

A Survey of Usage Environment of Machine Translation by Professional Translators

Tomoki Nagase
Tatsuhiko Kudoh
Katsunori Kotani
Wenjun ye
Takeshi Mori
Yoshiyuki Sakamoto
Nobutoshi Hatanaka
Takamitsu Takeda
Shu Hirata
Hiromi Nakaiwa

Proceedings of MT Summit XV, vol. 2: MT Users' Track

Fujitsu Laboratories
SunFlare
Kansai Gaidai University
Crosslanguage
NTT Media Intelligence Laboratories

Tokyo University of Information Sciences
Intergroup
Universal Content
Nagoya University

Miami, Oct 30 - Nov 3, 2015 | p. 69

About Asia–Pacific Association for Machine Translation (AAMT)

AAMT is the organization that aims at development of machine translation(MT) in the Asia-Pacific. The members of AAMT include researchers, manufacturers, and users of MT. The organization executes evaluation, enlightenment, promotion, and standardization of machine translation system.



Activities

- Holding seminars for MT users
- Executing actual condition survey for MT developers
- Improving test sets for quality evaluation
- Working out specifications of descriptive forms of user dictionary and implementing its standardization
- Publishing “AAMT Journal” which is an in-house magazine
- Holding international conference: “MT Summit”

About AAMT's Surveys on MT Usage

<Method>

Surveying actual conditions of MT usage in business translation(*)

Making announcements of their results in academic conferences ¹⁾ ²⁾ and symposiums

<Objective>

- To MT vendors:
 - Facilitating development of services and products that are more convenient to business translators
- To Business Translators:
 - Providing tips to use MT more efficiently

(*)*Business Translation*

The work of persons who devote themselves to translations in translation vendors, enterprises, government, and municipal offices



About AAMT's Surveys on MT Usage

<Achievements of past surveys>

- Carrying out online questionnaires via Internet concerning usage of machine translation (annually executed until 2011)
- Asking participants to fill in questionnaires on the spot at show exhibitions (2012 onward)

This report introduced the analysis result of questionnaires for Business Translators which were carried out in 2013 and 2014. These questionnaires were executed by AAMT assignment committee for seeking future direction of MT.



Outlines of this Survey

<Method>

Handing out questionnaires to translators and asking them to fill out the sheets on the spot

Questionnaire form : A sheet of paper, printed in both sides, and anonymous. It is distributed and withdrawn on the exhibit sections.

<Date>

First time: 27 Nov. 2013

Second time: 26 Nov. 2014

<Location>

At the event of Translation Festival ("Honyakusai") which was held by Japanese Translation Federation (JTF), an industry organization of business translators.

<Response Rate>

About eight percent of the total (presumptively eight hundred persons in a year)

Types of Respondents

Types of Respondents	Number of respondents (people)	
	FY 2013	FY 2014
(1) Freelance Translators	17	18
(2) In-house translators in translation vendors	7	6
(3) Translators of companies (except translation vendors) , governments , etc.	11	11
(4) Translation project managers or coordinators of the translation vendors.	15	15
(5) Translation project managers or coordinators of the companies (except translation vendors) , governments , etc.	6	4
(6) Others/ No answer	8	8
Total	64	62

Among 126 people of the respondents (FY2013-2014) :

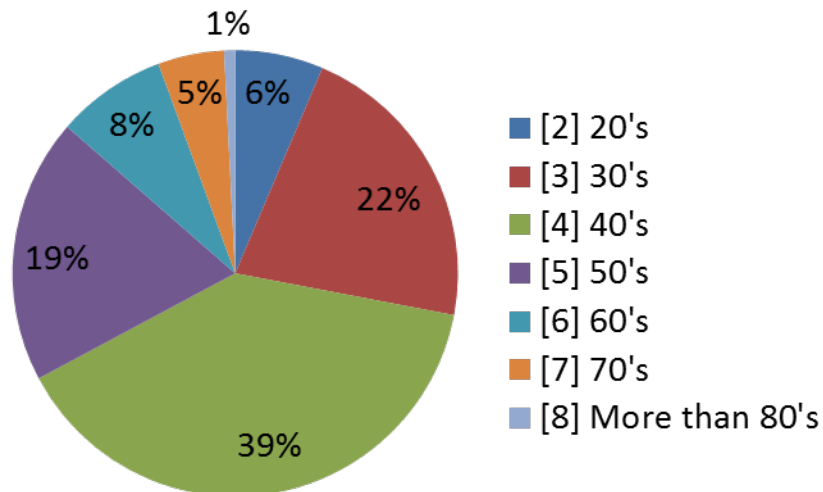
① Translators : 70 people (55%)

② Translation project managers : 41 people (33%)

