

# **Revision and Quality Assurance in Professional Translation**

## **A Study of Revision Policies in Finnish Translation Companies**

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Tässä tutkielmassa tarkastellaan suomalaisten käännöstoimistojen käännöstekstien tarkistamisen eli revisoinnin käytäntöjä osana toimistojen laadunhallintaprosesseja. Tutkimuksessa perehdytään revisointiin ammattimaisen kääntämisen kentällä. Lisäksi tutkielmassa kartoitetaan kyselyn avulla suomalaisten käännöstoimistojen käsitystä laadusta ja laatuvaatimusten suhteesta kääntäjän ammatissa toimimiseen.

Tutkimuksessa toistetaan suomalaisella aineistolla Kirsten Wølch Rasmussenin ja Anne Schjoldagerin tanskalaisilla käännöstoimistoilla teettämä kyselytutkimus. Tämä tanskalaisten käännöstoimistojen revisointikäytäntöjä kartoittanut tutkimus on julkaistu vuonna 2011. Rasmussenin ja Schjoldagerin tutkimus muodostaakin tutkielman keskeisimmän teoreettisen kehyksen. Tutkimuksessani hyödynnän lisäksi muita revisointia ja revisointikäytäntöjä selvittäneitä tutkimuksia (esim. Mossop 2014, Prioux & Rochard 2007).

Tutkimusaineisto koostuu yhdeksän suomalaisen käännöstoimiston vastauksista sähköiseen kyselytutkimukseen, joka on käännös Rasmussenin ja Schjoldagerin tekemästä tanskankielisestä kyselytutkimuksesta. Linkki sähköiseen kyselyyn lähetettiin sähköpostitse satunnaisotannalla valituille suomalaisille käännösyrityksille keväällä 2017.

Tutkimuksessa kävi ilmi, että vaikka tutkimukseen osallistuneet suomalaiset käännöstoimistot pitävät revisointia tärkeänä osana laadunhallintaa, on niillä hyvin vähän revisointiin liittyviä ohjeita tai sääntöjä. Revisointi voidaan jopa joissain tapauksissa jättää kokonaan tekemättä, mikäli aikaa on vähän tai asiakas niin vaatii. Useimmiten revisointi kuuluu kääntäjien toimenkuvaan, eli kääntäjät tarkistavat toistensa tekstejä käännöstöiden ohella. Vastaaajien mukaan revisoinnissa käännöstä yleensä verrataan lähtötekstiin eikä lueta ainoastaan itsenäisenä tekstinä.

Kyselyyn vastanneet kommentoivat myös laatuun liittyviä kysymyksiä ahkerasti. Käännöksen laatu rinnastettiin vastaajien kommentteissa yleisesti sen oikeellisuuteen ja virheettömyyteen, mutta myös kääntäjän oma koulutustausta, kokemus ja itsetuntemus nousivat esiin laadun kriteereinä. Tulevaisuuden haasteista keskeisenä nähdään erityisesti asiakkailta tulevat laatu- ja nopeusvaatimukset sekä toimitusaikataulujen kiristyminen ja konekääntämisen vaikutus käännösten laatuun.

Avainsanat: Revisointi, tekstintarkistus, kääntäminen, laatu, laadunhallinta, laadunvarmistus, käännöstoimistot



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Suomenkielinen lyhennelmä

## 1 Introduction

Research into revision is a growing interest in Translation Studies. Although revision, that is to say the careful act of checking a professional translation, has been studied on its own only a little, it has received attention as a part of the translation process as a whole. Revision is part of the quality control process of almost all translation assignments, so even though revision research is a fairly new subject of study in itself, translation studies has traditionally been interested in the translation process as a whole, which naturally entails some sort of revision as well. So far, only a small portion of revision research has been conducted in the field, in professional settings. Revision research is often tightly connected with quality assurance and broader understanding of what quality is in translation (see for example Mossop 2007, Eskelinen 2013). Finnish translation companies' quality assurance processes have previously been studied by Anna Salmela (2004) and Eeva Niinimäki (2009) in their Master's Thesis'. Their studies present quality assurance models and systems. The focus of this study, however, will be on a single part of these quality assurance processes, that is to say revision. I will investigate revision policies in a professional setting, and the respondents' views on quality. I will also discuss the respondents' thoughts on the translator's profession.

My own interest in the subject started at the Multilingual Communication and Translation Studies course *Translating and Editing for Publication*, taught by university lecturer Kathleen Moore in the academic year 2014–2015. Editing, proofreading, and revising translations as well as other texts was challenging and rewarding. I found myself growing increasingly interested in the process of revision, in the different ways texts may be revised, and the reasons behind these different approaches. Ever since then, I hoped to write my Master's thesis on revising translations. In this thesis, I aim to examine revision policies in a professional setting, using Finnish translation companies as a case in point. I will not touch upon literary translations or audiovisual translation, but instead focus on the field of specialised translation, that is to say the translation of business texts that will in public and private companies.

The subject of this thesis was solidified while reading Issue 15 of *The Journal of Specialised Translation* (2011). The issue had multiple articles regarding revising and evaluating translations, but one of them in particular piqued my interest. Kirsten Wølch

Rasmussen and Anne Schjoldager had studied revision policies in Danish translation companies (2011, 87–120). They had carried out a questionnaire survey in 24 Danish translation companies and a total of 13 interviews in five of the 24 companies that had answered their questionnaire. The aim of their study was to discover how and why professional revision was carried out, and what the respondents and interviewees thought of quality assurance in the translation market. I have described their study in detail in Chapter 3.2 of this thesis. Their study provided valuable information as to how revision was carried out in the Danish translation market.

After reading Rasmussen and Schjoldager's (2011) research article, I grew even more interested in discovering how Finnish translation companies revised their translations and whether their views on revision and quality assurance differed from the Danish companies' views. Replicating Rasmussen and Schjoldager's questionnaire survey (2011) in a Finnish setting could provide valuable information regarding revision policies and quality assurance guidelines in Finnish translation companies. Due to time constraints, I chose only to replicate the questionnaire study. I spoke to my adviser Kaisa Koskinen about my intention of replicating Rasmussen and Schjoldager's study, and she encouraged me to contact them via email. After our discussion, I emailed them and asked them for more information, and to my delight they were extremely helpful and kindly sent me the Danish questionnaire they had used for their survey.

The theoretical background of the study is divided into two parts; firstly, in Chapter 2 of this thesis, I will present different definitions, views and guidelines for revision from a number of researchers, and secondly, in Chapter 3, I will present revision research on a general level and then focus on Rasmussen and Schjoldager's survey and their findings in more detail. As stated above, I will be replicating Rasmussen and Schjoldager's questionnaire (2011). Therefore it is only logical that their study as a whole will also be one of my primary sources of theoretical background. I will begin by a brief look into the terminology that is used in the field. In this thesis, revision is used as a term to describe the careful act of reading a professional translation by someone other than the translator themselves. This definition is by no means the only definition for the term, and the process of checking a translation can be described by multiple other terms. In chapter 2.1 of this thesis, I will present related terms and definitions, and explain how this term was chosen to be used. I will then proceed to

present different criteria as to how texts are chosen to be revised, and after that I will present Brian Mossop's parameters for revising translations. These parameters were used in Rasmussen and Schjoldager's study. In order to replicate Rasmussen and Schjoldager's (2011) study and compare my findings with theirs, I will attempt to replicate the tools they used for their analysis as well. This is why the theoretical background and methodology of this research is as similar to theirs as possible.

In Chapter 4, I will be presenting the method and data of this study. My overall aim is to research how revision is carried out and by whom in the Finnish respondent companies, and what types of guidelines are followed, or if, indeed, there are any such guidelines. I also wish to ask the respondents questions regarding their overall perception of quality and the translating profession. The two main research questions of this study are similar to that of Rasmussen and Schjoldager's survey (2011), which I will be replicating. These two main research questions are:

1. What types of revision policies are used in the respondents' companies?
2. What are the respondents' views on overall quality?

These questions will be discussed in more detail in Chapter 4. After that I will present the questionnaire and the changes I made to it. The Finnish questionnaire itself and the email I sent to potential respondents may be found as an appendix to this thesis. Finally, in Chapter 4, I will discuss how the respondent companies were chosen for this questionnaire survey, and what criteria was used when selecting respondents.

In Chapter 5, I will outline, discuss and analyse the respondents' answers and compare them with those of Rasmussen and Schjoldager's (2011) findings when applicable. In Chapter 6, I will examine the findings and attempt to draw conclusions from the findings of the survey. Furthermore, I will evaluate the overall successfulness of this study, and discuss ways in which it could be developed.

## **2 What is revision?**

Revision is a term that has various definitions, and there seems to be no clear consensus of terms and definitions among translators or researchers (see for example Robert 2008, Mossop 2007, Rasmussen and Schjoldager 2011). The first part of this chapter is therefore dedicated to mapping out terminology in order to establish what different studies mean by the term ‘revision’, and more importantly to establish what it means in this thesis. After establishing terminology, I will discuss a classification of error types a reviser might look for in a translation. This classification of revision parameters will later be used when analysing the results of the questionnaire study.

### **2.1 Definitions of Revision**

As stated above, there seems to be some ambiguity as to what revision actually is and what it entails. Claire Yi-Yi Shih (2006, 295) goes as far as to claim that there is no one and only definition of revision. This terminological confusion may be due to two things: firstly, translation studies is a relatively young discipline, and terminology is not yet fully established in all the research done in the field. Secondly, the term is used in different ways in disciplines close to translation studies; in publishing, for instance, revising often refers to amending a previously published work before printing another edition of it (Robert, Remael, and Ureel 2016, 3). Also, definitions seem to differ depending on whether the person defining it is a working translator, a researcher, or both, since revision is not only defined by researchers, but also by translators and revisers themselves. The translation field is in a constant state of flux, which may attribute to the fact that definitions also change accordingly. Below, I will present a few definitions and explore different types of translation revision.

Researcher Daniel Gouadec (2007, 26) says that “[i]n the strictest sense, revision includes all operations undertaken to guarantee that the translation meets all applicable quality criteria and quality levels”. Although he describes this as a strict definition, it seems very all-encompassing, making revision a process that may be difficult to categorize and analyse. Tim Martin (2007, 58), an experienced professional translator and reviser himself, defines revision as the act of both checking to see if the text needs changes and making those necessary changes. This definition is, perhaps, almost as vague as Gouadec’s definition. On closer inspection, Martin’s definition appears twofold: revision aims to improve a text, but only when it actually requires it. Making

changes where they are not necessary can be harmful: first of all, revising is always time-consuming and second, missing errors, making unnecessary changes or introducing errors may even be harmful. Martin's definition only describes what revision aims for and does not describe how revision is carried out in practice or who the reviser is. However, what this definition seems to imply is that revision is, essentially, an act of reading.

Translator and researcher Brian Mossop (2014, 115) seems to agree with Martin, describing revising as the “function of professional translators in which they find features of the draft translation that fall short of what is acceptable, as determined by some concept of quality, and make any needed corrections and improvements”. He even goes as far as to say revising is “first and foremost” an act of very careful reading (ibid, 1). Only after careful reading can any corrective action take place, if corrections are necessary. As stated previously, making changes while revising or editing a text simply for the sake of making changes can be counterproductive and costly.

How does revision differ from editing, then? Mossop (2014, 1) suggests that the main difference is the text at hand: revisers find and correct mistakes in translations, while editors check texts that are not translations. In practice, the difference is that revisers work on texts that may have interference from another language, and they must keep an eye out for mistranslations and omissions (ibid, 1). Editors have no need to check for the latter, and may only run into interference when a non-native speaker has written the texts they are correcting. Revising therefore would appear to include features not present in editing.

While the differences seem small, they are quite significant. Translator and researcher Spencer Allman (2008, 36–37) has compiled the following list of terms in order to present the differences between descriptions of what these different practices entail in his opinion:

1. proofreading: layout, font, typos, punctuation
2. editing: rearranging and scrapping text, adherence to house rules
3. reviewing; terminology, correcting conceptual errors
4. post-editing: machine translation

5. revision: checking translation for accuracy and to embrace some or all of the elements proposed here  
(Allman 2008, 36–37)

According to Allman's list of terminology, revision seems to be a more all-encompassing way of checking whether or not a translation is 'correct' than mere proofreading or editing might be. If by embracing "some or all of the elements proposed here", Allman (2008, 36–37) refers to revision including elements of proofreading, editing, reviewing, and/or post-editing, the act of revising a translation does seem to entail more than the other procedures do. Therefore, revising a text may mean examining more than the superficial level of the text and its linguistic features, such as the communicative features of a translation. In this sense Allman seems to be on the same terms as Mossop.

Daniel Gouadec (2007, 26) has also defined proof-reading as a more mechanic way of correcting a text than what revision would be. He describes it as a process of correcting "blatant defects", by which he means spelling or grammar mistakes, omissions, or errors in formatting, as well as pointing out apparent defects, discrepancies or translation errors. When compared to his definition of revising (see above), it becomes apparent that revising refers to a more pervasive quality assurance method.

It is important to note that while there is a certain vagueness regarding revision terminology, the European Quality Standard for Translation Services (EN 15038) encourages the use of the term revision. The EN 15038 is the first European quality standard for translation service providers, and includes a list of terminology. In section 2.10, the standard defines the term to revise as to "examine a translation for its suitability for the agreed purpose, compare the source and target texts, and recommend corrective measures" (EN 15038, 6). The European Quality Standard sees revision as a threefold activity, which includes considering the use of the translation, checking the translations equivalence with the source text, and recommending corrections. It is important to note that according to this definition, revisers only recommend corrections and do not carry them out by themselves.

### **2.1.1 Self-revision and Other-revision**

I previously presented Martin's (2007, 58) and Mossop's definitions of revision. As stated, Martin defines revision simply as checking to see if the text needs corrections and making them, if necessary. Mossop (2014, 1) stresses the importance of careful reading as a key factor in revision. Both of these definitions may be read to imply that revision is something that is done by translators themselves, often during the drafting process of the translation (see Mossop 2007, 12). While it is only natural that translators examine their own work throughout the translation process, the term revision is often used to describe the process of examining a text when it is done by someone other than the translators themselves.

Researcher Daniel Gile (2009, 110) defines revision as a process of inspecting and correcting that is done by a separate reviser. When discussing revision in governments and international organisations in the 1980s, translator Peter Arthern (1987, 15) also stressed the importance of translations being checked by a person who has not translated the text in the first place. Back then, he defined revision as follows:

The revision of a translation is a procedure by which it is examined and reviewed by a person or persons other than the translator, with or without consulting the latter, in order to ensure that it is an accurate and faithful rendering of the meaning of the original text into the language of the translation, in a style equivalent to that of the original. (Arthern 1987, 15)

What Arthern in his lengthy definition clearly stated is that revision is a quality control process that is always done by someone else than the original translator of the text. He claimed that revision should always be done by a person other than the translator, because, as he puts it in the title of his article, "four eyes are better than two" (1987). It should be noted, however, that even though another set of eyes may notice errors a translator misses when checking their own work, revision may also be harmful if the reviser introduces errors to the translation (Mossop 2014, 150). The revision of other translators' work has two different functions: on the one hand, there's a training function where revision aims to show a translator their strengths and areas of improvement, on the other hand there's a business function, where revision is done to finalize a text to be delivered to a client (Mossop 2014, 192). These two functions do

not exclude each other, but may be present simultaneously in the revision process of a professional translation.

Arthern's view of revision is what Mossop (2014) prefers to call *other-revision*, as opposed to *self-revision* conducted by the person who has translated the text. Other-revision is done after the translator has completed their work, but as Shih (2006, 296) explains, in self-revision a translator may go back to previously translated passages and revise the text at any point of the process. Self-revision is, in that sense, more flexible and not as easily distinguishable from the actual translating process (Shih 2006, 296). The EN 15038 standard calls self-revision *checking*, stating that when a translator has finished their work, they should examine it by "checking that the meaning has been conveyed, that there are no omissions or errors and that the defined service specifications have been met. The translator shall make any necessary amendments" (EN 15038, 11, section 5.4.2). When talking about checking in this thesis, I will use the term *self-revision* as proposed by Brian Mossop (2011).

The standard states that other-revision is always done by a reviser that is someone else than the original translator of the text (15038, 7). This first definition of a reviser is quite vague; however, the standard goes on to say that the reviser "should have translating experience in the domain under consideration" as well as the same competences as professional translators (EN 15038, 7, section 3.2.3). Its list of five competences for translators are:

1. Translating competence: the ability to assess the issues of comprehending and producing texts, and the ability to translate according to the linguistic norms of the target language and to specific instructions given during project assignment
2. Linguistic and textual competence in the source language and the target language: mastery of the target language and the ability to comprehend the source language, as well as a knowledge of different types of texts
3. Research competence, information acquisition and processing: the ability to acquire any additional knowledge necessary to understand the source text and to produce the translation, as well as the ability to use research tools and strategies
4. Cultural competence: the ability to utilize information regarding the characteristics of the source and target cultures

5. Technical competence: the ability to use technical resources to produce a translation

(EN 15038, section 3.2.3)

The standard stipulates that these competences may be acquired by formal higher education in translation or an equivalent qualification in another field plus at least two years of translating experience. If no qualifications exist, the translator should have translated professionally for at least five years. (EN 15038, 7) What the standard actually states here is that a reviser should also be an experienced professional translator. The standard also introduces another form of other-revision that it calls *reviewing*, which can be done in the target language by a specialist in the subject matter (EN 15038, 7). In the quality standard, reviewing is a unilingual reading by a professional in the field that is being translated. It is important to note, that there is no mention of the reviewer having to have the same linguistic competences as the translator and reviser. Interestingly, this division between what the standard titles *revision* and *reviewing* appears to be quite rarely used in the field of translation studies. For example researcher Daniel Gouadec (2007, 78) proposes that the reviser may even be the work provider, not a colleague or a language professional. Furthermore, researchers Tytti Suojanen, Kaisa Koskinen and Tiina Tuominen make no distinction between *revising* and *reviewing*, stating that revision is, essentially “an expert evaluation of the translation’s usability, conducted by a subject matter expert, native speaker, or a fellow translator, depending on the priorities and the context” (2014, 130). This definition covers the EN15038 quality standard’s definitions of both *revision* and *review*. Lastly, it is worth mentioning that Kirsten Wølch Rasmussen and Anne Schjoldager’s (2011, 92) view on revision does not distinguish between revising and reviewing either. They sum up revision as the process of someone else than the translator themselves correcting or amending a professional translation, that is to say a translation made by anyone who translates for a living (ibid, 93). I have also chosen not to make a distinction between the two, but to adopt the view that revision is a process that is, quite simply, conducted by someone other than the person who translated the text in the first place.

### **2.1.2 Unilingual and Comparative Revision**

Having established what the term ‘revision’ means in this thesis, it is important to present two main types of revision. When distinguishing between editing and revising, Mossop mentions that revisers need to pay attention to interference from the source language, and check for omissions or passages that have been mistranslated (2014, 1). To be able to do this, the reviser would have to compare the translation to the source text. Arthern’s definition of revision (1987, 15) also talks about the translation’s equivalence to the original text, which again requires comparison between the two texts.

When discussing the revision process, it is important to distinguish this type of *comparative revision* from *unilingual revision*. In comparative revision, the reviser not only looks at the translation but also compares it with the source text, looking for errors in accuracy, that is to say possible mistranslations and omissions. Unilingual revision examines the translation in its own right and focuses on the language, textual errors or the flow of the text. Unilingual revision does not necessarily mean that the reviser does not consult the source text at all (Mossop 2014, 159). They may only look at the source text occasionally when the translation has obvious logical errors that interrupt reading. The EN 15038 standard stipulates that while full revision should be carried out always, unilingual revision is not compulsory (in Rasmussen and Schjoldager 2011, 91).

While both of these types of revision have their own advantages, there are downsides to them as well. Mossop (2014, 160) states that comparative reading is “unnatural”, as going back and forth between source text and translation is not how actual readers will read the text. Comparing the translation to its source text may be more effective in uncovering errors in accuracy, but it may also prevent the reviser from seeing the translation as a whole. Missing the bigger picture may result in a text that is incoherent and illogically structured. Moreover, in comparative revision the reviser has twice the amount of text to go through than they would in unilingual revision. When a reviser has more text to examine, it logically follows that they have to spend more time working on it. It should be noted, however, that even though there is twice as much text to go through, comparative revision does not actually take twice as long. Isabelle Robert (2012; according to Mossop 2014, 128) found that it usually takes only about a third more time than unilingual revision. Although comparative revision is not as time-consuming as one might think, spending time revising still takes time from translating

other texts for clients. In other words, time is money and spending time revising other translators' work may not always be the best option financially (see for example Graham 1983, Mossop 2014).

Unilingual revision may therefore seem more tempting, especially from a financial point of view. However, reading a translation without comparing it to the source text has its own risks; passages may be omitted or mistranslated without the text losing its logic and readability (Mossop 2014, 159–160). If a translation with these types of errors reach the client, and does not meet their quality requirements, it may prompt the client to move their business elsewhere. In that case unilingual revision may be bad for business.

