

**INVESTIGATING AUTO-TRANSLATE MESSAGE IN *GRAB*
TEXTING FEATURE**

THESIS

By:

Bagus Putra Adhyaksa

15320144



ENGLISH LITERATURE DEPARTMENT

FACULTY OF HUMANITIES

UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM

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**INVESTIGATING AUTO-TRANSLATE MESSAGE IN *GRAB*
TEXTING FEATURE**

THESIS

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In Partial Fulfillment of the Requirements for the Degree of *Sarjana Sastra* (S.S.)

By:

Bagus Putra Adhyaksa

15320144

Advisor:

Mazroatul Ishlahiyah, M.Pd.

NIP. 19910722201802012181



ENGLISH LITERATURE DEPARTMENT

FACULTY OF HUMANITIES

UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM

MALANG

2019

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Malang, 20 Desember 2019

The Researcher,



APPROVAL SHEET

This is to certify that the under graduate Thesis of Bagus Putra Adhyaksa, untitled “*Investigating Auto-Translate Message in Grab Texting Feature*” has been approved by the board of examiners as the requirement for the Degree of Bachelor (S1) in English Literature Department, Faculty of Humanities, Islamic State University Maulana Malik Ibrahim Malang.

Malang, 20 Desember 2019

Approved by
Advisor,



Mazroatul Ishlahiyah, M.Pd.
NIP 19910722201802012181

Head of Department of
English Literature,



Rifa Sari, M.Pd.
NIP 197506102006042002

Acknowledged by Dean,



Dr. Hj. Syafiyah, M.A.
NIP 196609101991032002

LEGITIMATION SHEET

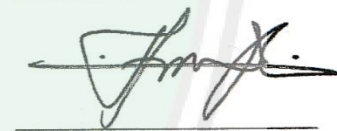
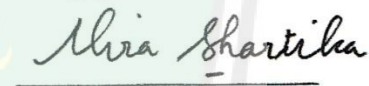
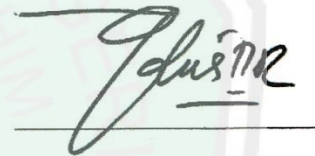
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Malang, 20 Desember 2019

The Board of Examiners

Signatures

1. Dr. Galuh Nur Rohmah, M.Pd., M.Ed.
NIP. 197402111998032002 (Main Examiner)
2. Mira Shartika, M.A.
NIP. 19790308201802012177 (Chair)
3. Mazroatul Ishlahiyah, M.Pd.
NIP. 19910722201802012181 (Advisor)



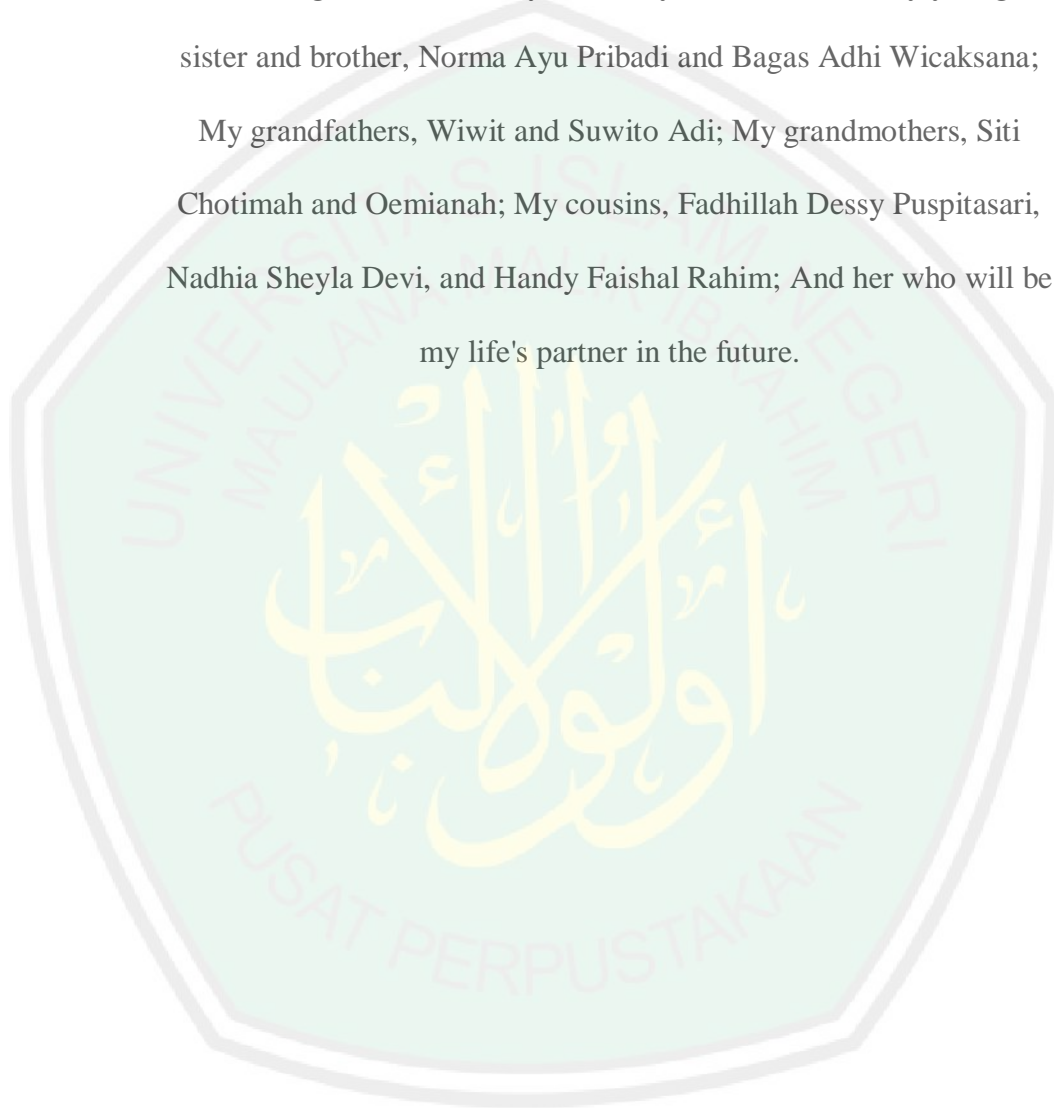
MOTTO

“Do your best, the results will follow”



DEDICATION

I proudly dedicate this thesis to my father Sigid J. Pribadi; My mother, Agisnia Endah Setyowati; My Sister Robi'ah; My younger sister and brother, Norma Ayu Pribadi and Bagas Adhi Wicaksana; My grandfathers, Wiwit and Suwito Adi; My grandmothers, Siti Chotimah and Oemianah; My cousins, Fadhillah Dessy Puspitasari, Nadhia Sheyla Devi, and Handy Faishal Rahim; And her who will be my life's partner in the future.



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Malang, April 20, 2019

Bagus Putra Adhyaksa

ABSTRACT

Bagus Putra Adhyaksa. 2019. *Investigating Auto-Translate Message in Grab Texting Feature*. Thesis. English Literature Department. Faculty of Humanities. Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Advisor : Mazroatul Ishlahiyah M.Pd.

Keywords : Translation, Auto-Translate Message, Grab Texting Feature, Translation Technique, Translation Error

This research aims to investigate the effect of auto-translate message in Grab texting feature. In conducting that, the researcher also analyzes the translation errors and translation technique that occur in auto-translate message of Grab texting feature. This research was conducted because of the phenomena of translation errors found in auto-translate message of Grab texting feature. These translation errors occur when there is an ongoing communication between the customer and the driver by Grab texting feature. Some text messages would be automatically translated by auto-translate message. However, not all translation results will produce the correct translated text.

This research uses descriptive qualitative research method. Because this research requires qualitative data selection to be analyzed in the form of a description. The object of this study is the Grab application available on smartphones. There were 8 participants selected according to the criteria needed for this study. These participants helped in the process of collecting data. There are two main data in this study. First, the data in the form of words, phrases, and sentences that have been automatically translated by auto-translate message in the screenshot of data that has been collected by 8 selected participants for 2 weeks. Second, data in the form of interview transcripts from 8 selected participants related to their experience in using Grab and their experience in finding cases of translation errors in it. There are 2 theories used in analyzing data. The theory of error is translated by Dulay, Burt, and Krashen (1982) and the theory of translation techniques by Molina and Albir (2002). This study also presents the conclusions of the interview results with 8 samples related to their opinions on Grab auto-translate message.

On the translation error part, the research shows that the linguistic constituent is the major error find on the linguistic category, misordering is the major error find on the surface category, and local error is the most matter on communicative effect. On the translation technique part, Researcher found 9 from 18 translation technique applied in Grab auto-translate message. The most dominant technique applied in Grab auto-translate message is Literal Translation with 8 from 40 total translation technique found in 28 data used this technique. The other most dominant translation technique is transposition with 7 from 40 total translation technique found in 28 data used this technique. The research interview result is Grab auto-translate message is not efficient. Commonly, all the selected samples stating that the use of informal or incomplete source text on the Grab auto-translate machine become the major reasons of the translation error. However, the high error percentage on the result of Grab auto-translate message does not affect much for the sample participant, because they are Indonesian native speakers. As the selected sample participant also argue that Grab auto translate message feature is not effective due to its implementation. They recommend to improve the Grab auto-translate message feature and quality.

The conclusion of this research is that although the auto-translate message has the frequency of producing translation errors, it has no impact on the customer. Both in terms of understanding which does not cause misunderstanding, and in terms of their interest in using Grab as their daily life supporting applications. Researchers recommend to have a wider analysis on the object (the length of data collecting duration and other observable application) with possible qualified sample participants.

ABSTRACT

Bagus Putra Adhyaksa. 2019. *Penyelidikan Pesan Terjemahan Otomatis pada Fitur Pesan Grab*. Tesis. Jurusan Sastra Inggris. Fakultas Humaniora. Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Penasihat : Mazroatul Ishlahiyah M.Pd.

Kata kunci : Terjemahan, Pesan Terjemahan Otomatis, Fitur Pesan Grab, Teknik Terjemahan, Kesalahan Terjemahan

Penelitian ini bertujuan untuk mengetahui pengaruh pesan terjemahan otomatis pada fitur aplikasi Grab. Dalam melakukan itu, peneliti juga menganalisis kesalahan terjemahan dan teknik terjemahan yang terjadi dan digunakan dalam pesan terjemahan otomatis dari fitur pesan Grab. Penelitian ini dilakukan karena adanya fenomena kesalahan terjemahan yang ditemukan dalam pesan terjemahan otomatis pada fitur pesan dari aplikasi Grab. Kesalahan terjemahan ini terjadi ketika terdapat komunikasi yang sedang berlangsung antara pelanggan dan pengemudi dengan fitur pesan Grab. Beberapa pesan teks akan diterjemahkan secara langsung oleh pesan terjemahan otomatis. Namun, tidak semua hasil terjemahan akan menghasilkan teks terjemahan yang benar.

Penelitian ini menggunakan metode penelitian deskriptif kualitatif. Karena penelitian ini memerlukan pemilihan data kualitatif untuk dianalisis dalam bentuk deskripsif. Objek penelitian ini adalah aplikasi Grab yang tersedia di smartphone. Ada 8 peserta yang dipilih sesuai dengan kriteria yang dibutuhkan untuk penelitian ini. Para peserta ini membantu dalam proses pengumpulan data. Terdapat dua data utama dalam penelitian ini. Pertama, data dalam bentuk kata, frasa, dan kalimat yang telah diterjemahkan secara langsung oleh pesan terjemahan otomatis dalam data tangkapan layar yang telah dikumpulkan oleh 8 peserta terpilih selama 2 minggu. Kedua, data dalam bentuk transkrip wawancara dari 8 peserta yang dipilih terkait dengan pengalaman mereka dalam menggunakan Grab dan pengalaman mereka dalam menemukan kasus kesalahan terjemahan di dalamnya. Terdapat 2 teori yang digunakan dalam menganalisis data. Teori kesalahan diterjemahkan oleh Dulay, Burt, dan Krashen (1982) dan teori teknik terjemahan oleh Molina dan Albir (2002). Penelitian ini juga menyajikan kesimpulan dari hasil wawancara dengan 8 sampel terkait dengan pendapat mereka tentang pesan terjemahan otomatis Grab.

Pada bagian kesalahan terjemahan, penelitian ini menunjukkan bahwa konstitusi linguistik adalah kesalahan utama yang ditemukan pada kategori linguistik, misordering adalah kesalahan utama yang ditemukan pada kategori surface, dan local eror adalah kesalahan utama yang ditemukan pada kategori efek komunikasi. Pada bagian teknik terjemahan, Peneliti menemukan 9 dari 18 teknik terjemahan yang diterapkan dalam pesan terjemahan otomatis Grab. Teknik yang paling dominan diterapkan dalam pesan terjemahan otomatis Grab adalah penerjemahan literal dengan 8 dari total 40 teknik terjemahan pada 28 data menggunakan teknik ini. Teknik terjemahan paling dominan lainnya adalah transposition dengan 7 dari total 40 teknik terjemahan pada 28 data menggunakan teknik ini. Hasil wawancara penelitian menyatakan bahwa pesan terjemahan otomatis pada aplikasi Grab tidak efisien. Secara umum, semua sampel yang dipilih menyatakan bahwa penggunaan teks sumber yang tidak resmi atau tidak lengkap pada mesin terjemahan otomatis di aplikasi Grab menjadi alasan utama kesalahan terjadinya terjemahan. Namun, persentase kesalahan yang tinggi pada hasil pesan terjemahan otomatis Grab tidak banyak mempengaruhi peserta sampel, karena mereka adalah penutur asli bahasa Indonesia. Peserta sampel yang dipilih juga berpendapat bahwa fitur pesan terjemahan otomatis Grab tidak efektif berdasarkan implementasinya. Mereka merekomendasikan untuk meningkatkan fitur dan kualitas pesan terjemahan otomatis pada aplikasi Grab.

Kesimpulan dari penelitian ini adalah bahwa meskipun pesan terjemahan otomatis memiliki frekuensi menghasilkan kesalahan terjemahan, itu tidak berdampak pada pelanggan. Baik dari segi pemahaman yang hasilnya tidak menyebabkan kesalahpahaman, dan dalam hal minat mereka dalam menggunakan Grab sebagai aplikasi pendukung kehidupan sehari-hari mereka. Peneliti merekomendasikan untuk memiliki analisis yang lebih luas pada objek (panjang durasi pengumpulan data dan aplikasi yang dapat diamati lainnya) dengan peserta sampel yang memenuhi syarat.



المستخلص

باجوس بوترا أدهيكسا. الاستفسار عن رسالة الترجمة التلقائية على ميزة رسالة الاستيلاء
 . بحث جامعي. قسم الأدب الإنجليزي. كلية العلوم الإنسانية. جامعة مولانا مالك
 إبراهيم الإسلامية الحكومية مالانج.
 المشرفة : مزروعة الاصلاحية
 الكلمات الرئيسية : رسالة الترجمة التلقائية ، ميزة الاستيلاء على الرسائل النصية ،
 تقنية الترجمة خطأ في الترجمة

تهدف هذه الدراسة إلى تحديد تأثير رسائل الترجمة التلقائية على ميزة تطبيق Grab. عند القيام بذلك ، يقوم الباحثون أيضًا بتحليل أخطاء الترجمة وأساليب الترجمة التي تحدث وتستخدم في رسائل الترجمة التلقائية من ميزة رسائل Grab. تم إجراء هذا البحث نظرًا لظاهرة أخطاء الترجمة الموجودة في رسائل الترجمة التلقائية على ميزات الرسائل الخاصة بتطبيق Grab. يحدث خطأ الترجمة هذا عندما يكون هناك اتصال مستمر بين العميل والسائق باستخدام ميزة رسالة Grab. سيتم ترجمة بعض الرسائل النصية مباشرة بواسطة رسالة ترجمة تلقائية. ومع ذلك ، لن تنتج كل نتائج الترجمة النص المترجم الصحيح.

يستخدم هذا البحث طرق البحث النوعي الوصفي. لأن هذا البحث يتطلب اختيار البيانات النوعية ليتم تحليلها في شكل وصفي. الهدف من هذه الدراسة هو تطبيق Grab المتوفر على الهواتف الذكية. تم اختيار 8 مشاركين وفقًا للمعايير اللازمة لهذه الدراسة. ساعد هؤلاء المشاركون في عملية جمع البيانات. هناك نوعان من البيانات الرئيسية في هذه الدراسة. أولاً ، البيانات في شكل كلمات وعبارات وجمل تمت ترجمتها مباشرة بواسطة رسالة ترجمة تلقائية في بيانات لقطة الشاشة التي تم جمعها بواسطة 8 مشاركين محددتين لمدة أسبوعين. ثانيًا ، ترتبط البيانات في شكل محاضر مقابلة من 8 مشاركين محددتين بتجربتهم في استخدام Grab وتجربتهم في العثور على حالات أخطاء الترجمة فيها. هناك 2 نظريات تستخدم في تحليل البيانات. تمت ترجمة نظرية الأخطاء بواسطة Dulay و Burt و Krashen (1982) ونظرية تقنيات الترجمة من قبل Molina و Albir (2002). تقدم هذه الدراسة أيضًا استنتاجات من نتائج المقابلات مع 8 عينات متعلقة بأرائهم حول رسائل الترجمة التلقائية لـ Grab.

في قسم أخطاء الترجمة ، توضح هذه الدراسة أن الدستور اللغوي هو الخطأ الرئيسي الموجود في الفئة اللغوية ، وسوء التنظيم هو الخطأ الرئيسي الموجود في الفئة السطحية ، والخطأ المحلي هو الخطأ الرئيسي الموجود في فئة تأثير الاتصال. في قسم تقنية الترجمة ، وجد الباحثون 9 من أصل 18 من تقنيات الترجمة المطبقة في رسائل Grab للترجمة الآلية. التقنية الأكثر استخدامًا في رسائل الترجمة التلقائية Grab هي الترجمة الحرفية مع 8 من إجمالي 4. تقنية ترجمة على 28 بيانات باستخدام هذه التقنية. تقنية الترجمة الأكثر شيوعًا الأخرى هي تبديل الحروف مع 7 من إجمالي 4. تقنية ترجمة على 28 بيانات باستخدام هذه التقنية. ذكرت نتائج المقابلة البحثية أن رسائل الترجمة التلقائية على تطبيق Grab غير فعالة. بشكل عام ، تشير جميع العينات المحددة إلى أن استخدام نص مصدر غير رسمي أو غير مكتمل على محرك الترجمة الآلية في تطبيق Grab هو السبب الرئيسي للأخطاء في الترجمة. ومع ذلك ، فإن النسبة المئوية العالية من الأخطاء في نتائج رسائل Grab للترجمة التلقائية لم تؤثر بشكل كبير على عينة المشاركين ، لأنهم كانوا متحدثين أصليين للإنдонونيسية. اعتقد المشاركون المختارون أيضًا أن ميزة رسالة Grab التلقائية للترجمة لم تكن فعالة استنادًا إلى تنفيذها. يوصون بتحسين ميزات وجود رسائل الترجمة التلقائية في تطبيق Grab.

استنتاج هذا البحث هو أنه على الرغم من أن رسائل الترجمة التلقائية لها تكرار في إنتاج أخطاء الترجمة ، إلا أنها لا تؤثر على العملاء. سواء من حيث فهم النتائج لم تسبب سوء فهم ، ومن حيث اهتمامهم باستخدام Grab كتطبيق دعم لحياتهم اليومية. يوصي الباحث بإجراء تحليل أوسع للكائن (المدة الطويلة لجمع البيانات والتطبيقات القابلة للملاحظة) مع عينة من المشاركين المؤهلين.

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CHAPTER 1

INTRODUCTION

This chapter contains several sections. Starts with the background of the research, then proceed with the formulation of the research questions and the research objectives, then there is significance of the research, scope and limitation, definition of key terms, previous studies, and finally the research method in which will be further divided into several sections such as research design; data and data source; research sample; research instrument; data collection; and data analysis.

A. Background of the Research

In today's modern globalization era, people have a lot of needs that must be fulfilled. Therefore, technology is also developed to make them easier in filling their daily needs. What currently being developed on a service technology that alleviates people in terms of meeting their daily needs is Grab. Grab is one of the O2O platforms headquartered in Singapore and it is used mostly in Southeast Asia, providing daily necessities for its customers including trips, food delivery, delivery of goods - and payments using digital wallets (“Semua bermula dari”, n.d.). Grab stays grow over time. This application is increasingly being up-to-date with the addition of several advanced features on it.

One of the Grab features that currently being developed is a texting feature. Based on the comments of the Co-Founder Grab, this feature facilitates driver and customer to communicate. Previously only by telephone and message, Grab driver could confirm the existence or conduct transactions with Grab customers. In addition, this feature helps Grab driver to communicate with them without worrying about the cost of expensive telephone calls (“Grab Luncurkan Layanan”, 2016). More than that, based on the statement above the texting feature also adds additional features in it, this feature is an auto-translate message. This auto-translate message is added to facilitate the communication of drivers with the customer easily especially foreigners. It allows drivers to communicate seamlessly with language support. Some of the messages contained in the texting feature are translated into English automatically by the machine translation in Grab. With this auto-translate message, it is easy for travelers in Southeast Asia to communicate with local drivers (“Grab Luncurkan Layanan”, 2016). This feature automatically translates several texts that are often used by drivers and customers while making transactions.

