Expectations on Translation Products: Differences Between Dutch Translators and Reviewers

Kennis, Wouter

Expectations on Translation Products:
Differences Between Dutch Translators and Reviewers

Wouter Kennis

MA Linguistics: Translation

MA Thesis

Supervisor: T. Reus

Second Reader: S. Valdez

Leiden, 19-8-2022

Table of Contents

Abstract

This study uses the study by Valdez & Vandepitte (2020) as a framework to answer the research question:

To what extent are the differences in attitude and expectation of translators and reviewers on the Dutch translation market similar to the situation on the Portuguese biomedical translation market, as described in Valdez & Vandepitte (2020)?

This is done by distributing a questionnaire to a group of translators and reviewers, who are active on the Dutch translation market with the language combination English and Dutch. Their answers reveal that the situation on the Dutch translation market is very similar to the situation on the Portuguese biomedical translation market: Translators and reviewers agree on the important aspects of translations (fluency and grammatical correctness) and on the degree to which reviewers should make changes to translations (only if actual mistakes are found, while ignoring personal preference). However, translators and reviewers on both the Dutch and Portuguese translation markets are somewhat unsatisfied with the work of their colleagues, because they appear to not follow the standards that they agree on. This dissatisfaction could be resolved by better communication between translators and reviewers, which is another point of dissatisfaction for translators and reviewers. The findings of this study support the recommendation made by Valdez & Vandepitte (2020) to focus more on communication during translator training.

1. Introduction

While translating is, for the most part, a process performed by a single individual, the complete translation process involves several other people. Translations are commissioned by a client, and clients might choose to have the translator's work be read and corrected by a reviewer. The translator and the reviewer therefore have to collaborate in order to deliver a good translation to the client. The problem with this is that the definition of what a good translation is can differ from professional to professional. Some translators and reviewers might define good as sticking close to the source, while others might define good as changing some of the text to a context that better fits the target language, as described by Chesterman (2016, p. 167) with the concept of loyalty. The fact that translation involves different people also means that those people have expectations of what their colleagues should do. These expectations are at the basis of translation norms, as described in Toury (2021). In a perfect world, the translators and reviewers fully agree on these norms and expectations, and collaborate harmoniously to deliver the highest quality translation possible.

However, a study by Valdez & Vandepitte (2020) demonstrated that Portuguese biomedical translators and reviewers are somewhat unsatisfied with the work of their colleagues. Their study shows that Portuguese translators and reviewers experience a power struggle, which could be solved by paying extra attention to improving communication between the two groups. These results raise questions about whether their findings are unique to the Portuguese biomedical translation market, or if the translators' and reviewers' dissatisfaction is also found in other translation markets. Therefore, this study aims to explore the following:

To what extent are the differences in attitude and expectation of translators and reviewers on the Dutch translation market similar to the situation on the Portuguese biomedical translation market, as described in Valdez & Vandepitte (2020)?

This study aims to identify these differences by using the methodology of the study by Valdez & Vandepitte (2020) as a baseline for exploring the differences in expectations between Dutch translators and reviewers, and to explore the gap in the research on translators' and reviewers' beliefs about their translation process, as was suggested in Valdez (2020). Filling this gap will enable translators and reviewers to gain insight in what their colleagues expect from them, which will improve the quality of their work.

One important difference between this study and Valdez & Vandepitte (2020) is that, as demonstrated in the research question, this study includes translators and reviewers outside of the biomedical translation field. The reason for this difference is that it allows for the comparison between fields; to verify whether the findings of Valdez & Vandepitte (2020) are solely a product of

the biomedical translation field, or whether they are present in other fields of translation as well. This shift in focus from a specialised sample to a more generalised sample could result in different answers when participants are asked about their translation methods. However, these differences are not necessarily problematic, because the goal of this study is to find out to what degree the situation on the Portuguese biomedical translation market, regarding the dissatisfaction experienced by translators and reviewers about each other's work, also exists on the Dutch translation market, rather than to find out if the criteria both markets use to evaluate translations are similar.

The differences between expectations are tested by creating a questionnaire which contains questions about the expectations the participants have about how they think translators should translate, how they think reviewers should review, and how they think that the other group should operate. These participants are recruited anonymously from online translation forums, direct emails to translators, and contacts at a translation agency, and they are all active in the language combination Dutch/English. Translators and reviewers are each presented with their own version of the questionnaire, and their answers are compared first to the answers from the other group, and then to the situation on the Portuguese translation market as described in Valdez & Vandepitte (2020). These comparisons allow for the identification of any differences that exist between the Dutch and Portuguese translation market.

First, chapter 2 of this study discusses the theoretical framework of criteria to judge translations, translation norms, and Valdez & Vandepitte (2020). Chapter 3 discusses the construction of the questionnaire and the participants of the study. Chapter 4 presents the results of the questionnaire. Finally, Chapter 5 discusses the implications of the answers, the study in general, and concludes the study with several recommendations for further research.

2. Theoretical Framework

As chapter 1 indicates, there are several ways that people can define a translation as being good. This chapter aims to analyse several of these definitions. Section 2.1 explores how translations can be good according to codes of ethics, and how useful working alongside codes of ethics is for a translator, as well as explore how loyalty plays a role in translation. Section 2.2 explores how translations can be good according to equivalence, and its usefulness as a framework for academically comparing source texts to their target texts. Section 2.3 explores the various ways that translations can be considered good if the criteria for good translations lie beyond the textual level by exploring descriptive translation studies. Section 2.4 shows how expectations and attitudes shape translations through norms. Section 2.5 explores the study by Valdez & Vandepitte (2020), which serves as a basis for this study.

2.1 Ethics in Translation

Ethics can be described as a "branch of knowledge or study dealing with moral principles" (Oxford English Dictionary n.d.). Codes of ethics, which give an indication of what is expected of employees, have become a staple in present-day working environments. This can be seen by the fact that 90% of the larger corporations in the USA have their own code of ethics (Shwartz 2002, p. 27). The trend of working according to a code of ethics has also entered the translation market, where translator associations have adopted their own codes of ethics. An example of this is the *Gedragscode voor tolken en vertalers in het kader van de Wbtv* (Code of Conduct for Interpreters and Translators on the Basis of the Sworn Interpreters and Translators Act), the Dutch code of ethics that was released by the *Raad voor Rechtsbijstand* (Council of Legal Counsel) in 2009. This code of ethics was created in collaboration with several other European entities, and it covers topics such as the quality of a translation, the impartiality and independence of a translator, confidentiality, copyright, professional development, conduct towards colleagues, and accepting or rejecting jobs.

However, not everyone agrees that these codes of ethics are a benefit for translators. Lee & Yun (2020, p. 707) discuss two reasons that some translators question the codes of ethics: The first reason is that the codes do not encompass the complete reality of a translator's work, because the codes of ethics only cover items such as neutrality and impartiality while remaining vague on what these items mean, exactly. At the same time, these codes of ethics do not include guidelines for the issues that translators most often worry about, such as rates and conflict resolution. The second reason that Lee & Yun question the usefulness of the codes of ethics is that there are many inconsistencies within or between codes of ethics. They give an example of how Dolmaya (2011, in Lee & Yun, 2021) explores codes of ethics that instruct a translator to turn down jobs for translating immoral or illegal texts, but they differ in how they require the translator to act. In two of these

codes, the translator is asked to inform authorities, while three other codes do not require such action. This creates a situation where the translator has to weigh their obligation of client confidentiality against their obligation towards their community.

Lambert (2018) suggests that these codes of ethics should be changed to better reflect the reality of translation. He argues that the inconsistencies between codes and the poorly defined terminology in the codes create problems for translators. An example Lambert gives for this is the case of translator Oliver Lawrence (p. 272), who was confronted with an ethical issue for which the codes of ethics – multiple codes, since he was a member of several translation associations – did not solve his dilemma. Even after contacting the associations themselves and asking them for advice he was not given a satisfactory answer. In the end, Lawrence was forced to accept that "general principles and codes of ethics are well and good … they come into their own only when interpreting specific cases in real practice" (p. 272). Lambert discusses that these kinds of problems are caused by inaccurate language in the codes of ethics. Words like *accuracy*, *fidelity*, and *impartiality* are not properly defined in the codes of ethics, and they therefore put translators under pressure, as they are forced to choose which parts of the codes of ethics to follow, and which parts of the codes of ethics are then broken as a result of that choice.

Examples such as those in Lee & Yun (2020) and Lambert (2018) demonstrate that the application of codes of ethics in the translation industry is not as clear-cut as it might appear to be at first glance. They seem to be perfectly adequate for people who are not as well versed in the realities of translation, which might very well be the reason that they are the way that they are. Lambert argues that translators protect themselves from outside criticism by adhering to these codes that propagate an illusion of neutrality (p. 277). However, he acknowledges that this situation is problematic, because it balances on the fine line between clever marketing and misrepresentation. Another reason that codes of ethics are such a poor fit for the translation industry is that the work of a translator cannot be pre-defined by such codes, because every sentence requires a bespoke solution, which Higgins (2014) describes as follows:

> The translator must work with approximations and partial understandings, but also with chance discoveries. One works to see what a text written in one language can say in another. If meanings are sometimes muted or distorted, there are also cases in which new veins of meaning open up when the text meets its new linguistic horizons (p. 434).

As Lambert and Lee & Yun demonstrated, using codes of ethics to define whether a translation is good is problematic. Due to the vague language of these codes, translations can be good according to one part of the code, but bad according to another part of that same code, or according to the code of a different translator's association.

Even when codes of ethics are not involved in a translator's work, they still have to consider certain ethical questions. One of these questions revolves around conflicting loyalties. For example, Chesterman (2016, p. 167) discusses the conflict in loyalty that the translator faces when they must choose to either be loyal to the reader by changing the text to improve readability, or be loyal to the author and keep the text as the author intended, regardless of the effects this might have on readability. Neither of these options is right or wrong by definition, because there are many differences between languages, but the translator has to choose which one they deem to be more important at that specific instance. Then, whichever choice of loyalty the translator has made, the question arises how to represent their choice in the target language, which might be challenging due to the differences between the two languages. This is made even more complex when taking into account that the meaning of a word, even within one language, is not simply one-dimensional. Nida (1964) argues that words derive meaning from their context. He proposes that there are different categories of meaning: linguistic meaning (the function that the word has in the language's syntax), referential meaning (the dictionary definition of the word), and emotive/connotative meaning (the associations that the word creates). Therefore, even when the first ethical question, regarding which party to show loyalty to, is solved, another ethical question arises in how to represent this choice.

This section demonstrates that, due to their vague definitions and the complex nature of the profession, the codes of ethics currently used in the translation industry do not fully represent the reality of the translation industry, and should therefore not be used as the definitive factor in deciding whether translations are good or bad. However, it is still important to recognise that translators face ethical dilemmas in their work, and that those dilemmas shape the way translators work.

2.2 Equivalence in Translation

The traditional view on translation held by the general public, which is reflected in the codes of ethics, is that translators should translate the target text to be as close to the source text as possible. In public discourse, the terms *literal* or *free* translations are often used to describe how *faithful* they are to the *original*. These terms, however, are poorly defined, and as Lambert (2018) argues, vague terminology is ultimately not helpful for translators in their work, as these subjective standards differ between individual clients and readers. Therefore, a more objective way of defining how close to the source text a translation is, is to describe them in terms of equivalence. Equivalence is a concept that aims to describe the degree of similarity between the source text and target text. This section discusses the stance of two translation scholars who define equivalence in their own way, Nida and Koller, followed by Newmark, who is more critical of the concept. This is then followed by a

discussion on Vinay and Darbelnet's classification of translation strategies and procedures, which can be used to identify a translator's methods to attain equivalence.

Nida (1964) splits equivalence into two types: formal equivalence and dynamic equivalence. Formal equivalence is the degree in which the message of the source text is similar to the message in the target text. Common examples of formal equivalence are gloss translations, word-for-word translations where each word is translated individually, such as is the case in translations of legal texts where the conveyance of the exact same meaning is of utmost importance. Dynamic equivalence is more target oriented. It is the degree to which the message of the author has been successfully conveyed to the reader of the target text. Nida describes this as the principle of equivalent effect, which states that the translation should have the same effect on its readers as the source text had on its readers.