### **2.1.3 Full and Partial Revision**

Comparative and unilingual revision do not necessarily exclude each other. A full revision consists of both unilingual and comparative revision of the entire translation (Rasmussen & Schjoldager 2011, 91). Partial revision, as the term would suggest, refers to a procedure where only parts of the text are revised and the source text is consulted only if the translation seems strange in some way (Mossop 2014, 116). One method of carrying out a partial revision is the LISA Quality Assurance Model, developed and used at L&L, a non-profit translation and localization service provider based in Netherlands (Ling Koo and Kinds 2000). In the LISA QA Model only a sampling of a translation is actually revised; the size of this sample is determined at the beginning of any given project by the level of confidence the producer has of not exceeding an error limit acceptable by the client's quality requirements (Ling Koo and Kinds 2000, 153). In other words, the LISA QA Model calls for determining how large a sample to revise and which parts to revise

Partial revision can be carried out quickly, and it may therefore be useful when time is more important than perfect linguistic quality. As Rasmussen and Schjoldager state, partial revision can be preferable if clients are unwilling to pay for revision, the translation is deemed easy or intended for informal use only, or the translator is a highly trained and experienced professional who is unlikely to make mistakes (2011, 91). If the translation indeed is not complicated and the translator is experienced and has access to necessary tools, the risk of error may be minimal.

Partial revision may provide the reviser with a false idea of the actual quality of the translation. If a reviser only reads every other or every fifth page and finds no errors, in all probability the translation is good. However, the translator may have lost focus and left out a whole passage on one of the pages that the reviser has not examined. As Mossop (2014, 166) points out, this may happen to the most experienced translator.

Full revision, where the text is revised both in its own right and by comparing it with the source text, may therefore be more efficient in discovering errors. It is, however, more time-consuming and can therefore be costly for the company. Despite this, earlier studies (see for example Robert 2008, Rasmussen and Schjoldager 2011) have found that translation service providers report that they prefer full revision to partial.

The order in which a full revision should be carried out is a subject of debate. The EN 15038 quality standard is quite vague on this point, only stating that revision should include a comparison of the source and target texts (EN 15038, 11). Some recommend reading the translation on its own before comparing it with the source text (see for example Mossop 2014, 167; Gile 2009, 110). If reading the translation on its own at first, the reviser can view the translation as the intended reader would, with no assumptions based on the source text. Robert (2008) found, however, that more than half of the Belgian translation agencies in her survey preferred to first read the translation in comparison with the source text. Rasmussen and Schjoldager's findings (2011) show that Danish translation companies also preferred to first conduct a unilingual revision.

In sum, for the purpose of this thesis, revision is a careful act of reading carried out on a professional translation by a person other than the translator themselves. It may be comparative or unilingual, or a combination of the two. It can also be carried out on portions of the text only, depending on the situation and the client's requirements.

## **2.2. Revision criteria**

From the arguments above it is apparent that revision has to do with finding a balance between time and quality; on the one hand revisers are employees, freelancers or entrepreneurs who need to keep in mind financial concerns, but on the other hand they are professionals and as such they must also prioritize quality (Mossop 2014, 127). Even though all translations should ideally be revised before they are submitted to

clients, and translation company policies may call for revision, in reality revision is not always practical or even possible due to time restraints (Rasmussen & Schjoldager 2011, 101–102). Rasmussen and Schjoldager (2011) found that most Danish translation companies seem to focus on revising in-house translations rather than freelancers’ work. In their study, the main reason for not revising a translation was time (ibid, 101). If time is of essence and not all translations are revised, how is it decided which translations to revise?

Allman (2008, 38) notes that the level of revision a translation needs is depended on three factors: the translators experience, whether or not they are a native speaker of the target language, and their experience in the domain at hand. These factors can also be viewed as criteria for whether or not revision is required at all. While Allman does not linger in the subject of revision criteria, his three defining factors do coincide with other researcher’s findings. René Prioux and Michel Rochard have studied the revision practices of the *Organisation for Economic Cooperation and Development* (OECD), and propose recommendations for revision criteria (2007, 30). Their recommendations focus on the importance of the text and the skills of the translator. Table 1 below is from Prioux and Rochard’s article (2007), and it has been translated from French into English by me.

**Table 1.** Prioux and Rochard’s Revision recommendations (2007, 30)

Importance of the text	Translator's reliability			
	High reliability	Good reliability	Fair reliability	Poor reliability
<b>High</b>	Revision recommended R1/R2	Revision necessary R2/R3	Revision essential R3/R4	No translation, excessive risk R5
<b>Medium</b>	No revision R0/R1	Decide case-by-case R1	Revision recommended R2/R3	Revision necessary R3
<b>Low</b>	No revision R0	No revision R0	Decide case-by-case R1	Revision recommended R1/R2

R0: very low risk – R5: excessive risk

Table 1 (Prioux and Rochard 2007, 30) suggests that the more reliable the translator is and the less important the text is deemed, the less need for revision. If the translator is not reliable and the text is of high importance, Prioux and Rochard (ibid, 30) interestingly state that there should be “no translation” [pas de traduction] due to

excessive risk. What do they mean by “no translation”? Prioux and Rochard explain that due to poor reliability, internal translators should not be kept in the workforce, should be assigned other duties or only given simple texts (2007, 26). In the case of freelancers, collaboration should be ceased or their reliability verified before handing them texts to be translated. Mossop (2014, 171–172) claims that if a translator with poor reliability is given a highly important text to translate, revision may not be enough, but the text may need to be retranslated to meet the quality requirements set for the assignment. Retranslation is not, however, at the centre of revising; Mossop (2014, 27) says that just as rewriting a text is not what an editor does, retranslating an already translated text is not what a reviser ought to do. Translating a text twice takes twice the amount of time, which in turn is a financial burden to the company.

### **2.3 Revision Parameters**

Revision parameters are, simply, checklists of the types of errors a reviser may focus on when examining in a translation. Parameters are designed to assist revisers or revisers-in-training to discuss and reflect on revision practices, and are useful when discussing revision practices and policies (Mossop 2014, 135). Various publications propose various checklists, parameters, or categories to evaluate translations or aid revisers in their work (see for example Graham 1989, Schütz 1999, Ling Koo and Siu 2000). There are a few reasons why I have chosen to present Mossop’s revision parameters (2014, 134–135) in this thesis. Firstly, although similar to other revision checklists in many respects, Mossop’s list of parameters is remarkably detailed and systematic. Secondly, in a recent interview study, researcher Claire Yi-Yi Shih found that Mossop’s parameters correlated well with the revision strategies used by her interviewees, who were all professional translators. Shih found that despite them being made for training purposes, they therefore seem to correlate well with actual revision practices. (2006, 309–310). This gives them a certain legitimacy outside of training purposes as well. Finally, these parameters were used by Rasmussen and Schjoldager when analysing the results of their questionnaire survey (2011), and in order to replicate their study and compare my findings with theirs, it is important to replicate the tools they used for their analysis.

Mossop’s revision parameters consist of twelve parameters that can be divided into four parameter groups (2014, 134–135). I have gathered these parameters into a table (Table

2 below), and added a third column to describe what the reviser is looking for when examining a translation. Table 2 below presents Mossop's parameters; in the first column, I have listed these four groups (A–D), while the middle column presents the twelve parameters. I have explained the types of questions a revisers might ask themselves when searching for errors in the final column of the table (based on Mossop 2014, 134–135).

**Table 2.** Mossop's revision parameters (2014, 134–135)

<b>Groups</b>	<b>Parameters</b>	<b>Questions to ask while revising</b>
<b>A. Transfer</b>	Accuracy	Is the message of the source text reflected in the translation?
	Completeness	Are there any omissions or unnecessary additions?
<b>B. Content</b>	Logic	Is the sequence of ideas logical? Is there incoherence or contradiction?
	Facts	Are there any errors related to facts, mathematics or concepts?
<b>C. Language</b>	Smoothness	Is the translation cohesive? Can it be understood on the first reading?
	Tailoring	Does the translation fit its purpose? Have the readers been taken into account?
	Sub-language	Are there errors in genre, field, terminology, etc?
	Idiom	Are the translation's wordings idiomatic?
	Mechanics	Is grammar, spelling, and punctuation used correctly? Has the house style been taken to account?
<b>D. Presentation</b>	Layout	Are there errors in layout: spacing, margins, indentations, etc?
	Typography	Are the fonts and formatting correct?
	Organisation	Is the document logically organized? Are headings, page numbers, table of contents, etc where they should be?

It is important to note that not all of these parameters apply to all types of revision. The reviser uses parameters that are useful when attempting to meet the client's quality requirements. When applying unilingual revision to a translation, questions regarding accuracy and completeness (Group A) are unnecessary. Similarly, if the translation will be formatted to fit the clients' requirements by the clients themselves, revisers need not trouble themselves with questions of presentation (Group D). Allman notes that layout and editing ought to be handled by whoever is responsible for the publishing of the translation, as they are usually less important aspects of a translation assignment (2008, 43). Of course, such matters depend on the case and the revisers own preferences, and as Allman notes, are often negotiable (ibid, 43).

### **2.2.1 Transfer**

When discussing informative texts, the most important task of a translator is to produce a text that is an accurate rendition of what the source text says. This is what the reviser examines when looking for transfer (Table 2, Group A). Mossop (2014, 136) emphasizes that an accurate and complete translation does not mean the translation has to be source-text oriented or linguistically equivalent to the source text. Accuracy refers only to the message of the source text, not the sentence structures or word choices. Mossop (2014, 136–137) presents two questions that reveal whether or not a translation is an accurate rendering of the source text:

1. Has the translator understood the source text correctly?
2. Does the translation channel this understanding?

When it comes to completeness, Mossop (2016, 137–139) calls for “no additions, no subtractions”. Small changes are, of course, inevitable and sometimes even necessary to help the reader understand the text. Sometimes a translator, however experienced they may be, might omit passages due to a lapse of focus. Moreover, additions may occur when the translator has strong feelings about the subject of the source text (Mossop 2016, 139).

### **2.2.2 Content**

Mistakes that have to do with the content of the text are divided into errors in logic and factual errors. Logical errors occur when the source text itself is illogical and the translator has stayed true to it, or when the translator introduces illogical translations (Mossop 2014, 140–141). He points out that the latter is usually due to the translator’s insufficient knowledge of the source language.

During the translation process, a translator may not be expected to check the facts or mathematics of the source text; the writer of the source text is expected to have carried out background research. Mossop (2014, 142) stresses that in this case, corrections in the translation would not be appropriate. However, if the translator mistranslates or introduces a factual error, the reviser is expected to correct it. This may sound like Facts (Table 2, Group B) and Completeness (Table 2, Group A) overlap. Mossop (2014, 142) clarifies that while factual errors may be due to a mistranslation, the readers may not even notice errors in Transfer if they do not have access to the source text. Errors in

Content, however, are noticeable, especially if the reader is knowledgeable in the area discussed in the text.

### **2.2.3 Language**

The majority of Mossop's revision parameters (2014, 134–135) fall under Language (Table 2, Group C). The parameters of this group aid in finding errors in grammar, style and cohesion, that is to say the readability of the translation. When working with a proofreader, the parameters in Mechanics are often not corrected by the reviser, unless they change the message of the translation significantly, thus influencing the readability of the text. The term *proofreading* is used here to refer only to linguistic error correction (see Chapter 2.1 for definitions).

Mossop (2014, 143) claims that Smoothness has become a dominant concern for revisers as passages from previous translations may be introduced automatically or manually from Translation Memory programmes. When passages are introduced in such a manner, they may not sit well with each other and the text, although correct in message, may lose its flow and readability.

While all of the parameters in this group aim to correct mistakes in readability, Tailoring focuses more on the intended use and user of the translation. Mossop (2014, 63–66) suggests that when revising a translation's Tailoring, the reviser needs to consider the reader's motivation, education, and knowledgeability, as well as how, where and why the translation is going to be used.

### **2.2.4 Presentation**

As with Mechanics (Table 2, Group C), the parameters regarding a translation's Presentation are often examined by an editor or proofreader. Nonetheless, depending on the client's specifications, the reviser may need to focus on the aesthetic aspects of the translation as well.

## **2.4 Summary of Revision Terminology, Criteria and Parameters**

For the purpose of this thesis, the term revision is used to describe a careful act of reading that is carried out on a professional translation by a person other than the original translator of the text. The overall aim of this procedure is to correct mistakes and errors, as well as increase readability. When talking about corrections made by the person who has translated the text in the first place, I will use the term self-revision.

Revision as a term is used to cover both revising the text on its own and by comparing it with the source text. Where it is necessary to draw distinction between the two, I will use the terms unilingual and comparative revision respectively.

The revision criteria proposed by Allman (2008, 38) and Prioux and Rochard (2007, 30) will be used in this thesis when discussing the respondents' reasons for revising translations and for sending them clients without revision. Some of Allman's (2008, 38) and Prioux and Rochard's (2007, 30) criteria were mentioned by Rasmussen and Schjoldager's Danish respondents, which gives reason to assume Finnish respondents may mention similar criteria as well.

Mossop's list of revision parameters (2014, 134–135) have previously correlated well with the revision strategies used on the field by professional translators. These parameters were used by Rasmussen and Schjoldager when analysing the results of their questionnaire survey (2011), and in order to compare my findings with theirs, it is useful to apply Mossop's parameters in this study as well.

### **3 Revision research**

Revision is part of the quality management process of translations and therefore important to the translation business in general, and a valid subject of study in the field of translation. Revision has, however, only fairly recently risen into focus in empirical studies (see for example Shih 2006, Mossop 2007, Rasmussen and Schjoldager 2011, Eskelinen 2013). In the *Journal of Specialised Translation*, Mossop presented a few different types of empirical revision research, both on other-revision and self-revision (2007). He also proposed three questions regarding revision that still need to be studied; why do revisers overlook errors, what is the effect of reducing revision time, and is there a revising method that produces higher quality (Mossop 2007, 18–20). These questions are still unanswered and do propose interesting subjects of study. In this article Mossop claims that most of the studies that focus on revision are still conducted “in vitro”, that is to say in laboratory conditions and in research studies at various universities (Mossop 2007, 17). It is hardly surprising that so far revision seems to have been studied only a little as an independent part of the translation quality assurance process, as translation studies itself is a fairly young discipline. It is important to note, however, that translation studies has been interested in the translation process as a whole, which naturally entails some sort of revision as well. Many of the studies regarding translation process actually present at least self-revision in some capacity, even if the term revision is not used (Shih 2006, 296). In this chapter, I will first present various types of research into revision, and then move on to review Rasmussen and Schjoldager’s survey of revision policies in Danish translation companies, as their survey is the basis of this study.

#### **3.1 Review of Revision Research**

Revision has been studied by applying various methods; some researchers have focused on textual analysis of the translation and different revision drafts, while others have preferred to use thinking-aloud-protocols (TAPs), where the revisers can explain their own revising processes and motives in a more detailed manner. Process studies, whether conducted with TAPs, interviews or corpus studies, have provided large quantities of information regarding revision in general and self-revision in particular. Interviews and questionnaires are, possibly, in the minority of research methods when it comes to revision, but they, too, have been applied frequently. As machine translation becomes

more established in the field, studies into post-editing will likely become more prominent as well.

Thinking-aloud-protocols (TAPs) seem to be fairly commonly used in revision research. Shih (2015), for example, has used TAP to study self-revision, meaning the process of translators examining, correcting, and improving their own work (please see chapter 2.1.1 for definitions). In 2015, Shih conducted a thinking-aloud-protocol (TAP) study that involved the problem-solving and decision-making processes of young professional translators' translation revision. Her study was quite limited, as she only studied the TAP data of two translators who were fairly new to the profession. Both of her subjects were in-house translators at the time the TAP data was collected, but only one of them had formal training in translation. In this study, Shih found that translators' revision processes tend to be complex as they often do not have readily available solutions to choose from; solutions need to be assessed case-by-case (Shih 2015, 76). She mentions that her subjects focused on one individual problem at a time and did not seem to have a clear goal in mind when revising (2015, 86–87). Alexander Künzli has also studied revision by applying thinking-aloud-protocols. In the *Journal of Specialised Translation* (2007), he writes about the ethics of translation revision based on an empirical study of ten professional translators.

Analysing translations and various revision drafts, as well as assessing their quality, has been of interest to revision researchers, as it may provide them with an idea of what revisers focus on and how they mark changes into drafts. When working in the English Division of the Translation Directorate at the Council of the European Communities, Peter Arthern (1987) studied the division's revision quality processes and presented a model for assessing the quality of revision in government departments and international organisations. He focused on the revision of informative, non-literary text, mainly texts that involve information, instructions or legislation (Arthern 1987, 15–16). In his study, he presented four categories of necessary and unnecessary corrections revisers make: substantive error left or introduced, formal error left or introduced, unnecessary intervention, and necessary correction of sense or improvement in readability (ibid 20). Arthern's research article is quite old, but there are also newer studies focused on textual analysis. In her master's thesis in 2013, Johanna Eskelinen discussed revision as a part of quality assurance in the European Union web translation unit. She studied

revision by analysing 26 English to Finnish translations and their revisions. She found that majority of comments revisers made were not actually made to correct mistakes, but to improve the idiomacy and legibility of the text (2013, 64). However, a significant amount of the corrections were a matter of taste and therefore unnecessary (*ibid*). Even though Arthern's study is from four decades ago, Eskelinen's findings correlate well with the two latter categories Arthern proposed after analysing 200 interventions in informative, non-literary texts (1987, 20).

As stated earlier, process studies regularly cover self-revision as one phase of the translation process. Researchers Alves and Vale (2011) studied the translation process from drafting to revision using corpus linguistic tools. They store data of the process in CORPRAT, the Corpus on Process for the Analysis of Translations, and mark, annotate and analyse the data they receive from it (2011, 105). In their study, they discuss self-revision as a part of the translation process; according to their study, self-revising occurs throughout the process of translating a text, and is not considered a task separate from translation (2011). Some process studies focus more clearly on the revising aspect of the process: Antunovic and Pavlovic (2011), for example, examined students' translation processes into their second and third languages, and chose to pay attention to their self-revising in particular.

Interviews have also been used as a means of studying revision. For example, Claire Yi-Yi Shih conducted an interview study on 26 professional translators, aiming to discover professional translators' views on what revision is and what it involves (2006, 296). She asked questions regarding the number of checks done on any given translation, the aspects her interviewees look for, and the length of 'drawer-time' they give to their translations, that is to say the time they let the translation sit after translating and before revising (*ibid*, 296). Her findings are interesting in the sense that they imply that Mossop's revision parameters (2014, 134–135) seem to apply in practice, while each translator also has her own unique revision habits as well. She states that in order to optimize their own performance, translators may develop and modify their revision priorities throughout their career based on customer feedback and their personal experience (2006, 308). She also found that self-revision is usually only carried out once or twice by most of her interviewees and that the drawer-time they allow for translations is most often non-existent (2006, 309–310). This may be due to a lack of

time or a lack of need. One of her subjects even stated that she does not revise herself because her translations will be revised by someone else. (ibid 303).

In recent years, researchers have begun expanding their studies to real-life translation assignments and actual translation agencies. Robert (2012), for example, did a small scale survey of revision policies in Belgian translation agencies. Kirsten Wølch Rasmussen and Anne Schjoldager also studied revision policies, but in a Danish setting (2011). My study is based on their survey, which is why I will now focus on introducing Rasmussen and Schjoldager's study and their findings in more detail.

### **3.2 Revision Policies in Danish Translation Companies: A Survey by Kirsten Wølch Rasmussen and Anne Schjoldager**

In 2011, Kirsten Wølch Rasmussen and Anne Schjoldager conducted a survey of revision policies used in Danish translation companies. In this study, I will be partially replicating their study; I will conduct a questionnaire survey on Finnish translation companies using questions they have kindly provided. For this reason it is important to present their original study here. Because I am only replicating the questionnaire and not the interviews they also included in their study, I will provide a more detailed image of the questionnaire.

#### **3.2.1 Methods and Data**

Rasmussen and Schjoldager's survey (2011) consisted of a questionnaire that was answered by 24 Danish translation companies and companies that employ in-house translators, that is to say translators who have a permanent position in the company. The questionnaire was carried out in 2007. Due to the limitations of questionnaire studies, Rasmussen and Schjoldager also chose to interview some of their respondents. The major limitations of the questionnaire method are, of course, that respondents can tell you what they choose to tell you, which may not reflect the actual state of affairs but their views of it. Respondents might even give answers they think the researcher hopes to receive. Of course the same can be said about interviews as well. In interviews the researcher may, however, ask the respondent to specify and clarify their answers, thus possibly receiving a more detailed picture of the matter at hand. They therefore conducted interviews in five of the 24 companies that had responded to their questionnaire. The interviews were carried out two years after the questionnaire, in 2009. There were 13 interviews altogether, which lasted between 18 and 64 minutes,

with a 39 minutes' average. The researchers interviewed the person who had responded to the questionnaire study, and the revisers of each company, that is to say in-house employees who revise on a regular basis. (Rasmussen & Schjoldager 2011).

The questionnaire consisted of 21 partially overlapping questions that fall under the following six categories of questions:

1. Are all translations revised?
2. If all translations are not revised, what are the selection criteria?
3. Is revision comparative?
4. Does the company have established revision guidelines and what are the parameters they apply?
5. Who are the revisers and what is the status of the corrections?
6. What is the respondents' underlying perceptions of translation quality?