However, the current phenomenon is the effect of auto-translate message is questionable. According to the recorded article, the researcher finds some data related to translation errors in Grab. For the example of the translation error "mlm psk" becomes "night sex" (Salim, 2018). Another example is the word "Saya distopan bu" which is translated to "I'm stupid bu" (Salim, 2018). Based on the survey results related to the use of Grab some do

not care about this problem, but there are some comments that this phenomenon affects the efficiency of the auto-translate message. This phenomenon can also lead to misunderstandings between drivers and customers in the communication, especially foreigners. Hence, the researcher is interested in examining the use of the auto-translate message found in Grab. The purpose of this research is to find out the translation errors, translation techniques, also the effect of the Grab auto-translate message on its implementation.

Participants taken as a sample in this research are English Literature Students of the Malang State Islamic University in the year 2015 - 2016, which of these students have taken the professional course as translators. The reason why the researcher chooses translation students as the sample of this research is that they have more experience in understanding cases related to translation, bearing in mind the topic discussed is a translation. In addition, because this research is qualitative research, a representative sample is needed for this research. Consequently, the participants were selected based on certain criteria.

Moreover, the researcher uses Dulay, Burt, and Krashen's (1982) theory about translation errors. This theory classifies translation errors into 4 kinds of errors. They are; Linguistic Category; Surface Category; Comparative Taxonomy; and Communicative Effect. After that, the researcher uses Molina and Albir's theory (2002) as a theoretical basis to find out related to translation techniques. Molina and Albir's translation

techniques theory (2002) classifies translation techniques into 18 types. They are; 1. Adaptation; 2. Amplification (Addition); 3. Borrowing; 4. Calque; 5. Compensation; 6. Description; 7. Discursive Creation; 8. Established Equivalence; 9. Generalization; 10. Linguistic Amplification; 11. Linguistic Compression; 12. Literal Translation; 13. Modulation; 14. Particularization; 15. Reduction; 16. Substitution; 17. Transposition; 18. Variation. Because the data obtained are limited and almost the same, the researcher decides to immediately narrow the analysis by only mentioning several elements of theories that appear on the existing data.

Before conducting the research, the researcher explores five previous studies related to translation error and translation technique in machine translation. They are; First research on machine translation. Research by Ulfah (2010) entitled *an Accuracy Analysis in Indonesian-English Translation Using "Google Translate" Machine Translation*. And research by Wisniewski, Kubler, and Yvon (2014) entitled *A Corpus of Machine Translation Errors Extracted from Translation Students Exercises*. Both analyze machine translation compared with human translation. Second is about the translation techniques; this research was conducted by Angono (2015) entitled *Analysis of Translation Technique and Quality Assessment as Part of Software Localization UCweb Browser*. Also research by Putra and Nugroho (2016) entitled *Translation Techniques Used in RF-Online Game*. Both previous studies analyze about translation technique towards machine translation. Third is about the translation errors. There is research by Amanah

(2017) entitled *Errors Made by Google Translate and Its Rectification by Human Translators*. Her research discusses about translation errors found on Google Translate

From some previous studies that have been explored by the researcher. The researcher found several differences that distinguish current research with some previous studies. First is the research object. Current research with several previous studies, each examining different objects. The object of the current research is Grab, while several previous studies have varied, such as Google Translate; Online Game; and UC Web Browser. Second is research theory. The theory used to analyze data from several previous studies are differ. In a current research, the researcher uses Dulay, Burt, Krashen's (1982) theory of translation errors and Molina and Albir's (2002) theory of translation techniques. In addition to the theories that are used differently, other things distinguish current research with some previous studies in the use of theory as a medium of analysis. In the current research the researcher conducts data analysis using both theories (theories about translation errors and translation techniques), while some previous studies only focus on one type of analysis (theories about translation errors or translation techniques on machine translators). Third, the research method. In the current research adds interview sessions with selected samples of the selection results according to research needs. The purpose of this interview session is to strengthen the results of the analysis with statements from selected samples.

In a general way, this research draws conclusions regarding the efficiency of using the auto-translate message in Grab. With the objectives, this research can be an example in developing an application of translation in technology. Also, with the limitations of existing research, it is hoped that further research can be carried out on the application of translation in technology. In reaching the conclusion related to efficiency, this research interviews with several customers related to their experience using this application. The results of this research are expected to improve the awareness of the use of an auto-translate message in Grab to avoid misunderstandings. This research classified the collected data applied Molina, Albir's Translation Technique & Dulay, Burt, Krashen's Translation Error. Also, the research data screenshot archive and the sample participant interview transcripts are the main keys to uncover the questionable case on this research.

B. Research Questions

Considering the background of the research, the researcher formulated the research problems as follows:

1. What are the translation errors found on the auto-translate message in the Grab texting feature?
2. What are the translation techniques have on the auto-translate message in the Grab texting feature?

3. How does the auto-translate message affect communication efficiency in Grab for customers?

C. Research Objectives

Based on the research problems formulated above, the researcher drawn a conclusion for the research objectives as follows:

1. To classify the translation errors found on the auto-translate message in Grab.
2. To identify the translation techniques used on an auto-translate message in Grab.
3. To investigate the effect of the auto-translate message on communication efficiency on Grab for customers.

D. The Significance of the Research

This research has two significances, theoretical and practical significance. Theoretically, this research is expected can increase insight into the understanding of translation for future research and translators. Practically, this research is expected to increase awareness of the use of an auto-translate message in Grab to avoid misunderstandings.

E. Scope and Limitation

The scope of this research focuses on the topic and object of this research. The main topic analyzed in this research is focused on the auto-

translate screenshot text obtained from 8 samples in a period of 2 weeks, starting from 12 September 2019 to 25 September 2019, which then analyzed by the translation error theory and the translation technique theory. Therefore, the object of this research is scoped on the screenshot data and also the interview transcripts with 8 samples related to their experiences as Grab customers and translators. Both are the research main data. Whereas the other mentioned as the research data (for example; Grab application notification, voice call, or photos) are not covered in this research.

In addition, this research limitation is only using 2 theories to analyze related to translation, they are the translation errors theory by Dulay, Burt, and Krashen (1982), and the translation techniques theory by Molina and Albir (2002). Furthermore, this research data is also limited in the form of auto-translate message screenshot archives and also the sample interview transcripts. Both data are critically investigated and analyzed. Apart from text conversations screenshot that does not contain translation errors are not taken in action or analyzed. In addition, the sample of this research is only the translation students of UIN Malang, where these students had taken advance course profession as translators. Because this research topic is about translation, having a competent and experienced sample in translation is needed. From the 40 data collected by the 8 sample participants 3 data of them are classified as having no error, 25 data are classified as relevant and can be analyzed, and the remaining 12 are classified as irrelevant and cannot be analyzed. Analysis data can be seen in Appendix 6.

F. Definition of Key Terms

1. **Grab** : It is one of the O2O platforms headquartered in Singapore and is most often used in Southeast Asia, providing daily necessities for customers including trips, food delivery, delivery of goods - and payments using digital wallets.
2. **Texting Feature** : It is one of the features in Grab that allows users to communicate with drivers without using fees/credit.



3. Auto-translate message : It is an additional feature in a texting feature in Grab that allows customers of the application Grab to translate text automatically in English.
4. Translation Technique : It is a method used by a translator in translating a text from the source language into the target language.
5. Translation Error : It is an error or mistakes found in the target language of the translation results that produce meaning or meaning that is inappropriate or incorrect from the source language.

G. Previous Studies

An Accuracy Analysis in Indonesian-English Translation Using "Google Translate" Machine Translation by Ulfah (2010). This research aims to find out the effectiveness of the Google Translate translation engine in translating a text. The researcher uses 5 parameters theory by Baker (1992) namely word-level equivalence, above word-level equivalence, grammatical equivalence, textual equivalence, and cohesion equivalence as techniques in analyzing the results of translated texts from Google Translate. This previous research has similarities with current research in terms of research objectives. The purpose of this study is to find out the efficiency of auto-translate from a translation machine. This study analyzes the efficiency of Google Translate by analyzing the results of translations produced by this machine translation.

A Corpus of Machine Translation Errors Extracted from Translation Students Exercises by Wisniewski, et al (2014). This research analyzing

translation errors found in Machine Translation. This research used two kinds of samples, they are translation students and post-graduate students. This two selected samples have different job to do. First the translation results analyzed by the translation students to looking for the translation errors may be produced by the machine translation. While it complete, the analyze data continuously analyzed by the post-graduate students. This research aims to know the machine translation quality compared with the quality of human translation.

Analysis of Translation Techniques and Quality Assessment as Part of Software Localization: UCweb Browser by Angono, et al (2012). This research focuses on the translation of the interface system of the UCweb network browser program. The purpose of this study is to find translation techniques used by translators on the interface system of the UCweb browser software. In addition, this study also explains the effect of using these translation techniques on the quality of a translation. Researchers used descriptive qualitative research methods. The analysis shows that there are 14 translation techniques used by translators in translating the interface system of the UCweb browser program. And also the results of the analysis show that of the total data collected, 71% or about 95 data were declared accurate. This previous research used translation technique and translation quality assessment by Molina and Albir (2002)

Translation Techniques Used in RF - Online Games by Putra and Nugroho (2016). This research aims to analyze the types of translation

techniques used in RF-Online Games and their Indonesian translations by Game Masters. This research was conducted to describe the types of translation techniques found in RF-Online Games. The theory used in this research is the theory by Molina and Albir (2002) about translation techniques. This research examines the techniques and quality of translation in an Online Game called RF Online. Whether the current research about translation technique on Grab.

Errors Made by Google Translate and its Rectification by Human Translators by Amanah (2017). This study aims to examine and assess the results of translation errors from Google Translate with human assessment. Researchers used an error analysis approach by Keshavarz (1999) and Vilar et al (2006) who analyzed translation errors in terms of lexical, linguistic errors (syntax), and meaning. And the results of this study indicate that most mistakes are in grammar categories such as missing prepositions, missing possessive markers, the omission of pronoun and/or incorrect use of lexical words. In addition, the results of the study also found that the use of an incorrect choice of words from the lexical. According to this study, Google Translate is still able to provide satisfactory translation results if the source language text uses an easy and concise structure.

From these five previous studies, can be found some differences that distinguish current research with the previous studies. The first is the object of research, the object of research at this time is the Grab services in which there is an auto-translate message feature inside. Then the theory and method

used on this current research. The theme carried out this research and the previous research may be the same, but they have different theories applied to the analysis. This research combines the theory of translation error by Dulay, Burt, and Krashen (1982) and the theory of translation technique by Molina and Albir (2002) in order to obtain the best result. Finally, the researcher also conducts interviews with several competent samples according to the topic to be studied.

H. Research Method

This chapter explains the research methods used by the researcher in conducting research. This part presents several points. The first is a research design presenting a detailed outline of how the researcher conducts the research. The second part is the source of data that describe the research data definition. The third part is a research instrument that explains what instruments are used and how they are used. The fourth part is data collection which expounds on how the data of the research collected. And the last part is data analysis, which explains the process of analyzing the data.

1. Research Design

The research method used by the researcher is a descriptive qualitative research method. The researcher only collects, classifies, analyzes and then draws conclusions from the data (screenshots) that have been collected in the form of descriptions. Glass and Hopkins (1984) state

that descriptive research involves collecting data that describes events and then organizing, tabulating, describing data collection. Therefore, a descriptive qualitative research method is suitable for use as a research method in this study. In addition, the researcher conducts a critical interview with the participants regarding their experiences as customers. Furthermore, the data taken from the sample participants (auto-translate message screenshot archives and also the sample interview transcripts) are then analyzed to know the effect of the auto-translate message. By this, this research is hoped to present the underlying explanation behind the Grab auto-translate effectiveness case.

2. Data and Data Source

a. Data

This research data is divided into two types. The first is in the form of words, phrases, or sentences from the screenshot data that has been collected from selected participants. Second is the interview transcript with selected participants related to their experiences using Grab.

b. Data Source

The research data source is the screenshot of transaction in the Grab application that has been downloaded on a smartphone of 8 selected participants. The researcher determines the screenshot data which is collected from 8 samples in a period of 2 weeks, starting

from 12 September 2019 to 25 September 2019. The reason for the time limit is based on the results of filling out the questionnaire there is a category that states about the sample can use 3 different Grab services in one week. So researchers determine the deadline is no later than two weeks. Therefore, if within 2 weeks the participants can fulfill the specified data, they can confirm to the researcher to collect the data. Then, based on one of the criteria that must be fulfilled as a participant, using Grab 4-5 times a week, this time limitation is enough to collect the required data. And for the interview transcript data, the researcher records, and transcripts the result of interviews and discussion with the participant. In this phase, the researcher needs to pay attention to the participant's personal statement or opinion about the Grab auto-translate message.

3. Research Sample

The sample of this research is English Literature Students of UIN Malang who have taken professional courses as a translator. In addition, not all translation students are taken as a sample. Because of their qualification in translation field competence and understanding. Also, the researcher notices their experience in using Grab as one other qualification. Hence, the researcher has determined several criteria that must be fulfilled as a sample of this research. If they fulfilled the criteria, they could be selected as a research sample. The sample in this research

was only 8 out of 45 translation students who met several expected criteria. Specifically, in terms of competence and understanding of translation and also experience in using Grab. Here are some criteria that must be met as a sample for this research:

- a. Participants are English Literature Students of UIN Malang Year 2015-2016 who have taken up the profession as translators.
- b. The minimum score of "Basic of Translation" and "Translation and Interpreting" courses is B +.
- c. Ever use Grab.
- d. The frequency of Grab usage is at least 4x / week.
- e. Ever use at least 3 different Grab services.
- f. Read messages that have been translated in Grab.
- g. Stating that the efficiency of the auto-translate texting feature is less or not efficient.

4. Research Instrument

Arikunto (2005: 101) states a research instrument is a tool chosen and used by researchers in their activities to collect data so that these activities become systematic and easy. This research uses a questionnaire and interview guideline as research instruments.

a. Questionnaire Guideline

The questionnaire guideline in this research is used to determine selective participants as samples by filling out the

questionnaire. The questionnaire guideline is used by the researcher as a selection media for participants who are appropriate to be a sample in this research. The theme of this questionnaire is based on experience in using Grab as well as knowledge of translation. The questionnaire can be seen in Appendix 1.

b. Interview guideline

Interview guideline in this research is used to reveal data through question and answer. Interview guidelines are used by the researcher as a reference in conducting interviews with samples. The interview theme was developed based on the experience of the samples in using Grab as well as experience in finding the phenomenon of translation errors. The interview guide can be seen in Appendix 4.

5. Data Collection

In process of data collection, the researcher conducts several steps, they are: First, the researcher distributes an online questionnaire to determine the research participant. From the results of the questionnaire that had been distributed, gathered 45 English Literature students who chose the profession as translators who fulfilled the questionnaire. Second, the researcher selects the participants who fulfill all the criteria determined by the results of filling out the questionnaire that has been distributed. And finally, there were 8 participants who met all the criteria

that had been determined. Third, the researcher looks for the screenshot data. All 8 samples are given 2 weeks to collect data in the form of conversation screenshots while using Grab. If the data has been collected, the 8 participants confirm and send screenshots to the researcher. Fourth, the researcher interviews these 8 participants. The interview results are recorded in the form of transcripts as research data. At this phase, further questions are given to the 8 participants related to their experiences as translators as well as Grab customers. Interview questions are in. Fifth, the researcher transcribes the result of the interview based on the open discussion phase conducted by the researcher to gain particular information from the participant.

6. Data Analysis

There are several steps in process of analysis the data. First, the researcher classifies screenshot data according to theory used in this research. They are theory by Dulay, Burt, and Krashen (1982) about translation error and theory by Molina and Albir (2002) about translation technique. Second, the researcher describes the classified screenshot data according to the theory used in this research. Third, the researcher reviews the transcript interview data according to each question. Fourth, the researcher makes a conclusion based on the research finding.



CHAPTER 2

REVIEW OF RELATED LITERATURE

This chapter contains a theoretical explanation related to several elements used in this research, such as research theory and objects. Furthermore, there is an explanation of two main theories used in this research. Theory by Dulay, Burt, and Krashen (1982) about translation errors and theory by Molina and Albir (2002) about translation techniques. The purpose of this chapter is to give the reader a general overview of the theories and objects of current research. The first is research theories. It starts from the explanation of the translation then continues to machine translation. Then, an explanation of translation errors and translation techniques. Second is the research objects. After discussing research theories, it continues with an explanation related to the object used in this research. Starting from Grab then texting features, and end with the auto-translate message.

A. Translation

Translation becomes the most crucial phenomena in several years. Nowadays, people use it daily as the effect of technology development. According to Baker (1992), an equivalent translation requires some characteristics such as the appropriate language use, understandable, and the reader can easily get the intended message of the source language by reading or listening to the target language. On the contrary, the un-equivalence translation works on the opposite, the target language less appropriate,

difficult to understand perhaps by using the less famous and uncommon word choice, and the reader or listener are not sure to find the intended message of the source language on the target language. Giving particular attention to this mentioned translation equivalent toward the communication aspect means transferring the source language to the target language which results in effective communication. Along with the times, science was also developed. One of the translations, now the translation has been applied in everyday life. Translation is combined with technology, which we now know as translation machines.

B. Translation Error

This research has several related theories on the ongoing analyzed case. Such as on the translation error theory, Yule (2010) stated that the translation error analysis has three important stages. Namely the identification, description, and explanation. And classified the error into the tense error, the word class error, the grammatical error, the collocation error, and the other particular error. In addition, Keshavarz (1993) divided the error into three main categories, they are the grammatical error, the semantic error, and the pragmatic error. The other theory is made by William (2005), Waddington (2001), Hurtado (1995) and etc. which claimed that the errors are in the part of inter-lingual (transfer) error, interference error, and the intra-lingual error.

Beyond these mentioned theories the researcher finds Dulay, Burt, and Krashen's (1982) theory applied in this research analysis fits this research study. According to Dulay, Burt, and Krashen (1982), the most useful and commonly used as bases for the theory of the descriptive classification of errors are the linguistic category, the surface category, the comparative taxonomy, and the communicative effect taxonomy.

1. Linguistic Category

The linguistic category classifies errors according to either or both the language components (linguistic constituents) in both the source and the target language. In accordance to Dulay, Burt and Krashen the language components are including the phonology (pronunciation), the syntax and the morphology (grammar), the semantics and the lexicon (meaning and vocabulary) and the discourse while constituents consist of the elements that comprise each language component (Dulay, Burt, and Krashen. 1982).

2. Surface Category

The surface category defines which the error categorization is according to how the surface structure of a sentence or expression is altered by the error (Shaffer, 2005). This such classification is including the omission, the addition, the misformation, and misordering.

a. Omission

The omission errors are characterized by the absence of an item that must appear in a well-formed utterance. For example, “She sleeping” when translated into the Indonesia language “Dia sedang tidur” indicates that one item is omitted, it is “is”. The word ‘is’ is a grammatical verb form that plays an important role in constructing a proper sentence. And the word ‘is’ in that sentence functions as an auxiliary. A verb in a proper sentence is something that cannot be neglected. So, one who omits verb (is) in the targeted language fails in constructing a proper equivalence sentence. That type of error is called omission error.

b. Additions

The additions errors are the presence of an item that must not appear in a well-formed utterance. Dulay, Burt, and Krashen (1982) state that the addition usually occurs in the later stage of second language acquisition or when the learner has acquitted some target language rule. There are three types of addition errors.

1) Double Marking

This type of failure is to delete certain items which are required in some linguistics contraction but not in others. For example, She didn’t went in English source language translated into the Indonesia language become “Dia tidak pergi”.

2) Regularization

Regularization errors generally fall under the addition category are a marker as the typically added to a linguistic item, which is erroneously added to make exceptions found in English. For example, the verb 'eat' cannot be changed into 'eated' but 'ate'. The noun 'sheep' in plural form is also 'sheep' not 'sheeps' or the noun 'man' cannot be pluralized into 'mans' but 'men'. Which is the fact that in English most of the verbs can be changed into past form by adding -d/-ed after the basic verb and most of the nouns can be pluralized by adding -s/-es to singular forms, but not all of them. These descriptions above show other errors that may be made by the learners, which is called the error interfered with by the regularization.

3) Simple Addition

The simple addition is the subcategory of additions. It is called a simple addition where an addition error is neither a double marking nor regularization. According to Dulay (1982), no particular features characterize simple additions other than those that characterize all addition errors-the use of an item which should not appear in a well-formed utterance. For example, in 'The book is in over there', the student makes a wrong sentence. They add 'in' as a preposition. The well-formed sentence is 'The book is over there' (Buku itu disana).

c. Misformation

Misformation error is a type of error that is characterized by the use of incorrect morpheme or structure there in the sentence. For instance, 'The cat catch a mouse'. The simple present tense was not supplied by the learner. The well-formed sentence should be 'The cat catches a mouse' (Kucing itu menangkap seekor tikus).

d. Misordering

Misordering error is characterized by the incorrect placement of a morpheme or group morphemes in an utterance or sentence. For instance, 'I do not understand what is that'. Here, the learner misorders the word 'is' and the well-formed sentence should be 'I do not understand what that is' (Saya tidak mengerti apa itu).

3. Comparative Taxonomy

Errors in this taxonomy are classified based on the comparison between the structure of target language errors and certain other types of construction (Dulay, 1982). These three types of errors.

a. Developmental Errors

This part of the error is similar to those made by children learning the target language (Dulay, Burt, and Krashen, 1982). There are two considerations underlying the interest in comparing L1 and L2 acquisition errors.