Koller (1995) approaches equivalence differently. He defines what Nida would call formal equivalence as correspondence. Correspondence is the part of translation that falls within the field of contrastive linguistics, which deals with the differences in syntax between languages, as well as with lexical differences such as false friends. Therefore, according to Koller, equivalence falls purely into the realm of conveying meaning. Koller divides his definition of equivalence into five levels: denotative equivalence (the degree in which the content of the source text is reflected in the target text), connotative equivalence (the degree in which the word choice in the translation is synonymous with the source text), text-normative equivalence (the degree in which the target text's text type achieves the same goals as the source text's) pragmatic equivalence (the degree in which the same message is conveyed to the readers of the source text as the readers of the translation), and formal equivalence (the degree in which the translation emulates the format and stylistic features of the source text). These levels vary in importance; denotative equivalence being the most important, and formal equivalent being least important. An important point to keep in mind is that Koller's formal equivalence should not be equated to Nida's formal equivalence, as they are fundamentally different. Koller's formal equivalence is therefore also referred to as expressive equivalence to avoid this confusion.

Newmark (1981) argues that true equivalence is illusionary, due to the choices translators must make regarding loyalties and source text or target text focus. Therefore, he argues that the terms should not be used as such. Instead, he offers the terms *communicative translation* and *semantic translation*. Communicative translation aims to have the translation have the same effect on the reader as the source text on its readers, as is the case with Nida's dynamic equivalence. Semantic translation aims to recreate the meaning and context of the source text into the target

language as closely as possible. He argues that this is necessary, because fully recreating the same effects of the source text to the target text is rarely achievable. An example that he gives to demonstrate this is that modern translations of Homer's works will never have the same effects on readers today as it had on Homer's original audience. Furthermore, he advocates the practice of sticking as close to the source text as possible in terms of word choice and syntax, saying: "In communicative as in semantic translation, provided that equivalent effect is secured, the literal word-for-word translation is not only the best, it is the only method of translation" (Newmark 1981, p. 39).

The viewpoints of Nida, Koller, and Newmark show that equivalence is a concept that does not have a single definition, and that not all scholars agree that equivalence should even be seen as a goal in translation. By combining the stances of Nida, Koller, and Newmark, the closest general explanation for equivalence is the desire to represent the various features of the source text as accurately as possible into the target language. Striving for equivalence, however, can be problematic. The problem with striving for equivalence, as can be seen in Chesterman (2016, p. 167), is that the translator cannot simply adhere to all types of equivalence, because translation requires the constant balancing of conflicting loyalties. For example, the translator might be able to fully convey the same content as the source text by adhering to Koller's denotative equivalence, but if that source text is a poem or song lyrics, this perfect denotative equivalence might leave it with no expressive equivalence, which would completely ruin the metre that the source text followed. Alternatively, by focussing solely on translating the poem or song according to expressive equivalence, the translation could perfectly replicate the rhythm and metre of the source text, but lose aspects of its content because that would disrupt the rhythm. Therefore, complete equivalence is a goal that can never be reached, because even the slightest difference between two languages – for example, when the most suitable translation of a word in a poem has more or fewer syllables in the target language – can cause one of the aspects of equivalence to become unattainable. It is, however, still a useful way of analysing the different ways in which the source texts relate to their translations, and to explore what the translator's priority was when they translated the source text.

These relations between source text and target text can be classified into different methods by using the definitions from Vinay & Darbelnet (1995) regarding translation strategies and procedures. They describe a strategy as the translator's overall approach to translating the text as a whole. It concerns itself with the question of the degree of literalism, as well as what to do with cultural references and source language specific features. A procedure is a method with which the translator aims to achieve the result they desired from their chosen strategy. Vinay and Darbelnet divide the translation process into two translation strategies, direct translation and oblique

translation, which are their interpretation of the literal translation versus free translation debate. These two strategies further consist of seven translation procedures, three for direct translation (borrowings, calques, and literal translations), and four for oblique translation (transpositions, modulations, idiomatic translations, and adaptations). In case the translator used these procedures to change aspects of the source text, these changes can further be divided into obligatory changes, which are needed to create a target text that is grammatically correct in the target language, and optional changes, which are made to better suit the flow of the translation, even if that was not required in order to make correct sentences. These procedures can then be used to describe what choices the translator has made in the process of translating the source text, which is useful when, for example, several translations within a genre of literature are compared to each other in order to identify trends and conventions.

This section shows that equivalence, the desire to represent the various features of the source text as accurately as possible into the target language, is not fully attainable due to the differences between the source language and target language, and the degree of equivalence should therefore not be used as the definitive criterium for good translations. This, however, does not mean that equivalence is not a useful concept, because it can classify the many different types of translations in a more objective way, rather than using the vague terminology of a translation being either *free* or *literal*. The ways of attaining equivalence can be identified by using Vinay and Darbelnet's strategies and procedures, which creates a framework with standard terminology that allows for the comparison between translations.

2.3 Descriptive Translation Studies

The previous section discussed equivalence, which examined how close the translation of a text is to the corresponding source text. While such an examination is useful, because it gives insight in the translator's choices and priorities by examining what has been changed in the translation, there are also downsides to using the concept of equivalence. Focussing so much on what is different from the source text in a translation can also have the negative effect that the source text is seen as superior, and that translation has to be done in a certain way. Such a viewpoint is called prescriptivism. However, section 2.2 demonstrates that complete equivalence is impossible. This means that, by prescriptivist standards, translations are always inferior to the source text, because if every deviation is a flaw, and translation necessitates that some phrases or concepts are changed to make sense in the target language, how can translations be anything but inferior versions of the source text?

Prescriptivism and equivalence, however, are not the only ways with which translations can be analysed. There is more to translation than simply finding textual equivalents to a source text; a

source text can be changed dramatically in order to be suitable for the target audience and still be a good translation. Analysing translations with this wider lens, which focusses more on why deviations from the source text happens than on the differences between source text and target text is called descriptive translation studies, a field of study proposed by Toury (2012). Descriptive translation studies aims to create a more objective academic framework for studying translations. For example, by analysing a translation within the context of its culture, identifying translation choices, and attempting to find trends of these choices, descriptive translation studies opens up the way for more extensive analysis, which stretches beyond strictly checking which aspects of the source text were changed in the making of the translation. Furthermore, it creates space to explore why certain translation choices were made, which can give insight into the loyalty and ethical practices that operate behind those choices. For example, different functions of translations shape target texts through *skopos* theory. Similarly, the power relations between source culture and target culture influence translations through polysystem theory, which enables even more angles of analysis to be explored.

The analysis of translations by means of its function is called *skopos* theory, named after the Greek word for purpose, which was developed by Vermeer (1989). *Skopos* theory states that a translation is functionally adequate when it fulfils the function that it was supposed to have. In principle, texts translated with the philosophy of *skopos* theory are not necessarily equivalent to their source texts in both content and format. However, this does not mean that the translator can do whatever they want. Nord (1997) explains that translators still have to show loyalty. She describes loyalty as being the

> responsibility translators have toward their partners in translational interaction. Loyalty commits the translator bilaterally to the source and the target sides. It must not be mixed up with fidelity or faithfulness, concepts that usually refer to a relationship holding between source and target *texts*. Loyalty is an interpersonal category referring to a social relationship between people (p. 125).

On top of this, Vermeer (2012) states that *skopos* theory "does not state what the principle is: it must be decided separately in each specific case" (p. 198). These statements demonstrate that loyalty shapes the way that a text is translated, because the function of a translation depends on who commissioned it. Vermeer uses an example to demonstrate this: If there is a will which contains ambiguities in the way it is written, there could be several ways to resolve these ambiguities. If the translation were to be commissioned as part of a real inheritance process, these ambiguities should be translated as close as possible to the source text, and include notes about what the implications of each interpretation are. However, if the will featured in the context of a novel, all these extra

explanations and notes would not be necessary. This example shows that the different contexts for translations result in different requirements and expectations to which the translator needs to conform. Ultimately, *skopos* theory can be a useful way of judging translations; if the purpose of the translation is met, the translation is good, if not, it is bad.

Apart from using function as a criteria for good translations, they can also be analysed in the context of the culture in which they are translated. In the 1970s, Even-Zohar used his experience in studying literature to propose polysystem theory (Even-Zohar 1978). This theory attempts to explain the way translators translate by seeing everything as being part of a system, which is a collection of traditions, rules, conventions, expectations, and trends surrounding a certain concept. Several examples of these systems are literary genres, such as novels and poetry, which all have their own features and reader expectations. As such, the polysystem is

> a multiple system, a system of various systems which intersect with each other and partially overlap, using concurrently different options, yet functioning as one structured whole, whose members are interdependent (Even-Zohar 2005, p. 3).

Even-Zohar explains that these systems are constantly interacting with each other, which drives innovation in all related systems. In polysystem theory, translation can be seen as its own system, which interacts with all other literary systems. This interaction is what creates rules and conventions that are different depending on the context that the translation is made in. In languages with small domestic literary traditions, translations can assume a dominant position and exert strong influence, while in languages with rich literary traditions they might only fill smaller niches and be shaped by the existing domestic conventions. Even-Zohar formulates the influencing system as having the primary position, while the influenced system has the secondary position.

Analysing translations within the context of polysystem theory can be useful, because it acknowledges that the different systems involved all have their own sets of conventions and expectations. Therefore, as translations occupy their own system, they also have their own expectations, which vary depending on culture, genre, and time period. Additionally, rather than the prescriptive tendency to point out the differences between a source text and its translation, polysystem theory focusses on the reason why these differences exist, and if these differences are part of a trend within that specific system. However, Gentzler (2001) raises four points of criticism regarding polysystem theory. The first point he raises is that polysystem theory overgeneralises universal laws of translation, which he claims is based on little evidence. The second point of criticism is that Even-Zohar's model, which was based on the work of Formalists from the 1920s, is itself outdated as well, and might therefore be inappropriate for future translations. The third point of

criticism is that the polysystem theory focusses more on abstract theory, rather than on the reality of the constraints surrounding translators and the texts that they translate. Finally, he questions the objectivity of the theory when placed in a scientific context. Although he raises these criticisms, Gentzler acknowledges the benefits that polysystem theory can bring, stating that "instead of having a static conception of what a translation should be, Even-Zohar varies his definition of 'equivalence' and 'adequacy' according to the historical situation, freeing the discipline from the constraint that has traditionally limited its previous theories" (pp. 96-97).

Therefore, polysystem theory has played an important role in allowing new angles of analysis to emerge. One of those angles is to place translations within the context of the difference between source culture and target culture, which can be seen in the work of Bassnett & Lefevere (1990). Among other things, they examine the role of changing standards over time, ideologies, and power dynamics in how translations are shaped. This makes them an example of what Snell-Hornby (1990) called the cultural turn, which proposes that culture and cultural differences are at the centre of translation. Simon (1996) argues that studying translation through culture

> brings to translation an understanding of the complexities of gender and culture. It allows us to situate linguistic transfer within the multiple 'post' realities of today: poststructuralism, postcolonialism and postmodernism (p. 136).

Postcolonialism in particular demonstrates that the cultural power relations between the ex-colonisers and the ex-colonies is still skewed towards the ex-colonisers, which is reflected in translations. Spivak (1993/2012) argues that translations of other cultures into English are "translated into a sort of with-it translatese, so that the literature by a woman in Palestine begins to resemble, in the feel of its prose, something by a man in Taiwan" (p. 316). This is a clear example of Even-Zohar's definitions of primary and secondary position, in which English, as the 'hegemonic' language, necessitates this level of assimilation for the sake of accessibility and for complying with the reader's expectations, who might not be familiar with foreign cultures and literary conventions.

