

**ACCURACY AND DIFFICULTIES IN FORMAL LETTERS
TRANSLATION COMPOSED BY STUDENTS OF ENGLISH LANGUAGE
EDUCATION OF RADEN MAS SAID STATE ISLAMIC UNIVERSITY OF
SURAKARTA**

THESIS

Submitted as A Partial Requirements
for the degree of *Sarjana*



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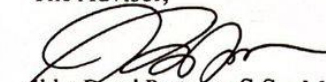
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Thank you for your attention.

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RATIFICATION

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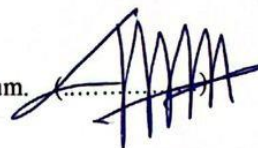
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DEDICATION

This thesis is dedicated to:

1. My beloved parents, Bpk. Syaifudin and Ibu Tri Indrawati .
2. My beloved family.
3. My lecturers in UIN Raden Mas Said Surakarta.
4. All of my beloved friends.

MOTTO

*Allah SWT tidak akan membebani seorang hamba melainkan sesuai dengan
kemampuannya*

(Q.S Al-Baqarah : 286)

*Happiness is not something that you have to archieve, you can still feel happy
during the process of achieving something.*

(Kim Namjoon)

*Challenge yourself to strive for the better, every challenge gave an opportunity to
grow and evolve.*

(Pirmantap)

PRONOUNCEMENT

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I hereby sincerely state that the thesis titled " ACCURACY AND DIFFICULTIES IN FORMAL LETTERS TRANSLATION COMPOSED BY STUDENTS OF ENGLISH LANGUAGE EDUCATION OF RADEN MAS SAID STATE ISLAMIC UNIVERSITY OF SURAKARTA " is my real masterpiece. The things out of my masterpiece in this thesis are signed by citation and referred in the bibliography.

If later proven that my thesis has discrepancies, I am willing to talce the academic sanctions in the form of repealing my thesis and academic degree.

Sukoharjo, May 19th 2023



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The researcher realizes that this thesis is still far from being perfect. The researcher hopes that this thesis is useful for the researcher in particular and the readers in general.

Sukoharjo, May 19th 2023

The researcher

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ABSTRACT

Hikmah. Nurul. 2023. Accuracy and Difficulties in Formal Letters Translation Composed by Students of English language Education. Thesis. English Language Education, Cultures and Languages Faculty. Raden Mas Said Islamic University of Surakarta.

Advisor : Ikke Dewi Pratama, S.S., M.Hum.

Keywords : *Translation, Translation Accuracy, Translation Difficulty, Formal Letters.*

The purposes of this research are to identify: (1) the accuracy of the translation by the students of English language education in translating formal letters, and (2) the difficulties encountered by the students of English language education in translating formal letters. In identifying the accuracy of translating formal letters the researcher uses the theory from Nababan (2012). The researcher uses theory Maher (2010) to analyze the difficulties in translating formal letters. This is a qualitative research. The source of data was taken from the transcript of translating formal letters by students of English language education in Raden Mas Said State Islamic University of Surakarta. The researcher obtained the data by document analysis, translation quality assessment instrument, and interview. The subject of this thesis are the fifth semester students of English language education in UIN Raden Mas Said Surakarta. For the trustworthiness of the data, the researcher used data triangulation and expert judgment. This study focuses on analyzing Translation accuracy and translation difficulties made by students with theory by Nababan (2012) and Maher (2010).

The finding revealed that there are 63 data or 87,5% from 72 total data which categorized as accurate. Then, 7 data or 9,7% are categorized as less accurate, and 2 data or 2,7% are classified as inaccurate. Because they were taught about translation in the fifth semester, most of the students translations are accurate. Translation is said to be inaccurate if a message in the form of a word or phrase in the source language is switched inaccurately into the target language because the translation does not fit the context of the situation and there is a distortion of deleted functions and messages. The text of source language is not translated. In the category of less accurate and inaccurate, the students have misperception, different perspective in point of view, also lack of research about formal letters. Based on the interview almost half of the students faced difficulties in translating formal letters. The findings reveals that the difficulties faced by the students while translating formal letters are cultural difficulties, idiomatic difficulties, and grammatical difficulties. Moreover the students said that they are hard to translated unfamiliar vocabularies.

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CHAPTER I

INTRODUCTION

A. Background of the Study

There is no perfect translation, even an expert can make mistake in translation. From the result of previous study, the researcher found difficulties in translating text. Sari, Antoni, and Eripuddin (2016) say that from the analysis of their research can be concluded that the students did not fulfill yet one of three aspect by nababan cause they still have difficulties in translation, the difficulties were almost of the students lack of vocabulary and grammar, some of them had difficulties if they found unfamiliar words, some of them lack of determining meaning well, lack of knowledge and difficult to put a good sentences. To support this phenomenon, many universities in Indonesia have begun to facilitate their students to learn translation. Translation in learning foreign languages is widely used in learners' foreign language learning process, it appears that learners often use translation as a learning strategy to comprehend, remember, and produce foreign language (Liao;2006). However, the role of translation is to translate from source language into target language which can be understood by the readers or participants.

In this case the Indonesian people with *Bahasa Indonesia* as the national language experienced errors and difficulties in translation, the translator should be able to convey information from the source text to the target text well. According to Bassnett (2014), readers need to know that what they are reading is the

equivalent of what the original writer wrote, for if they doubt the translator, then they doubt the translation. English is not the mother tongue of students, inaccurate translation is one of the difficulties of students in the translation process.

Nababan (2012) states accuracy deals with how accurate the message from source language is transferred into target language. This means that accuracy refers to how correctly students use language systems, including grammatical usage, pronunciation, and vocabulary. When it comes to accuracy, it has to do with students' difficulty in translating a text. When the translation results are not accurate, the readers will feel confused by the reading read.

The translation of formal letters is very different from other translations. Translating formal letters from source language to target language is not an easy task for students. Many students have difficulty in the stage of word transfer and conveying the exact meaning of the word. Translation difficulty can be viewed as the extent to which cognitive resources are consumed by a translation task for a translator to meet objective and subjective performance criteria. Campbell (1999) defines translation difficulty in terms of the cognitive processing effort involved with the task a methodological approach that is assumed in this thesis as well. In addition to text-intrinsic difficulties, the author mentions translator competence and the mode of translation as contributing factors to translation difficulty.

The focus of this research is on the translation of formal letters made by students of English Language Education Department of Raden Mas Said Islamic University of Surakarta in Document Translation Class. Based on the course syllabus, this course aims to learn about various types of document or written

translation, including the translation of formal letters, abstract, tourism brochure. There are two classes with one lecturer in this subject of study. The researcher conducted an interview with the students on 23 November 2021, regarding the students' performance in translating text based on the interview. In the document translation class students have difficulty because they have never received a translation course before. They get both theory and practice of translation in the same class, they practice with several types of documents such as formal letters, abstracts and tourism brochures. In this case, it affects students' performance in translating, they have difficulty in translating and there are still some inaccurate meaning when translating, especially they often have difficulty in the transferring stage, so they are still confused about translating from the source language to the target language.

Besides, the researcher has conducted a pre research on analyzing the students' translation.

Example 1 :

SL: "I am complaining because the charger and the earphones **cannot be used appropriately**"

TL: "*Saya complain karena charger dan earphone **tidak bisa digunakan dengan baik***"

On the example above there is a lack of meaning in translation, the meaning conveyed is less accurate, so that when readers read the text the meaning is not transferring properly. According to Nababan's translation quality assessment table, the meaning of the word "appropriately" in the example above is less accurate; in

Indonesian, "appropriately" can be meaningful "*sebagaimana mestinya*", although in the context of the example above, students have not conveyed the meaning properly. The example receives a score of 2 because the source language texts (the meanings of words, technical terms, phrases, clauses, sentences) are mostly accurately transferred to the target language. However, there are meanings distortions, either ambiguity meaning or meaning omitted, which can disrupt the message's integrity.

Example 2:

SL: "When I first learned of this problem, I contacted Mr. Andy, the staff at your store, **and was told that** nothing could be done about my problem".

TL: "*Ketika pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko Anda, **dan bilang bahwa** tidak ada yang bisa dilakukan tentang masalah saya*".

From the example above it seen that the translation is less accurate because students use informal words. In this example students translate "told that" as *bilang*, the word "told that" in Indonesian should be translated as *memberitahu* because this is a formal letter that should use formal language. According to Nababan (2012)'s translation quality parameters, less accurate gets a score of 2 because of there are still technical distortions such as errors in the use of words in formal letters. Based on the explanation above, it carries out the research entitled "**Accuracy and Difficulties in Formal Letters Translation Composed by Students of English Language Education of Raden Mas Said State Islamic University of Surakarta**".

B. Identification of the study

Several problems can be identified as follows:

1. The students have difficulties in translating sentences accurately.
2. The students have difficulty translating sentence equations in the target language
3. The student translations have multiple interpretations in the target language.
4. The students often use word-for-word techniques to translate text or sentences.
5. The students have difficulty translating idioms in the target language.

C. Limitation of the Study

To avoid expansion of this research, the researcher decided to analyze translation accuracy and translation difficulties of the translation work by students at class 5I in document translation of english language education of raden mas said university in the academic years 2021/2022. There are 26 students in the class, the researcher took 6 students' work with the highest, middle, and lowest score due to analyze the translation accuracy in their work.

This research uses the theory of Nababan (2012) because he also discusses accuracy translation in English-Indonesian performed by translators and this theory is the most relevant and proposes a complete translation accuracy. Besides that, translation difficulties theory by Mansur (2010) is also used in this research.

D. Problem Statement

This research are carried out to answer the problems as formulated below :

1. How is the accuracy of the translation by the students of English Language Education in translating formal letters?
2. What are the difficulties encountered by the students of English Language Education in translating formal letters?

E. Objective of the Study

The objective of this research are:

1. To identify the accuracy of the translation by the students of English Language Education in translating formal letters.
2. To describe the difficulties encountered by the students of English Language Education in translating formal letters.

F. Benefit of the Study

1. Theoretical benefit
 - a. The result of this research is added to be able to give theories development of the knowledge and an academic reference to conduct translation accuracy and translation difficulties study.
 - b. The researcher is also expounded to give beneficial description and information for further researchers who want to study in the same scope.
2. Practical benefit
 - a. Teacher
The result of this research will suggest to the teacher in teaching translation accuracy and difficulties.
 - b. Students

The researcher expected this research gives information about translation and knowledge to students about translation accuracy and difficulties.

c. Others

The researcher hopes that this research will be beneficial to help other researchers to do further research from another point of view.

G. Definition of Key Terms

In order to avoid Misunderstanding and misinterpreting between the researcher and the readers, the researcher intends to classify the key terms used in this research as the following.

1. Translation

Translation is replacement of text meaning from source language into target language without change the meaning of the text itself. According to Newmark (1988), translation is a craft consisting of the attempt to replace written message or statement from source language to target language.

2. Translation Accuracy

Nababan (2018) says accuracy is a reference to how correctly students use language systems, including the use of grammar, pronunciation and vocabulary. The level of accuracy relates to the difficulty of students in translating a text.

3. Translation Difficulty

Campbell (1999) defines translation difficulty in terms of the

cognitive processing effort involved with the task a methodological approach that is assumed in this thesis as well.

4. Formal Letters

Formal letter is one written in a formal and ceremonious language and follows a certain stipulated format. Such letters are written for official purposes to authorities, dignitaries, colleagues, seniors, etc and not to personal contacts, friends or family.

CHAPTER II

LITERATURE REVIEW

A. Theoretical Background

1. Definition of translation

Translation is an effort to convey message from one language to another language. There are many different definitions of translation as many experts offer their own ideas on the subject of translation. According to Newmark (1988), describes translation as a craft consisting of the attempt to replace a written message or statement on one language by the same message or statement in another language. In addition, Catford (1974) has a different definition of translation. He stated that the translation is the replacement of textual material in one language by the equivalent textual material in another language. Moreover, Simpson and Weiner (1989) defined translation as a written or spoken rendering into another language of the meaning.

Larson (1984) states, translation consists of translating the meaning of the source language into the receptor language. This is done by going from the form of the first language to the form of a second language by way of semantic structure. It is meaning which is being transferred and must be held constant, only the form changes. Meanwhile, Bell (1961:6) describes that translation is replacement of a text in one language by a representation of an equivalent text in the second language. Furthermore, Siregar (2016) states that the contents of translation is about to imitate the message from the source language into the target

language in the term of meaning and style. The product of translation should make it easily to understand the message from the text to the target readers and use a good structure in translating into target language. It implies that an ideal translation naturally preserves the meaning of the source text in the form of the target language.

According to Nord (1991) this contextualization of the classification of translation problems allows us to define both the theoretical and the practical level concepts related to different problems in order to manage the quality of the translation. Zainudin & Awal (2012) claim that translation is an activity changing the meaning from source language into target language, therefore a translator to be aware of the methods is used in translating. The purposes of transfer language process to change of a written source language text into an equivalent target language text, and need syntax, the systematic and pragmatic understanding in analyze the processing from the source language. Another translation theory by Nida (1975) explains that the translation process needs to produce, in meaning and style, the closest natural equivalent.

From the definition above we know that translation is a process to replace the meaning of a text into another language without changing the representation of the message from source text. The meaning to be conveyed must be completely transferred. Therefore, before translating, the translator should understand and analyze the meaning of the source text then translating into the target language, because meaning is the most important thing in translation.