- 1) If characteristics common to both L1 and L2 acquisition can be identified, we may be able to apply L1 theoretical inference to the L2 acquisition theory as well.
- 2) Since L1 acquisition errors are not possible due to language interference, when the same errors are made by L2 learners, it is reasonable to believe that mental processes of general language development are at work, not the grammar rules of the learner's native language (Shaffer, 2005).

b. Interlingual Errors

Interlingual errors are similar in structure to semantically equivalent phrases or sentences in the L2 learner's L1. The sources of interlingual errors are all conditions that result in the premature use of the L2 by the language learner. These would include pressure to perform in the L2, living in an environment where the use of the L2 is very limited, conscious L2 language processing and so forth (Shaffer, 2005).

c. Ambiguous Errors

Ambiguous errors are those that could be classified as either development or interlingual errors because they reflect errors that L1 learners commonly make while at the same time reflect the structure of the L2 learner's mother tongue (Shaffer, 2005).

4. Communicative Effect

The communicative effect deals with errors from the perspective of their effect on the listeners or readers. It focuses on distinguishing between errors and mistakes that cause miscommunication (Dulay, 1982).

There are two types of errors:

a. Global Errors

Global errors define as errors that affect overall sentence organization and hinder communication (Burt and Kiparsky in Dulay et al, 1982).

b. Local Errors

Local errors described as errors that affect a single element of a sentence and usually do not hinder communication (Burt and Kiparsky in Dulay et al, 1982).

C. Translation Technique

On the translation technique theory, Nababan (2012) classified the techniques into thirteen categories, they are borrowing, calque, literal translation, transposition (shifting), adaptation, amplification, established equivalent, generalization, particularization, modulation, reduction, deletion, and addition. Also, Newmark (1988) stated that the translation technique has two major approaches. Firstly, start translating sentence by sentence or direct technique. Secondly, start translating when the translator has taken the bearings or the indirect technique. The other is Maharani (2006) which

defined the translation techniques as an order for the translators to find the accurate, acceptable and readable translation result.

Beyond these mentioned theories the researcher finds Molina and Albir's (2002) theory applied in this research analysis fits this research study. According to Molina and Albir (2002), the result of the translation process differs in many ways according to the translation element appear in the translated texts. For example, when transferring a text from the source language to the target language a translator often meets several problems in the process of translation, such as the different system from the both source and the target language, the complexity of stylistic and semantic, the source language quality and the target language equivalence meaning, and even the translator competence. Hence, translators may have a different result in the target language from one same source language depends on the techniques they used on the process of translating.

Accordance with Molina and Albir (2002), they classify translation techniques are as follows:

1. Adaptation

Adaptation is a technique that replaces the SL cultural elements with one which has the same condition and situation in the TL culture. The translator has to create or make a new situation that can be considered as being equivalent both in SL and TL. For example, SL: They're here in my Four - Dimensional Pocket. TL: Mereka didalam Kantung Ajaibku. The translator uses the adaptation technique both in English or Indonesian dub

in translating SL into TL. *Kantung Ajaib* in TL is general terms in the Doraemon movie series than the term of 4D Pocket. Indonesian viewers are more familiar with *Kantung Ajaib*.

2. Amplification

Amplification (Addition) is a technique that conveyed details that are not formulated or stated in SL. It can be either information or paraphrasing explicitly. It is the same with the addition or gain. It also can be called grammatical expansion for clarity of meaning. For example, SL: Good morning. You're early today. TL: Selamat pagi. Kau datang lebih awal hari ini. The translator uses the addition technique of italic word You're early today change into *Kau datang lebih awal hari ini*. The translator translates Noby's early into *Nobita datang lebih awal*. If it is translated literary it will be *Nobita lebih awal hari ini*. The translator adds the word *datang* as a verb in TL to add information about a certain person's activity clearly.

3. Borrowing

Borrowing is a technique that takes a word or expression straight from another language. It can be copied, reproduced, translated/changed in TL exactly as in SL. When an expression or a word is taken over purely in TL (without change), it is called pure borrowing. In naturalized borrowing, it can be naturalized to fit the spelling rules in the TL (with changing). For example, SL: It'll make Shizuka hate you. So will everyone else too. TL: *Itu membuat Shizuka membencimu. Begitu juga orang lain*. The translator uses the Borrowing technique. The italic word (name) *Shizuka* in SL into

Shizuka in TL. It shows the word is purely borrowed from the original into TL. The translator uses the Pure Borrowing technique. The translator takes the word Shizuka directly from one language into another without change. Perhaps it is based on the English dub version that Shizuka, usually called Shizuka both in English and Indonesian dub version).

4. Calque

Calque also called loan translation. It is a technical translation of the word or phrase or from the SL into TL which can be a lexical or structural system. It also can be translated word-for-word in a language into another language, for example, translates each word literally. For example, SL: I'll take her to Anywhere Door. TL: Akan kubawa dia ke Pintu Kemana Saja. The translator uses the Calque technique of phrase Anywhere Door! in SL which is translated into Pintu Kemana Saja! in TL. The translator translates Anywhere in TL is translated into Kemana Saja, while door is translated into Pintu. Here, the Anywhere Door is a phrase that translates literally into a phrase in TL.

5. Compensation

Compensation is a technique that introduces the SL element of information or stylistic effect in another place in the TL because it cannot be reflected in the same place as in the SL. For example, SL: I was so moved that I couldn't stop crying. TL: Aku sangat terharu oleh tangisan itu. A translator changes the element information and gives a stylistic effect in TL because the SL cannot be reflected in the same place in SL. If SL is translated

literary, of course, its translation in TL is different from the structure even meaning in SL.

6. Description

This technique replaces a term or expression with a description of its form or/and function in the ST message to make it clear in the target language.

It means to replace a term or expression with a description of its form or/and function, e.g., to translate English cow-creamer into Indonesian *poci yang berbentuk sapi untuk tempat susu*.



7. Discursive Creation

Discursive Creation is a technique that replaces a term or expression with a description of its form or/and function. This technique is often used in the translation of the title of film/movie/book to indicate equivalence that can only be valid in a certain context. For example, SL: STAND BY ME DORAEMON. TL: TETAPLAH BERSAMAKU DORAEMON. The translator translates the title of the movie (Stand By Me changes into Tetaplah Bersamaku) to indicate the equivalence that is totally unpredictable out of the context. If the title in SL is translated literally or lexically (based on the dictionary), the translation surely different from the intended meaning by the translator. The translation of the movie in TL is enough for representing the story of the movie.

8. Established equivalent

It is a technique that uses term or expression which is recognized (in dictionary or language in use and everyday use) as an equivalent in the TL. It is used to refer to cases where language describes the same situation by different stylistic or structural. For example, SL: Thank you, Doraemon. I owe everything to you. TL: Terima kasih, Doraemon. Aku berutang besar padamu. The translator uses the Established Equivalence technique. The word Thanks in SL to be Terima kasih in TL. The translator uses an expression that is recognized in daily conversation Thanks to Terima kasih. It is an expression that is used for someone that says grateful to a person for something.

9. Generalization

Generalization technique is applied by using a more general or neutral term, e.g., to translate English go by inches into sedikit demi sedikit in Indonesian. It happens because there is no expression that has the same meaning in Indonesian, so the translator translated it into more general.

10. Linguistic Amplification

It is the technique of the translation process to add the linguistic elements in the TL. This is often used in consecutive interpreting and dubbing, e.g., to translate the English expression everything is up to you! into Indonesian as semuanya terserah anda sendiri!

11. Linguistic Compression

It is the technique of translation to synthesize linguistics elements in the TL. This is often used in simultaneous interpreting and in sub-titling, e.g., to translate the English question are you sleepy? into ngantuk? In Indonesian. It is in opposition to linguistic amplification.

12. Literal Translation

It is a technique that translates a word or an expression in a word for word. The SL is translated literally, and focuses on the form and structure, without any addition or reduction into TL. For example, SL: You can play ball with us today. TL: Kau bisa bermain bola bersama kami hari ini. The translator focuses on SL has the same form and structure to TL. The structure SL and TL is S (You) + auxiliary (Can) + V (play) + O (Ball) + Complement. The SL is formed by S (You) + auxiliary (can) + verb (play)

+ object (ball) + complement (with us today). If it is separated word-for-word, it will be (You =kau, can=bisa/dapat, play=bermain, ball=bola, with=bersama, us=kita, today= hari ini).

13. Modulation

Modulation is a technique that changes the point of view in the TL in order to focus or cognitive category in relation to SL. It is a variation of the form of the message, obtained by a change from the point of view. It allows in expressing the same phenomenon in a different way. For example, SL: Hey, Noby. You're early again. TL: Halo, Nobita. Kau tak terlambat lagi. The translator changes the point of view in SL to TL, but still has the same message or meaning of the utterance spoken in SL. If it is translated into TL to be Halo/Hai Nobita. Kau (datang/ tiba) lebih awal lagi (disekolah). It has the same meaning or message toward the translation of subtitle Halo Nobita. Kau tak terlambat lagi in TL.

14. Particularization

This technique is applied by using a more precise or concrete term in the translated text, for example, TL: working in gold is translated into “mendulang emas”.

15. Reduction

Reduction is a technique that reduces certain elements of the SL. It is also called elimination, omission or subtraction which suppressing an SL information in the TL. For example, SL: Mom, Why didn't you wake me?! TL: Kenapa kau tidak membangunkan aku?!. The translator uses the

Reduction technique. The translator reduces the noun Mom in TL. If the utterance in SL translated literally, it will be Ibu, kenapa kau tidak membangunkanku?. There is a reduction word Mom (Ibu).

16. Substitution

The implementation of a translation that bears little or no morphological resemblance or semantic relation to the SL, e.g., to translate the Arab gesture of putting your hand on your heart as Thank you. It is used above all in interpreting.

17. Transposition

Transposition is a technique that changes a grammatical category in relation to the source language. This technique is the same with shift (in category, structure and unit shift, such as changing singular to plural, the position of an adjective, changing the word class or part of speech). For example SL: The cottage is still far away. TL: Pondokan masih sangat jauh. The translator translates The cottage becomes Pondokan. From this data, it can be found transposition or shift. There is a unit shift from the cottage in the SL to pondokan in TL. In SL, the form is a noun phrase change into a noun. It is clear that the cottage is a noun phrase. And the TL pondokan is a noun.

18. Variation

To change linguistic or paralinguistic elements (intonation, gestures) that affect aspects of linguistic variation: changes of textual tone, style, social dialect, geographical dialect, etc., e.g., to introduce or change dialectal

indicators for characters when translating for the theatre, changes in tone when adapting novels for children, etc. E.g: Think about the film *Trainspotting*, and how you might deal with subtitling it in a foreign language. Exercise: think of a film you have seen in your foreign language that contains the use of dialect, and think about how you would go about rendering it in English.

D. Grab

Grab is a service provider company that provides daily necessities for customers including travel, food delivery, delivery of goods, and payment using a digital wallet (Grab, 2019). Based on the above definition it can be seen that Grab is a company that runs a business in the field of offering services. There are several types of service offerings offered by Grab. And the most phenomenal and most often used or needed by customers are these 4 services, namely GrabBike, GrabCar, GrabFood, and GrabExpress.

GrabBike is a service offered by Grab in the form of motorcycle transportation assistance. Almost like a motorcycle taxi that is generally known by the public, the difference here is based online. We do not need to come to the location of a motorcycle taxi station which is not there in every location close to us. By ordering through Grab the driver will come to pick us up and then take us to our destination. Which is almost similar to GrabBike is GrabCar. Almost the same as GrabBike, it's just that here the transportation used to deliver is not a motorcycle but a car. Then there is GrabFood.

GrabFood is a service offered by Grab in the form of services to buy and deliver a meal. With GrabFood we don't need to come to a shop or restaurant to buy food or drinks. Enough to order through Grab, then there will be drivers who buy and deliver the food or drinks that we ordered. And there is GrabExpress. GrabExpress is a service provided by Grab in the form of goods shipping services. When we want to send an item or package to our relatives but due to our busy schedule or certain circumstances we cannot provide it, we can use GrabExpress to send the item or package to replace us who cannot at that time.

In addition to the four Grab services above, there are still several other services, only the four services above are the services most frequently used by customers and are the four main services displayed in the main menu screen on the Grab application. Until now this company has been successful and has operated in almost all countries in Southeast Asia, namely Singapore, Indonesia, the Philippines, Malaysia, Thailand, and Vietnam. Not only that, in Grab's career in the world of services. Grab continues to improve its quality, as proven in October 2016 Grab added several new features to its application. These features are added to increase the effectiveness, quality, and flexibility in using Grab for customers. One of the most helpful features for customers is the Grab Texting Feature. Because in the current era where gadgets and the internet are a necessity, the use of pulses is now considered less effective. In addition to incurring costs, the duration of use is also limited. Therefore, Grab adds Grab Texting Feature to the application.

1. Texting Feature

Tan (2016) Texting Feature is a feature update on Grab that will help drivers to communicate with passengers without worrying about expensive costs. So with this Texting feature, Drivers can send text messages or telephone calls to customers without having to be burdened by the cost of pulses used. This Texting feature is an innovation from Grab which facilitates users to carry out conversations or transactions with the driver at no charge. Because before this in conducting conversations or transactions between customers and drivers are charged in the form of credit pulses and telephone calls. Therefore, Grab innovates by adding this feature. Only by connecting to the internet, online customers and drivers can make transactions more freely without worrying about costs. Moreover, the Texting Feature itself also added a new feature that is an auto-translate message.

a. Auto-Translate Message

Auto-Translate Message is a feature in texting features that makes it easy for a local driver to communicate with customers who are travelers in Southeast Asia with the support of several Foreign Languages (Grab, 2016). So this Auto-Translate Message is a feature that is in a feature that is the Texting feature. Auto-Translate Message is a feature that will translate text messages automatically from the

local language into a foreign language. This feature provides language assistance for drivers if they get a customer who does not use the local language. This feature has a support system for several foreign languages besides Indonesian, for example, English, Malay, Indonesian, Mandarin, Thai, and Vietnamese.



CHAPTER 3

FINDINGS AND DISCUSSION

This chapter explains the Grab auto-translate machine analysis on finding and discussion briefly. The researcher inserts the linguistic analysis of the research data as the finding. Including the number, percentage and the theoretical analysis explanation of the screenshot data. Data displayed in this chapter is based on Grab service types (GrabBike, GrabFood, and Grab Express), and the rest of data analysis can be found in the Appendix 6. The researcher also describes the interview result analysis with selected sample participants, interview data analysis can be found in the Appendix 5. Meanwhile, the discussion part contains the main analysis. This discussion part explains the comparison between the analysis results with some previous studies. For more detailed analysis and discussion data results, can be seen in the next research findings and research discussions.

A. Research Findings

From the 40 data collected by the 8 sample participants 3 data of them are classified as having no error, 25 data are classified as relevant and can be analyzed, and the remaining 12 are classified as irrelevant and cannot be analyzed. After conducting the research analysis, the researcher technically reveals the underlying reason behind the effectiveness of the Grab auto-translate machine. From the 25 data in the translation error part, this research finds the common errors made by the Grab auto-translate machine are the

linguistic component on the linguistic category, misordering error on the surface category, and the local error on the communicative effect.

Simply, analyzing the translation technique from 40 data collected by sample participant, 28 data can be analyzed applied Molina and Albir's Translation Technique. And the researcher finds that the technical analysis of this classification of translation technique, only 9 of them exist on the translation process of Grab auto-translate message. These mentioned are the Amplification, Borrowing, Calque, Generalization, Linguistic Amplification, Literal Translation, Particularization, Reduction, and Transposition.

Lastly, the interview data analysis result conducts with the selected sample on this research comes to the result that this Grab auto-translate message is not efficient. Commonly, all the selected samples stating that the use of informal source text and the Grab auto-translate machine become the major reasons of the translation error. They recommend to improve the Grab auto-translate message feature and quality.

1. Translation error in Grab auto-translate message

According to Dulay, Burt, and Krashen (1982) their translation errors theories are the most useful and commonly used as bases for the descriptive classifications. These theories are the linguistic category, the surface category, the comparative taxonomy, and the communicative effect taxonomy. These theories systematically classify the common

errors made by the translation process (including the machine translation made too).

Applying the mentioned theory, on the linguistic category this research finds that the linguistic constituent defeated the linguistic component as the field where the Grab auto-translate message mostly have errors. On the surface category this research finds that the misordering error is the main factor of error. And the local error becomes the more dominant than the global error on the communicative error categorization. Hereby, the researcher will present these theories analysis in detail as below;

a. Linguistic Category

The linguistic category error represents some trouble of unequal and improper translation process (which affect the translation result) happen on the part of linguistic element. This condition mostly appears on the field of the linguistic component or even the linguistic constituent. As Dulay, Burt and Krashen (1982) stated that the linguistic category classifies errors according to either or both the language components (linguistic constituents) in the both source and the target language.

After analyzing the research data used the linguistic translation error theory by Dulay, Burt and Krashen (1982), the researcher finds that from the forty data collected by the 8 sample

participants 5 of them categorized as the linguistic component errors (17,9%), 16 of them classified as the linguistic constituent errors (57,1%), 4 data of them noticed as having the both linguistic component and constituent errors (14,2%), and 3 data of them are excluded from the analysis as they recorded having no linguistic errors (10,8%). The researcher presents the table as below;

Table a. Dulay, Burt and Krashen Linguistic Category Translation Error in Grab auto-translate message

No	Technique	Data	Percentage
1.	Linguistic Component	5	17,9%
2.	Linguistic Constituent	16	57,1%
3.	Linguistic Component & Constituent	4	14,2%
4.	No Linguistic Error	3	10,8%
Total		28	100%

The researcher demonstrates each translation categories data including the sample and explanation as below;

1) Linguistic Component

According to Dulay, Burt and Krashen (1982) the language components errors are including the phonological field (pronunciation), the syntactical matter and the morphological construction (grammar), the semantics meaning and the lexicon form (meaning and vocabulary), and also the discourse. They explained that these cases happen on the both source and target language on the inequal and improper translation process.

From the 25 selected data to be analyzed, this research recorded 5 data categorized as having the linguistic component error, the researcher explains the sample as below;



Datum 17 (GrabBike);

'Kalau sesuai titik itu tdk boleh' → 'If at that point it is not possible'

The above datum has *'Kalau sesuai titik itu tdk boleh'* as the source text, which means the prohibition of having position in a particular point or area. This Indonesian source text specifically declaring a prohibition by stating *'tdk boleh'* in the phrase. Meanwhile, the Grab auto-translate message transferring the Indonesian source text into a possibility condition not a prohibition in the English target text. The target text *'If at that point it is not possible'* expressing a possibility of having position in a particular place or area. This case presents a different meaning and vocabulary choice on transferring the Indonesian source text to the English target text. Hence, this kind of semantic and lexicon different meaning categorized as having linguistic component error. The different semantic and lexicon meaning caused the reader possibility of reaching a position in a prohibited place or area, due to the writer and reader dissimilar point of view.

Datum 23 (GrabFood);

'Ini di kirimnya sdh sesuai maps kah?' → 'Has it been sent according to maps?'

On the above-mentioned datum, the researcher finds the meaning and vocabulary error, which result a discourse improper matter on the translated text. the words *'Ini dikirimnya sdh sesuai maps kah?' in the source text, technically this source text has no*

structural error but the short word of 'sdh' and the structural error made by the sentence, makes the Grab auto translate message renders it on a complicated form as 'Has it been sent according to maps?' where in the source text clarified as having semantic & lexicon error which impact on having the discourse matter (reader apprehend the target text as question that the stuff has been sent according to the maps, meanwhile the sourced text intention is to know whether the maps to sent the stuff is right or wrong). This discourse matter causes a distinction of getting on the intended meaning.

2) Linguistic Constituent

Dulay, Burt and Krashen (1982) stated that the linguistic constituents' errors technically comprise the language component. The error technically appears on the comprised language component both in the source text or target text.

From the 25 selected to be analyzed data, this research recorded 16 data categorized as having the linguistic constituent error, the researcher explains the sample as below;

Datum 18 (GrabBike);

'Dr arah mana mbak itu' → 'Which way is that from?'

The sourced text utterance of 'Dr arah mana mbak itu' technically has the same matter as the thirteen datum, they are the word incomplete formation matter and the typographic symbol. As the Indonesian language has 'Dari' as the complete word formation

and the source text need to have a question mark after the sentence as it is an interrogative. Unfortunately, the Grab auto-translate message in this datum omits particular information exist on the source text. The *'Which way is that from?'* target text slightly skipping information which the source text has *'mbak'* where in the target language well-known as *'sis'* or *'sister'*. Simply, this case effects the reader lost of particular information on the source text.

Datum 1 (GrabFood);

*'Sayur, nya d ganti sop
ngak apa2, a soalnya gak
katanya'* → *'Vegetables, I can
change the soup it's
not worth it'*

The above datum by having *'Sayur, nya d ganti sop ngak apa2, a soalnya gak layak katanya'* as the source language identified as having word formation structure matter, unproper numerical use, and error typographic symbol. The Indonesian language technically has *'tidak apa-apa'* as the complete formal word formation and the source text need to have a question mark after the sentence as it is an interrogative. The Grab auto translate message transfer the source text recorded with having error. The target text *'Vegetables, I can change the soup, it's not worth it'* has the same word formation structure and also the error typographic symbol. Thus, this case is classified as having the linguistic constituent error. Also, this case indeed raises the reader

quandaries of understanding the source language intended meaning.



