choice, wherever they like and also they can take on work as much as they can handle at a certain point of time. The translators interviewed in this study generally value the flexibility as it allows them to attend to their family priorities and at the same

time, to earn money for a living. The flexibility that comes with the profession also explains why many respondents in this study regard translating as a part time work. The flexible nature of the job is clearly appealing to retirees and home-bound mothers. This was one of the reasons discussed earlier with regard to the predominantly female involvement in this profession in Section 4.2.1 on 'Gender of Translators'.

Wolf (2007) argues that the part-time nature of the translating profession does not contribute towards professionalization of the trade, as translators can shift into careers other than translating. This also contradicts Carter's (1990) definition of a professional, where a person commits him/herself to the occupation for an extended period of time. Furthermore, translators may not see the need for exclusivity as a means to protect their profession, as competition with fellow translators can be avoided if one ventures into careers related to translating and languages, such as writing, interpreting and editing.

4.3.2   Remuneration

In relation to remuneration, the average rate for translation service reported by the respondents in this study will be compared with the recommended rate given by the Malaysian Translators' Association (MTA) and Korea's HUFS-GSIT Centre.

Table 4.6

Comparison between Mean Pay Rate of Translators in Korea, Malaysia and UK

	Malaysia	**Korea**	**UK**
Rate per Word (Average)	MYR 0.38 (€0.10)	KRW 135.1 (€0.09)	€0.09
Recommended rate per word	MYR 0.35 (€0.08)	Korean to English – KRW 160 (€0.11) English to Korean – KRW 180 (€0.12)	N/A

**Source: Malaysian Translators' Association, Korea HUFS-GSIT Centre, Pym et al. (2012).

The mean pay rate for translators is shown in Table 4.6. The pay rate is calculated in Malaysian Ringgit (MYR) and Korean Won (KRW), with an exchange value in Euro (€) indicated in the brackets. Note that the recommended rate for HUFS-GSIT centre is different for Korean to English and English to Korean. While the average rate reported by the Malaysian respondents falls above the recommended rate given by MTA, the rate stated by the Korean respondents is slightly lower than the rate recommended by HUFS-GSIT. Malaysian translators are paid almost as much as the UK translators when compared Euro to Euro.

When the remuneration is concerned, the situation faced by the translators around the world is similar to translators in Malaysia and Korea. The average translation rate reported by the Korean respondents in this study is lower than the recommended rate for the country. The proliferation of amateur translators in the market could have resulted in the lowering of the rates as trained translator may be forced to compete with the amateur translators.

I received a good income as a translator
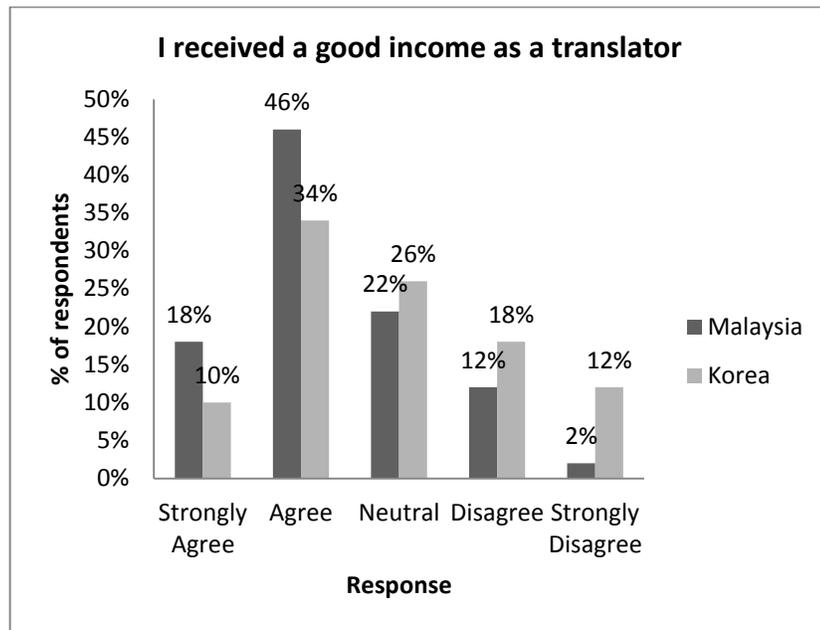
Figure 4.6

Response Breakdown for Questionnaire Item 20

The responses provided by the translators in questionnaire items 20 and 21 suggest that the perception on translators making a living in their line of work could be affected by the average rate reported by the Malaysian and Korean translators. Malaysians, who charge and are paid the rate as recommended by the translators' association, are in agreement that they receive a good income as translators and they disagree with the statement that one cannot make a living as a translator in their country in Item 20 in the survey questionnaire

(Figure 4.6). However, when the translators were asked about their country's translation market as to whether it is a lucrative business, the Korean respondents were overwhelmingly on the negative side, with 66% of them disagreeing that translation is a lucrative business in their country.

My country's translation market is a lucrative business
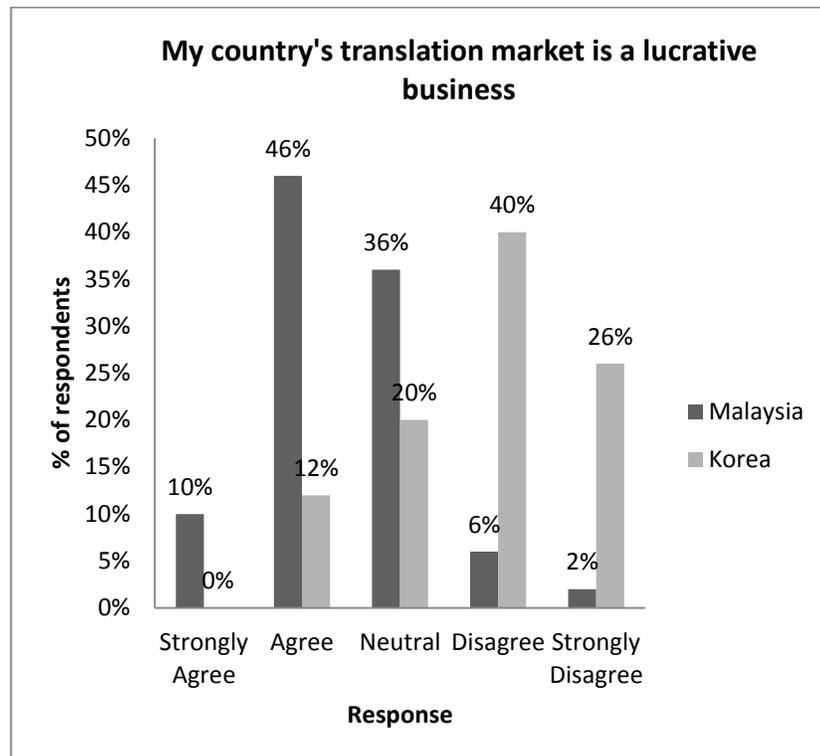
Figure 4.7

Response Breakdown for Questionnaire Item 27

The negative response given by the Korean translators contrasts with the 56% of the Malaysian respondents who opined that the translation market in their country is a lucrative business and generates good income. The sentiment expressed by the Korean respondents was also reflected in item 21 of the questionnaire, which asked whether the respondents are able to support their living by translating.
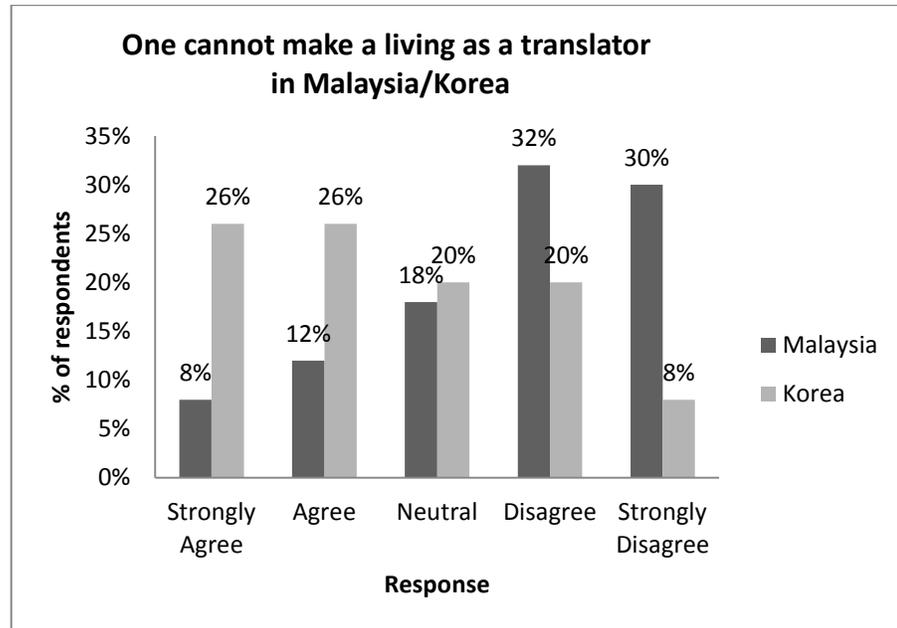
Figure 4.8

Response Breakdown for Questionnaire Item 21

Figure 4.8 shows that 52% of the Koreans responded that they cannot make a living as a translator in their country but 62% of the Malaysian contradicted their Korean counterparts' response by agreeing that they could make a living as a translator in their country.

The Koreans, however, though marginally agreeing to the fact that they receive a good income as a translator in their country, also collectively agreed that they cannot make a living as a translator in their country. Korean translators may treat translation work as a part-time undertaking, which gives them good income but they would not rely on translation as a sole means of livelihood. It was further proved by the outcome of the survey, where the respondents were queried on whether they translate full or part-time.

Once again the breakdown of translators who practice full and part time in both countries lends support to the argument that more Koreans are part time translators compared to Malaysians.

According to Chan (2005), most professional translators are not paid well and that is a push factor for many good translators leaving the translation profession for greener pastures. The responses given from the Korean side of this study concur with Chan's findings. Nevertheless, the translators who were interviewed gave answers which seemed to contradict the findings in the survey, as they were of the opinion that there is a lot of translating work available and the pay is lucrative, though most of them revealed that their earning fluctuates from month to month.

> '...more than 10,000 Malaysian Ringgit ...It fluctuates ... sometimes you get high around 20,000 Malaysian Ringgit...' [IW/M/R8]

> 'A translator can hit more than 50,000 Malaysian Ringgit a month ...if he or she really works very hard. You take big jobs and they rush you to finish over short period of time... you can add 50% to your fee... and they will pay ...' [IW/M/R7]

> 'My monthly earnings range from 5 to 10 million Korean Won (MYR 15,520 – 31,040). On average I earn about 7 million Korean Won (MYR 21,278)...' [IW/K/R7]

A review of salary of an assistant professor with a doctorate degree teaching in a university in Korea is 5 Million won (Chungbukilbo, 19th October 2011) and in Malaysia, a senior lecturer, whose position is equivalent to an assistant professor in Korea, earns around RM 7,000 including allowance (Jabatan Perkhidmatan Awam, 2010). Hence, the salary reported by the respondents show that their earning is close to other qualified professionals like academics. The respondent's salary which is on the high side implies that they can afford to live comfortably enough. When asked about their clients, the Malaysian respondents 7 and 8 remarked that they translate for large multinational companies. Hence, it is possible that translators who have different profiles of clientele may have different levels of income.

Malaysian respondent 7 also believes that a translator's ability to earn a good income is also determined by how well the translator markets him or herself, even though the translator may not be adequately competent to take on the assignment.

I know another person her work is not very good but in my opinion she is very good at looking for work... she markets herself well... she spends money on the right tools... she pays for a professional web designer for her website and she pays for membership...and the works come in, In Malaysia at least how well you are doing as a translator is how good you are at finding the work and the marketing part...' [IW/M/R7]

Malaysia respondent 7's claim poses a question on the professionalism of a translator. In professions such as doctors, lawyers and accountant, the clients themselves

would be the one who search for the professionals and approaches them in order to engage their service. However, as reported by the respondent, translators would have to actively promote themselves in order to grab a job would mean that the competition is rife and translators would have to resort to aggressive advertising to get clients.

4.3.3 Recognition and Visibility

The section looks into social recognition and visibility of translators as professionals. In the survey and interview, translators-respondents were prompted to provide their perceptions on themselves as professional translators and how the public viewed them as translators.

Figure 4.9 and 4.10 show the opinions on the two items mentioned earlier. While 80% Korean and 76% Malaysian respondents agree that translation is a profession on par with other established professions, respondents from both countries contradicted each other on whether their profession is highly regarded in their society.
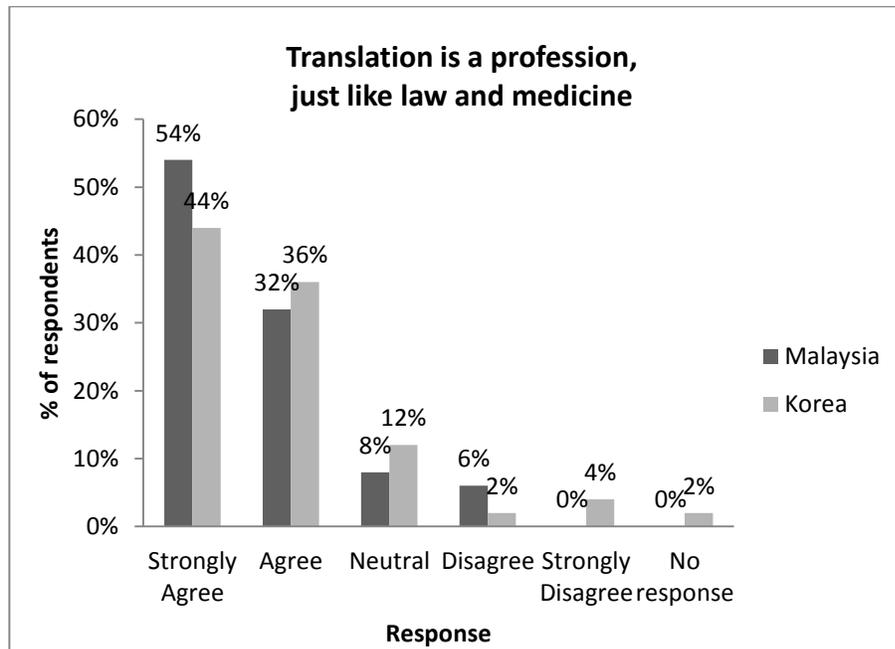
Figure 4.9

Response Breakdown for Questionnaire Item 25
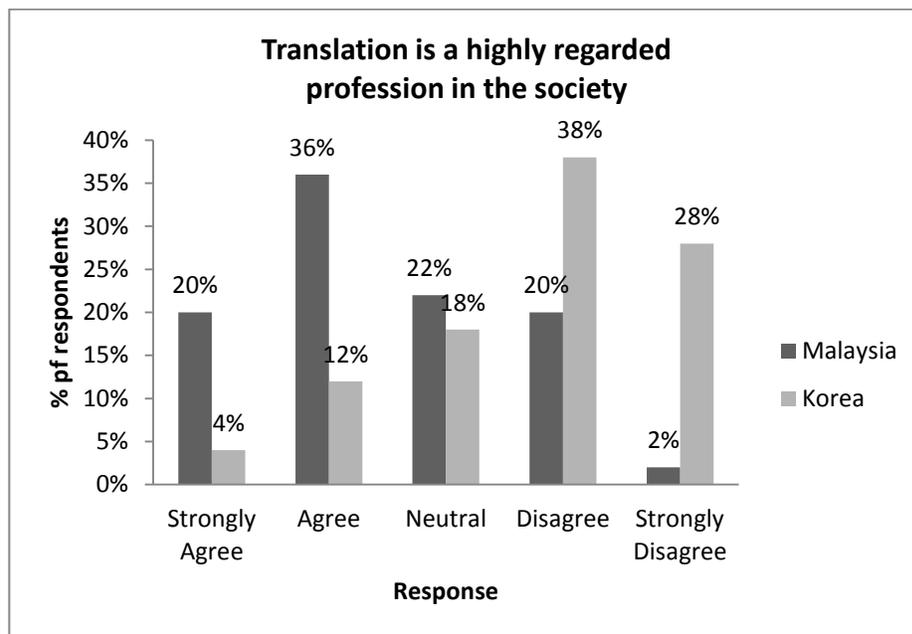
Figure 4.10

Response Breakdown for Questionnaire Item 26

Figure 4.10 reveals that though 56% of Malaysians agree that translation is highly regarded in the Malaysian society, 66% of the respondents from Korea did not agree with the statement. Nevertheless, Malaysian respondents who were interviewed in this study shared the same sentiment with their Korean counterparts.

'...*in Malaysia, (translation) not yet considered as a professional career. They do not treat translation as a profession. Not enough knowledge or exposure to the profession...*' [IW/M/R3]

'*People (mostly) are unaware of the profession...*' [SQ/M/R11]

'...*professionals in respective fields appreciate the role of translators, but the general public may not be involved (in translating documents for professional purposes) so they do not appreciate the role of translators...*' [IW/M/R5]

'*People don't think much and don't regard you (translator) highly. It's not a real profession. Without real training, relevant degree you can't become professionals like doctors... setting up office...*' [IW/M/R7]

'...*ordinary people do not recognise the professionalism of translator...*' [IW/K/R2]

'They received poor payment compared to their efforts. For example, sometimes they (translators) have to translate content specific areas such as chemical elements, medical, legal/law, history, academic thesis. Most clients don't know how much effort it takes for translators to do (translate) that...' [IW/K/R3]

'yet translation is not regarded as a proper profession in Korea because many people tend to see it as a technical process involving mere application of language without considering the skills and expertise it requires...' [IW/K/R7]

Respondents from both groups during the interviews shared their views on why the profession does not receive its due recognition. Most cited that the public is not aware of the importance of having translation work done by qualified translators. Respondents from both countries opined that the public have little knowledge about the hard work put into translating, especially those who are trained and those who have to work with texts that are technically demanding. This also provides possible explanation as to why some translators are paid low rates, as the public does not sufficiently value the skills and translation service. As a result, many are not willing to pay a fee that commensurate with the expertise and skills of the translators.

'...the problem is that we (public) do not see them as professionals but they live as translators & interpreters in the court and government departments... Malaysia being multilingual nation we employ a lot of

translators and interpreter in the judicial department, in banking, these

people also work as translator as a profession we do not see them as

translators but more as officers...' [IW/M/R6]

'I would not know where most of them go, but some work in the civil

service as administrative and diplomatic officers... Some are in ITNM

working as translators, trainers and editors... Some work in banks, many

of them also work as editors with book publishers. They do not translate

full time but they do work with languages. Many of them also translate

part time, especially those working with civil service...' [IW/M/R10]

Malaysian respondents 6 and 10 in the interview also provided plausible reasons as to why translation is considered less of a profession compared to others. The first reason is due to the flexibility of the translation profession. As discussed in the earlier section, many translators work flexible hours and work at home. Second, the prominence of the profession is somewhat obscure. Leech (2005) discusses the aspect of '[in]visibility' of the translation job which offers an explanation for the low perception towards this profession. As translators work mostly from home and do not work fixed hours, they do not possess a distinct work image compared to lawyers and doctors. Hence, the public knows very little about what translators do and where they are as a profession in the society.

While doctors and lawyers may be prominent or visible because of the distinct characteristics related to their profession (attire, place of work, use of jargon, reputation), translators usually double up as editors, proof readers, language consultants and officers in

companies and government agencies. They may be tucked away in various work locations which deal with many different types of businesses. Hence, flexibility and obscure characteristics of the profession contribute to the notion that translators are 'invisible' professionals. As they usually wear a number of hats at the same time a distinct image of their profession is often blurred.

Malaysian respondent 8 also shared her opinion on why the Malaysian public may not appreciate the skills and knowledge of a professional translator. As most Malaysians are at least bilingual, they may not always believe that they need professional translators to translate, as they feel that the task is something they can manage by themselves.

