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Book Review

Human Issues in Translation Technology

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Most works discussing translation technologies focus on technologies per se, neglecting the user's perspective on the actual use of them. *Human Issues in Translation Technology* (2017) edited by Dorothy Kenny is a good attempt to shift the focus on the human issues in translation technologies, investigating such issues as translators' experience, feel, need, preferences, etc. of using translation technologies.

The volume consists of eight chapters that fall into two parts. Part one is made up of the first four chapters, discussing the status quo of translation technologies from the user's perspective. It addresses issues like how translators with different profiles and from different contexts feel about their experience of using translation technologies. Part two is made up of the rest four chapters, which shifts the focus on anticipating the future, exploring such issues as translators' needs and preferences, emerging possibilities of translation technologies, and possible human interventions that may facilitate future translation practice and research.

Chapter 1 by Koskinen & Ruokonen, "Love or hate mail? Translators' technology acceptance in the light of their emotional narratives", investigates how translators engage themselves emotionally in translation technologies in their translation practice. Through a detailed analysis of more than 100 letters from European translators on what they like about the technologies and how they feel about using them, the authors find out that in general these translators are emotionally positive towards translation technologies, though "they do dislike non-functioning technology and poor usability" (Koskinen & Ruokonen, 2017, p. 22). The study implies that user involvement is essential in improving the usability of translation-specific tools. As this study reveals user experience from Europe, follow-up study, if any, of user experience from other continents like Asia and America, is bound to provide more solid evidence of feedback from users of different geographical locations.

Chapter 2 by O'Hagan, "Deconstructing translation crowdsourcing with the case of a Facebook initiative: A translation network of engineered autonomy and trust?" deals with crowdsourced translation of Facebook drawing on Latour's (2005) actor-network theory. As an emerging and highly controversial mode of translation technology involving a network of volunteer translators, crowdsourced translation has already received scholarly attention from translation community (Jiménez-Crespo, 2017). Yet, there are few sociological analysis of translators' role in crowdsourced

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translation employing actor-network theory. This chapter is a good attempt in this direction and a trigger of more in-depth empirical studies in this line of research.

Chapter 3 by LeBlanc, "'I can't get no satisfaction!' Should we blame translation technologies or shifting business practices?" addresses translators' autonomy and affect in different context. Based on data collected through ethnographic observation from three Canadian translation service providers, the author examines how translation practice changes with the implementation of translation memory technology and how translators perceive such changes. The author observes that the translators' perception of such changes was mixed and the relation between translation technologies and their agents call for further investigation..

Chapter 4 by Wang & Lim, "How do translators use web resources? Evidence from the performance of English-Chinese translators", probes into how translators in Macau use resources like online bilingual dictionaries and machine translation to complete timed translation tasks. With data collected through an experimental research on two groups of translators--junior group of MA students and senior group of experienced translators, the authors investigate what resources the two groups used, how they used such resources and how they felt about using the resources. As the analysis shows, junior group relied more on online information than the senior group did. Further research needs to be done about what implications such difference has for translation practice or training, especially of junior group.

Chapter 5 by Garcia-Arógn & López-Rodriguez, "Translators' needs and preferences in the design of specialized termino-lexicographic tools", looks into translators' information needs and preferences when they use lexicographical tools. Drawing on an online survey on the experience of MeteoTrad, an online specialized dictionary, the authors investigates the translators' reference needs, preferences for traditional and new termino-lexicographical resources, and the way the translators interact with such resources. As the analysis shows, users' involvement in the design of translation tools did help designers to win more positive feedback on the tools. This finding has practical implications to the designers of translation tools.

Chapter 6 by Moorkens & O'Brien, "Assessing user interface needs of post-editors of machine translation", discusses what professional translators and post-editors want from the technologies they use. With an extensive survey and follow-up interviews, the authors investigate the ideal features and functions of translation and machine translation post-editing user interface. The research aims to "create user-focused specifications for editing interfaces to better support the post editing task" (Moorkens & O'Brien, 2017, p. 112). The research results reveal that human-computer interaction input is a common complaint among user of popular translation tools. For the developers of translation tools, this study provides useful insights through its scientific research design and in-depth analysis.