Datum 3 (GrabExpress);

'No penerima kok gak aktif' → *'No receiver is not active'*

The sourced text utterance of *'No penerima kok gak aktif'* technically has the same matter as the eighteen datum, they are the word incomplete formation matter and the typographic symbol. As the Indonesian source language has *'Nomor'* as the complete word formation, which will result *'Number'* in the English target language. Also, the source text needs to have a question mark after the sentence as it is an interrogative. The driver text message contextually means about asking why the receiver number is not active so that the driver cannot contact the receiver (the driver cannot reach the receiver number). Hence, the Grab auto-translate message in this datum transferring the source text textually, in other word when the target text omits particular linguistic components the target text has the same as the result of translation process. Thus, this case totally differs the reader perspective and the source language intended meaning.

b. Surface Category

The surface category error describes as an error which appear on the surface structure of an utterances or expression, both verbal or written. In accordance to Shaffer (2005) states that the surface category is an error categorization, according to how the surface structure of a sentence or expression is altered by the error. This such

classification of surface category error is including the omission, the addition, the misformation, and the misordering.

After analyzing the research data used the surface category of translation error theory by Shaffer (2005), the researcher finds from the 25 data collected by the 8 sample participants 3 of them categorized as the omission error (10,8%), 8 of them classified as the addition error (28,5%), 5 data of them noticed as misformation error (17,8%), 9 data of them included to the misordering error (32,1%), and 3 data of them are excluded from the analysis as they recorded having no surface category error (10,8%). The researcher will present the table as below;

Table b. Shaffer Surface Category Translation Error in Grab auto-translate message

No	Translation Technique	Data	Percentage
1.	Omission	3	10,8%
2.	Addition	8	28,5%
3.	Misformation Error	5	17,8%
4.	Misordering Error	9	32,1%
5.	No Surface Category Error	3	10,8%
	Total	28	100%

The researcher will demonstrate each surface categories translation error data including the sample and explanation as below;

1) Omission

In accordance to Shaffer (2005) this type of surface category error defined as the disappearance of an item that must be exist in the target text utterance. So, once a translator, subtitler,

interpreter or even a machine omitted particular word on the target text, at that time the targeted text categorized as having the surface category error which called as the omission error.

From the 25 selected to be analyzed data, this research recorded 3 data categorized as having the omission on the surface category error, the researcher will explain the sample as below;

Datum 10 (GrabBike);

'Ndak papa buk' → *'I'm fine'*

The above datum has *'Ndak papa buk'* as the source language which textually it is stating an information toward a person called *'buk'* I Indonesian language. When this source text transfers completely on the target text, it should insert this information by maintaining this information toward a person called *'mother'*, *'mam'*, or *'mom'* on the English target text. Hence, when the Grab auto-translate message has *'I'm fine'* as the final target text. The Grab auto-message applied an omission as the surface category error. As the other omission case, the translation result on this datum effects the reader lost of particular information on the source text, even the both source and target text have the similar contextual meaning.

Datum 22 (GrabFood);

'Ok sesuai apk ya ka' → *'It's okay with you'*

The datum 22 above has *'Ok sesuai apk ya ka'* as the Indonesian source text. Which means the driver asking if the costumer's order

is as noted in the application. Meanwhile, the Grab auto translate message render the phrase into *'It's okay with you'* in the English target text. It means the driver's question to the costumer if the costumer is feeling okay, the costumer is fine about the driver certain proposal. This condition omits the source text intended meaning textually and contextually. Hence, this datum classified as having the omission on its surface category of error. This omission case caused the reader differs his perspective from the source text intended meaning, the jumping textual and contextual meaning affect the reader dissimilar point of view which led to the miscommunication.

2) Addition

As the surface category error has omission as one of its categories of error. This surface category error also has the addition as one of its categories. According to Shaffer (2005) this addition is the opposite of the omission. When the omission deleted particular information both on the source or the target text of the surface category error.

From the 25 selected to be analyzed data, this research recorded 8 data categorized as having the addition on the surface category error, the researcher will explain the sample as below;

Datum 20 (GrabBike);

'Posisi dimana' → *'Where's the position?'*

The above datum of 20th has '*Posisi dimana*' as the Indonesian source text. This phrase technically asking the costumer position, in which this phrase loses the appropriate typographic symbol on its source text. Fortunately, the Grab auto-translate message transferring this phrase into '*Where's the position?*' as the English target language. The Grab auto-translate message officially adds the appropriate typographic symbol (question mark) as the result of translation process. By this, this datum classified as having addition of the surface category error. As the case this datum's case adds a righ typographic symbol (question mark) on the righ structure, this case affects the reader ease to get the source text intended meaning.

Datum 38 (GrabFood);

'Mohon ditunggu ya' → *'Please wait for me'*

The 38th datum has '*Mohon ditunggu ya*' as the Indonesia source text. This sentence means a statement asking to be waited. The source text slightly has no mentioned who asked the statement. Meanwhile, the English target text '*Please wait for me*' on the Grab auto-translate message has '*me*' as the explanation of who will be wait, who present the statement, who ask to be waited. This additional particular information of target text on the Grab auto-translate message categorized as the addition of surface category error. Hence, this case adds particular information which

affect the reader deep understanding about the particular additional information that the reader needs to know.



3) Misformation

Shaffer (2005) stated that this misformation on the surface category error is a type of error that defined by the use of incorrect morpheme or structure on the sentence. This use of the incorrect sentence structure affects the surface category of the both source text or the target text. A proper translation process will maintain the well-formation of a sentence. Thus, having this incorrect morpheme or structure will have identified as having misformation on the surface category error.

From the 25 selected to be analyzed data, this research recorded 5 data categorized as having the misformation on the surface category error, the researcher will explain the sample as below;

Datum 19 (GrabBike);
 ‘*Sekrang naik bis a*’ → ‘*Now take a bus*’

The Indonesian source text ‘*Sekrang naik bis a*’ on the 19th datum commonly well-known as a question by having the additional ‘*a*’ word. This ‘*a*’ word technically means as question replacing the function of ‘*apa*’ (what) in the source language. The Grab auto translate message which translating text without having an approach toward its culture particularly has ‘*Now take a bus*’ as the target text. which means a statement, the target text changes its function from a question become a statement. Thus, the datum meant above, classified as having the misformation on its surface

category of error. This case leads to the reader dissimilar perspective with what the writer purposed to state, as the recorded translation's result interpretes as statement to take A bus (kind of certain bus) while the source text is stating question of reader position is the reader still on the bus or the reader has already arrive in the bus station.

Datum 40; (GrabFood)

'Msh proses mhn dtggu' → 'It's still a process waiting'

The sourced text utterance of *'Msh proses mhn dtggu'* technically has the misformation on its surface category error. The intended meaning of this sentence should be *'Masih dalam proses, mohon ditunggu'*. This case categorized as the having the misformation as in translation field the source text should be use the proper and qualified word. As it will affect the result of translation process. The grab auto-translate message transfers the above datum with having *'It's still a process waiting'*. This translation result will not totally affect the communication done by the Grab's driver and the costumer. However, the targeted text was not a correct sentence due to the structural pattern. This is reasoning why this datum categorized as having the misformation on its surface category error. The misformation exists on the source text doesn't mean so much on the writer as he is Indonesian native speaker, but this case affects on the reader confusion.

4) Misordering

According to Shaffer (2005) misordering error is characterized by the existence of incorrect placement on a morpheme or group morphemes in an utterance or sentences. Both in the source text or the in the target text. The translator, subtitler, interpreter or even machine translation maintain a particular misorders on determining the well-formed sentence on the both source text or the target text.

From the 25 selected to be analyzed data, this research recorded 9 data categorized as having the misordering on the surface category error, the researcher will explain the sample as below;

Datum 8 (GrabBike);
'Bawa apa ini' → *'Bring what this is'*

The 8th datum has *'Bawa apa ini'* as the source language. As the problem mentioned on the previous datum of misordering example. This utterance of Indonesia language has no problem both on its structure or formation. However, the inexistence of typographic symbol matter seriously on transferring this source text. Contextually, the source text purposed as an affirmative, which mean the speaker asking what stuff should be brought. The Grab auto-translate message maintaining this situation as statement, which transferred as *'Bring what this is'* on the target text. hence, this situation of source text inexistence typographic

symbol (question mark) affect seriously as having misordering on the target text. This is why this case classified as having the misordering on the surface category error as this case led the reader on having condition of clueless, the reader assume that the statement is an instruction not a question.

Datum 4 (GrabFood);

'Kak saya di luar' → *'My brother is outside'*

The datum above has *'Kak saya di luar'* as Indonesian source text which has intended meaning of giving information to an elder sister/brother of someone position outside. Technically this source text sentence has right structure in complete form but not typographical symbol. Hereby, this Grab auto-translate message has *'My brother is outside'* as the target text. The target language order seems jumping from the source language intended meaning. When the source text means giving information to the elder about someone position. The Grab auto-translate message transfer the source text by stating the information that the elder is outside. Slightly looking to the both source and target language people may find no notable matter on the both structures. However, the recorded of the source text inexistence of typographic symbol effect of having the misordering on the targeted language text (classified as the surface category error). In addition, this case of misordering causes the reader get the wrong information from

what the source text intention, the target text makes the reader assume that the writer's brother is the one who stand outside.

Datum 3 (GrabExpress);

'No penerima kok gak aktif' → 'No receiver is not active'

The datum above has *'No penerima kok gak aktif'* as the Indonesian source language. Contextually, this phrase means as question by having the additional word *'kok'* in it. This *'kok'* in the source language well-known as the replacement of the question words or question marks. In addition, the source language has the confusion word formation by typing *'no'*. This *'no'* in the source language means the abbreviation of number. Slightly, the source text expressing question of why the receiver number is not active. But, the Grab auto-translate message renders these words into *'No receiver is not active'*, an unclear expression to represent the source text intended meaning. This is the reason why the datum meant above categorized as having the misordering on the surface category of error. Also, this case became the potential reason of reader's miscommunication which led to the reader different perspective or even the reader totally lost the source text intended meaning.

c. Communicative Effect

In accordance to Dulay (1982) the communicative effect deals with errors from the perspective of their effect toward the listeners or

readers. This case specifically appears on the targeted language after having a translation process. Furthermore, he states that this communicative effect focuses on distinguishing between error and mistake that cause miscommunication (Dulay, 1982). Henceforward, he explains that there are two types of errors caused by 'particular miscommunication', they are the global error and the local error.

After analyzing the research data used the communicative effect error theory by Dulay (1982), the researcher finds from the forty data collected by the eight sample participants, 3 of them categorized as the global error (10,8%), 22 of them classified as the local error (78,4%), and 3 data of them are excluded from the analysis as they recorded having no communicative affect error (10,8%). The researcher will present the table as below;

Table c. Dulay Communicative Effect Translation Error in Grab auto-translate message

No	Translation Technique	Data	Percentage
1.	Global Error	3	10,8%
2.	Local Error	22	78,4%
3.	No Communicative Error	3	10,8%
	Total	28	100%

The researcher will demonstrate the both global and local error of the communicative effect, including the data, the sample and explanation as below;

1) Global Error

In accordance to Dulay, Burt and Krashen (1982) the global errors define as the errors that affect overall sentence

organization and hinder communication. From the 25 selected to be analyzed data, this research recorded 3 data categorized as the global error, the researcher will explain the sample as below;

Datum 22; (GrabFood)

'Ok sesuai apk ya ka' → *'It's okay with you'*

The datum above has *'Ok sesuai apk ya ka'* as the Indonesian sourced language. Which means stating that the Grab's driver makes sure if the customer order is as ordered on the application. However, having this *'Ok sesuai apk ya ka'* source text does not represent this contextual meaning, and troublesome. As the word formation of the source text is incomplete. Hence the Grab auto-translate message transfer this source text into *'It's okay with you'* which has different contextual meaning as the source text. Technically, this case will cause the reader confusion on understanding what behind the text. Thus, this datum was categorized as having the global error, as the source text and the target text have a not close translation result textually and contextually which cause the different perspective between the Grab's driver and the customer.

2) Local Error

The local errors defined as errors that affect a single element of a sentence and usually do not hinder communication due to Dulay, Burt and Krashen (1982) statements. This kind of error often make the statement or utterance questionable (reader

or listener need more further detailed clues or information related to the statement or utterance) but still in particular way understandable.

From the 25 selected to be analyzed data, this research recorded 22 data categorized as the local error, the researcher will explain the sample as below;

Datum 9 (GrabBike);

'Sekrang naik bis a' → *'Now take a bus'*

The above datum classified as the local error due to the error made by the Grab auto-translate message still in specific way understandable. On the above datum the Indonesian source text of *'Sekrang naik bis a'* means a statement questioning about if someone location now is on the bus or outside. This Indonesian source text has an additional word which well-known indicates a question. Simply, the Indonesian people are used to use this additional word *'a'* with their typical intonation as symbol of question. Contextually by having this additional word the sentence is regarded as a question. Meanwhile, the Grab auto-translate machine detected the source text not that way, the auto-translate machine assumes that the utterance was a normal Indonesian source text structure. Hereby, the target text *'Now take a bus'* technically stating the right target text structure and its textual meaning. However, the auto-translate machine omits the source text intended meaning, which the source text means is stating a

question. Here on the target text, the sentence is statement which commanding to take bus named as A bus. Hence, this situation is complicated, but by transferring the source text to the target text literally, this complicated case is still understandable. This is proven that this datum is included to have the local error. Also, this case significantly makes the reader has dissimilar point of view toward the source text intended meaning which can lead the reader to do a wrong deed as the intended instruction is not understandable.

Datum 40 (GrabFood);

'Msh proses mhn dtggu' → 'It's still a process waiting'

As the previous mentioned example of local error, this 40th datum has the same condition of complicated result on the target text but still remaining understandable by the target language reader. This datum which has *'Msh proses mhn dtggu'* as the source text and *'It's still a process waiting'* as the target language out of order somehow by its confusion of word formation on the source text and ruined structure on the target text. Hence, this confusion word formation's result differs the reader perspective toward the source language and causes the reader an extra effort to find the more clues and signs, so that they will get the right intended meaning.

Datum 3 (GrabExpress);

'No penerima kok gak aktif' → 'No receiver is not active'

The datum mentioned above categorized as the local error made by the Grab auto-translate message. The errors made by the Grab system is still understandable by the existing particular word which translated equivalently on the target text. the word 'No receiver is not active' is still understandable as the short word of number in English is also 'No'. When the Grab costumer use contextual approach to this case, the costumer will still get the intended point, which also by the existence word like '*receiver*' and also '*not active*'. So contextually, when the costumer relates the component correctly, the utterance is still understandable. Hereby, this datum was classified as the local error as this case lead the reader confusion to find the possible intended meaning of the source text, and to spend more efforts to get the puzzled clues and signs on the utterance.

2. Translation technique in Grab auto-translate message

Translating a text from the source language to the target language translator, interpreter, subtitler or even the machine translation often finds problems which appear along the translation process. In this case, these problems definitely have solving action to do and somehow, they need to have deal. With the consideration of having the both target language and the source language system fulfillment. He states that the translation

technique will save the translator for having the improper and inequivalent target language word choice.

After analyzing the research data used the translation technique by Molina and Albir (2002), the researcher finds from the 28 data collected by the 8 sample participants found 5 data use amplification translation technique; 3 data use borrowing translation technique; 5 data use calque translation technique; 2 data use generalization translation technique; 4 data use linguistic amplification translation technique; 8 data use literal translation technique; 1 data use particularization translation technique; 5 data use reduction translation technique; and 7 data use transposition translation technique. The researcher will present the table as below;

Table 2. Molina and Albir Translation Technique in Grab auto-translate message

No	Translation Technique	Data
1.	Amplification	5
2.	Borrowing	3
3.	Calque	5
4.	Generalization	2
5.	Linguistic Amplification	4
6.	Literal Translation	8
7.	Particularization	1
8.	Reduction	5
9.	Transposition	7
	Total	40

The researcher demonstrates each translation categories data including the sample and explanation as below;

1) Amplification

Amplification (Addition) is a technique that adds particular details that are not exist or stated in SL. It can be either information or paraphrasing in explicit way. It is the same with the addition or gain. It also can be called grammatical expansion for clarity particular intended meaning. From the 28 selected data to be analyzed, this research recorded 5 data categorized as having the amplification translation technique, the researcher will explain the sample as below;

Datum 20 (GrabBike);

'Posisi dimana' → *'Where's the position?'*

The above datum Indonesian sourced text of *'Posisi dimana'* structurally has no article on its sentence. However, the Grab auto-translate message transfer it into *'Where's the position?'* with the additional article *'the'* on the structure. This reasoning why this datum classified as having the amplification translation technique.

Datum 30 (Grab Food);

'Kak mhon ditunggu lagi yaa,, → *'Sis, what are you*
Ini tdi minumannya jtuh,, *waiting for*
Ini saya pesenkan lgi' *bro ? This is the drink, right ?*
This is my order again'

The above datum sourced text of *'Kak mhon ditunggu lagi yaa,, ini tdi minumannya jtuh,, ini saya pesenkan lgi'* has a particular additional information on the target text. The Grab auto-translate message translates the word *'bro'* on the target text represent nothing on the source text. Because the source text has no *'mas'* on it. So, this datum by having the additional *'bro'* on its target text categorized as having the amplification as the translation technique.

2) Borrowing

Borrowing is a technique that takes a word or expression straight from another language. It can be copied, reproduced, translated/changed in the target language exactly as same as the source language. When an expression or a word is taken over purely in the target language without any change, it is called pure borrowing. In natural borrowing, it can be naturalized to fit the spelling rules in the target language with particular change. From the 28 selected data to be analyzed, this research recorded 3 data categorized as having the borrowing translation technique, the researcher will explain the sample as below;

Datum 16 (GrabBike);

'Bes itu sbelah mna' → *'Bes it's part'*

The above datum has *'Bes itu sbelah mna'* as the Indonesian source text and *'Bes it's part'* as the English target text. The Grab auto-translate message applied the borrowing translation technique on the source word *'Bes'* which translated into the target word as the same *'Bes'*. This copying word use from the source text into the target text named as the borrowing translation technique.

3) Calque

Calque also called loan translation. It is a technical translation of the word or phrase or from the source text into the target text which can be in the form of lexical or structural system. It also can be translated word-for-word in the source language into target language,

for example, translates each word literally. From the 28 selected data to be analyzed, this research recorded 5 data categorized as having the calque translation technique, the researcher will explain the sample as below;



Datum 19 (GrabBike);

'Sekrang naik bis a' → *'Now take a bus'*

The calque translation technique is a literal translation which can modify its translation result technically in a word or phrase. The above datum Indonesian sourced text of *'Sekrang naik bis a'* and the target text *'Now take a bus'* applied this calque translation technique. The transferred word from Indonesian source text *'bis a'* into *'a bus'* in the target text was a noun phrase which translated into noun phrase source text. Thus, this datum is categorized as having the calque translation technique.

Datum 4 (GrabFood);

'Kak saya di luar' → *'My brother is outside'*

The above datum Indonesian sourced text of *'Kak saya di luar'* with the English target text of *'My brother is outside'* used the calque translation technique on conducting the translation process. The Grab auto-translate message transfer the phrase *'kak saya'* in the source text into *'my brother'* in the target text. This maintaining phrase translation technique made the 4th datum classified as having the calque translation technique.

4) Generalization

Generalization technique is applied by using a more general term in the target language. It happens because there is no expression that has the same meaning in the source text, so the translator translated it into a more general. From the 28 selected data to be

analyzed, this research recorded 2 data categorized as having the generalization translation technique, the researcher will explain the sample as below;

Datum 11 (GrabBike);

'Ada apotek' → *'Or pharmacy'*

The datum above has *'Ada apotek'* as the Indonesian sourced text and *'Or pharmacy'* as the English target text. This rendered word of *'pharmacy'* on the target text categorized as having the generalization translation technique. The Grab auto-translate message use the word *'pharmacy'* in order to express the *'apotek'* source text. Choosing the general word used to express this source text resulting a generalization on the target text (while they can use another specific word such as drugstore and etc. which is not as common use as the pharmacy).

Datum 3 (GrabExpress);

'No penerima kok gak aktif' → *'No receiver is not active'*

The above datum Indonesian sourced text of *'No penerima kok gak aktif'* and the target text *'No receiver is not active'* applied the generalization translation technique. The transferred word from Indonesian source text *'penerima'* into *'receiver'* in the target text used a common word to replace the intended source word meaning.

The Grab auto-translate message use this *'receiver'* word which is more general rather than using *'receptient'* and etc.

5) Linguistic Amplification

The linguistic amplification technique of the translation is a process of adding particular linguistic elements in the target language. This is often. From the 28 selected data to be analyzed, this research recorded 4 data categorized as having the linguistic amplification translation technique, the researcher will explain the sample as below;

Datum 10 (GrabBike);

'Ndak papa buk' → *'I'm fine'*

The above datum has the linguistic amplification as the translation technique. The Grab auto-translate message adds particular linguistic elements in the target text without changing the source text intended meaning. The source text transformation from *'Ndak papa buk'* into the target text *'I'm fine'* doesn't mean any change. The both stating the same having condition of okay. The intended meaning of the source text is still existing on the target text.