> *'sometimes they are quite surprised that people can make a living out of*
> *it (translating). Most people know Malay and English but sometimes you*
> *need translators to translate difficult text to make it correct and to get*
> *good translation... you need professional translator to do it on time and*
> *in correct way... most public are not aware of it and do not think so...'*
> [IW/M/R8]

Korean respondent 10 pointed out that translation is considered inferior in prestige compared to interpreting, though both occupations involve transferring one language to another.

> *'In Korea, the public consider interpretation as a professional job but*
> *thinks translation is less prestigious than interpretation... even though*
> *both translation and interpretation deal with languages...'* [IW/K/R10]

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Consistent with the research conducted by Leech (2005) and Ferreira-Alves (2011), translators around the world concur that their profession lacks public awareness and they do not receive the recognition that they deserve. This phenomena has also shed some light on the mindset of the clients. First, they do not know how time and effort-consuming it is to produce an accurately translated document. Second, the clients may not know the place or the organisation in order to get a referral to engage the service of a qualified translator. Third, they do not see the importance of engaging the service of a qualified translator; as long as the work gets done and can be done at the lowest cost possible, using an amateur translator to translate their document would suffice. As the clients are the ones dictating the service and have the final say in giving the translation assignment, it is also possible that as translators compete with each other to look for jobs, low recognition towards translators could have directly affected the low remuneration received by the translators.

The causes of not appreciating the role of translators are very different for Malaysia and Korea. Whilst Koreans may not understand what translators do, Malaysians may think that they have a good understanding of what translators do and may see their occupation as trivial. Explanation for these perceptions probably lies in the fact that most Malaysian citizens are bilingual and some even multilingual. The predominantly bilingual Malaysians would naively assume that translating is merely an act of substituting a word of one language with a word of another language while trying to keep to the same meaning. In the same way, Malaysian clients would undervalue the skills of a translator, as they feel that being bilingual themselves, they are just as capable of doing the task as any translators in the profession. Client's aside, as translation is mostly undertaken as a part-time occupation, it may not be regarded as a serious occupation, it may not be surprising if the profession does not get the treatment it deserves from the public. All these reasons may

lead to the public not valuing the translation profession and therefore, translators are not regarded highly in the Malaysian and Korean society.

4.3.4   Education and Training

In this section, the study looks into the academic and professional qualification of the translators. It would include the qualifications reported by the translators and their perception towards education and training in the translation profession.
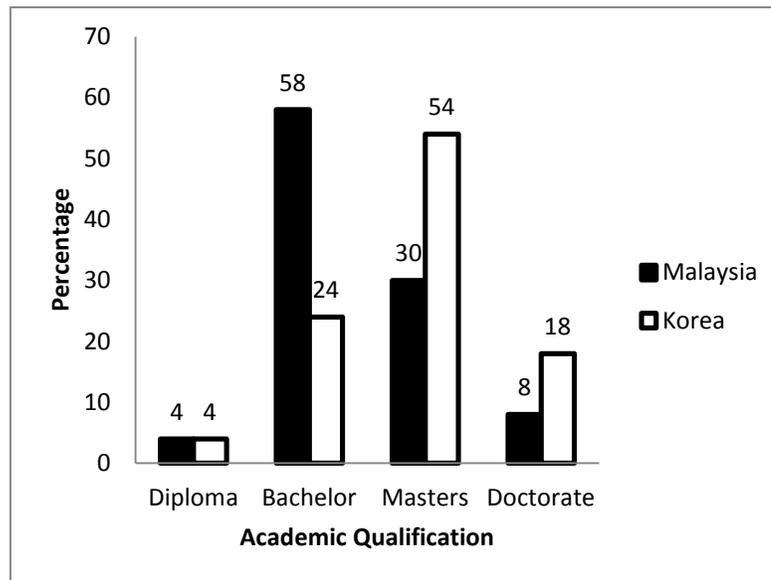
Figure 4.11

Qualification of Translators

From Figure 4.11, it can be seen that all respondents of this study possess an academic qualification, either a degree or a diploma. However, the Korean translators on average have higher academic qualification than their Malaysian counterparts. While 58%

of the translators in Malaysia hold a bachelor's degree, 72% of the translators surveyed in Korea hold at least a masters' degree.

In Korea, Professor Kwak Joong Chul of Hankuk University of Foreign Studies stated that 14 universities offer postgraduate studies in Translation and Interpretation (personal communication, February 3, 2014). This explains why many Korean respondents continue with a postgraduate studies in the country. Hence, it may not be surprising to have a high number of Korean respondents who have completed a postgraduate degree in the same field. This is different compared to Malaysia, where students who wish to major in Translation and Interpretation Studies up to doctoral level can only do so at *Universiti Sains Malaysia* (USM).

As such, this may indicate a dearth of opportunity for Malaysians to pursue Translation and Interpreting at an undergraduate level. Malaysian respondent 10, who translates and lectures in a public university in Malaysia, mentioned that Translation and Interpretation is rarely offered at Bachelor of Arts level and the discipline is mostly pursued as a postgraduate degree in other countries.

'One thing to note is that very few (in Malaysia) offer B.A. in translation...many countries do translation (studies) as a M.A .course in Malaysia... this is because usually at the B.A. level you do mostly content based papers such as political science and then do MA translation in political studies for example... not many universities (in the world) offer translation at the B.A. level...' [IW/M/R10]

Other respondents who are working in other public universities in Malaysia revealed that translation studies is offered as minor in Bachelor of Arts programme and is not offered as a major.

'UPM they have translation as part of degree. In UKM we have post graduate diploma in translation study, degree we offer translation courses as elective.' [IW/M/R11]

'Even though UM (University Malaya) is a premier university, Translation Studies is offered as a minor in undergraduate B.A. programmes. In M.A only 1 elective paper in translation studies is offered to postgraduate students.' [IW/M/R14]

Malaysian respondents 11 and 14 shared in the interview sessions on the reasons why Translation Studies is rarely offered as a major in undergraduate and postgraduate degree programmes.

'Many reasons... first they do not see translation as a discipline on their own, they do not see translation studies can stand on its own... they see it as part of culture or linguistics or communication in other countries. Malaysians see translation as part of language and linguistics.' [IW/M/R11]

'They think that translation is from one language to another and is not related to language learning and linguistics... translation studies is an academic discipline because under translation you need to have knowledge of discourse, registers, intercultural communication, comparative structure, compare the structure of English and Malay, morphology and semantics... some say translation has no linguistics... it is very tiring for me to explain about all these things. If translation is not a study of language then what else can it be?' [IW/M/R14]

The reasons which may contribute to the lack of popularity of translation studies stemmed from the fact that many scholars do not see translation studies as an academic discipline of its own right. The interview excerpts suggest that translation studies would also be shadowed by linguistics and language studies, while Respondent 1 even has to defend the discipline against persons who claimed that translation studies is not related to language. This issue would continue to reduce the prominence of translation studies as an academic discipline in tertiary institutions and as such, may indirectly contribute towards delayed professionalization of translators via extended formal education and training.

Table 4.7

Academic Qualification Relevant to Translation

	MALAYSIA	KOREA
Yes	20 (40.0%)	30 (60.0%)
No	30 (60.0%)	20 (40.0%)
TOTAL	50 (100%)	50 (100%)

Table 4.8

Translators Who Have Attended a Training Course on Translation

	MALAYSIA	KOREA
Yes	31 (62.0%)	14 (28.0%)
No	19 (38.0%)	34 (68.0%)
Not specified	0 (0.0%)	2 (4.0%)
TOTAL	50 (100%)	50 (100%)

Table 4.7 reveals that 40% of the Malaysian and 60% of the Korean translators possess educational qualifications which are relevant to translation. The figure for the Malaysian respondents clearly shows that many practising translators in Malaysia do not have an academic qualification in translating.

On the other hand, it is surprising that more than two-third of the Koreans reported that they have not attended any training course on translation, when their educational qualification is a form of training on translation. It is possible that the Korean respondents perceive 'training' to be other forms of courses which they attend outside the academic institution. As Translation and Interpretation Studies are offered in 14 universities in Korea, many Koreans may have enrolled and graduated with a degree in Translation and Interpretation Studies and subsequently, begin their career as a translator and interpreter. As their university qualification already matches the career that they have chosen, it would make sense that only few of them would report of attending training courses in translation compared to their Malaysian counterparts.

On the other hand, 62% of Malaysian respondents reported of having attended a training course in translation other than their academic qualification. The percentage is almost equal to the 60% of the Malaysian respondents who do not have an academic qualification that is relevant to translation. Hence, is it possible that many Malaysian respondents did not take up a translation programme in universities, such as the Korean respondents, but instead took a professional diploma and certificate course in translation taught by MTA, ITBM or DBP after graduating from university with a bachelor degree. This can be seen as an act of compensation on the part of the Malaysian respondents to make up for their lack of academic qualification in translation. Of the 50 Malaysian respondents, half of them reported to have graduated with a diploma in Translation from either *Institut Terjemahan Buku Malaysia* (ITBM) or from the Malaysian Translators Association (MTA), who has collaborated with the *Dewan Bahasa & Pustaka* (DBP) to run the diploma programme. The trend of obtaining a qualification in translating can also be due to the fact that *Universiti Sains Malaysia* (USM) is the only tertiary institution which offers bachelor degree programme in translation and interpreting in the whole Malaysia. Another reason is that many translators may have begun their career in another field, but later happened to stumble upon translating. As their involvement in translation grows, they could actually see a need to gain an academic qualification as a means to expand their career in translating. This is proven when the Malaysian respondents 7 and 8 shared about how they begin translating for a living.

'...*I actually did not take translation studies in university. I did a mathematics degree in UK, when I discovered this opportunity to work*

from home. I went and did a professional diploma (in translating)...' [IW/M/R7]

'...(I have been translating) probably more than ten years, I started working as a naval officer in the navy for ten years, then I worked for a European company for 5 years and I started translating 10 years ago after taking my certificate in translation...' [IW/M/R8]

A look at the figure 4.12 shows that 62% of the Korean and Malaysian translators feel that they still need more training to be professional translators. This suggests that translators from both countries realise the gap of their ability and are aware of the need to improve themselves in their translation practice.

Figure 4.12

Response Breakdown for Questionnaire Item 22

In addition, the results shown in Figure 4.13 reveal that translators from both countries also agree that one can be competent in translating by undertaking training. However, the findings of the interview do not match the findings of the survey, as translators interviewed in this study were of the opinion that it is not very essential for translators to have received training prior to practising. They expressed preference to practical experience over academic study and prior training.

Figure 4.13

Response Breakdown for Questionnaire Item 24

In the interview, most respondents replied that one does not need to have an academic qualification in translating if the person possesses a flair for language and linguistic awareness in the source and target language. However, some did opine that

formal training is still important as they help translators to think more critically and to be able to do their work faster and in a more organised manner.

'Not necessarily. If you are good in Source Language (SL) and Target Language (TL), you do not really need to study translation if you possess sensitivity of the use of SL and TL, and the culture of SL and TL.' [IW/M/R2]

'it boils down to the art of translation, if you are good in the languages or have a flair and sensitivity for languages then you can translate without really having to receive proper training. But in order to secure better translation work from bigger companies, untrained translators would need to go for training to get the certificate.' [IW/M/R4]

'It's a must. They must at least have a degree in any discipline, not necessarily translation, to create you as a critical intellectual and analysing people. To get your degree you have to do analysis and they will help you in analytical skills.' [IW/M/R5]

'I don't feel that translators need to study a diploma or degree. Sometime, I meet professional translators who have experience and work for quite a long time without degree but they are working well.' [IW/K/R1]

'In my case, not really helped me. Maybe I was working as translator for long time before admission to this university (HUFS-GSIT). To me, my

practical experience in Germany is more important rather than education

in the classroom from this university.' [IW/K/R4]

These responses echoed the findings from Katan (2009), where translators surveyed in his research opined that education and training is not a very crucial element in becoming a professional translator. Many seemed to value the experience that comes from translating. However, one Malaysian respondent opines that the two elements should complement each other, as she thinks that translators who start off translating without having any basic form of training would deliver poor quality work which will affect the translators' credential and give a negative experience to the client.

'if you aim to be a translator by practicing first, then whoever is the

recipient of your translation while you are learning, this people will

suffer... While you are learning, your work will be poor, has lots of

mistranslation and that causes problems to people... I think it's both

(study & experience). You translate because you are interested, at the

same time you must go for training, it must be together, not one or the

other.' [IW/M/R1]

Another Malaysian interviewee highlighted the fact that a translator with an academic credential in the form of a professional diploma might be more able to secure employment and assignments from clients, though she does not value the knowledge that comes with the diploma.

'...when you (translator) want to apply for job you can say that I have a diploma here it is... and you get a better chance getting the job than the next person who doesn't have diploma but could be better than you...seriously the course does not make you a better translator... it depends ...' [IW/M/R7]

Earlier discussion in the chapter 2 points out one significant aspect that makes a profession is a person has to undergo specialized skill training or study before one could practice as a professional. However, Katan (2009) in his study revealed that most translators surveyed were of the opinion that one does not need a degree or training as a translator to practice translation. His finding is also reflected in this study, where translators feel that one who has a flair for languages and knows the nuances of the source and target languages can be good translators even if they have never received any form of training and education in translation. Some opined that one can always translate if one is bilingual, trilingual or even multilingual, but having training or obtaining an academic qualification will make one produce better translated work, or able to produce works that are of better quality, consistent and within a shorter period of time.

As can be seen in figure 4.14, a majority of the Malaysian respondents agree to the fact that many translators have qualification, while Korean respondents remained neutral and a little negative on the matter. Nevertheless, the significant number of respondents who agree with item 23 suggests the existence of amateur translators who are competing with the trained translators for a slice of the translation market in both countries. The fact that the trained translators acknowledge amateur translators as competitors shows that there are

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clients who are willing to engage their service despite not having the necessary skills and knowledge and lead respondents to see little value in gaining formal training prior to starting out their translating career.

Many translators that I know have qualifications
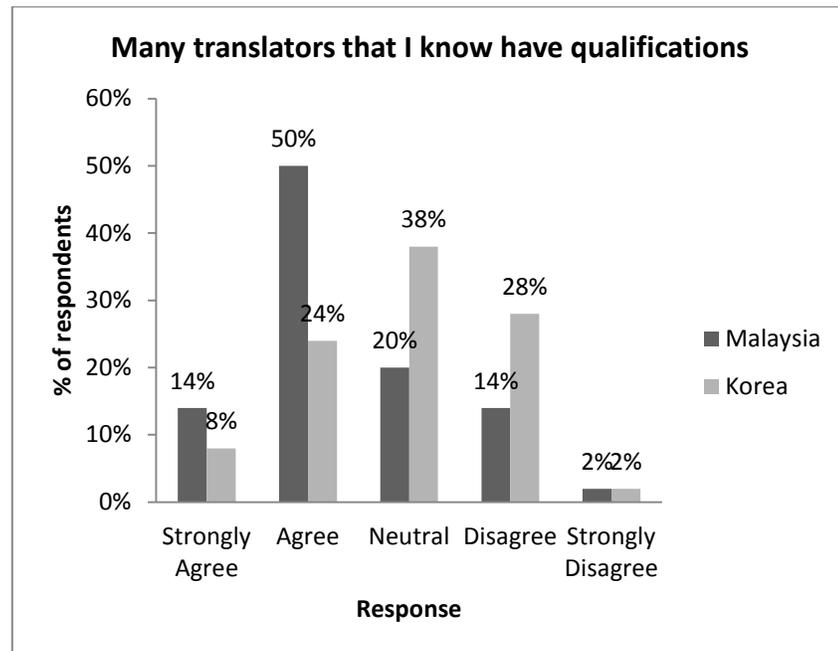
Figure 4.14

Response Breakdown for Questionnaire Item 23

The small value placed on education and training by translators does not augur well for the true professionalization of translators. One of the core characteristics that define a profession is exclusivity, where one cannot perform the job prior to receiving some form of training. In this sense, translation may not qualify as a profession, as not only is one to practice without training, but the trained translators themselves do not see the training as pivotal to their practice as a translator. Hence, should translation one day gain recognition as a profession, there is also a need to change the longstanding perception that translators

can no longer be made by just apprenticeship and work experience, but also via long period of academic study and formal training.

4.3.5   Translators' Association

As reviewed in Chapter 2, Malaysian Translators' Association (MTA) and the Korean Association of Translators and Interpreters (KATI) are the two representative bodies of translators in Malaysia and Korea. In order to examine aspects related to translators' associations in this study, document review was used. Relevant documents were collected and information which is pertinent to these two organizations was analysed. For example, to investigate the entry requirements of a translator as a member into MTA and KATI, the membership requirements and the membership application forms were downloaded from the associations' official websites and were given a thorough perusal. A sample copy of the membership forms for MTA and KATI have been translated into English from Malay and Korean respectively and included in the Appendix I and Appendix J.

For MTA, translators who wish to become members of the association must possess a qualification in translation which includes any one of the following: a certificate, a diploma or a degree in translation. Members can choose to become ordinary members for 100 Malaysian Ringgit and membership will have to be renewed annually; or they can choose to become a lifetime member by paying 300 Malaysian Ringgit. Application of membership is subject to endorsement of two nominees who are members of MTA.

In the KATI case, the application process is more elaborate. Translators who have been practising for less than 3 years but possess basically a master degree in translation studies can apply to become an associate member. After maintaining their membership for 2 years, they can be considered for promotion to full member status subject to the decision of the KATI executive committee.

Translators who have more than 3 years of translating experience can apply directly to become a full member of KATI. However, they will have to be recommended by two KATI members. All applications to become either associate members or full members of KATI will be vetted and evaluated by the executive committee of KATI. Initial membership fee is 500,000 Korean Won, and the annual renewal fee is 100,000 Korean Won. There is no option for lifetime membership as offered by MTA. Members of KATI are to renew their membership every year.

Another point to note in this section will be the gap of years between the year MTA was established, which was in 1979, and the year KATI was set up, which was in 2007. MTA was set up under the auspices of *Dewan Bahasa dan Pustaka* (DBP), a government agency under the purview of Ministry of Education. Hence, the Malaysian government had the foresight and gave its full backing towards the formation of MTA. The situation was different for KATI, where it was set up out of collective efforts of academicians, translators and interpreters, before it came under the patronage of the Korean Ministry of Culture and Tourism. Comparing the setting up of the translators' association,

MTA was born out of the government's initiative while KATI came out as a result of individual efforts.

Nevertheless, despite MTA being set up about 30 years earlier than KATI, the current status of MTA is nowhere better than KATI. The current status of the translation profession in Malaysia and Korea is similar in most major issues, such as no licensing system has taken place, code of ethics were neither clearly delineated nor enforced upon association members, and the use of quality standards is non-existent. Although MTA is more proactive than KATI in organizing conferences on translation, but both associations do not implement a Continuing Professional Development (CPD) mechanism to ensure members are improving themselves as a pre-requisite for renewal of license. Despite the head start given to MTA, somehow it has ended up in the same place as KATI.

Even though MTA and KATI are representative bodies of the translators in both countries and they admit only qualified translators, a great number of translators see the need for the establishment of a professional body which is recognized by the government and endowed with regulatory powers. Some of the Malaysian respondents said the following:

'...*to have a governing body to manage Malaysian translators as a whole- monitoring their activities, training and so on...*' [SQ/M/R8]

'*There should be a unified professional body to regulate the registration of translators...*' [SQ/M/R23]

'I think regarding the professionalism it's up the clients to decide...

many people can be translators you can just be a translator... it's not a

regulated business and not a regulated industry...nobody can regulate

us in terms of qualification, compatibility... up to the clients to decide

and say you are a professional translator...' [IW/M/R8]

MTA and KATI have been playing their role in advancing the interests of the translators, but they have limited power to regulate the practice of their members. With reference to the functions of a professional association as described by Noraini (2008), it can be seen that MTA and KATI have fulfilled their role as Interaction Arena, as the associations serve as a platform for translator-members to network and collaborate with each other. Both associations also partially fulfil the function of being a Lifelong Learning Agent, as they organise conferences to share latest developments in the field of translation with their members, though they do not have a permanent mechanism for Continuing Professional Development.