2. Translation Quality Assessment

The translation quality assessment actually has been debated since a long time ago, but there has not been any clear and objective criteria to evaluate the product of translation (Al-Qinai, 2000: 498). A good translation is one that has the same meaning as the original. To ensure that the translation does not deviate from the original meaning, the translator must be an expert who understands and the source and target languages fluently. This is intended to ensure the translation quality of the translation products. The researchers should not be the only ones assessing how well source text messages are translated into target languages. Researchers should consult individuals with knowledge and expertise in the subject of translation to get a more objective judgment.

House (2015) explains that to evaluate the translation quality presupposes the translation theory. If we have different concepts of translation quality, we will have a different way to evaluate or assess it.

According to Larson (1984), three main aspects to evaluate the quality of translation are accuracy, clarity, and naturalness. She explains that the translator should produce a translation that makes target readers understand the meaning, message, and ideas accurately, clearly, and naturally without any missing or adding information about the source text.

Translation quality assessment is used to determine how accurately the translation was translated from the source text into the target text, with the purpose of improving the translation's actual performance. Nababan (2012) Says that translation evaluation is needed to assess the worth or the accuracy of

translation. Translation quality assessment is the instrument to measure those aspect of translation accuracy. Nababan (2012) says that the best translation is the translation with a high degree of accuracy, acceptability and readability. However, with a variety of considerations in practice it is sometimes difficult to produce perfect translations. Often translators are confronted with the choice to be more concerned with an aspect and slightly offer another aspect. That is why, that translation quality have to face this three aspects which are; a) accuracy; b) acceptability; and c) readability.

a) Accuracy

Accuracy, according to Nababan (2012), is the equivalence of the source text with the target text. The following equivalence refers to the compatibility of contents and text messages. Accuracy is used to determine whether the source language text and target language text are equivalent. The concept of equivalent refers to the content or message similarity between the source and target languages. Translators must not ignore, add to, or reduce messages contained inside. Rahimi (2004) has a different definition of accuracy. She said that accuracy is defined as the suitable and detailed explanation of the source message and the transmission of that message as exactly as possible.

b) Acceptability

The term acceptability refers to whether the translation follows the same rules as the target language and does not contradict the norms and culture of the target language. The concept of acceptability is also

important, because even if the translation is accurate in terms of content or message, the target reader will reject the translation if the method of expression is contrary to the target language's rules, norms, and culture. According to Nababan (2012) the concept of acceptance is critical because, despite an already accurate translation of In terms of content or message, target readers will reject the translation if the way disclosure contradicts rules, norms, and language culture target.

c) **Readability**

Nababan (2012) says the term readability is used primarily in the context of translation. It is important to consider not only the readability of the text source language, but also the readability of the text target language. Reading activities are related to readability. The terms readability and comprehension are also used in the field of translation. In this evaluation process, condition legibility refers to whether or not the translation can be understood by the target readers. This aspect refers to the readability of both the source and target text.

3. Accuracy in Translation

The translation's accuracy cannot be considered good or bad directly. It must have the aspect to assess whether a translation is accurate or not, the accuracy of the translation must be examined. The translation accuracy assessment technique is employed to assess the quality of the translation. According to Pym (2014, p.17), "The relation between the source text and the translation is the equivalence ("equal value"), no matter whether the relationship

is at the level of form, function, or anything in between, equivalence does not say that languages are the same; it just says that values can be the same." Pym (2014, p.19) also asserts that "The concept of equivalence underlies all these cases: they all presuppose that a translation will have the same value as (some aspect of) its corresponding start text. Sometimes the value is on the level of form (two words translated by two words); sometimes it is a reference (Friday is always the day before Saturday); sometimes it is a function (the function "bad luck on 13" corresponds to Friday in English, to Tuesday in Spanish). Equivalence need not say exactly which kind of value is supposed to be the same; it just says that equal value can be achieved on one level or another."

Translation accuracy cannot be achieved thoughtlessly, it must be evaluated carefully and carried out by experts in their fields. Nababan (2012) Says that to ensure the validity and reliability of the assessment results, the prototype model for evaluating translation quality proposes an odd number of evaluations and a minimum of three assessors for each aspect of translation quality assessed. Someone who wants to be used as a translator quality assessor must have criteria or requirements. The requirements for the level of accuracy are as follows: 1) A professional and experienced translator in the field of translating scientific texts from English into Indonesian, 2) Having good translation competence, which includes linguistic competence, discourse competence, cultural competence, field competence knowledge, strategic competence, and transfer competence, and 3) Having good declarative and procedural or operative know.

**Table 2.1 Qualitative Parameters of Translation Accuracy by Nababan
(2012)**

Translation category	Score	Qualitative parameter
Accurate	3	The source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are accurately transferred into the target language; there is absolutely no distortion of meaning.
Less accurate	2	The source language texts (the meanings of words, technical terms, phrases, clauses, sentences) are mostly accurately transferred into the target language. However, there are still meaning distortions either it is ambiguity meaning or meaning that is omitted, which can disturb the integrity of the message.
Inaccurate	1	The source language texts (the meaning of a word, technical term, phrase, clause, sentences) are inaccurately transferred into the target language or omitted.

The table above shows that the instrument calculation complied to the translation equivalence scale of 1 to 3. The higher the level of authority granted to key informants, the more accurate the resulting translation. Otherwise, the translation equivalence is given by the lower level.

Based on the explanation above, the researcher concludes that a translation is accurate if it does not deviate from the SL. If the TL does not match the translation context result, the translation is considered inaccurate. The most important aspect of the translation result is that it is an original work that retains the meaning and context from the original language.

4. Difficulties in Translation

In translation process, a translator would face many kinds of difficulties in their translation work. Wu (2008) says that translation involves two different languages. Therefore, the difference between the system and the structure between source language and target language becomes the main obstacle in translation. Difficulties in translating is when someone who translates a text, but does not understand how to use the grammatical form as well as to interpret a text. Difficulties are usually compared with impotence. According to Maher (2010) translation difficulties divided into four categories, namely cultural difficulties, conceptual/semantic difficulties, idiomatic difficulties, and grammatical difficulties.

a. Cultural Difficulties

Culture difficulties deals with objects produced by humans by a particular culture. Each culture has its own specific characteristics and expressed in its material. The material included in this category there are social, religious, education, and so many. According to Kluchhohn (1951) culture consists in patterned ways of thinking, feeling and reacting, acquired and transmitted mainly by symbols, constituting the distinctive

achievements of human groups, including their embodiments in artifacts; the essential core of culture consists of traditional (i.e. historically derived and selected) ideas and especially their attached values. Moreover Baker (1992) states that one culture has unique or specific concepts that cannot be found in another language.

b. Conceptual/ Semantic Difficulties

Semantic difficulties causes a big problem for many translators. The term of semantic difficulties refers to the historical changes that occur to a word due to the changes in the ways of people's thinking and behaviors from an age to another. Translator should convey the meaning and code of the representations from source language to target language.

c. Idiomatic Difficulties

Idioms are sometimes impossible to recognize since modification can be done in idioms and can spread over a clause. One of the most important aspects of language is idioms. They are commonly used in a variety of situations, from friendly conversations to more formal conversations and written contexts. When translating idioms, many translators encounter various difficulties that are not easy to overcome. The fundamental issue is the lack of idiomatic equivalency. This situation makes the students difficult to translate idioms in the target language. Baker (1992) says that the first difficulty found by the translators in translating idioms was the capability to identify and to differentiate idioms from non-idioms usage. Furthermore, Hornby (1995) mentions that an idiom is a phrase or

sentence whose meaning is not clear from the meaning of its individual words and which must be learnt as a whole unit, for instance, the idiom *spill the beans* means to reveal secret information, especially without intending to do so.

d. **Grammatical Difficulties**

Grammar is an important element of a language. There are several definitions of grammar. According to Richards & Schmidt (2010), grammar is a description of the structure of a language and how language units such as words and phrases are formed into sentences. Meanwhile, according to Brinton (2000), grammar is a set of rules or principles of the working of a language. Grammatical is one of the difficulties that face by translator which deals with a problem such as singular and plural nouns, aspects, and gender. Maher (2010) says the difficulties by the translator include linked for and based on for instance to the grammar of a given language.

5. Formal Letters

Formal letter is a professional English letter written for a specific purpose. Formal letters are important documents that are usually written by representatives of an institution or agency and addressed to individuals or other organizations, the vocabulary used in formal letters will almost certainly be stricter and more official, and the formal letter's contents are concerned with matters that are important or even confidential. In learning document translation, there are several types of documents that can be translated, such as formal letters, tourism brochures and abstracts, but on

this research the researcher examined the results of students' work in translating formal letters. Formal letter is one written in a formal and ceremonious language and follows a certain stipulated format. Such letters are written for official purposes to authorities, dignitaries, colleagues, seniors, etc and not to personal contacts, friends or family. As Riadi (2019) says, this phenomenon of using English in the world of business also happening in Indonesia, especially in urban areas; despite the fact that Indonesia still considers English as a foreign language.

B. Previous Related Study

This research cannot be separated from the previous study of other researchers to support the researchers' mindset and authorship. Several research compilation drawn from some references: the first study by Prunty & Barnett (2020) entitled accuracy and consistency of letter formation in children with developmental coordination disorder. The aim of this study was to gain a better understanding of handwriting dysfluency by examining the accuracy and consistency of letter production both within and across different writing tasks. A total of 28 children aged 8 to 15 years with DCD participated in the study with 28 TD age- and gender-matched control participants. They completed the alphabet writing and copy fast tasks from the detailed assessment of speed of handwriting on a digitizing writing tablet. The accuracy and consistency of letter production were examined. The DCD group had a higher percentage of errors within their letterforms than did the TD peers. Letter production was also less consistent between

tasks. Children with DCD appear to have difficulties with the “allograph” (motor program) aspect of handwriting and may require explicit teaching of letter formation.

The second study conducted by Mahardini (2020) entitled the accuracy in Indonesian-English translation of undergraduate final project abstracts of psychology students in Universitas Negeri Semarang. This study aims to describe the achievement of word, phrase, clause, and sentence level accuracy in Indonesian-English translation of undergraduate final project abstracts of psychology students' in Universitas Negeri Semarang. A descriptive qualitative design is applied considering the objective of this study. By using the documentation method, data in the form of 568 words, 302 phrases, 49 clauses, and 191 sentences were collected. The data were analyzed using Nababan's Translation Accuracy Assessment (2012). In conclusion, the accuracy in Indonesian-English translation of undergraduate final project abstracts of psychology students in Universitas Negeri Semarang mostly achieved level 3 or accurate level in word, phrase, clause, and sentence. Even though the number of translations that achieved level 3 (accurate) is outnumbering the translations that achieved level 2 (less accurate) and 1 (inaccurate), we cannot ignore the fact that psychology students still make a mistake in translating any word, phrase, clause, or sentence in their undergraduate final project abstract. Any small mistake in translation might mislead the reader. Therefore, psychology students in Universitas Negeri Semarang need more practice in translating their

undergraduate final project abstract, considering how important it is for the reference of future research.

The third study is from Ulfah (2015) entitled an accuracy analysis in indonesia-english translation using “google translate” machine translation (translation of “jurnal walisongo abstract vol. 23 Number 1”). In this study the writer tries to analyze the translation result provided by "Google Translate" to find out the problems with the translation result provided by the Trans Tool. The writer tried to figure out the effectiveness of "Google Translate" in translating English sentence into Indonesian sentence. This became problem, since the translation result that seem to be correct at the first glance, might still contain a problem. This study used qualitative approach. The data collection technique of this research was selecting sentences, translating the sentences, and analysing the sentences. This study was conducted based on five parameters: word-level equivalence, above word-level equivalence, grammatical equivalence, textual equivalence, cohesion equivalent. Those were the data analysis technique. As the result, "Google Translate" had a low effectiveness in translating English sentence into Indonesian sentence, with the highest probability of 18.75% which is only achieved when translating Academic complex sentenc. The result of this study was shown that the accuracy of “Google Translate” in translating Indonesian English translation was very low.

The fourth study is done by Sari, Antoni and Eripuddin (2016) entitled Students Difficulties in Translating a Text on Newspaper at Sixth

Semester Students of English Study Program at University of Pasir Pengairan, this study conducted a research which is purposed to know students' skill and students' difficulties in translating a text on newspaper. From the analysis, it can be concluded that they did not fulfil yet one of three aspects by Nababan. They did not fulfil yet one of three aspects caused they still have difficulties in translation, and the difficulties were almost of the students lack of vocabulary and grammar, some of them had difficulties if they found unfamiliar words, some of them lack of determining meaning well and lack knowledge and then just a little that had difficulties in difficult arrange the words, difficult to put a good sentence, they just study translation in 2 times per week and it makes them difficult and did not like translation, lack of choose suitable words, they can't memorize the vocab, and difficult to translate the content at sixth semester students of English Study Program at University of Pasir Pengaraian.

The fifth study is from J Cruz and MRC Lapinid (2014) entitled Students Difficulties in Translating Worded Problems into Mathematical Symbols, this study sought to identify the difficulties encountered by students in translating worded problems into mathematical equations in a private sectarian school in Manila. The study examined the students' difficulties and level of performance in translating worded problems into mathematical symbols. A 20-item problem solving test involving the four fundamental operations was given during the third quarter of the school year 2012-2013 to 204 Grade 5 students. Scores in this test measured their

performance level in translating worded problems while interpretation of their mistakes identified their difficulties in translating worded problems. Results indicate that 40% of the respondents are below the satisfactory level in translating worded problems. Carelessness, lack of comprehension, interchanging values, and unfamiliar words are some of the common difficulties encountered by the respondents in translating worded problems.