Datum 22 (GrabFood);

'Ok sesuai apk ya ka' → *'It's okay with you'*

The above datum has the same case of the previous mentioned datum which applied the linguistic amplification as the translation technique. The Grab auto-translate message adds particular linguistic elements in the target text without changing the source text intended meaning. The source text transformation from *'Ok sesuai apk ya ka'* into the target text *'It's okay with you'* doesn't make any change of the contextual intended meaning. The both stating the same question of the customer opinion about having the order as noted on the Grab application. The

intended meaning of the source text is still existing on the target text. Hence, this datum classified as having the linguistic amplification translation technique.

6) Literal Translation

It is a technique that translates a word or an expression in a word for word. The source text is translated literally, and focuses on the form and structure, without any addition or reduction into target language. From the 28 selected data to be analyzed, this research recorded 8 data categorized as having the literal translation technique, the researcher will explain the sample as below;

Datum 9 (GrabBike);

“sya udh nyampek” → *“I have arrived”*

The sentence above translated word by word from the source text into the target text, it translated literally. Word *“sya”* in the source text which structurally as a subject translated to *“I”* in the target text having the same position as subject, word *“udh”* translated to *“have”* as the same to be which indicates a past time, and word *“nyampek”* translated to *“arrived”* in the target text which has the same structure as verb. The grab auto-translate machine in used the literal translation technique in translating the source text to the target text. It keeps the structure of the source language, no addition and no reduction. Thus, this datum is categorized as having literal translation technique.

Datum 27 (GrabFood);*“Malam pak” → “Evening sir”*

The datum mentioned above categorized as having the literal translation technique on its translation process. The Grab auto-translate message literally transfer the sentence word by word. However, the Grab auto-translate message doesn't omit the source text intended meaning and safely render the source text to the target text properly, equally and acceptable. Thus, this datum was categorized as having literal translation along the process of translation, as its maintain the source text structure on the target text structure.

Datum 24 (GrabExpress);*‘Udah’ → ‘Already’*

The above datum has the literal translation as the translation technique. The word ‘Udah’ on the source text translated technically as ‘Already’ on the target text. This rendered word on the target text maintaining the source text structure without having no particular omission or addition. Hence this datum is classified as having literal translation technique.

7) Particularization

This technique is applied by using a more precise or concrete term in the translated text. From the 28 selected data to be analyzed, this research recorded only a data which categorized as having the particularization translation technique, the researcher will explain the sample as below;

Datum 18 (GrabBike);

'Dr arah mana mbak itu' → 'Which way is that from?'

The above datum has *'Dr arah mana mbak itu'* as the Indonesian source text and *'Which way is that from?'* as the English target text.

The Grab auto-translate message applied the particularization as the translation technique. The word *'arah'* in the source text transferred into *'way'* in target text. This case applied the particularization as the word *'arah'* in the source text has another more general equivalence target text which is *'direction'*. However, the Grab auto translate message adapting the preference on using the more particular word choice. Hence, this datum categorized as having particularization translation technique.

8) Reduction

Reduction is a technique that omits certain elements of the source language. It is also called elimination, omission or subtraction which suppressing an SL information in the TL. From the 28 selected data to be analyzed, this research recorded 5 data categorized as having the reduction translation technique, the researcher will explain the sample as below;

Datum 18 (GrabBike);

'Dr arah mana mbak itu' → 'Which way is that from?'

Datum 18th states a question which refers to a female second person with having *'mbak'* entity symbol in Indonesia language. However, the *Grab* auto-translate machine doesn't represent this female symbol.

Thus, the *Grab* auto-translate ignorance toward the symbol in the target text identified as having the reduction translation technique on translation field.

Datum 1 (GrabFood);

'sayur nya d ganti sop ngak apa2,a soalnya gak layak katanya' → *'Vegetables, I can change the soup, it's not worth it'*

The utterance on the 1st datum structurally has *'ngak apa2,a soalnya'* which deleted on the target text. The *Grab* auto-translate machine doesn't express word which represent the meaning of this *'ngak apa2,a soalnya'* utterance of the driver to the sample participant. The *Gab* auto-translate machine officially omitted this word as the result of the translating process. Hence, this datum was categorized as having the reduction translation technique.

9) Transposition

Transposition is a technique that changes a grammatical category in relation to the source language. This technique is the same with shift (in category, structure and unit shift, such as changing singular to plural, the position of an adjective, changing the word class or part of speech). From the 28 selected data to be analyzed, this research recorded 7 data categorized as having the transposition translation technique, the researcher will explain the sample as below;

Datum 17 (GrabBike);

'Kalau sesuai titik itu tdk boleh' → *'If at that point it is not possible'*

The above datum sourced text of *'Kalau sesuai titik itu tdk boleh'* structurally has a verb on the sentence, the word *'boleh'*. Unfortunately, the Grab auto-translate message transfer it into *'If at that point it is not possible'* as the targeted text. This translation result has a shifting while rendering the source text into the target text. The word *'possible'* in the target text which replace the source text of *'boleh'* doesn't have the same structural pattern. The source text used *'possible'* which ruled as an adjective. This shifting case from the verb on the source text into the adjective in the target text categorized as the transposition technique of translation.

Datum 1 (GrabFood);

'sayur nya d ganti sop ngak apa2,a → *'Vegetables, I can change
soalnya gak layak katanya'* *the soup, it's not worth it'*

The above datum sourced text of *'sayur nya d ganti sop ngak apa2,a
soalnya gak layak katanya'* structurally has a noun phrase on its sentence. The word *'sayur nya'* classified as a noun phrase. However, the Grab auto-translate message transfer it into a target text sentence which omits the noun phrase element. The target text of *'Vegetables'* doesn't have the noun phrase pattern but only a stand-alone noun pattern, without article on it. This shifting case from the noun phrase in the source text structure into an only noun structure on the target text is categorized as having the transposition translation technique.

Datum 3 (Grab Express);

'No penerima kok gak aktif' → *'No receiver is not active'*

The above datum sourced text of *'No penerima kok gak aktif'* structurally has an additional word means as question which commonly used by most of the source language people. The additional word *'kok'* affects the sentence on having a question mark, its function makes the sentence questioning something without having a question mark (in the source language). Fortuitously, the Grab auto-translate message transfer it into *'is'* on the targeted text which structure is to be. The effect makes the target text as a statement not a question anymore. This translation result has a shifting while rendering the source text into the target text. The word *'kok'* in the target text which replace the source text of *'is'* doesn't have the same structural pattern. The source text used *'kok'* which ruled as an additional word, while the target text used *'is'* which ruled as to be. This shifting structure case from the additional word on the source text into to be in the target text categorized as the transposition technique of translation.

3. The effect of communication efficiency in Grab auto-translate message for the customers

On conducting this research, the researcher gathers 8 sample participants with 7 questions given to them personally. As the result the researcher will present the explanation as below;

Question 1

In the sampling questionnaire, you stated that the auto-translate message feature in Grab was less / inefficient. Why?

The goal of the first question is looking for the efficiency of the auto-translate message based on the sample's answer. And the result is, all of the samples state that this auto-translate message is less or not efficient. The main reason is the discovery of several cases of translation errors in this feature. The results of the translation of this auto-translate message are inaccurate, even incompatible with the meaning of the source language. Sample 1 and 3 state that the results of the translation deviate from the source language, also mentioned that this is because the machine translation is only able to translate literally or word by word. Sample 5 and 6 say that besides machine translation which is only able to translate literally, there is another factor behind this translation error. This factor is the use of non-standard or informal words such as abbreviations, slang, and accent that is inserted into the text of the sentence which later makes machine translation has difficulty in translating it. Some drivers often use these words in communication, while the auto-translate message feature is not yet equipped with features that can understand these words.

Question 2

Have you ever had a conversation (other than a transaction) with the Grab driver? Does the auto-translate message feature always appear every time you have that conversation?

For the 2nd question, the purpose of this question is to find out that samples make any conversation out of the transaction or not. More

than that, in this question also find out the occurrence frequency of the auto-translate message in Grab. And the result is, all of the samples do another conversation out of the transaction. For example, Sample 7, when she orders Grab, she requests buying another food along the way the driver delivers the food to her. This request she does while she orders Grab Food. Next sample 8, She talks about another topic too while ordering Grab. Like talking about direction, and asking for a raincoat when that day is raining. For the frequency of occurrence, the auto-translate message appear is 5 from 8 samples say that this feature always appears when they do conversation with the driver. Like samples 3 and 6 say, this auto-translate message always appears each time the driver sending a message. Even though only for the small talk. In another, the rest says this feature not always appear when they do conversation with the driver. Only some or specific messages.

Question 3

Have you ever found a translation error in Grab? Can you give an example of the data that you have found? What do you think about that translation error?

In this question, the researcher wants to know about the sample's experience when founding a translation error also their opinion about it. The result of this question is, all of the samples have experience in facing this translation error in Grab. More than that, some of them say that they often find translation error cases when using Grab. Such as sample 4 and 8, both have more than one experience in finding this translation error.

There are some different experiences for each sample. For example, Sample 2, she has an experience where the auto-translate message in Grab does translation error in translating source text to another language. But this language not translated to the English language, it translated to the Korean language. Different from sample 2, Sample 3 and 4 have another experience of a translation error. In their experience, the translation error still understandable even it is wrong. The wrong just in one word. Because this auto-translate message translates literally, all of them will be translated even it's can be combined or omitted.

Question 4

Write your comments in general about the auto-translate message feature in Grab and translation errors which until now have been a phenomenon with your perspective as a translator!

The target of the 4th question is to know the general opinion of the samples toward Grab auto-translate message in the point of view the samples as translator. According to the answer of all samples, they say that this auto-translate message is a good feature which is added in Grab. But it still needs an improvement. All of the samples say that it is unfortunate if a feature like this does not function properly. Found many errors encountered by the auto-translate message generated in Grab. The main factor is the limitation of machine translation which is only able to translate literally or word by word. Because the translation technique is only limited to literal translation, which later will produce limitations in the quality of the translation results. Then, the limitations of abbreviated

or informal vocabulary commonly used by customers in daily communication are not contained in machine translation. So, when customers use the abbreviation or informal vocabulary, machine translation will have difficulty translating the word, and will result in translation errors. There are several strategies that can be done to address this problem.

Question 5

Write your general comments about the auto-translate message feature on Grab and translation errors which until now have been a phenomenon with your perspective as a customer!

The target of the 5th question is to know the general opinion of the samples toward Grab auto-translate message in the point of view the samples as customer. According to the point of view of all samples as the customer. We can conclude that this auto-translate message is not really needed by them, seen from the translation errors that become phenomena. Because the customers themselves speak Indonesian Language, of course, this feature is only read by them. Even though the results of the translation are wrong, they don't care much about it. This feature does not really affect the samples as customers in terms of understanding or interest in using Grab. It's just that this feature is annoying when read. There are suggestions by adding the enable and deactivate buttons for using auto-translate messages as needed. Like if the driver gets a tourist customer. The driver can activate this feature, of course the driver must also pay attention to the use of words in sentences so that this feature can

translate correctly. Because this feature is more helpful at this time than it has to be activated automatically, especially customers who are local residents.



Question 6

Overall, does the phenomenon of translation error in the auto-translate message feature affect you?

- a. In terms of interest in using Grab**
- b. In terms of your understanding (causing misunderstanding / disturbing when read)**

The target in this question is to find out whether this translation error affects them in using Grab and in or their understanding. According to samples answer, for the interest of using Grab. All of the Samples say that this translation error did not affect their interest in using Grab. There are several reasons for that. Sample 4 says that it doesn't affect her because she does not feel disadvantaged by that. Sample 7 says that it does not affect her because Grab is still one of the needs needed in her daily life. And for sample 8, she says that this translation error did not affect her interest in using Grab because she still needs it.

Next is the effect of translation error on the sample's understanding. According to their answer 7 of 8 samples say that this translation error affects them, not all of the samples affected by this translation error in the same way. For sample 3, 4, and 6, they say that this translation error bothers them in terms of attention but it does not affect their understanding or make any miss communication. More than that, sample 6 adds that this translation error made her divert attention to read it because, for some translation errors that are generated, some translation errors are funny when read. For sample 1 and 5, they say that this feature is annoying when read, but does not affect their understanding of the meaning of this translation error. And also, does not cause

misunderstanding in communication. And then for samples 2 and 7, in their opinion, this translation error is very annoying. Besides disturbing when read, sometimes it can confuse their understanding. And also, had caused miss communication. Sample 7 says there has been an experience when having a conversation with the driver where there had been a misunderstanding occurred, coupled with the wrong translation results made it even more confused.

Question 7

Is there any criticisms or suggestions for Grab related to the phenomenon of translation errors that exist today?

The last, the purpose of this question is to find out the advice given by all of the samples related to the phenomenon of translation that occurs in Grab auto-translate message. All samples suggest increasing the quality of translations used in Grab auto-translate messages. Samples 1, 3, and 7 suggest upgrading this auto-translate message. For example, as suggested by sample 1 by making adjustments to the translation machine to identify abbreviated words as well as other informal words which are indispensable for literal translation or word by word. As for suggestions from samples 4 and 5 where they suggest that the Grab company direct the drivers to pay attention to the use of words and language in communicating via messages with their customers. Using the right words and language can maximize the auto-translate message feature to minimize translation errors that will occur. Then there are suggestions

from samples 6 and 8 which suggest for Grab companies to work together or employ several translators to help improve the quality of translation in the auto-translate message feature on Grab. The last, suggestion from sample 2 is to add a setting where the driver can activate and deactivate this auto-translate message feature. The aim is to maximize the efficiency of using the auto-translate message feature when, where and to whom this feature can be used.

Simply, all the eight participants stated that the high error percentage on the result of Grab auto-translate message does not affect much for the sample participant. Whether it's on their comprehension which led to the miscommunication, or their interest on using Grab as their solution in fulfilling their daily need. This is caused by their preference on reading the Indonesian text, as the Indonesian language is their native language. In addition, the participants declare that the auto-translate message on the Grab Texting feature is less effective as means of communication support system. Because of their high error percentage on the result of translation process. Moreover, if this application's customer is a foreigner, this auto-translate message will make confusion or even miscommunication between the driver and the foreigner customer.

B. Research Discussions

From the collected 40 data, 12 of them categorized as not relevant data, 25 of them counted as the error data (which then analyzed using the

Dulay, Burt and Krashen translation error: 1982), and the other 3 data of the classified as the correct data (which then combined by the error data and analyzed using the Molina and Albir translation technique: 2002). The design which applied to uncover the underlying explanation for the mentioned translation process case of Grab auto-translate message results 3 mains recorded outputs which can be discussed with the previous research as below:

First, based on the translation error findings, the Grab auto-translate message analysis found in all three Dulay, Burt and Krushan categories of error. On the linguistic category, this research show that the linguistic constituents dominate the result. This is caused by the both source and target language used word formation and typographic symbol which is affect the translation process. On the surface category, the misordering becomes the most dominant error. This is caused by the morpheme placement is not placed properly in the SL, which affect the auto-translate message didn't catch the SL intended meaning. Thus, the TL result will translate incorrectly. And on the communicative effect, the research show that the local error as the most dominant. Most errors found in the analyzed data are happen only in single element of the sentence, and this is not affect the communication process.

In line with that, the research Errors Made by Google Translate and Its Rectification by Human Translators by Amanah (2017) which purposed to investigate the google translate output that requires human editing in order to improve the translation quality, has similar object (machine translation) and analysis (error analysis in translation). This research uses the Hybrid model of

error classification adapted from Keshavarz (1999) and Vilar (2006). By analyzing 4 text and pamphlets, the research found that the Grammatical Error is the most dominant error. This grammatical error includes missing preposition, missing possessive markers, missing pronoun, and incorrect use of lexical words. Hence, in terms of error analysis between previous study and the present study, both have different finding result as they have different theory and object.

However, both have same conclusion that the analyzed machine translation on each research can have a good output if the SL used the simple sentence structure. According to Baker (1992) stated that the grammatical pattern of a language (as opposed to its lexical stock) determines those aspects of each experience that must be expressed in the given language. Therefore, the most simpler the sentence structure is, the most easiest the translation is.

Furthermore, in previous research on Google Translation errors found that by the use of hybrid model of error classification adapted from Keshavarz (1999) and Vilar (2006). The result of this theory is the grammatical error become the most dominant error that occur in Google Translate translation error. Similarly, the current research which use Shaffer in Dulay, Burt, Krashen's (1982) theory found that on the surface category the misordering is the main error. Both grammatical and misordering is an error that happen on the grammatical or structure problem. This case happened due to the MT program and system work as what inputted, it has no flexibility to adjust with something that are not identified by its program and system. This is reasoning

why the MT is claimed as the human like translation but it never be the same. Giammarresi and Lapalme (2016) still consider them valid. As MT can produce human-like translations in restricted domains and is increasingly being included in CAT-tools, they insist that MT is posing a challenge for Translation Studies.

Second, based on the translation technique findings, found 9 from 18 translation technique according to Molina and Albir's theory (2002). They are Amplification (5 from 28 data), Borrowing (3 from 28 data), Calque (5 from 28 data), Generalization (2 from 28 data), Linguistic Amplification (4 from 28 data), Literal Translation (8 from 28 data), Particularization (1 from 28 data), Reduction (5 from 28 data), and Transposition (7 from 28 data). Simply, the most dominant translation technique used in Grab auto-translate message is the literal translation technique.

Besides, there are two previous studies which conduct the research used Molina and Albir's (2002) translation technique theory. The identical previous research is done by Putra and Nugroho (2016) entitled Translation Techniques Used in RF-Online Game, their research found 4 from 18 translation technique classification. They are Calque, Borrowing, Literal Translation, and Substitution. And the most dominant translation technique used in this research is Borrowing due to the high number of game terminology which have no equivalent meaning in the TL. However, this different result caused by the different object field analyzed by previous and current research.

The other more complex previous research is done by Angono (2012) entitled Analysis of Translation Technique and Quality Assessment as Part of Software Localization UCweb Browser. This previous research is examining the techniques used by the translator and describe the effect those techniques on the UCweb Browser translation quality. This previous research found 12 from 18 translation technique by Molina and Albir (2002), they are: Borrowing; Description; Discursive Creation; Generalization; Linguistic Amplification; Linguistic Compression; Literal Translation; Modulation; Naturalization; Particularization; Reduction; Transposition. However, this previous research as the same as the current research that the both has the literal translation as the common translation technique used.

In addition, this previous research has an advanced analysis by having the translation quality assessment theory by Larsson (1984). This translation quality assessment classified into 3 categories, accuracy, acceptability, and readability. From the translation technique used in the UCweb Browser found the highest level of accuracy are borrowing and naturalization, and the lowest level of accuracy is description. The technique with the highest level of acceptability are borrowing and modulation, the lowest is particularization. And the technique with the highest level of readability is modulation, and the lowest level is generalization. As the result, this previous research different from the current research by the advanced analysis of translation technique combined with translation quality assessment. As the research focused on how the technique effects the translation quality.

By this, even the both previous and current research use the same theory to analyze the data but the both have different result. It shows that different field of where the machine translation applied decides what common translation technique used. Molina and Albir (2002) stated that they affect the result of the translation, they are classified by the comparison with the original, they affect micro – units of the text, they are by nature discursive and contextual, and they are functional. By this, even the both previous and current research use the same theory to analyze the data but the both have different result. It shows that different field of where the machine translation applied decides what common translation technique used. Because every technique used to transfer SL affect the TL intended meaning. Hence, having the proper translation technique is a prior qualification to have the SL intended meaning.

Moreover, we can found that there is a similarity between the current research and previous research which discusses about UCweb browser. Both having research result that literal translations as the most dominant translation technique in each research. Even though both have different object is caused by the source text structure which is a complete sentence. If the previous research done by Putra and Nugroho (2016) with the object of RF-Online Game, its most dominant technique is borrowing as most of source text is gaming terminology which is difficult to find the equivalence meaning on the TL. So that, it finds the borrowing as the proper translation technique to use. Meanwhile the current research and the other previous research with object of UCweb Browser mostly have a complete sentence or at least a simple

sentence, so literal translation should be the more appropriate to use. The translation technique used should fitted and fixed to transfer the SL to the TL. As according to (Nord, 1997) defines it as “appropriateness of a translated text to fulfill a communicative purpose”.

Third, based on the interview findings. The selected participant stated that the Grab auto-translate message is not efficient according to the high level of translation error. For example, the incomplete word formation, the omission of the typographic symbol, and other particular reason. But even like that it did not affect them. It caused by their preference to read the Indonesian text rather than the English translated text. This high number of translation errors did not affect their comprehension in understanding the intended meaning of the SL. According to Baker (1992) “in the end it all depends on the receiver and on his ability to interpret the indication present in the discourse.”. Hence, the participant statement of having no problem with the Grab auto-translate message is acceptable as people learn different language and have different native language. It also did not affect their interest in using Grab as their personal daily life service assistance.

As the same to the previous research *An Accuracy Analysis in Indonesian-English Translation Using Google Translate Machine Translation* by Ulfah (2015). In her research found that Google Translate has a low effectiveness in translating English – Indonesian. The translation result seems to be correct at the first glance, but it might still contain a problem even if only one case. However, this research differs on the theory used. This previous

research is based on Baker (1992) five parameters, they are word level equivalence; above word level equivalence; the grammatical equivalence; textual equivalence; and cohesion equivalence.

However, from both previous and current research stated that machine translation is possibly to make a good translation results if the SL in the form of simple text structure. The more complex SL is; the more frequent wrong TL results is. This is due to the limitations of the machine translator in accommodating certain vocabulary that is not inputted in the database or the memory of the machine translation. Hutchins (1999) stated that the limitation of hardware in particular inadequate memories and slow access to storage and the unavailability of high level language programming. It means that machine translation has a limitation in programming a certain advanced language because of it is not programmed for that certain advanced language.