(Rasmussen & Schjoldager 2011, 96).

The last question of the survey was an open-ended question inviting respondents to write additional comments. Rasmussen and Schjoldager (2011, 97) explain that with it they hoped to receive information that would aid in understanding the respondents' policies regarding revision, and their general views on the translation profession at the moment and in the future. The overall aim of the study was to investigate how professional revision is carried out in Denmark (2011, 93).

The respondents were chosen from CD-DIRECT, a Danish database of registered, private Danish companies. Rasmussen and Schjoldager focused on translation companies that translate in the field specialised translation, i.e. the translation of technical, legal, economic and other business texts for public and private companies. They only chose to study companies that employed at least two full-time in-house translators, because in their opinion revision is more likely to occur in companies that have more than one employee. They decided that in their study, Danish translation companies would need to fulfil two criteria: they should be companies that operate from an office situated in Denmark and offer translations to and/or from Danish. The companies they chose operated independently or as subsidiaries of foreign groups. (Rasmussen & Schjoldager 2011). There are certain limitations to their criteria; choosing companies that operate in specialised translation of course limited the group

of potential respondents. Moreover, translation companies specialising in different types of translating might offer different types of answers regarding their revision process and their views on quality. Their choice was, however, justified by the fact that both of the researchers were involved in the Danish MA programmes in specialised translation studies (ibid, 95).

The questionnaire survey was conducted by asking respondents to fill an online form. The form was sent to respondents in electronic format, as answering online is less time-consuming than writing answers on paper, and the researchers therefore deemed it easier for respondents (Rasmussen & Schjoldager 2011, 95). The questionnaire was semi-structured, meaning that it had both open-ended and closed questions. The former were questions where respondents could write out their own answers and had room to clarify, the latter were answers where respondent could choose a suitable answer from the options provided. Even though Rasmussen and Schjoldager present statistical data in their study, they themselves emphasise the qualitative nature of their study. (Rasmussen & Schjoldager 2011, 95).

### **3.2.2 Languages and Terminology**

As stated, Rasmussen and Schjoldager's questionnaire survey (2011) covered 24 companies with at least two employees. The answers, however, showed that those two employees were not always translators as the researchers initially thought would be the case. The employees had other job descriptions, such as project managers, proofreaders, and even software specialists. Four respondents even said they employed no in-house translators, but all translating is outsourced to freelancers. All of the companies used freelance translators regularly, some in surprisingly large numbers: around half of the respondents said they employ 50 or more freelancers. All of them also translated into and/or from Danish, as the researchers' criteria stipulated. Apart from Danish, English was mentioned most often as both the source and the target language. German, Swedish, French, Norwegian, Spanish and Italian were also mentioned as other important source languages, and the most important target languages included German, Spanish, French, Swedish, Norwegian, Finnish and Italian. (Rasmussen & Schjoldager 2011). A large number of languages was a concern when it came to quality for some companies. Sometimes the company used freelancers to translate a text in a language they did not normally offer. If they did not have competence in the language, they could not revise

the freelancer's work, but had to send it to clients as was. (Rasmussen & Schjoldager 2011, 112).

Because terminology is still not very established, Rasmussen and Schjoldager asked their respondents which term they use for the correction of other translators' work. Only nine respondents of 24 used the term language revision, while the majority favoured the term proofreading. The terms check-reading, quality assurance, correction, final check, rewrite, tandem translation and review were also mentioned by the respondents (Rasmussen & Schjoldager 2011, 100). The fact that such a relatively small group of respondents gave such a large variety of terms for the amendment of translations is descriptive of the current terminological confusion; as stated in this thesis (chapter 2.1) there seems to be no consensus over terminology not only in the academic field of translation studies but also in the translation profession.

### **3.2.3 Revision Criteria**

When asked whether all translations are revised, a majority of 15 of 24 respondents said that their company revises between 91% and 100% of all translations. Many companies explained that a lack of revision is due to lack of time, or because the translation has been subcontracted by another company, which has their own policies regarding revision and quality assurance. (Rasmussen & Schjoldager 2011, 101). In the five companies the researchers interviewed, the policies differed whether the translation was done by a freelancer or an in-house translator. A couple of the interviewees stated that in-house translators' work was checked on a regular basis, while freelance translators' work was only checked in the beginning of the working relationship or if the freelancer's own quality assurance processes were trusted. One interviewee said that they only check in-house translations when the translator asks for their work to be revised, while freelance translations are revised as a rule. (Rasmussen & Schjoldager 2011, 101–102).

Rasmussen and Schjoldager asked the respondents who decides which translations are revised. Most of them indicated that a project manager decides, but some mentioned that translators themselves could ask for their work to be revised when they deemed it necessary. Beside this, they wished to know the criteria behind selecting translations for revision, and the reasons why some translations are not revised. Based on their respondents and interviewees answers, the researchers isolated five factors that

influence the selection of translations to be revised. Based on their questionnaire and interview study, Rasmussen and Schjoldager present five criteria that influence the selection of translations to be revised (2011, 102–104). These five factors are:

1. The translator's competence and experience
2. The difficulty of the translation
3. Text type/genre
4. The intended use of the translation
5. The importance of the client

Their list is quite similar to Prioux and Rochard's revision recommendation (2007) in the sense that they, too, found the translator's competence and the importance of the translation essential when selecting translations for revision. I have presented Prioux and Rochard's recommendation in Chapter 2.2. However, what Prioux and Rochard simply name "the importance of the text", is in Rasmussen and Schjoldager's list divided into four subcategories; the difficulty of the translation, the genre of the text, the translation's intended use and the significance of the client.

When asked for reasons behind omitting revision, most of Rasmussen and Schjoldager's respondent companies firstly stated that because their translators are highly skilled, there is no need for quality checks (2011, 102). New, young, and inexperienced translators' work, on the other hand, was revised regularly. Company policies regarding outsourced translations, or translations done by freelancers, varied; some companies revised the work of freelancers to ensure their work was up to the company's quality standards, while others only revised freelancers' work in the beginning, so as to decide whether the freelancer could be trusted with work in the future as well. (Rasmussen & Schjoldager 2011, 102 – 103) Secondly, according to their respondents, translations are usually revised if the assignment is deemed difficult due to terminology or complex language. Surprisingly, they also mentioned that long translations are often deemed difficult and revised, because it is demanding to maintain consistency throughout a long assignment. The respondents also mentioned the genre of the text as a factor in whether or not a translation requires revision; translations with an important function, such as legal or medical texts, were often revised. The fourth factor is related to this; a number of respondents stated that if a translation is intended for publication and might be seen by a large audience, it is always revised. Lastly, some

Rasmussen and Schjoldager's respondents mentioned that all translations for important clients are revised, whether or not the other criteria is met. (Rasmussen & Schjoldager 2011, 102–103.)

### **3.2.4 Revision Types, Guidelines, and Parameters**

The Danish translation companies were asked to answer questions about the type of revision they prefer, that is to say whether revision in their company is unilingual or comparative. Two of the respondents chose not to answer the question, but 15 out of 22 respondents said they submit 91–100% of translations for comparative revision. While the respondents of this questionnaire said that revision is almost always comparative, the interviews revealed that in practice revision is only partially comparative. Most companies said that revisers first do a unilingual revision and then a “more or less thorough” comparative revision (Rasmussen & Schjoldager 2011, 105). As Rasmussen and Schjoldager point out, this is the order Mossop (2014) recommends. Some of the respondents of the questionnaire commented on their answers by saying that because comparative revision is more costly than unilingual, the translation is only compared with the source text if the reviser thinks the translation seems incoherent on its own. One respondent also mentioned that comparative revision is omitted if the translation was urgent. (Rasmussen & Schjoldager 2011, 104–105). This relationship between time and money seems to have arisen in connection with more than one of the questions in the questionnaire, and again in the interviews. Mossop (2014) also expressed this pressure between time and financial concerns, and the 2016 Language Industry Survey *Expectations and Concerns of the European Language Industry* by Elia (European Language Industry Association), EUATC (European Union of Associations of Translation Companies) and GALA (Globalization & Localization Association), with the support of the European Commission's Directorate-General of Translation found that price pressure is, indeed, the most significant challenge for European translation companies (2016, 14). The financial concerns and the relationship between money, time, and quality seem to be central challenges for Danish companies as well.

Out of the 24 companies in Rasmussen and Schjoldager's study, 19 had specific revision guidelines, nine in written form. Three companies said they did not have guidelines or even checklists for revision, as each text is revised based on the type of the text and the requirements of the client. (2011, 105–108). This is not surprising, as

the importance of the client was mentioned as a factor when selecting translations for revision; if the clients are a key factor in choosing which translations to revise, it is reasonable that their requirements are essential when revising the texts. Clients were also mentioned when describing revision guidelines in detail. Rasmussen and Schjoldager took the revision guidelines presented by respondents and compared them with Mossop's parameters (2014, 134–135). They saw that respondents used different terms for parameters similar to Mossop's, which again speaks of the terminological fuzziness of the field of revision. The respondents said that translations ought to be checked according to the clients' requests, which Mossop did not take into account in his revision parameters. Linguistic correctness, or the Language parameter was, quite surprisingly, mentioned repeatedly, while Transfer only had a few mentions. Guidelines that referred to Mossop's Content was only mentioned once, as was Presentation. (Rasmussen & Schjoldager 2011, 107–108). This may be due to the pressure between time and money that has been discussed repeatedly in this thesis; when time is of the essence, linguistic errors may take precedence over accurate communication of the message of the source text. This was confirmed by some of Rasmussen and Schjoldager's interviewees; they described the revising the more communicative aspects of translations, such as the translations readability or its suitability for purpose, that in essence matched Mossop's Tailoring and Smoothness (2011, 108). Rasmussen and Schjoldager proposed that maybe open questions do not invite revisers to discuss the textual and communicative aspects of their work, and that they might need prompting to discuss them. They even claim that revisers "seem to lack a conceptual framework" to discuss such matters. (Rasmussen & Schjoldager 2011, 109). The lack of answers regarding textual and communicative aspects may, however, be partially due to the terminology used by the company. As stated earlier, terms such as 'proofreading', 'editing', 'reviewing', 'post-editing' 'revision' and 'checking' are often used almost interchangeably, but may still carry different connotations. If the company prefers to talk about proofreading instead of revising, the reviser may be inclined to only check for errors on a more superficial level – perhaps even subconsciously.

### **3.2.5 Revisers and the Status of Corrections**

Most of the companies in Rasmussen and Schjoldager's study said that revisers are other translators, and several emphasized that the reviser should be a senior translator (2011, 109). This is probably due to the fact that senior translators would be expected

to have more experience both in linguistic aspects of revision and in the subject matter the company specializes in. One interviewee, however, mentioned that apart from translation experience, revision experience itself could also be regarded a qualification. A few respondents mentioned that translations are also revised by other employees, such as proofreaders and project managers. (Rasmussen & Schjoldager 2011, 109–110). Rasmussen and Schjoldager's research does not mention, if these other employees have translation experience. It may be that the project managers the respondent companies mentioned are actually experienced professional translators themselves.

Most companies in the Danish questionnaire survey stated that their corrections were peer-to-peer corrections, that is to say recommendations and notes from one translator to another. Some used both peer-to-peer and authoritative corrections, that is to say that when revising new and inexperienced translators' work, the reviser could dictate and decide the corrections and the original translator could not question them. Half of the respondent companies said that after revision, experienced translators could often finalize their translations after receiving the corrections from the reviser, but several companies also said that the final version was always done by another employee, such as the reviser or a project manager, regardless of the translator's level of experience. (Rasmussen & Schjoldager 2011, 110–111).

When it comes to feedback, most of Rasmussen and Schjoldager's respondents said that it was given to junior translators and freelancers on a regular basis, and to more senior translators if they asked for feedback or the reviser wished to give explanations or justifications for their corrections. Feedback was intended to help translators learn from their mistakes, that is to say it operated as a way of training translators. (2011, 111). As discussed previously, revision has not only a business function that ensures the translation is up to par, but also a training function where revision aims to illustrate the translators strengths and areas of improvement so that they may learn from their mistakes (Mossop 2014, 192).

### **3.2.6 Translation Quality According to Danish Translation Companies**

As Rasmussen and Schjoldager (2011, 111) stressed, their study not only aimed to understand revision as a stand-alone phenomenon, but also in connection with wider perceptions of translation quality. Most of their respondents viewed overall quality as a lack of errors, defining the quality of a translation based on its 'correctness', be it

linguistic, terminological, stylistic, or the accurate transferral of the message of the source text. Some, however, mentioned that quality is depended on the situation, and may change based the client's requirements. When asked about quality in the interviews, many interviewees said that the client's perception of quality did not always match the company's views. According to them, clients seemed to value speed, price and formal correctness, whereas the company also regarded textual and communicative aspects important for quality. Because of these increasingly tightening deadlines and price requirements, many respondents expressed concern for quality standards. They also mentioned unfair competition from companies that offer low prices and employ unqualified and untrained translators, which results in quick translations of uncertain quality. (Rasmussen & Schjoldager 2011, 111–112). Similar quality concerns were also voiced in the Language Industry Survey (European Commission 2016, 14). Some companies in Rasmussen and Schjoldager's survey felt that the underlying problem is that clients do not understand the translation process and are therefore oblivious to what it takes to create a high-quality translation (2011, 111–112).

Many respondents were also concerned about translators and their skills as well. Some claimed that the translation Master's programmes at universities did not prepare students well enough for their profession in specialised translation. Others argued that translators often lacked sufficient IT skills and that their language knowledge is not specialised enough. (Rasmussen & Schjoldager 2011, 113). However, these skills could possibly be trained on-the-job in the companies themselves and the lack of IT skills might not be the fault of universities as such.

## 4 Method and Data

The aim of this thesis is to research revision policies in a professional setting, using Finnish translation companies as a case in point. The study is a replication of a study Rasmussen and Schjoldager conducted in Denmark (2011). My intention is to discover how revision is carried out and by whom in the Finnish respondent companies, and what types of parameters or guidelines are followed in the respondent companies, if there are any such guidelines. I also asked the respondents questions regarding quality and translating profession. The two main research questions (numbers 1 and 2 below) of this study are similar to that of Rasmussen and Schjoldager's survey (2011), and I have listed them below. These two main research questions can then be operationalized by the sub-questions I have listed below them.

1. What types of revision policies are used in the respondents' companies?
  - a. Are all translations revised?
  - b. How is revision carried out and by whom?
  - c. Are there specific revision guidelines?
  - d. What is the status of the corrections?
2. What are the respondents' views on overall quality?
  - a. What types of quality demands has the company set for its translators?
  - b. How do the respondents perceive the relationship between a translator's work and quality?
  - c. What are the respondents' views on possible demands for translators in the future?

Since the survey was carried out as a questionnaire, it is important to note that the answers might not reflect the companies' actual revision policies, but rather how the respondents perceive them to be, that is to say their views and feelings on the matter. In a questionnaire the researcher cannot influence the respondents and direct them towards a desired result. That is why, having limited time to work on this study, I chose to carry out a questionnaire and exclude the interview that was also part of Rasmussen and Schjoldager's study. While questionnaires are often used to accumulate quantitative results, the questionnaire I used for this thesis was semi-structured and provided mainly qualitative answers; it comprised mostly of open-ended questions and allowed the respondents to explain their thoughts openly. The questions were partially overlapping

because it was essential to see how the respondents' answers correlate from one question to another, that is to say whether their answers are consistent throughout the questionnaire.

As stated previously, this study is a replicate of a survey conducted in 2011 in Denmark by Kirsten Wølch Rasmussen and Anne Schjoldager. I intend to not only analyse the respondents' answers but also compare the answers of the Finnish translation companies to those of their Danish counterparts when possible. This will be done in order to see whether revision is carried out similarly in the respondent companies of their study and mine, and if not, what types of differences can be found. Because the respondent group of this study is smaller than theirs, however, it is important to note that comparing results is not always possible or, indeed, reasonable. Rasmussen and Schjoldager's questionnaire (2011) had 24 respondents, and this questionnaire nine in total.

#### **4.1 The Structure of the Questionnaire Survey**

I used Rasmussen and Schjoldager's questionnaire (2011) as a base for my questionnaire (Appendix 1). In the fall of 2016 I approached Rasmussen and Schjoldager via email and they very kindly decided to allow me to use the same set of questions they had used in 2007. I also received permission to replicate their study in Finland. The questionnaire they had constructed was in Danish, and it was translated by me to Finnish with minor changes. Even though I am fluent in Swedish, I do not speak Danish and translated the questionnaire with the help of two dictionaries, *Den Danske Ordbog* and *MOT Nordic*. I made as few changes as possible, since the goal was to have answers that could be comparable to the Danish respondents' answers. Firstly, due to the limitations of E-lomake 3, an online survey the University of Tampere offers for its students and staff, the questions had to be divided differently than in the original study; no questions were added, but it seemed impossible to create sub-questions in this online platform. The questionnaire therefore had 26 questions as opposed to the 21 of the study done in Denmark in 2011.

Secondly, I made a few linguistic changes mostly to minimize ambiguity in the questions. The first minor change was in question number five in the Danish survey, which was about who participate in revising in the company. This same question was number nine in the Finnish set of questions; "Kuka/ketkä osallistuvat revisointiin

yriksessänne?” [Who participates in revising in your company?], but the possible answers were slightly different. When translating, I changed the answers from “Andre oversættere” [other translators] and “andre” [others] to “kääntäjät revisoivat toistensa käännöksiä” [translators revise each other’s translations] and “muu(t) työntekijä(t) revisoivat käännökset” [(an)other employee(s) revise(s) the translations]. This was done simply to remove ambiguity.

The next small change was in question number seven in the Danish study, which in the Finnish survey was divided into questions 10-13. The Danish version was “Hvor stor en procentdel (ca.) af jeres oversættelser revideres alene på basis af måltekst” [please estimate what percentage of your translations is revised alone, based on the target text] in question number 12, and in number 13: “Hvor stor en procentdel (ca.) af jeres oversættelser revideres med inddragelse af kilde tekst” [please estimate what percentage of your translations is revised involving the source text]. To disambiguate these answers in Finnish, I changed question number 12 to ”Kuinka suuri osuus käännöksistänne revisoidaan yksinään, kohdetekstin käyttötarkoitusta ajatellen?” [Please estimate what percentage of your translations is revised alone, thinking of the target text’s purpose] and question number 13 to “Kuinka suuri osuus käännöksistänne revisoidaan lähtötekstiin vertaillen?” [Please estimate what percentage of your translations is revised by comparing it with the source text]. This change was especially important in question number 13, as the original question is unclear as to what text is being revised; the translation, the source text and the translation or only the source text. This minor change, in my opinion, removes any doubt as to what the respondent should comment upon.

The only admission I made in the survey is in question number nine of the Danish study, which corresponds with question number 15 of the Finnish survey, “Kuka päättää, mitkä tekstit revisoidaan?” [Who decides which texts are revised?] The word for word translation from Danish into Finnish would have been “Hvem beslutter i de konkrete tilfælde, om der skal foretages sprogrevision?” [Who in reality decides which texts are revised?]. I deemed the word “i de konkrete tilfælde” [in reality] unnecessary, as the respondents will be able to tell of their own experience only. Therefore, I removed that part of the sentence entirely.

The first six questions of the survey were background questions; they established the name of the company, the number employees, the number of in-house translators and other employees who participate in translating, the number of freelance translators the company employs, and the languages the company translates to and from. These questions were identical to the ones Rasmussen and Schjoldager (2011) used in their survey. I then asked the companies whether or not they use the word *revisointi* (revision) for the act of checking translations, and who participates in the revision process in their company. The respondents were also asked to describe what types of issues they focus on when revising translations.

In the next couple of questions the respondents were asked to evaluate the percentages of translations that are revised by someone other than the translators themselves, that are left unrevised, that are revised unilingually, and finally that are revised comparatively. Question number seven was about the percentage of translations that were only revised unilingually received two comments that read “I do not understand the question”. In Finnish, this question was: “Kuinka suuri osuus käännöksistämme yleensä revisoidaan yksinään, kohdetekstin käyttötarkoitusta ajatellen?”

## **4.2 Selecting Respondent Companies**

As opposed to Rasmussen and Schjoldager, I did not rule out companies that had less than two in-house employees when sending out the questionnaire. This was firstly because I thought the answers of such companies may provide a more comprehensive picture of the Finnish translation industry, as a large number of Finnish translation companies are run by sole traders or regularly employ freelancers (SKTL 2017). Revision, according to my hypothesis, is not limited to companies with at least two in-house translators, although it may be carried out differently in sole trader companies that employ freelancers on a regular basis; sole traders may only self-revise or use outsourced revision services. Secondly, since Rasmussen and Schjoldager (2011, 98) found that the two employees in the companies they studied were not necessarily translators but other employees, it seemed futile to exclude companies that had less than two employees. However, I used criteria similar to Rasmussen and Schjoldager’s when deciding whether or not a company was Finnish enough; I only chose to approach companies that had offices in Finland and translated to and from Finnish and Swedish, as these are both official languages in Finland. Some of the companies that answered

this survey are in fact part of a larger multinational company, but have an office in Finland and translate into Finnish and Swedish. I also only included companies that worked primarily in the field of translation.