One way in which these power relations are expressed is by whether texts have been translated on the basis of domestication and foreignization, as can be seen in Venuti (2008). Domestication and foreignization are translation strategies, similar to those introduced by Vinay and Darbelnet, that concern themselves with the question of what has been done with the difference in culture between the source language and target language. Domestication, Venuti describes, is the strategy of reshaping the source text to fit the target culture. A domesticised translation "leaves the reader in peace. As much as possible, and moves the author towards him" (Schleiermacher 2012). Venuti sees this as problematic, because it is a demonstration of the target culture being dominant

over the source culture. An example of domestication is when a foreign texts that is translated into English and has all native cultural references reshaped into references that the English speaking audience is familiar and comfortable with. In such translations, the source culture is completely erased, and the reader might not even be aware that the text was a translation at all. Additionally, texts that would prove difficult to domesticise might not even qualify to be translated. Foreignization, on the other hand, is the strategy of maintaining foreign elements in the target text. Schleiermacher (2012) defines foreignization as "leav[ing] the writer in peace, as much as possible, and moves the reader toward [the writer]" (p. 49). The goal of foreignized translations is to have the reader experience other cultures to broaden their horizons. Domestication and foreignization play into the visibility or invisibility of the translator, which is the perception of the reader regarding whether they are aware that they are reading a translated work. Translators are invisible in domesticated works, and visible in foreignized works.

The visibility of the translator is yet another factor for which ethical choices must be made, which impact the way that cultures and characters are represented and perceived. For example, Kennis (2020) examines the consequences that arise from the way that dialect is represented in different translations of Mark Twain's *The Adventures of Huckleberry Finn* into Dutch by examining the dialect used by the character Jim. The 1885 translation by A.J. van Dragt domesticizes the dialect into perfectly proper late 19th century Dutch, which erases Jim's unique identity – and every other character's identity as well – by making him speak the same way as every other character in the translation. The 1946 translation by E.M. Cameron foreignizes his dialect by turning it into an inconsistent stereotype, while the other characters speak proper Dutch, which makes him appear to be an unintelligent minstrel type character. The 2019 translation by E. Dabekaussen also foreignizes his dialect, but does it in a way that is consistent with dialects that have a similar relation to Dutch as they have in the source text, which demonstrates that he is intelligent, but simply speaks a different language than the other characters. This example also shows that the ethical dilemma is not just restricted to the choice between domestication and foreignization. When the translator opts for foreignization, the next ethical dilemma requires the translator to choose how to represent the source language, for which each option has its own consequences.

As Venuti (1998) discusses, the English-speaking world generally considers a translator's visibility to be a flaw. He describes that translations are generally seen as being of secondary importance, and are therefore rarely considered to be worthy of study. He acknowledges that foreignized translations are partial in nature, but he defends this partiality by stating that, compared to domesticized texts, they "are equally partial in their interpretation of the foreign text, but they tend to flaunt their partiality instead of concealing it" (Venuti 2008, p. 28). As such, in the case of

dominant target cultures like the English-speaking world, the expectations for translation are to have the translator be invisible, and to translate in a domesticizing manner.

This section explores the different ways that translations can be judged beyond simply checking for linguistic and grammatical deviations from the source text in the target text. It demonstrates that translations of the same text can vary due to the difference in function, audience, and interactions with other cultures These factors are what creates the context that shapes the expectations and conventions that translators are expected to follow. Some of the choices that must be made are between domestication and foreignization, and the visibility or invisibility of the translator. These choices are dependent on factors such as the power relations between the source culture and target culture, which are rooted in the colonial pasts of the cultures involved.

2.4 Translation Norms

As can be seen in the previous sections, translators have to solve many problems based on ethics, conflicting loyalties, and linguistic differences. While they differ in their view towards how translation should be judged, both prescriptivists and descriptivists acknowledge that the differences between languages do not always allow for the exact same sentence structure and phrasing to be maintained in the target text. Prescriptivists use equivalence as a basis for judging a translation's quality. Descriptivists examine translations by attempting to explain the translator's choices according to *skopos* theory and polysystem theory, and derive conventions and expectations from the trends that they discover. These trends take the shape of translation norms, which are guidelines that a translator can use during their work. Translation norms have been explored by several translation scholars; this section discusses the definitions as described by Toury and Chesterman, followed by a discussion on translation universals.

Toury (2012) describes how translation norms lie somewhere between "general, relatively objective rules on the one hand, and idiosyncratic mannerisms on the other" (p. 65). Norms, therefore, occupy the place in the middle, and constitute

> the translation of general values or ideas shared by a community – as to what is right or wrong, adequate or inadequate – into performance instructions appropriate for and applicable to particular situations (p. 63).

This definition allows for guidelines that a translator can use during their work, but it also allows for the discussion of professional practices outside of translation itself. Toury (2012) makes use of this by dividing translation norms into a hierarchy of three categories, which apply to the various stages of translation: the initial norm, preliminary norms, and operational norms.

- The first level norm, the initial norm, concerns itself with whether the translation will conform to either source culture norms or target culture norms. If the translator chooses to conform to source culture norms, the translation they make will be adequate if they successfully conform to those norms, and it will be acceptable if the translation conforms to target culture norms.

- The next level norms are preliminary norms, which concern themselves with translation policy and directness of translation. Translation policy relates to which texts are selected to be translated, which can be subject to language, culture, and time. Directness of translation relates to whether the text is translated directly from one language to another, or whether an intermediate language will be used, which might be needed in case a proficient translator cannot be found for a specific language combination, for example, Japanese to Frisian, but where a translation can still be made if the Japanese text is first translated into Dutch, and a Dutch-Frisian translator can be found to create the final target text.

- The final level norms are operational norms. These norms concern themselves with the linguistic side of translation, and are split between matricial norms and textual-linguistic norms. Matricial norms describe whether parts of the information in the text will be omitted or relocated, and whether information needs to be added. Textual-linguistic norms describe, as the name suggests, the practices regarding the translation of the words of the source text.

Toury's norms can be used to guide translators in their working practices by raising points of attention in advance. Using Toury's norm this way can improve the quality and consistency of a translation, because the translation process can be made more smooth if these points of attention have been addressed prior to translating a text. This, then, eliminates the need to find individual solutions to dilemmas whenever they appear in the text; especially in longer texts, where the translator might not completely remember how they handled the previous instance of the same problem.

Toury is not the only scholar who explored the idea of translation norms. Chesterman (2016) takes a different approach, and divides translation norms into product norms, also referred to as expectancy norms, and professional norms.

- Product norms are Chesterman's highest level of norms, which concern themselves with the expectations of the clients and readers. Placing these norms at the highest level allows for evaluating the translator according to the conventions and appropriate discourse that the readers expect, which is the ultimate goal of creating a translation. These norms are tangible;

for example, if one of these norms is broken, the reception of the translation might be poorer than if the norm was not broken.

- The next level of norms are professional norms. These norms govern the translation process. Chesterman divides these norms into three categories: the accountability norm, the communication norm, and the relation norm. The accountability norm concerns itself with the ethics of translation, which includes working practices such as integrity and thoroughness. The communication norm concerns itself with the communication between the parties involved with translation, which strives for good communication between the translator and the client. The relation norm concerns itself with the relation between the source text and the target text. This relation extends beyond strictly the textual level, and the decisions regarding the many translation choices are made according to the agreed upon conventions that are known to the translator, the client, and the expectations of the audience.

Chesterman's norms appear more communication-oriented than Toury's norms, because Toury's norms are more focussed on the translator involved, rather than with all other parties involved in translation. Where Toury's norms assume that the translator is doing solitary work, Chesterman's norms acknowledge that translation involves multiple parties, who all have their own wishes and expectations for the target text.

The definitions of translation norms indicate that translations do not exist in a vacuum. They are created from the opinions, experiences, and ideologies of translators, as well as reviewers and clients, regarding the question of how translations are supposed to be made. These interactions have created several trends and features that are characteristics of translated texts. Toury (2012) groups these trends into laws, which he defines as the law of growing standardization (pp. 267-274) and the law of interference (pp. 274-279). The law of growing standardization describes that translations are made to accommodate the target language. The law of interference describes the presence of source language elements in the translation, which can be experienced as both positive and negative, depending on the situation. Chesterman (2004) builds on the idea of shared commonalities among translated texts to define translation universals, which he further divides into two types: S-universals and T-Universals:

- S-universals are all the trends that describe the differences between source texts and their target texts. These include a translation's tendency to be longer than its source text, the normalization of dialects, the explication of language-specific terminology, and a reduction in repetition of information in the target text.

- T-Universals are all the trends that describe the similarities between translated texts. By examining translations without reference to their source texts, trends that appear are lexical simplification, unusual collocations, and a loss of culture-specific vocabulary.

These universals show that translations share many characteristics. However, translation universals are not truly universal, because the conditions in which translations are made are not the same everywhere in the world. Pym (2008) argues that expectations are dependent on societal conditions: "If social conditions A apply, then we might expect more standardization. If conditions B are in evidence, we expect interference. And there is no necessary contradiction involved" (p. 321). Pym demonstrates that expectations towards translation are culture-specific, and that the idea of true universals can therefore not be maintained in practice; findings from one language and culture do not always apply to translations made in other languages. However, even if a true universality of translation characteristics does not exist for all translations in all contexts, the structuring of common features of translations along the lines of S-universals and T-universals is still a useful way of identifying common features of translations within a single context. This, then, creates a two-stage approach for comparing translation features between different contexts: recognizing that different contexts have different features, and identifying the features of both contexts individually.

This section discussed translation norms, laws, and universals. Translation norms are expectations towards translations that originate from the surrounding culture. Among translations, there are trends that are common for translations, which are called translation universals. These universals are, however, not truly universal for all contexts, as they depend on societal conditions: If cultures are similar, translations might have similar features. If cultures are different, expectations towards translations might be different. It is therefore important to be aware of the cultural context of a translation when analysing translation norms between different cultures.

2.5 Valdez & Vandepitte (2020)

The previous sections demonstrate that translators have to carefully navigate between the many different expectations that the public has about their work. However, the complexities of the profession are not always clear to the general public, who often expect translators to "just translate" (Lee & Yun 2020, p. 715). This creates a difference in expectations between those who are active in the profession and those who are not. Furthermore, even the reviewers of translations have different ideas about how translators should do their work, which is explored in Valdez & Vandepitte (2020). They collected belief statements from English to European Portuguese biomedical translators in order to find out what motivates translators to make the decisions they make, and to see how their beliefs regarding their working practices differ from what their reviewers expect from them.

Valdez and Vandepitte divide these beliefs into three categories: empirical expectations, normative attitudes, and normative expectations. Empirical expectations are the beliefs about how they and others do their work at present (e.g. what translators think that they do). Normative attitudes are beliefs about how they and others should do their work (e.g. what translators think reviewers should do). Normative expectations are beliefs about what others think they should do (e.g. what translators think that reviewers think that translators should do). Valdez and Vandepitte argue that the beliefs of translators and reviewers might not always match with their actions, which they argue could be caused by ignorance, or it might be deliberate in order to seem compliant with social norms.

In order to find the beliefs of translators and reviewers, Valdez and Vandepitte constructed a questionnaire, which they sent out to several translators and reviewers. These recipients were placed into three groups: novice translators, experienced translators, and reviewers. They were all asked questions that aimed to identify

> how revisers think translators translate, how translators think other translators translate and how revisers revise […]; how revisers think translators 'should' translate and how translators think revisers 'should' revise […] and what revisers believe are the essential characteristics of a good translation, what translators think about other translators' expectations of their work, and what translators think about revisers' expectations of translators' work (p. 153).

Three versions of the questionnaire were made, one for each target group. The questionnaire for the reviewer group was divided into five categories: the profile of the reviewer, how they assess the quality of a translation, their beliefs regarding reviewers' work, their beliefs regarding translators, and their beliefs about the readers of translations. The translators' questionnaire only consisted of four categories: the profile of the translator, their beliefs about translators, their beliefs about revisers, and their beliefs about the readers of translations. The question types consisted of open questions, Likert-scale questions and star scale questions.

In total, Valdez and Vandepitte had 71 participants take part in the study. 23 of these were reviewers, 32 of these were novice translators, and 16 of these were experienced translators. They were all native speakers of European Portuguese, and they all had working experience in biomedical translation, either as a translator or a reviser. The three different groups are what allowed Valdez and Vandepitte to analyse the differences in their belief statements.