The sixth study is from Sipayung (2018) entitled *The Impact of Translation Shift and Method on Translation Accuracy Found at Bilingual History Textbook*. The purposes of this research are to figure out the dominant translation shift, method and the impact of dominant shift and method on accuracy translation aspect. The researcher used descriptive qualitative method to figure out the purpose of research. There are two kinds of data in this research: affective and objective data. The affective data are from key-informants in the form of scale. Objective data are from bilingual history textbook chosen randomly sampling in the form of words, phrases, clauses, sentences and text. The findings of this research shows that 1) The dominant translation shift is unit shift 58,33%, structure shift: 30%, class shift: 7,77% and intra-system shift: 3.88%. 2) The dominant translation method is free translation: 57.57%, communicative translation: 19.69%, adaptation translation: 13.63% and semantic translation method: 9.09%. 3) The impact unit shift and free translation method influence the lack accuracy of translation level: 2.38. There are 60% from the bilingual history textbook is lack accuracy of translation.

The last study conducted by Arono and Nadrah (2019) Entitled students difficulties in translating english text. The objectives of this research were to identify types of error in translation, students' difficulties in translating text, and factors which influence students' error in translating in English department of State Institute for Islamic Studies Bengkulu. This research used descriptive quantitative method. The results of this research showed that students' difficulties in translating English text, were elliptical errors (67.29%), idioms (87.5%), and textual meaning (73.54). The difficulties of students in translating were lack of vocabulary (87,50%), difficult translating Islamic texts (75,00%), literary works (66,66%), and grammatical issues (62,50%). Then, the factors affected students' error in translation were ignorance of ellipsis; unable to identify ellipsis, idiom, and lexical meaning; lack of strategy in translating ellipsis, idiom, and lexical meaning; translating words per word; most students lack a strong background on the content of the text. It was concluded that the students got three types of error in translation, four points difficulties in translation, and six factors which influence the students' error in translation.

The difference between the related study and this research is from the subject analysis. The subject of this research is the students' translation project in document translation class of English language education in the fifth semester of Raden Mas Said State Islamic University of Surakarta. This study focuses on analyzing Translation accuracy and translation difficulties made by students with theory by Nababan (2012) and Maher

(2010).

The researcher makes the table about similarity and differences which found in the previous related study above to make it easy.

Table 2.2 Research Gap

No	Name	Title	Similarity	Differences
1.	Prunty & Barnett (2020)	Accuracy and Consistency of Letter Formation in Children With Developmental Coordination Disorder	This study discusses about accuracy and consistency in writing text.	Focus of this study was gain a better understanding of handwriting dysfluency by examining the accuracy and consistency of letter production both within and across different writing task.
2.	Mahardini (2020)	Accuracy in Indonesian-English Translation of Undergraduate Final Project Abstracts of	This study discusses about translation accuracy of undergraduate final project abstract.	The data of this study are from Indonesia-English. This study aims to describe the

		psychology students in universitas negeri semarang		achievement of words, phrase, clause, and sentences level accuracy in Indonesia-english translation.
3.	Ulfah (2015)	An accuracy analysis in indonesia-english translation using “google translate” machine translation (translation of “jurnal walisongo abstract vol. 23 Number 1”).	This study used qualitative approach.	In this study the writer tries to analyze the translation result provided by "Google Translate" to find out the problems. The result of this study was shown that the accuracy of “Google Translate” in translating Indonesian English

				translation was very low.
4.	Sari, Antoni and Eripuddin (2016)	Students difficulties in translating a text on newspaper at sixth semester students of English study program at university of pasir pengairan.	This study discusses about students' skill and students' difficulties in translating a text on newspaper.	From the analysis, the study not fulfill yet one of three aspects by nababan.
5.	J Cruz and MRC Lapinid (2014)	Students Difficulties in Translating Worded Problems into Mathematical Symbols	This study aims to identify the difficulties encountered by students.	The study examined the students' difficulties and level of performance in translating worded problems into mathematical symbols.

6.	Sipayung (2018)	The impact of translation shift and method on translation accuracy found at bilingual history textbook.	The purposes of this study are to figure out the dominant translation shift, method and the impact of dominant shift and method on accuracy translation aspect.	There are two kinds of data in this research: affective and objective data. The affective data are from key-informants in the form of scale. Objective data are from bilingual history textbook chosen randomly sampling in the form of words, phrases, clauses, sentences and text.
7.	Arono and Nadrah (2019)	Students difficulties in translating english text	The objectives of this study were to identify types of error in translation,	This study used descriptive quantitative method.

			students' difficulties in translating text, and factors which influence students' error in translating.	
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CHAPTER III

RESEARCH METHOD

A. Research Design

This research used a descriptive qualitative method. Qualitative design focus on data collection, analysis, and writing, but they originate out of disciplines and follow throughout the process of research. Bogdan & Biklen (1992) explain that descriptive qualitative research concerns providing description of a phenomenon that occurs naturally without any intervention of an experiment or an artificially contrived treatment. Gay and Eurasian (2000) stated that qualitative approach is based on the collection data and analysis of nonnumerical data such as observations, interviews, and other more discursive sources of information. Moreover, Sutopo (2005) states that the data in a qualitative research is not in a form of numbers but in the form of words or sentences.

A further explanation about qualitative research is also given by Creswell (2007) qualitative research as the study of research problem in understanding and exploring the process of a social or human problem with theoretical view.

According to Jacob (1998) qualitative research has many varieties that can be identified and used employing different research method reflecting variable and fluid research strategies. Furthermore Yin (2016) says qualitative research acknowledges the value of collecting, integrating, and presenting data from a variety sources of evidence as part of any given study. This study does not involves the statistical data. The researcher analyzed the data from 6 students which has the high, middle, and the lowest score in the project.

B. Research Setting

The researcher took a research place at 5I of document translation class in the Raden Mas Said Islamic University of Surakarta, located at Jalan Pandawa Pucangan, Kartasura, Sukoharjo in the academic year 2021/2022. This research is conducted during online class of document translation class via Google Classroom.

C. Research Subject

The subject of this research is the fifth semester students of document translation class in English Language Education program in academic years 2021/2022. There are two document translation class in English Language Education program, 5I class consist of 26 students in the class, the researcher took 6 students' work with the highest, middle, and lowest score due to analyze the translation error in their work. Accuracy assesment by Nababan (2012) will be used by the researcher to conduct the study. The reason why the researcher takes accuracy to analyze the data is because accuracy is the most important thing in translation because it involves the meaning of the translation and it is used to measure the quality of translation.

D. Source of Data and Data

The source of data of this research are document and informant. The document are from translation project that translated by students of document translation class. The informant is the students of class 5I. The obtained data are the result of interview. The researcher conducted interviews with students because students know more about the problem faced by students in translating formal

letters and have a very important role in the material development in the class.

E. Technique of Collecting Data

The researcher applied different techniques to collecting the data, there are document analysis, translation quality assessment instrument, and interview.

1. Document Analysis

According to Bowen (2007) Document analysis is a systematic procedure for reviewing or evaluating documents both printed and electronic (computer-based and internet-transmitted) material. In this research the students translating a midterm project by the lecturer.

2. Translation quality assessment instrument

As explained by Nababan (2012), translation quality assessment instrument is an instrument for measuring the quality of the translation text from English to Indonesian. For accuracy, the researcher used a translation quality assessment instrument in this study. To assess the translation accuracy, the researcher provided the raters with an assessment rubric as well as the parameter indicator of accuracy. A rating scale is used in the translation accuracy scoring system. Nababan (2012) translation quality assessment theory is used to develop the score scale. The researcher also includes a 'reason' column in which raters can express their thoughts on why they gave the score.

3. Interview

Arikunto (2006), says that interview is also called the dialogue did by the interviewer and interviewee. The researcher conducted the interview

to identify the problem faced by students in translating the translation project. The students are from the highest, middle and lowest score on the project. The researcher prepared some question for an interview. The informant is the students of the document translation class.

F. Trustworthiness of the Data

This research applied trustworthiness in order to know the research validity of the data. Moelong (2013) argues that triangulation is a technique to check the data by using something beyond data. Nasution (2003) explains that triangulation can be done using different techniques were interview, observation and documents. Triangulation is used to check the correctness of the data is done to enrich data. According to Denzin (1978) describe four different forms of triangulation :

1. Methodological triangulation

It means that the researcher will check the credibility the data of the research and the data resources by using several data collection techniques and analyze them by the same method. It involves using more than one method to gather data. For example, it could be argued that methods which provide qualitative and quantitative data are methodologically distinct.

2. Investigator triangulation

The researcher will recheck the credibility of his data by his own research or other researcher. It involves the use of multiple researchers in an empirical study.

3. Data Triangulation

Data triangulation means that the researcher will compare and check the credibility of information found in the observation with the data of interview and compare it with the related documents. It involves the use of more than one data collection method in single case. Method data collection which is generally in qualitative research, there are interviews, observation, FGD, and documentation.

4. Theory of Triangulation

It involves using more than one theoretical framework in the interpretation of the data. In this research, the researcher used data triangulation and expert judgment. The main data is students project on document translation class.

To check credibility in this research, the researcher collected data from students and then the researcher made a table to make the data easy to understand, after that with the help of raters, the researcher made a score which was taken on average to classify the translation results. The researcher used data triangulation and expert judgment in this research.

G. Technique of Analyzing the Data

Stated by Miles and Huberman (1994), there are three main qualitative data analysis points. They are data reduction, data display, conclusion drawing, and verification. The analysis data in this research was done in the following:

1. Data reduction

Data reduction refers to the process of selecting, focusing,

simplifying, abstract, and transforming the data that appear in written up field notes. Based on the description above, the data reduction process varies in several ways, such as through selection, summary, paraphrasing, and being subsumed in a larger pattern.

2. Data display

The next stage of data analysis is the data display. After collecting and reduces the data, the researcher displays the amassed data is organized and compressed information that leads to a conclusion. The forms of qualitative data display to include types of matrices, charts, graphs, or network. These type of data displays are to perform accessible, compact, and organized information about the data of translations' project in document translation class.

The researcher determined the mean of the data using formula as follow:

Table 3.1 The mean Formula

Datum	Rater 1	Rater 2	Rater 3	Mean	Category
A-01	Score	Score	Score	$\frac{\text{Total score}}{\text{Total Rater}}$	Category
A-12	Score	Score	Score	$\frac{\text{Total score}}{\text{Total Rater}}$	Category
Mean				$\frac{\text{Total average of mean score}}{\text{Total datum}}$	Category

3. Conclusion drawing and verification

After the data displayed in the tables, the researcher can interpret it and reach conclusions and verifications. Derived from data displayed in the

tables, the next step conducted by the researcher is describing and interpreting the data so that the conclusions and verifications of the translation accuracy assessment and difficulties in translations.

After all of the calculation for each data were completed, the data classified into three categories, as follow:

Table 3.2 The Classification of Accuracy

Accurate	Mean score range 2,66 - 3
Less Accurate	Mean score range 1,34 – 2,65
Inaccurate	Mean score range 1 – 1,33

CHAPTER IV

RESEARCH FINDINGS AND DISCUSSION

A. Research findings

In the research findings chapter, the researcher presents the data finding from the problem statement which was mentioned in chapter one. The first problem statement is how is the accuracy of the translation by the students of English Language Education in translating formal letters. Then the second is what are the difficulties encountered by the students of English Language Education in translating formal letters. The researcher describes the data findings by each statements.

1. The accuracy of the translation by the students of English language education in translating formal letters.

Accuracy is one of the commonly used in translation quality assessment and evaluate translations based on whether the text is in the source language is equivalent to the target text. According to Nababan (2012), a translation can be said to be accurate if the translated text is equivalent in terms of its content (in other words, the message contained in the translated text must be the same as the message contained in the original text or source text). The accuracy of the translation by the students of English language education in translating formal letters is rated by three qualified raters. The qualifications proposed by Nababan (2012) are someone who is experienced or mastered in the field of translating scientific texts from English into Indonesian, have good translation competence (linguistic, discourse, cultural, scientific, strategic, and transfer competence) and

also good in declarative, procedural or operative knowledge. Translation Quality assessment instruments were distributed to the raters and the formal letters translation were assessed using qualitative parameters of translation accuracy by Nababan (2012). The raters gave the score for each data and also added reasons to support their valuation related to the translation. After that, the researcher collected the data and made calculation.

Here are table of data results after calculated using the formula above, and the data are show up below:

Table 4.3 The Data Findings and Calculation Result of Accuracy

Category	Data	Frequency	Percentage
Accurate	A-01, A-02, A-03, A-04, A-05, A-07, A-08, A-09, A-10, A-11, A-12, B-01, B-02, B-03, B-04, B-05, B-06, B-07, B-08, B-09, B-10, B-11, B-12, C-01, C-02, C-03, C-04, C-05, C-06, C-08, C-09, C-10, C-11, D-01, D-02, D-03, D-04, D-05, D-06, D-07, D-08, D-09, D-10, D-11, E-02, E-03, E-05, E-06, E-08, E-09, E-10, E-11, E-12, F-01, F-02, F-03, F-04, F-05, F-06, F-08, F-09, F-10, F-11.	63	87,5 %
Less	A-06, C-07, D-12, E-01, E-04, E-	7	9,7 %

Accurate	07, F-07.		
Inaccurate	C-12, F-12.	2	2,7 %

Based on the table above, there are 63 data or 87,5% from 72 total data which categorized as accurate. Then, 7 data or 9,7% are categorized as less accurate, and 2 data or 2,7% are classified as inaccurate. From the result of data calculation above, the each aspect of category can be identified here, as follows;

1) Accurate Translation

The data classified here are accurate. The qualitative parameter in this category are the source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are accurately transferred into the target language, and there is absolutely no distortion of meaning. The average score is in range 2,66 – 3. From the value range, 63 data were generated from a total of 72 data with a percentage of 87,5%. Here are some data that are included in the accurate category:

a. A-04

ST: “It seems that the tools have been broken once the package was opened by your staff, Mr. Andy”.