However, both associations do not fulfil their role as Regulatory Agent and Public Agent. As MTA and KATI neither enforce a code of ethics nor regulate the practice of their members, they do not have the authority to revoke members' practice or to sanction any penalties should their members engage in unethical practices or violate a client–translator agreement. The two associations also do not engage with the public in raising awareness of the profession. Hence, there is a distinct need to empower translators' associations in both these countries to play a more effective role as Regulatory and Public Agent.

In the interview, it was also mentioned by respondents in Malaysia and Korea that government intervention is needed if the translators' associations are to become professional bodies with regulatory powers. As was discussed in the case of Argentina in Chapter 2, drafting and pushing a bill through the national legislative body was what gave Argentinean translators the license and approval to translate as professionals. Hence, there is a clear need for translators' associations to work with the legislative assembly of their respective countries if they want to secure regulatory authority for themselves. The regulatory powers can be used by the translators' association not only to regulate the practice of its members but also to control the admission of new members and to ensure only those who are members can legally practise as translators. This would then bring the element of exclusivity into the translation profession.

4.3.6   Licensing System for Malaysian and Korean Translators

As past literature has highlighted the importance of licensing system towards the eventual professionalization of translators, the respondents in this study were invited to give their response on the subject matter. The respondents interviewed from both Malaysia and Korea have expressed their support that the licensing system should be established, with the association being the best platform to execute the licensing system.

> '..MTA does not have power...they are professionals but they don't have
> the procedures to control the translators. They do not register translators
> with the government with strict regulations...not like doctors, lawyers and
> accountants...' [IW/M/R5]

'There is not one body which controls and determine who can be certified translator and who are the accredited one. There is no licensing system for translators in Malaysia...' [IW/M/R9]

'Without implementing licensing system, translators in Korea are considered as simply part-timers... need to change that image officially. That's why I agree what licensing system should be implemented. To regulate translation market, license is important matter.' [IW/K/R3]

The excerpt from the Korean respondent 3 also postulates the importance of establishing a licensing system as a way of regulating the translation market in Korea, which in turn would help elevate the status of the translators in Korea. However, a Malaysian respondent, who is an office bearer of the MTA, revealed that efforts have been made to determine the suitability of starting a regulatory or licensing system for Malaysian translators.

'Translation activity in Malaysia concentrates mainly in Klang Valley and bigger towns around the country.... we are still doing studies to determine the feasibility of setting up a licensing system for translators in Malaysia...' [IW/M/R4]

The Malaysian respondent 4's remarks illustrated that similar to KATI, MTA is also looking into the possibility of setting up a licensing system for translators in Malaysia. On

the other hand, there were a few Korean respondents who have also voiced their concerns

and challenges that will surface if the licensing system is to materialize.

'If licensing system is to be implemented, it will take time and involve many parties such policymakers, professionals and scholars to be involved and to work together to devise a system to fit the situation in Korea' [IW/K/R1]

'Before implementing licensing system in Korea, it is important to raise awareness of the people and government how important is the profession of translation...' [IW/K/R2]

'we try to set up certification system but the effort is taking a long time to materialize because there are already practicing translators and interpreters and this can cause a conflict of interest between the existing translators, interpreters, association and the translation market.' [IW/K/R20]

These responses point that as much as the translators realizes the need for the translators' association in their countries to establish a licensing system to regulate the practice of translators and the translation profession, they are also painfully aware of the hindrances that have to be overcome in terms of manpower, logistics, and also the presence

of the support for the government before the licensing system can feasibly set-up and function.

4.3.7   Code of Ethics

Code of ethics is one of the most important elements in a profession, as it functions in outlining the values upheld by professionals of a field and provides standards and regulation of a professional practice (Froehlich, 2000 & Allain, 2001 as cited in Noraini, 2005). Therefore, examining the code of ethics used in the translation professions in Malaysia and Korea would shed light on the actual translation practices in both countries.

A review of the membership forms and requirements for MTA and KATI showed that for KATI, the rules which the members are expected to adhere to are outlined in the application form. These rules, though brief, can be regarded as the closest expression of the enforcement of some form of code of ethics to be complied with by members. Translators who are applying to become members are to abide by the rules of the association as a part of their membership application process. These rules include upholding the image of KATI and to refrain from harming the members and the reputation of the association. Members are also expected to abide by the association's constitution. Any violations of the rules would result in sanctions from the association.

During the interview, most of the Malaysian respondents did not give any specific comments on the matter of code of ethics, the Korean respondents however, indicated that

they do try to adhere to some universal rules and work ethics in carrying out their work, such as being punctual with the deadlines and upholding translator-client confidentiality but none of them said they follow a stipulated set of code of ethics or code of practice in carrying out translation work. None of them also mentioned that they followed a code of ethics stipulated by KATI, which were shown in their membership application form. Despite the importance of the code of ethics in their practice as translators, the respondents in this study seemed to be apathetic towards upholding ethical practices when they translate materials for their clients.

> *'I don't have a particular code of ethics that I follow but trying to follow basic standards.'* [IW/K/R1]

> *'I don't have a particular code of ethics but do my best to keep on time and accuracy.'* [IW/K/R2]

> 'I always sign the code of ethics or confidentiality (agreement) before I undertake a project.' [IW/K/R8]

The interview excerpts above indicate either an absence of a comprehensive code of ethics for translators in Korea, or that there is a lack of enforcement on the rules provided by KATI. The absence or poor enforcement of a code of ethics would mean there is no penalty for committing unethical offenses. Malaysian respondents expressed their concerns on some of the unscrupulous practices by translators and also translation agencies. This would subsequently tarnish the good names of ethical and professional translators as a

whole, as there is no professional regulatory body to ensure members adhere to good practices.

> '*...some translators make false claims about their qualification and previous work experience as translators since there is no entity to check on their background...*' [SQ/M/R37]

> '*If someone (a translator) does not translate their documents correctly, there is no penalty or demerit...*' [SQ/M/R45]

> '*...We do not have a regulatory body that checks on the professional and personal behavior of the translators and interpreters during assignments...*' [SQ/M/R37]

The use of code of ethics was almost non-existent to most respondents in this study, most reported of not having one, rather than not adhering to some. Some followed universal rules, which could hardly constitute as a code of ethics. However, this is hardly surprising, considering the fact that the translators associations in Malaysia and Korea do not have regulatory powers towards the practice of their members. The code of ethics, should one exist and be violated by members, would result in sanctions or penalties which will affect their work in translation. Hence, there is no rationale to create and enforce a code of ethics, despite the fact that the lack of code of ethics has directly resulted in the presence of rogue translators whose practices are giving the profession a bad name.

4.3.8 Quality Standards

The respondents were queried on their use of external standards in assessing their translation quality. They were also asked about their perception towards standardisation and the use of regulations in the translation service.

Table 4.9

Types of Quality Standards Used in Translation

Malaysia		KOREA	
No	28 (56.0%)	No	41 (82.0%)
Yes	13 (26.0%)	Yes	7 (14.0%)
MTA Standard	3	Client's Standard	2
DBP Standard	1	None given	3
ITNM Standard	1	Internal Standard	1
ESTS Standard	1	ATSM Standard	1
Internal Standard	4		
British standards	1		
none given	2		
Not specified	9 (18.0%)	Not specified	2 (4.0%)
TOTAL	50 (100%)		50 (100%)

As can be seen in Table 4.9, only 14% of the Korean respondents and 26% of Malaysian respondents reported using quality standards. A further investigation shows that Malaysian respondents use internal standards prescribed by MTA, ITBM or DBP. Though the translators may perceive the quality control mechanism as a standard, it falls short as the mechanism relies on a third party editor and there are no set procedures and criteria which are followed in the process of checking the quality of the translated materials.

'...we have our internal quality control system but we do not conduct test like American Translators Association (ATA)...those translators who are not our members 'we have no way of controlling their quality. So in some cases, we have no control of ensuring that the translated work produced in our country is at a satisfactory level, especially when the work is done by translators who are not a member of MTA...' [IW/M/R4]

Quality standards, as defined in Chapter 2 should be a mechanism which has clearly-defined criteria of performance, procedures in executing quality control and the actions that should be taken if the product falls short of the criteria given. From the list in Table 4.8, only ESTS and ATSM are accepted as established quality control standards, as they possess a set of consistent standard operating procedures which covers the entire process in providing translation service.

In the Korean case, almost none of the external standards are used. This suggests that the organizations and individuals providing translation service on the whole do not strictly enforce a particular system of quality control standards. This dismal response for the use of quality standards in translation for both Korean and Malaysian translators also indicate that there is no proper standards to ascertain the quality of translation service rendered by translators in both countries, even though they may have the necessary qualification. Whilst there is a lack of any standards used in translation service in Korea, note a variety of in-house mechanisms used by the Malaysian translators.

Either way, both countries do not use any of the quality control standards reviewed in this study. Lack of regulation results in the use of standards at two extremes as can be seen in Table 4.8. One is that there is little use of any external standards as in the case of Korea and the second is that there are many non-standard mechanisms used as in the case of Malaysia. Either situation does not augur well for the development of the translation profession in both countries, as only one or two external standards should to be used to ensure uniformity in the delivery of quality translation work.

The findings from the survey has also indicated that a large majority of the respondents are not aware of or do not use a standard in providing translation service. The interviews reiterate the issue as interviewees request for a quality standards to be adopted in the translation industry. The standard is expected to be used not just concerns the quality of the translation work produced, but also relates to ensuring the competency of translators.

'...*come up with the quality standards within the country*.' [SQ/M/R8]

'..*the industry needs a quality standards like the European Standard and the processes that go with it (translation, editing, proofreading)...*' [SQ/M/R30]

Although the call for a standard is expressed, some of the Malaysian translators of MTA and ITBM remarked that certain mechanisms have been put in place which they feel is adequate to possibly convince their clients that quality assurance is being used by the translation service providers in Malaysia.

'....every translation done by a MTA member is checked by another senior member to ensure the quality is there...' (IW/M/R2)

'...We still give time for client to get back. Say if they are not satisfied with the work. If technical or scientific, engineering, architecture, they have their own terms and some of the translators may not really understand the text. We usually give our work for those who are good in the text, but sometimes the text is not if not translated as it should be. If the clients are not happy with work they'll inform us know then we'll change....' (IW/M/R3)

'...we will control from the selection of translators. Translators selected for the job must be from our list of ITBM-approved translator. We tested all translators who wish to be included in the list. We will give a task and see how the translator performs. We will give two chances for them to prove that they can translate...' [IW/M/R9]

The descriptions given above illustrate that a peer review system is actually being used in MTA and ITBM in ensuring their translation quality. Translation agencies also adopt a third-party editor to check the quality of the work. However, there remains the fact that different organizations use different methods to control the quality of the translation work and this sometimes backfires, as in the case reported by Malaysian respondent 7.

'sometimes the worst part was the translation was done right the first time...but the editor make it wrong but now what other agencies do is that

they get editor to edit the translation and send it back to translator have the

final say...' [IW/M/R7]

In Chapter 2, the benefits of using an external quality standard have been thoroughly discussed. One, it ensures accountability, where the translator will be held accountable for the translation work produced by them. Second, it gives assurance to the customers that the products delivered have achieved a level of quality.

However, it can be seen from Table 4.8 and the interview excerpts that very few Malaysian and Korean translators actually use quality standards. There are three possible explanations for this phenomenon. They are: i) the respondents may not know about its importance or may be unsure about what a quality standard really is, ii) there is a lack of a regulatory framework which controls the provision of translation services in both countries and, iii) respondents may be aware of a standard (for example, ESTS see Section 2.3.2) but find it to be unsuitable for their context and therefore they rather make use of home-grown quality control mechanisms. Without an agreed quality control system in place, the client is at the mercy of the translator as the clients are not protected under the enforcement of a quality standard. The absence of a well-established quality control standard unfortunately also means that the translator cannot be held accountable for any mistranslations or misconduct.

Nevertheless, a factor that can also come into play is the amount of trust placed on the translators in carrying out their work. In the case of Korea, as Korean translators are academically qualified, the clients would have possibly placed their trust in their translators

that they would produce their work to the level of their ability and qualification as trained professional translators. The clients then would not doubt the quality of work rendered by these translators. Should such level of trust exist between the translator and his or her client, chances are there may not be a need for a quality control standard.

4.3.9   Continuing Professional Development (CPD)

Even when a translator has obtained the necessary qualifications to practice translating, there is still the need for the translators to continually up-skill themselves via continuing professional development (CPD) activities. The study therefore included a section on CPD.
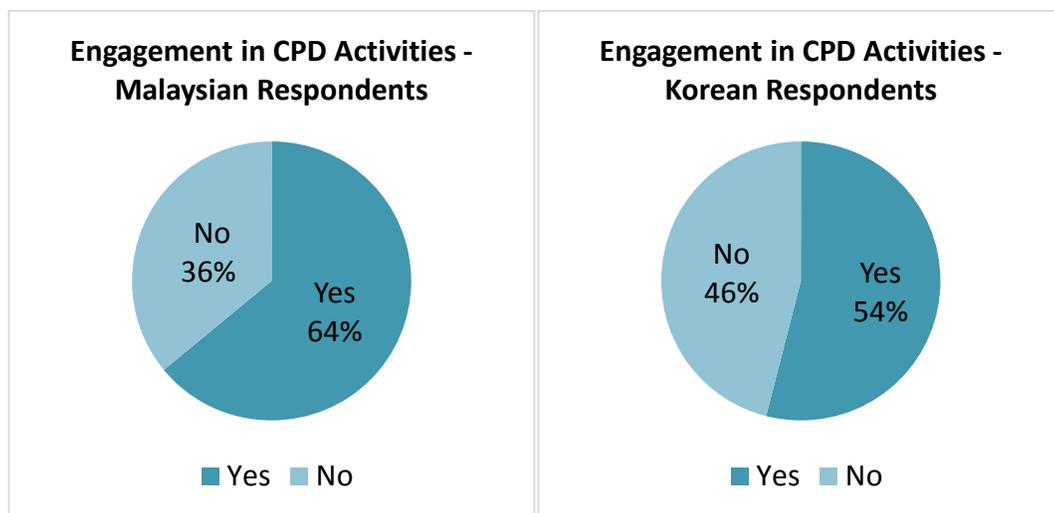
Figure 4.15

Engagement in CPD activities

32 (64.0%) Malaysian respondents and 27 (54.0%) Korean respondents reported that they engage themselves in some form of CPD activities. Nevertheless, it is important to note that almost half of the respondents from both countries do not involve themselves in any form of CPD. This is not an encouraging observation, as professionals in any field would recognize that the engagement in CPD activities is a way to remain relevant and competent in their field of practice. The fact that a substantial number of translators in both countries do not engage in any form of CPD means it may stand as an obstacle to the profession achieving its full professional status.

Figure 4.16 shows the type of CPD activities engaged by Malaysian and Korean respondents. The statistics proves that respondents from both countries do to a certain extent involve themselves in some form of CPD activity. At a glance, the respondents engage in a variety of activities to develop themselves professionally.
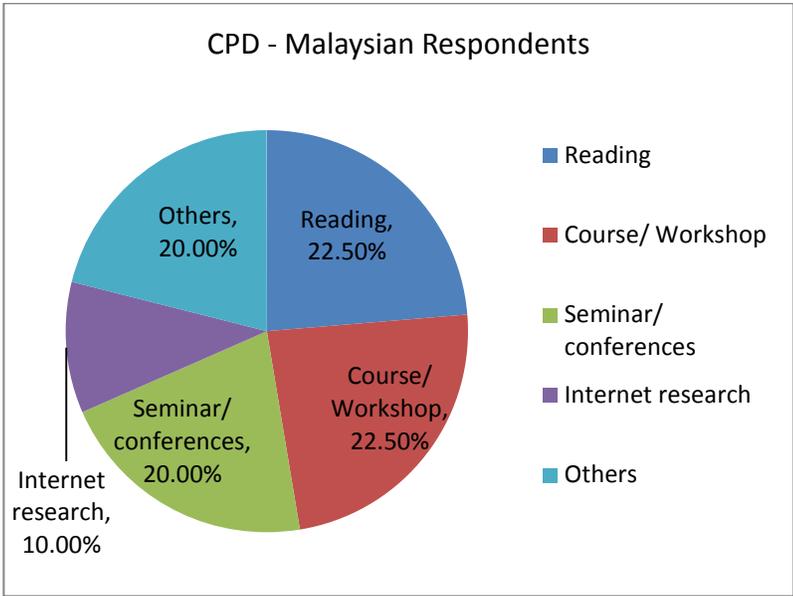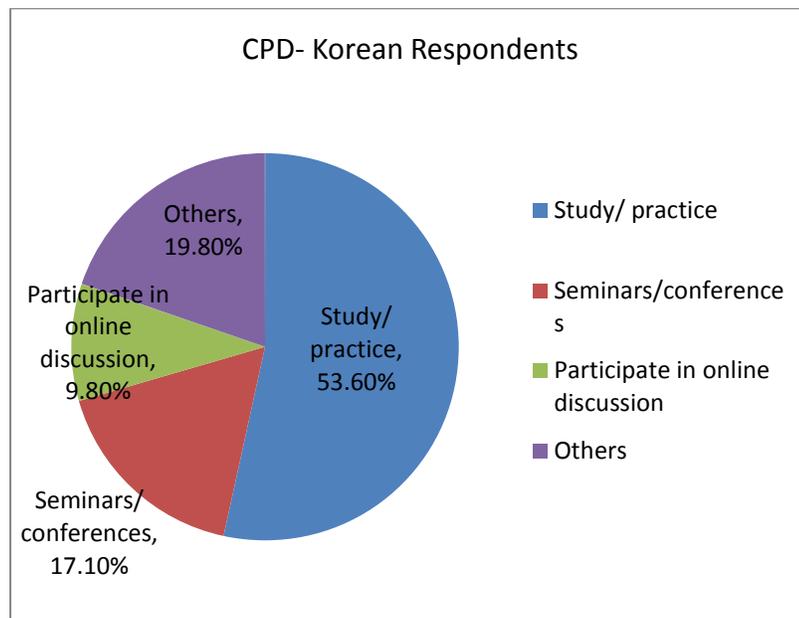
Figure 4.16

Type of CPD Activities

A total of 42.5% of the Malaysian respondents reported that they attend seminars, conferences and workshops, while only 17.1% of the Koreans said they participate in CPD activities like attending seminars and conferences. However, 53.6 % of the Korean respondents reported doing self or group study and doing practical translation exercises on their own as part of their CPD activity. In contrast, 22.5% of the Malaysian respondents cited reading materials related to translation as their CPD activity. Hence, it can be seen that the types of commonly engaged CPD activities are different between the Malaysian and Korean respondents.

In the interviews, the respondents from both countries also described what they do to improve their skills, which further confirms the type of preferred CPD activities by both groups as reported in the questionnaire and shown in Figure 4.16.

'...If people in UM (University of Malaya) conduct seminar then I will go...the MTA if they have a public lecture I will try my best to attend them...' [IW/M/R8]

'...We study almost every day together...after each translation, we will compare each other's (work). When I translate, I normally try to be faithful to the original text. Each people have his or her own style. We compare and choose the best translation...' [IW/K/R1]

'...Every day I read newspaper and watch mass media. And then translate in both languages. To improve the skills, the best way is reading and self and group studying a lot...' [IW/K/R3]

In the interview, respondents also offered some explanations as to why translators do not engage in CPD activities.

'...(engage in CPD activities) yes but there's not many available (in Malaysia) ... [IW/M/R8]

'...(engage in CPD activities) I wish I can but there are not many available... I don't know there are many there... one of the lecturer there (ITBM) is very good but he does not offer any course so a few of us asked whether he (the ITBM lecturer) can teach us... and I signed up for it but it didn't happen...' [IW/M/R7]

'... I do not go for these activities because of my work... it's very tiring...' [IW/K/R8]

'... I attended once, but it was too easy and not sophisticated enough...' [IW/K/R9]

Whilst Malaysian respondent R8 expressed that there is a lack of opportunities to attend seminars and public lectures related to translation work, Malaysian respondent R7 pointed out that translators like himself are willing to even engage experts to conduct courses but sometimes it does not materialise. However, the Koreans interviewed gave other reasons- one because of work commitment and the second because the CPD course which he had attended was not sufficiently tailored to meet the real needs of the translator.