The answers to the questionnaire revealed that reviewers mainly focus on the quality of the translation and on the translation process. For the quality of the translation, they desire that the translation was accurate, and that it complies with the grammar and conventional vocabulary of the

target language. Their beliefs about the translation process itself show that they believe that translators should rewrite the text completely, as if the target text were no translation at all. They lament that their expectations are often not met, because translators try to be too literal, which they describe as translators working on "automatic pilot" (p. 157). At the same time, they complain about the translators' lack of self-revision, which they suspect is caused by tight deadlines.

The translators point towards the high expectations that were laid on them. There are some who believe that their translation has to be perfect, while others acknowledge that perfection is not necessary per se, but that there should not be too many grave errors in their work so that the revision process will not take too long. At the same time, they believe that knowing where to find information is more desirable than to know specific terminology by heart. They hold more negative views regarding the reviewers, because they perceive their work as being too subjective. They believe that reviewers work too much on personal preference, mark what does not align with that as an error, and fix it to justify their salaries.

Valdez & Vandepitte (2020) show that there is an active power struggle going on inside the translation industry. They note that this power struggle can be a detriment towards the translation quality, because of the lack of communication and trust. They indicate that translators cannot improve when reviewers cannot justify their changes to the text. That, as a result, then leads to the reviewers' frustration that the translators do not improve. Valdez and Vandepitte propose that these issues could be brought up in translator training, and that collaboration should be given more importance than it has now.

This chapter shows that the traditional codes of ethics currently used in the translation market do not accurately reflect the complexities of the profession. The vague terminology and the absence of the recognition that translators have to balance conflicting loyalties result in translators who cannot follow the codes of ethics that they are supposed to uphold. Therefore, these codes of ethics should not be used as the definitive standard to judge the quality of a translation, but rather weigh the different complexities of the profession against each other to come to a conclusion. These complexities involve equivalence, purpose, cultural relations between languages, domestication and foreignization, and the visibility of the translator, which are all part of the broader discussion of what people expect from translations. These expectations can be classified along the lines of translation norms, which cause translations to often have similar features to other translations made in the same culture. However, Valdez & Vandepitte (2020) show that translators and reviewers on the Portuguese translation market are in conflict with each other regarding the application of these expectations. They show that reviewers wish that translators would be less literal and that they

would review their own work before sending it in to the reviewer, and that translators complain that reviewers mark errors in their work that are not errors at all. Valdez & Vandepitte (2020) see this power struggle as detrimental to translation quality, and that this conflict should be brought up in translator training. The following chapters aim to identify to what extent their findings are similar on the Dutch translation market.

3. Methods

Valdez and Vandepitte arrive at interesting conclusions. Their study shows that, in the Portuguese biomedical translation sector, the difference in expectations translators and reviewers have towards each other leads to mistrust and frustration. The question then arises whether this is also the case in other translation markets and fields, or whether it is solely a feature of the Portuguese biomedical translation market. In order to verify this, similar studies have to be conducted in other places and other fields, which is why this study is conducted in a similar way to the study by Valdez and Vandepitte, but with two differences from their study: First, the participants are all active in the Dutch translation sector with the language combination of English and Dutch. Second, this study includes translators and reviewers of other fields of translation. These two differences allow for the comparison with the conclusions Valdez & Vandepitte (2020) arrived at in their study with the situation on the Dutch translation market. As stated before, the aim in this study is to see whether Dutch translators and reviewers have a similar attitude towards each other's work. Therefore, it is not as important that the difference in their expectations perfectly mirrors the difference in attitudes and expectations on the Portuguese biomedical translation market, rather this study is interested in verifying the level of satisfaction Dutch translators and reviewers have of each other's work using the framework created by Vadez & Vandepitte (2020).

This chapter discusses how the questionnaire that is used in this study is constructed. Section 3.1 focuses on some general practices related to questionnaire research. Section 3.2 discusses the participants of the study. After this, section 3.3 discusses what questions are included in the questionnaire, and what differences there are between the questionnaires for the two sub-groups. Finally, section 3.4 discusses the method for processing the data from the returned questionnaire forms.

3.1 General practices in questionnaire research

This section discusses the various different aspects that need to be considered in questionnaire research. First, this section discusses informed consent, followed by a discussion on the problems that can arise by analysing belief-statements and by the choice of vocabulary used in the questionnaire. This is followed by a discussion on question types. The section ends with a discussion on the questionnaire's format and method of distribution.

In order to guarantee that the participants of a study understand what the purpose of that study is, and what will be done with the data generated from their answers, they are usually given a consent form, which the participant signs if they agree to take part in the study. Such a form is "a means of protecting the rights and welfare of participants while they contribute to the

advancement of knowledge" (Grady et al. p. 856). Using a signed consent form in this study, however, would conflict with the anonymous nature of the questionnaire. Because of this, the consent form is replaced by the addition of the first question in the questionnaire:

> Do you consent with having your answers used in the context of this study?
> (This study will compare answers of translators and revisers to identify possible differences in attitudes and expectations between the groups. Your answers will be used solely for the purpose of this study; no data will be elicited that can be used to trace your answers back to you)

This first question informs the participant about the goal of the study, the kind of data generated, and the way that the data is processed. In general, these are the aspects that are explained in a traditional consent form, which means that the requirement for asking for consent in this study has been met.

The questionnaire makes use of three different question types: multiple choice questions, Likert scale questions, and open questions. Multiple choice questions are easy to process, because they present set answers for the participants to choose from. However, such answers would not give much insight in the argumentation behind those responses. These types of questions might also frustrate the respondents if their desired answer is not one of the options (Boynton & Greenhalgh, p. 1314). Therefore, the questionnaire only uses multiple choice questions in cases where they are not required to discuss their motivation for their answer, and by the addition of an *other, namely…* box that allows the respondent to enter their answer themselves. Likert scale questions present statements, with which the respondent can agree or disagree by ticking a box on a scale ranging from strongly disagree to strongly agree. Open questions allow the participants to fully explain their answer and their motivation for giving their answer, and therefore give the researchers the most nuanced view of their opinions and experiences. The downside to open questions is that it is more difficult to process the data than would be the case for multiple choice questions or Likert scale questions. The method for processing the data from open questions in this questionnaire are discussed in section 3.4.

By using this combination of questions, the participants' answers will reveal the general trend of their combined opinions regarding translation and expectations, as well as allow for them to explain their motivations regarding their opinions. The questionnaire is distributed to the participants by using the online questionnaire tool SurveyMonkey, which allows for the anonymous collection of questionnaire data, and the exporting of this data to spread sheets that allow for easy data-analysis. This questionnaire tool is used for two reasons: First, it has a user-friendly and intuitive interface, and second, it is the same tool as used in Valdez & Vandepitte (2020).

3.2 Participants

Participating translators for this study were recruited via forum posts on ProZ and private translator Facebook groups, as well as via the publicly available Dutch Register for sworn interpreters and translators (Rbtv). Participating reviewers for this study were provided by KERN, a translation agency operating on the Dutch translation market, who forwarded the recruitment pitch and the link to the questionnaire to their reviewers so that they could individually decide whether they wished to participate, as well as complying with KERN's wish to have their reviewers remain fully anonymous.

These methods of recruitment resulted in twenty-one participants agreeing to take part in this study, who are all active on the Dutch translation market, and work in the language combination English-Dutch. The translator group consists of nine participants, with an average experience of around twenty years (with a range from eight years to forty years of experience), who are active in multiple fields, including medical translation (2), technical translation (4), legal translation (4), marketing translation (3), education (2), and subtitling (1). One translator indicated to be active in "several fields", but did not specify which ones. The reviewer group consists of twelve participants, also with an average experience of around twenty years (with a range from just over ten years to thirty-six years of experience), who are active in multiple fields, including medical translation (5), technical translation (6), legal translation (6), marketing translation (8), general business (2), subtitling (1), websites (1), environmental (1), construction (1), fashion (1) and tourism (1). As was the case with the translator group, two reviewers indicated to be active in "all of the above" fields "and more", but did not specify in which other fields they are active.

Their answers indicate that the participants of this study are all experienced professionals whose opinions have formed over the many years that they have been active in the many fields in which they are active, which means that their opinions are not solely a feature of any one specific sub-field of the translation market.

3.3 Questionnaire

The study by Valdez and Vandepitte created separate questionnaires for each sub-group, which allowed them to gain specific insights in the attitudes and expectations of both translators and revisers. Therefore, this study also create separate questionnaires for both sub-groups. The following section lists all the questions that are a part of the questionnaire, as well as argumentation why these questions are important to ask. First, each participant is asked the question whether they consent to the use of their answers in this study, as described above. Second, each group of participants is asked a set of questions. The questions in section 3.3.1 are sent to translators, the questions in section 3.3.2 are sent to reviewers.

3.3.1 Questions to translators

In what sub-field of translation do you operate? (select all that apply)

This question is a multiple-choice question with *medical*, *technical*, *legal*, *marketing*, and *other, namely…* as possible answers. This question allows the participant to select multiple options, because it is possible for translators to operate in multiple fields at the same time. By asking this question, it is possible to see whether the expectations of the participating translators are all part of a specific field, or whether they are universal to all fields.

How many years of experience do you have in the field of translation?

This question is an open question. By asking this question, it is possible to see whether experienced translators have different expectations and attitudes than those who have only recently entered the market.

In general, how satisfied are you with the communication between you in and the reviewers involved in your projects?

In general, how satisfied are you with the communication between you in and the clients involved in your projects?

These questions are Likert-scale questions with answer options ranging from *very unsatisfied* to *very satisfied*. The study by Valdez and Vandepitte showed that there is a power-struggle between translators and reviewers, which is caused by miscommunication. By asking these questions, this study will be able to verify how content the participants are with their current ways of communication. Similar to the question of the field of translation, this question might show differences in experiences between the different fields and the different sub-groups.

In general, what criteria do you think reviewers should use to judge the quality of a translation?
In general, how do other translators with the same experience as you think you should translate?
In general, what expectations do you think reviewers have of your work?
How do other translators with the same experience as you translate?
In general, by what criteria do you think reviewers assess a translation?

These questions, which were also asked in the study by Valdez and Vandepitte, are open questions, which allow the translators to freely discuss their opinions on these matters. The questions will enable a comparison between the situation on the Dutch translation market with the situation on the Portuguese translation market.

In general, how satisfied are you with the work of reviewers?

This question is a Likert-scale question, ranging from *very unsatisfied* to *very satisfied*. This question

creates a tangible data point regarding the satisfaction of the translators, which can then be explained by the answers they give to the open questions.

In general, what expectations do you think your clients have of your work?

This question is an open question. This question enables the comparison between what translators believe their client expects from them and what reviewers think the client expects from translators.

In general, what expectations do you think your clients have of reviewers' work?

This question is an open question. This question enables the comparison between what translators believe their client expects from reviewers and what reviewers think the clients expect from reviewers.

3.3.2 Questions to reviewers

In what sub-field of translation do you operate? (select all that apply)

This question is a multiple-choice question with *medical*, *technical*, *legal*, *marketing*, and *other, namely…* as possible answers. This question allows the participant to select multiple options, because it is possible for reviewers to operate in multiple fields at the same time. By asking this question, it is possible to see whether the expectations of the participating reviewers are all part of a specific field, or whether they are universal to all fields.

How many years of experience do you have in the field of translation?

This question is an open question. By asking this question, it is possible to see whether experienced reviewers have different expectations and attitudes than those who have only recently entered the market.

In general, how satisfied are you with the communication between you in and the translators involved in your projects?

In general, how satisfied are you with the communication between you in and the clients involved in your projects?

These questions are Likert-scale questions with answer options ranging from *very unsatisfied* to *very satisfied*. The study by Valdez and Vandepitte showed that there is a power-struggle between translators and reviewers, which is caused by miscommunication. By asking these questions, this study will be able to verify how content the participants are with their current ways of communication. Similar to the question of the field of translation, this question might show differences in experiences between the different fields and the different sub-groups.

In general, in what way do you think translators should translate?

In general, which are the essential characteristics of a good translation?

In general, how do you think translators actually translate?