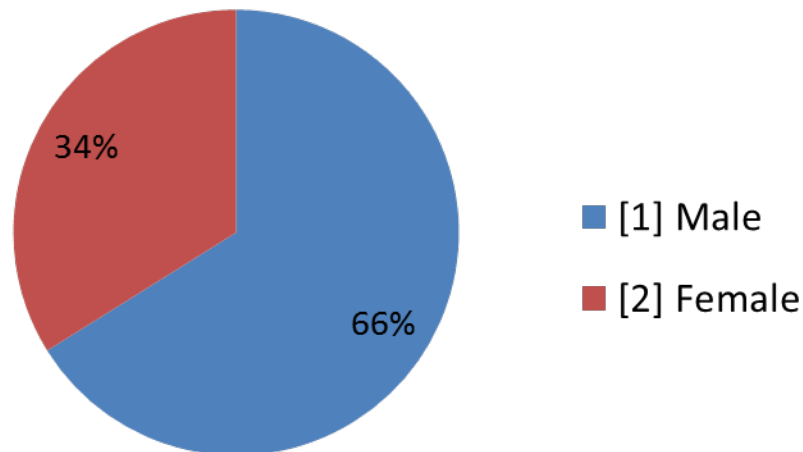
→ In this report, answers of ① Translators are tabulated/analyzed.

Properties of Survey Respondents(Translators)