TT: “*Sepertinya alat alat itu rusak ketika bungkusnya dibuka oleh karyawan anda, Pak Andy*”.

In this sentences shows that there is no distortion meaning in this data, so that all the three raters gave 3 points for the data. It means that this sentence’s meaning is delivered accurately.

b. E-10

ST: "I am attaching copies of my receipt in this email".

TT: "*Saya melampirkan tanda terima saya pada email ini*".

In this example, the translator used literal translation to deliver the meaning in TT. Literal translation technique tends to translate based on its meaning and function at the sentence. The three raters added 3 points for no distortion in meaning.

c. E-05

ST: "To resolve this problem I would like you to be responsible for the broken tools by replacing the charging and earphones with the new ones".

TT: "*untuk mengatasi masalah ini saya ingin anda bertanggungjawab atas alat yang rusak dengan mengganti dengan yang baru*"

The average score range of this sentences is 3. There is no meaning distortion, the meaning of the sentences are mostly transferred. Each rater give 3 point even though the subject in the sentence is not mentioned, the reader can still understand what is meant by the translator because the subject has been mentioned at the beginning of the formal letter and it does not affect the meaning in the target text.

d. B-02

ST: " I wish complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at amazing plaza. "

TT: "*Saya ingin complain tentang ponse SAMSUNG GALAXY A90 yang saya*

beli pada hari senin, 29 okt 2020 di took anda di amazing plaza”

In this example the translator completely transferred the meaning of the source text, eventhough the word “*telepon*” actually not necessary but is still conveyed the meaning. The average score of the sentences is 3 because there is no menaning distortion and the meaning of the sentences completely transferred.

2) Less Accurate Translation

In this category, the qualitative parameter of less accurate translation is the source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are mostly accurately transferred into the target language. But in this category, there are still meaning distortion, either it is ambiguity meaning or meaning that is omitted, which can disturb the integrity of the message. The average score is in range 1,34 – 2,65. From the value range, 7 data were found as less accurate from a total of 72 data with a percentage of 9,7%. Here are some data that are included in the less accurate category:

a. C-07

ST: “I believe that this response is unfair”

TT: “*Saya percaya bahwa tanggapan tersebut tidak benar*”.

From the sentences we know that the translation is too literal , this expression will be more appropriate to be used in another case, not in a complaint case of formal letters. All of the raters gave 2 points for the data and gave the reason that “I believe” in the sentences more suitable translated as “*menurut saya*” than “*saya percaya*”.

b. E-04

ST: “It seems that the tools have been broken once the package was opened by your staff, Mr. Andy”.

TT: “*sepertinya itu rusak setelah paket dibuka oleh staff anda, Mr. andi*”.

The average value of this example was at 2,33 and it considered as less accurate. The meaning of words are mostly accurately transferred into the target language but in this sentences there are still meaning distortion “it seems that the tools have been broken” translated into “*sepertinya itu rusak*”, the translator didn’t add “tools” on the target text, so that this data classified as less accurate because half of the source text wasn’t translated properly.

c. A-06

ST: “When I first learned about this problem, I contacted Mr. Andy, the staff on your store, and was told that nothing could be done about my problem”.

TT: “*Ketika mendapatkan keluhan ini, saya menghubungi pak amdy, karyawan di took anda, dan dia berkata tidak ada yang perlu diselesaikan tentang keluhan saya*”.

The meaning of sentences are mostly transferred but on the sentences above the target text is too complicated although still understandable. It can be just translate into “ketika saya menyampaikan keluhan ini, pak andy selaku staff anda menyatakan

tidak bisa berbuat apapun.”

3) Inaccurate Translation

The translation can be concluded as inaccurate category is when the source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are inaccurately transferred into the target language or omitted. The average score is in range 1 – 1,33. From the value range, 2 data were included as inaccurate category from a total of 72 data with a percentage of 2,7%. Here are some data that are included in the inaccurate category:

a. C-12

ST: “Sincerely”.

TT: “*Yang bertanda tangan*”.

In this sentences “sincerely” from the source text translated to “yang bertanda tangan”, the sentences above definitely have different diction in English. So the rater gave 2 points, and the others gave 1 point each.

b. F-12

ST: “Sincerely”.

TT: “*Dengan tulus hati*”.

This example is considered as inaccurate category because the average value was at 1,33. The rater gave 2 points, and the others gave 1 point each. The reason is students translated the data with literal translation but the usage in the formal letters context is not

appropriate.

2. The difficulties encountered by the students of English language education in translating formal letters.

The last section deals with the problem statement number two about the difficulties encountered by the students of English language education in translating formal letters. To answer this research questions the researcher conducted interviews with student of English language education, there are 6 informants. In addition, according to Maher (2010) the difficulties faced by students were divided into four categories; cultural difficulties, conceptual/semantic difficulties, idiomatic difficulties, and grammatical difficulties. An explanation of the difficulties encountered by the students of English language education in translating formal letters are described in the paragraph below.

a. Cultural difficulties

Based on the interviews conducted by the researcher to students of document translation class the researcher analyses that one of the difficulties encountered by students when translated formal letters is cultural difficulty. Below is one of the researcher findings of the difficulty faced by the students of document translation class when translating formal letters on cultural difficulties.

Student B: “Oh, kalau kesulitan terjemahan yang ada unsur budayanya iya jelas ada. Hal yang di source language itu sering dilakukan tapi di target language nggak, itu kita menyampaikannya agar bisa diterima sama target language itu susah. Cari kalimat yang tepat dan sesuai”
(Interview with the student [Student B] on March 14, 2023)

Student B is one of the students document translation class, she already translated formal letters for the final project. Besides, she told that one of the difficulties faced when translated formal letters is cultural difficulties. She told that the difficulty when translating formal letters was when there were many words in the source text that were difficult to translate into the target text, she also had difficulty finding an appropriate words in the target text. Besides that, cultural difficulties also affect the selection of the right words to be included in the context of the text being translated.

Student C : "Lumayan mengalami kesulitan. Karena jika menerjemahkan status sosial, pendidikan, dan latar belakang itu sangat luas sehingga harus menyelami atau memahami dulu sosial yg bagaimana, pendidikan yg bagaimana, dan latar belakang yg bagaimana. saya perlu lebih banyak waktu untuk memahaminya" (Interview with the student [Student C] on March 14, 2023)

Like the previous utterance above, this utterance is also classified as cultural difficulties. It is reveal from an interview with Student C. She said that in order to translate social status, educational background, and career, it is necessary to understand the meaning of words correctly. Meanwhile, the interview with the student also reveals about the difficulties face by her in translating formal letters. Student C claims that she needs much time to understand what the exactly meaning of the source text before transferred or translated into target text.

Student F : "iya, misal kesulitannya penerjemahan seperti itu kalo penggunaan kesopanan memanggil orang yang lebih tua, frasa - frasa yang memang itu disana sangat pendek tapi di bahasa Indonesia saya hanya menyebutkan satu kata kayak gitu" (Interview with the

student [Student F] on March 14, 2023)

Student F is one of the translators on the formal letters translation. When the researcher ask her about the difficulties faced when translating formal letters, she told that cultural differences is one of the difficulties faced by her. The reason is in Indonesian politeness is highly prioritized, usually the use of the word sir or madam is normal but in English it is enough to mention the name of the person concerned. This greatly affects students in translating text, because in translation everything must be transferred appropriately without reducing the meaning of the text.

b. Idiomatic difficulties

Based on the interviews conducted by the researcher to students of document translation class the researcher analyses that one of the difficulties encountered by students when translated formal letters is idiomatic difficulty. Below is one of the researcher findings of the difficulty faced by the students of document translation class when translating formal letters on idiomatic difficulties.

Student D : “iya saya mengalami. biasanya saya mencari tahu artinya pada google atau bertanya pada dosen” (Interview with the student [Student D] on March 14, 2023)

From the utterance above Student D say that she has difficulty translating idioms, she also provides solutions when experiencing these difficulties by asking lecturers or searching for the meaning of these idioms on Google.

Student A : “Idiom menurut aku juga sulit dan susah karena yaa makna yang tercantum dalam idiom itu kan gabisa diterjemahkan secara literal,

gabisa diterjemahkan secara langsung jadi harus paling engga memaknanya itu harus sama dengan source language dengan target language itu gimana ya harus nyari padanan idiomnya juga karena itu harus sama sama diterjemahkan ke idiom, gabisa diterjemahkan secara literal atau kalo enggak idiom itu kan harus diterjemahkan arti idiomnya itu apa kedalam target languagenya tapi kalo kita ga paham kan juga susah, makanya idiom adalah salah satu challenge juga dalam translate dalam penerjemahan”. (Interview with the student [Student A] on March 14, 2023)

Student A experienced difficulties when translating formal letters, he experienced difficulties in the stage of translating idioms. In the utterance above, Student A stated that he had difficulties because idioms could not be translated literally and he had difficulty finding equivalent words in the target text in translating idioms. From the statement above we the researcher know that the student need to translate the source text first to find the accurate meaning from the idiom then student A find the appropriate word in the target language.

Student B : “Iya, mengalami pasti. Apalagi mencari kesepadanan kata dari source language ke target language. Cara mengatasinya ya disesuaikan saja, teknik penerjemahan idiom kan ada beberapa, ada 4 kalau nggak salah. Ya digunakan dengan tepat saja gitu. Ada yg bentuknya sama tapi maknanya beda, adanya pengurangan tapi nggak merubah makna, soalnya kalau sesuai source language terlalu panjang”. (Interview with the student [Student B] on March 14, 2023)

While translating formal letters, Student B had difficulty finding suitable words to transfer meaning from the source text to the target text. One of the obstacles in translating formal letters is idioms, she provides a solution by paying

attention to the steps of translating idioms.

c. Grammatical difficulties

Based on the interviews conducted by the researcher to students of document translation class the researcher analyses that one of the difficulties encountered by students when translated formal letters is grammatical difficulty. Grammar plays an important role in the formation of sentences in English. Grammar also affects the meaning of a sentence. Below is one of the researcher findings of the difficulty faced by the students of document translation class when translating formal letters on idiomatic difficulties.

Student B : “Adaa, apalagi dalam surat formal, biasanya ada istilah istilah hukum yang jarang ditemui sehari-hari” (Interview with the student [Student B] on March 14, 2023)

From the utterance above it can be seen that one of the difficulties faced by students while translating formal letters is on the grammatical difficulties. Student B say that there are many terms that are difficult to translate, especially in formal letters. The other statement about the grammatical difficulties in translating formal letters also given by other informants.

Student C: “Iya agak susah, karna jarang digunakan terutama frasa. Kalau katan benda lebih mudah menerjemahkannya”. (Interview with the student [Student C] on March 14, 2023)

Student C is one of students of document translation class in translating formal letters. From the utterance delivered by Student C above is clearly told that the difficulty faced by her is on grammatical difficulties.

B. Discussion

The purpose of this part is to discuss the research finding above. The research findings of this research are the accuracy of the translation by the students of English language education in translating formal letters and the difficulties encountered by the students of English language education in translating formal letters.

This discussion part is about accuracy level in translating formal letters composed by students of English language education on document translation class. Accurate translation has become the category with the highest data finding. It shows that the students are able to translate formal letters, so that the translation is accurate. Another reason for this case is because the students have been taught about translation by their lecturer in the fifth semester and they also have hands-on practice translating texts. The researcher uses average value to classify the data, the three raters in the accurate category can not only offer 3 points, but one of them can also give 2 points. The same calculation and classification were used for the other levels. The most of students translated the sentences correctly without distorting their meaning. In the results of the student's translation it can be seen that, most of students can translate the translation well.

“Dear Mr. White (Head of SUPERB PHONE STORE)” (Datum-01) is the sentence that has been most translated accurately without the slightest lack of meaning, each raters gave score 3, this is because in the sentence there is the name of the shop which if in English the name of a place does not need to be translated into the target language. Students have received lesson during lectures and it can

be affect the results of the translation result. The less accurate translation is in the “I believe that this response is unfair.” (Datum-C-07), each rater gives a score of 2, this happens because there is still an incorrect meaning in the translation, but some of the meaning contained in the sentence can still be conveyed. in this example there are still deficiencies such as, students translate "I believe that this response is unfair." becomes "*Saya percaya bahwa tanggapan tersebut tidak benar.*" That sentence affects the translation result. The word "*saya percaya*" would be more acceptable if translated into "saya merasa", this is due to the form of the formal letter itself, if the students use "*saya percaya*" then the meaning of the text has not been conveyed accurately.

“Sincerely” (Datum F-17) the data with the lowest or inaccurate average, each rater only gives a score of 1, this is because the majority of students translate the meaning of only words, so the meaning of sentences is not transferred at all and in the context of formal letters translators should conform to formal letter rules.