Even though there are many differences, the researcher found a similar result that the translation outcome which made by machine translation system is not as perfect as human translation textually and contextually. Because, as the truth that machine works as determined by its system and program, meanwhile human has the flexibility to adjust without system and program. However, having this auto-translate machine in several application and certain software to support people daily need is a positive notable improvement to improve again. Machine translation will never match the quality of professional human translation, it is only human like translation the pose a challenge toward the translation studies (Giammaressi & Lapalme, 2016).

CHAPTER 4

CONCLUSION AND SUGGESTION

This chapter presents about conclusions of the data analysis of this research and suggestions about the investigation of machine translation analysis. This means to improve the awareness of the use on auto-translate feature in any particular field.

A. Conclusion

After conducting this research, can be concluded that: The analysis of Dulay, Burt, and Krashen (1982) of translation errors theories shows the existence of linguistic category error, the surface category error, and the communicative effect error. From the 40 data collected by the 8 sample participants 37 of them in about 92,5% are categorized as having translation error (in different categories of mentioned errors), and only 3 data of them in about 7,5% are classified as having no error. The most dominant error in linguistic category is language constituent with 16 from 25 error data. The most dominant error in surface category is Misordering with 9 from 25 error data. And the most dominant error in communicative effect is local error with 22 from 25 error data.

Next the analysis of Molina and Albir (2002) of translation technique theories found 9 from 18 translation technique in Grab auto-translate message. They are Amplification, Borrowing, Calque, Generalization, Linguistic

Amplification, Literal Translation, Particularization, Reduction, and Transposition. From all of that translation technique, the most dominant translation technique used in Grab auto-translate message is literal translation which found 8 from 40 total translation technique found in the 28 data analyzed.

Conducting an open discussion with the selected samples, this research comes to the result that this Grab auto-translate message is not efficient. Commonly, all the selected samples stating that the use of informal source text and the Grab auto-translate machine become the major reasons of the translation error. They recommend to improve the Grab auto-translate message feature and quality. As conclusion, the translation made by machine is not as perfect as human translation textually and contextually. Because, as the truth that machine works as determined by its system and program, meanwhile human has the flexibility to adjust without system and program. However, having this auto-translate machine to support people daily need application is a notable improvement to improve again.

B. Suggestion

Finally, the researcher hopes that he contributes to the general discussion about translation field. For the next researcher dealing with translation technique and translation error which related to machine translation, the researcher personally suggests to have a wider analysis on the object (the length of data collecting duration and other observable application)

with possible qualified sample participants. For after all, this Grab auto-translate message research is a worth study to sharpen translator awareness toward the all linguistic aspects.



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CURICULUM VITAE



Bagus Putra Adhyaksa was born in Kediri on September 6, 1997. He graduated from Gedangan 1 Senior High School, Sidoarjo in 2015. Then, he began his higher education in 2015 at the Department of English Letters of Faculty of Humanities at State Islamic University of Maulana Malik Ibrahim Malang and finished in 2019. Bagus is an active, participatory and exploratory boy.

While he was an active student at UIN Maulana Malik Ibrahim Malang, Bagus was active in various intra and extra organizations on campus. Evidently, he has been registered with several intra and extra-campus organizations such as ORDA Sidoarjo, PMII Rayon "Perjuangan" Ibnu Aqil, HMJ-English Letters of UIN Malang, and DEMA-F Humaniora of UIN Malang. In his participation in an organization, Bagus has achieved several achievements such as: Period 2015-2016 recorded as a member of the Department of Student Relationship HMJ-English Letters of UIN Malang; in 2016 became the chief executive in the social service agenda held by the HMJ-English Letters of UIN Malang; Then in period 2016-2017 was recorded to be the coordinator of the Department of Student Interest and Talent Development of HMJ-English Letters of UIN Malang; in 2017 became the Steering Committee of the national event entitled Maliki English Festival 2017 held by the HMJ-English Letters of UIN Malang; Period 2017-2018 is registered as a member of the Social Department of DEMA-F Humaniora; and in 2018 he became the coordinator of the public relations section of the national event entitled Cultural Festival 2018 held by DEMA-F Humanities.

In addition to the above achievements, at the end of 2018 he began his career as a freelancer translator, and in the middle of 2019 Bagus was listed as one of the delegates from Indonesia in the International Event entitled ASEAN FUTURE LEADER SUMMIT 2019 held in Malaysia. And it will still continue to explore his capacity.



APPENDICES

APPENDIX 1 – SAMPLE SELECTION QUESTIONNAIRE**Angket Penggunaan Aplikasi *Grab* (Questionnaire for the use of *Grab* Application)**

Tujuan pembuatan angket ini adalah untuk menentukan sample data penelitian tentang penggunaan *GRAB* dalam penelitian yang berjudul "INVESTIGASI MESIN TERJEMAHAN OTOMATIS PADA FITUR PESAN TEKS *GRAB*". Kami harapkan saudara/i dapat mengisi angket ini dengan jujur serta sesuai dengan pengalaman anda sebagai pengguna *GRAB*. Segala bentuk informasi maupun argumen yang anda sampaikan akan terjamin kerahasiaannya. Terima kasih.

(The purpose of making this questionnaire is to determine the research data sample on the use of *GRAB* in a study entitled "INVESTIGATING THE AUTO-TRANSLATE MACHINE ON THE TEXTING FEATURE OF *GRAB*". We hope you can fill this questionnaire honestly and in accordance with your experience as a *GRAB* user. All forms of information and arguments that you submit will be guaranteed confidentiality. Thank you.)

Note : Jika anda tidak pernah menggunakan *Grab*, anda bisa melewati pertanyaan nomer 2 dan seterusnya. (If you never use *Grab*, you can skip question number 2 and so on.)

- Nama Lengkap (Full Name)

- Mahasiswa Sastra Inggris UIN Malang Angkatan Tahun (Years of being an English Literature Student of Malang State Islamic University)
 - a. 2015
 - b. 2016
- Nilai Mata Kuliah "Basic of Translation" (Course Score of "Basic of Translation")

a. A+	f. C
b. A	g. D+
c. B+	h. D
d. B	i. E+
e. C+	j. E
- Nilai mata kuliah "Translation and Interpreting" (Course Score of "Translation and Interpreting")
 - a. A+
 - b. A
 - c. B+
 - d. B
 - e. C+
 - f. C
 - g. D+
 - h. D
 - i. E+

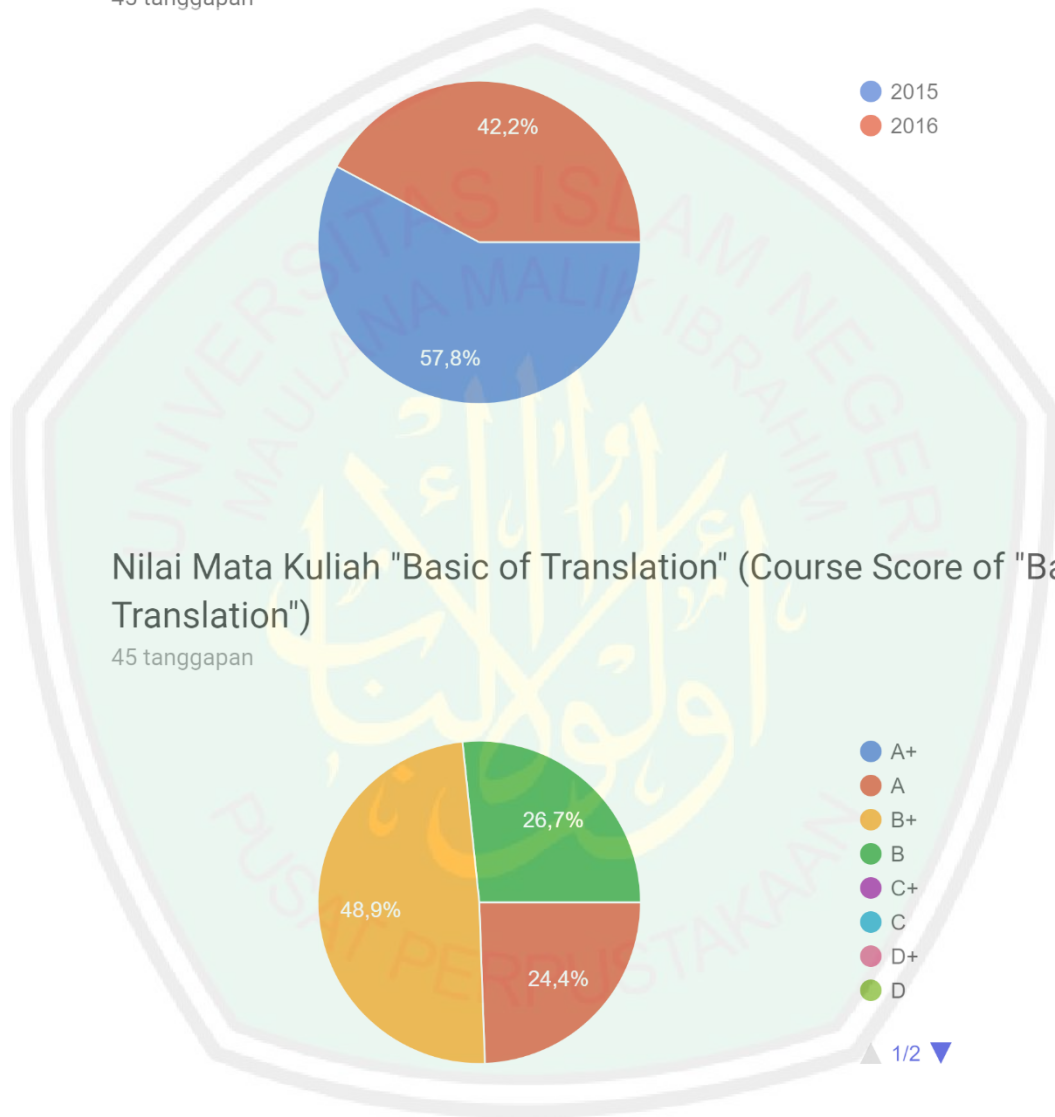
1. Apakah anda pernah menggunakan *Grab* ? (Have you ever used *Grab* ?)
 - a. Pernah (Ever)
 - b. Tidak Pernah (Never)
2. Seberapa sering anda menggunakan *Grab* dalam kehidupan sehari-hari ?
(How often do you use *Grab* in daily life ?)
 - a. 1x/minggu (once a week)
 - b. 2-3x/minggu (two to three times a week)
 - c. 4-5x/minggu (four to five times a week)
 - d. Hampir setiap hari (almost every day)
3. Pelayanan apa saja yang pernah anda gunakan dalam *Grab* ? (What services have you used in *Grab* ?)
 - a. *GrabBike*
 - b. *GrabCar*
 - c. *GrabTaxi*
 - d. *GrabFood*
 - e. *GrabExpress*
4. Pernahkah anda memiliki permintaan khusus saat sedang melakukan pemesanan *Grab* ? (Have you ever had a special request when ordering *Grab* ?)
 - a. Pernah (Ever)
 - b. Tidak Pernah (Never)

5. Ketika muncul notifikasi pesan dari pengemudi, terdapat pesan yang telah diterjemahkan dalam Bahasa Inggris. Apakah anda juga membaca terjemahan pesan tersebut ? (When the message notification appears from the driver, there is a message has been translated in English Language. Do you also read the translation of the message ?)
 - a. Ya (Yes)
 - b. Tidak (No)
6. Apakah anda pernah melakukan percakapan lain dengan pengemudi selain transaksi ? (Have you ever had another conversation with the driver other than transaction ?)
 - a. Pernah (Ever)
 - b. Tidak Pernah (Never)
7. Bagaimana pendapat anda terkait efisiensi fitur auto-translate dalam *Grab* ? (What do you think about the efficiency of the auto-translate feature in *Grab* ?)
 - a. Sangat efisien (Very efficient)
 - b. Cukup efisien (Quite efficient)
 - c. Kurang efisien (Less efficient)
 - d. Tidak efisien (Not efficient)

APPENDIX 2 – SAMPLE SELECTION QUESTIONER RESULT

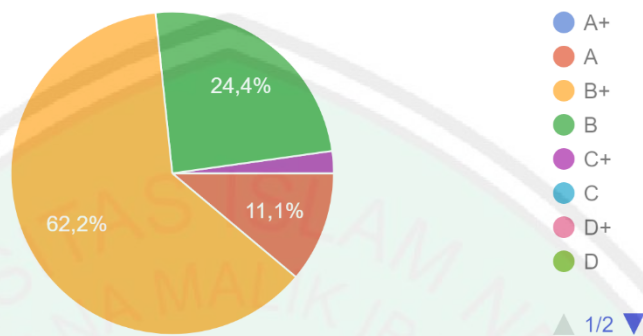
Mahasiswa Sastra Inggris UIN Malang Angkatan Tahun (Years of being an English Literature Student of Malang State Islamic University)

45 tanggapan



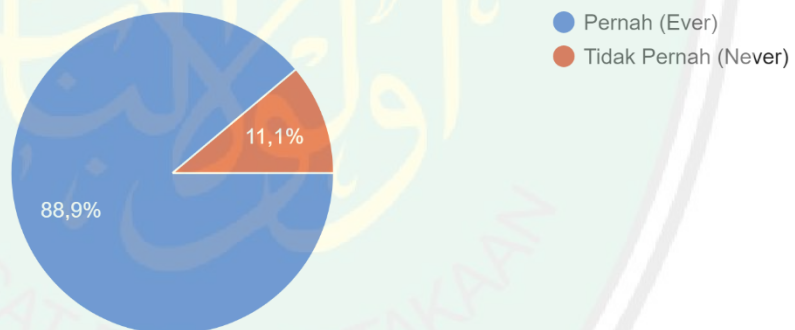
Nilai mata kuliah "Translation and Interpreting" (Course Score of "Translation and Interpreting")

45 tanggapan



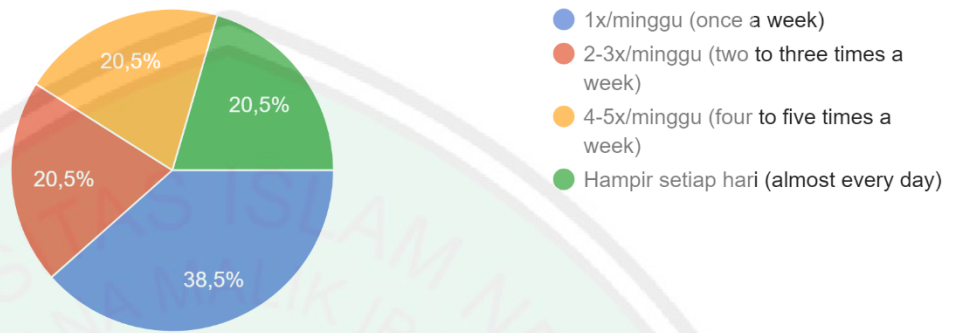
1. Apakah anda pernah menggunakan Grab ? (Have you ever used Grab ?)

45 tanggapan



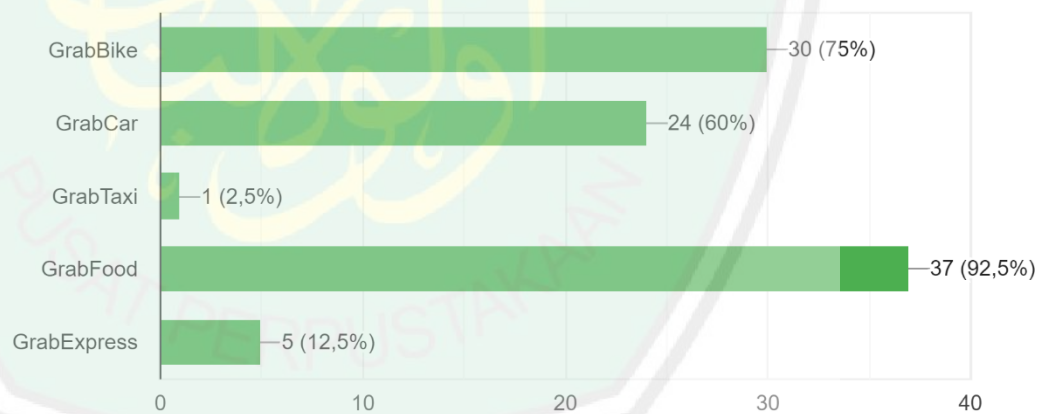
2. Seberapa sering anda menggunakan Grab dalam kehidupan sehari-hari ? (How often do you use Grab in daily life ?)

39 tanggapan



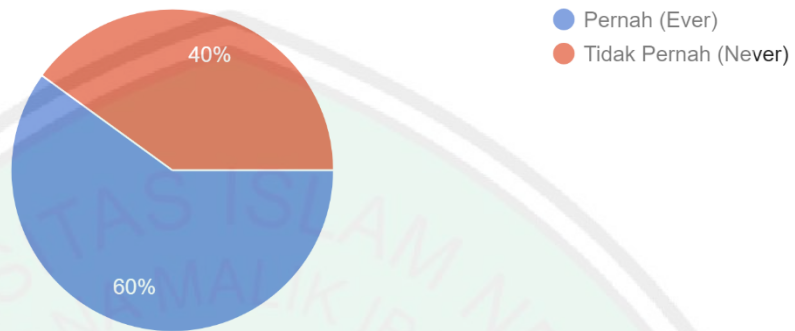
3. Pelayanan apa saja yang pernah anda gunakan dalam Grab ? (What services have you used in Grab ?)

40 tanggapan



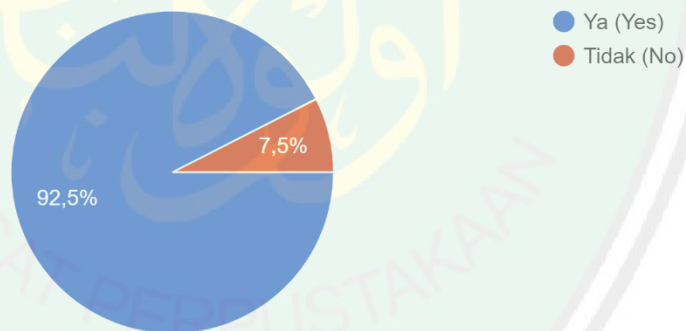
4. Pernahkah anda memiliki permintaan khusus saat sedang melakukan pemesanan Grab ? (Have you ever had a special request when ordering Grab ?)

40 tanggapan



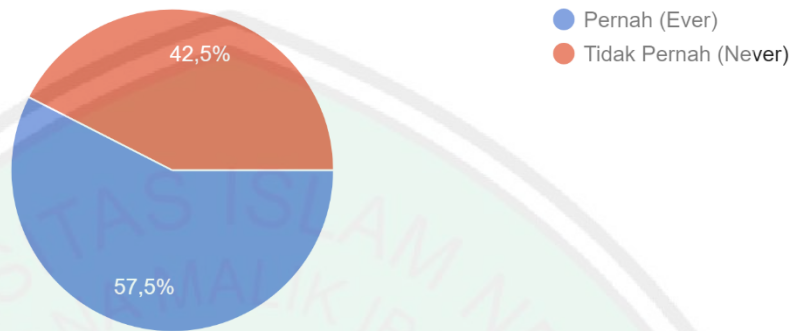
5. Ketika muncul notifikasi pesan dari pengemudi, terdapat pesan yang telah diterjemahkan dalam Bahasa Inggris...ad the translation of the message ?)

40 tanggapan



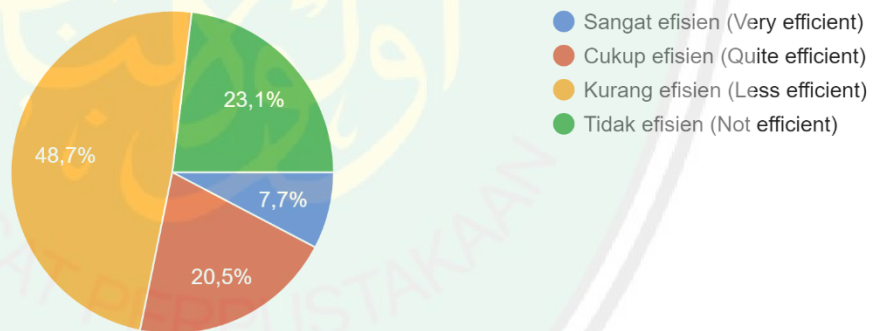
6. Apakah anda pernah melakukan percakapan lain dengan pengemudi selain transaksi ? (Have you ever had a...th the driver other than transaction ?)