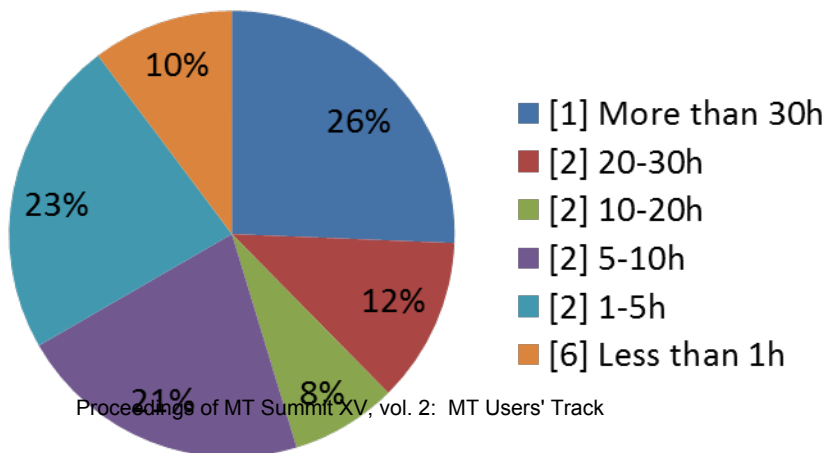
Age



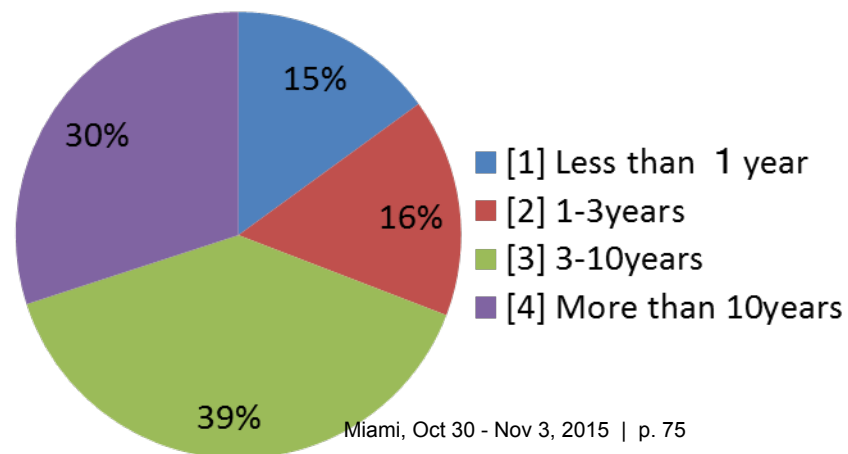
Sex



Time for translation work for a week

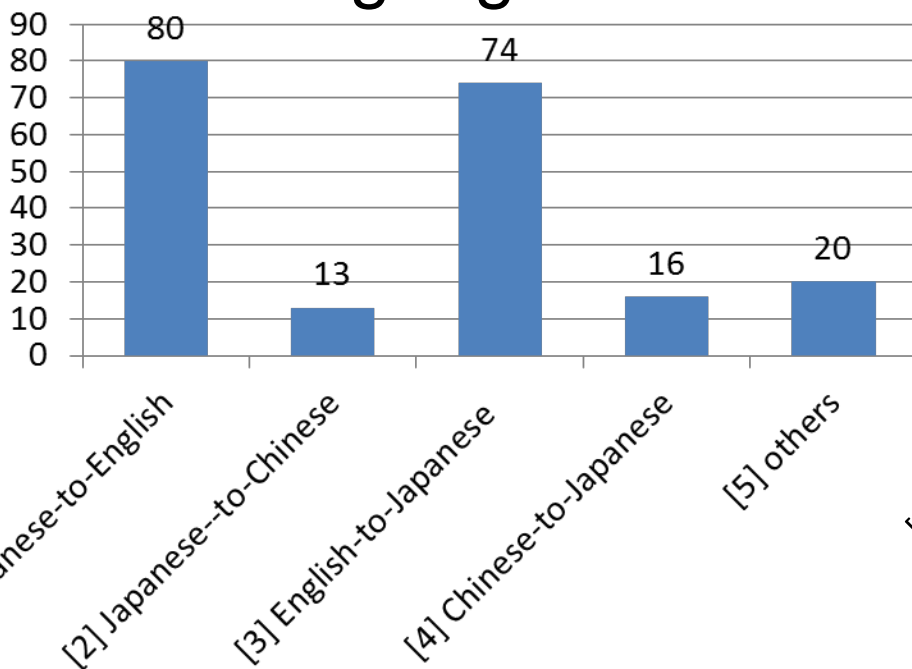


Work experience

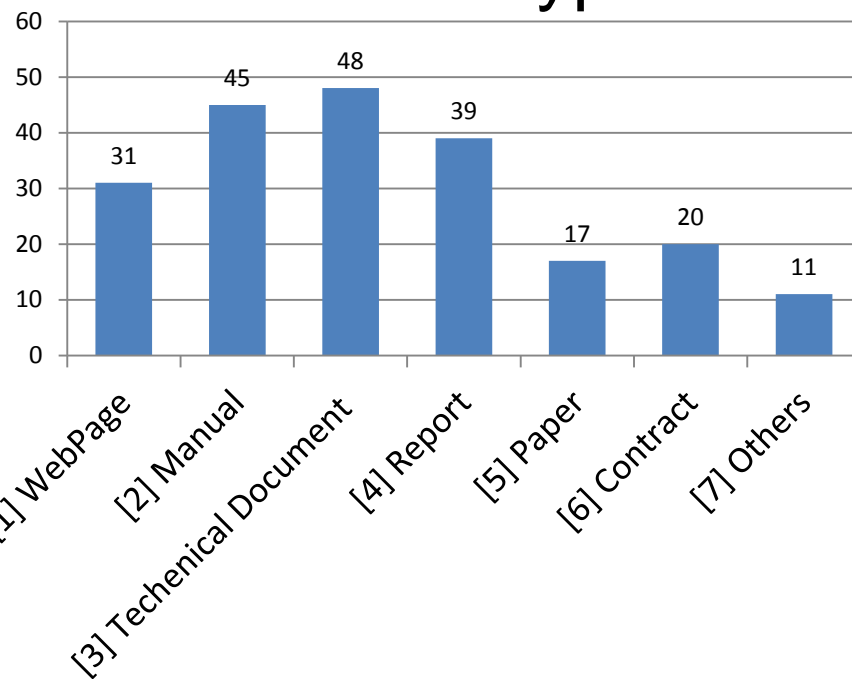


Translation Tasks

Language Pair

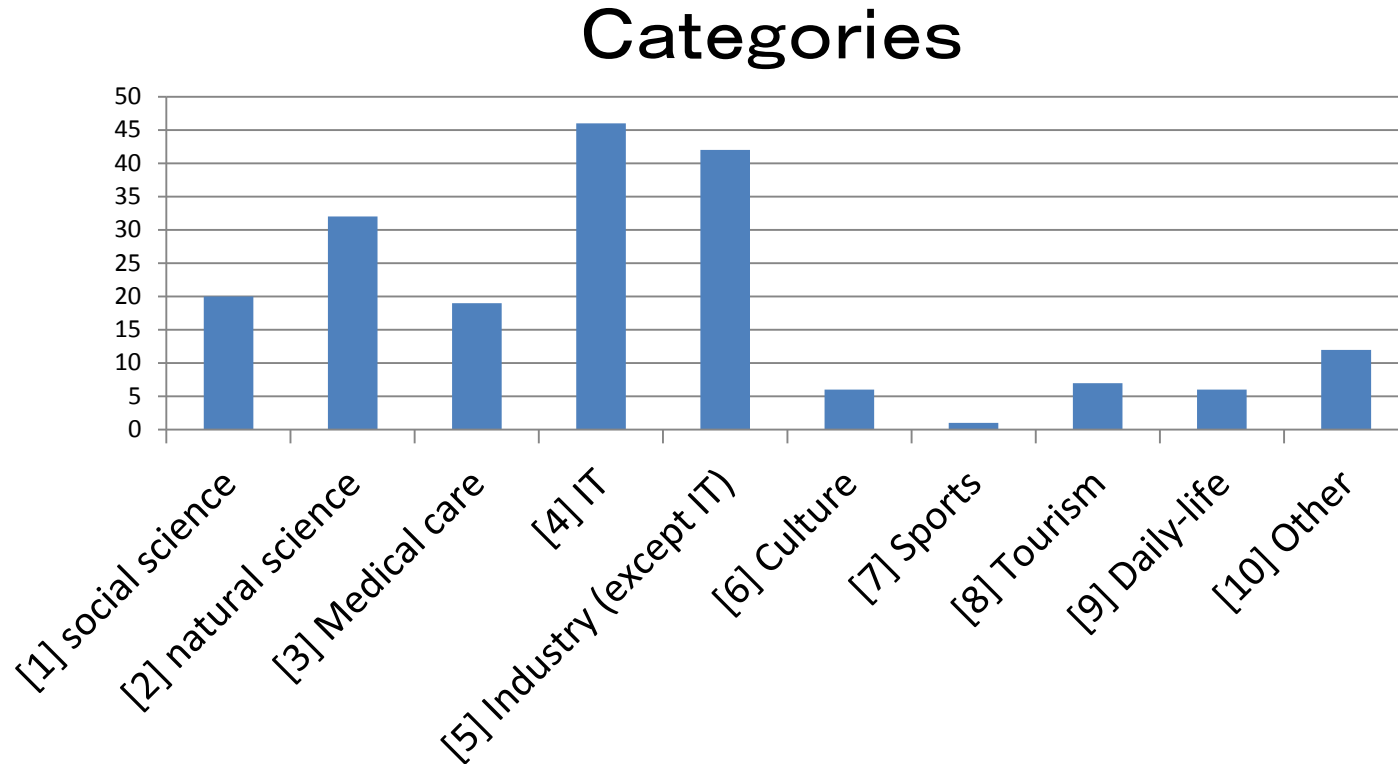


Document Types



- ✓ High demanded translation directions in Japan are between Japanese and English.
- ✓ J2E, E2J, J2C and C2J occupy 90% of the whole work.