The difference between the three categories is that the part that conveys the meaning, if it is accurate, the whole meaning of the sentence can be transferred properly and understood by the reader. Whereas if it is less accurate, some of the meaning of the sentence can be understood but there is still distortion in the meaning. Likewise with inaccurate, the meaning is not conveyed to the reader at all.

This research has similar result with a research conducted by Mahardini (2020). She analyzed accuracy in Indonesian-English Translation of

Undergraduate Final Project Abstracts of Psychology Students, A descriptive qualitative design is applied considering the objective of her research. By using the documentation method, data in the form of 568 words, 302 phrases, 49 clauses, and 191 sentences were collected. The data of the research were analyzed using Nababan's Translation Accuracy Assessment (2012). In conclusion, the accuracy in Indonesian-English translation of undergraduate final project abstracts of psychology students mostly achieved level 3 or accurate level in word, phrase, clause, and sentence. Even though the number of translations that achieved level 3 (accurate) is outnumbering the translations that achieved level 2 (less accurate) and 1 (inaccurate).

The translation is said to be less accurate if the messages in the form of source language words and phrases are switched less accurately into the target language because the translation is less appropriate for the context of the situation and some words contain multiple or double functions. The amount of 7 data found in research findings is accurately conveyed into the target language at the less accurate translation level. But, there are still meaning distortion. The meaning distortion might take the shape of ambiguity meaning or omitted meaning. Problems arise when translators must cope with two different languages as well as each culture. When source language texts are incorrectly transmitted or omitted, they come into the inaccurate category. The same reason happened in research by Ulfah (2015), The result of her research was shown that the accuracy of "Google Translate" in translating Indonesian English translation was very low because of lexical or grammatical problem which make the text

become ambiguous.

Furthermore, the researcher has analyzed the difficulties encountered by student document translation class in translating formal letters. The researcher asked 6 informants with the highest, middle, and lower score to help the researcher answer research question about the difficulties encountered by students in translating formal letters. The finding of the interview reveals that students in document translation class has difficulties when translating formal letters are on cultural difficulties, idiomatic difficulties, and grammatical difficulties.

The cultural difficulties on translating formal letters appear because the difference of the culture from the source language to target language. Besides that the source language from the formal letters is English as the main language. Besides language differences, regional differences also affect cultural difficulties. Culture has an important role for translation result and outcome and be supported by knowledge of the translator. Meanwhile, idiomatic difficulties appear because the translators ability to translate text, improper translation preparation and lack of knowledge and experience in translating by the translator. Furthermore the grammatical difficulties appear because of the difference in the arrangement of sentences in Indonesian to English and the phrases in Indonesian and English are also different, this is more or less affects the presence of grammatical difficulties in translating formal letters.

This research has similar with the previous study by Sari, Antoni, and Eripuddin (2016). They conducted a research which is purposed to know

students' skill and students' difficulties in translating a text on newspaper. From the analysis, it can be concluded that they did not fulfil yet one of three aspects by Nababan. The students did not fulfil yet one of three aspects caused they still have difficulties in translation, and the difficulties were almost of the students lack of vocabulary and grammar, some of them had difficulties if they found unfamiliar words, some of them lack of determining meaning well and lack knowledge and then just a little that had difficulties in difficult arrange the words, difficult to put a good sentence. Arono and Nadrah (2019) also shared on their research that the students unable to identify ellipsis, idiom, and lexical meaning; lack of strategy in translating ellipsis, idiom, and lexical meaning; translating words per word; most students lack a strong background on the content of the text.

CHAPTER V

CONCLUSION

A. Conclusion

Based on the data findings from the previous chapter, the researcher has several conclusions from the result of analysis. The conclusions in this study are here below, as follow:

1. The result of the accuracy level proposed using Nababan's theory (2012) which has three levels: Level 3 (accurate), 2 (less accurate), and 1 (inaccurate). If the data achieved level 3 or accurate level, it means the meaning of words, technical terms, phrases, clauses, sentences, or texts of the source language is accurately transferred to the target language; there is no meaning distortion at all. Level 2 or less accurate means most of the meanings of words, technical terms, phrases, clauses, sentences, or text of the source language have been accurately transferred to the target languages. From the data findings it showed that there are 63 data or 87,5% from 72 total data which categorized as accurate. Then, 7 data or 9,7% are categorized as less accurate, and 2 data or 2,7% are classified as inaccurate. Because they were taught about translation in the fifth semester, most of the students translations are accurate. Translation is said to be inaccurate if a message in the form of a word or phrase in the source language is switched inaccurately into the target language because the translation does not fit the context of the situation and there is a distortion of deleted functions and messages. The text of source language is not translated. In the category of

less accurate and inaccurate, the students have misperception, different perspective in point of view, also lack of research about formal letters.

2. The researcher interviewed 6 informants from the document translation class about their difficulties in translating formal letters. Based on the interview almost half of the students faced difficulties in translating formal letters. The finding reveals that the difficulties faced by the students while translating formal letters are cultural difficulties, idiomatic difficulties, and grammatical difficulties. Moreover students have difficulty finding the right word equivalent and adjusting the right meaning without reducing the meaning of the sentence from the source language to the target language, besides that, the students said that they are hard to translated unfamiliar vocabularies. grammar is equally important in a text, students also have difficulty translating idioms contained in sentences, in interviews conducted by the researcher, students can overcome these difficulties in several ways such as asking lecturers and searching the internet for equivalent words.

B. Suggestion

1. For the others researcher

This research is about accuracy and difficulties in formal letters translation composed by students of English language education of raden mas said university of Surakarta. The finding of this research are expected to be used as consideration for the next researcher who want to conduct the study related to formal letters. Regarding with the result of this research, the

researcher suggested to conduct another research in the same field as the researcher done. Hopefully this research will be very useful as a reference for the other researcher to develop research in formal letters.

2. For the students of English language education

The researcher hopes when this research completed, it will give inspiration for students to be more careful in translating text. The students should pay attention to all aspect while translating text. Furthermore the students have to improve their skill in translating formal letters.

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APPENDICES

APPENDIX 1
RATER SHEET

The accuracy of translation in formal letters by students English language education of UIN Raden Mas said Surakarta has been checked and rated used theory by Nababan (2012) by Mrs. Nuna Zulkarnein, M. Hum on Friday, March 24th 2023.

Surakarta, March 24th 2023.

Rater

Fatkhuna'imah Rhina Z, M.Hum.

Qualitative Parameters of Translation Accuracy by Nababan (2012)

Translation category	Score	Qualitative parameter
Accurate	3	The source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are accurately transferred into the target language; there is absolutely no distortion of meaning.
Less accurate	2	The source language texts (the meanings of words, technical terms, phrases, clauses, sentences) are mostly accurately transferred into the target language. However, there are still meaning distortions either it is ambiguity meaning or meaning that is omitted, which can disturb the integrity of the message.
Inaccurate	1	The source language texts (the meaning of a word, technical term, phrase, clause, sentences) are inaccurately transferred into the target language or omitted.

Student A

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
A-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth, Tuan White, Kepala SUPERB PHONE STORE	V			
A-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin menyampaikan keluhan tentang telepon SAMSUNG GALAXY A90 yang saya beli pada hari Senin, 29 Oktober 2020 di toko anda yang bertempat di Amazing Plaza.	V			The word 'telepon" actually not necessary but it is still ok
A-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengeluhkan charger dan earphone yang tidak dapat berfungsi dengan baik.	V			
A-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Sepertinya alat-alat itu rusak ketika bungkusnya dibuka oleh karyawan anda, Pak Andy.	V			
A-05	To resolve this problem I would like you to be responsible for the	Untuk menyelesaikan masalah ini, saya ingin anda bertanggung	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat-alat yang rusak itu untuk mengganti charger dan earphone dengan barang yang baru.				
A-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika mendapatkan keluhan ini, saya menghubungi Pak Andy, karyawan di toko anda, dan dia berkata tidak ada yang perlu diselesaikan tentang keluhan saya.		V		"The TT is too complicated although still undrrstandble. I can be just translated into : ketika saya menyampaikan keluhan ini, pak Andy selaku staff anda menyatakan tidak bisa berbuat apapun.
A-07	I believe that this response is unfair.	Ini tidak adil.	V			
A-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya menginginkan surat pernyataan tertulis dari perusahaan anda dan apa yang akan anda lakukan mengenai keluhan saya.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
A-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya menunggu balasan dari anda sesegera mungkin untuk menyelesaikan keluhan saya.	V			
A-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di <i>email</i> ini.	V			
A-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas di <i>email</i> ini atau menghubungi saya di 089288766671.	V			
A-12	Sincerely,	Hormat saya,	V			

Student B

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
B-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth Bapak White (Direktur SUPERB PHONE STORE),	V			
B-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin komplain tentang ponsel SAMSUNG GALAXY A90 yang saya beli pada hari Senin, 29 Okt 2020 di toko Anda di Amazing Plaza.	V			
B-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena charger dan earphone tidak bisa digunakan sebagaimana mestinya.	V			
B-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Sepertinya alatnya telah rusak setelah paket dibuka oleh staf Anda, Bapak Andy.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
B-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk mengatasi masalah ini saya ingin anda bertanggung jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.	V			
B-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya pertama kali mengetahui masalah ini, saya menghubungi Bapak Andy, staf di toko anda, dan diberitahu bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
B-07	I believe that this response is unfair.	Saya yakin bahwa tanggapan ini tidak adil.	V			
B-08	I would like a written statement explaining your company's position and what you will do	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan anda dan apa yang				

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	about my complaint.	akan anda lakukan terhadap keluhan saya.				
B-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya berharap balasan dari anda sesegera mungkin untuk menyelesaikan masalah ini.	V			
B-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	V			
B-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau hubungi saya di 089288766671.	V			
B-12	Sincerely,	Dengan Hormat,	V			

Student C

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
C-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Yang Terhormat Bapak White (Kepala dari SUPERB PHONE STORE),	V			
C-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin memberi komplain mengenai handphone saya SAMSUNG GALAXY A90 yang saya beli pada hari senin, 29 Oktober 2020 di toko anda di Amazing Plaza.	V			
C-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengkomplain karena <i>charger</i> dan <i>earphones</i> saya tidak dapat digunakan	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
		semestinya.				
C-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat tersebut telah rusak setelah bungkusnya dibuka oleh karyawan anda, Pak Andy.	V			
C-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk menyelesaikan masalah ini, saya ingin anda tanggung jawab atas kerusakan ini dengan mengganti <i>charger</i> dan <i>earphones</i> dengan yang baru.	V			
C-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done	Ketika saya mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko anda,	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	about my problem.	tetapi tidak ada jalan keluar mengenai masalah saya.				
C-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan tersebut tidak benar.		V		Too literal, this expression will be more appropriate to be used in another cases, not in a complaint case.
C-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya menginginkan surat pernyataan tertulis dari perusahaan anda dan apa yang akan anda lakukan tentang keluhan saya.	V			
C-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya berharap anda mendengar keluhan saya sesegera mungkin untuk menyelesaikan masalah		V		"mendengar keluhan" dengan " memberi tanggapan ' are 2 different things 1

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
		ini.				
C-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya dalam pesan email ini.	V			
C-11	You may reply to me at this email or call me at 089288766671.	Anda dapat menjawab saya di pesan email ini atau telpon saya di nomor 089288766671.	V			
C-12	Sincerely,	Yang Bertanda tangan,			V	Sincerely and yg bertanda tangan definitely have different diction in English.

Student D

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
D-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth. Bapak White (Kepala dari SUPERB PHONE STORE),	V			
D-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin mengadukan handphone SAMSUNG GALAXY A90 saya yang saya beli pada hari Senin, 29 Okt 2020 di toko anda di Amazing Plaza.	V			
D-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena pengisi daya dan earphone tidak bisa digunakan sebagaimana mestinya.	V			
D-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat telah rusak setelah paket dibuka oleh pegawai Anda, Pak Andy.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
D-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk mengatasi masalah ini saya ingin Anda bertanggung jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.	V			
D-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, pegawai di toko Anda, dan mengatakan bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
D-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.	V			I believe is better as "menurut saya"
D-08	I would like a written statement explaining your company's position and what you will do	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	about my complaint.	Anda dan apa yang akan Anda lakukan terhadap keluhan saya.				
D-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya menanti untuk mendengar dari Anda sesegera mungkin untuk menyelesaikan masalah ini.	V			
D-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	V			
D-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau hubungi saya di 089288766671.	V			
D-12	Sincerely,	Dengan Hormat,			V	Sincerely here as closing. Meanwhile dengan hormat is salutation. It is better as " hormat kami"

Student E

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
E-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Yth Tn.White (Kepala TOKO TELEPON LUAR BIASA),	V			
E-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin komplain tentang ponsel SAMSUNG GALAXY A90 yang saya beli Senin, 29 Okt 2020 di store anda di Amazing Plaza.	V			
E-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena charger dan earphone tidak bisa digunakan sebagaimana mestinya.	V			
E-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	sepertinya itu rusak setelah paket dibuka oleh staf Anda, Mr. Andi.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
E-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk mengatasi masalah ini, saya ingin anda bertanggung jawab atas alat yang rusak dengan mengganti dengan yang baru.	V			
E-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika pertama kali saya mengetahui masalah ini, saya menghubungi Tn.Andi,staff di toko anda, dan dia mengatakan bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
E-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.	V			
E-08	I would like a written statement explaining your company's position and what you will do about my complaint.	saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan tentang	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
		keluhan saya.				
E-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya harap balasan dari anda sesegera mungkin untuk menyelesaikan masalah ini.	V			
E-10	I am attaching copies of my receipt in this email.	Saya melampirkan tanda terima saya pada email ini.	V			
E-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas dengan email ini atau hubungi saya di 089288766671.	V			
E-12	Sincerely,	Hormat saya	V			

Student F

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
F-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Dengan Hormat, Mr White (Kepala TOKO TELEPON SUPERB),	V			
F-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin mengadukan ponsel SAMSUNG GALAXY A90 saya yang saya beli pada hari Senin, 29 Okt 2020 di toko Anda di Amazing Plaza.	V			
F-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengeluhkan atas charger dan earphone yang tidak bisa digunakan sebagaimana mestinya.	V			
F-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat telah rusak setelah paket dibuka oleh karyawan Anda, Pak Andy.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
F-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk mengatasi masalah ini saya ingin Anda bertanggung jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.	V			
F-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko Anda, dan bilang bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
F-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.	V			
F-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan terhadap	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
		keluhan saya.				
F-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya berharap untuk mendengar respon dari Anda sesegera mungkin untuk menyelesaikan masalah ini.	V			
F-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	V			
F-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau menghubungi saya di 089288766671.	V			
F-12	Sincerely,	Dengan Tulus Hati,			V	it is literal but the usage isnt appropriate

APPENDIX 2

RATER SHEET

The accuracy of translation in formal letters by students English language education of UIN Raden Mas said Surakarta has been checked and rated used theory by Nababan (2012) by Mr. Romdhoni Prakoso, M. Pd. on Wednesday, March 22th 2023.