The lack of engagement in CPD can be possibly attributed to a number of factors. One is that there is a lack of regulation to compel translators to participate in CPD. Hence, translators may participate in CPD only when they have the genuine desire to improve themselves, or they perceive a lack in their skills and are actively searching for methods to improve themselves. Unless translators' associations and professional bodies make it mandatory, there will not be many translators willing to engage in CPD activities.

Another possible factor to explain the lack of engagement in CPD would possibly be an extrinsic one, as translators may not see CPD as a worthwhile pursuit in return for higher remuneration. As clients do not really take translators' qualification into consideration when they wish to engage the services of a translator, it provides no incentive for translators to upgrade their skills, as their upgraded skills do not lead to the ability to charge higher rates. Engaging in CPD activities could be a poor investment of the translators' time, effort and money, especially then the resources spent on CPD do not directly lead to an increase of their income.

The third factor could be because the translators do not see the benefit in engaging in CPD activities. As translation is not licensed in both countries and amateurs are also offering their services in the market, translators may not find the need for them to continue to improve themselves, especially when one who has no formal training is also able to earn a living by translating. Translators who mostly work part time do not see themselves as professionals but the response to Item 26 says otherwise. Their response to this item shows that they do see translation as a profession although they may not see the need or the importance to continuously improve themselves by undergoing education and training.

Nevertheless, should one day translation become a full-fledged profession, there will be a need to make CPD a compulsory activity. In Australia, the Australian Institute of Translators and Interpreters (AUSIT) require members to gather 120 CPD points over 3 years in order to have their memberships renewed, and members can do a variety of activities to gather points (AUSIT, 2013). The points can be gathered via studying for

advanced courses and qualification. Alternatively, one can also attend seminars, conferences and training sessions to accumulate points. This system can be adopted to implement a mechanism where translators are to engage in CPD activities as a means to improve their competence. In Australia, members of AUSIT are encouraged to participate and document any activities that can develop a translators' ability in language proficiency and translation skills in order for them to gather CPD points which count for the renewal of their membership (AUSIT, 2013).

4.4 Issues and Challenges Raised by the Translators in Malaysia and Korea

The discussions from this section onwards will provide answers to the second research question, which aims to investigate the issues and challenges which are faced by translators in Malaysia and Korea. As the most appropriate method to gather findings on this would be face-to-face narration by the respondents, interviews were used to elicit the respondents' opinions on the matter. However, comments which were written down by the respondents in the open response section in the questionnaire which can be interpreted as an issue or challenge to the translation profession are also included in this section.

4.4.1 Competition with Amateur Translators

In the interview, some respondents lamented the fact that they have to face unfair competition and unprofessional practices in their profession, which undermine the profession as a whole. Though the Malaysian translators receive a relatively better rate than

the Koreans, both Malaysian and Korean respondents similarly expressed that they were forced to compete with amateur translators, who charged less and produced unsatisfactory work. This highlights the implication of two longstanding issues in the translation profession. One, the profession does not control the admission of its members and second, there is no code of ethics which is being enforced on translators.

'...*for the amateur translators ...they advertise themselves online and sometimes they charge lower in order to get the job...*' [IW/M/R2]

'*Translation fee is getting lower and lower because of amateur translators offering their services online...*' [IW/K/R1]

'*Too many amateurs and novices and they disturb the market...*' [IW/K/R4]

One of the Malaysian respondents described a very detailed scenario in the translation industry, pinpointing websites and even television shows which engage untrained translators to carry out their translating work. He stressed that the low fee amateur translators charge for the translation task often resulted in the poor quality of the translation product.

'...*so many untrained translators offering their services at a lower fee, which gives negative impact on the overall quality of translation, especially those engaged by media-conventional or electronics (TV and*

websites). This in turn affects the trained translators and tarnishes the

professionalism as a whole...' [SQ/M/ R28]

As a direct competition with the amateur translators, some professional translators also lower their fees in order to secure jobs, which results in the market price for translation service going below the recommended rate set by the translators' associations. This inadvertently lowers the status of professional translators to be on par with the amateur, untrained translators.

'Some translators may lower their charges in order to receive jobs... if

you are professionals you shouldn't do that, because for providing a

professional translation work you should charge a rate befitting your

status as a professional... by charging lower that they are supposed to

they lowered their own status as a professional...' [IW/M/R4]

Nevertheless, there are respondents who are not affected by the presence of amateur translators. These strongly feel that their years of training and well-established credentials make their source of work stable and so, there is no need to fear that it will be affected by amateurs. One Malaysian respondent during the interview said that there will always be clients who will be willing to engage and pay for quality services of a trained and qualified translator.

'I'm a freelance translator but I don't compete with others. What happens is that people know that I provide translation service and they know the quality of my work. My clients are usually recommended by my previous clients or by the association. For the amateur translators it is quite difficult for them to find job because they do not have the network provided via association or to reach out to potential clients out there.'
[IW/M/R2]

Korean respondent 1 stressed that quality might be compromised if the client is unwilling to pay more. He added that clients should be well aware of the level of quality they will get in the translation service rendered by a qualified translator compared to an amateur translator.

'...I don't compete with them because there is a big difference in our ability. If a client is willing to pay reasonable translation fee, they can get qualified translator but if client is looking for inexpensive translator, they can get unqualified translator. It's a principle of market. You get what you paid for...'[IW/K/R1]

Whether trained professional translators feel threatened or not by the presence of amateur translators, it still negatively affects the translation profession. The low rate of pay, the poor image and perception towards translation as a profession, and translators' apathy towards education and training are largely caused by the increasing number of amateur translators competing with the trained and experienced translators. Hence, there is an

urgent need for translators' associations to work towards the exclusivity aspect of the profession by sanctioning amateur translators from practising if the profession is to be well-established.

4.4.2　Lack of Malay Terminology for Translation Work

In the interview, some Malaysian translators also cited that one of the challenges of translating is the lack of terminology, especially if the Malay language is the target language in the translation task. They expressed disappointment that DBP which they say is not keeping up with the most current terms as the knowledge in fields continues to expand. Apart from not updating terminology, DBP also does not effectively disseminate information on the availability of these terms to the public and so translators often struggle to locate sources of reference for Malay terminology.

> *'DBP needs to keep on their toes to update their Malay terminologies-the*
> *problem with the Malay language is the lack of new terms- DBP books*
> *are outdated...'* [SQ/M/R30]

> *'The texts that we got... sometimes we receive text which can be very*
> *technical and we do not have the source especially for terms (in Malay)...*
> *we need to know where we can get these things, in case we have problem*
> *with terms in English or idioms or in certain languages and we need to*
> *know how to translate... certain text the way it was written in certain*
> *language may be different in literature in terms of culture...'* [IW/M/R3]

The issue with the Malay terminology is a Malaysian one, as the problem is not reported in Korea. The respondents were unhappy that the new terms created in Malay, especially in the area of science and technology, are not properly lexicalized nor disseminated fast enough for the translators to use in translating English into Malay. As earlier findings show that Malaysian respondents translate a big number of academic books, a delayed creation of new terminology would increase the amount of time and effort needed in the translation process and thus indirectly affect the quality of the translated books.

Another possible concern that stems from this issue is that if there is no equivalent term in Malay, translators would be forced to create their own terms during the translation process. This could lead to a source language term being translated into different terms in Malay, resulting in confusion among readers of the translated books. *Dewan Bahasa dan Pustaka* is the sole agency in charge of advancing the use of the Malay language in the country. It therefore needs to double up its efforts in not just creating new terms in order for the Malay language to keep abreast with the latest developments in the world, but also in disseminating the new coinages and latest lexical equivalents to translators to aid them when foreign materials are translated into Malay.

4.4.3 Difficulty in Receiving Payment for Translation Service Provided

Some Malaysian respondents highlighted the problem that some clients deliberately delay or do not pay the translators for the services rendered. Once again the issue can be attributed to the fact that there is a lack of system or mechanism to dictate how translation service is to be provided and what are the dues which the clients and the translators are to keep when they engage in a service transaction for translation. Translators and clients would also not be protected should either party choose not to keep their side of the bargain as there is no system in place to hold both sides accountable. The lack of protection in terms of law towards translators also deprived the translators of the opportunity to seek justice should their clients refuse to honour the agreed payment.

'...challenges? probably sometimes getting payment... you have to specify beforehand with the clients but sometimes even your regular clients... they can be difficult so that's the main issue...' [IW/M/R8]

'The problem can also come from your client... as a professional translator when you deal with clients they should be a binding document that says the client will pay the fee accordingly... Sometimes clients do not pay the translator because of legal loophole or when they is no black and white document signed... as a representative of MTA, sometimes I have issues in fighting for the translators' right. Some translators are not paid according to what they are supposed to be paid...' [IW/M/R4]

The difficulty faced by the translators in collecting their pay would also be an implication of the perception of the public towards translators. As translators are not regarded as professionals, they do not see the value of their service and may delay or try to 'bully' translators after receiving their service. One seldom hears of clients who delay or refuse to pay medical fees and litigation fees but interview findings reveal that receiving payment for translation service rendered is a problem in Malaysia. Should clients delay payment, translators do not have a place to air their grouses or take the clients to court for violating the service agreement.

4.4.4 Unscrupulous Practices of Translation Agencies which provide translation services

Respondent 8 in the interview also mentioned about translation agencies that took advantage of the translators. Without a code of ethics, there is no boundary on what can or cannot be done. Professional translators will not be able to work by adhering to a set of code and laws, and as their terms of services are dictated between the client and themselves , it is possible that they are not protected against the translation agencies.

> *'...once there is this agency they... they gave me a piece of work worth 100 ringgit but they asked me can you put in the invoice for 500 Ringgit...or like agencies they ask you for sample of two to three hundred words and they give you a text for you to produce the sample, they ask*

different translators for different parts of the text and hire an editor to

put them together...' [IW/M/R8]

Once again the problem reported seemed to be a Malaysian one. Apart from being at the mercy of rogue clients who choose to delay payments, the translators in Malaysia are also helpless against being tricked by translation service agencies. As little legal protection is given to translators who are practicing in Malaysia and there is an absence of code of ethics and practice which governs the provision of translation service in the country, translators would have to suffer in silence with no channel be made available to seek for justice.

4.4.5 Language Competence in Translating Difficult Materials

Some respondents from both countries shared the importance of language competence when they are doing their translating work. Malaysian respondent 2 shared about how she struggled to translate Malay *Pantoon* (poem) into English, which during the course of translation lost its language aesthetics. She had to rewrite the poem just to ensure the language aesthetics is not lost. Korean respondent 1 revealed his dilemma in doing literal and paraphrased translation, as translators need to capture the 'big picture' or the underlying idea behind the text.

'In the advertisement there is a Pantoon (poem) written in English which

they asked me to translate into Malay, I can't translate it, because it does

not sound nice and it's lost the poetic aesthetics if I translate it word by word... I rewrote the poem altogether after I asked for permission, which they allowed.' [IW/M/R2]

'I am still struggling with literal and paraphrased translation when i am translating. For me... what is the most important in translation is to understand the whole context and make smooth sentences in target language.' [IW/K/R1]

Nonetheless, they are translators who take the easy way out by omitting the ideas altogether. Malaysian respondent 5 opined that some translators omitted ideas from the source language text as they do not understand the text. This dents the quality of the work in the target language, and undermines the creativity of the writer of the source language text.

'We have come across translators who skipped ideas because they can't understand... We cannot leave out the ideas and not translate them... The writer gives you the copyright to represent and re-express the ideas in another language and their trust cannot be betrayed... It's a moral crime... (It's wrong that) you get paid for spoiling other people's great ideas... Biggest challenges are to be responsible, to be accountable to what you are translated...' [IW/M/R5]

As the Malaysian respondent 5 highlighted the point of ethics and accountability, another reason which explains the inability of the translator to understand the idea in source language is that the translators lack the knowledge in either the subject content of the translated work or the semantics of the language. The weakness on the side of the translator directly points to the competency of a translator in carrying out translation work and at the same time, highlights the value of engaging in continuous professional development (CPD) activities. CPD activities help translators to keep abreast with the latest development in the subject area and also in the mastery of source and target language. This sustains and even develops translators' competency to take on more challenging translation tasks. The dilemmas mentioned by the respondents earlier can be better resolved if the translators have the competency and knowledge at their disposal.

4.4 6   Unrealistic Expectations from Clients

A challenge highlighted by respondents especially from Korea in their practice is that sometimes the clients have unrealistic demands from their translators. Very often, Korean translators are rushed into finishing their translation task, yet they are expected to produce high quality, error-free work.

'Client pushes me to finish the work "Quickly and exactly". These two words are very conflicting actually. If the translation is quickly done then it may not be correct whereas if there is enough time, the work will be more accurate.' [IW/K/R1]

'For me, biggest of challenge is client's asking please do this translating "quickly and with accuracy". These two words are actually always conflicting (opposite).' [IW/K/R2]

'Lots of intermediaries have emerged in the market and in their mind, translators are not experts. This makes the companies, as well as requesters, pay less money but require high quality.' [IW/K/R4]

'Compared to Canada, where clients give us ample time to translate and review our work, Korean clients usually pushed for the work to be translated and checked at the shortest time possible. This will of course affect the quality of my work.' [SQ/K/R50]

This would pose a challenge to the translators, as rushed work would often mean compromised quality. The phenomenon is a reflection of the ignorance of the public towards the profession of translation, as they do not see their work as important and require specialised skills and knowledge; it is also possible that they do not think translators take a long time to translate a document. These expectations also imply that translation is not seriously regarded by the public as a profession, as professionals would be given the time needed to carry out their given task efficiently by using their specialised knowledge and skill.

Rushing translators to finish their work could inadvertently cause translators to make mistakes, which can pose serious ramifications should the documents be used in high

stake situations. The embarrassing incidents of the mistranslations of Foreign Trade Agreements (FTA) between South Korea and United States, European Union and Peru are high profile cases which signal the danger of not giving translators the time needed for them to complete their work. Translators themselves may also have to be assertive in demanding a certain amount of time to complete their work, as translation work requires time for it to be done in the best manner possible.

4.5   Conclusion

The essential issues in this research have emerged from the analysis of the data. These range from hard data concerning the translators in both countries and perceptions on professional status, remuneration, education and training, quality standards and professional practice such as codes of ethics and CPD are the issues and challenges faced by Malaysian and Korean translators.

The results show that among the issues which are severely affecting the professionalism of translators include apathy towards the use of quality standards, lack of adequate involvement in CPD activities and the absence of regulation and use of a code of ethics. Some of the issues are also country specific, such as lack of terminology in Malay and unrealistic expectations of translation project delivery from clients in Korea.

The next chapter summarizes the findings of this study using the fusion of horizon method. The findings will be further examined in relation to the research questions. In the final chapter, the researcher also proposes recommendations and suggestions which may help advance the translation profession in Malaysia and Korea.

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

5.1 Introduction

This study is undertaken with three main aims. The first aim is to describe and compare the translation profession between Malaysia and Korea, focusing on the core elements that constitute a profession as discussed in Chapter 2. Second, the study intends to identify the problems, issues and challenges faced by the translation practitioners in Malaysia and Korea. Third, the study aims to determine at which phase in Tseng's model of professionalization process the translation profession in Malaysia and Korea can be currently placed.

This chapter will begin by providing a summary of the major findings from both past studies and the present study. In fusing the past and present findings a more complete picture of the current status of the translation profession in Malaysia and Korea can be formed. Next, Tseng's Model of Professionalization Process will be used to determine the phase where the Malaysian and Korean translation profession are currently at. This will answer the third research question for this study. This will be followed by a few recommendations on how to consolidate and strengthen the translation profession and the proposal of a new model developed by the researcher to describe the process of professionalization specifically for translation. Lastly, suggestions for future research will be presented in the final part of this chapter.

5.2   Fusion of Past and Present Horizons

Based on the concept of the fusion of horizons as discussed in Chapter 3, this chapter provides a summary of the main points in the past horizon which relate to those in the present horizon. The past horizon is a summary of the findings of the past studies which were included in the literature review. The present horizon comprises the summary of the new findings that have emerged from this study.

Table 5.1 Fusion of Horizons – Past and Present Horizons

PAST HORIZON (Findings from past studies)	NEW HORIZON (Findings from this study)	
	Malaysia	**Korea**
Horizon 1 : Gender		
Kelly, Steward & Hedge (2010), Service Canada (2012): Translation is a profession dominated by females.	In this research, 66% of the Malaysian respondents are woman.	84% of the Korean respondents are woman.
Horizon 2 : Types of materials translated		
Ferreira-Alves (2001): Translators translate mostly official documents in North Portugal.	The most common type of material translated by Malaysian translators (33.6%) is the official document. The second most translated material is the academic book (19.3%).	Official documents are reported as the type of text most frequently translated by Korean translators (36.2%). The second most translated material is advertisements/ commercials (14.3%).

Horizon 3 : Specialist versus general translators		
Chan (2013): Survey shows that most translators do not have a field of specialisation but would translate materials from any field given by their clients.	42% of the Malaysian respondents stated that they do not have a field of specialisation in translating materials.	50% of the Korean respondents stated that they do not have a field of specialisation in translating materials.
Horizon 4 : Part /full time status		
Wolf (2006): Most translators are freelancers and work on short contracts.	66% of the Malaysian respondents translate part-time.	70% of the Korean respondents translate part-time.
Dam & Zethsen (2010): Translation is a part-time, flexible occupation since one can work from home.	A Malaysian respondent said that stay-home mothers join the translation workforce mostly due to its flexibility with regard to workplace, time and the amount of work involved.	A few Korean respondents find the career flexible in terms of workplace, time and attire.

Horizon 5 : Recognition & visibility		
Bahk-Halberg (2007), Katan (2009), Leech (2005), Ferreira-Alves (2011): Translators do not get public recognition as professionals and the public on the whole lacks awareness of what is involved in the translation profession.	56% of the Malaysian respondents opined that the translation profession is highly regarded in their country, but the findings of the interview contradicted the findings from the questionnaire. The Malaysian public presume that translation is an easy task because many Malaysians are bilinguals and some even multilingual; they therefore feel that they can manage translating on their own without professional help.	66% of the Korea respondents opined that the translation profession is not held in high regard in their country.
Choi, (2002): Being a translator is less prestigious compared to being an interpreter in Korea.	Interview with Malaysian respondents did not bring up the comparison between being a translator and being an interpreter.	The Korean respondents feel that there is little awareness of their role as translators and what they do in their work. They reported that the Korean public regards interpreters more highly than translators.

Horizon 5-1 : Self-perception		
Ferreira-Alves (2011), Bahk-Halberg (2007): Translators perceive themselves as professionals.	86% of Malaysian respondents see themselves as professionals.	80% of the Korean respondents perceive their occupation as professional work.
Horizon 6 : Poor pay for translators		
Sela-sheffy & Shlesinger (2008), Pym et al. (2012): Translators are poorly paid for their work.	The average rate charged by the Malaysian respondents is slightly above the recommended rate fixed by the Malaysian Translators' Association.	The Korean respondents reported an average rate which is lower than the recommended rate provided by the HUFS-GSIT centre.
	Half of the Malaysian respondents (52%) agreed that translators can make a living in their country. 56% of the respondents agreed that the Malaysian translation market is a lucrative business place.	72% Korean respondents disagreed to the fact that one can earn a living as a translator. 66% of the Korean respondents stated that the translation market is not a profitable business place in Korea.

Chan (2005): Translators earning low/poor pay is one of the reasons why many good translators leave the profession.	One Malaysian respondent expressed a different opinion. She said she loves her job and quoted: *"A translator can hit more than 50,000 Malaysian Ringgit a month…if he or she really works very hard. You take big jobs they rush you to finish over short period of time…you can add 50% to your fee…and they will pay."*	One Korean respondent expressed his concern in the interview. He said: *"Translators receive poor payment compared to their efforts and it's pretty hard to keep earning money, I mean to earn a consistent income…that's why I am looking for a better job…"*
Horizon 7 : Education & Training		
CTISC (1999): 81% of translators possess a bachelor degree.	58% of the Malaysian respondents have a bachelor degree.	24% of the Korean respondents possess a bachelor degree and 72% of them have a master and doctoral degree.
	Only 1 university offers undergraduate and postgraduate study in translation in Malaysia.	14 universities offer postgraduate study in translation in Korea.