These questions, which were also asked in the study by Valdez and Vandepitte, are open questions, which allow the reviewers to freely discuss their opinions on these matters. The questions will enable a comparison between the situation on the Dutch translation market with the situation on the Portuguese translation market.

In general, how do you think reviewers should revise?

This question is an open question. The question can then be compared to the question asked to the translators regarding what they think reviewers should do.

In general, how satisfied are you with the work of translators?

This question is a Likert-scale question, ranging from *very unsatisfied* to *very satisfied*. This question creates a tangible data point regarding the satisfaction of the reviewers, which can then be explained by the answers they give to the open questions.

In general, what expectations do you think your clients have of your work?

This question is an open question. This question enables the comparison between what translators believe their client expects from reviewers and what reviewers think the clients expect from reviewers.

In general, what expectations do you think your clients have of translators' work?

This question is an open question. This question enables the comparison between what translators believe their client expects from them and what reviewers think the client expects from translators.

3.4 Analysis

The data that the questionnaire generates are processed according to the method explained in Miller (2002). Rather than constantly checking each individual participant's answer sheet, Miller advises to create grids in which all the answers to all questions are entered to create an overview of all questions and the answers from all of the respondents (p. 13). SurveyMonkey contains an export function for questionnaire data into such grids. Because this is a comparative study, each of the groups of answers are represented in their own grid. This allows for the processing of the groups' data individually first, before the general consensus of each group is compared to that of the other groups.

The grids are first analysed per group. The answers for the open questions are used to create a general consensus for the entire group, but also paying attention to include opinions in the conclusion that deviate from this consensus, or those that bring up interesting points. The Likert-scale questions are processed by identifying the average opinion, after which the outliers are

discussed. The questionnaire's only multiple choice question, regarding the sub-field in which the respondents operate, is used to verify whether the participants represent a broad spectrum of the Dutch translation market, or to identify that participants occupy only a sub-section of the translation market.

The translator group's answers are then compared to the reviewer group's answers according to the general themes of the questionnaire. These themes are attitudes and expectations regarding good translations, satisfaction regarding communication, attitudes and expectations towards translators, attitudes and opinions towards reviewers, and attitudes and expectations towards clients.

This chapter describes how the questionnaire is constructed. It shows that the questionnaire is only answered by participants who are aware of the purpose of this study, and that the questionnaire is fully anonymous. The questionnaire is a mix of open questions and Likert-scale questions, which ask the participants about their opinion regarding the work of translators and reviewers, and about their satisfaction regarding communication with their colleagues. These questionnaires are distributed via SurveyMonkey, and the group of translators and the group of reviewers each receive their own version of the questionnaire. The next chapter analyses the results by comparing the answers of the similar questions in both questionnaires.

4. Results and analysis

This chapter analyses the results of the questionnaire. This analysis is organised by linking the matching questions from both questionnaires into ten individual sections. For example, the question "How satisfied are you with the work of reviewers?" from the translators' questionnaire is answered in the same section as the question "How satisfied are you with the work of translators?" from the reviewers' questionnaire. These sections first describe the answers given by the translators, after which the reviewers' answers are described. Following these individual descriptions, the translators' and reviewers' answers are first compared to each other, and then, whenever questions relate to Valdez & Vandepitte (2020), to the answers given in that study. This comparison is then discussed for possible reasons that any similarities or difference exist. The raw data provided by the participants can be seen in Appendix A (results for translators) and Appendix B (results for reviewers).

4.1 How satisfied are they with the communication with the other party?

The translators were asked about their satisfaction with the communication between them and reviewers. Five of them where neither satisfied nor unsatisfied. One translator answered to be unsatisfied, while three others answered to be satisfied, of which two were very satisfied about the communication.
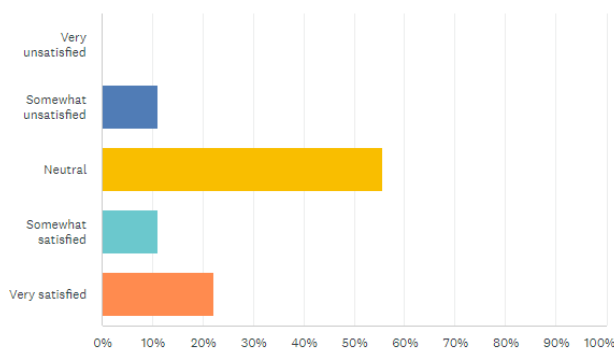

Figure 1 Translators' satisfaction regarding communication with reviewers

Reviewers were asked about their satisfaction with the communication between them and translators. Nine of them were neither satisfied or unsatisfied. Two reviewers answered that they are somewhat satisfied. However, one reviewer answered that they are very unsatisfied.

In general, how satisfied are you with the communication between you and the translators involved in your projects?
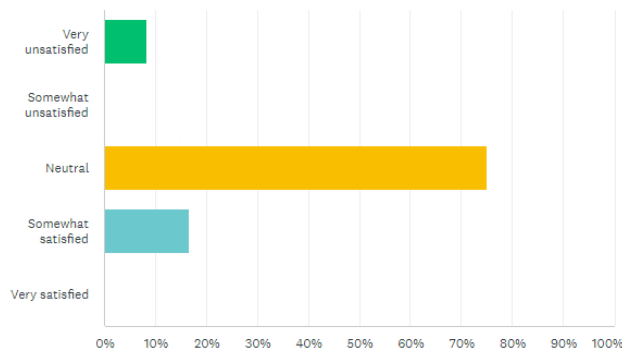
Beantwoord: 12   Overgeslagen: 0

Figure 2 Reviewers' satisfaction regarding communication with translators

From their answers, it appears that both translators and reviewers share the opinion that the current state communication is decent. The fact that most translators and reviewers are not unsatisfied with the current state of communication is a good thing, but it equally shows that there is still room for improvement.

This result is slightly more positive than the result from Valdez & Vandepitte (2020), which mostly identifies dissatisfaction with the state of communication between the groups. However, their study did not directly ask about their participants' satisfaction; instead they interpreted the dissatisfaction from their participant's answers as being representative of their opinion as a whole. Their setup, in which participants voiced their specific frustrations about some aspects to communication, while remaining silent on aspects that they might be satisfied about, therefore might be skewing the results towards a negative outcome. Similarly, these criticisms could also be applied to this study, because the Likert-scale setup of this question limits the participants' ability to give a fully nuanced answer by presenting pre-selected multiple-choice answers. However, since Valdez & Vandepitte (2020) did not specifically ask this question, the lack of precise comparative data means that the question of how their participants would have answered a direct question about their satisfaction with the state of communication, and how that would compare to the answers in this study, means that a definitive answer cannot be given at this moment.

4.2 How satisfied are they with the communication with their client?

When asked about how satisfied they are with the communication with their clients, the translators' answers show that they do not definitively experience communication with their clients the same way as other translators. Instead, the answers were equally distributed. Two translators were somewhat unsatisfied, three were neither satisfied nor unsatisfied, one was somewhat satisfied, and three others were very satisfied.

In general, how satisfied are you with the communication between you and the clients involved in your projects?

Beantwoord: 9   Overgeslagen: 0
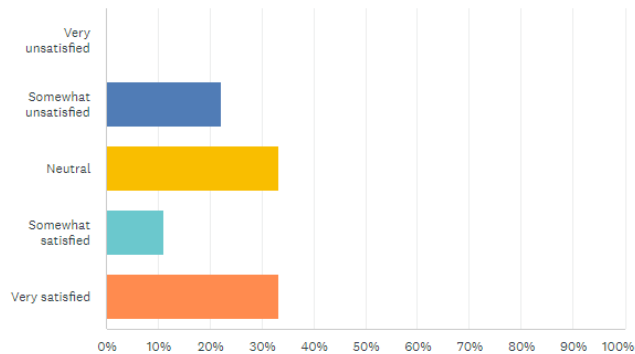
Figure 3 Translators' satisfaction regarding communication with clients

Reviewers were mostly satisfied (two were somewhat satisfied, four were very satisfied). Two reviewers answered that they were neither satisfied nor unsatisfied. Four other reviewers answered that they were somewhat unsatisfied with the communication between them and their clients.

In general, how satisfied are you with the communication between you and the clients involved in your projects?

Beantwoord: 12   Overgeslagen: 0
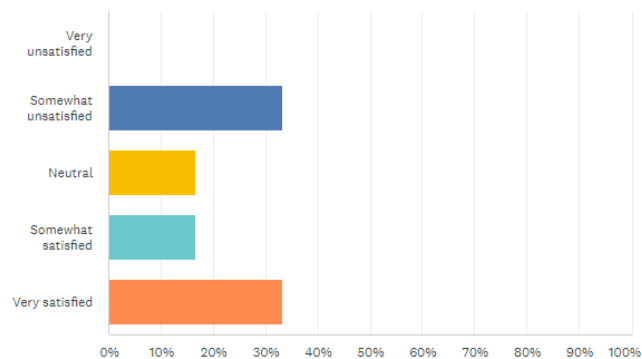
Figure 4 Reviewers' satisfaction regarding communication with clients

These results show that both groups are generally more satisfied with the communication between them and their clients than between them and their translators/reviewers, as described in 4.1. However, while more participants answered to be very satisfied with the state of communication, there is also an increase in the amount of participants that are somewhat unsatisfied with the state of communication. It therefore appears that while a majority of the clients communicate well with their translators and reviewers, these skills are not universal.

4.3 What are their thoughts about reviewers' criteria for good translations?

When asked about what they thought reviewers' criteria for good translations are, the translators' answers mainly fell into three categories: grammatical correctness, appropriate tone, and attention to the target audience. One translator answered that close reflection of the content is important in their field (legal translation). Some translators took this opportunity to voice some complaints about their reviewers. One translator answered that they "just wish the clients would use native reviewers. The amount of time I waste telling non-natives that I'm right would astound you." Another answered: "If it ain't broken, don't fix it."

One question, which was specifically asked to translators, asked them about their thoughts of what reviewers expect from their translations. The general consensus was that they think that the reviewers expect them to deliver quality translations. Several translators discussed that they think reviewers expect near-perfect translations. One translator discussed the expectation that their work should be a "translated text rather than a text in target language that reflects the source text (a covert translation, I suppose)". One translator interpreted the question differently, and answered that they think reviewers have mostly negative expectations of a translator's work.

Reviewers mostly answered that, in addition to being accurate in reflecting the content of the source text, translations should read like they are not translations at all. One reviewer added that one of their criteria is that it is "consistent and contextual", and another reviewer added that translations should "us[e] adapted colloquialisms if necessary[,] instead of trying to strictly translate the original text". Another reviewer answered that translations should have perfect syntax and no typos, and another reviewer added that "sometimes it can even improve the source, for example if the source is repetitive."

These results show that translators generally have a good understanding of the reviewers' standards. Both the translators and reviewers answer that, in general, making the text fluent in the target language is more important than trying to make literal translations that perfectly match the source.

The reviewers' expectations in Valdez & Vandepitte (2020) were similar to the expectations of Dutch reviewers; they expect to see a complete rewrite of the target text, as if it were no translation at all.

4.4 What are their thoughts about how (other translators think) translators should translate?

When asked about their thoughts about how other translators think that they should translate, one translator answered that they believe other translators expect them to deliver "excellent" work.

However, most translators answered that they generally have no idea what other translators expect from them. One of the translators who answered this way wrote that they did not know because they were not in touch with other translators. Another answered that they hoped other translators think the same about how translators should work as they do. One translator, who works in subtitling, answered that it is more important to have the translation sound natural, rather than it being literally correct.

Reviewers mostly agreed that, while translations should be accurate, they should be fluent rather than literal. One reviewer answered that they think a "translation should read as an authentic piece of text in the particular language, not as a translation." Another reviewer answered that translations should be "adapted first of all to the corporate image; secondly thinking of the readers." One reviewer discussed the method that they think translators should use: "read the source, research/query any issues, rewrite in target language, review."