40 tanggapan



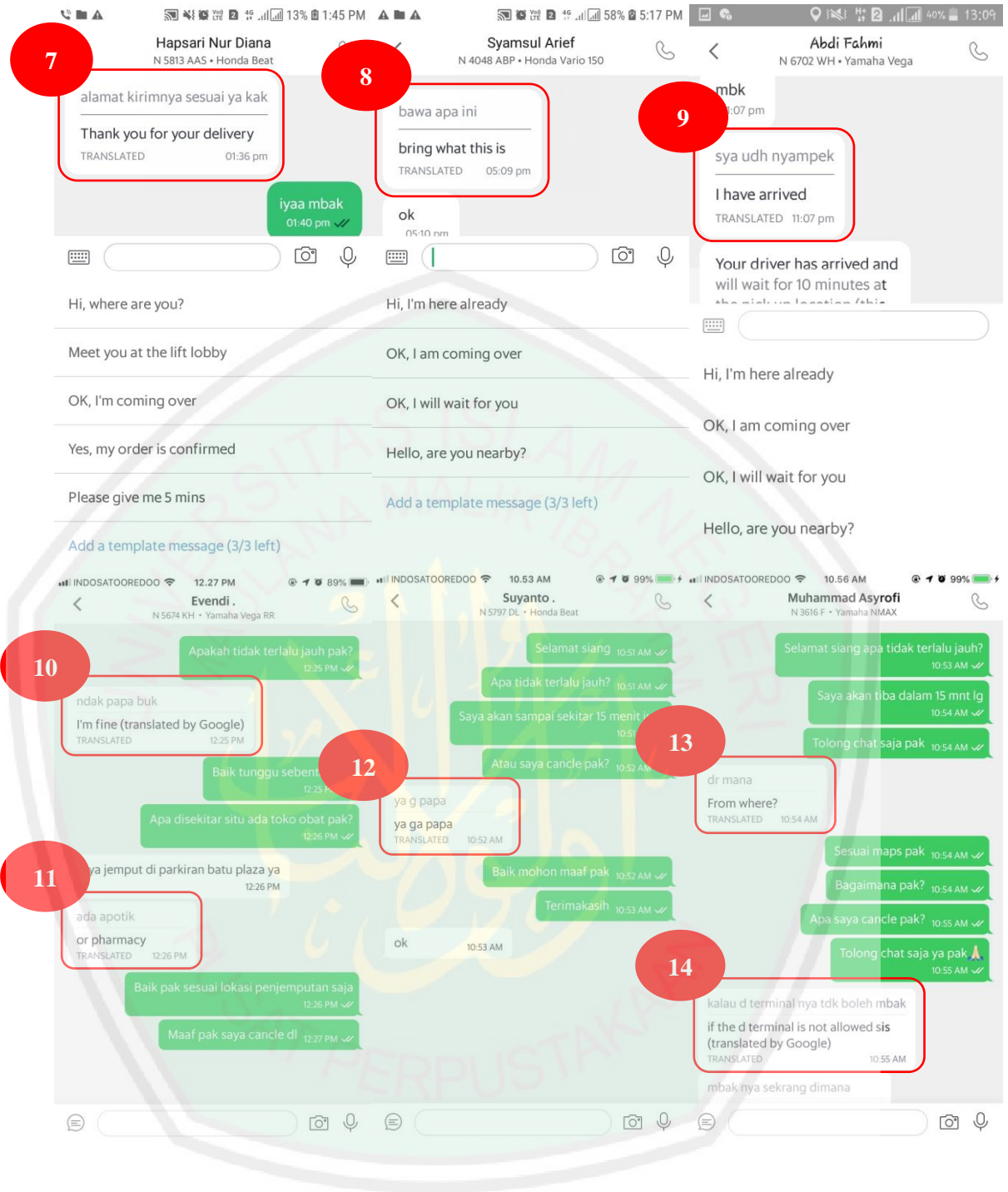
7. Bagaimana pendapat anda terkait efisiensi fitur auto-translate dalam Grab ? (What do you think about the effi...f the auto-translate feature in Grab ?)

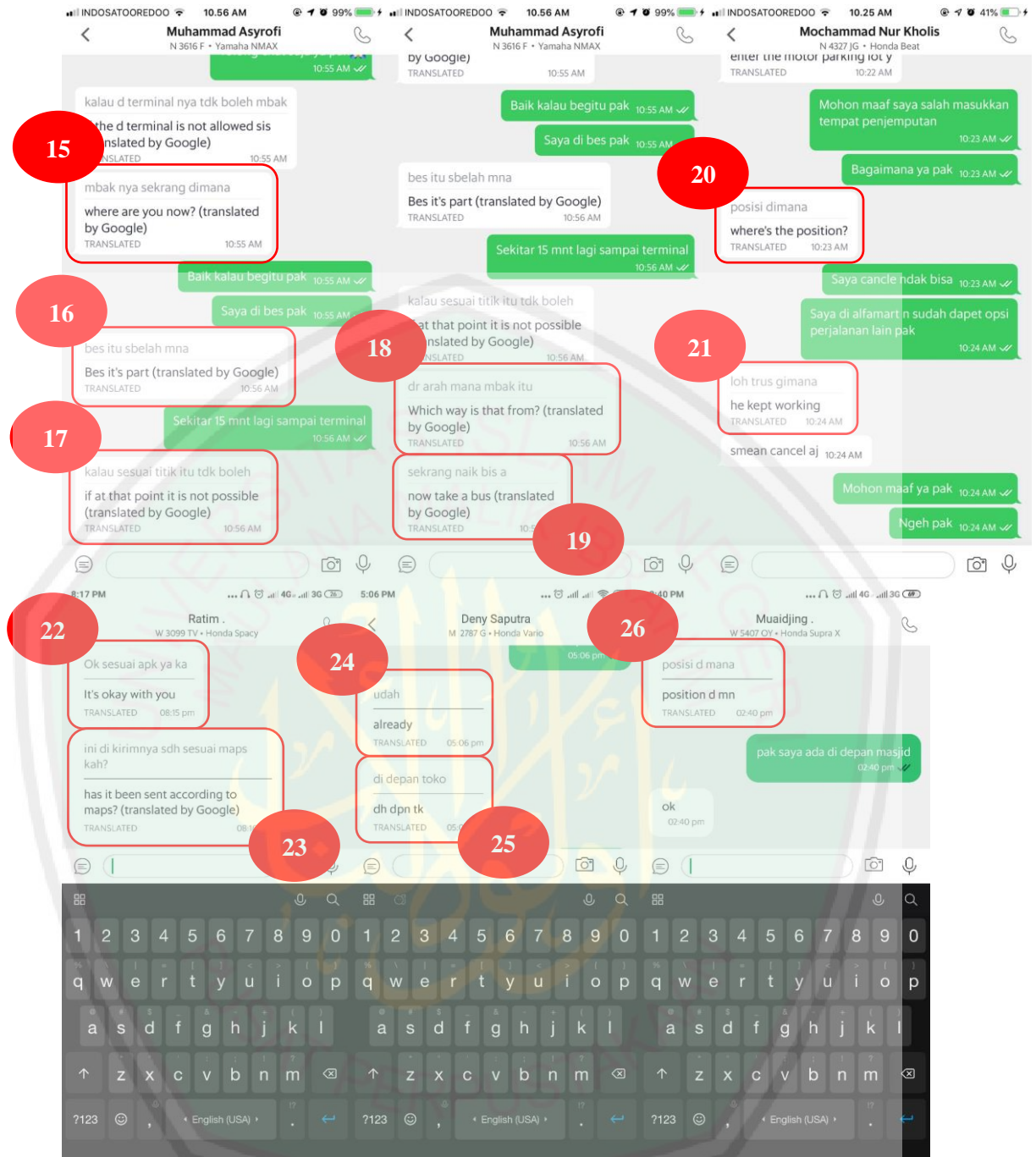
39 tanggapan

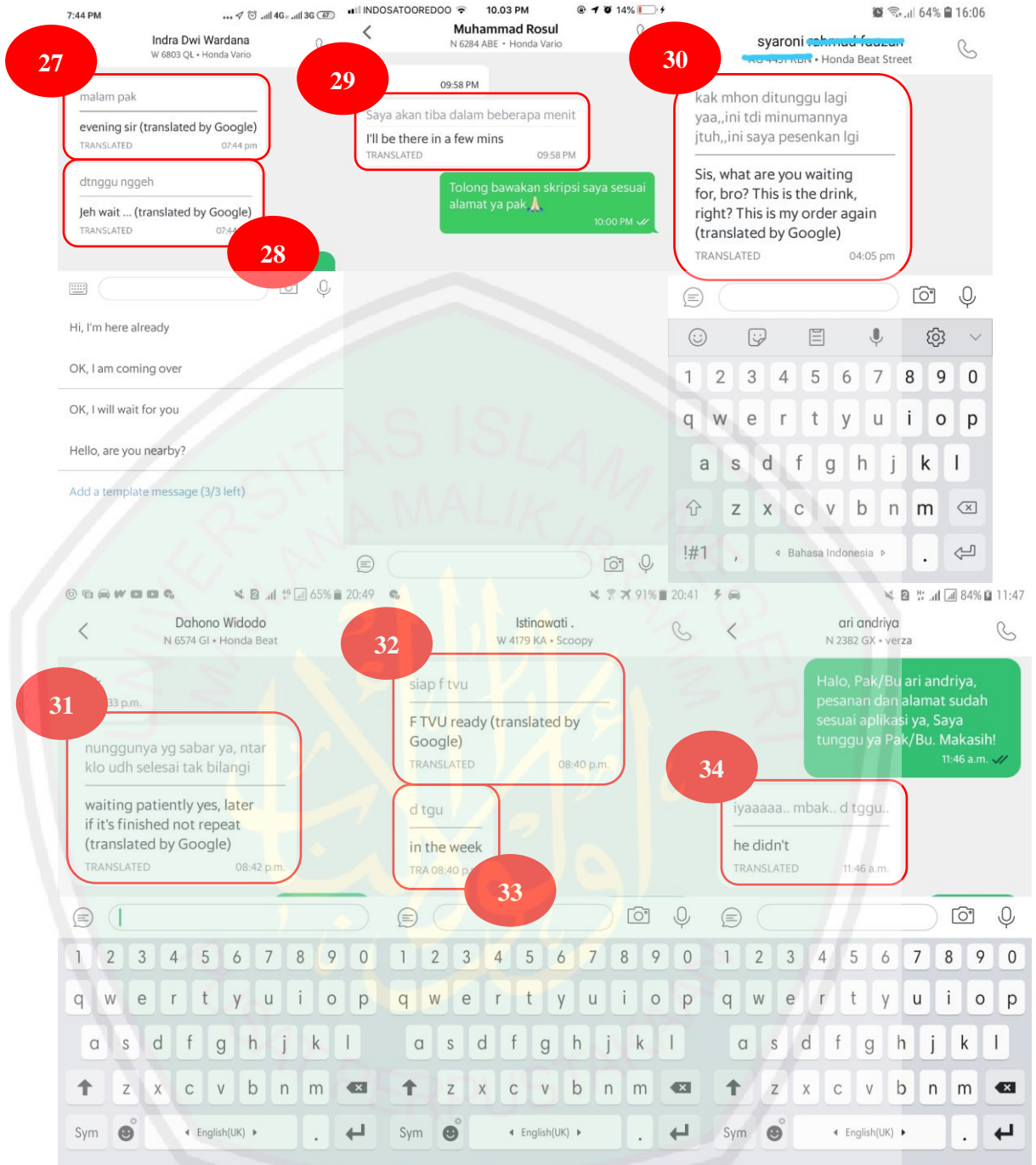


APPENDIX 3 – SCREENSHOT DATA

<p>1</p> <p>Mahfud . N 4609 GJ • Honda Beat</p> <p>sayur,nya d ganti sop ngak apa2,a soalnya gak layak katanya</p> <p>Vegetables, I can change the soup, it's not worth it (translated by Google)</p> <p>TRANSLATED 08:48 pm</p> <p>Hi, where are you?</p> <p>Meet you at the lift lobby</p> <p>OK, I'm coming over</p> <p>Yes, my order is confirmed</p> <p>Please give me 5 mins</p> <p>Add a template message (3/3 left)</p>	<p>2</p> <p>Syamsul Arief N 4048 ABP • Honda Vario 150</p> <p>saya sudah di keduwa</p> <p>sy sdh di affiliate</p> <p>TRANSLATED 05:13 pm</p> <p>makanan pak</p> <p>05:17 pm</p> <p>Hi, I'm here already</p> <p>OK, I am coming over</p> <p>OK, I will wait for you</p> <p>Hello, are you nearby?</p> <p>Add a template message (3/3 left)</p>	<p>3</p> <p>Syamsul Arief N 4048 ABP • Honda Vario 150</p> <p>no penerima kok gak aktif</p> <p>no receiver is not active (translated by Google)</p> <p>TRANSLATED 05:29 pm</p> <p>Hi, I'm here already</p> <p>OK, I am coming over</p> <p>OK, I will wait for you</p> <p>Hello, are you nearby?</p> <p>Add a template message (3/3 left)</p>
<p>4</p> <p>Bagus Safrudin baharshah DK 2914 UAH • Honda Scoopy</p> <p>Kak saya di luar</p> <p>My brother is outside</p> <p>TRANSLATED 06:16 pm</p> <p>ok sebentar</p> <p>06:24 pm</p> <p>Hi, where are you?</p> <p>Meet you at the lift lobby</p> <p>OK, I'm coming over</p> <p>Yes, my order is confirmed</p> <p>Please give me 5 mins</p> <p>Add a template message (3/3 left)</p>	<p>5</p> <p>Aulia Rahman N 2055 DO • Yamaha Mio J</p> <p>siap kk</p> <p>ready k</p> <p>TRANSLATED 11:08 am</p> <p>Pesanan diterima. Pengemudi Anda lagi ke sana. (Ini adalah</p> <p>Hi, where are you?</p> <p>Meet you at the lift lobby</p> <p>OK, I'm coming over</p> <p>Yes, my order is confirmed</p> <p>Please give me 5 mins</p> <p>Add a template message (3/3 left)</p>	<p>6</p> <p>Nopembya Limswindyarta N 3648 AAI • Honda Beat</p> <p>aku dh nympk</p> <p>ak dh disclosed</p> <p>TRANSLATED 02:51 pm</p> <p>iyah pak sebentar</p> <p>02:59 pm</p> <p>Hi, where are you?</p> <p>Meet you at the lift lobby</p> <p>OK, I'm coming over</p> <p>Yes, my order is confirmed</p> <p>Please give me 5 mins</p> <p>Add a template message (3/3 left)</p>







35 ada kak
itu hyung
TRANSLATED 01:52 p.m.

36 ada 2 rb ga mas?
10:22 AM

37 Selamat siang pak
10:22 AM

o ke pak, makasih
04:02 pm ✓

sama2 mbk
high school 2 miss
TRANSLATED 04:02 pm

Mohon maaf saya salah masukkan tempat penjemputan
10:23 AM ✓

Bagaimana ya pak
10:23 AM ✓

posisi dimana
where's the position?
TRANSLATED 10:23 AM

Saya cacle ndak bisa
10:23 AM ✓

Saya di alfamart n sudah dapet opsi perjalanan lain pak
10:24 AM ✓

38 Mohon ditunggu ya
Please wait for me
TRANSLATED 08:02 pm

Mohon ditunggu ya
08:03 pm

Pengemudi kamu sudah tiba di restoran (Ini adalah pesan yang dibuat secara otomatis.)
08:03 pm

39 kak ini esnya habis,, di ganti teh hangat gimana
Sis, the ice is gone, how about hot tea? (translated by Google)
TRANSLATED 08:44 pm

40 msh proses mhn dtggu
it's still a process waiting
TRANSLATED 02:28 pm

iyaa pak siap
02:36 pm ✓

Hi, where are you?
Meet you at the lift lobby
OK, I'm coming over
Yes, my order is confirmed
Please give me 5 mins
Tambahkan pesan singkat (tersisa 3 dari 3)

Hi, where are you?
Meet you at the lift lobby
OK, I'm coming over
Yes, my order is confirmed
Please give me 5 mins
Add a template message (3/3 left)

Hi, where are you?
Meet you at the lift lobby
OK, I'm coming over
Yes, my order is confirmed
Please give me 5 mins
Add a template message (3/3 left)

APPENDIX 4 – INTERVIEW QUESTIONER

1. In the sampling questionnaire, you stated that the auto-translate message feature in Grab was less / inefficient. Why?
2. Have you ever had a conversation (other than a transaction) with the Grab driver? Does the auto-translate message feature always appear every time you have that conversation?
3. Have you ever found a translation error in Grab? Can you give an example of the data that you have found? What do you think about that translation error?
4. Write your comments in general about the auto-translate message feature in Grab and translation errors which until now have been a phenomenon with your perspective as a translator!
5. Write your general comments about the auto-translate message feature on Grab and translation errors which until now have been a phenomenon with your perspective as a customer!
6. Overall, does the phenomenon of translation error in the auto-translate message feature affect you?
 - a. In terms of interest in using Grab
 - b. In terms of your understanding (causing misunderstanding / disturbing when read)
7. Are there criticisms or suggestions for Grab related to the phenomenon of translation errors that exist today?

APPENDIX 5 – TRANSCRIPT INTERVIEW DATA RESULT

1 st Question (efficiency)	In the sampling questionnaire, you stated that the auto-translate message feature in Grab was less / inefficient. Why?
Sample 1	Karena menurut saya hasil translate yang ada atau ditampilkan cenderung menyimpang dengan kata lain intrepatasinya salah. Mungkin karena memang dilakukan oleh mesin dan diterjemahkan kata-perkata. Tidak melihat konteks yang ada pada kalimat. Jadi menurut saya hasilnya jelek
Sample 2	Karena lebih sering tidak sesuai dengan maksud dan kalimat yang dikirimkan
Sample 3	Karena hasil terjemahan dirasa tidak sesuai dengan maksud driver, seringkali bahkan melenceng jauh apalagi ketika driver menyingkat karakter dari suatu kata
Sample 4	Karena auto-translate dari fitur chat di Grab banyak kesalahan dan beberapa kesalahannya cukup fatal menurut saya, dapat dibayangkan kalau hasil auto-translate (yang salah) itu didapatkan oleh individu atau kelompok yang tidak mengerti bahasa Indonesia
Sample 5	<p>a. Karena saya adalah pengguna bahasa indonesia aktif jadi ketika saya menggunakan jasa grab (ketika chat) saya akan langsung membaca text dalam bahasa indonesia. Untuk mempermudah n mempercepat transaksi saya. (Apalagi kalau sudah buru2)</p> <p>b. Kemudian sudah menjadi hal yg umum bahasa indonesia (dlm kasus grab chat berarti source text) seringkali menggunakan penulisan yg tidak formal n dalam bentuk singkatan, ex; yang menjadi yg, jadi menjadi jd. Hal ini merupakan kebiasaan umum juga kebanyakan driver jg melalukanya. Yg kemudian akan berpengaruh pada proses penerjemahan n hasil terjemahan. Simply aku bisa bilang kalau hasil penerjemahanya kemungkinan besar akan salah dan tidak sesuai jika dalam bentuk seperti itu apalagi yg menerjemahkan adalah sebuah mesin</p> <p>c. Driver grab sering kali juga mencapur bahasa indonesia dengan bahasa daerah mereka, sebagai contoh saya tinggal di malang jd mereka akan menyisipkan entah itu logat, sisipan, atau kata tambahan bahasa jawa sebagaimana mereka biasa bercakap sehari2. Yang apabila diterjemahkan kedalam bahasa inggris dr bahasa indonesia pasti akan mengalami ke rancuan karena bahasa sumbernya merupakan campuran bahasa indonesia & bahasa jawa. (Sekali lagi) apalagi kalau yg menerjemahkan adalah mesin</p>
Sample 6	Fitur auto-translate message pada Grab menurut saya kurang

	efisien pada pengaplikasiannya. Ini dikarenakan beberapa hasil terjemahan yg diterjemahkan memiliki arti yg kadang tidak sesuai dengan bahasa tujuan (dalam hal ini bahasa inggris). Kesalahan yg sering terjadi adalah penerjemahan bahasa tidak baku dlm bahasa indonesia, yg sering kali diartikan menggunakan bahasa yg kurang tepat pada bahasa tujuan. Ada pula kasus dimana bahasa sumber dengan bahasa sasaran tidak memiliki padanan makna yg sama. Meski begitu, tidak sedikit pula frasa yg benar-benar diterjemahkan dengan baik. Maka dari itu, menurut saya fitur auto-translate grab bersifat kurang efisien
Sample 7	Karena gramatically kurang tepat. Tapi auto translate itu juga jarang sih munculnya
Sample 8	Beberapa terjemahan tidak akurat

2nd Question (conversation, frequency of appearance)	Have you ever had a conversation (other than a transaction) with the Grab driver? Does the auto-translate message feature always appear every time you have that conversation?
Sample 1	Pernah beberapa kali. Selalu muncul
Sample 2	Pernah, dan lebih sering tidak muncul bahkan terkadang hanya sesekali
Sample 3	Iya, bahkan ketika drivernya basa-basi menyuruh menunggu ketika saya pesan makanan melalui fitur grabfood
Sample 4	Iya pernah, dan seingat saya memang auto-translatenya selalu muncul
Sample 5	Sering, tidak selalu
Sample 6	Ya. Fitur auto-translate muncul setiap kali driver mengirim pesan
Sample 7	Iya mungkin percakapan lain saat saya ada permintaan nitip makanan ditempat lain yang searah seandainya itu grabfood. Fiturnya tidak selalu muncul
Sample 8	Pernah ada percakapan lain selain transaksi. Biasanya terkait arah. Jas hujan ketika hujan

3rd Question (experience, frequency of appearance, general opinion)	Have you ever found a translation error in Grab? Can you give an example of the data that you have found? What do you think about that translation error?
Sample 1	Pernah. Seperti ini salah satunya. Mesin langsung menerjemahkan kata perkata. Akurasiya sangat kurang, harusnya tidak perlu diterjemahkan pun tidak masalah
Sample 2	Iya, dari kalimat asli dan yang sudah di translate tidak jelas