Surakarta, March, 22th 2023

Rater

Mr. Romdhoni Prakoso, M.Pd.

Qualitative Parameters of Translation Accuracy by Nababan (2012)

Translation category	Score	Qualitative parameter
Accurate	3	The source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are accurately transferred into the target language; there is absolutely no distortion of meaning.
Less accurate	2	The source language texts (the meanings of words, technical terms, phrases, clauses, sentences) are mostly accurately transferred into the target language. However, there are still meaning distortions either it is ambiguity meaning or meaning that is omitted, which can disturb the integrity of the message.
Inaccurate	1	The source language texts (the meaning of a word, technical term, phrase, clause, sentences) are inaccurately transferred into the target language or omitted.

Student A

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
A-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth, Tuan White, Kepala SUPERB PHONE STORE	v			
A-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin menyampaikan keluhan tentang telepon SAMSUNG GALAXY A90 yang saya beli pada hari Senin, 29 Oktober 2020 di toko anda yang bertempat di Amazing Plaza.	v			
A-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengeluhkan charger dan earphone yang tidak dapat berfungsi dengan baik.	v			
A-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Sepertinya alat-alat itu rusak ketika bungkusnya dibuka oleh karyawan anda, Pak Andy.	v			
A-05	To resolve this problem I would like you to be responsible for the	Untuk menyelesaikan masalah ini, saya ingin anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat-alat yang rusak itu untuk mengganti charger dan earphone dengan barang yang baru.				
A-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika mendapatkan keluhan ini, saya menghubungi Pak Andy, karyawan di toko anda, dan dia berkata tidak ada yang perlu diselesaikan tentang keluhan saya.	v			
A-07	I believe that this response is unfair.	Ini tidak adil.	v			
A-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya menginginkan surat pernyataan tertulis dari perusahaan anda dan apa yang akan anda lakukan mengenai keluhan saya.	v			
A-09	I look forward to hearing from you as soon as possible to	Saya menunggu balasan dari anda sesegera mungkin untuk	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	resolve this problem.	menyelesaikan keluhan saya.				
A-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di <i>email</i> ini.	v			
A-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas di <i>email</i> ini atau menghubungi saya di 089288766671.	v			
A-12	Sincerely,	Hormat saya,	v			

Student B

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
B-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth Bapak White (Direktur SUPERB PHONE STORE),	v			
B-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin komplain tentang ponsel SAMSUNG GALAXY A90 yang saya beli pada hari Senin, 29 Okt 2020 di toko Anda di Amazing Plaza.		v		
B-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena charger dan earphone tidak bisa digunakan sebagaimana mestinya.	v			
B-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Sepertinya alatnya telah rusak setelah paket dibuka oleh staf Anda, Bapak Andy.	v			
B-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini saya ingin anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.				
B-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya pertama kali mengetahui masalah ini, saya menghubungi Bapak Andy, staf di toko anda, dan diberitahu bahwa tidak ada yang bisa dilakukan tentang masalah saya.	v			
B-07	I believe that this response is unfair.	Saya yakin bahwa tanggapan ini tidak adil.	v			
B-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan anda dan apa yang akan anda lakukan terhadap keluhan saya.	v			
B-09	I look forward to hearing from you as soon as possible to	Saya berharap balasan dari anda sesegera mungkin untuk	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	resolve this problem.	menyelesaikan masalah ini.				
B-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	v			
B-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau hubungi saya di 089288766671.	v			
B-12	Sincerely,	Dengan Hormat,	v			

Student C

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
C-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Yang Terhormat Bapak White (Kepala dari SUPERB PHONE STORE),	v			
C-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin memberi komplain mengenai handphone saya SAMSUNG GALAXY A90 yang saya beli pada hari senin, 29 Oktober 2020 di toko anda di Amazing Plaza.	v			
C-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengkomplain karena <i>charger</i> dan <i>earphones</i> saya tidak dapat digunakan semestinya.	v			
C-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat tersebut telah rusak setelah bungkusnya dibuka oleh karyawan anda, Pak Andy.	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
C-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk menyelesaikan masalah ini, saya ingin anda tanggung jawab atas kerusakan ini dengan mengganti <i>charger</i> dan <i>earphones</i> dengan yang baru.	v			
C-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko anda, tetapi tidak ada jalan keluar mengenai masalah saya.	v			
C-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan tersebut tidak benar.		v		
C-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya menginginkan surat pernyataan tertulis dari perusahaan anda dan apa yang akan anda lakukan tentang keluhan saya.	v			
C-09	I look forward to hearing from	Saya berharap anda mendengar	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	you as soon as possible to resolve this problem.	keluhan saya sesegera mungkin untuk menyelesaikan masalah ini.				
C-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya dalam pesan email ini.	v			
C-11	You may reply to me at this email or call me at 089288766671.	Anda dapat menjawab saya di pesan email ini atau telpon saya di nomor 089288766671.	v			
C-12	Sincerely,	Yang Bertanda tangan,		v		

Student D

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
D-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth. Bapak White (Kepala dari SUPERB PHONE STORE),	v			
D-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin mengadukan handphone SAMSUNG GALAXY A90 saya yang saya beli pada hari Senin, 29 Okt 2020 di toko anda di Amazing Plaza.	v			
D-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena pengisi daya dan earphone tidak bisa digunakan sebagaimana mestinya.	v			
D-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat telah rusak setelah paket dibuka oleh pegawai Anda, Pak Andy.	v			
D-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini saya ingin Anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.				
D-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, pegawai di toko Anda, dan mengatakan bahwa tidak ada yang bisa dilakukan tentang masalah saya.	v			
D-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.	v			
D-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan terhadap keluhan saya.	v			
D-09	I look forward to hearing from you as soon as possible to	Saya menanti untuk mendengar dari Anda sesegera mungkin	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	resolve this problem.	untuk menyelesaikan masalah ini.				
D-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	v			
D-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau hubungi saya di 089288766671.	v			
D-12	Sincerely,	Dengan Hormat,	v			

Student E

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
E-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Yth Tn.White (Kepala TOKO TELEPON LUAR BIASA),			v	
E-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin komplain tentang ponsel SAMSUNG GALAXY A90 yang saya beli Senin, 29 Okt 2020 di store anda di Amazing Plaza.	v			
E-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena charger dan earphone tidak bisa digunakan sebagaimana mestinya.	v			
E-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	sepertinya itu rusak setelah paket dibuka oleh staf Anda, Mr. Andi.		v		
E-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini, saya ingin anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti dengan yang baru.				
E-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika pertama kali saya mengetahui masalah ini, saya menghubungi Tn.Andi,staff di toko anda, dan dia mengatakan bahwa tidak ada yang bisa dilakukan tentang masalah saya.	v			
E-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.		v		
E-08	I would like a written statement explaining your company's position and what you will do about my complaint.	saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan tentang keluhan saya.	v			
E-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya harap balasan dari anda sesegera mungkin untuk menyelesaikan masalah ini.	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
E-10	I am attaching copies of my receipt in this email.	Saya melampirkan tanda terima saya pada email ini.	v			
E-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas dengan email ini atau hubungi saya di 089288766671.	v			
E-12	Sincerely,	Hormat saya	v			

Student F

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
F-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Dengan Hormat, Mr White (Kepala TOKO TELEPON SUPERB),	v			
F-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin mengadukan ponsel SAMSUNG GALAXY A90 saya yang saya beli pada hari Senin, 29 Okt 2020 di toko Anda di Amazing Plaza.	v			
F-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengeluhkan atas charger dan earphone yang tidak bisa digunakan sebagaimana mestinya.	v			
F-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat telah rusak setelah paket dibuka oleh karyawan Anda, Pak Andy.	v			
F-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini saya ingin Anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.				
F-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko Anda, dan bilang bahwa tidak ada yang bisa dilakukan tentang masalah saya.	v			
F-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.		v		
F-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan terhadap keluhan saya.	v			
F-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya berharap untuk mendengar respon dari Anda sesegera mungkin untuk menyelesaikan	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
		masalah ini.				
F-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	v			
F-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau menghubungi saya di 089288766671.	v			
F-12	Sincerely,	Dengan Tulus Hati,		v		

APPENDIX 3

RATER SHEET

The accuracy of translation in formal letters by students English language education of UIN Raden Mas said Surakarta has been checked and rated used theory by Nababan (2012) by Nurul Hikmah on Monday, March 27th 2023.

Surakarta, March 27th 2023

Rater

Nurul Hikmah

Qualitative Parameters of Translation Accuracy by Nababan (2012)

Translation category	Score	Qualitative parameter
Accurate	3	The source language texts (the meaning of words, technical terms, phrases, clauses, sentences) are accurately transferred into the target language; there is absolutely no distortion of meaning.
Less accurate	2	The source language texts (the meanings of words, technical terms, phrases, clauses, sentences) are mostly accurately transferred into the target language. However, there are still meaning distortions either it is ambiguity meaning or meaning that is omitted, which can disturb the integrity of the message.
Inaccurate	1	The source language texts (the meaning of a word, technical term, phrase, clause, sentences) are inaccurately transferred into the target language or omitted.

Student A

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
A-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth, Tuan White, Kepala SUPERB PHONE STORE	v			
A-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin menyampaikan keluhan tentang telepon SAMSUNG GALAXY A90 yang saya beli pada hari Senin, 29 Oktober 2020 di toko anda yang bertempat di Amazing Plaza.	V			
A-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengeluhkan charger dan earphone yang tidak dapat berfungsi dengan baik.	V			
A-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Sepertinya alat-alat itu rusak ketika bungkusnya dibuka oleh karyawan anda, Pak Andy.	v			
A-05	To resolve this problem I would like you to be responsible for the	Untuk menyelesaikan masalah ini, saya ingin anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat-alat yang rusak itu untuk mengganti charger dan earphone dengan barang yang baru.				
A-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika mendapatkan keluhan ini, saya menghubungi Pak Andy, karyawan di toko anda, dan dia berkata tidak ada yang perlu diselesaikan tentang keluhan saya.		v		
A-07	I believe that this response is unfair.	Ini tidak adil.		v		
A-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya menginginkan surat pernyataan tertulis dari perusahaan anda dan apa yang akan anda lakukan mengenai keluhan saya.	v			
A-09	I look forward to hearing from you as soon as possible to	Saya menunggu balasan dari anda sesegera mungkin untuk	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	resolve this problem.	menyelesaikan keluhan saya.				
A-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di <i>email</i> ini.	v			
A-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas di <i>email</i> ini atau menghubungi saya di 089288766671.		v		
A-12	Sincerely,	Hormat saya,	v			

Student B

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
B-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth Bapak White (Direktur SUPERB PHONE STORE),	V			
B-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin komplain tentang ponsel SAMSUNG GALAXY A90 yang saya beli pada hari Senin, 29 Okt 2020 di toko Anda di Amazing Plaza.	V			
B-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena charger dan earphone tidak bisa digunakan sebagaimana mestinya.	V			
B-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Sepertinya alatnya telah rusak setelah paket dibuka oleh staf Anda, Bapak Andy.	V			
B-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini saya ingin anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.				
B-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya pertama kali mengetahui masalah ini, saya menghubungi Bapak Andy, staf di toko anda, dan diberitahu bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
B-07	I believe that this response is unfair.	Saya yakin bahwa tanggapan ini tidak adil.		V		
B-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan anda dan apa yang akan anda lakukan terhadap keluhan saya.		V		
B-09	I look forward to hearing from you as soon as possible to	Saya berharap balasan dari anda sesegera mungkin untuk	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	resolve this problem.	menyelesaikan masalah ini.				
B-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	V			
B-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau hubungi saya di 089288766671.	V			
B-12	Sincerely,	Dengan Hormat,	V			