	It is further revealed that the Malaysian respondents have academic qualifications in other fields but later switch to translating by taking up a diploma in translation. The diploma programme is run by MTA and ITBM.	Most Korean respondents graduated with a degree in translation and interpretation studies and then pursued translation as a career.
Katan (2009), Godbout (2013): Translators do not feel that they need to have qualifications before they practice. They favour the experience derived from the job training and hands-on work.	One Malaysian respondent said: *"Not necessarily. If you are good in Source Language (SL) and Target Language (TL), you do not really need to study translation if you possess sensitivity of the use of SL and TL, and the culture of that language."*	One Korean respondent said: *"In my case, not really helped me. Maybe I was working as translator for long time before admission to this university. To me, my practical experience in Germany is more important rather than education in the classroom from this university."*
	On the whole, Malaysian and Korean respondents from both countries interviewed feel that a qualification is not very important if the aspirant possesses linguistic sensitivity and a flair for language. Nevertheless, findings from the survey and interviews pointed out that both respondents do believe that undergoing training and receiving education in translation do help a translator to become more competent and efficient.	

Horizon 8: Translators' Association		
	The Malaysian Translators Association (MTA) was established in 1979 by a government agency, *Dewan Bahasa dan Pustaka* in charge of promoting national language.	The Korean Association of Translators and Interpreters (KATI) was established in 2007 out of initiatives undertaken by academicians, translators and interpreters in Korea.
	Applicants can choose to become life members or ordinary members. Membership is subject to renewal.	Members are admitted as either associate or full members depending on qualifications and experience. All memberships are subject to renewal.
Pym et al. (2012): Translators' associations in Europe and North America adopt a variety of roles in protecting and advancing members' interests, but almost none has regulatory powers.	MTA and KATI require members to possess qualifications in translation but do not have authority over the practice of its members. Translators' associations are representative bodies which seek to protect members' welfare. Respondents of this study called for these associations to be granted regulatory power and licensing authority. Both associations have embarked on a study to determine the feasibility of granting members license to practice.	

Horizon 9 : Code of Ethics		
Dolmaya (2011): The International Federation of Translators (FIT) and the 17 countries studied have a code of ethics for translators. However, translators do not conform to the same code of ethics.	Respondents from both countries do not follow a code of ethics. Most follow some universal rules, such as punctuality and accuracy in their translation work. Translators' associations in both countries do not enforce a gazetted code of practice on their members.	
Horizon 10: Quality control standards		
Schopp (2007), Biel (2011): There are a number of external quality standards, such as ESTS and ATSM, which are available in the provision of translation service.	Malaysian respondents reported using a variety of quality control mechanisms but they are not quality standards. It is an in-house mechanism making use of the peer review process; very few actually reported using an established quality standard.	The majority of the Korean respondents said they do not use any quality standards.
Horizon 11: Continuing Professional Development (CPD)		
Godbout (2013), AUSIT (2014): Translators' associations organise CPD courses for members.	The Malaysian respondents reported that they do engage themselves in some form of CPD activities; most cited activities such as attending seminars, conferences and	The Korean respondents reported that they do participate in some form of CPD activities, but most cited activities that are carried out in private for

	workshops.	e.g. reading, self-study and group-practice.
	During the interview, the Malaysian respondents also revealed that not many CPD activities are made available for the benefit of Malaysian translators.	Feedback during the interview with the Korean respondents revealed that sometimes they did not attend a CPD activity as the level of the activity was not suitable for them or due their busy schedules they simply did not have the time to partake in such activities
In Canada and Australia, renewal of certificate of practice is conditional – it is based on attendance of CPD courses.	Translators' associations in both countries, MTA and KATI annually organise conferences, seminars and workshops in translation as a means to promote CPD among translators but participation is not compulsory.	
Horizon 12: Translators face unappreciative clients		
Bahk-halberg (2007): Past research has revealed that translators are treated as an assistant or a secretary. Facing unappreciative clients is one of the major factors of Korean translators leaving the industry.	Some Malaysian respondents reported that their clients delayed and sometimes refused to pay the translators for service rendered, suggesting a lack of appreciation for the service rendered by translators.	Interviews with Korean respondents revealed that clients have unrealistic expectations of translators. E.gs of demands by clients: *"Pay less money but require high quality"* *"Quickly and with error-free-work"*

The review of the definitions of a profession provided in Chapter 2 serve as a guide in this study to describe the practice of translators in Malaysia and Korea. By applying the fusion of horizons which is a part of the hermeneutic phenomenological approach, new findings that have emerged from this study can be studied at a glance to determine whether the findings of the present study contradict or echo and confirm the results from past research.

5.3 Reviewing the Translation Profession Using Tseng's Model

In Chapter 2, the Model of Professionalization Process according to Tseng (1992) was fully reviewed. With reference to this model, the findings on the status of the translation profession in Malaysia and Korea reveal that the translation profession in both countries is at the market disorder phase. In order to clearly illustrate this statement, the current status of the translation profession in Malaysia and Korea as revealed in the findings will be compared to the characteristics of the market disorder phase as described in Tseng's model. The comparison is shown in Table 5.2 below.

Table 5.2 Characteristics of the Market Disorder Phase in Tseng Model's & the Current Status of the Translation Profession in Malaysia and Korea

Characteristics of Market Disorder Phase according to Tseng	Status of Translation Profession in Malaysia and Korea
1. The 'disorder' comes from the chaos which arises from the fierce competition among the practitioners of an occupation.	- Amateur and trained (professional) translators in Malaysia and Korea compete with each other, causing the translation rates to be low and cases of mistranslation to occur.

	- Unscrupulous practices by translation agencies also contribute to the creation of disorder.
2. There is no mechanism in place to keep outsiders from entering the occupation.	- As translation associations in Malaysia and Korea have neither a proper licensing system nor regulatory power, amateurs are not barred from practicing and competing with the trained and professional translators.
3. Many clients have very little knowledge about what the practitioners do. They would often think that the tasks carried out by the emerging professionals is not demanding and thus, may not be of high value.	- In Malaysia, as most Malaysians are bilinguals or even multilingual, they presume that all bilingual Malaysians can translate, and thus the skills of translating are often not highly valued. - Koreans do not have a good understanding of what a translator does. An interpreter is more recognized and is accorded more prestige in the Korean society than a translator. Translation job is perceived as a clerical or secretarial job.

4. Clients may be ignorant about asking for quality service.	- The Korean and Malaysian public do not recognize the need for hiring good or trained professional translators to get their documents translated - this naturally and most unfortunately promotes the demand for service from amateur translators. - There is no a mechanism to control the quality of the service delivered by the translators. No quality standards are used in both countries and this means there is no expectation for high quality translation service.
5. Clients would only go for the lowest price; practitioners would have no choice but to ask for low fees.	- As the amateur translators in Malaysia and Korea want to secure jobs despite their lack of qualification, they lower their rates to obtain jobs. - Trained translators also tend to reduce their fees in order to secure jobs. Suggesting direct competition between trained/ professional and amateur translators.
6. There are no regulations for practitioners to adhere to.	- Most translators in both Malaysia and Korea do not follow a code of ethics. As the translators' associations in both countries also do not regulate the practice of its members, there are no sanctions or

	penalties served to translators who violate the code of ethics.

Based on Table 5.2 above, it can be seen that the Korean and Malaysian translation profession are still at the market disorder phase according to the Tseng's model. As there is a lack of regulations which protect the rights of the trained translators, amateur translators can freely compete with trained translators for translation jobs. This is coupled by public opinion which considers translating skills to be of little value. Hence, they do not see the need to engage a trained translator to do the job, as anyone who can translate will suffice. Clients therefore prefer to hire translators who offer the lowest rates. This contributes to the proliferation of amateur translators who provide competition to professional by offering to complete translation jobs at a lower fee than trained translators. This phenomenon effectively removes another trait of control suggested by Grossman (2002), that is, where an occupation can only be a profession if the rate of pay for the service is dictated by the professionals.

Another concern in the translation profession lies in the absence of rules which govern the practice of translators. This study has revealed that most translators do not follow a set of code of ethics and quality standards are very seldom used. Lack of uniformity and compliance to rules and standard are the Achilles' heel to the issue of competition among amateur and professional translators. While the professional translators are not protected from amateur translators in their practice, the clients are also not protected should the translated work delivered to them is of poor quality. Non-adherence to quality

standards or codes of ethics would result in inconsistency in the quality of translated service provided.

Tseng (1992) posits that a profession truly becomes established when it reaches stage 4. As this study has proved that the translation profession in Malaysia and Korea is still at stage 1, there is a need to look into the suggestions for future improvement of the profession in both countries. If one uses Tseng's model as a reference, the next step for the professionalization process would be to develop a consensus and commitment towards empowering the translation profession. Hence, the next section would look into concrete actions that can be taken to strengthen the profession in both countries.

5.4   Recommendations for the Improvement of the Translation Profession

The present study has been insightful on the professional practice of translators in Korea and Malaysia by revealing some of the main problems and issues which need to be addressed. The researcher provides six recommendations which can help strengthen the translation profession. These recommendations have taken into consideration feedback from the respondents of this study, the aspects highlighted in Tseng's professionalization process model (2002), Noraini's (2008) statements on the four roles which are played by professional bodies, and the researcher's own insight based on the findings of this study.

Recommendation 1:   Setting Up of a Unitary Professional Body

Pym et al. (2012) have warned about the danger of a country having many translators' association, as they create 'noise' and confusion which can negatively affect the process of

upholding the status of translators in society. Hence, it is important for all translators to register themselves under a single entity to ensure that the association represents the entire community of translators. Furthermore, a single representative body will help facilitate negotiation and cooperation with other organisations or entities, such as the government, translator agencies and the public. The representative translator association in a country should pursue legal measures to make it a standard prerequisite for all practising translators to register with a national professional body in order for them to continue their practice as translators. Grouping all translators under one entity paves the way for the subsequent exercise of registering, credentialing and the licensing of translators. Gathering all translators under a single professional body also allows for collective decisions and efforts to be made to ensure the interests of translators are protected and their practices are monitored and regulated.

A union of translators' associations is particularly relevant in Korea, where there exist a few organisations which admit translators. Kwak's (2013) call out for a singular, national, and professional body for Korean translators and interpreters should be heeded so that they can come together under one entity and it would help prevent embarrassing mistranslation cases such as the ones involving the Free Trade Agreements from being repeated. A singular professional body for translators and interpreters would also be in a better position to promote itself and change public perception and recognition of translating work. It would also help kick start the process towards full recognition and accreditation. A united voice with consolidated decisions from a singular professional translation body would invest more power and authority to work towards attaining a full-fledged professional status for its members. In Malaysia, though MTA is the sole translators'

association in the country, the membership must expand to include all practising translators in Malaysia, which will encompass translators who are employed by various agencies and private companies but are yet to become an MTA member.

Recommendation 2: Granting Regulatory and Licensing Powers for the Professional Body

Tseng (1992) states that in order for an occupation to be truly a profession the professional body plays a very crucial role. Most respondents for this study who wrote responses in the additional response column have urged for a formation of a regulatory body to represent professional translators in Korea and Malaysia. Setting up of a professional body which has regulatory and licensing authority is a pivotal step towards recognizing the translators as professionals in their own right.

In describing the roles of a professional body, Noraini (2008) posited the idea of a professional body functioning as a regulatory agent. Creation of a professional body would solve the problem of the existence of rogue amateur translators and problems such as translations of poor quality, price wars and the tarnished image of translators due to isolated cases of unscrupulousness. These problems can be solved as the professional body would be given authority to regulate the practice of translators, only translators who are trained, qualified and registered with the body will be allowed to practice. This would give the clients the assurance that as long as they approach the registered translators who have the license to practice, the translated work would be of a certain standard and the fee will be

charged accordingly. Standardizing the fee would ensure that translators' income commensurate with their skills, knowledge and competency.

It is important that the standardisation of translators' fee is enforced after determining every possible aspect of how the fee is to be charged. Greere (2010) points out the case in Romania, where there was an initial confusion as to how translators are to charge, by page or by word. If it is by page, how many words are to be considered as a page? Though the Romanian government eventually standardised the charges based on page and set up a fee structure based on the source and target languages i.e. how common or rare the languages used are, it still did not take into consideration the nature and difficulty of the text. Should a standardised fee structure be introduced in Malaysia and Korea, it needs to be as comprehensive as possible by taking into account aspects which were not included in the Romanian case, such as the difficulty of the text (which might include specialized, technical jargon, literary or archaic use of language etc.) and also the qualifications and expertise of the translators. The fee structure ideally should also be piloted before it can become a blanket structure to be applied to the whole country.

Prior to the formation of a professional body for translators in Malaysia and Korea, it would be advisable for the translators' association in both countries to conduct a benchmarking exercise in countries where the translation profession is highly regulated. In Chapter 2, Argentina was cited as one of the countries in the world where translators are a recognized profession by law. Hence, Korea and Malaysia can emulate the best practices in Argentina in establishing the profession. In order for the professional body to be endowed with the authority to regulate members' practice and to issue license for practice, it is

important that the government plays a role in gazetting laws which will grant the power to the body. Similar to the efforts made in Argentina to recognise translators as 'sworn translators', the government's recognition of translators will be an essential step towards true professionalism of translators. Nevertheless, the recognition would have to begin with the efforts made by the translators' associations. MTA and KATI have a big role to play in contributing consistent efforts to ensure that translators become recognised professionals.

Recommendation 3: Promote the Use of Quality Standard and Enforce a Code of Ethics

In recognizing translators as genuine professionals, it is very important for the translators to show a high level of language competence, delivery of good quality work and professionalism. Once again, the translators' association has a role to play by advocating the use of quality control standards and a code of practice. This role is closely associated to the regulatory agent role played by the professional body mentioned in the previous recommendation.

Adopting a quality control standard will give clients confidence in the work that is delivered. It will ensure commitment and accountability from the translator as they adhere to the stipulated standards of quality. It will also ensure the uniformity of practice apart from improving the quality of work. Hence, it is suggested that the translators' associations take the initiative to train their members to use an established quality standard, such as the European Standard of Translation Service (ESTS) reviewed in this study.

Adhering to a code of practice also serves a similar function as quality control standards. In order to embody the professionalism of a translator, it is important for a translator to commit him/herself to a set of virtues and qualities which define a good translator. Punctuality, client confidentiality, trustworthiness and quality service would go a long way towards establishing translators as a profession like other established professions in the country. As the International Federation of Translators (IFT) has already drawn up a code of practice for translators, Korean and Malaysian translators' associations can adopt and modify the IFT's code of ethics to fit into their own context of work.

Recommendation 4: Promote Awareness on the Importance of CPD

Another necessary effort that needs to be made to improve the level of competence of translators is the promotion of awareness on the importance of Continuing Professional Development (CPD) for all who are seriously committed to translating work. If translators are genuine in seeking the status of being a professional, it is important for them to realise that they need to continuously improve and update themselves with the latest knowledge and skills in their practice. Other established professions set up a point system where their members are required to accumulate a certain number of CPD points by attending workshops or seminars. CPD is what a professional pursues in order to remain competent but not many realize its benefits. Though it could be a long process before the creation of a professional body for translators is realized, it would still be most advantageous for translators to begin their transition to becoming true professionals by seriously engaging in as many CPD activities as possible.

Still on the matter of the point system, the researcher strongly recommends Malaysian and Korean translators' associations to put in place a condition where translators' membership or license can only be renewed provided that they have accumulated a stipulated number of hours by participating in CPD courses, as the practice is in Australia. This would ensure compulsory participation in CPD courses and translators would be urged to improve themselves year after year to enhance their competence. Putting this mechanism in place would also fulfil another role of a professional body as posited by Noraini (2008), which is, a professional body plays the role of being a lifelong learning agent. Enforcing this mechanism would be possible if the professional body is endowed with the authority to regulate the translators' practice.

Recommendation 5: Raise Public Awareness on Translators

Based on the past study and also the results of this study, it has been highlighted that many translators find it very disheartening that their clients know very little about the amount of effort and time that is involved in translating a written work. This implies an urgent need for translators to be more transparent and more open in communicating what they do in their profession to outsiders or laypersons.

> *'Translators have to prove to themselves as to others that they are in control of what they do; that they do not just translate well because they have a "flair" for translation, but rather because, like other professionals, they have made a conscious effort to understand various aspects of their work.'* Baker (1992:4)

Noraini (2008) posits that the fourth role played by a professional body is to be a public agent, where the body engages with the public to promote awareness and transparency towards a profession. Hence, it is important to raise public awareness on the role that the translator plays, and also what to expect when the public wishes to engage the service of a translator. The public has to be educated on the fact that translation is a profession and only those who are adequately qualified can translate. This can help change the common and false notion that translation is work can be easily carried out by any person who knows more than one language. It has to be firmly established in the mind of the public that translating work involves   professionalism as it requires specialised skills, diverse knowledge and experience apart from an advanced level of language competency.

Recommendation 6: More Tertiary Institutions in Malaysia to Offer Translation Studies

It is a well-known fact that Malaysia is a country with diverse languages and cultures. This promises great potential for translation work and much opportunity for its younger generation to be nurtured as language experts, translators and interpreters. However, the opportunities for education and training in the direction of a translation career are hardly made available by academic institutions in Malaysia. The literature review in this study revealed that *Universiti Sains Malaysia* is the only university in Malaysia which offers Translation Studies as a full degree programme from the undergraduate to postgraduate level. This underscores the great need for more tertiary institutions in Malaysia to be involved in producing graduates and postgraduates with the knowledge and expertise in translating.

Another reason to encourage more universities to offer translation studies is to raise the profile of the translation profession among secondary schooleavers. In the case of Malaysia, interviews revealed that translators stumbled upon the translating job at some point or switched to translating from another career. Hence, offering translation studies at the undergraduate and postgraduate level would allow for prospective students like undergraduates with a major in languages and linguistics to seriously consider translation as a viable choice for a career. Once again a professional body can play its role as a public agent in raising the image of translation as a profession and encouraging more youths to consider a career in the field. With such efforts, it is hoped that the long standing view of translation as a part-time, 'convenient' career would change to it being perceived as a profession of choice which requires specialised skills and knowledge related to major aspects of linguistics and culture.

In this study, many Malaysian respondents reported undergoing a short–term diploma or certificate programme at MTA or ITBM in order to become a translator. However, for translation to become a full-fledged profession, the profession should comprise persons who have spent a considerable amount of time studying and mastering the craft of translating, ideally combining a theoretical background in translation from an academic programme with apprenticeship. Most professions around the world require its members to devote 3 to 4 years of study at universities before they can be admitted into the profession.

5.5   Proposal for a New Model for Professionalization of Translators

In the light of the findings derived from this study and the recommendations made, the researcher would like to propose a new model which can chart the steps towards the professionalization of translators. As Tseng's model of professionalization process addresses professions in general, this new model in this study would be contextualised for the translation profession. With Tseng's model as the guiding frame, the new model would incorporate the core elements of the translation profession which were examined in this study.