- ✓ As types of text, high demanded document types are technical documents and manuals.

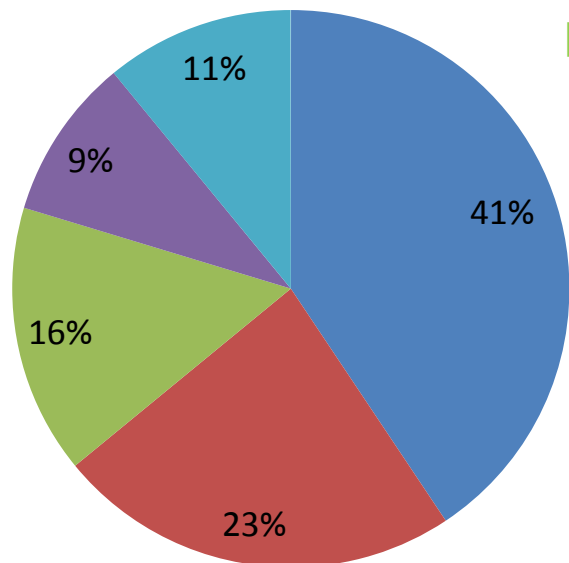
Translation Tasks



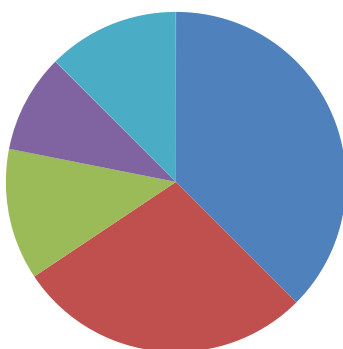
- ✓ As Categories, high demanded fields are Industry and IT.

Frequency of MT Use

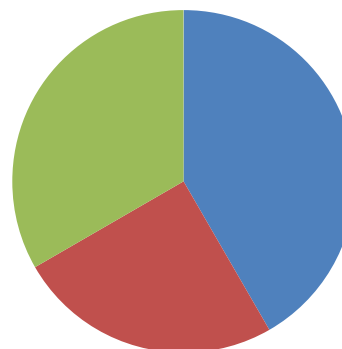
- [1] everyday
- [2] a few times a week
- [3] a few times a month
- [4] a few times a year
- [5] not using