Finding translation companies was surprisingly difficult, as there is no one portal that collects and publishes data on all Finnish translation companies and their areas of expertise. The respondent companies were found through the Association of Finnish Translation Companies (SKTOL) website<sup>1</sup> and the Yritysupas portal<sup>2</sup> that lists Finnish companies from all walks of life based on the public records of Suomen Asiakastieto Oy, Finnish Tax Administration, and the Finnish Patent and Registration Office (Yritysupas 2017). The questionnaire was sent via email to 28 Finnish translation companies in February 2017. All of the companies chosen translated various types of texts, including specialised text, that is to say they translate informational texts that require specialised knowledge. These specialised translations included translating technical, legal, medical, or technological texts, for example. The SKTOL website presented 17 translation companies as their members. One of these companies was advertised as specialising in audiovisual translations, which is why it was excluded from this study and no email was sent to them.

The remaining 12 companies were found through Yritysupas 2017 portal with great difficulty; Yritysupas 2017 had well over 900 results, of which I attempted to find agencies that had functioning web pages so I could verify that they actually are in business, translate into Finnish and Swedish, operate primarily as translation companies, and work in the field of specialised translation, in other words the translation of technical, legal, economic and other business texts for public and private companies. Having gone through the results superficially, I excluded companies that appeared more than once in the Yritysupas portal. I also tried to exclude companies that clearly did not meet my criteria or evidently did not operate in the field of translation at all, as some links from the Yritysupas portal took me to music group webpages, travel agencies websites, or employment agencies websites. This limited the number of results, but there were still hundreds of results, which would have made for an incredibly large questionnaire study, too large for the scope of this thesis. Because the

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<sup>1</sup> SKTOL webpage: <http://www.sktol.org/index.php/en/> [Last viewed 09 November 2017]

<sup>2</sup> Yritysupas portal: <http://www.yritysupas.com/> [Last viewed 09 November 2017]

questionnaire had multiple open-ended questions, a huge number of respondents might have limited the depth to which the answers could be analysed. Therefore, I decided to apply a simple random sampling of fifteen companies. I had not, however, by accident, counted out the companies that had been chosen from the SKTOL website, so two companies this sampling gave me were in fact the same that were mentioned on the website. One of the remaining 13 companies had an email address that blocked the email I tried to send, so the sampling was, finally, 12 companies, bringing the total to 28 translation companies. Of these 28 companies, 9 answered the questionnaire. This is quite a small sampling, if indeed all of the 920 companies listed in Yritysopas are all, in fact, in operation at the moment and do work in the field of translation.

The questionnaire form was first open for two weeks, but in that time only three respondents had answered. I then sent the companies a reminder in the form of an email. Finally, in three weeks, nine companies answered the online questionnaire, and one of the respondent companies also sent feedback regarding the questionnaire and this study via email. Unfortunately my own schedule did not allow for a longer period of time to find more respondents, and I deemed it unnecessary to keep approaching companies yet again. The data set is, in other words, much smaller than in the original survey in Denmark (24 respondents). The relatively small group of respondents may partially be due to the number of questions in the questionnaire, as lengthy questionnaires tend to attract fewer respondents in general (Tuominen 2015). As this study is a qualitative case study in nature, however, the relatively small group of answers did not influence the successfulness of the analysis. As mentioned earlier, due to personal time limitations I chose not to interview any of the respondents after the questionnaire was carried out.

The answers were first translated into English from Finnish and then analysed through a careful act of reading and noting key points that were deemed important to answering the research questions as well as observing comments that were interesting in general, even if they did not touch upon the main themes outlined in the research questions. The aim of this approach was to describe, illustrate, and analyse real-life revision processes in professional translation settings. The quantitative answers were set into graphs and tables.

## 5 Revision Policies in a Professional Setting

The first questions of the questionnaire survey consisted of background questions. They mapped the employee structure of the respondent companies, the companies' language selections, and the revision terminology that the companies use. Then, the respondents were asked questions regarding their company's revision policies, and finally, they were asked questions to discover their views on overall quality management. At the end of the survey, the respondents had a chance to leave additional comments regarding any of the subjects mentioned above. All of the citations from the respondents in the chapters below were translated into English from Finnish by me.

### 5.1 Respondent Companies' Background Information

In this chapter I will present the employee structure and language selection of each of the nine companies who responded to the questionnaire survey. I will also discuss the terms they choose to use when discussing revision.

#### 5.1.1 Employment Structure

Table 3 below outlines the number of in-house and freelance translators each of the respondent company employs.

**Table 3.** The Employment Structure of the Respondent Companies

Company N°	Freelance Translators	In-house Translators
1	about 6 on a regular basis	8
2	5	1
3	550	2
4	about 40 active and a few that are used occasionally	1
5	30-50	7
6		3
7	about 30	0
8	450	0
9	about 15	0

Three companies (Companies 7, 8, and 9 in Table 3) had no in-house translators at the moment, but out of these respondent number 9 stated that they previously employed two in-house translators. It is evident that regardless of the number of in-house translators, most of the respondents rely heavily on freelance translators as well. Respondent 6 chose not to answer the question regarding the number of freelancers the

company employs, but the remaining 8 respondents claimed to use freelancers regularly. Most of them evidently have quite a large pool of freelance translators: four respondents said they employ more than 30 freelancers. The employment structure of the respondent companies seems similar to that of the Danish companies in Rasmussen and Schjoldager's study; in Denmark the trend also was to employ relatively few in-house translators and use a large number of freelancers (2011, 99).

### **5.1.2 Languages Used in Respondent Companies**

The fact that companies rely heavily on freelancers may be at least partly due to the language selection of the companies. While the nine respondents of the questionnaire most often mentioned Finnish, Swedish, English, Russian, German, and French as in-house source and target languages, many of them stated that they could use freelancers, subcontractors, or associate companies to translate texts into practically any language a client requests. Translators who translate to and from a very small or rare language would most likely be needed only occasionally, and therefore it would not be profitable to hire these translators in-house and full-time. From this point of view it could be regarded financially smart to employ such a large group of freelancers on a regular basis. This type of large array of languages will, however, affect the revision process of translations; if the company itself does not have revisers with knowledge of a language, they need to trust and fully rely on the freelancer's own quality assurance processes. Similar concerns were voiced in Rasmussen and Schjoldager's survey as well; some of their respondent companies mentioned that a large number of languages was a concern when it came to maintaining quality. If the company did not have employees competent in the language that a text was translated into, they could not revise the freelancer's work, but had to send it to clients without revising it themselves. (Rasmussen & Schjoldager 2011, 112).

### **5.1.3 Terminology**

Although terminology and the apparent terminological ambiguity regarding the field of revision was not intended to be at the heart of this study or even a key question in the questionnaire survey, it seems to be important to discuss the matter, especially after having two of the nine respondent companies comment eagerly on terminology. In retrospect this wish to comment on terminology is not surprising, as professional

translators and employees of translation companies are constantly working with terminology and finding solutions for terminological issues.

The questionnaire survey was sent to the respondent companies via email, and in the email the term revision was explained simply by stating: “Revisoinnilla tarkoitetaan tässä yhteydessä käännösten tarkistusta osana laadunhallintaa” [In this case, the term revision is used to refer to checking translations as part of quality management] (Appendix 2). One of the two respondents wanting to comment on the terms used sent an email discussing the matter. In their view, the Finnish term *revisointi* (revision) was misleading, as it reminded the reader of auditing, where the Finnish term *revisio* is used as an equivalent for checking. The respondent recommended the use of *tarkistusmenettely* (checking procedure), which would include *kielentarkistus* (language check) and *asiatarkistus* (fact check).

The other respondent’s comment on the term revision was left on the questionnaire form. It stated the Finnish term *revisointi*, which in studies has been used as an equivalent for the English term revision, seemed “very academic”. These two comments are supported by the term choices of all nine companies; none of them actually use the term *revisointi* (revision). In the table below (Table 4), I have gathered the terms that were used by my Finnish respondents, the terms the Danish respondents of Rasmussen and Schjoldager’s study (2011) used, and the English equivalents for these terms.

**Table 4.** Revision Terminology in English, Finnish, and Danish

<b>English</b>	<b>Finnish</b>	<b>Danish</b>
editing		
proofreading	<i>oikoluku</i>	<i>korrekturlæsning</i>
revising		<i>revision</i>
checking	<i>tarkastus/tarkistus</i>	<i>tjeklæsning</i>
language revision/checking	<i>kielentarkistus</i>	<i>sprogrevision</i>
fact checking	<i>asiatarkistus</i>	
equivalence check	<i>vastaavuuden tarkistus</i>	
quality assurance		<i>kvalitetssikring</i>
correction		<i>rettelse</i>
final check		<i>final check</i>
rewrite		<i>rewrite</i>
tandem translation		<i>tandem translation</i>
review		<i>review</i>

As can be seen from Table 4, some of the Danish respondents in Rasmussen and Schjoldager's study (2011) reported using English terms, such as *rewrite* and *review*. However, the Finnish respondents of this study did not; it is evident that the respondents of this questionnaire prefer Finnish terms that correspond best with the English terms checking and proofreading. It is worthwhile to note that while the English term *revision* in this study refers to the full process of reading and correcting translations, the Finnish terms *kielentarkistus* [language checking] and *asiatarkistus* [fact checking] refer to specific elements or aspects of correcting translations. They, therefore, seem to be narrower in scope than revision in the sense in which it is discussed in this thesis. This may have an impact on how the companies carry out revision, too. The term which is used may describe the process carries implications on how the process may be carried out; if a person is to carry out *kielentarkistus* [language checking], will they place more emphasis on linguistic features than on other aspects of the translation?

In the academic field of Translation Studies, however, the Finnish term *revisointi* (revision) has been used to discuss the process of examining, correcting, and improving texts in the last couple of years (see for example Suojanen, Koskinen & Tuominen 2014, Eskelinen 2013), but the use of this term is very rare and researchers do refer to slightly

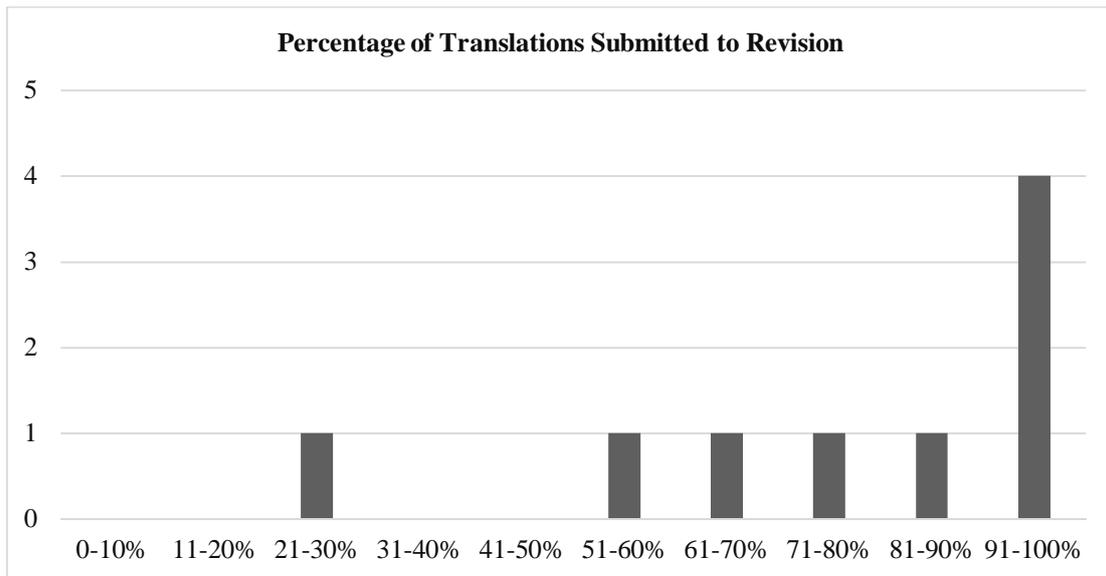
different processes when using the term. Revision research is still a fairly new branch of translation studies, and there are not many Finnish studies on the subject as of yet. Finnish revision terminology has not, indeed, been discussed much in past studies, which is why the use of the Finnish term *revisointi* (revision) is understandably debatable and seems foreign to the respondents of this questionnaire study as well. However, Table 4 would seem to suggest that there is a certain amount of terminological fuzziness in Finland as well; in just nine respondent companies, five different terms were given for what essentially could be considered the same procedure of examining and possibly improving or correcting a translation. Further research into revision terminology may, therefore, be needed in Finland and in Finnish in the future, both in academic and professional settings. In the following chapters of this thesis, I will disregard which terms each company used, and will be discussing the process of checking translations with the term ‘*revision*’.

## **5.2 Revision Policies in the Respondent Companies**

In this chapter I will focus on the respondent companies’ revision policies. I will present their answers regarding the revision process; that is to say answers to how and why translations are revised, and who is responsible for the revisions. I will also examine the respondents’ policies regarding feedback and the status of the corrections that are made during the revision process.

### **5.2.1 The Percentage of Translations Submitted to Revision**

I asked the respondents to assess the percentage of translations that are submitted for revision and clarified, that by this I meant the number of translations that are examined and corrected by someone other than the translator herself. All of the nine respondent companies answered the question, and most of them said more than 50% of translations are revised. However, only four of them stated that all of their translations are revised. Figure 1 below presents these answers.



**Figure 1.** Percentage of Translations Submitted to Revision

The figure here seems fairly similar to Rasmussen and Schjoldager’s figure of their respondents’ estimates of the percentage of translations that are revised in their companies (2011, 101). The majority of their respondents said that 91–100% of their translations are submitted for revision. Out of the four Finnish respondents who claimed that between 91–100% of their translations are revised, three left partially contradictory comments on the matter. One respondent stated that translations are not revised only if they have previously been translated and revised by their company and are, for example, updates that do not affect the content of the target text. Another commented that revising all translations is part of their quality assurance process, and they would send an unrevised text to a client only if the client specifically ordered an unrevised translation from them. The third said that all translations are revised “one way or the other”, meaning that if the company does not have adequate knowledge of the target language, the reviser focuses on looking for possible omissions, checking numbers and the layout of the text. This was mentioned by another respondent, who said around 70% of all translations in their company are revised; all translations between Finnish and English are revised comparative, while only 10% of translations to other languages go through revision.

Two respondents also mentioned time as an important factor in whether or not a translation is submitted for revision. One of them commented that:

In principle, every translation that is to be 'delivered to a client' is always revised, but nowadays there are also a lot of fast paced work that combines translating and editing for the web and social media. These are not looked at by anyone else [apart from the translator].

This seems to confirm Mossop's recurring point (2014) of the pressure between creating a quality translation and delivering it in a timely fashion. It is therefore not surprising that time was mentioned as a reason for omitting revision, especially as the Language Industry Survey *Expectations and Concerns of the European Language Industry* found that time is one of the most pressing challenges for European translation companies (European Commission 2016, 14). Furthermore, Rasmussen and Schjoldager's respondents said that the most important reason for sending unrevised translations to clients is time (2011, 101).

### **5.2.2 Revision Criteria in Respondent Companies**

To establish who is in charge of revision policies in their company, I asked the respondents who decides whether or not a translation is revised. This question was answered by eight of the nine respondents. Six of them said that a project manager or translation coordinator makes the decision, while two said that the translators decide on the matter themselves. One of these two respondents said, that the decision is often made by the translator and their colleagues together. I also asked the respondents to describe the criteria for choosing translations for revision. Six of the nine respondents stated that everything is revised and that an assignment always automatically includes translation and revision. One of these six respondents said, however, that revision can on a rare occasion be omitted after consideration. Time can, again, be a factor in the decision.

For at least two of the respondent companies, the source and target languages seem to be crucial when selecting translations for revision. Neither Rasmussen and Schjoldager's respondents (2011, 102–104) nor Prioux and Rochard (2007, 30) take the language of the translation into consideration when discussing the criteria by which translations are chosen for revision. It is therefore surprising that language was mentioned twice by the respondents of this study. It is an interesting thought that language may play a role in deciding which translations are revised, how they are revised, and by whom they are revised. One respondent stated that they revise all texts

that have been translated from the translator's native tongue to another language, while another stated that:

Indeed, all translations to and from Finnish and English undergo a language check automatically unless the client wants an unrevised version. Language check is ordered for translations into other languages when the text goes to another company to be translated. If it goes straight to a subcontractor, [revision] is not ordered, unless it has been specifically agreed upon with the client.

This respondent mentioned not only the languages of the translation, but subcontractors and associate companies. It may be that when outsourcing translations and using subcontractors, the company expects, or indeed has agreed, that the other company to carries out its own revisions and quality assurance processes. Revising a text twice may, in such situations, be a waste of time that could be spent translating for other clients or revising other translations. It might, therefore, be bad for business in some cases. The same respondent also mentioned the client's demands as criteria for choosing whether or not to revise. The client's demands were also mentioned by another respondent, who gave the following four specific criteria for selecting translations for revision.

1. The client demands revision
2. A new translator
3. A translator who has not translated for the client before
4. General knowledge of the translator's skills

Even though this respondent mentions the translator and their experience and reliability as criteria, the difficulty of the text is not explicitly mentioned. This is a feature one might assume to have an impact on to what degree a text is revised or, indeed, if it is revised at all. However, the text mentioned as a factor in Prioux and Rochard's (2007, 30) table of revision criteria that was presented in Chapter 2.2. The same revision criteria presents the translator's reliability as a factor when deciding whether or not the translation ought to be revised. The text type was mentioned only once, and the translator's skills only by a few respondents, so one might argue that the respondents' answers seem to correlate poorly with Prioux and Rochard's (2007, 30) view on revision criteria. However, this study is very narrow in scope, which means it is impossible to draw any generalizations about whether or not Prioux and Rochard's (2007, 30) is, in fact, a realistic representation of revision criteria used in Finnish

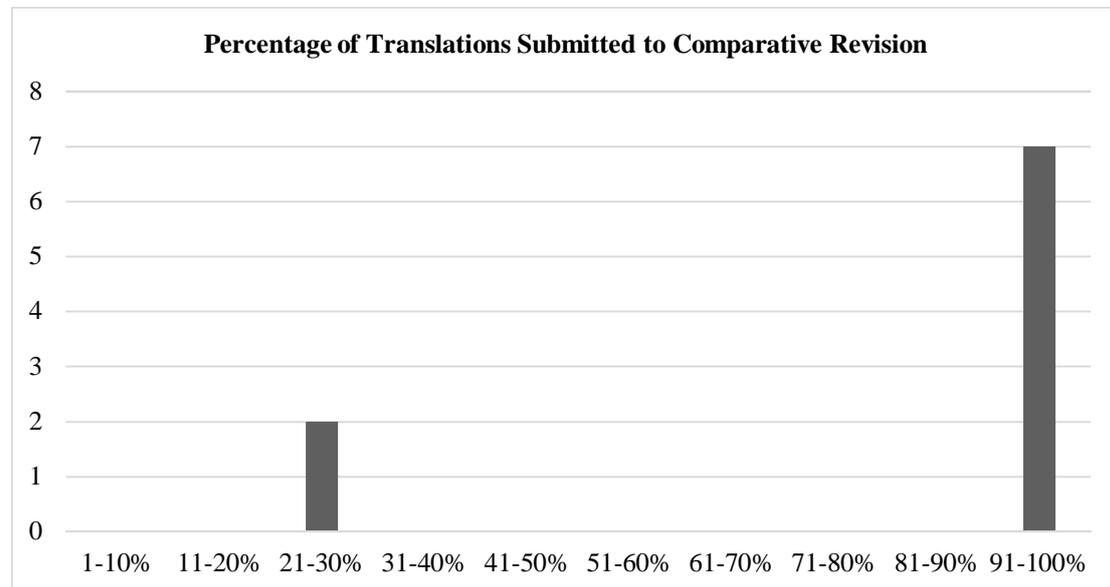
companies. The respondents' criteria can also be compared with Rasmussen and Schjoldager's revision criteria (2011, 102–104), that was presented in chapter 3.2.3. Their list had five specific criteria for revision:

1. The translator's competence and experience
2. The difficulty of the translation
3. Text type/genre
4. The intended use of the translation
5. The importance of the client

Interestingly, the four specific criteria one of the respondents presented seems to correlate relatively well with Rasmussen and Schjoldager's (2011, 102–104) five point list. The respondent mentions the client's demands, which may be seen to include the intended use of the translation. Also, one might argue that if clients are able to make such demands, they must be somewhat important to the company. The translator's skills are also mentioned by the respondent; they mention that a text is revised if the company knows the translator's skills require revision or if the translator is new. The latter evidently means that if the company employs a new translator, they cannot be fully aware of their competence and their reliability.

### 5.2.3 Comparative Revision in Respondent Companies

The respondents were then asked to answer two overlapping questions regarding the percentage of translations that are submitted for comparative revision. Figure 2 presents an overview of the respondents' answers to these two questions.