Student C

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
C-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Yang Terhormat Bapak White (Kepala dari SUPERB PHONE STORE),	V			
C-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin memberi komplain mengenai handphone saya SAMSUNG GALAXY A90 yang saya beli pada hari senin, 29 Oktober 2020 di toko anda di Amazing Plaza.	V			
C-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengkomplain karena <i>charger</i> dan <i>earphones</i> saya tidak dapat digunakan semestinya.	V			
C-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat tersebut telah rusak setelah bungkusnya dibuka oleh karyawan anda, Pak Andy.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
C-05	To resolve this problem I would like you to be responsible for the broken tools by replacing the charger and earphones with the new ones.	Untuk menyelesaikan masalah ini, saya ingin anda tanggung jawab atas kerusakan ini dengan mengganti <i>charger</i> dan <i>earphones</i> dengan yang baru.	v			
C-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko anda, tetapi tidak ada jalan keluar mengenai masalah saya.	V			
C-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan tersebut tidak benar.		V		
C-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya menginginkan surat pernyataan tertulis dari perusahaan anda dan apa yang akan anda lakukan tentang keluhan saya.	V			
C-09	I look forward to hearing from	Saya berharap anda mendengar	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	you as soon as possible to resolve this problem.	keluhan saya sesegera mungkin untuk menyelesaikan masalah ini.				
C-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya dalam pesan email ini.	v			
C-11	You may reply to me at this email or call me at 089288766671.	Anda dapat menjawab saya di pesan email ini atau telpon saya di nomor 089288766671.	V			
C-12	Sincerely,	Yang Bertanda tangan,			v	

Student D

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
D-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Kepada Yth. Bapak White (Kepala dari SUPERB PHONE STORE),	V			
D-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin mengadukan handphone SAMSUNG GALAXY A90 saya yang saya beli pada hari Senin, 29 Okt 2020 di toko anda di Amazing Plaza.	V			
D-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena pengisi daya dan earphone tidak bisa digunakan sebagaimana mestinya.	V			
D-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat telah rusak setelah paket dibuka oleh pegawai Anda, Pak Andy.	V			
D-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini saya ingin Anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.				
D-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika saya pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, pegawai di toko Anda, dan mengatakan bahwa tidak ada yang bisa dilakukan tentang masalah saya.		V		
D-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.		V		
D-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan terhadap keluhan saya.		V		
D-09	I look forward to hearing from you as soon as possible to	Saya menanti untuk mendengar dari Anda sesegera mungkin	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	resolve this problem.	untuk menyelesaikan masalah ini.				
D-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	V			
D-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau hubungi saya di 089288766671.	V			
D-12	Sincerely,	Dengan Hormat,	V			

Student E

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
E-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Yth Tn.White (Kepala TOKO TELEPON LUAR BIASA),			V	
E-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin komplain tentang ponsel SAMSUNG GALAXY A90 yang saya beli Senin, 29 Okt 2020 di store anda di Amazing Plaza.	V			
E-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya komplain karena charger dan earphone tidak bisa digunakan sebagaimana mestinya.	V			
E-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	sepertinya itu rusak setelah paket dibuka oleh staf Anda, Mr. Andi.		V		
E-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini, saya ingin anda bertanggung	v			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti dengan yang baru.				
E-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika pertama kali saya mengetahui masalah ini, saya menghubungi Tn.Andi,staff di toko anda, dan dia mengatakan bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
E-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.		V		
E-08	I would like a written statement explaining your company's position and what you will do about my complaint.	saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan tentang keluhan saya.	V			
E-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya harap balasan dari anda sesegera mungkin untuk menyelesaikan masalah ini.	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
E-10	I am attaching copies of my receipt in this email.	Saya melampirkan tanda terima saya pada email ini.	V			
E-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas dengan email ini atau hubungi saya di 089288766671.		v		
E-12	Sincerely,	Hormat saya	v			

Student F

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
F-01	Dear Mr. White (Head of SUPERB PHONE STORE)	Dengan Hormat, Mr White (Kepala TOKO TELEPON SUPERB),	V			
F-02	I wish to complain about my cellphone SAMSUNG GALAXY A90 that I purchased on Monday, 29 Oct 2020 in your store at Amazing Plaza.	Saya ingin mengadukan ponsel SAMSUNG GALAXY A90 saya yang saya beli pada hari Senin, 29 Okt 2020 di toko Anda di Amazing Plaza.	V			
F-03	I am complaining because the charger and the earphones cannot be used appropriately.	Saya mengeluhkan atas charger dan earphone yang tidak bisa digunakan sebagaimana mestinya.	V			
F-04	It seems that the tools have been broken once the package was opened by your staff, Mr. Andy.	Tampaknya alat telah rusak setelah paket dibuka oleh karyawan Anda, Pak Andy.	V			
F-05	To resolve this problem I would like you to be responsible for the	Untuk mengatasi masalah ini saya ingin Anda bertanggung	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
	broken tools by replacing the charger and earphones with the new ones.	jawab atas alat yang rusak dengan mengganti pengisi daya dan earphone dengan yang baru.				
F-06	When I first learned of this problem, I contacted Mr. Andy, the staff at your store, and was told that nothing could be done about my problem.	Ketika pertama kali mengetahui masalah ini, saya menghubungi Pak Andy, karyawan di toko Anda, dan bilang bahwa tidak ada yang bisa dilakukan tentang masalah saya.	V			
F-07	I believe that this response is unfair.	Saya percaya bahwa tanggapan ini tidak adil.		V		
F-08	I would like a written statement explaining your company's position and what you will do about my complaint.	Saya ingin pernyataan tertulis yang menjelaskan posisi perusahaan Anda dan apa yang akan Anda lakukan terhadap keluhan saya.	V			
F-09	I look forward to hearing from you as soon as possible to resolve this problem.	Saya berharap untuk mendengar respon dari Anda sesegera mungkin untuk menyelesaikan	V			

Datum	ST	TT	Accuracy			Reason
			Accurate (3)	Less accurate (2)	Inaccurate (1)	
		masalah ini.				
F-10	I am attaching copies of my receipt in this email.	Saya melampirkan salinan tanda terima saya di email ini.	V			
F-11	You may reply to me at this email or call me at 089288766671.	Anda dapat membalas saya di email ini atau menghubungi saya di 089288766671.	V			
F-12	Sincerely,	Dengan Tulus Hati,			v	

APPENDIX 4

Interview Guide Line

1. Menurut anda *formal letters* itu apa?
2. Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?
3. Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?
4. Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari *source text* ke *target text*? Misalnya seperti status sosial, pendidikan, dan latar belakang.
5. Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam *source text*?
6. Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam *text* tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?
7. Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?

APPENDIX 5
STUDENT INTERVIEW TRANSCRIPT

STUDENT INTERVIEW

Informant : Student A

Day/date : Tuesday, March 14, 2023

Time : 09.54 – 12.00

Place : Whatsapp

NH: “Assalamualaikum wr. Wb. Selamat pagi kak A. Perkenalkan saya nurul hikmah mahasiswi PBI yang sedang melakukan penelitian skripsi tentang document translation di kelas 5I tahun 2019 yang lalu, mohon maaf saya mengganggu waktunya ya kak, tujuan saya menghubungi kak A adalah untuk melakukan wawancara tentang project document translation yang dulu pernah kak A kerjakan, nantinya saya akan bertanya 7 pertanyaan saja kak, apakah kak A bersedia untuk saya wawancarai?”

A : “Walaikumsalam, okkaii mbaak”

NH: “Langsung saja ke pertanyaan pertama ya kak, Menurut anda *formal letters* itu apa?”

A: “Mbak aku ijin jawab. Menurut aku *formal letters* itu ya surat surat yang masuk ke dalam dokumen dokumen yang formal, ya misalkan surat menyurat antara instansi dengan instansi, yang ada di pemerintahan, di sekolahan gitu lah. *Formal letters* bedanya kan kalo formal ya menggunakan bahasa yang lebih formal bukan bahasa sehari hari.”

NH: “Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?”

A : “Kesulitan apa yang sering aku alami itu lebih ke apa ya, mencari padanan kata yang sesuai sama kayak antara source text dengan target text soalnya kan, kadang kadang vocabulary di aku juga ga seluas itu jadi mungkin keterbatasan pengetahuan, kadang juga keterbatasan pengetahuan tentang teknik teknik juga, kayak misal nerjemahin istilah istilah yang ndak ada di target language itu juga susah menurutku”

NH: “Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?”

A : “Overall kalo tentang grammar tata bahasa bukannya mau gimana gimana tapi itu menurutku bukan jadi masalah yang gimana gimana sih bukan sesuatu yang sulit sulit banget kalo di *translation* atau penerjemahan yang sulit itu ya itu tadi kayak mencari words equivalence nya antara *source language* dengan *target language*, sama kalo ada istilah istilah budaya gitu”

NH: “Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari source text ke target text? Misalnya seperti status sosial, pendidikan, dan latar belakang.”

A : “Nah itu dia yang jadi pertanyaan nmr 4 ya tentang istilah istilah budaya itu ya menurut aku agak sedikit *challenging* dan agak sedikit susah dari yang lain karena harus cari padanan kata padanan budaya dari *source language* ke *target language* itu menjadi yaa menjadi ya salah satu yang cukup susah juga cukup *challenging* juga”

NH: “Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam source text?”

A : “Apakah anda mengalami kesulitan dalam mentransfer makna, ya tergantung genre teksnya sih kalo misal genre teksnya teks biasa gitu engga, kalo mengandung banyak istilah istilah yang susah menurut aku ya bisa bisa aja tapi kalo transfer yang makna yang susah itu ya itu tadi kalo mengandung istilah istilah di bidang ilmu tertentu kalo misal bidang ilmu hukum, kedokteran, dan lain-lain itu kan bukan kapasitas kita disitu jadi mungkin istilah istilahnya kita kurang familiar gitu tapi kalo teksnya masih umum yaa ngga b gitu susah kalo menurut aku gitu tapi yang susah itu yang ya berdasarkan genre teksnya sih”

NH: “Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam text tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?”

A : “Idiom menurut aku juga sulit dan susah karena yaa makna yang tercantum dalam idiom itu kan gabisa diterjemahkan secara literal, gabisa

diterjemahkan secara langsung jadi harus paling engga memaknanya itu harus sama dengan *source language* dengan *target language* itu gimana ya harus nyari padanan idiomnya juga karena itu harus sama sama diterjemahkan ke idiom, gabisa diterjemahkan cara literal atau kalo enggak idiom itu kan harus diterjemahkan arti idiomnya itu apa kedalam *target languagenya* tapi kalo kita ga paham kan juga susah, makanya idiom adalah salah satu challenge juga dalam translate dalam penerjemahan”

NH: “Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?”

A : “Nah untuk masalah yang kita hadapi itu setiap project itu untungnya kita masih diberikan kebebasan untuk searching dan juga ya browsing lah nyari nyari kira kira yang tepat itu apa, setiap itu ya aku pribadi selalu untuk berusaha searching dulu ke google ke artikel artikel atau web yang lebih bisa ngebantu untuk penerjemahan atau situs yang lain, kadang juga kalo ada project kan bisa berkonsultasi juga sama dosen atau diskusi sama temen gitu, gitu sih solusinyaa”

STUDENT INTERVIEW

Informant : Student B

Day/date : Tuesday, March 14, 2023

Time : 09.54 – 12.00

Place : Whatsapp

NH: “Assalamualaikum wr. Wb. Selamat pagi kak B. Perkenalkan saya nurul hikmah mahasiswi PBI yang sedang melakukan penelitian skripsi tentang document translation di kelas 5I tahun 2019 yang lalu, mohon maaf saya mengganggu waktunya ya kak, tujuan saya menghubungi kak B adalah untuk melakukan wawancara tentang project document translation yang dulu pernah kak B kerjakan, nantinya saya akan bertanya 7 pertanyaan saja kak, apakah kak B bersedia untuk saya wawancarai?”

B : “Waalaiikumsalam, bisa mbak”

NH: “Langsung saja ke pertanyaan pertama ya kak, Menurut anda *formal letters* itu apa?”

B : “Formal letter is letter written to communication with professional person/contact that follows certain guidelines and formats. Atau surat yang dikirim untuk bisnis atau keperguruan tinggi atau apapun yang bukan dianggap teman”.

NH: “Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?”

B: “Yang sulit dihadapi itu ya kita harus paham betul inti dari surat, terkadang bisa saja salah tafsir dari maksud surat itu apa, yang ada nanti malah jadi salah paham. Intinya ambiguitas gitudeh”.

NH: “Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?”

B: “Aada, apalagi dalam surat formal, biasanya ada istilah istilah hukum yang jarang ditemui sehari-hari”

NH: “Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari source text ke target text? Misalnya seperti status sosial, pendidikan, dan latar belakang.”

B : “Emm maksudnya gimana ya kak?”

NH: “jadi biasanya dalam terjemahan dalam source text ada beberapa unsur seperti budaya latar belakang dll sebagainya, nah apakah kamu memiliki kendala ketika mentransfer teks tersebut ke dalam target text?”

B : “Oh, kalau kesulitan terjemahan yang ada unsur budayanya iya jelas ada. Hal yang di source language itu sering dilakukan tapi di target language nggak, itu kita menyampaikannya agar bisa diterima sama target language itu susah. Cari kalimat yang tepat dan sesuai”

NH: “Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam source text?”

B : “Mengalami banget dan sering, apalagi aku bukan orang yang profesional. Bolak balik dipastikan biar nggak salah tafsir ke target language”

NH: “Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam text tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?”