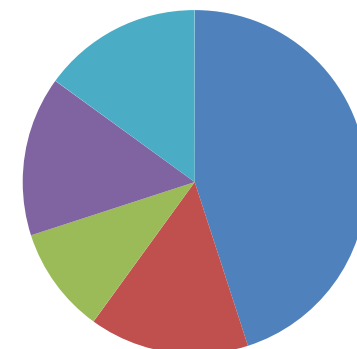
Freelance Translators



Translation Vendors

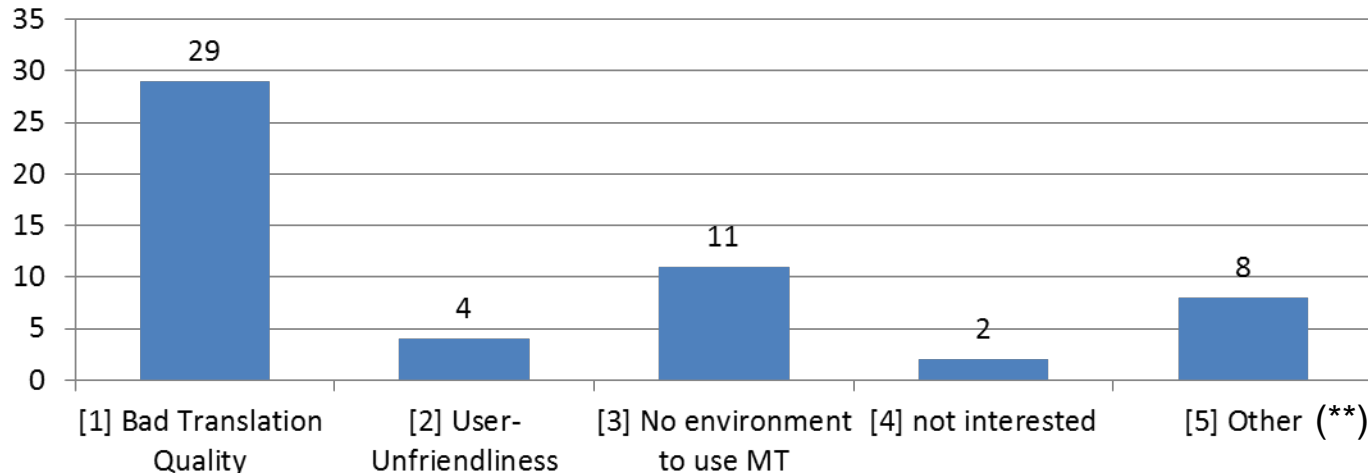


Others



- ✓ More than 40% of the respondents (26 people) answered they use MTs almost every day.
- ✓ Only 11% (7 people) answered they do not use MTs.

Why they do not use MTs

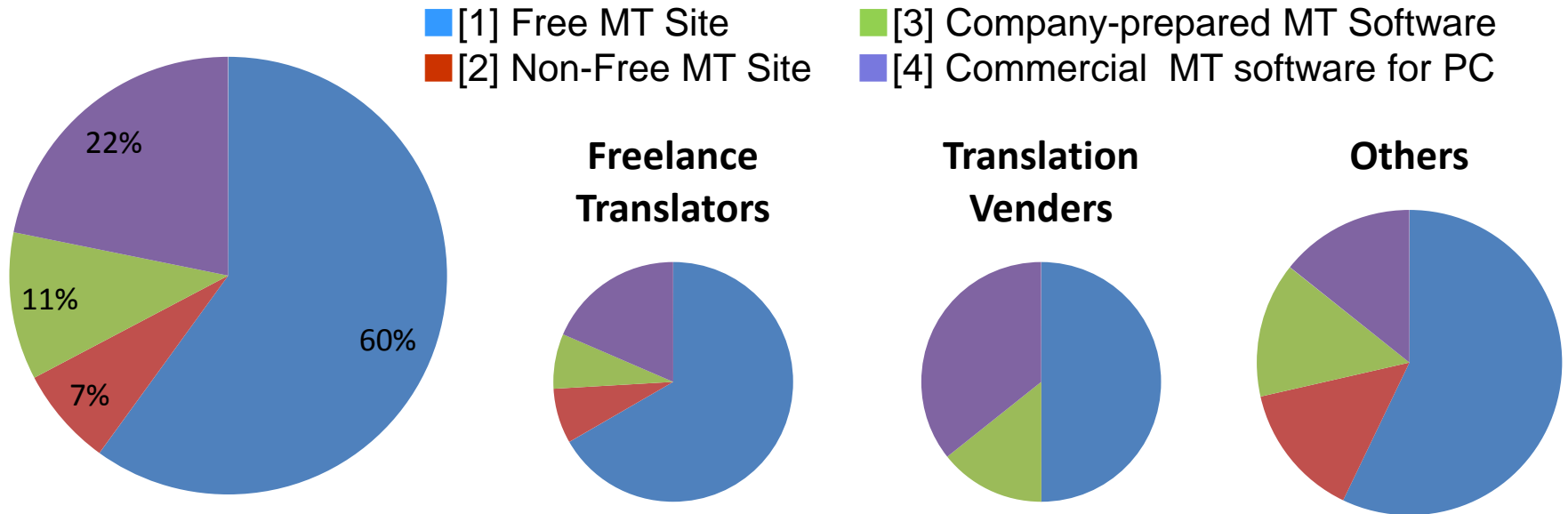


- ✓ The first reason is bad translation quality.
- ✓ The second reason is that they have no choice to use MTs because their company do not have MTs.

(**)The other reasons are:

- now under construction or under consideration. (translation company)
- their departments prohibit MT use.