**Figure 2.** Percentage of Translations Submitted to Comparative Revision

A clear majority of the respondents stated that their company does comparative revision on 91–100% of their translations. One of the Finnish respondents stated that it is extremely rare that a translation should be revised without comparing it to the source text. Only two companies said that revision is comparative in 21–30% of cases. One respondent stated that while they revise everything according to the intended use of the target text, revision is not always fully comparative. “In some cases comparison is only done when a part [of the text] feels difficult or seems suspicious”. This process is similar to what Mossop (2014, 116) calls partial revision; the source text is consulted only if the translation seems strange in some way (see Chapter 2.1.3). Partial revision may be quicker than a fully comparative revision process, not to mention that it is, according to Mossop (2014, 160) a more natural way of reading a text, as going back and forth between source text and translation is not how to target text is usually read in real-life situations. In terms of comparative revision, the findings of this questionnaire correlate well with Rasmussen and Schjoldager’s study from 2011. The majority of their Danish respondents said that they submit 91–100% of translations to comparative revision, but the interviewees from the same companies stated that in practice, revision is often only

partially comparative. Their respondents also said that translations are compared to the source text only if it seems incoherent on its own. (Rasmussen & Schjoldager 2011, 104 – 105).

#### **5.2.4 Revision Parameters and Guidelines**

Six of the nine Finnish respondents said that they have no specific rules regarding revision and only three had established guidelines either in writing or not. This is surprising, as 19 of the 24 companies in Rasmussen and Schjoldager's study (2011, 105–108) had specific revision guidelines, nine in written form. Three of the companies in their study stated that they did not have guidelines or any type of checklist for revision (*ibid*). One of the Finnish respondents said the only written rule they have states that the translator is responsible for the correctness of the translation and the terms used, while fluency is the reviser's responsibility. Another respondent said their guidelines is a list of aspects to check for, sometimes including guidelines from the client. They did not specify what these guidelines are. The third respondent presented a more detailed, lengthy citation from the company's quality handbook. The table below (Table 5) compares this respondents' parameters with Mossop's revision parameters (2014, 134–135). Two of the respondent's parameters, that is to say Captions and Spelling/typing errors, could not be straightforwardly placed into Mossop's parameters. The former because the respondent's guidelines did not specify what the revisers look for when it comes to captions: do they check that they have been translated or do they check that they are laid out as they should be? Captions is therefore comparable to both Transfer (A) and Presentation (D). Spelling/typing errors actually falls into two of Mossop's parameter categories, Language (C) and Presentation (D).

**Table 5.** Respondent Five’s Revision Parameters

<b>The Respondent's Parameters</b>	<b>Mossop's Parameters</b>
Completeness (everything has been translated)	A. Transfer: Completeness
Captions	A. Transfer: Completeness/D. Presentation: Layout
Logic	B. Content: Logic
Factual content	B. Content: Facts
Numbers and dates	B. Content: Facts
Names	B. Content: Facts
Style	C. Language: Tailoring
Terminology	C. Language: Sub-langauge
Punctuation	C. Language: Mechanics
Grammar	C. Language: Mechanics
Spelling/typing errors	C. Language: Mechanics/D. Presentation: Typography

Table 5 suggests that the parameters in the respondent company’s quality handbook match fairly well with most of Mossop’s revision parameters, even though Mossop himself stated (2014, 134) his parameters were made for “thinking about and discussing revision” and therefore more for training purposes than for actual revision, in this case they correlate surprisingly well with at least this company’s actual revision guidelines. All of Mossop’s four categories are represented in some form, even though every one of the twelve parameters are not mentioned in the respondent company’s quality handbook. Language (C) and the correctness of the content (B) seem to be key in this company’s quality assurance, whereas the aesthetic features of the translation, that is to say Mossop’s Presentation (D), appear to be of smaller importance.

In order to map the respondent companies’ revision parameters, the respondents were asked to describe specific aspects their company’s revisers examine in a translation. Eight respondents gave specific parameters and one only stated that in their view, revision is a process that the client carries out, and their company translates the revised version of the client’s text. Here, again, the ambiguity of terminology appears evident. Table 6 below presents the revision parameters that were mentioned in the eight other respondents’ answers. The second column of Table 6 shows the number of respondents who mentioned the parameter in their answers, and the last column lists Mossop’s revision parameters (2014, 134–135), that correspond with the respondents’

parameters. Mossop's revision parameters were introduced in more detail in Chapter 2.3 of this thesis.

**Table 6.** Respondents' Revision Parameters

<b>Respondents' Specific Parameters</b>	<b>N° of Respondents who Mentioned This</b>	<b>Mossop's Revision Parameters</b>
Equivalence (in content and nuance)	4	A. Transfer: Accuracy
Everything is translated	1	A. Transfer: Completeness
Content, Precise/fit-for-purpose transfer of content	2	B. Content
Factual correctness, Correct numbers	2	B. Content: Facts
Language check according to intended use	1	C. Language
Fluency, Readability, Clarity, Intelligibility	4	C. Language: Smoothness
Precise/fit-for-purpose transfer of content, Translation fits its purpose and intended audience	2	C. Language: Tailoring
Terminological correctness, Compliance with clients terminology, Appropriate style, Demands of the text type	5	C. Language: Sub-language
Idiomacity, Expressions characteristic to target language	2	C. Language: Idiom
Spelling, Orthography, Grammatical correctness, Sentence structure	7	C. Language: Mechanics
Correct layout, Clean layout	2	D. Presentation: Layout
Typographical errors	1	D. Presentation: Typography

As can be seen from Table 6, 11 of Mossop's four categories were clearly present in the respondents' answers regarding revision parameters. The categories Language (C) and Content (B) were alluded to as general categories instead of specific categories: one respondent mentioned that they revise content, and another said that they carry out a "language check according to intended use". These two processes may include one or all of the specific categories that belong to Mossop's Content (B) and Language (C) categories. Moreover, all but two of Mossop's twelve revision parameters are present in some form in the respondents' answers; only Organisation (D) and Logic (B) are absent from the respondents' specific parameters. Organisation (D) concerns the physical organization of the translation, such as headings, page numbers, etc. The absence of Organisation (D) may indicate that the appearance of a translation is often finalized by the client, as Allman (2008, 43) also notes. With the parameter of Logic (B), Mossop (2014, 134–135) refers to examining the translation for illogical presentation of ideas, incoherence, and contradiction. This was mentioned in the citation from one of the respondents' quality handbook; when answering this particular question regarding parameters, this respondent, however, chose to use the term

“Precise/fit-for-purpose translation of content”. The respondent may, therefore, include Logic (B) in their answer of “Precise/fit-for-purpose translation of content”, which is why I have added this parameter both to Language (C) and Content (B).

Parameters belonging to the Language category were mentioned a total of 21 times by the respondents. Transfer, which might be thought a key factor in translation, was only mentioned five times, and Content only three times. The reason why the majority of the respondents’ parameters fall into Mossop’s Language category may be the fact that it is the largest of Mossop’s four parameter categories. The frequency may, however, also imply that linguistic correctness is a key factor in the respondent companies’ revision process. Surprisingly, the most predominant parameter in the respondents’ answers was what Mossop terms Mechanics, as it was referred to by seven of the eight respondents who presented specific revision parameters. Linguistic correctness was, surprisingly, also most frequently mentioned by Rasmussen and Schjoldager’s respondents (2011, 107–108). As opposed to the Danish respondents, however, the Finnish respondents always mentioned Language (C) together with at least one other parameter; it was never the only parameter the respondents deemed important. As opposed to the Danish translation companies, none of the companies mentioned technical aspects as a parameter. Furthermore, while many of the Danish respondents said that translations should be checked according to the clients’ requests, only one of the Finnish respondents mentioned client-specific requirements when asked about the company’s revision parameters, saying that their company checks that the client’s terminology has been used correctly. As mentioned when discussing Rasmussen and Schjoldager’s findings (Chapter 3.2.4), Mossop’s revision parameters did not discuss clients or their requirements.

### **5.2.5 Revision Process, Feedback and Status of Corrections**

Next, the respondents were asked questions regarding the actual revision process, that is to say who the revisers are in their company, how the corrections are actually marked on the translations, what is the status of the corrections, and lastly who finalizes the translation after it has been revised. When asked who carries out revisions, only one of the nine respondents said that translators do not revise each other’s work, but that the translation coordinator is responsible for revision. The remaining eight respondents said that translators revise each other’s work, and three of them added that other employees

participate in revising as well. One of these three respondents stated that project managers and a Finnish language expert revise texts. Another respondent also mentioned the company's project manager participating in revising translations, and continued by saying that their managing director also revises texts, stating that the managing director is also "strongly" a translator as well. The third respondent stating that translations are revised by other employees as well as the original translator also said that their company uses subcontractor revisers. This is unexpected, as Rasmussen and Schjoldager's study (2011) implied that translation companies often prefer to maintain the quality management process inside the company and not outsource revision; freelancers' work was, in the Danish respondent companies, fairly often revised by in-house employees. However, one of their interviewees also said that revision experience is a valuable quality to have, and that full-time revisers may develop necessary skills and become more efficient in correcting mistakes. It may be therefore be smart for companies to employ people who focus solely on revising translations, as it not only leaves the translators free to focus on other translations but also uses revisers who may be more knowledgeable and efficient in the field of revising.

Most of the companies, that is to say six of the nine respondents, said that revisers mark corrections onto an electronic text file, either straight to the text or by making use of a marking tool in the programme they use. Only one respondent said that revision is always carried out by hand, while the two remaining respondents stated that their companies use both methods when marking corrections. The size of the company did not seem to have an effect on the method in which revision was carried out. Different methods are used on different assignments and by different translators, explained one of the respondents. If a translator is given feedback, it is usually given in the same manner as the revisions are made. Some respondents also said that written feedback is sent separately as an email, because the translator does not necessarily get to see the translation after it has been revised; the final corrections will be done by another employer or the translation coordinator. Few companies preferred giving feedback face to face or over the phone.

The companies were also asked about the status of the corrections. An overwhelming majority of eight respondents stated that their company's revision is done peer-to-peer, that is to say the corrections are comments and suggestions from one colleague to

another. One of these eight respondents stated that revision can be either peer-to-peer revision or authoritative, where the corrections are not up for discussion. The last respondent stated that the status of the revision depends on the situation, and it is decided upon by the client, the translation coordinator, or the translator herself. The tendency for peer-to-peer revision is a common feature with the Danish respondents; in Rasmussen and Schjoldager's survey of Danish translation companies, 17 out of 23 respondents said that revisions have a peer-to-peer status, and eight of them used authoritative corrections alongside peer-to-peer revision (2011, 110). Here, again, the answers of the Finnish respondents seem to correlate well with the answers of their Danish counterparts, as the proportions appear similar regardless of the fact that the number of respondents was considerably larger in the Danish survey.

The respondents were also unanimous when asked who makes the final changes to the translation, after the revision has been done: only one of the eight respondents said that finalizing was always done by another translator, while eight of them claimed that the translator herself was mainly responsible for final touches. Two of these stated that the finalizing could also be carried out by another translator, while another two said that finalizing could be done by another translator or another employee, usually a reviser or sometimes the project manager. One respondents said that in their company, finalizing is usually done by the translator herself, but if the assignment needs to be finished quickly, a project manager can take over.

I asked the respondents questions regarding their companies' policies when it comes to giving feedback to translators. If the translator receives feedback from one translation and sees their own areas of improvement, they may potentially avoid those mistakes and complete assignments with less mistakes in the future. This, in turn, might shorten the time a person spends revising other employee's translations and grant them time to concentrate on other assignments. The respondents were asked to explain in what types of situations feedback is given. According to the respondents, the reviser gives feedback often, some even said it is always an essential part of the revision process, because the corrections often warrant explaining or they feel like revision needs to be justified. One respondent described the revision process as a conversation between the translator and reviser. In a relationship like this the reviser comments on the translation and explains her views, giving a second opinion on the translation. The respondents also presented

an interesting point as to who decides whether feedback is needed or not. This was not explicitly asked, but many of the respondents still commented on the matter. While some of them said the reviser could decide whether or not they wish to give feedback, one respondent stated the opposite, that is to say that translators can always ask for feedback when they feel like they want or need it.

Most of the respondents also mentioned that feedback is given when there is something wrong with the translation, when it has serious mistakes or when there are multiple errors in it. This type of feedback can be thought to be given for training purposes, as the reviser aims to point out mistakes, which may help the translator learn from her mistakes and improve the quality of her work. Mossop separates this type of revising from revising for a business function, where revision is done to finalize a translation before it is sent to a client (2014, 192). It seems, however, that these two functions appear simultaneously in the Finnish translation companies studied here. While most of the respondents stated that feedback is given when there is something wrong with the translation, two of the respondents pointed out that feedback is not only given when there are areas of improvement, but also when the translation is exceptionally good and the translator ought to be praised for her work. They deemed it important to give credit where credit is due. One of the respondents said that they also like to pass on positive feedback not only from the reviser or project manager, but also from the client.

The respondent companies were then asked their opinions on what the aim of giving feedback to translators actually is. Most respondents stated, again, the importance of training translators by giving feedback: they described feedback as a means of improving the professional skills of the translator, or a way to ensure the translator avoids making similar mistakes in the future. Two respondents said the aim is to have a conversation between the translator and the reviser, who may sometimes be more knowledgeable in the field the translation concerns. "It is also good for the translator to have a chance to comment if the change that has been suggested does not work. In the end, the translator is more familiar than the reviser with the text in question", one of the respondents stated. This respondent's view on the matter was that even though revision is important and may help the translator see recurring issues or hear about terms that would be more suitable, it is not the reviser but always the translator who is the authority when it comes to the assignment at hand. One of the respondents said that feedback sets

the bar to the translators, that is to say it makes a standard for the translators they employ. This way translators know what is expected of them when it comes to the quality of their work.

Two respondents took this idea of translators meeting the company's standards further by stating that the purpose of feedback is to assess the translator in some way. One of these two respondents said that feedback is always logged into their systems, and each translator's feedback is monitored regularly. The other said that feedback is given as a means of assessing the translator's skills for the assignment they have been given, and continued by stating that the translator's reaction to the feedback and their justifications for their own solutions have a significant impact on the assessment. However, Allman claims prescriptively that "revision should not be approached as if it were a test to see if the translator is any good, unless that, unusually perhaps, is part of the brief" (2008, 39). He seems to be of the opinion that assessing a translator's skillset by revising their work is unusual. In addition to the respondents of this survey, some of the Danish translation companies in Rasmussen and Schjoldager's study also said that they initially revise freelancers work to see if they can be trusted with work in the future (2011, 103). In other words, revision does in fact seem to work as a test of a kind to see whether or not the translator is good enough or the quality of their work is adequate to be employed by the company. As revision is part of quality assurance, it may be only logical that by revising the translator's work, the company will be able to see whether or not they can rely on the translator to deliver text that meet their quality standards.

### **5.3 Respondents' Views on Quality**

Because revision is only a part of quality assurance processes, the respondents were asked four open-ended questions regarding quality and the translation profession. Of the entire questionnaire, these four questions seemed to attract the lengthiest answers across the board. This may indicate that quality is an important factor that translation companies are interested in discussing, or that it is a familiar topic in the field of translation, a subject the respondents are used to discussing.

#### **5.3.1 Company Specific Quality Requirements**

The first one of these four questions encouraged the respondents to describe the quality requirements their company has set for translations. One respondent simply stated that quality has to be excellent without specifying how this is achieved or assessed, while

all of the other respondents listed specific features such as linguistic, grammatical and terminological correctness, fit-for-purpose translation, and accuracy in meaning and style. Here, again, the importance of linguistic correctness seemed prevalent, as most of the respondents mentioned it and some explicitly stated it as a key in their companies' quality specifications. Overall, these quality specifications seem to emphasize that quality depends on the absence of mistakes. Most of Rasmussen and Schjoldager's Danish respondents also defined the quality of a translation as a feature that is based on the translation's 'correctness', be it linguistic, terminological or stylistic, or the accurate transferral of the message of the source text (2011, 111).

When discussing their company's quality requirements, one of the Finnish respondents also mentioned that the company's quality requirements include strict rules on how translation memories and terminology ought to be used. This is an interesting point, not only because the correct use of tools and resources could be thought to aid in the production of a high-quality translation but also because updating the translation memory might affect the quality of future translations as well. The translator's solutions are logged into the memory and may be used by the translator or their colleagues at a later point.

Three of the questionnaire's respondents answered the question regarding quality requirements in more detail. One of these three said that according to the company's quality requirements, all of their translations need to be fluent target language and that, "generally speaking", they should all be checked by not only the translator but also at least one colleague. In this company revision is evidently a central part of the translations' quality assurance process: a quality translation needs to be checked by the translator and then revised by another employee.

The second respondent who left a lengthy answer regarding quality specifications focused not on the process, but rather on the people involved in it, that is to say the translator and the clients. They stated that the translator must be a professional with enough understanding and skills to undertake the assignment at hand. This respondent included an explicit description of the translator and their qualities in the overall quality specifications. For them, the translator's professional skills and knowledge are, therefore, a key factor in the creation of a quality translation. Even though the notion of the translator as part of the quality assurance for translations was not mentioned by

the Danish respondents, the overall concept is not new, and has been discussed in recent years for example by Marcel Thelen in the 2008 CIUTI-Forum (Thelen 2009, 195–212). He distinguishes the translator as one of the four main focus points of translation quality management, along with translation as a process, translation as a product, and translation as a service (ibid). This respondent continued to say that translations must be “fluent and seem like they have been written by a native speaker of the target language”, which seems like quite a difficult feat. This respondent also mentioned the clients, their requirements and possible feedback when describing the company’s quality requirements. They stated that the translation must reflect the source text exactly “unless a more editing take has been specifically agreed upon with the client” and that the translation undergoes a commentary cycle, during which it is finalized according to possible feedback from the client. In other words, the client and their requirements were mentioned when describing two different phases of the translation process and the company’s quality assurance process: firstly, the client gives the translation company certain specifications for the translation before it is assigned to a translator, and secondly, they have the opportunity to give feedback after the assignment has been completed.

The third more lengthy response regarding quality requirements also emphasized the role of the client. The respondent said that in the end the client is the one who determines quality, which is why it is vital that the terms of the contract that has been made with the client are followed diligently. In other words, the respondent felt that the most important aspect of this company’s quality specifications is that the translation represents what has been agreed upon with the client. Clients’ requirements are, understandably, at the core of defining what quality is for each individual assignment. Thus it seems only natural that quality may differ from one client and assignment to the next. Some of Rasmussen and Schjoldager’s respondents also mentioned that their companies’ views on quality is depended on the situation, and may change based the client’s requirements, even though the client’s perception of quality did not always match the company’s views (2011, 111–112). Clients, therefore, seem to have an impact on how the company perceives quality.

### **5.3.2 Quality Requirements in Relation to Professional Translation**

In the second quality-related question, the respondents were asked to describe their views on quality requirements in relation to professional translation. All but one respondent answered the question, and the eight who answered had extremely positive views on the matter. Unexpectedly, these findings differ drastically from those of Rasmussen and Schjoldager's survey (2011, 113); their respondents were concerned about translators and their professional skills. Some of them claimed that the translation Master's programmes at universities did not prepare students well enough for their profession in specialised translation. Others argued that translators often lacked sufficient IT skills and that their language knowledge is not specialised enough. (Rasmussen & Schjoldager 2011, 113). In contrast, Finnish respondents seemed fairly confident that the training translators receive is enough to satisfy quality requirements. They all seemed to think that a qualified and trained professional translator meets quality requirements easily. "If you cannot produce understandable text, you are in the wrong line of business", encapsulated one respondent. Another stated that the clients' quality expectations are a benefit for any professional translator, as they offer the professional a chance to stand out from the "amateurs". By this the respondent seems to mean that a professional translator may possess skills and experience that someone who only translates occasionally does not have. Another respondent pointed out, however, that a professional translator not only delivers high-quality translations, but also knows their own limits. This respondent said that a translator should be thorough when translating but if they feel they do not have the skills required to fulfil an assignment, they should know when to decline from work as well. This statement is interesting, as it emphasizes not the translator's language competence or translation experience, but rather their self-knowledge as a factor in the quality assurance of translations.

One respondent made an interesting point when answering this question regarding quality and the demands it sets for a translator by stating that "If the translation is bad to start with, it is almost impossible to make it a good one, or it is difficult anyway. That is why the translator's professional skills are key". The respondent's view is that quality can never be fully dependent on revising only, but is achieved by assigning work to a professional translator with appropriate skills for the assignment they have been given. Mossop (2014, 27–28) also emphasizes the importance of this type of pre-emptive

quality assurance. What this means is that revision should never be the primary tool for quality control, but quality should begin with using trained professional translators, who are familiar with the field and who have access the proper resources. If the ground work is faulty, it is difficult to fix it in a later phase of the process, that is to say if a translation is of bad quality to begin with, the reviser would likely have to retranslate the text instead of actually revising it. The retranslation process is mentioned both in Allman (2008) and Mossop (2014), and both of them also warn against it, as it is not a part of a revisers job description. Brian Mossop (2014, 27) compares retranslating to rewriting, and says that if a translation is full of errors, unreadable and the translator has clearly misunderstood the source text, revision is not the key. In this case, the text needs to be retranslated. According to Mossop (2014, 172), however, this procedure is an economic burden and may be detrimental on the morale of the translator whose work is being retranslated. The respondent's view of employing professionals with the required skills to avoid these types of situations therefore seems to be reasonable from a business point of view.