B : “Iya, mengalami pasti. Apalagi mencari kesepadanan kata dari source language ke target language. Cara mengatasinya ya disesuaikan saja, teknik penerjemahan idiom kan ada beberapa, ada 4 kalau nggak salah. Ya digunakan dengan tepat saja gitu. Ada yg bentuknya sama tapi maknanya beda, adanya pengurangan tapi nggak merubah makna, soalnya kalau sesuai source language terlalu panjang.”

NH: “Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?”

B : “Kalau masalah dan kesulitan itu muncul, biasanya cari cari jurnal, itu biasanya yg berkaitan sama kayak istilah hukum gitu. Terus buka google. Untuk buku secara cetak udah jarang banget dipakai karna nggak up to date. Sedangkan bahasa tiap saat selalu berkembang, biasanya melalui media online untuk mengatasi masalah² yang ada”

STUDENT INTERVIEW

Informant : Student C

Day/date : Tuesday, March 14, 2023

Time : 09.54 – 12.00

Place : Whatsapp

NH: “Assalamualaikum wr. Wb. Selamat pagi kak C. Perkenalkan saya nurul hikmah mahasiswi PBI yang sedang melakukan penelitian skripsi tentang document translation di kelas 5I tahun 2019 yang lalu, mohon maaf saya mengganggu waktunya ya kak, tujuan saya menghubungi kakak adalah untuk melakukan wawancara tentang project document translation yang dulu pernah kakak kerjakan, nantinya saya akan bertanya 7 pertanyaan saja kak, apakah kak C bersedia untuk saya wawancarai?”

C : “Walaikumsalam, siapp mbak”

NH: “Langsung saja ke pertanyaan pertama ya kak, Menurut anda *formal letters* itu apa?”

C : “Formal letters merupakan surat resmi yang biasanya diterbitkan, diberikan, atau diperuntukkan perusahaan resmi atau pemerintahan”.

NH: “Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?”

C : “Kesulitan saya adalah jika menemukan vocabulary yg jarang digunakan sehingga kurang tau pengertiannya”.

NH: “Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?”

C : “Iya agak susah, karna jarang digunakan terutama frasa. Kalau katan benda lebih mudah menerjemahkannya”.

NH: “Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari source text ke target text? Misalnya seperti status sosial, pendidikan, dan latar belakang.”

C : “Lumayan mengalami kesulitan. Karena jika menerjemahkan status sosial, pendidikan, dan latar belakang itu sangat luas sehingga harus menyelami atau memahami dlu sosial yg bagaimana, pendidikan yg bagaimana, dan

latar belakang yg bagaimana. saya perlu lebih banyak waktu untuk memahaminya”.

NH: “Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam source text?”

C : “Lumayan kesulitan karena harus memparafrase terjemahan dan memilah kata dan kalimat yang pas”.

NH: “Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam text tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?”

C : “Lumayan kesulitan. Saya membaca dan mencari referensi dari internet.”

NH:“Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?”

C : “Mencari referensi dulu di internet dan dibaca pelan-pelan sampai mengerti”.

STUDENT INTERVIEW

Informant : Student D

Day/date : Tuesday, March 14, 2023

Time : 09.54 – 12.00

Place : Whatsapp

NH: “Assalamualaikum wr. Wb. Selamat pagi kak D. Perkenalkan saya nurul hikmah mahasiswi PBI yang sedang melakukan penelitian skripsi tentang document translation di kelas 5I tahun 2019 yang lalu, mohon maaf saya mengganggu waktunya ya kak, tujuan saya menghubungi kakak adalah untuk melakukan wawancara tentang project document translation yang dulu pernah kakak kerjakan, nantinya saya akan bertanya 7 pertanyaan saja kak, apakah kak D bersedia untuk saya wawancarai?”

D : “Walaikumsalam, okay mbak”

NH: “Langsung saja ke pertanyaan pertama ya kak, Menurut anda *formal letters* itu apa?”

D : “formal letter adalah sebuah surat resmi yang ditulis untuk tujuan tertentu”.

NH: “Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?”

D: “kesulitan yang saya alami ketika proses penerjemahan adalah memilih kata yang tepat untuk menerjemahkan sebuah formal letter agar terlihat ‘resmi’”

NH: “Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?”

D : “ada, saya kesulitan mencari terjemahan yang sesuai untuk kata ‘frustating’ dalam surat yang saya terjemahkan”.

NH: “Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari source text ke target text? Misalnya seperti status sosial, pendidikan, dan latar belakang.”

D : “tidak, karena dalam formal letter yg saya terjemahkan tidak banyak mengandung budaya”.

NH: “Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam source text?”

D : “seperti yang saya sampaikan pada jawaban pertanyaan nomer 2 saya mengalami beberapa kendala dlm menerjemahkannya”.

NH: “Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam text tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?”

D : “iya saya mengalami. biasanya saya mencari tahu artinya pada google atau bertanya pada dosen”.

NH: “Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?”

D : “iya, saya mengalami. Biasanya saya konsultasikan kepada dosen dan sy jg bertanya kepada teman saya”.

STUDENT INTERVIEW

Informant : Student E

Day/date : Tuesday, March 14, 2023

Time : 09.54 – 12.00

Place : Whatsapp

NH: “Assalamualaikum wr. Wb. Selamat pagi kak E. Perkenalkan saya nurul hikmah mahasiswi PBI yang sedang melakukan penelitian skripsi tentang document translation di kelas 5I tahun 2019 yang lalu, mohon maaf saya mengganggu waktunya ya kak, tujuan saya menghubungi kak E adalah untuk melakukan wawancara tentang project document translation yang dulu pernah kak E kerjakan, nantinya saya akan bertanya 7 pertanyaan saja kak, apakah kak E bersedia untuk saya wawancarai?”

E : “Walaikumsalam nurul, iya silahkan”

NH: “Langsung saja ke pertanyaan pertama ya kak, Menurut anda *formal letters* itu apa?”

E : “Merupakan surat resmi yang ditulis untuk tujuan tertentu, isinya biasanya hal yg penting yg ditulis oleh instansi atau lembaga tertentu.”

NH: “Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?”

E : “mungkin kosakata sulit,karena biasanya document trans yg diterjemahkan berupa dokumen atau terjemahan yg sifatnya resmi sehingga kata2 yg digunakan sedikit tidak familiar untuk saya”

NH: “Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?”

E : “ada”

NH: “Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari source text ke target text? Misalnya seperti status sosial, pendidikan, dan latar belakang.”

E : “yaa”

NH: “Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam source text?”

E : “yaa”

NH: “Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam text tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?”

E : “iya, membaca kembali source text, dan membuka kamus, kadang juga google translate”

NH: “Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?”

E : “mendiskusikan bersama teman dan membuka kamus”

STUDENT INTERVIEW

Informant : Student F

Day/date : Tuesday, March 14, 2023

Time : 09.54 – 12.00

Place : Whatsapp

NH: “Assalamualaikum wr. Wb. Selamat pagi kak F. Perkenalkan saya nurul hikmah mahasiswi PBI yang sedang melakukan penelitian skripsi tentang document translation di kelas 5I tahun 2019 yang lalu, mohon maaf saya mengganggu waktunya ya kak, tujuan saya menghubungi kak F adalah untuk melakukan wawancara tentang project document translation yang dulu pernah kakak kerjakan, nantinya saya akan bertanya 7 pertanyaan saja kak, apakah kak F bersedia untuk saya wawancarai?”

F : “Walaikumsalam, oke mbak nurul, semoga jawaban saya bisa membantu yaaaa”

NH: “Langsung saja ke pertanyaan pertama ya kak, Menurut anda *formal letters* itu apa?”

F : “Formal letters sepengetahuan saya adalah bahasa atau kata baku menggunakan bahasa inggris, contohnya bisa dipake dalam penggunaan artikel jurnal atau berita berita formal yang mana itu dipakai untuk kegiatan formal atau bahasa itu baku jika dipakai dalam kegiatan institusi atau lembaga. Jadi formal letters itu menurut saya, kata baku yang dipakai untuk menerjemahkan bahasa bahasa dari pemerintah, dokumen pemerintah maupun jurnal dalam kebahasaan atau pendidikan”.

NH: “Kesulitan apa saja yang sering anda alami saat mengerjakan *project* terjemahan *documen translation*?”

F : “Pertama, susah bagi saya menerjemahkan dari bahasa inggris ke bahasa indonesia ada beberapa kata yang mungkin dalam penerjemahan itu berbeda mungkin kata A dalam bahasa inggris itu bisa jadi kata C dalam bahasa indonesia. Nah itu kita harus lebih mencari lagi. Jadi ngga cuman kayak menerjemahkan secara word to word tapi juga mencari arti yang lebih baik lagi. Apalagi jika itu kata yang mungkin slang word atau kata yang mungkin

itu di dalam dokumen pemerintahan atau di artikel yang memang itu baku sekali di indonesia terjemahan secara bakunya belum ada jadi susahya disitu”.

NH: “Apakah ada kesulitan tata bahasa dalam menerjemahkan? Misalnya dalam menerjemahkan frasa, kata benda dan lain sebagainya?”

F : “Menurut saya ada. Misal kita menerjemahkan sesuatu contohnya misal makanan. Kita menerjemahkan bahasa indonesia ke bahasa inggris misal kita menerjemahkan gado gado itu kita gak bisa menerjemahkan gado gado karena mereka gak pernah makan. Jadi kita harus menerjemahkan ingredients nya, isinya terus bumbunya, cara makannya kayak gitu atau kita menerjemahkan misal bahasa dari sana misal untuk memanggil kalo disitu kan gaada kata mister memang ada sih tapi ndak ada kata untuk memanggil dengan pak atau buk gitu. Mereka langsung manggil degan nama, disini kan di terjemahkan menggunakan misal hello smith gitu sedangkan dia profesor kita atau dosen kita, diterjemahkan menjadi halo pak smith jadi kita istilahnya menerjemahkan sesuai dengan formalnya bahasa disini atau kesopanannya disini jadi menyesuaikan terus kalau mengenai frasa mungkin jika ada kata kata yang mungkin di bahasa inggris itu dia satu frasa yang panjang tapi di indonesia hanya satu kata atau dua kata yang istilahnya kecil atau sedikit gitu. Mungkin kayak gitu sih”.

NH: “Apakah anda mengalami kesulitan dalam menerjemahkan budaya dari source text ke target text? Misalnya seperti status sosial, pendidikan, dan latar belakang.”

F : “iya, misal kesulitannya penerjemahan seperti itu kalo penggunaan kesopanan memanggil orang yang lebih tua, frasa - frasa yang memang itu disana sangat pendek tapi di bahasa Indonesia saya hanya menyebutkan satu kata kayak gitu.”

NH: “Apakah anda mengalami kesulitan dalam mentransfer makna yang terkandung dalam source text?”

F : “kalo aku iya. Karena masalahnya kan kadang gini, kalo kita sebagai penerjemah kita itu harus tau intinya dari yang mau diterjemahkan jadi

kadang itu kita cuma mendengarkan apa yang atau membaca apa yang ada tanpa melihat istilahnya kita tau dari sananya.”

NH: “Apakah anda juga mengalami kesulitan menerjemahkan idiom dalam text tersebut? Jika iya, bagaimana anda mengatasi masalah tersebut?”

F : “Aku paling sulit menerjemahkan frasa maupun idiom. Kadang kayak gitu itu kita harus menyesuaikan gitu lo, soal menerjemahkan idiom itu harus tau dulu intinya juga tapi kalo kita menerjemahkan langsung word to word itu ga bisa makanya kalo menerjemahkan itu kalo idiom itu aku paling gabisa atau paling sulit karena idiom itu faktornya banyak sekali yang harus dilihat contohnya misal yang dia maksud apa jadi sebelumnya dia bahas apa terus setelahnya yang dia maksud apa jadi kita melihat sebelum dan sesudahnya baru tau intinya gitu. Atau mungkin kita tau dari misal lawan bicaranya bahas apa gitu kalo idiom lebih sulit menurutku. Karena yang ada di bahasa inggris dari source text ke target text nya itu kan pasti beda makanya nyari tau dulu isinya. Jadi kita harus tau dulu intinya di source textnya apa baru ke target textnya apa”.

NH: “Bagaimana cara anda mengatasi masalah-masalah yang anda hadapi saat mengerjakan *project* tersebut?”

F : “biasanya kan kalo project itu dikerjakan bersama, jadi berkompromi atau membahas bersama teman atau bisa tanya kepada dosen jadi misal kita kesulitan di misal kata A atau kata B pasti kan dosen mencarikan sebuah solusi gitu. Kayak misal di source textnya A tapi pas kita cari tahu itu di C ternyata menurut dosen kita itu maksudnya di D brarti kita harus berkompromi dulu dengan dosen kita mau yang gimana karena setiap penangkapan source text itu berbeda beda biasanya saya pake google translate atau nyari di google biasanya atau mungkin bisa nyari juga di beberapa kayak web web internasional yang memang dia kayak di british council itu kan mereka ada mereka punya sesuatu yang mereka bahas. Atau mungkin kayak di video youtube yang memang mereka bisa menjelaskan beberapa beberapa kata yang kita cari tapi biasanya kalo saya lebih memilih untuk membahas dengan teman dan dosen karena lebih bisa

solutif jadi kita bisa kayak oh memilihnya dengan ini dan ini gitu jadi lebih cepat untuk memilih jawaban yang tepat tapi biasanya ada beberapa orang yang memilihnya dengan mencari dulu terus nanti baru dibahas kalo aku nyari dan dibahas bersama kelompok.”