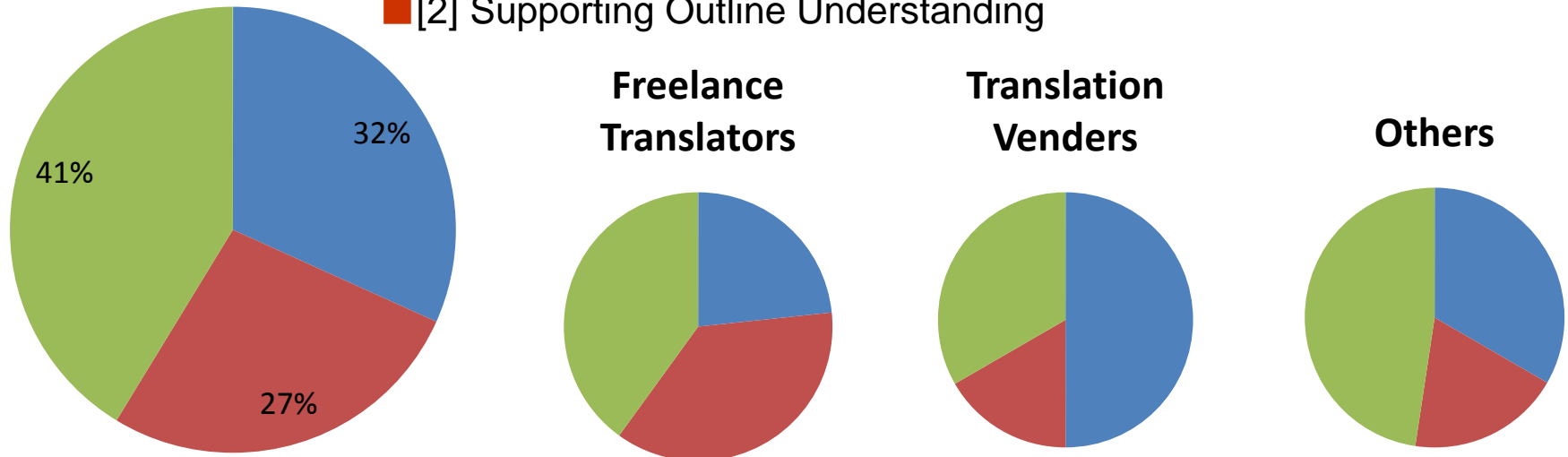
Types of MTs Used by Translators



- ✓ Free MT site is the most presently available
- ✓ About 70% of freelance use Free MT sites
- ✓ As for Commercial MT software, the proportion in translation company is twice of others

Expectations for MTs

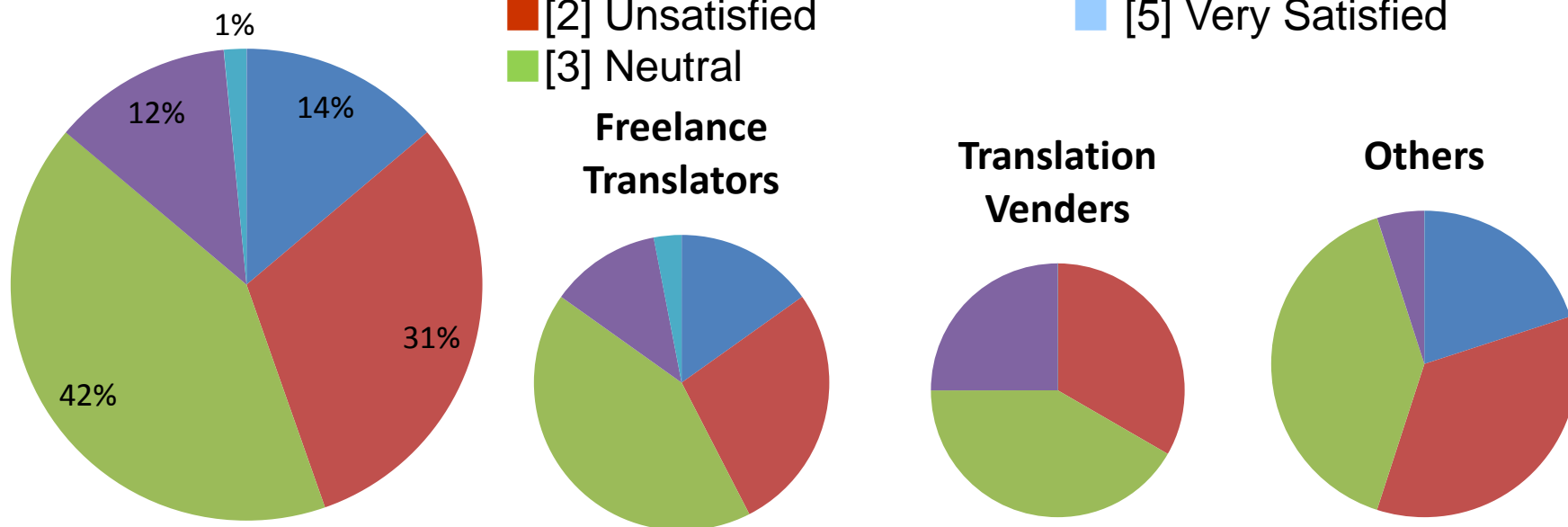
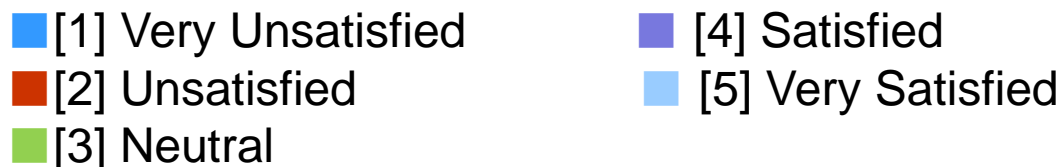
■ [1] As Word/Phrase Dictionaries ■ [3] Providing Draft Translation
■ [2] Supporting Outline Understanding