### **5.3.3 Challenges in Quality Assurance**

In order to gain a better picture of the respondents' views on quality assurance, I asked them if they thought there were any problems relating to quality assurance at the moment and whether they can foresee any such problems in the future. Six of the nine respondents said there are certain problems. Four of these respondents mentioned time as an issue; being cost-effective while spending enough time on quality assurance seems to be a balancing act for these respondents' companies. Clients require translations quickly, but shortening the time it takes to translate and revise may not be possible. As stated previously, Rasmussen and Schjoldager's respondents also said that time is one of the most important reasons why they would omit revision (2011, 101). Moreover, the Language Industry Survey *Expectations and Concerns of the European Language Industry* found that time is one of the three most pressing challenges for European translation companies (European Commission 2016, 14). One of my respondents stated that: "The only problems are the constantly shortening delivery times, which shorten the amount of time for quality assurance. It is important to pay attention to the pre-translation preparation phase, so that the focus shifts from revising a translation after it has been finished to beginning the translation". Here, again, the importance of pre-emptive quality assurance comes into play (see Mossop 2014, 27–

28). By saying that the focus shifts from revision to the beginning of the translation, the respondent seems to imply that by carefully preparing for the assignment, the revision phase could, perhaps, be carried out more swiftly and cost-effectively. This is a valid point, as it may be difficult to correct a translation if the background work, such as searching for sources and parallel texts, has been neglected.

Another respondent stated that time is an issue because clients and even some translators do not seem to comprehend how time-consuming quality assurance actually is. Some companies in Rasmussen and Schjoldager's survey (2011, 111–112) also felt that the underlying problem is that clients do not understand the translation process and are therefore oblivious to what it takes to create a high-quality translation. This concern is a valid one, but then again one could argue that translators themselves are responsible of educating their clientele about the demands of the business. If clients are not familiar with the translating industry and the demands of the profession, it may be easy to underestimate the time it takes to create a translation of high quality.

This respondent also mentioned that in their opinion it is important to note that talk about machine translation should not create misconceptions about the speed at which translation services can be provided. This is a valid point, because even though machine translation may be a helpful tool, the machine translated texts still need to be revised and edited. The development of translation tools was mentioned by another respondent as well. They felt that in the future schedules will become tighter, which in turn leads to projects that are shared by a group of translators. In these types of situations the risk of producing uneven end results grows. The respondent said that the development of translation tools may ease these types of projects, as translators can work together in real time with the aid of cloud services and a common translation memory. The challenges and opportunities of machine translation and Computer Aided Translation tools (CATs), such as translation memories, were also mentioned by many of the European translation companies that took part in the Language Industry Survey that mapped companies' concerns and expectations (2016, 14–15). Most of the companies in that survey had a positive outlook on the growing trend of using such tools, but there did not seem to be a consensus of what the introduction of machine translation might do to quality: some expected both the clients' quality expectations and the quality of

the delivered products to decrease due to the use of machine translation, but almost as many foresaw increased quality expectations (2016, 15).

The respondent who had a positive view on using common translation memories continued discussing possible challenges by stating that finding a suitable translator for an assignment is sometimes problematic. Assuring that the translator that has been chosen for the project is “perfectly suitable for translating that particular text type or style”, as the respondent said, is not always possible, because the company may not be certain the translator has the skills or experience that is required for the project. The respondent called this an eternal problem for the company, and added that the better they know the translators, the easier it becomes to choose the right person for the job. The sixth respondent who mentioned problems also commented on the difficulty of finding translators, in their case translators for the more uncommon languages. It may be difficult to find translators for these languages, but it is also difficult to find a reviser who is competent in the language. The problems mentioned by the respondents seem to be quite universal, that is to say they are not tied to a certain country, language pair, or time.

#### **5.3.4 Respondents’ Views on the Translator’s Profession**

The final question of the questionnaire mapped the respondents’ views on possible demands for the translator’s profession in the future. This question was answered by eight respondents, a majority of whom mentioned technological advances and translation technology as a future challenge for professional translators. This was an interesting finding, as technology as a future challenge did not arise as a key factor in the Danish study in 2011. This may be due to the technological advances that have occurred during the last few years, and the fact that machine translation is already available and has become a more integral part of the field. According to the respondents, technical know-how is required in order to be able to work as a professional translator. One respondent stated that there most likely will be no change to how demanding the work of a translator is in their company, as translators must already adapt quickly to technical developments. Another respondent said that the demands appear to be growing, as technological advances seem to eradicate or automate routine translation assignments, leaving demanding, creative, and tricky cases for human translators. The respondent suggested that perhaps the translator’s profession will disappear and be

replaced by some sort of “multitalents” of multilingual or intercultural communication. The respondent’s choice of words was interesting, as this sort of development may be seen in translation training around Europe; master’s programmes in translation studies do not focus entirely on translation. Actually, quite a few of the universities that have received the European Masters’ in Translation Label actually have chosen to title their programmes not only as translation programmes, but also as programmes of multilingual, intercultural or multicultural communication or mediation (European Commission 2014). This may be an indication of a shift in the professional field of translation; programmes do not only aim to train translators, but professionals of multilingual or multicultural communication.

#### **5.4 Additional Comments from the Respondents**

At the end of the survey, the respondents had a chance to comment freely on revision, quality assurance or other matters they deemed worth mentioning with regards to the questionnaire. Only a few of the respondents chose to leave additional comments. As mentioned previously, one of these comments concerned the terminology that was used in this study; the respondent felt the term *revision* was academic by nature and said they had never heard it used when referring to the process of examining and possibly correcting or improving a translation. This matter was discussed in more detail above (see Chapter 5.1). Another respondent commented that their company holds quality assurance, including revision, as a central part of their operations. The respondent claimed that their company’s dream is to develop a software tool that could help maintain high-class quality assurance, despite the pressures to be more cost efficient. This respondent did not specify what this type of software would do and how it could be of help when maintaining or developing quality assurance. However, their answer does seem reassuring in that even though time and money are often mentioned as challenges when it comes to revision, this respondent views quality assurance important enough to call it central to their company’s operations.

One of the respondents wrote a fairly long comment in which they considered quality assurance and different ways to define quality. They said that in their opinion quality assurance and various quality criteria will be discussed increasingly in the future, and continued by stating that there also will be plenty of talk about what actually is sufficient quality. “If the client needs a translation quickly just to communicate with someone of

another language during a single meeting, the translation does not have to be polished. Time succeeds quality in such cases, If, however, the text is a long-term publication that will have a significant effect on a large company's image, the situation is entirely different", the respondent reflected. The respondent said that when discussing quality, one should always consider the purpose of the text and what other criteria there are for the project. As the respondent stated, this is a valid subject to discuss. According to the answers of this survey, quality seems to be difficult to define unequivocally. As this particular respondent commented, quality is not a stable entity, but seems to differ from one assignment to another. Translators and revisers cannot rely on a stable definition of quality, as clients' views and needs differ between assignments. Therefore, the degree of quality the client is looking for and willing to settle for may also change.

## **5.5 Summary of Findings**

Based on the questionnaire, it appears that companies strive to revise every translation they make, but do make regular exceptions to this practice. As a rule, the respondent translation companies seem to think revision is a valuable part of quality control. However, time and the clients' perceptions of the translating process seem to have a negative impact on how revision is carried out in the companies. The main reason for omitting revision, according to my research, is undeniably time. To meet the needs of fast paced work life, translations are carried out under strict time constraints, especially when they are to be published online.

The underlying issue behind time pressure, however, seems to be the clients' demands. From this study it seems fairly evident that while customers expect translation companies to deliver quality translations, they do not have a realistic view of how time-consuming translating may be. Furthermore, public discussions about machine translation may create misconceptions about the speed at which translation services can be provided. Even though machine translations may speed the translating process in the future, post-editing and revising are still time-consuming processes that are carried out by humans. According to my respondents, the most pressing challenges for professionals in the future are technological advancements. One of the respondents said that demands and pressure appear to be growing, as demanding translations are left for human translators and routine assignments are done by machines. The impact of machine translation on the translator's profession as well as on quality should be studied

more in the future, as machine translation and translation technology become even more prominent in the industry.

When discussing the quality of a translations, the majority of the respondents assimilated quality with correctness, or the absence of mistakes. Since it is the reviser's task to carefully read translations in order to correct errors and increase the translations' readability, it may be argued that revision is a crucial part of the quality assurance process of any translation assignment. A few of the respondents of this study also stated that quality is adherent to translation training; they seemed confident that the training translators receive in Finland is enough to guarantee that their work meets quality requirements. Their answers implied that a qualified and trained professional translator meets quality requirements easily. They emphasized the translator's language competence and translation experience, as well as their self-knowledge as factors in the quality assurance of translations; a good translator not only produces good translations but also knows when to turn down work that they do not feel confident or comfortable doing. This finding is an unexpected one, as it links quality to the translators themselves, and not the translations they produce.

## 6 Conclusion

In this thesis, I have replicated Kirsten Wølch Rasmussen and Anne Schjoldager's questionnaire survey (2011). I wanted to research how revision is carried out and by whom in the Finnish respondent companies, and what types of guidelines are followed, or if, indeed, there are any such guidelines. I also wanted to discover Finnish translation companies' overall perception of quality and the translating profession, that is to say what the respondents think of quality assurance in the translation industry.

I began this study by mapping out what revision is, and how the term revision has been defined by researchers and translators in the past. However, revision terminology proved to be a more significant issue than I had anticipated when beginning my research. Both in the world of academia and on the field, the term *revision* seems to carry various different connotations. Researchers do not seem to have a consensus of the definition of the term. Furthermore, the process of reading and correcting translations was described using multiple different terms by researchers and professional translators alike. The terminological ambiguity of the field was, in my opinion, surprising. Therefore, it seems evident that revision terminology warrants more research in itself, both in English and in Finnish.

The most challenging part of this study was finding suitable respondents for the survey. I had difficulty finding companies to send the questionnaire to, and it seemed to me that Finnish translation companies and agencies are, in some respects, hidden or at least hard to come by while searching online. Since it was difficult to find companies to answer this questionnaire, it may be fair to say that they also might receive more business inquiries if there was an accessible, up-to-date, comprehensive list of translation companies. In the end, nine Finnish translation companies answered the questionnaire. The small number of respondents was not entirely unexpected, as the questionnaire is relatively long and therefore it took quite some time to answer. The respondent group is significantly smaller than Rasmussen and Schjoldager's group of 24 Danish respondents (2011). Due to a small sampling, it is not possible to draw all-encompassing conclusions about quality assurance in the Finnish translation field in its entirety. It would be beneficial to do a survey such as this with more respondents in the future, especially as revision and post-editing are likely to become more meaningful as machine translation is becoming a more significant branch of the translation industry.

In this thesis I only replicated Rasmussen and Schjoldager's questionnaire study (2011), not the interviews they conducted. By conducting interviews in Finnish companies as well, it could have been possible to gain more comprehensive and detailed answers, since interviews offer the opportunity to expand on questions in a way that is not possible in a questionnaire survey.

While my sampling was relatively small, however, the answers to the questionnaire were quite comprehensive and provided me with ample data for analysis. For the most part, the findings of this study correlated quite well with Rasmussen and Schjoldager's findings (2011), and together the findings of these two surveys do suggest certain trends of revision. Both in Denmark and in Finland, revision was deemed an important part of quality assurance, even though in both studies it became evident that translations are not always revised. The reasons for omitting revision were also similar; both Finnish and Danish respondents mentioned that time and the clients' demands are key when deciding whether or not a translation is revised. The clients also have a say in how quality is viewed in translation companies both in Finland and in Denmark. Furthermore, time pressure and the clients' demands have been mentioned as concerns by other companies operating in the language industry in Europe as well (European Commission 2016, 14). It may be justified to argue that these factors seem to be universal challenges in translation companies' quality assurance. Most respondents in the Finnish and the Danish surveys claimed that revision is almost always comparative, and that revising is usually done by translators. The process of revision itself, therefore, seems to be fairly similar in both countries.

In addition to similarities, there were certain differences between the Danish and the Finnish respondents' answers as well. First of all, only three of the nine Finnish respondents had specific revision guidelines. My hypothesis had been that Finnish companies would have specified instructions on how revision ought to be carried out, because 19 of the 24 respondent companies in Denmark had specific guidelines, nine of them in written form (Rasmussen & Schjoldager 2011, 105–108). As the Finnish translation industry is fairly similar to that in Denmark, I was not expecting to find such a significant difference in this respect. Finnish companies did deem revision an important part of quality assurance and claimed that almost all of their translations do

go through revision. It would have been easy to assume that they would, therefore, have established rules and guidelines regarding revision.

Even though the majority Finnish respondents said they did not have any specific guidelines, they did describe specific aspects their company's revisers examine. These aspects, or parameters, are similar to the ones the Danish companies. When asked what types of things the Finnish companies focus on when revised, they mentioned aspects that correlated well with the Danish respondents' guidelines and parameters. It is worth mentioning here that both the Finnish and the Danish respondents described parameters that correlated extremely well with Brian Mossop's revision parameters (2014, 134–135). On the basis of these studies it is, therefore, evident that even though Mossop presented these parameters for training purposes only, they are in agreement with revision parameters used in professional settings as well.

The second significant difference between Denmark and Finland seems to be the respondents' views on translator training. Danish respondents seemed worried about how ill-prepared university students were for their profession in specialised translation; they claimed translators were lacking in IT skills and linguistic knowledge. Finnish respondents, however, seemed confident that a trained and qualified professional would have no trouble producing translations that meet quality requirements. Unfortunately, solely based on these two studies it is impossible to say why there are such differences when discussing translator training and the skills of educated professionals.

Finnish respondents also mentioned technological advancements when discussing challenges in the future. These matters did not have such a significant role in the Danish respondents' answers. It may be that the last few years have brought machine translation and translation technology into the foreground, and that matters regarding machine translation are simply discussed more frequently in the field than they were when the Danish survey was carried out. The Finnish respondents voiced some concerns regarding the effect machine translation has on the industry, mainly that news regarding machine translation may create misconceptions of the speed at which translation services can be provided.

Neither the Finnish nor the Danish survey studied how the language of the translation affects the revision process. The Finnish respondents simply stated that the language of

the translation is one reason to send a translation to a client without revising it; if a freelancer translates a text into a language the company's employees are not proficient in, it is of course impossible for the company to revise the translation. In these instances, they trust the freelancer's own revision policies. While the comments I make in this thesis are not language-specific, it would be interesting to study how the language of the source text and the translation might affect the revision process. One of the respondents of this study mentioned that their company revises every translation between Finnish and English, but other translations only as and if needed. Therefore one could ask whether the language pair has an impact on how revision is carried out. Is there a difference between revising into your mother tongue as opposed to your working languages? And do revision policies differ depending on the languages of the source text and the translation? These are all interesting questions that could be researched more thoroughly in the future.

Of the entire questionnaire, the four open-ended questions regarding quality and the translation profession seemed to attract the lengthiest answers from the Finnish respondents. This may indicate that quality is an important factor that translation companies are interested in discussing, or that it is a familiar topic the respondents are used to discussing. Revision was seen as an important aspect of quality assurance, yet it was omitted for a variety of reasons. It may be reasonable to ask, therefore, whether or not companies have other means of quality assurance, and if they do, what these other types are. One respondent mentioned shifting the focus of quality assurance from revising to the preparation phase that occurs before translating a text. This preparation phase has been studied only a little outside of interpreting, and it might be interesting to focus on the way translators prepare for their assignments. Could the focus of quality assurance processes be shifted towards the preparation phase? How could preparation impact quality assurance so that revision could be carried out faster? These are questions that may warrant more research in the future.

According to the answers of the questionnaire survey, quality appears to be difficult to define unequivocally. The notion of quality seems to differ from one translation company to another, from assignment to assignment, and from client to client. Therefore, translators and revisers cannot rely on a stable definition of quality, as clients' views and needs differ substantially between assignments. This, in part, may

explain why companies do not have specific guidelines and instructions for revision; it is difficult to define rules for revision, when the definition of quality changes from assignment to assignment. However, the questionnaire did imply that the respondents were keen to discuss matters of quality, as they left lengthy comments on the subject. The respondents' answers regarding quality outline the continuous need to discuss and assess quality in the field of professional translation.

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## **Appendices**

### **Appendix 1: Email Sent to Respondent Companies**

Subject: Kutsu suomalaisten käännöstoimistojen revisointikäytäntöjä kartoittavaan tutkimukseen

Hyvä vastaanottaja,

Opiskelen Tampereen yliopiston monikielisen viestinnän ja käännöstieteen koulutusohjelmassa, ja teen parhaillaan pro gradu -tutkielmaa suomalaisten käännöstoimistojen revisointikäytännöistä. Revisoinnilla tarkoitetaan tässä yhteydessä käännösten tarkistusta osana laadunhallintaa. Tutkimukseni perustuu vuonna 2011 julkaistulle tanskalaisten käännöstoimistojen revisointikäytäntöjä kartoittaneelle tutkimukselle. Gradua tehdään yhteistyössä tanskalaisten tutkijoiden kanssa, joten tuloksia saatetaan käyttää myös vertailevaan tutkimukseen.

Tutkimus toteutetaan kyselytutkimuksena, johon kutsun teidät osallistumaan. Osallistuminen merkitsee sähköisen kyselylomakkeen täyttämistä. Osallistuminen on vapaaehtoista ja luottamuksellista; antamanne vastaukset käsitellään nimettöminä ja ehdottoman luottamuksellisesti. Yrityksiä ei myöskään identifioida raportissa.

Mikäli haluatte osallistua kyselyyn, täyttäkää sähköinen lomake osoitteessa: <https://elomake3.uta.fi/lomakkeet/18285/lomake.html>. Vastausaikaa on kaksi viikkoa, tiistaihin 14.3.2017 asti. Lomakkeen täyttäminen vie noin 20-30 minuuttia.

Tutkielmani ohjaajana toimii käännöstieteen professori Kaisa Koskinen. Pro gradu julkaistaan vuoden 2017 aikana englanninkielisenä osoitteessa [tampub.uta.fi](http://tampub.uta.fi).

Jos teillä on kysyttävää tutkimukseen liittyen, vastaan mielelläni.

Ystävällisin terveisin

Anna Kolsi

Tampereen yliopisto

Viestintätieteiden tiedekunta

Monikielisen viestinnän ja käännöstieteen koulutusohjelma

## **Appendix 2: Questionnaire Regarding Revision Policies in Finnish Translation Companies**

Kysely suomalaisten käännösyrietysten revisointikäytännöistä

Tällä kyselylomakkeella vastaaja vastaa Tampereen yliopiston monikielisen viestinnän ja käännöstieteen maisteriopintojen opiskelijan pro gradu -tutkimukseen suomalaisten käännöstoimistojen revisointikäytännöistä.

Kyselytutkimus koostuu 26 kysymyksestä, joilla kartoitetaan käännösten tarkistukseen eli revisointiin liittyviä käytäntöjä. Kyselyn täyttäminen kestää noin 20-30 minuuttia. Vastaukset käsitellään anonymisti, eikä yrityksiä identifioida raportissa.

Pro gradu -tutkielma julkaistaan englanninkielisenä kokonaisuudessaan Tampereen yliopiston opinnäytekoelmassa TamPubissa vuoden 2017 aikana. Vastaan mielelläni kaikkiin tutkimukseen liittyviin kysymyksiin.

Anna Kolsi

email

Tampereen yliopisto

Viestintätieteiden tiedekunta

Monikielisen viestinnän ja käännöstieteen koulutusohjelma

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1. Yrityksen nimi
2. Työsuhteessa olevien kääntäjien määrä
3. Freelance-kääntäjien määrä
4. Muiden käännöstöitä tekevien työntekijöiden määrä
5. Yrityksen muut työntekijät
6. Minkä kielten välillä käännätte (lähtökielel, kohdekielel)?

7. Onko revisointi se nimitys, jota käytätte käännosten tarkistuksesta?

- Kyllä
- Ei

Jos ei, mitä nimitystä käytätte?

8. Millaisiin asioihin revisoinnissa keskitytään teidän yrityksessänne?

9. Kuka/ketkä osallistuvat revisointiin yrityksessänne?

- Kääntäjät revisoivat toistensa käännoksiä
- Muu(t) työntekijä(t) revisoivat käännot

Jos muu(t), kuka/ketkä?

10. Arviolta kuinka suuren prosenttiosuuden käännoksistänne yleensä tarkistaa joku muu kuin käännon tehnyt kääntäjä itse?

11. Kuinka suuri osuus käännoksistänne jätetään yleensä tarkistamatta?

12. Kuinka suuri osuus käännoksistänne revisoidaan yksinään, kohdetekstin käyttötarkoitusta ajatellen?

13. Kuinka suuri osuus käännoksistänne revisoidaan lähtötekstiin vertaillen?

Kommentteja prosenttiosuuksiin liittyen.

14. Millä kriteerein käännot valitaan revisoitaviksi?

15. Kuka päättää, mitkä tekstit revisoidaan?

- Henkilöstö- tai projektipäällikkö
- Kääntäjä itse
- Joku muu

Jos joku muu, kuka?

16. Miten korjaukset tehdään?

- Käsien
- Sähköisesti tekstiedostoon ilman korjaustyökalua
- Sähköisesti tekstiedostoon korjaustyökalua käyttäen
- Ylläolevia tapoja yhdistellen

Jos yhdistellen, millä tavoin?