The fact that reviewers can quite easily state their expectations for translators, while translators have difficulty in expressing what other translators expect from them could be caused by two possible reasons: the first reason is that it might be easier to form beliefs about others than it is to imagine other's beliefs of themselves, the second reason is that they might simply not be aware of other's beliefs of themselves because they have never discussed it, or a combination of both reasons. However, this does not mean that translators cannot form beliefs about how translation should be done in general, because earlier questions show that both translators and reviewers agree that translations should be fluent in the target language.

The result of a similar question asked in Valdez & Vandepitte (2020) concluded that, in the biomedical field, both translators and reviewers agreed that terminology is one of the more important aspects. This difference can be explained by the fact that Valdez & Vandepitte took a sample of a specific field, while this study examines a more general population. Another difference with this study is that the translators in Valdez & Vandepitte (2020) did have ideas about what other translators expect from them, stating that information mining and time management were especially important (p. 158).

4.5 What are their experiences in how (other) translators translate?

When asked about their thought regarding how other translators translate, translators' answers were split along two lines. Some translators answered that they think other translators work in the same way as they do, while other translators answered that they do not know how other translators translate. One translator answered that most other translators work with the aid of CAT-software, but that literary translators mostly work without such tools.

Several reviewers answer that translators are often too literal. One reviewer answered that they experience that translators are "afraid to deviate from the source." Another reviewer answered that "quite a few translators do not absorb the entire document but rather translate 'segment by segment', which leads to inconsistencies", and another one answers that "most of them leave writing errors and often they translate the words with another meaning, unfortunately I think the general level is not very high." However, not all reviewers have a negative opinion. The more positive answers discuss that translators translate "better than before", and that they are "usually accurate". One reviewer summed it up by saying "they are either really good or dire!"

Similarly to how they answered in section 4.4, many translators are not aware of how other translators translate. Therefore, it appears that the reason for the way that both questions have been answered is more in line with the fact that communication between translators is lacking, rather than there being any substantial difficulties in finding out these expectations and working practices. This would then also explain why reviewers have no difficulty in forming these views of translators, because their work necessitates working and communicating with translators.

The reviewers of this study gave similar answers to the reviewers from Valdez & Vandepitte (2020). In that study, reviewers similarly complain about translators' tendencies to be more literal, and creating very overt translations. Translators from Valdez & Vandepitte (2020) gave similar answers to this question as they did to the previous question. Their understanding of the expectations and methods of other translators continues to be better than their Dutch colleagues.

4.6 What criteria do reviewers use to judge translator's work?

When asked about their thoughts regarding the reviewers' criteria to judge translators' work, translators were fairly critical of the work of reviewers. One translator added that they have the suspicion that reviewers do not tend to see the text as a whole, but rather just the language use of individual segments. Another translator answered that some reviewers "just read the English (no problems), some try to make it fit how they'd have done it (a pain if non-native), some agencies use LQA scoring systems (total waste of space)." Yet another translator answered that translators are often trying to score points. The rest of the translators were more positive, answering that they think reviewers mostly check for correct and natural language use, and for how well their translation reflects the source message. One translator gave an in-depth list of criteria:

> Internal reviewers: 1. How well can I trust this translator? 2. Does this translator have a track record? 3. Do other people trust this translator? 4. Did this translator disappoint me or others before? 5. Is this translation in the right register? 6. Does my QA tool find true mistakes? 7. Can I just improve the translation without the hassle of having to give feedback and argue? 8. Am I totally sure the translator wasn't right?

External reviewers: 1. Is this a machine translation? 2. Does my QA tool find mistakes? 3. Will my quote cover the time to assess this translation? 4. Shall I improve the translation or only correct the biggest mistakes? 5. Should I give honest and actionable feedback or just try to get the job done within the allotted time? 6. Should I suggest to look for another translator?

Reviewers answered that they believe they should pay attention to grammar, spelling errors, and ambiguities. They believe that they should not be afraid to make changes, but also be cautious to avoid making preferential changes. One translator answered that reviewers should "confin[e] themselves to their level of expertise, in particular, by remaining aware that they are usually not native speakers of the target language. As such, they need to exercise a great deal of restraint before amending a native speaker's work." One reviewer added that reviewers should "definitely check for odd constructions that are common in the source but not in the target, e.g. active vs passive voice." Another reviewer answered that good translations allow the reviewer to not have to use the source text as a reference, but when almost every sentence requires attention, even the reviewer's changes will not result in an optimal text, by which point they recommend informing the translator's agency about this.

These answers show that both translators and reviewers agree that reviewers should only make changes to translations if they identify actual mistakes, rather than when they believe segments should be phrased differently. However, the negative opinions of translators suggests that either reviewers frequently do not abide by those practices, or that translators interpret at least some of the legitimate criticism as preferential meddling.

These results are similar to those in Valdez & Vandepitte (2020). On both the Dutch and Portuguese translation market, translators often experience the reviewers' feedback as illegitimate or preferential. However, both reviewer groups indicate that their points of attention are legitimate. The Dutch reviewer group even states that they are aware that they should avoid preferential changes. This means that the experiences on both markets are comparable.

4.7 How satisfied are they with the other party's work?

When asked about how satisfied they are with the other party's work, most translators were generally satisfied with the work of reviewers. One translator answered that "although some points seem simple preference, most revisions are great additions." However, some translators are unsatisfied with the work of their reviewers. One translator answered that they often do not get to see any feedback, and that the feedback they get are mostly preferential changes that rarely improve their work. Another translator answered that their satisfaction is dependent on the quality of the reviewers, stating that "some are excellent, some don't know what they are doing. Most are somewhere in between."

Seven reviewers answered that they generally were neither satisfied nor unsatisfied with the work of translators. Three reviewers were satisfied (two somewhat, one very), and only one reviewer answered to be very unsatisfied. One reviewer skipped this question.

In general, how satisfied are you with the work of translators?

Beantwoord: 11   Overgeslagen: 1
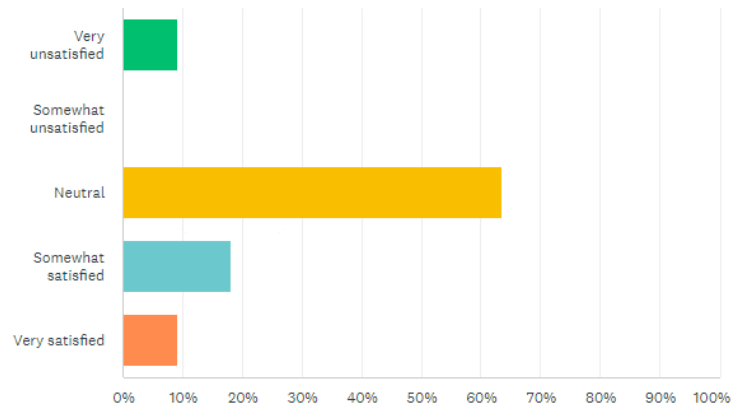
Figure 5 Reviewers' satisfaction regarding the work of translators

These results show that, in general, the answers to the previous question might not be as negative as initially thought. While some translators voice negative opinions when asked about specifics, the general picture seems to be relatively positive. Similarly, the reviewers, who among other things complained about translators being too literal, are not unsatisfied with the work translators deliver to them.

The difference in attitude between asking for general satisfaction and details about working practices can be explained in the same way that the difference between the attitudes about communication between translators and reviewers form Valdez & Vandepitte (2020) differ from the attitudes given in section 4.1. The specific frustrations that arise when translators and reviewers are asked about the other party's methods skew their answer towards a more negative tone, while there are equally as many aspects of their work that are appreciated. An overall view balances out these aspects, which results in a more positive answer.

4.8 What do they think the client expects from the translator?

When asked about their thoughts regarding the client's expectations of the work of a translator, translators unanimously answered that their clients expect high-quality products from them. One translator answered that they think their client is satisfied, due to the fact that they keep coming back with more assignments. One translator explained their answer in more detail: "One of two options: 1) a text that reads well in what they think is proper English (so a pretty overt translation,

this is most cases for me) 2) a translation that is perfectly edited and revised without the intervention of reviewers because that's too expensive."

Reviewers agreed that clients expect translators to deliver high-quality work. One reviewer answered that clients expect "impeccable spelling and grammar, seemingly written by a native speaker", to which another reviewer added that "it should be on time, and read as an authentic piece of text." Another reviewer answered that clients' expectations of translators' work varies, that "some expect the bare minimum, others want Shakespeare." Another reviewer commented that they believe that their client would not need a reviewer "if the translations delivered would all be of high quality."

These answers show that both translators and reviewers agree that clients expect their commissioned translations to be of high quality. They also agree in their belief that clients would rather skip the reviewing stage, and have the translations be perfect from the beginning, due to the costs involved in the process.

4.9 What do they think the client expects from the reviewer?

When asked about their thoughts regarding the client's expectations of the work of a reviewer, translators mostly answered that their clients expect the reviewers to catch the mistakes that the translator has overlooked, if they are even aware that there was a reviewer at all. One translator answered that they arrange the reviewer on their own, and that their client is often not aware that they send out their text for revision before they send it back to the client. Another translator answered that they think that clients "want to cut out this process, so I suppose they expect that revision work does not add anything of value". Another translator answered that these expectations depend on the type of client; a larger corporation will expect reviewers to correct translations to comply with their certification. However, translators generally believe that the client expects the reviewer to eliminate any mistakes, and improve wherever necessary.

There was a consensus among the reviewers that they believed clients to expect their work to be of high quality; that reviewers are expected to refine a translation. One reviewer summed it up briefly by answering that the important aspects are "cheapness, speed, accuracy." Another reviewer stated that their client expects "translations to be accurate and professional", which another reviewer described as "eliminat[ing] all errors, check[ing] the content, and improv[ing] the style when necessary." However, not all reviewers are so positive about their client's expectations. One reviewer answered that their work is "completely ignored".

The translators' answers to this question explain why there is a difference between their answers and the reviewers' answers. As the translators state, clients are not always aware of the reviewing step of the translation process, which then causes them to not have any expectations of this step. The reviewers' answers all relate to clients who are aware of the reviewing step, and those answers generally agree with the translators' answers of clients that are aware of the reviewing step: that reviewers should check for errors and stylistic mistakes.

4.10 Summary

This chapter shows that translators and reviewers have similar ideas regarding the criteria of good translations. Both groups agree that fluency and grammar are more important than having the translation match the source word for word. They also agree that reviewers should only correct incorrect language use, and refrain from making any preferential changes. Even though both groups agreed on these points, they also answered that the other group does not always follow the working principles that that group described before, which causes frustrations. These findings are similar to the findings of Valdez & Vandepitte (2020), who conclude that the power struggle between translators and reviewers is an obstacle in the way towards better translations.

5. Discussion and Conclusion

This chapter further elaborates on the findings of the study in order to answer the research question stated in chapter 1:

To what extent are the differences in attitude and expectation of translators and reviewers on the Dutch translation market similar to the situation on the Portuguese biomedical translation market, as described in Valdez & Vandepitte (2020)?

Section 5.1 discusses the implications of the answers given by the participants, how they relate to Valdez & Vandepitte (2020), and how this answers the research question. Section 5.2 discusses the implications of the set-up for this study. Section 5.3 discusses several recommendations for translators and reviewers, as well as recommendations for further research. Finally, section 5.4 concludes the study by answering the research question.

5.1 Implications of the answers given in the study

This section discusses the answers given in the study, which can be divided into three major themes: agreement on the important criteria, frustrations about not always seeing these criteria adhered to, and insufficient communication.

This study shows that translators and reviewers agree on many of the topics presented in this study. They agree that good translations closely match the content of the source and are written in fluent language, rather being word-for-word matches with their source texts. Additionally, translators and reviewers agree that reviewers should restrict their revisions to objectively incorrect language use, such as spelling errors, grammatical mistakes, and ambiguous language use. They also agree that clients expect that, due to the collaboration between translator and reviewer, they receive should be of excellent quality. These agreements show that the gap between the expectations of translators and reviewers is not particularly large.

Even though translators and reviewers agree on the important aspects of translations, their answers indicate that translators and reviewers do not always adhere to their agreed-upon standards. Translators complain that reviewers often make preferential changes, and that those changes are especially frustrating if the reviewer is not a native speaker. At the same time, reviewers complain that translators are prone to translating literally, and to being inconsistent due to translating per segment, rather than the text as a whole.