- ✓ Different expectations depending on translator's type
- ✓ Providing draft translation is most expected in Freelance and others

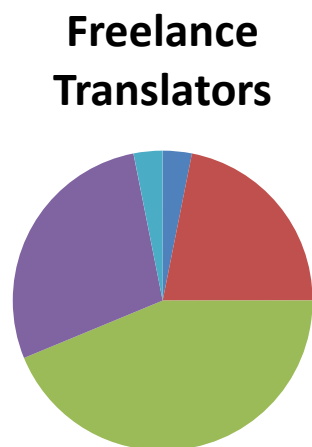
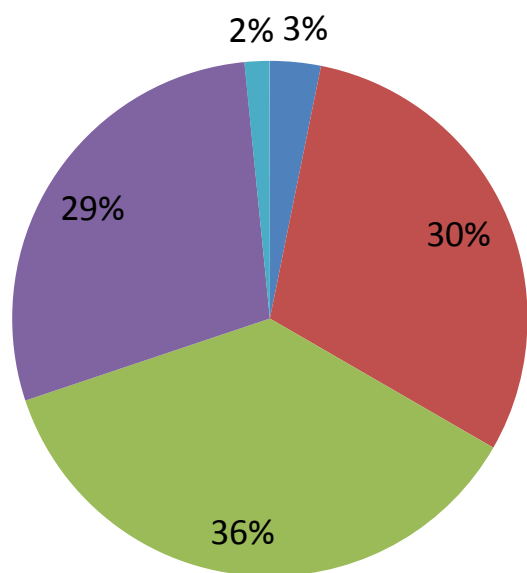
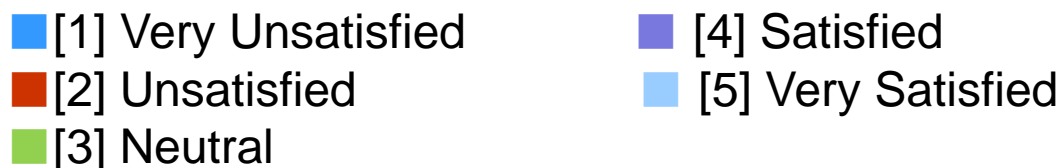
- ✓ Translation vendors expect using as dictionaries

Satisfaction of MT's Quality



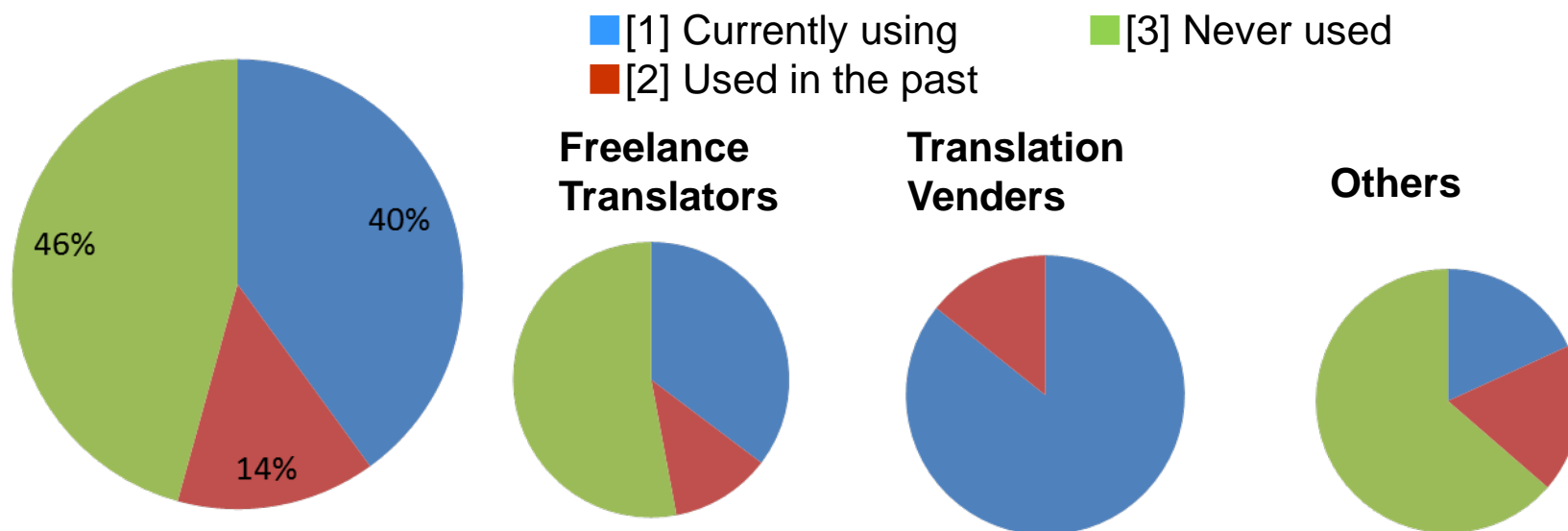
- ✓ Almost half of respondents feel “unsatisfied”
- ✓ “Satisfied” rate in translation vendors is higher than freelance translators and others