Phases	*Status of Profession*	*Processes / Entities Involved in the Process*
Phase 1		
Phase 2		Voluntary membership
	EMERGING PROFESSION	Mandatory Membership
Phase 3		
Phase 4	FULL FLEDGED PROFESSION	
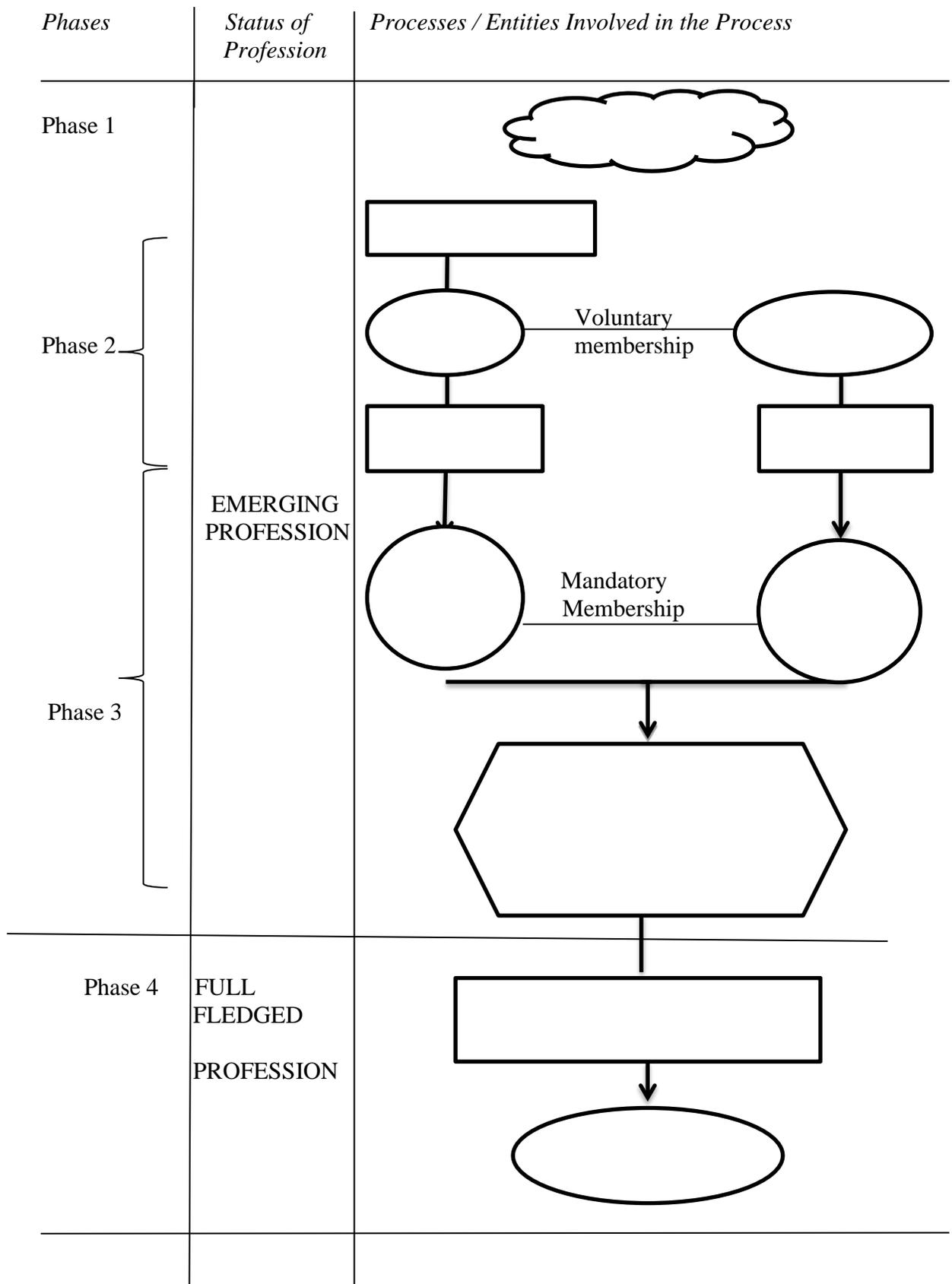
Figure 5.1 New Model of Professionalization Process for Translators

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In the new model, the current status of the translators in Malaysia and Korea has been identified at the Market Disorder phase according to Tseng's model. Hence, this study would borrow the term 'Market Disorder' to represent the current scenario in the profession. The new model would start from the Market disorder phase as experienced by translators in Malaysia and Korea.

The first phase begins with education and training, which is one of the non-negotiable elements necessary for the creation of a community of professional and competent translators. When Malaysian universities begin to offer more programmes in translation, the public will realise the potential in translation studies and that a career in translating is a viable option. This would also encourage those aspiring to be translators to undertake academic study and training in an institution of higher learning before they begin their career as translators.

If one looks at the status of translators in Malaysia and Korea at present, translators become members of the translators' association voluntarily. Thus in Phase 2, the professionalization process will commence by tackling two issues: membership in translators' association and the authority of the translators' association. First, translators will undergo the admission, accreditation and licensing process in order to be registered as professional, licensed translators. Hence, all existing and prospective translators would have to register themselves at the translators' association either for the first time or if the translators are existing members of the association, they would have to re-register themselves. The registration would be immediately followed by accreditation which may involve sitting for exams and attending an interview. These can be assessment exercises to

ascertain the qualification of members and to verify their translation skills and their competency in the source and target languages before a certificate or a license for practice is issued.

Second part of Phase 2 is the translation association gains legal recognition from the government to become a gazetted professional body. Should a country have more than one translator organisation, as in the case of Korea, then the unification and merger of translator associations into a singular professional body would need to come first before legal recognition is sought. The professional body will have to be endowed with licensing and regulative authority to admit members, to issue licenses for practice and to regulate the practice of its members. After these processes are completed, translators would be known as professional translators and the translation association would function as a professional body for translators. The license issued earlier to the translators can become valid practising evidence.

In phase 3, the professional body is established and membership in the body is made mandatory in order for a translator to practise. In this phase, the members of the professional body would standardise important aspects pertaining to their practice and the service fee to be charged by its members. A uniformed code of practice would be tabled, endorsed and professed by all translators that belong to the professional body. The professional body would adopt a quality control standard to promote conformity in the delivery of service. As the regulatory power is granted in the earlier phases, members who fail to adhere to any of the rules and codes imposed on them would be subjected to sanctions or penalties which would deter them from violating the rules in the future.

In the last phase, the profession moves into engaging public awareness on the role of the translators in society. It is important that the professional body and its members are well established and have completed the professionalization process before they can engage the public in raising this awareness. The public can be educated on the need to engage the service of professional translators and also the implications of engaging amateur translators for translating work. This exercise would hopefully change the public's perception towards the profession of translation and over time lead the translation profession to be known as a respected profession for its important contributions to society, similar to other already established professions in the society.

The final effort that needs to be made in the fourth phase is to develop a Continuing Professional Development (CPD) mechanism. It is completed last as it would be a continuous process to build the professional capacity of translators. Enforcing a system to promote Continuing Professional Development (CPD) will ensure that members continue to improve their skills and knowledge as translators to provide better service, even as the professional body enforces a mandatory accumulation of CPD activity points as a condition to renew members' license for practice. The decisions made at the leadership level of the professional body on the code of practice, quality standards and continuous professional development activities would have to be disseminated to all members of the body.

At the end of the fourth phase, the revamped professional body of translators will have fulfilled the four roles which a professional body should play: Interaction Arena (via networking of members), Regulatory Agent (via enforcement of quality standards and code

of ethics), public agent (via outreach to the public), and Lifelong Learning Agent (via organising conferences and enforcing a CPD system).

The new model proposed in this chapter would follow a linear process, where the professionalization process of translators begins at Phase 2 and slowly advances until it reaches Phase 4. It may argue that this process may not take place in a linear fashion, but would probably develop simultaneously, which could certainly be true in reality. Nevertheless, as this new model wishes to delineate the necessary process stages that translation needs to undertake before it can be recognised as a full-fledged profession, it would be more appropriate for the model to be presented in a linear manner to allow for clarity of the processes that will occur at each phase. The new model proposed in this chapter, should it be implemented, may turn out to be quite different and depending on the context and the circumstances in which the model is carried out to professionalize a translation profession in a country.

5.6   Suggestions for Future Research

This research has provided useful insight into the practice of professional translators in both Malaysia and Korea. Although past studies conducted in Korea have helped to shed some light on the practice of Korean translators, there is on the whole, a glaring lack of literature with regard to the translators' practice in Malaysia. This study serves as a stepping stone to other more in-depth studies that can be carried out on the translation profession especially in Malaysia.

Various follow-up studies can be undertaken fashioned upon this present research as the translation profession was approached as an umbrella term comprising various important components. This research covered core elements which constitute a profession that is, status of the translator, remuneration, recognition and visibility, code of ethics, quality standards, continuous professional development, education and training, and professional association. As the intention of the present study (which is the first of its type) was to provide an overview of the current status of the translation profession in Malaysia and Korea, the data gathered for each component merely scratched the surface in this study. Future research may choose to conduct an in-depth study focussing on any one of the elements constituting the translation profession. This will certainly unravel more specific results with regard to the aspect chosen and will bring with it another measure of understanding of the translation profession.

This study has revealed a number of issues which future research may be interested in pursuing further. Future studies can delve further into the following matters: translators' perceptions and attitudes towards engagement in CPD or raising the prestige of translators; current issues in a nation's translation industry/market; the extent of the education and translation training available in Malaysia and Korea by observing translation classes and scrutinizing curriculum for translation programmes.

Lastly, as this research makes comparison of the professional practice between translators in Malaysia and Korea, future study can choose to replicate this study by comparing translators who are practising in other countries in Asia which have yet to be

studied. A future study can choose to concentrate on one particular country or to compare the translation profession between countries in the same region. The present study has provided a useful base for such possible future studies to build upon. It is hoped that the limitations in this study like the relatively small sample size of a hundred respondents will be overcome and compensated in other future studies of this nature.

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APPENDIX A: Characteristics of Survey Respondents

Age Group of the respondents
MALAYSIA

Age Group	20-24	25-29	30-34	35-39	40-44	45-49	50-55	≥55	TOTAL
No. of respondents	7	11	3	4	4	6	8	7	50
Percentage	14.0	22.0	6.0	8.0	8.0	12.0	16.0	14.0	100%

KOREA

Age Group	20-24	25-29	30-34	35-39	40-44	45-49	50-55	≥55	TOTAL
No. of respondents	0	9	12	14	9	2	2	2	50
Percentage	0.0	18.0	24.0	28.0	18.0	4.0	4.0	4.0	100%

Gender of the respondents

	MALAYSIA	KOREA
Male	17 (34.0%)	8 (16.0%)
Female	33 (66.0%)	42 (84.0%)
Total	50 (100.0%)	50 (100.0%)

Full time/Part time breakdown

	Malaysia	Korea
Full Time Job	15 (30.0%)	15 (30.0%)
Part Time Job	33 (66.0%)	35 (70.0%)
Did Not Specify	2 (4.0%)	
TOTAL	50 (100%)	50 (100%)

Years of translating experience

MALAYSIA

Years of experience	≤5	6-10	11-15	16-20	21-25	26-30	≥30	Not Specified	TOTAL
No. of respondents	19	7	2	7	4	4	5	1	50
percentage	38.0	14.0	4.0	14.0	8.0	8.0	10.0	2.0	100

KOREA

Years of experience	≤5	6-10	11-15	16-20	21-25	26-30	≥30	Not Specified	TOTAL
No. of respondents	22	20	6	0	0	0	1	1	50
percentage	44.0	40.0	12.0	0	0	0	2.0	2.0	100

Education & Training

Qualification of respondents

	MALAYSIA	KOREA
Diploma	2 (4.0%)	2 (4.0%)
Bachelor Degree	29 (58.0%)	12 (24.0%)
Masters Degree	15 (30.0%)	27 (54.0%)
Doctoral Degree	4 (8.0%)	9 (18.0%)
TOTAL	50 (100%)	50 (100%)

Educational qualification relevant to translation

	MALAYSIA	KOREA
Yes	41 (82.0%)	30 (60.0%)
No	9 (18.0%)	20 (40.0%)
TOTAL	50 (100%)	50 (100%)

Percentage of respondents who have attended a training course on translation

	MALAYSIA	KOREA
Yes	31 (62.0%)	14 (28.0%)
No	19 (38.0%)	34 (68.0%)
Not specified	0 (0.0%)	2 (4.0%)
TOTAL	50 (100%)	50 (100%)

Use of quality standards in translation

Malaysia		KOREA	
No	28 (56.0%)	No	41 (82.0%)
Yes	13 (26.0%)	Yes	7 (14.0%)
MTA Standard	3	Client's Standard	2
DBP Standard	1	None given	3
ITNM Standard	1	Internal Standard	1
ESTS Standard	1	ATSM Standard	
			1
Internal Standard	4		
British standards	1		
none given	2		
Not specified	9 (18.0%)	Not specified	2 (4.0%)
TOTAL	50 (100.0%)		50 (100%)

Continuing professional development (CPD)

The top 5 means of CPD engaged by the Korean and Malaysian translators

Malaysian Respondents		Korean Respondents	
Types of CPD activities	Frequency (percentage)	Types of CPD activities	Frequency (percentage)
Reading	9 (22.5%)	Self- study/ practice	16 (39.0%)
Attend seminars / conferences	8 (20.0%)	Special Interest Groups (SIGs)	6 (14.6%)
Attend courses/ programmes	6 (15.0%)	Attend seminars/conferences	7 (17.1%)
Attend workshops	3 (7.5%)	Online community discussion	4 (9.8%)
Website /internet research	4 (10.0%)	Participate in activities organised by the associations (KATS or KATI)	3 (7.3%)
Others	10 (25.0%)	Others	5 (12.2%)
TOTAL	42 (100%)	TOTAL	41 (100%)

Statements of translators

Perception of translators on the profession and industry (n=50)

Item 19: I enjoy working as a translator

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	4.32	0.94	26 (52.0%)	18 (36.0%)	4 (8%)	0 (0.0%)	2 (4.0%)	0 (0.0%)
KOREA	3.90	0.76	13 (26.0%)	23 (46.0%)	8 (16.0%)	5 (10.0%)	0 (0.0%)	1 (2.0)

Item 20: I received a good income as a translator

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.66	0.98	9 (18.0%)	23 (26.0%)	11 (22.0%)	6 (12.0%)	1 (2.0%)	0 (0.0%)
KOREA	3.12	1.16	5 (10.0%)	17 (34.0%)	13 (26.0%)	9 (18.0%)	6 (12.0%)	0 (0.0%)

Item 21: One cannot make a living as a translator in Malaysia

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	2.36	1.26	4 (8.0%)	6 (12.0%)	9 (18.0%)	6 (12.0%)	15 (30.0%)	0 (0.0%)
KOREA	3.42	1.30	13 (26.0%)	13 (26.0%)	10 (20.0%)	10 (20.0%)	4 (8.0%)	0 (0.0%)

Item 22: I need more training to be a professional translator

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.67	1.30	16 (32.0%)	15 (30.0%)	9 (18.0%)	4 (8.0%)	5 (10.0%)	1 (2.0%)
KOREA	3.54	0.91	8 (16.0%)	23 (46.0%)	11 (22.0%)	4 (8.0%)	4 (8.0%)	0 (0.0%)

Item 23: Many translators that I know have qualifications

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.60	0.97	6 (12.0%)	25 (50.0%)	10 (20.0%)	7 (14.0%)	1 (2.0%)	0 (0.0%)
KOREA	3.08	1.00	4 (8.0%)	12 (24.0%)	19 (38.0%)	14 (28.0%)	1 (2.0%)	0 (0.0%)

Item 24: One can learn how to be a competent translator via receiving prior training

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	4.22	0.76	20 (40.0%)	22 (44.0%)	7 (14.0%)	1 (2.0%)	0 (0.0%)	0 (0.0%)
KOREA	3.80	0.99	14 (28.0%)	18 (36.0%)	11 (22.0%)	5 (10.0%)	1 (2.0%)	1 (2.0%)

Item 25: Translation is a profession, just like law and medicine

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	4.34	0.87	27 (54.0%)	16 (32.0%)	4 (8.0%)	3 (6.0%)	0 (0.0%)	0 (0.0%)
KOREA	4.16	0.75	22 (44.0%)	18 (36.0%)	6 (12.0%)	1 (2.0%)	2 (4.0%)	1 (2.0%)

Item 26: Translation is a highly regarded profession in the society

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.52	1.09	10 (20.0%)	18 (36.0%)	11 (22.0%)	10 (20.0%)	1 (2.0%)	0 (0.0%)
KOREA	2.26	1.38	2 (4.0%)	6 (12.0%)	9 (18.0%)	19 (38.0%)	14 (28.0%)	0 (0.0%)

Item 27: My country's translation market is a lucrative business

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.40	1.05	8 (16.0%)	16 (32.0%)	15 (30.0%)	10 (20.0%)	1 (2.0%)	0 (0.0%)
KOREA	2.22	0.90	1 (2.0%)	4 (8.0%)	14 (28.0%)	17 (34.0%)	14 (28.0%)	0 (0.0%)

Item 28: My country's translation industry is fairly advanced

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.56	0.84	5 (10.0%)	23 (46.0%)	18 (36.0%)	3 (6.0%)	1 (2.0%)	0 (0.0%)
KOREA	2.16	1.15	0 (0.0%)	6 (12.0%)	10 (20.0%)	20 (40.0%)	14 (28.0%)	0 (0.0%)

Item 29: My country needs translators because not many people speak English in my country

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.34	1.27	12 (24.0%)	13 (26.0%)	7 (14.0%)	16 (32.0%)	2 (4.0%)	0 (0.0%)
KOREA	4.42	0.75	27 (54.0%)	18 (36.0%)	4 (8.0%)	1 (2.0%)	0 (0.0%)	0 (0.0%)

Item 30: The number of languages spoken in my country may affect the need of translators in my country

Respondent	Mean	Std. Dev	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer
MALAYSIA	3.88	0.96	11 (22.0%)	29 (58.0%)	5 (10.0%)	3 (6.0%)	2 (4.0%)	0 (0.0%)
KOREA	3.12	1.05	5 (10.0%)	13 (26.0%)	15 (30.0%)	15 (30.0%)	1 (2.0%)	1 (2.0%)

APPENDIX B: Questionnaire (English)

Comparative Study of Translation Profession in Malaysia and Korea

This survey is part of a research for a doctoral thesis to investigate the translation profession in Malaysia and Korea and how translators practice. Your feedback is very valuable to us and will be given complete confidentiality.

Section A: Your Background and Translation Work

No	Questions	Response *Please circle your response*	Please leave blank
1	Gender	M / F	
2	Ethnicity	Malay / Chinese / Indian / Other (Please specify: _____)	
3	Which age group do you belong to?	20-24 40-44 25-29 45-49 30-34 50-55 35-39 over 55	
4	What is the rate that you charge for your translation work? (eg.RM0.50/word)	_____	
5	How many years have you been working as a translator?	_____ years	
6	Do you work full time as a translator?	Yes/No	
7	Which language pair do you usually translate and in which direction? e.g. Malay to English (One way), Malay to and from English (two ways)	1. _____ 2. _____ 3. _____ 4. _____	

8	How many pages do you translate in a year? (Please tick the box)	Less than 100		
		100 to 200		
		200 to 400		
		400 to 500		
		More than 500		

| 9 | Do you have an area or field of specialization in doing translation work? (e.g. medicine, commerce, law)

If you do, please specify | Yes/No

_____ | |

10	What type of materials do you usually translate? (you may tick more than one)	Academic books	
		Fiction/literature	
		Official letters/documents	
		Operation manuals	
		Films/TV series	
		Others (Please specify_____)	

Section B: Your Education and Training

11	What is your highest educational qualification?	School Certificate Diploma Bachelor Degree Masters Degree Doctoral Degree	
12	Is your educational qualification relevant to translation?	Yes/No	
13	Have you attended any training courses on translation?	Yes/No	
14	If Yes, please state the name, year and the organizer of the course that you have attended	Name: Year: Organizer: Name:	

		Year: Organizer: Name: Year: Organizer:	
15	Do you engage in other activities to improve your skills and knowledge as a translator?	Y / N	
16	If yes, please state what they are:	1. 2. 3. 4.	
17	Are you a member of any professional associations? If yes, please state. (eg.FIT, MTA, PERSPEKTIF,ITNM)	Please state: 1. 2. 3. 4.	
18	Do you or your translation organization use any form of translation quality standards? e.g. European Standard of Translation Services. If yes, please state the standards used.	Yes / No 1._____ 2._____	

Section C: Your Perception as a Translator

Please read the statements below. Use the following scale to determine your response and circle the number best expressed your opinion.