	<p>tujuan bahasanya. Kemungkinan kata yang terakhir ditranslate ke bahasa korea. Dan yang pertama justru melenceng jauh dari maksud. Menurut saya bahasa targetnya masih belum tetap, karena masih ada yang ditranslate ke bahasa yang bukan bahasa inggris yang mana paling sering digunakan. Sedangkan untuk translate ke bahasa inggris pun fitur tersebut masih belum bisa memproses kata kata atau kalimat yang sederhana, mengandung singkatan, panggilan, ataupun slang bahasa Indonesia</p>
Sample 3	<p>Menurut saya terjemahannya terpacu pada MT saja, jadi hasilnya kebanyakan seperti terjemahan secara literal. Misalnya, dulu saya pernah dapet driver yang mengatakan "oke mbak, meluncur" dan fitur auto-translatenya menerjemahkan, "ok madam sliding". Meski saya memahami maksud dari driver, tetap saja versi terjemahannya agak mengganggu. Mungkin pengguna dari negara asing akan sangat kesulitan dengan terjemahan seperti itu</p>
Sample 4	<p>Sering saya temukan, seperti contoh-contoh yang sudah saya berikan sebelumnya dan dulu seringkali yang sering saya dapatkan itu "saya di depan kak" dan auto-translate yang muncul "im in front of you brother" mungkin masih bisa dipahami ya kesalahan seperti ini, tapi saya sedikit heran karena kalimat sesimpel "saya di depan kak" saja auto-translatenya tidak memberikan hasil terjemahan yang tepat. Dan yang saya tahu biasanya ada tulisan terjemahan dari Google padahal setahu saya terjemahan-terjemahan di Google translate cukup baik, tapi saya juga tidak tahu mungkin ada perbedaan sistem atau bagaimana</p>
Sample 5	<p>Pernah. Contoh data sdh di ss. Biasanya saya menemukan beberapa kasus kesalahan seperti</p> <ol style="list-style-type: none"> Penggunaan kata yg tidak setara. Struktur kalimat yg dlm bahasa sumber merupakan pertanyaan menjadi sebuah pernyataan di bahasa target. Penggunaan tehnik copy-paste kata dari bahasa sumber seperti nih, dong, kah. Dst. <p>Bahkan ketika itu saya pernah mendapati kata "ya g papa" di terjemahkan ke dalam bahasa inggris "ya ga papa" (sebenarnya saya kurang paham apa ini kasusnya diterjemahkan dr bahasa indonesia ke bahasa indonesia atau bagaimana)</p>
Sample 6	<p>Pernah. Kesalahan terjemahan yg sangat fatal hingga dapat menimbulkan kesalahpahaman antar umat manusia wkwk.</p> <p>IND : mbak ditunggu ya ENG : miss you</p> <p>hingga tahap salah penerjemahan seperti diatas, fitur auto-translate ini dapat berdampak buruk. Karena mengakibatkan salah paham. nanti saya baper gimana dong?</p>
Sample 7	<p>Iya pernah. Nah itu ketika driver nya bilang kalau es e habis</p>

	fitur auto translate nya seharuse tidak menggunakan term gone
Sample 8	Beberapa kali. Seperti kata habis, Disana diterjemahkan is gone. Diksi bahasa target kurang sesuai 'is gone', Namun untuk penerjemahan diatas masih bisa dimengerti. Kesalahan tidak terlalu fatal

4th Question (general description)	Write your comments in general about the auto-translate message feature in Grab and translation errors which until now have been a phenomenon with your perspective as a translator!
Sample 1	Menurut saya karena ini terjemahan otomatis pantaslah akurasiya sangat minim dan makna dari kalimat yang diterjemahkan melenceng jauh. Kesalahan-kesalahannya bukan hanya dari mesin yang menerjemahkan perkata saja tapi pengguna juga berpengaruh. Karena pengguna menggunakan ragam bahasa yang informal dan sering menyingkat kata misalnya. Kemampuan algoritma mesin mungkin hanya bisa mengidentifikasi ragam bahasa formal saja. Jadi mungkin itu salah satu penyebabnya
Sample 2	Menurut saya, lebih baik fitur tersebut tidak diaktifkan secara otomatis untuk semua akun. Sehingga, pengguna yang tidak memerlukan fitur tersebut tidak perlu merasa terganggu dengan fitur tersebut yang notabene justru tidak membantu sama sekali. Karena pada dasarnya seharusnya fitur tersebut membantu komunikasi antar driver dan pengguna. Mungkin apabila fitur tersebut bisa diaktifkan secara manual oleh pengguna yang menggunakan bahasa selain bahasa indonesia maka lebih bisa bermanfaat dan lebih fokus dalam pengupgrde an fitur tersebut yang mentranslate dari bahasa asing ke bahasa Indonesia
Sample 3	<ol style="list-style-type: none"> Fitur ini mengartikan kata per kata secara literal sehingga kadang konteks yang dimaksudkan tidak tersampaikan Fitur ini bisa jadi kurang membantu orang yang tidak memahami bahasa indonesia. Dia akan semakin dibingungkan dengan hasil terjemahan yang benar-benar di luar konteks Seharusnya fitur ini tidak hanya menggunakan machine translation tapi juga harus dilengkapi dengan translation memory untuk meningkatkan hasil terjemahan yang lebih baik. Apalagi dengan adanya istilah-istilah kekinian yg digunakan beberapa driver
Sample 4	Auto-translate di Grab chat memang sangat membantu khususnya untuk pengguna yang tidak memahmi bahasa Indonesia. Hanya saja, auto-translate yang muncul seringkali sangat membingungkan dalam segi pemaknaannya. Memang saya juga sering menemukan kesalahan terjemahan yang dikarenakan singkatan-singkatan yang lumrah digunakan orang

	Indonesia namun tidak dikenali oleh translation tool (auto-translate Grab) seperti halnya sama-sama yang disingkat menjadi sma2 sehingga diterjemahkan oleh auto-translatenya sebagai high school 2. Karena memang "penerjemah komputer" cenderung menerjemahkan teks secara 'word to word' tanpa memperhatikan tata bahasa atau bahkan tidak mengenali beberapa kata dari bahasa sumbernya sendiri (bahasa Indonesia)
Sample 5	Mungkin perlu diperjelas dmn posisi auto-translate message. Mungkin perlu menekan tombol tertentu untuk menyalakan fitur auto translate sehingga driver menggunakan bahasa indonesia dengan baik n benar, mesin penerjemah mengartikan dengan baik n benar. Hingga pesan tersampaikan dengan baik dan benar. Jika tidak akan ttap sering kami melihat kesalahan penerjemah di aplikasi ini
Sample 6	Saya tidak berharap banyak pada terjemahan mesin yg hanya bisa menerjemahkan bahasa pada titik tertentu. Kesalahan terjemahan yg terjadi juga karena mesin penerjemahan tidak dapat melihat konteks yg ada. Maka dari itu penerjemahan bahasa tidak baku (yg biasanya digunakan oleh driver kpd customer) menggunakan auto-translate banyak menghasilkan kesalahan. Auto-translate juga tidak dpt menerjemahkan singkatan, seperti: "sdh - sudah", "bleh - boleh", dsb. Jadi, menurut saya fitur ini bermanfaat apabila; 1. Pengguna menggunakan bahasa baku, 2. tidak menggunakan singkatan, dan 3. memakai bahasa indonesia sesuai EYD. Di luar itu, auto-translate akan menerjemahkan bahasa secara tidak baik dan terkesan ngawur
Sample 7	Menurutku sih kadang lucu aja liat terjemahane. Seperti grammar yang salah masih bisa maklumi hanya terkadang ada yang melenceng dengan target languagenya
Sample 8	Mungkin lebih baik, kata" yang paling sering digunakan pelanggan grab, bisa di terjemahkan dengan bahasa yang tepat. Supaya mengurangi kesalahan penerjemahan pada auto-translate. Karena terkadang ada beberapa penerjemahan yang sangat jauh dari teks target. Saya rasa, untuk aplikasi grab yang semakin mendunia, perlu d lakukan adanya perbaikan sistem auto-translate. Supaya tidak lagi terjadi penerjemahan yang tidak diinginkan. Dan juga, lebih baik. Mungkin bisa bekerjasama dengan penerjemah native. Sehingga penerjemahan lebih akurat. Seperti google yang juga bekerja sama dengan beberapa agensi penerjemahan Indonesia untuk menerjemahkan kalimat" slang yang biasa digunakan. Menerjemahkan kata tersebut dengan sistem Transkreasi (teks sumber maupun teks target) sehingga lebih banyak pilihan susunan kalimat yang digunakan

5th Question	Write your general comments about the auto-translate
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(general description)	message feature on Grab and translation errors which until now have been a phenomenon with your perspective as a customer!
Sample 1	Jujur saja fitur ini tidak berguna bagi saya. Karena memang tidak ditujukan untuk saya dan hasil terjemahannya adalah bahasa Inggris. Namun, bagi orang luar yang menggunakan Bahasa Inggris dan tidak paham bahasa Indonesia ini bisa membantu
Sample 2	Sebagai pelanggan yang tidak menggunakan bahasa inggris dalam keseharian penggunaan aplikasi, fitur tersebut tidak diperlukan. Karena tanpa fitur tersebut pun saya sudah bisa memahami dan berkomunikasi dengan lancar dengan driver
Sample 3	Seperti jawaban saya di pertanyaan nomer 3, meski saya paham maksud driver tapi kesalahan penerjemahan ini tetap mengganggu. Apalagi saya memahami dasar-dasar penerjemahan yang baik. Fitur ini seharusnya diupgrade agar menghasilkan terjemahan lebih baik. Apabila google translate semakin ke sini terjemahannya semakin runtut dan baik, tentu saja fitur seperti auto-translate pada aplikasi grab juga biasa
Sample 4	Bagi saya yang bahasa ibunya bahasa indonesia sendiri, sebenarnya tidak begitu menjadi masalah buat saya, hanya saja seringkali saking melenceng jauhnya hasil terjemahan dari auto-translate tersebut saya membayangkan jika yang mendapatkan terjemahan tersebut orang yang tidak mengerti bahasa Indonesia, tentunya komunikasi antara driver dengan customernya sendiri akan sedikit terganggu dan membingungkan
Sample 5	Sebagai pelanggan saya hanya sekedar tau jika hasil auto translate salah n tidaklah mengacu pada hal negatif seperti kesalahan fahaman yg mengakibatkan batalnya transaksi atau kesalahan order, karena memang sdh tersedia text asli dlm bahasa Indonesia
Sample 6	Sebagai pengguna grab yg berbahasa indonesia, keberadaan auto-translate ini sebetulnya tidak terlalu digunakan. Toh, yg saya baca biasanya pesan yg berbahasa indonesia. Namun, lain halnya apabila yg menggunakan org dari luar indonesia, yg tidak paham bahasa indonesia sama sekali. Auto-translate malah bisa menjadi hal yg sangat krusial dan penting, namun dg adanya salah penerjemahan mungkin dapat ditemui kesalahpahaman antara driver dan customer
Sample 7	Sebagai pelanggan mungkin itu kurang efisien sih karena notabnya saya pelanggan jurusan bahasa inggris sehingga tau letak kesalahannya. Mungkin untuk sebagian orang yang tidak tau itu malah membingungkan
Sample 8	Sebagai pelanggan grab. Yang saat ini saya masih menggunakannya di dalam negeri. Masih aman" saja. Karena

	saya selalu menggunakan bahasa Indonesia, sehingga tidak pernah ada masalah mengenai bahasa 'driver'. Selama pelanggan dan driver menggunakan bahasa yang sama, seperti Indonesia dengan Indonesia, Melayu dengan Melayu, tidak akan ada masalah
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6th Question (effect)	Overall, does the phenomenon of translation error in the auto-translate message feature affect you? c. In terms of interest in using Grab d. In terms of your understanding (causing misunderstanding / disturbing when read)
Sample 1	Tidak. Sedikit mengganggu tapi tidak sampai salah paham
Sample 2	Ya, mungkin dalam segi pemahaman, terkadang menimbulkan kesalahan pemahaman dan mengganggu ketika dibaca. Dalam segi minat tidak mengganggu
Sample 3	a. Dalam segi minat, saya tidak terganggu sama sekali. b. Dalam segi pemahaman, saya jadi gagal fokus jika ada kesalahan penerjemahan dalam fitur itu
Sample 4	Tentunya hal tersebut sama sekali tidak mempengaruhi minat saya dalam penggunaan Grab (untuk poin a) karena saya tidak merasa begitu dirugikan dengan hal tersebut, hanya saja memang sering merasa heran dengan hasil terjemahan yang sangat membingungkan atau bahkan melenceng jauh (poin b)
Sample 5	Mengganggu ketika dibaca. Gaada yg mengganggu lagi menurutku
Sample 6	Sejujurnya, tidak. malah jika ditemui auto translate yg tidak sesuai kadang bisa memberi kebahagiaan bagi yg membaca alias ngakak dewe karna lucu. sejauh ini, fitur auto translate masih aman2 saja, tidak mengganggu saya sbg pembaca cuman agak gemas pengen saya benerin
Sample 7	Dalam segi minat ya masih karena itu merupakan kebutuhan. Kalau segi pemahaman terkadang itu agak mengganggu sih karena pada saat ada miscom saya gak faham sama personal chat yang driver maksud malah ditambah fitur auto translate yang membingungkan malah tambah miscom. Tapi mungkin fitur itu akan membantu buat mahasiswa asing untuk mempermudah mereka saat order via grab
Sample 8	Tidak mempengaruhi, karena ketika butuh. Tetap menggunakan grab tanpa memperhatikan auto translate. Karena bahasa yang saya gunakan sama dengan bahasa driver

7th Question (suggestion)	Is there any criticisms or suggestions for Grab related to the phenomenon of translation errors that exist today?
Sample 1	Mungkin perlu penyuaian untuk mesin penerjemahan agar bisa mengidentifikasi ragam informal yang muncul
Sample 2	Saya harap grab mengupgrade fitur tersebut atau mengubah

	pengaturan untuk fitur tersebut supaya lebih bermanfaat dan tidak mengganggu penggunaan aplikasi grab
Sample 3	Semoga segera diupgrade agar hasil terjemahan otomatisnya bisa lebih sesuai dengan maksud driver
Sample 4	Seperti yang saya sebutkan sebelumnya bahwa yang saya tahu terdapat tulisan diterjemahkan oleh Google namun kualitas yang diberikan oleh auto-translate dalam Grab chat tidak sebaik hasil terjemahan Google Translate walaupun dalam penerjemahan kalimat sederhana tanpa ada singkatan. Untuk saran, mungkin dari pihak Grab dapat memberikan arahan pada setiap driver atau mitra kerjanya untuk memastikan terlebih dahulu perihal customer yang didapatkan mampu atau menguasai bahasa Indonesia atau tidak, dengan tujuan apabila customer tersebut tidak mampu berbahasa Indonesia dapat diminimalisir penggunaan singkatan kata-kata yang tidak dapat dikenali oleh auto-translatenya sehingga dapat memperlancar komunikasi antara driver dan customer melalui Grab chat
Sample 5	Hampir sama dengan jawaban nomor 4. Dan mungkin diberi tanda untuk diperhatikan oleh driver untuk menggunakan bahasa & tanda baca dengan benar. Supaya proses penerjemahan & hasilnya pun begitu
Sample 6	Iya. mungkin fitur terjemahannya bisa ditingkatkan lagi. bisa hire penerjemah2 misalnya
Sample 7	Ya mungkin perlu dibenahi lagi fitur translatenya. Dan harus konsisten juga, fiturnya sendiri kadang ada kadang enggak
Sample 8	Kritik: sebagai perusahaan ojek online terbesar. Patutnya, grab memiliki fitur auto-translate dengan terjemahan yang akurat. Karena jika Penerjemahan tidak akurat dapat menyebabkan kesalah pahaman. Jika driver dan pelanggan menggunakan bahasa yang berbeda Saran: bekerja sama dengan Penerjemah native. Masing" bahasa..agar hasil penerjemahan masuk pada template sebagaimana google translate. Dengan cara tersebut, juga akan menghasilkan hasil terjemahan yang lebih akurat

Note :

Sample 1 → Muhammad Hafidz Alief Reynaldi (Sasing 2016, UIN Malang)

Sample 2 → Rara Rahma Adelia (Sasing 2016, UIN Malang)

Sample 3 → Zumrotus Sholichah (Sasing 2016, UIN Malang)

Sample 4 → Wardatul Khoiriyah (Sasing 2016, UIN Malang)

Sample 5 → Islakhiyah (Sasing 2015, UIN Malang)

Sample 6 → Farah Salsabila (Sasing 2015, UIN Malang)

Sample 7 → Intan Lestari (Sasing 2015, UIN Malang)

Sample 8 → Apriliyanti Shinta Dewi (Sasing 2015, UIN Malang)

APPENDIX 6 – SCREENSHOT DATA ANALYSIS

No	Indonesian Language (Source Language)	English Language (Target Language)	Grab Service Types	Translation Technique Molina and Albir (2002)	Translation Error Dulay, Burt, and Krashen (1982)								
					Linguistic Category		Surface Category				Communicative Effect		
					Comp	Cons	Om	Add	MF	MO	GE	LE	
1	Sayur,nya d ganti sop ngak apa2,a soalnya gak layak katanya	Vegetables, I can change the soup, it's not worth it	GF	<ul style="list-style-type: none"> • Reduction • Transposition • Amplification 		√		√					√
2	Saya sudah di keduwa	Sy sdh di affiliate	GE										
3	No penerima kok gak aktif	No receiver is not active	GE	<ul style="list-style-type: none"> • Transposition • Generalization 		√							√
4	Kak saya di luar	My brother is outside	GF	Calque		√							√
5	Siap kk	Ready k	GF	Literal Translation		√			√				√
6	Aku dh nypk	Ak dh disclosed	GB										
7	Alamat kirimnya sesuai ya kak	Thank you for your delivery	GF										
8	Bawa apa ini	Bring what this is	GB	Literal Translation		√							√
9	Sya udh nyampek	I have arrived	GB	Literal Translation		√		√					√
10	Ndak papa buk	I'm fine	GB	<ul style="list-style-type: none"> • Linguistic Amplification • Reduction 	√	√	√						√

11	Ada apotek	Or pharmacy	GB	<ul style="list-style-type: none"> • Transposition • Generalization 	√			√			√
12	Ya g papa	Ya ga papa	GB								
13	Dr mana	From where ?	GB	Literal Translation		√		√			√
14	Kalau d terminal nya tdk boleh mbak	If the d terminal is not allowed sis	GB	Borrowing		√					√
15	Mbak nya sekrang dimana	Where are you now ?	GB	Linguistic Amplification		√		√			√
16	Bes itu sbelah mna	Bes it's part	GB	<ul style="list-style-type: none"> • Reduction • Borrowing 		√					√
17	Kalau sesuai titik itu tdk boleh	If at that point it is not possible	GB	<ul style="list-style-type: none"> • Transposition • Amplification 	√	√					√
18	Dr arah mana mbak itu	Which way is that from ?	GB	<ul style="list-style-type: none"> • Reduction • Particularization 		√	√				√
19	Sekrang naik bis a	Now take a bus	GB	<ul style="list-style-type: none"> • Borrowing • Calque 		√			√		√
20	Posisi dimana	Where's the position ?	GB	Amplification		√		√			√
21	Loh trus gimana	He kept working	GB								
22	Ok sesuai apk ya ka	It's okay with you	GF	Lingistic Amplification	√		√				√
23	Ini di kirimnya sdh sesuai maps kah ?	Has it been sent according to maps ?	GF	Calque	√						√

24	Udah	already	GE	Literal Translation									
25	Di depan toko	Dh dpn tk	GE										
26	Posisi d mana	Position d mn	GB										
27	Malam pak	Evening sir	GF	Literal Translation									
28	Dtnggu nggeh	Jeh wait ...	GF										
29	Saya akan tiba dalam beberapa menit	I'll be there in a few minutes	GB	<ul style="list-style-type: none"> • Transposition • Calque 									
30	Kak mhon ditunggu lagi yaa,, ini tdi minumannya jtuuh,, ini saya pesenkan lgi	Sis, what are you waiting for, bro ? This is the drink, right ? This is my order again	GF	<ul style="list-style-type: none"> • Transposition • Amplification 	√				√			√	
31	Nunggunya yg sabar ya, ntar klo udh selesai tak bilangi	Waiting patiently yes, later if it's finished not repeat	GF	Literal Translation	√				√				√
32	Siap f tvu	F TVU ready	GF	Calque	√				√			√	
33	D tgu	In the week	GF										
34	Iyaaaaa.. mbak.. d tgggu..	He didn't	GF										
35	Ada kak	Itu hyung	GF										
36	Masuk parkiran motor ya	Enter the parking lot y	GB	Literal Translation	√								√
37	Sama2 mbak	High school 2 miss	GE										
38	Mohon ditunggu ya	Please wait for me	GF	Transposition	√				√				√

39	Kak ini esnya habis,, di ganti the hangat gimana	Sis, the ice is gone, how about hot tea ?	GF	Linguistic Amplification	√	√		√				√
40	Msh proses mhn dtggu	It's still a process waiting	GF	<ul style="list-style-type: none"> • Amplification • Reduction 	√	√						√

NOTE FOR THE TABLE CODES :

❖ **Linguistic Category**

- Comp (Language Component)
- Cons (Language Constituent)

❖ **Surface Category**

- Om (Omission)
- Add (Addition)
- MF (Misformation)
- MO (Misordering)

❖ **Communicative Effect**

- GE (Global Error)
- LE (Local Error)

❖ **Grab Service Types**

- GB (GrabBike)
- GF (GrabFood)
- GE (GrabExpres)