17. Millainen status korjauksilla on?

- Autoritääriäinen (korjauksista ei voi keskustella)
- Peer-to-peer (korjaukset ovat ehdotuksia kollegalta toiselle)
- Muunlainen status

Jos muunlainen, millainen?

18. Missä tilanteissa kääntäjälle annetaan korjausten ohella perusteluita ynnä muuta palautetta?

19. Miten tällainen palaute annetaan?

20. Mikä on mahdollisen palautteen tavoite?

21. Kuka tekee lopulliset korjaukset käännökseen?

- Kääntäjä itse
- Toinen kääntäjä
- Joku muu

Jos joku muu, kuka?

22. Onko yrityksessänne käytössä tietyt revisointia koskevat säännöt?

- Ei

- Kyllä

Mikäli yrityksessänne on revisointia koskevia sääntöjä, missä muodossa ne ovat?

- Suullisessa
- Kirjallisessa
- Sekä suullisessa että kirjallisessa

Kuvaa sääntöjä.

23. Kuvaa lyhyesti laatuvaatimuksia, joita yrityksenne on asettanut käännöksille.

24. Millaisena koet laatuvaatimusten ja kääntäjän työn välisen suhteen?

25. Liittyykö käännösten laadunvarmistukseen tällä hetkellä ongelmia, tai odotatko ongelmia tulevaisuudessa?

26. Millaisina näet kääntäjille asetettavat vaatimukset tulevaisuudessa?

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Mitä muuta haluaisit kertoa käännösten revisoinnista, laadunhallinnasta tai muista tähän kyselyyn liittyvistä asioista? Tähän voit kirjoittaa vapaamuotoisia kommenttejäsi. Voit myös halutessasi täydentää kyselyssä antamiasi vastauksia

# Suomenkielinen lyhennelmä

## Johdanto

Revisointi eli käännöstekstin tarkistus on keskeinen osa käännösprosessia ja käännöksen laadunhallintaa. Merkityksestään huolimatta revisointiin on kuitenkin keskitytty verrattain vähän itsenäisenä tutkimusaiheena; koska käännösten tarkistaminen on osa käännösprosessia, monet prosessia kartoittavat tutkimukset kuvaavat myös revisointia jollakin tasolla. Useimmat nimenomaan revisointia koskevat tutkimukset on tehty koeasetelmissa, joissa käännetyt tekstit eivät ole todellisia, asiakkaiden käyttöön päätyneitä tekstejä (Mossop 2007, 17). Vain muutamat tutkimukset käsittelevät revisointia tosielämän käännöstoimeksiantojen yhteydessä.

Tässä tutkielmassa pyrin tarkastelemaan revisointia, eli jonkun muun kuin kääntäjän itsensä tekemää tekstintarkastusta, osana ammattimaista käännöstoimintaa ja osana käännöstoimistojen laadunhallintaa. Tutkimus keskittyy suomalaisisten käännöstoimistojen revisointikäytänteisiin; miten revisointi suomalaisissa käännöstoimistoissa, onko käännöstoimistoilla siihen liittyviä ohjeistuksia ja jos on, millaisia ohjeet ovat? Koska revisointi on osa käännösten laadunhallintaa, aion selvittää suomalaisten käännöstoimistojen mielipiteitä laadusta ja laadunhallinnasta sekä niiden vaikutuksesta ammattimaisena kääntäjänä toimimiseen.

Tutkimukseni pohjautuu Kirsten Wølch Rasmussenin ja Anne Schjoldagerin tekemään tutkimukseen, joka julkaistiin *Journal of Scientific Translation* –lehdessä vuonna 2011. Rasmussen ja Schjoldager tekivät kysely- ja haastattelututkimuksen, jossa he selvittivät tanskalaisissa käännöstoimistoissa käytössä olevia revisointia koskevia toimintatapoja. Luettuani heidän artikkelinsa, kiinnostuin aiheesta niin, että päätin toistaa heidän tekemänsä kyselytutkimuksen suomalaisissa käännöstoimistoissa. Otin ohjaajani Kaisa Koskisen kehotuksesta heihin yhteyttä kysyäkseni lisätietoja tutkimuksesta, ja he ystävällisesti lähettivät tanskankielisen kyselynsä käyttöni.

Koska toistan Rasmussenin ja Schjoldagerin tutkimuksen, on heidän tutkimuksensa tämän tutkielman keskeisin teoreettinen viitekehys. Pyrin vertailemaan kyselytutkimukseen saamiani vastauksia tanskalaisten käännöstoimistojen vastauksiin, joten käytän analyysissäni samanlaisia jäsentelyn tapoja ja välineitä. Tärkeänä teoreettisena lähteenä mainittakoon myös Brian Mossopin teos *Revising and Editing*

*for Translators* (2014), jossa esitetyt revisoinnin parametrejä hyödynnän aineiston analyysissä. Näitä parametrejä käytettiin myös Rasmussenin ja Schjoldagerin tutkimuksessa.

Aloitin tutkielmani määrittelemällä revisointia ja kuvailemalla erilaisia tekstintarkastuksen tapoja. Sen jälkeen esitän tutkimukseni tärkeimmät teoreettiset viitekehykset; ensin kuvaan Mossopin revisointiparametreja (2014 134–135), jonka jälkeen käyn läpi Rasmussenin ja Schjoldagerin tutkimuksen (2011) yksityiskohtaisemmin. Kuvaan myös tutkimuksen metodologiaa sekä aineistonkeruun kulkua. Lopuksi esittelen tutkimukseni keskeisimmät tulokset ja tärkeimmät johtopäätökset.

### **Revisoinnin tapoja ja parametrejä**

Revisointi on terminä moniulotteinen ja sille on esitetty monenlaisia määritelmiä (ks. esim. Shih 2006, Robert 2008, Mossop 2007, Rasmussen & Schjoldager 2011). Terminologiselle sekavuudelle voidaan esittää useita syitä; ensinnäkin, käännöstiede on verrattain nuori tieteenala, eikä kaikelle käännöstieteen tutkimukselle ole vielä vakiintunutta terminologiaa. Toiseksi, käännöstieteen lähitieteet ja kääntämistä lähellä olevat toimialat käyttävät tekstien tarkistamisesta eri termejä (Robert, Remael & Ureel 2016, 3). Lisäksi vaikuttaa siltä, että termien käyttö ja määrittely riippuvat paljolti määrittelijän taustasta; tutkijat ja ammattikäntäjät käyttävät eri termejä kuvaamaan tekstien tarkistamisen prosesseja (Kaisa Koskinen, 2017).

Kääntäjä Tim Martin (2007, 58) määritelmä on varsin yksinkertainen; hän määrittelee revisoinnin prosessiksi, jossa ensin tarkastetaan, mikäli teksti tarvitsee korjauksia, ja sitten tehdään tarvittavat korjaukset. Martinin määritelmä on toimiva, muttei kerro mitään siitä, miten revisointi käytännössä tehdään tai kuka sen tekee. Esimerkiksi tutkija Daniel Gile (2009, 110) kuitenkin painottaa, että revisoinnissa tekstintarkistuksen tekee aina erillinen revisoija, ei kääntäjä itse. Tässä tutkielmassa nojaudun tähän määritelmään, ja käytän termiä revisointi kuvatakseni tarkistusta, jonka tekee joku muu kuin tekstin kääntänyt henkilö. Tekstin tarkistaminen voi olla joko vertailevaa tai yksikielistä; tutkija Brian Mossop (2007, 5) kuvaa yksikielistä tarkistusta sellaiseksi tekstin tarkistuksen menetelmäksi, jossa revisoija lukee käännöstä itsenäisenä tekstinä, vertaamalla sitä lähtötekstiin. Vertailevaa tarkistusta tehdessään

revisoiija puolestaan lukee käännöstä ja lähtötekstiä rinnakkain, vertaillen niitä toisiinsa. Jälkimmäinen revisoinnin tapa vie luonnollisesti enemmän aikaa, sillä siinä revisoijalla on kaksi tekstiä luettavana, joten yksikielistä revisointia voidaan joissain tapauksissa pitää taloudellisesti tehokkaampana. Siinäkin on kuitenkin varjopuolensa, sillä jos käännöstä ei vertailla lähtötekstiin, voi osa virheistä jäädä huomaamatta.

Yksikielisen ja vertailevan revisoinnin lisäksi voidaan puhua osittaisesta tekstintarkastuksesta ja koko tekstiin kohdistuvasta tarkistuksesta. Osittainen tekstintarkastus viittaa prosessiin, jossa vain tiettyjä osia käännetyistä tekstistä tarkistetaan (Mossop 2014, 116). Loput käännöksestä luetaan vain siinä tapauksessa, että jo tarkistetuissa on jotakin omituista (mp). Osittainen tarkistus on nopeaa, joten sitä tehdään, mikäli asiakas pitää käännöksen pikaista toimitusta sen laatua merkittävämpänä seikkana. Kuten Rasmussen ja Schjoldager (2011, 91) huomauttavat, osittaiseen tarkistukseen voidaan turvautua, mikäli asiakas on haluton maksamaan koko tekstin revisoinnista.

Tässä tutkielmassa revisoinnilla tarkoitetaan käännöksen tarkistusta, jonka suorittaa joku muu kuin kääntäjä itse. Käytännössä revisointi voi olla vertailevaa tai yksikielistä tekstintarkistusta, osittaista tekstintarkistusta tai koko tekstiin kohdistuvaa tarkistusluentaa. Se voi kohdistua hyvinkin monenlaisiin käännöksen piirteisiin. Mossop (2014, 134–135) esittelee kääntämisen ja revisoinnin koulutuksessa apuvälineenä käytettäväksi tarkoittamansa parametrit. Ne muodostavat viitekehysten, jonka avulla revisoinnin opiskelija pystyy keskustelemaan revisoinnista ja pohtimaan sitä (mt. 135). Tutkija Claire Yi-yi Shih kuitenkin huomasi omassa tutkimuksessaan, että Mossopin revisointiparametrit näyttävät toimivan tekstintarkistuskäytänteiden kuvaamisen apuvälineenä myös työelämässä (2006, 309–310). Myös Rasmussen ja Schjoldager (2011) käyttivät näitä parametrejä apunaan luokitellessaan tanskalaisten vastaajiensa revisointistrategioita. Koska tarkoitukseni on replikoida heidän tekemänsä tutkimus, käytän myös Mossopin revisointiparametrejä analysoidessani suomalaisten käännöstoimistojen vastauksia.

Mossop (2014, 134–135) esittää yhteensä 12 revisoinnin parametriä, jotka voidaan jakaa neljään pääryhmään. Olen suomentanut ryhmät ja parametrit, ja koonnut ne alla olevaan taulukkoon (Taulukko 1). Taulukossa 1 esittelen lisäksi parametreihin liittyviä ja niitä selventäviä, revisointia tukevia kysymyksiä.

**Taulukko 1.** Mossopin revisointiparametrit (2014, 134–135)

Ryhmät	Parametrit	Kysymyksiä revisoinnin tueksi
<b>A. Siirto</b>	Tarkkuus	Välittykö lähtötekstin sanoma käännöksestä?
	Täydellisyys	Onko käännöksestä jäänyt jotain pois tai onko siinä turhia lisäyksiä?
<b>B. Sisältö</b>	Logiikka	Onko esitysjärjestys looginen? Onko käänнос epäjohdonmukainen tai ristiriitainen?
	Faktat	Onko käännöksestä faktoihin, lukuihin tai konsepteihin liittyviä virheitä?
<b>C. Kieli</b>	Sujuvuus	Onko käänнос yhtenäinen kokonaisuus? Ymmärtääkö sen ensilukemalta?
	Räätälöinti	Soveltuuko käänнос tarkoitukseensa? Onko lukijat otettu huomioon käännöksestä laadittaessa?
	Tekstilajivastaavuus	Onko käännöksestä genreen, alaan, terminologiaan tms. liittyviä virheitä?
	Idiomaattisuus	Ovatko käännöksestä rakenteet idiomaattisia?
	Mekaniikka	Onko käännöksestä kielioppiin, oikeinkirjoitukseen tai välimerkkien käyttöön liittyviä virheitä? Onko asiakkaan oma tyylikäytäntö otettu huomioon?
<b>D. Esitys</b>	Layout	Onko käännöksestä layoutiin liittyviä virheitä (välilyönnit, marginaalit, sisennykset, yms)?
	Typografia	Ovatko fontit ja formatointi oikein?
	Järjestys	Onko dokumentti loogisesti järjestelty? Ovatko otsikot, sivunumerot, sisällysluettelot yms. siellä missä pitäisi?

Kaikkia yllä esitettyjä parametrejä ei revisoinnissa välttämättä käydä läpi; yksikielistä revisointia tehtäessä on mahdotonta kiinnittää huomiota siirtoon, eli käännöksestä tarkkuuteen tai täydellisyyteen, sillä niitä voidaan arvioida vain lähtötekstiin verraten. Allman (2008, 43) huomauttaa lisäksi, että esimerkiksi layoutin ja typografian oikeellisuuden tarkistaminen eivät useinkaan kuulu revisoijan työtehtäviin, vaan ne ovat käännöksestä julkaisijan vastuulla. Mossopin parametrejä (2014, 134–135) ei siis ole mielekästä lukea uskollisesti jokaisen revisoitavan käännöksestä kohdalla, vaan niiden on tarkoitus rohkaista käännöksestä revisointiin liittyvää pohdintaa, kuten Mossop itsekin tarkentaa.

Kuten ylempänä mainitsin, tutkimukseni on replikaatio Rasmussenin ja Schjoldagerin tanskalaisten käännöstoimistojen revisointikäytänteitä kartoittaneesta kyselytutkimuksesta. Rasmussen ja Schjoldager (2011) tekivät kysely- ja haastattelututkimuksen, joissa kartoitettiin tanskalaisten käännöstoimistojen revisointikäytänteitä. Heidän kyselytutkimuksensa koostui 21 kysymyksestä, joista osa oli monivalintakysymyksiä ja osa avoimia kysymyksiä, joihin vastaajat voivat jättää pidempiä vastauksia. Kyselytutkimukseen osallistui 24 tanskalaista käännösalan

yrittä. Lisäksi Rasmussen ja Schjoldager kävivät tekemässä yhteensä 13 haastattelua viidessä kyselyyn vastanneista yrityksistä.

Rasmussen ja Schjoldager (2011, 105–108) vertailivat näissä tanskalaisissa käännösyrityksissä käytössä olleita ohjeistuksia yllä esiteltyihin Mossopin revisointiparametreihin. Kaikkiaan 19:llä yrityksellä 24:sta oli jonkinlaisia revisointia koskevia ohjeita. Vaikka heidän vastaajansa käyttivät parametreista eri nimityksiä eikä kaikkia Mossopin (2014, 134–135) esittelemistä kahdestatoista parametrilla mainittu, kaikki hänen kuvaamansa neljä pääryhmää löytyivät tanskalaisten käännöstoimistojen vastauksista. Ryhmä C (Kieli) oli vahvasti edustettuna vastauksissa (Rasmussen & Schjoldager 2011, 105–108). Vastaajista 15 sanoi, että kaikista käännöksistä jopa 91–100 % revisoidaan jollain tavalla, mutta monet toimistoista lisäsivät, että revisointi voidaan ohittaa, mikäli käännökselle varattu aika on rajallinen. Lisäksi suurin osa tanskalaisista käännöstoimistoista kertoi, että revisoitavista käännöksistä 91–100 % tarkistetaan lähtötekstiin vertaillen. Tanskalaisten vastaajien mukaan vertaileva revisointi jätetään silloin tällöin tekemättä, sillä se on kalliimpaa kuin yksikielinen revisointi, ja vie enemmän aikaa. (mp.)

Useimmiten tanskalaisissa käännöstoimistoissa revisointia tekevät kääntäjät. Revisointiin käytetään mielellään kokeneita kääntäjiä ja revisoijia, mutta myös oikolukijat ja projektikoordinaattorit tarkistavat käännöksiä. (Rasmussen & Schjoldager 2011, 109–110). Revisioijan antamat kommentit olivat toimistoissa yleensä peer-to-peer –kommentteja, eli kommentteja kollegalta toiselle. Joissain toimistoissa korjauksilla ja kommentteilla oli autoritäärinen status, eli revisioijan kommentteja ei voinut kyseenalaistaa. Kommenttien autoritäärinen status koski erityisesti uusien ja kokemattomien kääntäjien tekemiä käännöksiä. Erityisesti uusille työntekijöille ja freelancereille annettiin säännöllisesti myös palautetta, joiden oli tarkoitus toimia koulutusvälineinä; palautteen avulla kääntäjä voisi oppia virheistään. (Rasmussen & Schjoldager 2011, 110–111)

Tanskalaisille käännöstoimistoille esitettiin revisointikäytänteitä koskevien kysymysten lisäksi myös kysymyksiä laadusta. Useimmat vastaajat näkivät laadun virheettömyytenä ja arvioivat käännöksen laatua sen ”oikeellisuuden” pohjalta. Muutamit vastaajat kuitenkin huomauttivat laadun riippuvan myös asiakkaan vaatimuksista; asiakkaan käsitys laadusta ei välttämättä aina vastannut

käännöstoimiston käsityksiä. Asiakkaat tuntuivat kielellisen virheettömyyden ja viestinnällisten seikkojen sijaan arvostavan enemmän nopeutta ja alhaista hintaa. Nämä vaatimukset huolestuttivat vastaajia, jotka huomauttivat hintojen polkemisen ja kouluttamattoman halpatyövoiman johtavan nopeisiin, mutta laadultaan epävarmoihin käännöksiin. (Rasmussen & Schjoldager 2011, 111–112). Samanlaisia huolenaiheita esitettiin myös Euroopan komission käännösalan toimijoille tekemässä kyselyssä (European Commission 2016, 14).

Tanskalaiset vastaajat olivat huolissaan myös alalle tulevien kääntäjien koulutuksesta ja taidoista. Osa vastaajista koki, etteivät kääntäjäopiskelijat saa yliopistoissa työelämässä tarvittavia taitoja, joista esimerkkeinä mainittiin tietotekniikkataidot ja kielen osaaminen. (Rasmussen & Schjoldager 2011, 113).

### **Kyselytutkimuksen toteutus**

Tutkielmani tavoitteena on tutkia revisointikäytänteitä ammattimaisen kääntämisen kentällä. Tutkimus on replikaatio Tanskassa tehdystä kyselytutkimuksesta (Rasmussen & Schjoldager 2011). Aion kyselytutkimuksen avulla selvittää, kuinka käännöksiä revisoidaan suomalaisissa käännöstoimistoissa, kuka käännöksiä revisoi, ja minkälaisia revisointia koskevia ohjeistuksia käännösalan yrityksissä käytetään, mikäli ohjeistuksia ylipäätään on olemassa. Kartoitan myös vastaajien käsityksiä laadusta ja ammattimaisesta kääntämisestä. Tutkimuskysymykseni ovat seuraavat:

1. Millaisia revisointikäytänteitä tutkimukseen osallistuvissa käännöstoimistoissa on?
  - a. Revisoidaanko kaikki käännökset?
  - b. Kuinka revisointi on järjestetty ja kuka käännökset revisoi?
  - c. Onko yrityksellä revisointia koskevia ohjeistuksia?
  - d. Mikä on korjausten status?
2. Mikä on vastaajien käsitys laadusta?
  - a. Millaisia laatuvaatimuksia käännöstoimisto on asettanut kääntäjilleen?
  - b. Millaisena vastaajat kokevat kääntäjän työn ja laadun välisen suhteen?
  - c. Minkälaisia vaatimuksia vastaajat näkevät kääntäjän ammatissa toimiville tulevaisuudessa?

Kyselytutkimuksen luonteeseen kuuluu se, etteivät vastaajien lausunnot välttämättä vastaa täydellisesti toimistojen käytänteitä; vastaukset heijastelevat vastaajien omia näkemyksiä ja käsityksiä, heidän omia ajatuksiaan ja tuntemuksiaan. Yrityksille lähettämäni kyselylomake on käänös Rasmussenin ja Schjoldagerin käyttöön antamasta tanskankielisestä lomakkeesta. Kysely on puolistrukturoitu, eli se sisältää sekä monivalintakysymyksiä että avoimia kysymyksiä, joihin vastaajat pystyivät kirjoittamaan ajatuksiaan vapaasti. Pyrin säilyttämään kyselyn rakenteen mahdollisimman samankaltaisena kuin se oli alkuperäisessä, tanskankielisessä tutkimuksessa. Koska käytän kyselyyni erilaista verkkolomakeohjelmistoa<sup>1</sup> kuin Rasmussen ja Schjoldager, jouduin tekemään myönnytyksiä kysymysten asettelussa. Lisäksi kyselyä kääntäessäni tein muutamia muutoksia, joiden tarkoituksena oli parantaa kyselyn ymmärrettävyyttä ja luettavuutta (ks. pro gradu Alaluku 4.1).