Even though their answers do not explicitly state this, translators and reviewers seem to be subconsciously aware of many of the underlying theories of translation studies. Their answers indicate that they believe translations should be made to be suitable for the target audience, which

aligns with *skopos* theory and polysystem theory. Furthermore, they reject trying to attain complete textual equivalence; instead they focus on natural language use, which places them in camp of invisible and domesticizing translators.

Both groups' answers hint at the fact that communication between both groups, and between the members of the groups internally, is lacking. This is demonstrated by the answers of one translator, who said that they often did not get to see the results of the reviewers' work. Their answers to the question regarding how satisfied they are with the communication between them and the other group indicate that they are aware of this fact.

In general, these findings almost perfectly match the findings of Valdez & Vandepitte (2020). Their study found that reviewers deemed a good translation to be fluent and accurate, and that translators are often too literal. Additionally, they found that translators experience the reviewers' work as being subjective and preferential. Therefore, the situation on the Dutch translation market is not only similar to the Portuguese market when analysing if there are differences between the attitudes and expectations of translators and reviewers, even the differences between translators and reviewers appear to be largely similar. As such, the recommendation given in Valdez & Vandepitte (2020) to focus on communication between translators and reviewers in translator training is also applicable on the Dutch translation market.

5.2 Findings about the setup of the study

This section discusses several of the findings of the study that are not related to the research question, but that are relevant to the study as a whole. This section discusses the smaller sample size of this study as compared to Valdez & Vandepitte (2020), as well as several observations about the questionnaire.

This study is a small-scale replication study based on the earlier study by Valdez and Vandepitte. Whereas their study had 71 participants, this study only included 21. The smaller sample size results from the reluctance of translators to participate in this study, which could be caused by multiple factors. It could be that direct emails were automatically sent to spam-folders, that they were not convinced by the recruitment posts, or that they were simply not interested in participating in a study. This smaller sample size has implications on the findings of the study. Namely, that the findings of this study might not be an accurate representation of the Dutch translation market as a whole. However, the anonymous recruitment methods used in this study, as well as the multiple fields in which the participants are active, makes it unlikely that the sample of translators and reviewers used in this study to all share specific biases that are not present in the general population

of the Dutch translation market, but it would take a follow-up study with a larger sample size to definitively confirm whether or not this is the case.

Furthermore, the construction of the questionnaire was not flawless either. For example, the first question, which asked the participants about their specific fields, was supposed to allow the participants to select multiple options. However, due to the question accidentally being a single-answer multiple choice question rather than a multiple-option question, participants could not "select all that apply", but only select one. This meant that all participants that are active in multiple fields had to add all the pre-selected answers to the *other, namely…* answer, which caused some minor frustrations among the participants.

Another unintended change from the initial design of the study occurred in the question that asked translators about their satisfaction with reviewers' work. Initially, that question was designed to be a Likert-scale question. However, due to an oversight in the construction of the questionnaire, it became an open question. This meant that the answers to this question is of a different format than the answer to the matching question from the reviewers' questionnaire. However, this accidental change was actually a benefit to this study, as it gave the translators more room for nuance in their answer, which the reviewers were not able to give in the intended answering format. Seeing this, it might have been better to have replaced all Likert-scale questions with open questions throughout both questionnaires, because that would have allowed the participants to give more nuanced answers there as well.

Other issues with the questionnaires was that several participants answered that did not fully understand some of the questions, and that participants often only gave very short answers. All the issues discussed above could have been discovered in a pilot questionnaire, after which the discovered issues could have been addressed. However, due to time constraints and the difficulty in finding enough participants, it was not feasible to incorporate a pilot questionnaire into this study.

5.3 Recommendations

This section discusses some recommendations resulting from this study. These recommendations are split between recommendations for translators and reviewers and recommendations for further research.

From the findings of this study, it appears that translators and reviewers do not always communicate their expectations and attitudes with their colleagues. Translators often do not discuss their methodology with other translators, and reviewers do not always send feedback back to the translator. These issues could be resolved if translators and reviewers would discuss their

frustrations with each other in a constructive way, and then be extra careful in working to resolve the issues that exist. Furthermore, the importance of good communication should be given more attention in education and training; a recommendation that is also given in Valdez & Vandepitte (2020). However, not all translators receive formal training, which means that this option can only be partially effective, and should therefore be used in conjunction with other efforts to increase communication.

The issues discussed in section 5.2 should be addressed in a follow-up study. This study should then be conducted with a larger sample size, with questions that have been formulated more specifically, with open questions throughout the questionnaire, and with encouragement to have the participants give longer answers.

5.4 Conclusion

The research question stated in the introduction "*To what extent are the differences in attitude and expectation of translators and reviewers on the Dutch translation market similar to the situation on the Portuguese biomedical translation market, as described in Valdez & Vandepitte (2020)?*" can therefore be answered as follows:

The situation on the Dutch translation market is very similar to the Portuguese biomedical translation market. In both settings, translators and reviewers agree on how translators and reviewers are supposed to operate, but they are unsatisfied with the degree to which their colleagues follow these guidelines. Similarly, translators and reviewers are unsatisfied about the communication with their colleagues. The findings of this study support the recommendation made by Valdez & Vandepitte (2020), who propose that communication should be addressed more in translator training.

6. Bibliography

Bassnett, S. & Lefevere, A. (eds). (1990). *Translation, History and Culture*, London and New York: Printer.

Boynton, P.M. & Greenhalgh, T. (2004). Selecting, designing, and developing your questionnaire. *British medical journal (International ed.)*, 2004, Vol.328 (7451), p.1312-1315.

Chesterman, A. (2004). 'Beyond the particular', in A. Mauranen and P. Kujamäki (eds), pp. 33-50.

Chesterman, A. (2016). *Memes of Translation: The spread of ideas in translation theory Revised edition*. Amsterdam/Philadelphia: John Benjamins Publishing Company.

Even-Zohar, I. (1979). Polysystem Theory. *Poetics Today*, 1(1/2), 287–310.

Even-Zohar, I. (2005). 'Polysystem Theory Revised', in I. Even-Zohar (ed.) *Papers in Culture Research*, pp. 38-49.

Grady, C.R.N., Ph.D., Cummings, S.R., M.D., Rowbotham, M.C., M.D., McConnell, M.V., M.D., M.S.E.E., Ashley, E.A., F.R.C.P., D.Phil., and Kang, G., M.D., Ph.D. (2017). Informed Consent, *New England Journal of Medicine*, 367:9, pp. 856-867.

Higgins, C. (2014). Humanism, Cosmopolitanism, and the Ethics of Translation. *Educational theory*, 64(5), pp. 429-437.

Kennis, W.T. (2020). "Developing Views on Translating Regional, Social, and Racial Dialects into Dutch: The Adventures of Huckleberry Finn, 1885-2019" [Unpublished Thesis]. Leiden.

Koller, W. (1995). The concept of equivalence and the object of translation studies, *Target* 7(2), p. 191-222.

Lambert, J. 2018. How ethical are codes of ethics? Using illusions of neutrality to sell translations. *The Journal of Specialised Translation*, Issue 30, pp. 269-290.

Lee, H. & Yun, S.W. 2020. How can we improve the codes of ethics for translators?. *Babel*, Vol. 66(4) , pp. 706-718.

Miller, N.J. (2002). *Questionnaires*, edited by Newlands, D. https://doi.org/10.53593/n718a

Newmark, P. (1981). *Approaches to Translation*, Oxford and New York: Pergamon, republished by Shanghai Foreign Language Education Press.

Nida, E.A. (1964). *Toward a science of translating : with special reference to principles and procedures involved in Bible translating*. Leiden: Brill.

Nord, C. (1997). *Translating as a Purposeful Activity: Functionalist Approaches Explained*, Manchester: St. Jerome

Oxford English Dictionary. n.d.. Ethic. In Oxford English Dictionary. Retrieved January 16, 2021, from https://www-oed-

com.ezproxy.leidenuniv.nl/view/Entry/64755?rskey=VOXRfE&result=1&isAdvanced=false#ei
d

Pym, A. (2008). 'On Toury's laws of how translators translate', in A. Pym, M. Shlesinger and D. Simeoni (eds), pp. 311-328.

Raad voor Rechtsbijstand. 2009, October. Gedragscode voor tolken en vertalers in het kader van de Wbtv. *Staatscourant*, pp. 1-6.

Schleiermacher, F. (1813/2012). 'On the different methods of translating', in L. Venuti (ed.) (2012)pp. 43-63.

Schwartz, M. 2002. A Code of Ethics for Corporate Code of Ethics. *Journal of business ethics*, Vol. 41, pp. 27-43.

Simon, S. (1996). *Gender in Translation: Cultural Identity and the Politics of Transmission*, London and New York: Routledge.

Snell-Hornby, M. (1990). 'Linguistic transcoding or cultural transfer: A critique of translation theory in Germany', in S. Bassnett and A. Lefervere (eds), pp. 79-86.

Spivak, G. (1993/2012) 'The politics of translation', in Lawrence Venuti (ed.) *The Translation Studies Reader*, 3rd edition, 2012, pp. 312-30.

Toury, G. (2012). *Descriptive Translation Studies--and Beyond*. Amsterdam/Philadelphia: John Benjamins Publishing Company.

Valdez, S. (2020). Beliefs, attitudes and expectations on how to translate medical and biomedical content: The perspective of the novice translator. Proceedings of the 19th AELFE Conference (pp. 1-9).

Valdez, S., & Vandepitte, S. (2020). 'Exploring a two-way street: revisers' and translators' attitudes and expectations about each other in biomedical translation', in M. Koponen, B. Mossop, I. S. Robert, & G. Scocchera (eds.), *Translation Revision and PostEditing: Industry Practices and Cognitive Processes* (pp. 148-164). London: Routledge.

Venuti, L. (1998). *The Scandals of Translation: Towards an Ethics of Difference*, London and New York: Routledge

Venuti, L. (2008). *The Translator's Invisibility: A History of Translation*, London and New York: Routledge.

Vermeer, H.J. (1989/2012). 'Skopos and commission in translation and action', in L. Venuti (ed.) (2021), pp. 191-202.

Vinay, J. & Darbelnet, J. (1995). *Comparative stylistics of French and English: A methodology for Translation*, translated and edited by Juan Sager, and Marie-Jo Hamel, Amsterdam and Philadelphia: John Benjamins.

7. Appendix

A – Translators' questionnaire

1 Do you consent with having your answers used in the context of this study?(This study will compare answers of translators, revisers and clients to identify possible differences in attitudes and expectations between the groups. Your answers will be used solely for the purpose of this study; no data will be elicited that can be used to trace your answers back to you)

1	Yes
2	Yes
3	Yes
4	Yes
5	Yes
6	Yes
7	Yes
8	Yes
9	Yes

2 In what sub-field of translation do you operate? (select all that apply)

1	Marketing translation
2	Technical, Legal, Marketing and Education (I can only select one option)
3	legal, technical, contracting, engineering, shipping
4	All
5	Government, education
6	Several fields
7	buttons above don't work. Answer: medical and tech, but anything else that appears too
8	Subtitling
9	Legal translation

3 How many years of experience do you have in the field of translation?

1	22
2	8
3	at least forty
4	18
5	15
6	30
7	20
8	17
9	22

4 In general, how satisfied are you with the communication between you and the reviewers involved in your projects?

1	Very satisfied
2	Somewhat satisfied
3	Neutral
4	Neutral
5	Neutral
6	Neutral
7	Somewhat unsatisfied
8	Neutral
9	Very satisfied

5 In general, how satisfied are you with the communication between you and the clients involved in your projects?

1	Somewhat satisfied
2	Somewhat unsatisfied
3	Neutral
4	Neutral
5	Very satisfied
6	Neutral
7	Somewhat unsatisfied
8	Very satisfied
9	Very satisfied

6 In general, what criteria do you think reviewers should use to judge the quality of a translation?

1	Correct translation. Correct spelling, punctuation, grammar and tone of voice. Correct formatting.
2	Grammar, syntax, tone, target audience
3	Depends on the field. Comprehensibility, acceptability to the native speaker, in legal close reflection of content is important.
4	Sorry, geen idee wat je hier bedoelt. Kwaliteit, denk ik
5	-meaning -style -tone -correctness (grammar, punctuation) -target audience
6	Accuracy, style, register, grammar, terminology, subject knowledge etc.
7	I just wish the clients would use native reviewers. The amount of time I waste telling non-natives that I'm right would astound you.
8	If it ain't broken, don't fix it.
9	x

7 In general, how do other translators with the same experience as you think you should translate?

1	I hope, the same.
2	I am not in touch with other translators
3	much the same
4	Excellent
5	Don't understand this question
6	I haven't the faintest idea how they think I should translate. Hopefully they have the same view as me.
7	(meaning not clear)
8	For subtitling, it is important that the translation sounds natural, not like a more or less literal translation
9	χ

8 In general, what expectations do you think reviewers have of your work?

1	They expect it to be near-perfect and will look for consistancy and adherence to preferred client terminology.
2	A translated text rather than a text in target language that reflects the source text (a covert translation, I suppose?)
3	negative
4	Good expectations
5	That I deliver a correct translation that is right for the target audience and has the right style, tone and voice.
6	I should hope that they expect high, near-perfect quality
7	At agencies? They know I'm good and there's not much fuss. End clients have a tendency to expect both syntax and semantics to be perfect, not realizing there's a trade-off
8	Good quality
9	Dat het al bijna foutloos is.

