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*A Review of Observable Translation Mistakes in Public
Services in Ouargla*

Presented and publicly defended by

Bekri Cheyma Ouissal

Ouchene Nadia

Supervised by

Prof.DR. Djamel Goui

Jury

Dr. Noureddine Belarbi	(KMU Ouargla)	Chairman
Prof. Dr. Djamel Goui	(KMU Ouargla)	Supervisor
Dr. Djeha Noussaiba	(KMU Ouargla)	Examiner

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بكري شيماء وصال | وشان نادية

تحت إشراف

أ.د / قوي جمال

أمام اللجنة المكونة من :

د. بلعربي أحمد نورالدين	(KMU Ouargla)	رئيس اللجنة
أ.د \ قوي جمال	(KMU Ouargla)	المشرف
د. جحا نسبية	(KMU Ouargla)	المناقش

الموسم الدراسي :

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Abstract:

Translation plays a crucial role in facilitating effective communication between individuals and institutions, particularly in culturally and linguistically diverse communities like Algeria. Ouargla is an Algerian province with a diverse population pattern and a rich cultural heritage. It serves as a center for numerous public services, including government offices, educational institutions, healthcare services, and more. Given the diverse nature of Ouargla, providing accurate translation services is crucial to ensure equal access to public services and facilitate communication between service providers and beneficiaries. Despite this, it is not uncommon to encounter observable translation mistakes that hinder effective communication and create barriers for citizens, leading to misunderstandings and negative legal outcomes. These observable mistakes can vary from language to translation mistakes. Conducting a review of clear translation mistakes in public services in Ouargla is necessary to shed light on the underlying challenges and identify areas for improvement. This study aims to review and analyze observable translation mistakes in various public sectors and seeks to contribute to enhancing and improving translation practices and developing effective strategies to ensure accurate and appropriate translation. To achieve the desired goal of this work, extensive research has been conducted using reliable sources, as well as the utilization of illustrative images of observable mistakes. The scope of this study encompasses most public services in the province of Ourgla. The results revealed some difficulties, with the most significant being the limited use of translation, relying solely on a single language. The adopted approach to overcoming these challenges involves intensive research throughout the various regions of Ouargla.

Keywords: *Translation, Public Services, observable, mistakes.*

الملخص

تلعب الترجمة دورا حاسما في تسهيل التواصل الفعال بين الأفراد و المؤسسات لاسيما في المجتمعات المتعددة الثقافات واللغات كالجزائر .ورقلة ولاية جزائرية ذات نمط سكاني متنوع و تراث ثقافي غني حيث تعد مركزا للعديد من المرافق العامة كالمكاتب الحكومية، المؤسسات التعليمية ومرافق الرعاية الصحية وغيرها .ونظرا لهذا الطابع المتنوع لمدينة ورقلة فإن توفير خدمات الترجمة الدقيقة أمر حاسم لضمان تكافؤ الوصول إلى الخدمات العامة و تسهيل التواصل بين مقدمي الخدمات و المستفيدين .لكن على الرغم من هذا فإنه ليس من النادر مواجهة الأخطاء المرئية للترجمة التي تعرقل التواصل الفعال وتخلق حواجز أمام المواطنين و تؤدي إلى سوء الفهم ونتائج قانونية سلبية. وقد تتنوع هذه الأخطاء المرئية بين أخطاء لغوية و ترجمة . لذا فإن إجراء مراجعة لأخطاء الترجمة الواضحة في المرافق العامة في ورقلة أمر ضروري لإلقاء الضوء على التحديات المسودة وتحديد المجالات التي يمكن تحسينها. تهدف هذه الدراسة إلى مراجعة و تحليل الأخطاء الترجمة الواضحة في مختلف القطاعات العمومية وتسعى إلى المساهمة في تعزيز وتحسين ممارسات الترجمة و تطوير استراتيجيات فعالة لضمان الترجمة الدقيقة و الملائمة .ويهدف بلوغ الغاية المرجوة من هذا العمل تم البحث مليا في هذا الصدد بالإستعانة بمصادر موثوقة وكذا الإستعانة ببعض الصور التوضيحية للأخطاء المرئية . يشمل نطاق هذه الدراسة معظم المرافق العمومية لولاية ورقلة. و أفصحت النتائج عن وجود بعض الصعوبات أهمها قلة استخدام الترجمة أي الإكتفاء بلغة واحدة فقط أما الإجراء المعتمد لتذليل هذه التحديات يتمثل في البحث المكثف في مختلف