Pyrin suomalaisten yritysten vastausten analysoinnin lisäksi vertaamaan niitä tanskalaisten yritysten vastauksiin. Vertailun tarkoituksena on kartoittaa tanskalaisten ja suomalaisten käännöstoimistojen revisointikäytänteiden samankaltaisuutta ja eroavaisuuksia. On kuitenkin syytä huomauttaa, että vastaajajoukot olivat näissä kahdessa tutkimuksessa hyvin eri suuruiset. Kuten aiemmin mainitsin, Rasmussenin ja Schjoldagerin tutkimukseen (2011) osallistui 24 käännösalan yritystä, kun suomalaisia vastaajia oli kaiken kaikkiaan yhdeksän; eri kokoisten vastaajajoukkojen vertailu ei välttämättä kaikissa analyysin vaiheissa ole mielekäästä.

Kyselytutkimus lähetettiin 28 suomalaiselle käännösalan yritykselle keväällä 2017. Käännösalan yritykset valittiin Suomen käännöstoimistojen liiton (SKTOL) verkkosivuilta<sup>2</sup> ja Yritysopas 2017 -verkkoportaalista<sup>3</sup>. Kaikki 28 yritystä ilmoittivat kääntävänsä asiatekstejä, kuten teknisiä tekstejä, lakitekstejä tai lääketieteen tekstejä. SKTOL:n sivuilla esiteltiin 17 yritystä, joista yksi ilmoitti erikoistuvansa audiovisuaalisten tekstien kääntämiseen. Näin ollen kyselyn potentiaaliseen vastaajajoukkoon valittiin SKTOL:n verkkosivuilta 16 yritystä. Yritysopas -portaalista käännösalan yrityksiä löytyi 920. Satunnaisotannalla portaalista valittiin 12 yritystä osallistumaan kyselyyn.

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<sup>1</sup> E-lomake 3 -verkkolomakeohjelmisto: <https://e-lomake.fi/web/index.html>

<sup>2</sup> SKTOL:n verkkosivut: <http://www.sktol.org/index.php/en/>

<sup>3</sup> Yritysopas -portaali: <http://www.yritysopas.com/>

Kyselyyn vastasi lopulta 9 yritystä. Kuten yllä huomautin, vastaajajoukko on huomattavasti pienempi kuin Rasmussenin ja Schjoldagerin tutkimuksessa. Kysely on kuitenkin luonteeltaan kvalitatiivinen, joten verrattain pienen vastaajajoukon ei katsottu vaikuttavan analyysin toteuttamiseen negatiivisesti. Vastaajajoukon pienuutta selittänee osaltaan kyselyn pituus; Tiina Tuomisen (2015) mukaan pitkät kyselyt keräävät yleensä vähemmän vastaajia kuin lyhyet kyselyt.

### **Keskeiset tulokset**

Tutkielmani aluksi kuvailin lyhyesti revisointiterminologiaa, ja esitin terminologian olevan vielä vakiintumatonta parissa. Tutkimuksessani huomasin kuitenkin, ettei terminologian sekavuus rajoitu akateemisiin piireihin, vaan myös käännösalan toimijat käyttävät hyvin erilaisia termejä puhuessaan prosessista, jossa käännöksen tarkistaa joku muu kuin kääntäjä itse. Yksikään kyselyyn vastanneista yrityksistä ei käyttänyt termiä *revisointi*, vaan käännösten korjaamiseen tähtäävään luentaan viitataan *oikolukuna*, *tarkastuksena*, *kielentarkistuksena*, *asiatarkistuksena*, *vastaavuuden tarkistuksena* tai yksinkertaisesti *tarkistuksena*. On syytä kysyä, missä määrin termit kuvaavat yritysten toimintatapoja; mikäli työntekijää pyydetään tekemään kielentarkistus, pitäytyykö hän pääasiassa kielellisten seikkojen tarkistamisessa? Akateemisissa piireissä suomenkielistä termiä *revisointi* on käytetty viime vuosina käännöksen korjausluentaa kuvaamaan (ks. esim. Suojanen, Koskinen & Tuominen 2014, Eskelinen 2013), mutta termi ei ole yleisessä käytössä. Revisointiin liittyvät terminologiset seikat niin käännösalan toimijoiden kuin tutkijoidenkin parissa olisivat oiva tutkimuskohde tulevaisuudessa.

Kyselyssä vastaajia pyydettiin arvioimaan revisoitavien käännösten määrää. Neljä yhdeksästä vastaajasta sanoi, että käännöksistä revisoidaan 91–100 %, ja kahdeksan yhdeksästä kertoi revisointia tehtävän yli puolelle yrityksen käännöksistä. Rasmussenin ja Schjoldagerin vastajista suurin osa väitti yrityksen revisoivan 91–100% käännöksistä (2011, 101). Kuten heidänkin vastaajansa, myös osa tähän tutkimukseen osallistuneista kertoi, että revisointi jätetään silloin tällöin tekemättä. Revisoinnin poisjättämisen syiksi ilmoitettiin muun muassa asiakkaan vaatimukset ja ajanpuute. Samat syyt toistuiivat myös Rasmussenin ja Schjoldagerin tutkimuksessa. Vastaajista seitsemän kertoi yrityksensä tekevän vertailevaa revisointia 91–100 %:lle käännöksistä. Yksi vastaajista mainitsi, että on äärimmäisen harvinaista tarkistaa käännöstä vertaamatta

sitä lähtötekstiin. Toinen kertoi, että vertaileva revisointi ei välttämättä koske koko käännoä, vaan revisoija vertailee käännoä lähtötekstiin vain niissä kohdin, joissa käännoä vaikuttaa epäilyttävältä. Vain kaksi vastaajista ilmoitti, että käännoäksistä revisoidaan vertaillen 21–30 %.

Yhdeksästä kyselyyn vastanneesta yrityksestä vain kolmella oli joko kirjallisia tai suullisia revisointia koskevia ohjeistuksia tai suosituksia. Tämä oli yllättävää, sillä Rasmussenin ja Schjoldagerin tutkimuksessa (2011, 105–108) kävi ilmi, että kyselyyn vastanneista 24:stä yrityksestä jopa 19:llä oli revisointia koskevia ohjeistuksia, joista yhdeksällä säännöt olivat kirjallisessa muodossa. Lisäksi vastaajia pyydettiin kyselyssä kertomaan, millaisiin asioihin revisoinnissa heidän yrityksessään keskitytään. Alla olevassa taulukossa esittelen vastaajien mainitsemat seikat ja vertaan niitä Mossopin parametreihin.

## Taulukko 2. Vastaajien revisointiparametrit

Vastaajien parametrit	Parametrin maininneiden yritysten määrä	Mossopin revisointiparametrit
Ekvivalenssi (sisältö ja merkitysvaihteet)	4	A. Siirto: Tarkkuus
Kaikki on käännetty	1	A. Siirto: Täydellisyys
Sisältö, Tarkka/tarkoituksenmukainen sisällön siirto	2	B. Sisältö
Asiasisällön virheettömyys, Numeroiden virheettömyys	2	B. Sisältö: faktat
Kielentarkistus käyttötarkoitusta ajatellen	1	C. Kieli
Sujuvuus, Luettavuus, Selkeys, Ymmärrettävyys	4	C. Kieli: Sujuvuus
Tarkka/tarkoituksenmukainen sisällön siirto, Käännoä sopii käyttötarkoitukseensa ja yleisölleen	2	C. Kieli: Räätelöinti
Terminologinen virheettömyys, Asiakkaan terminologian noudattaminen, Sopiva tyyli, Tekstilajin vaatimukset	5	C. Kieli: Tekstilajivastaavuus
Idiomaattisuus, Kohdekielelle luonteenomaiset ilmaukset	2	C. Kieli: Idiomaattisuus
Kirjoitusasu, Oikeinkirjoitus, Orthography, Kieliopillinen virheettömyys, Lauserakenteet	7	C. Kieli: Mekaniikka
Oikea layout, Siisti layout	2	D. Esitys: Layout
Typografiset virheet	1	D. Esitys: Typografia

Taulukosta 2 käy ilmi, että Mossopin revisointiparametrit (2014, 134–135) ja vastaajien revisointiparametrit vastaavat varsin hyvin toisiaan. Kaikki neljä Mossopin esittelemää pääryhmää olivat edustettuina vastauksissa. Kielelliset seikat (Ryhmä C) mainittiin tutkimuksessa useimmiten, kun taas siirtoon ja sisältöön viitattiin vain muutamia kertoja. Kielellinen virheettömyys korostui myös Rasmussenin ja Schjoldagerin tutkimuksessa (2011, 107–108). Tanskalaiset vastaajat kuitenkin mainitsivat kielelliset

seikat aina jonkin muun ryhmän parametrin kanssa, kun taas osa suomalaisista vastauksista koski ainoastaan kieleen liittyviä revisointiparametrejä.

Kuten tanskalaisissa käännöstoimistoissa (Rasmussen & Schjoldager 2011, 109–110), revisointia pidettiin vastaajien keskuudessa pääasiassa kääntäjien tehtävänä. Vain yhdessä yrityksessä yhdeksästä revisointi oli käännöskoordinaattorin vastuulla. Muut yritykset kertoivat kääntäjien revisoivan käännökset, ja kolmessa yrityksessä revisointia tekivät kääntäjien lisäksi muut yrityksen työntekijät. Kahdeksassa yrityksessä korjauksia myös pidettiin ehdotuksina kollegalta toiselle (peer-to-peer), eli niistä saatettiin vapaasti keskustella kääntäjän ja revisoijan kesken. Palautetta pidettiin keskeisenä osana revisointiprosessia; korjausten nähtiin olevan riittämättömiä, jollei niitä selitetty tai täydennetty palautteen avulla. Palaute nähtiin myös standardoivana; sen avulla kääntäjät ymmärtävät konkreettisesti, mitä heiltä yrityksen puolelta odotetaan. Sen avulla yritysikin kykenee arvioimaan kääntäjien suoritusta. Vastaajista kaksi ilmoitti, että kääntäjien saamaa palautetta käytetään säännöllisesti työntekijöiden työpanosta ja työn laatua arvioitaessa.

Koska revisointi on osa käännöksen laadunhallintaa, esitettiin kyselyssä kääntäjän työtä ja laatua koskevia kysymyksiä. Näihin kysymyksiin yritykset vastasivat verrattain pitkästi ja kattavasti. Tämä voi johtua joko siitä, että laatua koskevat seikat kiinnostavat vastaajia, tai siitä, että vastaajat ovat alalla toimiessaan tottuneet keskustelemaan laadusta. Vastaajia pyydettiin kuvailemaan yrityksen käännöksille asettamia laatuvaatimuksia. Vastauksissa mainittiin muun muassa käännöksen soveltuvuus tarkoitukseensa, sekä merkityksen ja tyylin tarkkuus. Erityisesti vastaajat kuitenkin korostivat käännöksen virheettömyyttä, mikä korreloi Rasmussenin ja Schjoldagerin (2011, 111) tutkimustulosten kanssa. Myös heidän tutkimukseensa osallistuneiden yritysten laatuvaatimuksissa kielellinen, terminologinen ja tyyllinen virheettömyys olivat keskeisessä roolissa (mp).

Mielenkiintoisena yksityiskohtana mainittakoon, että yksi suomalaisista vastaajista mainitsi laatuvaatimusten sisältävän tarkan ohjeistuksen siitä, miten käännösmuisteja ja terminologiaa tulisi käyttää. Työkalujen oikeanlainen käyttö auttaa laadukkaan tai virheettömän käännöksen tuottamisessa käyttöhetkellään, mutta ratkaisujen tallentaminen käännösmuistiohjelmaan saattaa vaikuttaa käännösten laatuun myös tulevaisuudessa, kun ohjelmaa käytetään apuna muiden käännösten tuottamisessa.

Kolme vastaajaa vastasi laatuvaatimuksia koskeneeseen kysymykseen erityisen yksityiskohtaisesti. Eräs heistä mainitsi käännosten tarkistamisen keskeisenä osana yrityksensä laadunhallintaa. Vastaajan mukaan yrityksen laatuvaatimuksissa todetaan, että asiakkaalle lähetettävien käännosten tulee olla sujuvaa kohdekieltä ja niiden tulee olla paitsi kääntäjän itsensä, myös vähintään yhden kollegan tarkistamia. Toinen vastaaja puolestaan korosti kääntäjän ja asiakkaan merkitystä laadunhallintaan. Kääntäjän ammattitaito ja ymmärrys nähtiin keskeisinä laatuvaatimuksina. Toisaalta myös asiakkaan laatuvaatimukset ja asiakkailta saatu palaute vaikuttavat vastaajan mukaan yrityksen laatuvaatimukseen. Asiakas siis pystyy vaikuttamaan laatuun ennakoivasti ohjeistamalla ja jälkikäteen palautteen avulla. Myös kolmas pitkähkö vastaus korosti asiakkaan roolia laatuvaatimusten määrittelyssä. Vastaajan mukaan asiakas on viime kädessä se, joka määrittelee laadun. Tästä syystä asiakkaan kanssa tehtyä sopimusta noudatetaan tarkasti. Myös osa Rasmussenin ja Schjoldagerin vastaajista kertoi laatuvaatimusten vaihtelevat tilanteen ja asiakkaiden vaatimusten mukaan (2011, 111–112).

Vastaajia pyydettiin kyselyssä kuvaamaan, millaisena he kokevat laatuvaatimusten ja kääntäjän työn välisen suhteen. Vastaukset olivat erittäin positiivisia, sillä vastaajat vaikuttivat luottavan vankasti siihen, että ammattitaitoinen ja koulutettu kääntäjä täyttää laatuvaatimukset helposti. Vastausten positiivisuus koulutukseen ja ammattitaitoon liittyen oli yllättävää, sillä Rasmussenin ja Schjoldagerin (2011, 113) tutkimukseen vastanneet olivat puolestaan huolissaan kääntäjien osaamisesta. Osa heistä koki, etteivät yliopistot heidän mukaansa valmentaneet opiskelijoita tarpeeksi hyvin asiatekstikäntämisen haasteisiin.

Vastaajista kuusi koki laadunhallinnassa olevan haasteita. Neljä näistä vastaajista mainitsi ajan suurena haasteena; kustannustehokkuus ja aikaa vievät laadunvalvonnan prosessit vaativat tasapainoilua, etenkin kun asiakkaat toivovat saavansa käännökset käyttöönsä mahdollisimman nopeasti. Eräs vastaajista kertoi, etteivät asiakkaat välttämättä ymmärrä, kuinka paljon aikaa laadukkaan kääntäminen tosiasiaassa vie. Toinen vastaaja totesi lyhentyneiden toimitusaikojen olevan haasteellisia, sillä ne lyhentävät myös laadunvarmistukselle varattua aikaa. Vastaajan mukaan valmisteluvaiheeseen tulisikin kiinnittää entistä enemmän huomiota, jotta

laadunhallinnan painopiste saataisiin siirrettyä käännöksen jälkitarkistuksesta ja revisoinnista käännöstyötä edeltävään vaiheeseen.

Lisäksi käännösprojektiin sopivan kääntäjän löytyminen mainittiin kahdessa vastauksessa haastavana. Yksi vastaajista mainitsi, että yrityksessä ei aina voida olla täysin varmoja siitä, että työtehtävään valittu kääntäjä on taidoiltaan ja kokemukseltaan tehtävän tasalla. Mitä paremmin yritys tuntee kääntäjänsä, sitä helpompaa on valita asiakkaan vaatimukseen soveltuva kääntäjä. Toinen vastaaja totesi, että erityisesti harvinaisempien kielten käännöksille on vaikea löytää tekijää. Jos kääntäjä löydetäänkin, voi olla vähintäänkin yhtä vaikeaa löytää käännökselle kielitaitoinen ja asiantunteva revisoija.

Konekääntämisen laadunvarmistukselle luomat haasteet nostettiin myös esiin vastauksissa. Toisaalta teknologisten työkalujen arvioitiin auttavan tulevaisuudessa, kun toimitusajat kiristyvät entisestään. Eräs vastaajista arveli, että muun muassa pilvipalvelut ja yhteiset käännösmuistit helpottavat suuritöisten käännösprojektien parissa työskentelyä, sillä ne mahdollistavat kääntäjien reaaliaikaisen yhteistyön saman tekstin parissa. Toisaalta ilmaistiin huolta siitä, että puhe konekääntämisestä maalaa vääränlaista kuvaa siitä, millä nopeudella laadukkaita käännöksiä pystytään tuottamaan.

Käännösteknologian yleistyminen koettiin paitsi haasteena laadunvarmistukselle, myös haasteena kääntäjille. Vastaajat kokivat tietoteknisen osaamisen olevan tärkeää kääntäjän ammatissa toimiville niin nyt kuin tulevaisuudessakin. Eräs vastaajista arveli, että kääntäjiä kohtaan asetettavat vaatimukset kasvavat tulevaisuudessa, kun vaikeammat ja luovat toimeksiannot jäävät kääntäjille ja rutiininomaiset käännöstyöt siirtyvät koneiden tehtäväksi. Vastaaja esittikin, että tulevaisuudessa kääntäjien ammattikunta saattaisi kadota ja tilalle voisi tulla vastaajan sanoin ”jonkinlaisia monikielisen tai kulttuurinvälisen viestinnän moniosaajia”. Vastaajan sananvalinta oli mielenkiintoinen, sillä tähän suuntaan Euroopassa näytetään tällä hetkellä ainakin yliopistokoulutuksen saralla liikuttavan. European Master's in Translation -laatumerkin saaneista 60 yliopistosta huomattavan moni on valinnut tutkinto-ohjelmiansa nimikkeiksi käännöstieteen rinnalle tai sijaan monikielisen, kulttuurienvälisen, tai monikulttuurisen viestinnän (European Commission 2014). Tutkinto-ohjelmat eivät siis

kouluta ainoastaan kääntäjiä, vaan tähtäävät monikielisen ja monikulttuurisen viestinnän asiantuntijoiden kouluttamiseen.

## **Lopuksi**

Kyselytutkimukseen osallistuneita yrityksiä oli verrattain vähän, joten tutkimuksen tuloksien yleistettävyyden on heikko. Tutkimuksen hankalin osuus olikin juuri vastaajien löytäminen. Olen kuvaillut käännösyriksien etsimisen vaikeutta yksityiskohtaisemmin tutkielmani alaluvussa 4.2. Kattavaa ja ajantasaista listausta suomalaisista käännösyriksistä oli varsin haastavaa löytää. Kun tuloksia vertaillaan tanskalaisen tutkimuksen (Rasmussen & Schjoldager 2011) tulosten kanssa, ovat ne kuitenkin monilta osin samankaltaisia. Tuloksista kävi kiistattomasti ilmi, että vastaajat ovat kiinnostuneita keskustelemaan laadunhallintaan ja revisointiin liittyvistä kysymyksistä.

Revisointi nähtiin tärkeänä osana laadunhallintaa, vaikka siitä luovuttiinkin tietyissä tapauksissa. Erityisesti aikapaineet ja asiakkaan vaatimukset vaikuttivat siihen, mitkä tekstit revisoitiin ja millä tavoin. Aikaa pidettiin suurena haasteena käännösosalalle ja laadunhallinnalle, sillä vastaajat odottivat toimitusaikataulujen vain kiristyvän tulevaisuudessa. Eräs vastaaja pohtikin sitä, saataisiinko laadunhallintaan kuluva aikaa lyhennettyä, mikäli huomio kiinnitettäisiin revisoinnista käännöksen valmisteluvaiheeseen. Prosessia edeltävää valmistelua on tutkittu tulkkauksen tutkimuksessa runsaastikin, mutta kääntämisen saralla tutkimusta on verrattain vähän. Olisikin mielenkiintoista perehtyä tutkimuksessa tarkemmin käännöksen valmisteluvaiheeseen laadunhallinnan näkökulmasta. Ajan ja asiakkaiden vaatimusten lisäksi konekääntämisen ja käännösteknologian yleistymisen koettiin laadunhallinnan kannalta haastavana. Näiden vaikutusta kääntäjän ammattiin tutkittaneen lisää tulevaisuudessa, kun käännösteknologia yleistyy entisestään.

Replikoimassani tutkimuksessa todettiin, että 24:stä tanskalaisesta toimistosta 19:llä oli revisointia koskevia ohjeistuksia (Rasmussen & Schjoldager 2011, 105–108). Siksi olikin yllättävää, että vain kolme yhdeksästä kyselyyni vastanneesta kertoi yrityksessään olevan käännösten tarkistamiseen liittyviä ohjeita. Näistä kolmesta vastaajasta yksi sanoi, että ainoa kirjoitettu sääntö on se, että kääntäjä on vastuussa käännöksen ja termien oikeellisuudesta, ja revisoija käännöksen sujuvuudesta. Tulos

oli yllättävä, sillä vaikka revisointi koettiin tärkeänä laadunhallinnan kannalta, ei siihen ollut yrityksen taholta annettu tarkkoja ohjeita.

Ohjeiden puuttuminen voi osaltaan liittyä myös laadun määrittelyn vaikeuteen. Kyselyssä kävi ilmi, että käännöksen laatu punnitaan tapauskohtaisesti, ja se voi muuttua asiakkaan toiveiden mukaan toimeksiannosta toiseen. Laatua koskevat kysymykset kuitenkin vaikuttivat kiinnostavan vastaajia eniten, sillä niihin vastattiin verrattain pitkästi ja kattavasti. Laadusta lieneekin myös jatkossa syytä keskustella käännöstieteen saralla.