Satisfaction of MT's Function



- ✓ MT's function is more satisfied than its quality by translators
- ✓ On average the rate of "satisfied" is almost same as that of "unsatisfied"

Usage of Translation Memories (TM)



- ✓ 46%(16 persons) of respondents answered “never used” but 40% answered “currently using”
- ✓ All respondents in translation vendors (except one) are currently using TMs

Rate of Using TM on each Document Type

	[1] Webpage	[2] Manual	[3] Technical Document	[4] Report	[5] Paper	[6] Contract
(1) Currently using	7	16	12	5	3	2
(2) Used in the past	2	2	4	2	2	1
(3) Never used	5	3	7	5	2	2
Rate of using TM	50%	76%	52%	42%	43%	40%

- ✓ The rate of using TM on translating manuals is notably high

Relations between MT Type and TM usage

	Currently using TM	Used TM in the past	Never used TM
(1) Free MT Site	9	3	19
(2) Non-Free MT Site	1	1	2
(3) Company-prepared MT Software	2	0	1
(4) Commercial MT software for PC	10	2	0
(5) Not using MT on business	5	3	5

- ✓ 70% of translators answering “never used TM” are using free MT site
- ✓ 83% of translators using commercial MT software are also using TM
- ✓ Translators using only TM account for 13%



Finding in the International Survey³⁾

Use of TMs

- ✓ 90% of the respondents own TMs
- ✓ 70% use TMs that the clients own

Use of MTs

- ✓ 50% use MTs
- ✓ 10% own MTs
- ✓ 40% use MT available for free

Other question: “Have you ever accepted projects in which you were given a raw machine translation output to revise?”

Yes: 25%

No, but I would take them: 15%

No, and I would not take them: 65%



Finding in the International Survey⁴⁾

Why use MTs?

- ✓ Typing aid
- ✓ Source of inspiration for alternative translations available in TMs
- ✓ Quick draft for improvement
- ✓ Help for heavy workloads

Why do not use MTs?

- ✓ Need to know more about MTs
- ✓ Poor quality
- ✓ Severe mistakes

⁴⁾paper published in Languages and Translation, vol. 6 (Fontes 2013)



Summary (About MTs)

- More than 40% of translators use MTs (mainly on free translation sites) every day
 - ⇒ The same trend is shown in an international survey
- Only 10% of translators are satisfied with MT's quality
 - ⇒ MT's quality should be improved to meet translator's needs
- Only 11% of translators don't use MTs but about 30% of users expect MTs not for quick draft but for searching dictionaries
 - ⇒ Knowing more how MTs work is important to spread the use of MTs



Summary (About TMs)

- Only 40% of translators are using TMs in Japan
 - ⇒ In the international survey, 90% of them own TMs
 - ⇒ Japan lags behind Western countries in TM usage
- Most of translators using commercial MT software in translation companies are users of TMs
 - ⇒ Further investigations of combined usage of TMs and MTs are required



References

- 1) Sakamoto, Y. and Moriguchi, M. 1999. Report on Machine Translation Market in Japan. *Proc. of MT Summit VIII*, pp92-99.
- 2) Nagase, T. et al. 2014. Report on Machine Translation Usage in Business Translation. *Proc. of Annual Conference of The Association for Natural Language Processing (in Japanese)*
- 3) Piroth, A. 2011. Translation automation survey among translators. *IAPTI (International Association of Professional Translators and Interpreters) report*
- 4) Fontes, H. et al. 2013. Evaluating Machine Translation: preliminary findings from the first DGT-wide translators. *paper published in Languages and Translation, vol. 6*