1= Strongly Disagree	2= Disagree	3= Neutrality	4= Agree	5= Strongly Agree

19	I enjoy working as a translator	1 2 3 4 5	
20	I received a good income as a translator	1 2 3 4 5	

21	One cannot make a living as a translator in Malaysia	1 2 3 4 5	
22	I need more training to be a professional translator.	1 2 3 4 5	
23	Many translators that I know have qualifications	1 2 3 4 5	
24	One can learn how to be a competent translators via receiving prior training	1 2 3 4 5	
25	Translation is a profession, just like law and medicine	1 2 3 4 5	
26	Translation is a highly regarded profession in the society	1 2 3 4 5	
27	My country's translation market is a lucrative business	1 2 3 4 5	
28	My country's translation industry is fairly advanced	1 2 3 4 5	
29	My country needs translators because not many people speak English in my country.	1 2 3 4 5	
30	The number of languages spoken in my country may affect the need of translators in my country	1 2 3 4 5	

Are there comments that you wish to add with regards to the professional practice of translators in Malaysia as a whole?

_____

_____

_____

_____

Thank you for your time. Your participation is very much appreciated.

Kang Myoung Sook (Ms)
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University of Malaya, Kuala Lumpur.
Tel : +60 10 934 0046
Email: bunny075@gmail.com

APPENDIX C: Questionnaire (Korean)

한국과 말레이시아의 번역 전문성에 관한 비교연구

이 설문지는 박사학위 논문을 위해 작성되었으며 귀하의 답변은 전적으로 학술 연구 목적으로 사용될 것을 약속 드립니다. 한국과 말레이시아 양국의 번역 전문성 발전을 위해 여러분의 적극적인 참여를 부탁드립니다.

A 파트: 번역사 기초 정보 사항

번호	질문	답변	비고
1	성별	남 / 여	
2	국적	한국인 / 외국인 (국적:)	
3	나이	20-24 40-44 25-29 45-49 30-34 50-55 35-39 55- 60 60 세 이상	
4	번역료 (예: 원/단어수 또는 원/A4 장)	_____원 / 단어수 _____원 / A4 장	
5	번역사로 활동한 기간	_____ 년	
6	풀타임 번역사입니까? 아니면, 파트타임 번역사입니까?	풀타임 번역사/ 파트타임 번역사	

7	주요 번역 언어 (language pair)
	   1. 영어->한국어
	   2. 한국어->영어
	   3. 영어<->한국어
	   4. 기타어 ->한국어
	   5. 한국어->기타어
	   6. 기타어<->한국어
		1. _____
		2. _____
		3. _____
		4. _____
		5. _____
		6. _____
			기타어 경우, 어떤 언어인지 명시해 주세요

8	연간 번역량 (해당 란에 표시해 주세요)	<table><tr><td>100 장 미만</td><td></td></tr><tr><td>100 ~ 400 장</td><td></td></tr><tr><td>400 ~ 600 장</td><td></td></tr><tr><td>600 ~ 800 장</td><td></td></tr><tr><td>800~1000 장</td><td></td></tr><tr><td>1000 장 이상</td><td></td></tr></table>	
9	당신의 번역 전문 분야가 있습니까? 있다면, 구체적인 분야는 무엇입니까? (예: 의학, 상업, 법률, 교육, 기술, 금융 등)	예/아니오 _____	
10	어떤 종류/장르의 번역물을 주로 번역하나요? (중복 표시 가능함)	<table><tr><td>전문 학술서적</td></tr><tr><td>문학 (시, 소설, 문학서)</td></tr><tr><td>공문서 / 인증서 / 서류</td></tr><tr><td>작업 지시서</td></tr><tr><td>영화/ /TV 자막</td></tr><tr><td>커머셜 / 광고</td></tr><tr><td>기타 (_____)</td></tr></table>	

B 파트: 번역사 교육 및 훈련에 관한 질문

11	최종 학력	수료증(School Certificate) 졸업증(Diploma) 학사 Bachelor Degree 석사 Masters Degree 박사 Doctoral Degree	
12	당신의 학위 혹은 학력은 번역과 관련 있는 학위입니까?	예/아니오	
13	당신은 번역 관련 교육 훈련 과정에 참여한 경험이 있습니까?	예/아니오	
14	있다면, 훈련 과정명(워크샵, 세미나, 컨퍼런스 등)과 연도 그리고 주최기관을 써주세요.	훈련명: 년도: 기관명: 훈련명: 년도: 기관명: 훈련명: 년도: 기관명:	
15	번역사로서 자질 향상과 지식 습득을 위해 참여하고 있는 활동이 있습니까?	예 /아니오	
16	있다면, 어떤 것인지 써주세요. (세미나/학회 참여, 온라인 커뮤니티 활동/ 지속적인 학습 등)	1. 2. 3. 4.	

17	현재 번역 전문 기관의 회원으로 활동하고 있습니까? 예를 들면, FIT, KATI, KATS, 온라인 커뮤니티 등. 만약 있다면, 그것이 어떤 것인지 써 주세요.	1. 2. 3. 4.	
18	번역 퀄리티 기준 (예를 들면)을 준수하거나 고려합니까? 그렇다면, 구체적으로 어떤 것인가요? -American's Standard Guide for Quality Assurance in Translation (*ASTM F2575-06)* -National Standard of Canada for Translation Services (CAN/CGSB-131.10-2008) -European Standard of Translation services (BS- EN 15038)	예 /아니오 1.＿＿＿＿＿＿＿＿ 2.＿＿＿＿＿＿＿＿ 3.＿＿＿＿＿＿＿ 4.＿＿＿＿＿＿＿＿	

C 파트: 번역사 자아 의식

다음 질문들을 읽고 당신의 의견을 답해 주세요.

1= 전적으로 동의 안 함	2= 동의 안 함	3= 중립	4= 동의함	5= 전적으로 동의함

19	나는 번역사라는 직업에 만족한다.	1 2 3 4 5	
20	번역사로서 일하면서 적절한 수입을 번다	1 2 3 4 5	
21	한국에서 번역만 한다면 생계 수입이 충분치 못하다.	1 2 3 4 5	
22	나는 전문 번역사가 되기 위해 좀더 훈련이 필요하다.	1 2 3 4 5	
23	내가 아는 대부분의 번역사들은 번역사로서 적절한 자격(qualification)을 갖추고 있다.	1 2 3 4 5	

24	사전 훈련/교육을 통해 능력 있는 번역사가 되는 방법을 배운다.	1 2 3 4 5	
25	번역은 법률, 의학 등과 같이 전문분야의 하나다.	1 2 3 4 5	
26	번역은 우리 나라에서 상당히 전문 분야로 간주된다.	1 2 3 4 5	
27	우리나라 번역시장은 수익성이 높은 사업 시장이다.	1 2 3 4 5	
28	우리나라 번역 산업은 꽤 발전해 있다.	1 2 3 4 5	
29	단일언어 사회인 우리나라는 번역사가 반듯이 필요하다.	1 2 3 4 5	
30	다언어(multi-lingual) 국가와 단일언어(mono-lingual) 국가를 비교했을 때, 단일언어 국가에서 번역 수요가 훨씬 높다.	1 2 3 4 5	

이 논문의 주제와 관련하여 연구자에게 하고 싶은 말이나 조언이 있다면 해주시기 바랍니다.

_____

_____

_____

_____

_____

_____

_____

설문에 참여해 주셔서 대단히 감사합니다.

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APPENDIX D: Interview Questions for Translators who are Office

Bearers of Translators' Association

1. Can I have your full name, current occupation and how many years have you been working as a translator?

2. In your opinion, would you consider translation as a professional career? Why and why not?

3. Do you think many young people nowadays would consider translating as a career? Why and why not?

4. Do you think translation is highly regarded as a profession or as a career in your country? Why and why not?

5. Do you think professional translators are well paid in this country? Why and why not?

6. Do you think it is important that translators follow an external quality control system, such as the European Standard of Translation Services? Why and why not?

7. Is there a particular code of ethics that you follow when you practice as a translator? If yes, can you describe the code and which organisation/source provides you with the code of ethics?

8. What is your opinion on the number of amateur translator that is practicing out there? Is there any effort being done to control them so that the professional translators can make a living without having to compete with translators who are not trained?

9. Would you agree that licensing system should be implemented to regulate the translation service in Malaysia? Do you think that it is possible to implement that?

10. In your experience as a translator, what are some of the biggest challenges/problems to your practice as a professional translator?

11. You mention that about competition with the amateur translators, how do you think that the challenge of facing the translators in your country today can be overcome?

12. In your opinion, what is the most pressing problem that is affecting the translation industry in your country as a whole? Why do you say so?

13. Does the education/training that you received help you in your practice as a translator? Why and why not?

14. Do you feel that translators need to study a diploma or degree first before translating? Or you do not think that it is necessary? Why?

15. Do you think PPM-MTA has been playing its role as a representative body of

    professional translators in Malaysia? Why and why not?

16. Do you think KATI has been playing its role as a representative body of

    professional translators in Korea? Why and why not?

17. Please feel free to provide any other comments regarding the translation profession

    in your country. Your responses will be treated in confidence.

APPENDIX E: Interview Questions for the Translators

I. Information on Personal Data

1. Gender:

2. Age:

3. Language pair:

4. Higher academic qualification:

II. Information on Work

1. How long have been working as translator?

2. What subject matter you deal with? Commercial, legal, social science, science, medicine…?

3. Which of these text types you translate most? Legal or official letter, pamphlet, book, academic thesis…?

4. Who are your clients? How do you source for them?

5. What range of payment do you receive?

6. How well do you earn?

7. How many translators like you are in the industry? Quit many?

III. Professional aspect

1. Do you have a professional qualification in translation?

2. Do you belong to profession to professional association?

3. Can you a member of any translation online group?

4. Do you go for continuing professional training by time to time?

5. Are you in contact with other translator? Are they trained?

6. Do you know of any misconduct among translators?

7. Do you think is translation profession in Korea?

8. If no, why? If yes, also why?

9. What are the ways to make it a profession?

10. Do you enjoy your work?

 11. Do you use any form of quality control standards in doing your translating work such as European standards, American standards and any other standards (ESTS, ATSM)?

12. Do you follow code of ethics specified by your translation centre or association?

13. If yes, what is that?

12. Do you use any tool of translation software?

APPENDIX F: Sample Interview Transcript of Malaysian Translator

Good morning, can you briefly introduce yourself, gender, language pair your education background and qualification and so on?

I'm 45 years old, female, I actually did not take translation studies in university, I did a mathematics degree, when later on I discovered this opportunity to work from home. I went and did a professional diploma, not an academic diploma. That's it in Malaysia you do not really need a paper qualification.

How long have you worked as a translator?

I have worked since year 2000.

What is your specialised subject matter, legal? Social Science?

Mostly medical not because I actually go and specialise and look for it but because the work is there and I have doctors helping me to check the translation, from here I got more pharmaceutical companies as clients. I also translate business documents such as codes of conduct also not because I specialise in that but because there's a lot of work there. I follow the industry.

How do you get clients? Do you have your own website?

I have a website, for the first 2-3 years I have to look for them every day online by phone. When I started, there's not much online work except international companies...

How do you contact them?

Usually by phone...

You have their number?

Yeah, In 2000, we still use the phone book, I got the business directory I call everyone and it's not by email it's by fax. At first it was very hard to find work so I contacted mostly advertising industry because they always have work. They usually use fax so I also use 2 fax machines and later on when everyone use internet then email.

Do you work from home?

I work at home, no office... and I contacted by email a few thousand agencies then it grew.

Who are your clients?

My clients now many pharmaceutical companies like Merck, Astra Zeneca, Novotec and then I also have a few international translation agencies who give regular work and regular clients under 10 is enough to keep me busy. Of course you get one off job. You get a lot of that also.

If you have enough work but someone asks you to translate, what do you do? Do you reject them?

If i have more work than I have I will ask for higher rate, if they agree to my much higher rate than i will do it. Then they will continue to higher rate. So that's how you increase your price. If you get enough high rate work i slowly drop the cheap ones. So after some time you already have enough so even if i don't get, I don't care. If i get, I drop the cheap ones. If they don't want it, it's fine i have enough.

I used to do outsource a lot but it gives me headache because I still have to check the work. It's more work and I don't want that much work.

What is the rate of payment do you receive? You charge by word or by page?

It's per word- I charge between 40-55 cents per word, but sometimes they send me in PDF i have to convert, they send me website i have more to do if they want it urgently than I charge higher rate. Sometimes it goes up to RM 1 per word something like that. I also change a minimum rate to translate a few words.

Translation is your main job? On average how many hours do you work per day?

Depends ...my time is determined by my kids... so sometimes I have more time I work up to 12 hours a day but if it's school holiday then you know it's zero...

Your children are more important than your job?

Yeah

Your main priority is your children?

Yeah, children are more important. The reason I resign to work from corporate world to take care of my children. I was looking how can i work from home and this is the best one.

Do you earn very well translating?

Income depends on my time- if i take everything that comes. it will be a 5 figure range. When i am very busy i can still hit high 4 figure. It can be very high depending of the time.

Maybe more detailed figures?

Depends on how much time we have. A translator can hit more than RM 50k a month if they have the time to do RM 50,000 if he or she really works very hard. You take the big jobs and they rush you and they make you to finish over short period of time. You can add 50% to your fee. And they will pay ... some companies will pay and if you do by yourself. You get someone to help you because you can't do it... you split the work and hire an editor, if you really want do the work that much, it is possible for a human to do it without much sleeping time.

How much will you earn in a month?

It's hard to put a figure but you can put 5 figures every month. One client alone can give u 5 figure per month. You see sometimes... one day depends on the nature of job and the time one day you can make RM 2000... you can do it everyday, sometimes not everyday. Sometimes you had enough you stop.

Translators can't work 24 hours a day, right?

I know people who do not sleep. They do not go anywhere.

How many translators do you know out there?

I wouldn't know but ones that i know who get job continuously maybe 20.

Do they include amateur translators?

Many are like me, they do not have formal translation degree. I only know 1 or 2 who have a degree in translation most of have the professional diploma that we stat for its 6 months course. There is no formal certification system in Malaysia either.

The diploma is from MTA or ITBM?

Just the (MTA) diploma that's it. It's from Dewan Bahasa dan Pustaka, 6 months. You sat for the paper. It works... when you want to apply for job I can show that I have a diploma here it is and you get a better chance getting the job then the next person who doesn't have diploma but could be better than you... but seriously the course does not make you a better translator... it depends on... language... like in our case. ..Malay cause is our mother tongue so it is not difficult to pick up and polish on the some of the finer aspect of the translation. I find that when i share my work the biggest problem with translators is they do not understand the English. When they write it in Malay it comes out something else. When I get people to help me all I want is someone who understands what the text... like for the medical translation texts text my bro helps me...he's a doctor so his Malay is a bit off but I can repair that you need to know what English is said first.

Do you belong to a Professional Association?

I am a member of MTA... anyone can be a lifetime member. I am a lifetime member ...there's no exam just enter.

Are you member of other online translation group?

I'm a member of TERAJU and then I also join American translators association which also does not need any proof that you are a translator... I pay to join the membership and I get jobs because I am a member there...

Do you get a lot of job there?

Not really but the job there is good they paid high and because the people who hire you are also members and they pay you and they are not agencies who do not pay you.

Do the translation agencies/ clients ask for your CV before they give you job?

CV some companies do – some don't... depends on who you are dealing with... if you are asking for high rates. Clients who will give high rates will ask for you experience, CV and all that. Agencies from China India Egypt they just take whoever quotes the lowest you get the job.

Do you go for CPD?

I wish I can but there are not many available. I don't know there aren't many there are a course offered by ITBM not offered by ITBM but one of the lecturers there he is very good but he does not offer any course so a few of us invited and asked him whether you can teach us. I signed up for it and it didn't happen...another group hire him for a town outside KL out of town so you have to organise you own and learn from someone better than you ITBM and MTA offer courses for those who don't know.

How's the teaching quality? Is it useful?

The one I went to DBP-MTA some useful some they teach you the theory but nor applicable for your work. They get translators from the market to help you. The one offered by ITBM is much better from those who went to both.

Do you keep contact with many translators?

Many we met via Teraju (biggest online community for Malaysian translators) also of course, most translators I find are mother are like me so we have something in common you see I found a lot people like me in Teraju.

Are there many non-Malay translating English to Malay?

Not many non-Malays translating Malay, especially in international some multinational companies they want translators with native command in Malay but there are those non-Malay who translate and are doing well.

Do most translators you know rely on their experience?

Yeah correct. I know one or two who do not even have a diploma... I find those who do well are not the necessarily the best translators, I know one man he's a good translator but he doesn't get a lot of work , whereas i know another person her work is not very good there are a lot of mistakes but in my opinion she is very good at looking work. she knows how to market herself well she spends money on the right tools she pays for a professional web designer and she pays for membership in marketing part and the works come in ... In Malaysia at least how well you are as a translator is how good you are at finding the work and the marketing parts which is not taught in the DBP. I wish can teach them but am not a teacher. Sometimes they email me, asking me for extra work, I don't give them work but i teach them how to find work... it should be taught in translation courses on how they can find work

I also think it's the attitudes my opinion when they become translator because it is an easy job and I am Malay I can speak Malay and English and it's an easy job and you can do it from home when they try to find work it not easy... it was difficult for me too and later they give up they didn't try hard enough so they don't get the work.

How do you keep your clients?

They (Non Malaysian clients) don't know the Malay they won't know it's good or not... I find that if the clients don't complain and if they come back to you.... sometimes it's

because your work is good but it's also because of your customer service... They want it fast you can do it if they call you on weekend you are there so they'll come back to you.

Do you know of any misconduct committed by translators/ translation agencies?

Of course ... I had several bad experiences with some agencies. One this is agency they like give me a piece of work and it's only worth 100 ringgit. 'Can you put in involve 500 ringgit, we charge 1000'. you change your invoice... because of the money... or like agencies they ask for sample of 2-300 hundred words... we usually don't mind giving away a sample but they ask for different translators to translate different parts of the text and hire an editor to put them together. These are agencies ... among translators, I am not too sure. or like this, bank I have some work to give out to translators but its my employer so I give to you and can you submit out to me. I work for a bank and my boss has got sub translate to do and I have to find outside. If I hire you, I can do this why he doesn't fine me out do you give me back to me I pay you, you pay me. I give you some pocket money. I know I can do the whole job but why do I have to give it outside, I send to you send to boss and you pay me. Another agencies her... she's the worker she in the office. She's in charge of taking in the job...they have a name in the market and they get a lot of work. when the employee get work from outside, she can't do it so she finds translators to do it but she does not record it in the system, so clients pay me to my personal accounts, I pay you i get some profit. Boss gets less business.

You get work from outside? Do you do translation and proofreading all by yourself?

I usually send straight to the client unless they require different proof-reader I have to get another person they will pay for it then I will get another person. Sometimes they prefer someone else... I cannot proofread myself.

Other people translation agents give work to translators?

Especially overseas. Local clients work directly to me because they want to translate into Malay. The principles in USA they send the materials in the Malaysian offices just find translators to translate into Malay Chinese Tamil ... but some companies like ExxonMobil they translate to 45 languages and they have to go through agent and mostly if I get these type of work it's usually through agent.

Sometimes translators make mistake in their translate work, how do translator ensure the quality of their work?

Yeah... but sometimes the worst part is that they chose the right translators but the wrong editor. the work was ok but the editor make it wrong but now what other agencies overseas do is they get editors and send it back to translator to have the final say. if you don't agree you can change it again.

Do you think translation is a profession in Malaysia?

People don't know about it... it could be bigger, they think housewives and teachers do it when they are free at night. I have people giving comments like these... once when my daughter's teacher ask her what does her mother do she said my mother is a translator, then she asked what languages does she translate from... she imagined I know 8 languages... some think it's not a real job. like nothing ...I could do it by myself... when I asked for high price, I know one lady said at that price I might as well resign and do it I feel like telling her it what why do you think I resign because it's a job.