9 How do other translators with the same experience as you translate?

1	I hope, the same.
2	I don't know.
3	much the same
4	Most of them with CAT, literature mostly without
5	Don't know
6	Sorry, but how should I know?
7	(meaning not clear)
8	On a computer
9	x

10 In general, by what criteria do you think reviewers assess a translation?

1	Internal reviewers: 1. How well can I trust this translator? 2. Does this translator have a track record? 3. Do other people trust this translator? 4. Did this translator disappoint me or others before? 5. Is this translation in the right register? 6. Does my QA tool find true mistakes? 7. Can I just improve the translation without the haslle of having to give feedback and argue? 8. Am I totally sure the translator wasn't right? External reviewers: 1. Is this a machine translation? 2. Does my QA tool find mistakes? 3. Will my quote cover the time to assess this translation? 4. Shall I improve the translation or only correct the biggest mistakes? 5. Should I give honest and actionable feedback or just try to get the job done within the allotted time? 6. Should I suggest to look for another translator?
2	How well does it reflect the source message and how well does the translation flow in the target language
3	they are often trying to score points
4	Geen idee wat je bedoelt
5	Mostly by correct language use. I don't they they tend to look at the text as a whole.
6	The same criteria that I mentioned above
7	Varies. Some just read the English (no problems), some try to make it fit how they'd have done it (a pain if non-native), some agencies use LQA scoring systems (total waste of space).
8	See above, that it sounds natural
9	x

11 In general, how satisfied are you with the work of revisers?

1	Let's keep calling them reviewers. My spouse is my first reviewer. Complete satisfaction. In my long career as a translator I've only met 5 reviewers who really added value to my work.
2	Although some points seem simple preference, most revisions are great additions
3	negative
4	8 out of 10
5	I don't usually get to see their work so I don't know
6	That totally depends on the reviewer. Some are excellent, some don't know what they are doing. Most are somewhere in between.
7	Not very. As often as not, if I get to see any feedback at all, it's usually wrong, preferential, editorial, etc. Rarely an improvement.
8	Quite satisfied
9	7 - 9

12 In general, what expectations do you think your clients have of your work?

1	My direct clients want it to be Fit For Print, and the agencies I work for demand excactly the same.
2	One of two options: 1) a text that reads well in what they think is proper English (so a pretty overt translation, this is most cases for me) 2) a translation that is perfectly edited and revised without the intervention of revisors because that's too expensive
3	if it works they are happy
4	The best
5	That I deliver a product that is ready for them to use
6	My clients expect high- quality, (near-)perfect translations.
7	Judging by how often they come back for more, they must be pretty satisfied.
8	Good quality
9	Top quality

13 In general, what expectations do you think your clients have of revisers' work?

1	Translators can have direct and indirect clients. Their direct clients can be a sole trader or a multinational. Indirect clients can be huge agencies or sole traders too. The big entities want external reviewers to follow their policies and comply with their certification. SME clients have internal reviewers and are realy focussed on the quality of the translation for the people who have to make money with the end product.
2	In general, they want to cut out this process, so I suppose they expect that revision work does not add anything of value. Clients that do include revisers expect them to perfect the text to their objective; a marketing team wants the reviser to do the marketing terminology and reader activation for them, a legal team wants the reviser to legal-check everything, etc.
3	are they aware of the reviser?
4	The best
5	That they look for any intakes, things the translator may have overlooked
6	I assume they expect revisors to catch the errors that translators overlooked and to improve translations when necessary. That is generally what a revisor's job entails.
7	I have no idea. I presume they expect the reviser to eliminate all mistakes.
8	Good quality
9	Geen verwachtingen; ze hebben alleen met mij te maken en hebben vaak geen idee dat ik ook een corrector inschakel.

B – Reviewers' questionnaire

1 Do you consent with having your answers used in the context of this study?(This study will compare answers of translators, revisers and clients to identify possible differences in attitudes and expectations between the groups. Your answers will be used solely for the purpose of this study; no data will be elicited that can be used to trace your answers back to you)

1	Yes
2	Yes
3	Yes
4	Yes
5	Yes
6	Yes
7	Yes
8	Yes
9	Yes
10	Yes
11	Yes
12	Yes

2 In what sub-field of translation do you operate? (select all that apply)

1	Legal translation
2	Technical, marketing, correspondence, websites, subtitling
3	business, arts, history
4	Marketing translation
5	All of the above and more
6	It does not let you "select all". I translate medical, legal, marketing and general business
7	Medical, technical, construction, marine, environmental
8	technical, automotive, marketing, legal, fashion, tourism
9	technical, legal and marketing
10	ALL
11	Marketing translation
12	Medical translation

3 How many years of experience do you have in the field of translation?

1	Since 1988
2	15
3	30
4	13
5	36
6	29
7	15
8	22
9	30
10	10+
11	16
12	12

B – Reviewers' questionnaire

4 In general, how satisfied are you with the communication between you and the translators involved in your projects?

1	Neutral
2	Neutral
3	Neutral
4	Somewhat satisfied
5	Neutral
6	Neutral
7	Neutral
8	Very unsatisfied
9	Neutral
10	Somewhat satisfied
11	Neutral
12	Neutral

5 In general, how satisfied are you with the communication between you and the clients involved in your projects?

1	Neutral
2	Somewhat unsatisfied
3	Very satisfied
4	Somewhat satisfied
5	Somewhat satisfied
6	Very satisfied
7	Somewhat unsatisfied
8	Somewhat unsatisfied
9	Somewhat unsatisfied
10	Very satisfied
11	Neutral
12	Very satisfied

6 In general, in what way do you think translators should translate?

1	So as to ensure that the relevant text is readily understandable to the target group.
2	Make the final text publish-ready, seemingly written by a native.
3	?
4	Freely, with a focus on the meaning of the text rather than the literal application of each word in the source.
5	The translation should read as an authentic piece of text in the particular language, not as a translation.
6	They should translate contextual and not literal.
7	Strange question! Read the source, research/query any issues, rewrite in target language, review
8	In the way adapted first of all to the corporate image; secondly thinking of the readers
9	texts: facts and feeling
10	Competent, thorough .. native
11	The text should read like an original, not a translation.
12	Accurate, but paying attention to natural, fluent language in the target document.

7 In general, which are the essential characteristics of a good translation?

1	An accurate rendition of the source language which is readily accessible to the reader.
2	Conveys the essence and meaning of original, using adapted colloquialisms if necessary instead of trying to strictly translate the original text.
3	(In my fields:) conveying the information the writer intends to convey, including their political etc charge, if any.
4	Readability, flow, idiomatic phrasing, the sense that it is indistinguishable from the original
5	That the translation reads as an original piece of writing and not as a translation.
6	The most important thing is that it is consistent and contextual.
7	Accuracy, consistency, style
8	no writing errors, a good interpretation of what is meant with the original words, a complete translation of the content
9	That it does not look like one
10	Perfect syntax, no typos, flow and that it does not appear like a translation
11	Reads well. Nothing that would give away that the text is a translation. Sometimes it can even improve on the source, for example if the source is repetitive.
12	Accurately reflects the source text; sounds like a natural text in the target language.

8 In general, how do you think translators actually translate?

1	Impossible to say without a comprehensive study.
2	Not sure - little communication with colleagues ("concullega's") through translation agencies
3	I don't know, I only know what I myself do.
4	Likely with a lot of machine translation tools these days.
5	Not clear what you mean. But some translators translate too literal.
6	Quite a few translators do not absorb the entire document but rather translate "segment by segment", which leads to inconsistencies.
7	Again, the competent ones proceed as in 6
8	most of them leave writing errors and often they translate the words with another meaning, unfortunately I think the general level is not very high
9	Better than before
10	Often too literal, lacking style and afraid to deviate from source
11	Generally as above. They are either really good or dire!
12	Usually accurate, sometimes a bit too literal

9 In general, how do you think revisers should revise?

1	By confining themselves to their level of expertise, in particular, by remaining aware that they are usually not native speakers of the target language. As such, they need to exercise a great deal of restraint before amending a native speaker's work.
2	As they are giving the final touch, make sure the final result is publish-ready
3	So as to ensure 7
4	The focus should be on structural and grammatical issues, not stylistic changes.
5	Again, not sure what you mean, but they should look at style, grammar and spelling errors.
6	Revisers should be objective and carefully read translations. If they do make revisions, they have to make sure these revisions are consistent and not introduce errors.
7	Lightly, avoiding any preferential changes, removing errors and ambiguity
8	If they revise a good translation, it should not be necessary to look at the source text; if there are too many errors in a translation, and every sentence needs to be changed, the reviser will make these changes but the text will never be optimal and he should inform the translation agency of that
9	By being less afraid to allow free translations and having more eye for the reader, not the system or the grammar
10	Revisors should only make edits that actually improve the translation and also not be afraid to not make any changes
11	Eye for detail looking up dates/names. Definitely check for odd constructions that are common in the source but not in the target, e.g. active vs passive voice
12	Leaving text as it is when it is accurate and flows naturally; if necessary, improve to correct mistranslations and stilted/unnatural language.

10 In general, how satisfied are you with the work of translators?

1	Neutral
2	Neutral
3	Neutral
4	Neutral
5	x
6	Neutral
7	Neutral
8	Very unsatisfied
9	Somewhat satisfied
10	Neutral
11	Somewhat satisfied
12	Very satisfied

11 In general, what expectations do you think your clients have of your work?

1	That it is perfect but yet familiar to a Dutch speaker.
2	Impeccable spelling and grammar, seemingly written by native speaker.
3	See 7
4	They expect it to be of a high quality and for it to not read like a translation.
5	When I am revising, I am often disappointed and find that a lot of translators are quite sloppy in their work.
6	My clients expect the translations to be accurate and professional.
7	Cheapness, speed, accuracy
8	I believe they expect me to eliminate all errors, check the content, and improve the style when necessary
9	It is completely ignored
10	Perfection every time
11	They want perfection, of course. I think clients could sometimes provide more background information such as websites links,
12	Refine a translation; make sure the meaning and grammar is correct and the text flows naturally

12 In general, what expectations do you think your clients have of translators' work?

1	That it is perfect but yet familiar to a Dutch speaker.
2	Impeccable spelling and grammar, seemingly written by native speaker.
3	For other translators, I don't know
4	It varies. Some expect the bare minimum, others want Shakespeare.
5	It should be on time, and read as an authentic piece of text.
6	Same as above.
7	See 11
8	I believe that these expectations are the same as above: a reviser should not be needed, if the translations delivered would all be of high quality
9	They often have no idea, expecting one to deliver pr-texts, for small money
10	perfect and error-free
11	I don't get any complaints so that answers that one!
12	Produce an accurate reflection of the source text in the target language.