Chapter 7 by Doherty, "Issues in human and automatic translation quality assessment", reviews and highlights a series of general issues in translation quality assessment, with a particular focus on human decision-making in the design of translation assessments in the context of modern technology-enhanced environments.

The last chapter of the volume by Secară, "Cn U read ths? The reception of txt language in subtitling", is concerned with changing practices in subtitling. With the data collected from two experiment groups through an eye-tracking technology in a lab, the author considers the use and reception of the non-standard *txt* language in subtitling, to what extent viewers of audiovisual products tolerate such creative subtitles, and how their reading of such subtitles differs from their reading of the traditional standard subtitles. It is evident from the findings that social changes have led to changes in the way subtitling is viewed, which in turn has challenged the professional practice of subtitling.

Technological advances impact upon humans in all sorts of ways. They not only influence how we work and study, but also how we live and communicate. Translation as a means of communication has been no exception in this trend. Since the first idea for machine translation was developed in the 1940s, the technology has evolved considerably from rule-based system to corpus-based system. Such translation technological advances have caught attention from the academic field, like Booth

(1967), Henisz-Dostert, Macdonald and Zarechnak (1979), Slocum (1988), Trujillo (1999), Bowker (2002), Quah (2006), Koehn (2010), O'Hagan & Mangrion (2013), Roturier (2015), to name but a few. Many of these works on translation technologies are devoted to introducing and explaining how these technologies work (Booth, 1967; Henisz-Dostertet al., 1979), and serve as manuals or user guides to help translators and researchers become familiar with them (Trujillo, 1999; Roturier, 2015; Jiménez-Crespo, 2017). However, few books are devoted to man's actual use of these technologies, such as the translators' experience and feelings of using them. Yet these issues are important, as all translation technologies are in fact closely related to humans. Without human participation, all such technologies are meaningless.

This volume distinguishes itself from other works on translation technology in three aspects.

First and foremost, unlike many other researches that introduce and explain the features, functions, theories, etc. of translation technologies, it is the first collection devoted to humans' experience, feel, needs, etc. in using translation technologies. This volume manages to bring together different perspectives of translation technology, focusing on human issues in technology-mediated or technology-augmented environments in the global context, with the aim of shifting our attention from technology-centered to technology-facilitated. In the technology-pervasive world, this human-focus may lead to deeper reflections on what relationship between humans and technologies is and should be.

Second, contributing authors from a host of countries, including Australia, Spain, Ireland, Finland, Canada, New Zealand, China, and the UK, bring insights from the four continents where translation research is thriving and present a global panorama of user experience of translation technology.

Third, this book demonstrates the diversity of methodological approaches to the study of translation technology from user perspective. Most of the researches in the volume have been made through statistical analysis, with data collected from a range of different methods, such as online survey, interview, usability study, ethnographic observation, experimental research design, eye-tracking experiment. The empirical data and rigorous analysis in these contributions make this volume more scientifically convincing. The research designs in these contributions could serve as good examples for scholars who are interested in conducting similar research. The researches in this book, especially chapters 5 and 6, provide methodological inspirations for future design and implementation of empirical research on translation tools.

Nevertheless, this collection is not without flaws. One of its weakness is that the number of articles included is relatively small. As a result, the topics and issues covered are somewhat limited. For example, no article included in this collection addresses the use of translation technology in translation training. Besides, the collection could be much easier to read if it was more clearly and logically structured into sub-sections, with a brief introduction and comments on each section.

Currently, there is a growing body of research to address human issues in translation technology. The interaction between human and technology is receiving increasing academic attention. More such empirical and quantitative studies, with more data and participants from a wider area, are needed in the future.

All in all, this volume is a valuable and thought-provoking contribution to research on translation technology. It not only gives readers methodological insight, but more importantly triggers deep thinking about how translation practitioners and researchers can better interact with translation technologies and how tool developer can design and develop better tools to meet users' needs.

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