People also do not see translation as a profession.

When people try to do it they couldn't find a job. Malaysians are a bit laid-back they like to be teachers... it's predictable that's what they think they tried but there's no job here. That's why women don't mind, men need ego.

Many women are translators… What do you think?

I know very few not many men who are translators. And no status.

What can we do to make translation a profession?

We don't have proper license system either. The rate is set by them... they should have anyone who needs to give out work go to that body. Now they have to search everywhere ...can ask any price I like.

Do you enjoy your work?

I enjoy the translator work but I don't like doing the admin and accounting work especially if I outsource my work... who owes me and who do I owe money and how much in total. I have to keep track of the regular clients but they get it (work) from different clients and then they don't pay you based on the sequence of the work given if you outsource it's even worse. But sometimes they criss-crossed and sometimes I make mistakes. I don't like the accounting and admin part.

After 10 years I am a bit bored. I wanted to find actually I could find anytime better than this. its flexible I can take work and work anytime I like, if translation agencies give me too much trouble I just don't work with them and I can work at home. I can't find any work at night.

In the market I don't go for academic training. I didn't know academic work. There is a Chinese translator Chong Siew Ling. She does Chinese translators from Merck.

Academicians and market perception can be different.

But she'll be good because she knows both sides. But I wonder how she does translating when she is busy lecturing...

I pay a lot I paid for Google advertisement ...I pay for prozi com. I paid the premium fee and I get to the top of the list. So i made myself known. I pay for Google ads very good... I pay the minimum 300 a month and I get so many enquiries and I don't have time to reply...I stopped the ad cause too much to handle... if I want more jobs I can put up the ad again I don't answer any calls but I entertain those who email. if i wanted more.

What do you think of the translation profession as a whole?

Underdeveloped, people don't think much and don't regard you highly, they don't it's not a real profession. There's no real formal training. not many graduates in the degree you can't become professionals like doctor set up office and the clients don't think I have to hire someone professional. Ask their house and neighbours to translate. Many translators are extremely lucky not much competition...

They don't know how to look for work?

Many of them give up and they didn't try until they get there I had a target so I don't stop until I reach my target. so I don't consider myself the best in the market but then those who are good not able to find work... competition is easy and in the world the industry is already there... like the European market for European languages... the infrastructure the websites

the market the agencies are already there. So you just take a ride and rates are there. Ride the waves. I don't have to work that hard.

Normally your work is for commercial and business?

I am not good at literature... I get better pay for business document...I get some not much.. work translating thesis Malay to English. Malaysian graduate don't know who to write proper English they try to go round and round and not saying what are your saying.

Thank you so much for you time.

You're welcome. I really enjoyed our conversation. Please send me your research findings if you have done your research.

APPENDIX G: Sample Interview Transcript of Korean Translator

Hi. Thank you for participating in my interview.

You're welcome.

Can I have your full name, current occupation and how many years have you been working as a translator?

I am a freelancing translator and conference interpreter, 4 years

In your opinion, would you consider translation as a professional career? Why and why not?

It should have been. In Korea, the job is considered for those who stay in foreign countries or speak foreign languages a little bit good

Do you think many young people nowadays would consider translating as a career? Why and why not?

No. just a time-killing job between the job-seeking process

In Korea, translation is not highly regarded as a profession or as a career? In your opinion why is it so?

Most (so-called) translators think they are professional because they speak English better than others around him/her. But their Korean is not good as expected. The source language matters more than they think.

Do you think professional translators are well paid in this country? Why and why not?

No. Lots of intermediaries have been emerged in the market and in their mind, translators are not experts. This makes the companies, as well as requesters, pay less money but require high quality.

Do you think that translators in Korea are charging rates suitable to the work that they are producing?

Never.

Do you think it is important that translators follow an external quality control system, such as the European Standard of Translation Services? Why and why not?

Absolutely. For example, Australia introduces a system called NATII and the only people who pass the NATII test are eligible for living as translators or interpreters. Korea has a couple of accreditation system but all are private.

Is there a particular code of ethics that you follow when you practice as a translator? If yes, can you describe the code and which organization/source provides you with the code of ethics?

Not specific. It depends on contractors but generally they require to obey security. Some fields including military or business agreements require to sign.

What is your opinion on the number of amateur translator that is practicing out there? is there any effort being done to control them so that the professional translators can make a living without having to compete with translators who are not trained?

No. too many amateurs are in the market and there should be a screening process to filter out.

Would you agree that licensing system should be implemented to regulate the translation service in Korea? Do you think that it is possible to implement that?

It should be. The interpretation, especially simultaneous interpretation, is relatively good because only those who pass their exams in their graduate school can take the jobs. However, no such a system has been introduced in the translation market so far.

In your experience as a translator, what are some of the biggest challenges/problems to your practice as a professional translator?

Sustainability. Hard to keep earning money.

In your opinion, what is the most pressing problem that is affecting the translation industry in Korea as a whole? Why do you say so?

Too many amateurs and novices and they disturb the market.

You mention about competition with the amateur translators, how do you think that the challenge of facing the translators in your country today can be overcome?

I do not know yet.

Does the education/training that you received help you in your practice as a translator?

Why and why not?

Yes. Anyway, it helped me get a title as a conference interpreter.

Do you feel that translators need to study a diploma or degree first before translating?

Or you do not think that it is necessary? Why?

It is required. Not only performances, but also ethics.

Lately, what do you think of the Korean translation industry?

Although Korean are interested in foreign language and actively involved in international business and exchange trading, translation market / industry is still developing stage. For example, one of very famous case was many translation errors in FTA agreement. It means that even though quantity is quiet big but quality is still low.

APPENDIX H : Newspaper Reports

Huge Number of Translation Errors Found in Korea-EU FTA

THE CHOSUN ILBO

5th April 2011

Trade Minister Kim Jong-hoon bowed his head and apologized on Monday following the discovery of 207 fresh translation errors in the Korean version of the Korea-EU FTA after a second review. The free trade agreement had been plagued by translation errors since February. An initial version contained so many errors that top officials at the Ministry of Foreign Affairs and Trade had to apologize to the public.

The ministry initially played down the issue but a massive outcry forced the withdrawal of the bill from the National Assembly.

The ministry then mobilized all of its staff to make a second review of the translation from March 10 to 30, even seeking help from other government agencies, law firms, and other experts. That led to the discovery of 128 errors where words had been completely mistranslated and 16 typos as well.

As a result, the ministry withdrew the revised translation which had already come before the Cabinet and will submit yet another fresh draft. A compilation list of concessions for EU goods and services covered by the FTA contained so many errors that the ministry decided to issue a new list instead of counting translation errors.

Trade Minister Kim Jong-hoon bows at a press conference on Monday.

A lack of time seems to have been the biggest reason for the shoddy work. The Korea-EU FTA was agreed in July 2009 and the Korean translation was unveiled in November. "Staff involved in the negotiations made a lot of mistakes as they had to come up with some 1,300 pages of Korean text in just four months, while holding other negotiations at the same time," Kim said.

Foreign ministry staffers from four different FTA-related departments split the work to complete the translation as early as possible, but less than 10 people were apparently involved. Deputy Minister for FTA Choi Suk-young said, "We had to push ourselves because of incessant criticism that a delay in publishing the Korean version of the agreement could prompt suspicions that the government had something to hide."

englishnews@chosun.com / Apr. 05, 2011 13:48 KST

Korea-US FTA had 296 translation mistakes

Trade Minister faces fresh call to step down

The Seoul administration has committed hundreds of errors in translating the free trade agreements (FTAs) with the United States and Peru into Korean.

The Ministry of Foreign Affairs and Trade (MOFAT) said Friday that the FTA between Korea and the U.S. had a total of 296 blunders including 166 incorrect translations, 65 outright omissions and nine typos. It also located 145 miscues in the trade pact with Peru.

This is expected to add fresh pressure on Trade Minister Kim Jong-hoon, who has faced mounting demand to step down after the FTA with the European Union was found to feature 207 foul-ups in early May.

"`We have examined the Korean versions of the two free trade deals and discovered the mistakes. We have already corrected them in consultation with the U.S. and Peru," Deputy Trade Minister Choi Seok-young told a press conference.

"`The two revised FTAs have won the approval of the Cabinet meeting early Friday and they were immediately submitted for lawmakers' consideration."

The announcement means all of the country's three free trade treaties, which were signed but have yet to go into effect, were full of faults _ those with the U.S., Peru and the EU.

After signing the free trade deal with EU last October, MOFAT pulled it out from the unicameral parliament twice due to translation mistakes although it eventually got the parliamentary nod to start this July.

In this climate, some observers claim that Trade Minister Kim should quit.

"`The government brands itself as one of the world's top 10 economic powerhouses. I want

to say that these translation errors are not supposed to happen at the world's top economic power," professor Lee Phil-sang at Korea University said.

" I don't know what our bureaucrats are doing with so many of them having studied abroad with taxpayers' money. Someone has to take responsibility for the translation fiasco and it would be Trade Minister Kim Jong-hoon."

The talks on the FTA with Peru started in 2009 and both signed the contract early this year.

Seoul and Washington concluded the free trade deal in 2007. Yet, the two parties began renegotiations late last year at the strong request of the United States.

They managed to seal a new pact after revising some clauses on vehicles, visas and other thorny issues in February, sparking criticism that Korea conceded too much.

Meanwhile MOFAT presented the FTA to the National Assembly for passage but the ministry voluntarily withdrew it after the agreement was suspected of containing many inaccurate translations and other errors.

한·미 자유무역협정 협정문 번역 오류 296 건

외교통상부는 한·미 자유무역협정(FTA) 협정문 한글본의 번역 오류를 재검독한

결과 본문에서 296 건의 오류를 발견, 정정했다고 3 일 밝혔다.

외교부는 2008 년 10 월 국회에 제출한 한·미 FTA 비준동의안의 협정문

한글본에서 번역 오류를 발견해 지난달 이를 철회하고 재검독 작업을 진행했다.

본문에서 발견된 유형별 오류는 잘못된 번역 166 건, 잘못된 맞춤법 9 건, 번역

누락 65 건, 번역 첨가 18 건, 일관성 결여 25 건, 고유명사 표기 오류 13 건 등이다.

이와 함께 첨부 부속서인 품목별 원산지 규정과 투자·서비스 유보목록에서

반복적으로 발견된 동일한 유형의 오류를 정정했다.

https://www.koreatimes.co.kr/www/common/printpreview.asp?categoryCode=123&newsIdx=88256

한·미 FTA 협정문서도 번역오류 296건 발견

한·페루 FTA 협정문도 '엉터리 번역' 마찬가지

이대희 기자 2011.06.03 18:33:00

한·유럽연합(EU) 자유무역협정(FTA)문에 이어 한·미 FTA 협정문, 한·페루 FTA 협정문에서도 번역오류가 무더기로 쏟아졌다.

3일 최석영 외교통상부 FTA 교섭대표는 한·미 FTA 협정문 한글본을 재검독한 결과, 총 296건의 번역오류를 발견했다고 밝혔다. 이를 수정하기 위해 최 대표는 지난 2일 한국 정부가 미국과 한글본 오류의 정정에 합의하는 서한을 교환했다고 설명했다.

번역오류를 보면, 오역이 166건으로 가장 많았다. 이어 맞춤법이 9군데서 틀렸고, 번역 과정에서 내용이 누락된 부분도 65건에 달했다. 번역 첨가도 18건이 발견됐고, 13건의 고유명사 표기 오류가 있었다.

외교부는 또, 오류가 아닌 문구 중 일부도 의미가 보다 분명하게 전달될 수 있도록 하기 위해 상당 부분의 문구를 수정했다고 밝혔다.

미국과의 협정문뿐만 아니라 페루와의 협정문에서도 번역 오류가 확인됐다. 외교부는 한·페루 FTA 협정문 한글본에서도 145건의 번역 오류를 발견해 정정했다고 설명했다.

외교부는 이와 같은 일의 재발을 방지하기 위해 내년까지 관련 인력을 보강하겠다고 전했다.

한편 FTA 협정문 번역 오류를 민변 등 시민사회에서 지적한 끝에, 외교부는 한·EU FTA 협정문 한글본에서 총 207개의 번역 오류를 발견해 이를 수정했다. 이와 관련해 김종훈 외교부 통상교섭본부장은 지난 4월 12일 국회에 출석해 한·미 FTA 협정문에서도 오류가 있었음을 인정했다.

http://www.pressian.com/news/article.html?no=36277

[발언대] '국가통번역원' 만들어 국격 높이자

곽중철 한국외대 통번역대학원 교수·한국통번역사협회장

2013 년 1 월 9 일

지난 연말 한 중앙부처의 초대를 받아 '중소기업 통번역 업무 지원을 통한 통번역 산업 활성화 방안'이라는 소규모 간담회에 참석했다. 새 정부가 들어서면 자리를 물러날 장관이 '통번역 업무의 백년대계'를 구상하는 모습은 자못 감동적이었다. 간담회 시간이 길지 않아 많은 얘기를 나누진 못했지만 장관의 말씀 중에 인상적인 것은 "우리나라 장·차관들은 외국인들과 접촉할 때 대부분 통역사를 쓰고 있지만 국·과장들도 통역사를 써야 한다"는 것이었다. 영어로 의사를 명확하고 유창하게 전달할 수 없으면서도 통역사를 쓰면 자존심이 깎이고 창피하다는 통념 때문에 서투른 영어로 직접 소통하려다가 오히려 국익을 해칠 수 있다는 뜻이었다. 이에 필자는 술을 마신 후 귀찮기도 하고 작은 비용을 아끼려고 대리운전 대신 직접 차를 몰고 가다가 대형사고가 나는 것에 비유했다.

지당하신 말씀이다. 남다른 노력으로 고위 공무원이 된 분들이 외국어도 잘하란 법은 없다. 안 되는 외국어를 직접 하려고 애쓰는 대신 통역사를 쓰면 국가이익을 더 꼼꼼히 챙길 수 있고, 혹시 오해가 생기더라도 '통역상 문제'라고 둘러댈 여지도 생긴다. 간담회와 거의 같은 시기에 행정안전부에서는 영어를 제외한 6 개 외국어 전문 통역사 7 명을 선발했다고 발표하면서 그들이 앞으로 정부의 통역 수요를 맡게 될 것이라 자부하고 있었다. 하지만 6 개 언어에 7 명의 통역사로 어떻게 정부 전체의 수요를 충족한다는 말인가? 15 개 부처가 통역사 수에 맞춰 외국인과 만나야 할까? 70 명, 아니 700 명이 필요할 수도 있다.

정부 통번역 업무의 백년대계를 위해 새 정부는 국가통번역원을 설립해야 한다. 이 기구에서 일할 통번역사는 국가가 정한 시험을 통해 인증을 받은 후 등록을 하고, 국가가 정한 요율에 따라 통번역료를 받고 일하면 된다. 한·EU FTA 의 오역 사태 같은 어처구니없는 일이 재발해서는 안 된다.

일정 기간 후 정부 통번역 전담 업무가 원활하게 이루어지면 공공기관들을 위한 통번역으로 업무를 확대하면 된다. 그 후 민간 부문의 통번역도 서비스할 수 있다. 그러면 작년 올림픽 후 축구협회의 잘못된 영어 이메일 같은 부끄러운 사례도 없어질 것이다. 캐나다나 호주에서는 이미 이런 제도가 정착되어 있다. 이제 통번역 업무에서도 우리의 국격을 높일 때가 되었다.

http://news.chosun.com/site/data/html_dir/2013/01/09/2013010902640.html

APPENDIX I: Membership Application Form (MTA-Malaysia)

PERSATUAN PENTERJEMAH MALAYSIA
d/a Dewan Bahasa dan Pustaka, Jalan Dewan Bahasa, 50460 Kuala Lumpur, Malaysia.
Tel : 603-9226 2506, 603-2144 2506, 603-2148 1011
Faks : 603-2142 4381 Emel : terjemah1@gmail.com

Setiausaha Kehormat,
Persatuan Penterjemah Malaysia,
171-A, Tingkat 1,
Jalan Maharajalela ,
50150 KUALA LUMPUR.

Untuk Kegunaan Pejabat
Tarikh diterima : ………………………
Keahlian diterima pada : ………………
No. Ahli : ……………

Saya ingin memohon untuk menjadi Ahli Biasa/Ahli Seumur Hidup **PERSATUAN PENTERJEMAH MALAYSIA**

Nama Penuh : ……………………………………………………….....................................

No. Kad Pengenalan : …………………………………………(Baru) ……………………………(Lama)

Tarikh Lahir : ………………………………….. Tempat Lahir : …………………………………………….

Alamat Rumah :	Alamat Pejabat :
……………………………………..……………....	……………………………….……………………………..
……………………………..……………....	……………………………….……………………………..
……………………………..……………....	………………………………………………………………..
………………………….Poskod : ………………	………………………….……Poskod : ………………
Tel : …………………………………………………	Tel : ……………………………………………………
Faks : ……………………………………….…....	Faks : ………………………………………………....
Pekerjaan : …………………………………………....	FB : ………………………………………………..........
Kelulusan Akademik yang Tertinggi :	Kelulusan Profesional (jika ada) :
…………………………………………………….	………………………………………………………….

Penguasaan Bahasa	1.	Bahasa ……………………………………Baik/Sederhana
(Selain Bahasa Ibunda)	2.	Bahasa ……………………………………Baik/Sederhana
	3.	Bahasa ……………………………………Baik/Sederhana

Pengalaman dalam Kegiatan Terjemahan: (Sebutkan tugas, bidang, serta karya yang telah anda hasilkan sama ada dalam bentuk buku dsb. serta sebutkan juga kegiatan anda dalam bidang berkenaan. Gunakan lampiran jika ruang tidak memadai).

………
………
………

Bidang Penterjemahan yang Anda Minati;

………
………
………

Kegiatan Penulisan. (Selain terjemahan. Gunakan lampiran jika tidak memadai);

………
………
………

Bersama-sama ini sertakan Cek/Kiriman Wang Pos/Wang Tunai sejumlah RM100.00 (RM50.00 bagi wang pendaftaran serta RM50.00 sebagai yuran tahunan) bagi tahun saya diterima sebagai ahli **PERSATUAN PENTERJEMAH MALAYSIA.**

Bersama-sama ini saya sertakan Cek/Kiriman Wang Pos/Wang Tunai sejumlah RM300.00 bagi yuran Ahli Seumur Hidup (RM250.00 dan yuran masuk (RM50.00).

Disertakan dua (2) keping gambar warna berukuran gambar pasport dan salinan sijil/diploma dalam bidang terjemahan.

Pencadang : ………………………………

Penyokong : ………………………………   …………………………………………….
                                                                                 Tandatangan Pemohon

APPENDIX J: Membership Application Form (KATI-Korea)

KATI Korean Association of Translators & Interpreters

☐ 정회원
☐ 준회원

※ 입회일자:	※ 회원번호:

입 회 원 서

성 명	한 글		영 문		
	성 별		생년월일	년 월 일	
주 소					
E-mail					
연 락 처	T.		M.		
언 어 구 분	A: B: C:		분야	통역 ( ) 번역 ( )	
통번역 경력	년 월부터 현재까지 (총 년 개월)				
학 력	년 대학교 과 졸업				
	년 대학원 전공 석사				
	년 대학원 전공 박사				

본인은 귀 협회의 설립목적에 동의하고, 협회 정관에 명시된 내용과 회원 가입에 따른

아래의 사항을 준수할 것을 서약합니다.

1. 협회 정관에 명시된 회원으로서의 제반의무를 준수한다.
2. 협회 회원으로서의 품위와 명예를 지킨다.
3. 협회나 전체회원에게 손해나 누를 끼치는 행위를 삼가며 위반 시 협회의 제재를 받는다.
4. 정당한 절차에 의거 협회가 결행하는 제반 협약에 따른다.

2012 년 월   일

(인)

사) 한 국 통 번 역 사 협 회

서울특별시 강남구 테헤란로 86 길 12 TKOK 빌딩 8 층 (우)135-845

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* 정회원 가입의 경우 별도의 추천인 양식을 작성해 주시기 바랍니다.