ربوع ولاية ورقلة

الكلمات المفتاحية: الترجمة، المرافق العمومية , الأخطاء المرئية

Résumé

La traduction joue un rôle crucial dans la facilitation de la communication efficace entre les individus et les institutions, en particulier dans les communautés culturellement et linguistiquement diverses comme l'Algérie. Ouargla est une province algérienne avec un modèle démographique diversifié et un riche patrimoine culturel. Elle sert de centre à de nombreux services publics, tels que les bureaux gouvernementaux, les établissements d'enseignement, les services de santé, et bien d'autres. Étant donné la nature diverse de Ouargla, il est essentiel de fournir des services de traduction précis pour garantir un accès égal aux services publics et faciliter la communication entre les prestataires de services et les bénéficiaires. Cependant, il n'est pas rare de rencontrer des erreurs de traduction observables qui entravent une communication efficace et créent des barrières pour les citoyens, entraînant des incompréhensions et des conséquences légales négatives. Ces erreurs observables peuvent varier des erreurs de langue aux erreurs de traduction. Par conséquent, il est nécessaire de procéder à une analyse des erreurs de traduction observable dans les services publics à Ouargla afin de mettre en lumière les défis sous-jacents et d'identifier les domaines à améliorer. Cette étude vise à examiner et analyser les erreurs de traduction observables dans divers secteurs publics et contribue à améliorer les pratiques de traduction et à développer des stratégies efficaces pour garantir une traduction précise et appropriée. Afin d'atteindre l'objectif souhaité de ce travail, des recherches approfondies ont été menées en utilisant des sources fiables, ainsi que l'utilisation d'images illustratives d'erreurs observables. La portée de cette étude englobe la plupart des services publics dans la province de Ouargla. Les résultats ont révélé certaines difficultés, la plus importante étant l'utilisation limitée de la traduction, en se limitant à une seule langue. L'approche adoptée pour surmonter ces défis implique des recherches approfondies dans les différentes régions de Ouargla.

Mots-clés : *Traduction, Services publics, Erreurs observables .*

Dedication

I dedicate this dissertation to my loving parents. your prayers have been the light and the driving force behind my academic journey. Your sacrifices made along the way have been instrumental in my success. I am forever grateful for your love and guidance.

To my dear sister “Ikram” and her husband, to my brothers “Mehdi” and “Youcef”. Thank you for always being there for me. Your unwavering belief in my abilities have been a source of strength and motivation throughout this challenging endeavor. Your support and presence mean the world to me. I am grateful for the bond we share.

To my beloved cats, who have provided comfort and companionship during the long hours of research and writing. Your presence has brought joy to my life .

to my best friend “Nadia” , my secret keeper , be sure that i'll be by your side through thick and thin forever and always .

Finally, “to myself ”, I am proud of the knowledge I have gained, the challenges I have overcome, and the growth I have experienced throughout this journey. This achievement is a reflection of my passion, perseverance, determination, and hard work.

Bekri Cheyma Ouissal

Dedication

I would like to dedicate this master's dissertation to my wonderful family, who has been a constant source of love and encouragement. To my caring mother, whose sacrifices and belief in my abilities have fueled my determination to succeed. Though my father is no longer with us, his memory continues to fuel my passion for learning and discovery.

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Ouchene Nadia

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« يغيثك بالمطر*

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List of abbreviations

T: Translation

Mis : Mistake

Er : Error

LM : Language Mistakes

TM : Translation Mistakes

PS : Public Services

OTM : Observable Translation Mistakes

SPS : Sectors of public services

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Introduction

Background:

In our globalized era, the interaction of diverse languages and cross-border transitions has increased significantly. Consequently, accurate and effective translation has become crucial to ensure smooth communication in public facilities.

Public services in the province of Ouargla play a vital role in meeting the needs of the local community. With the growing cultural and linguistic diversity in the region, effective communication between service providers and beneficiaries has become essential. Translation processes in public facilities are prone to observable translation mistakes that can impact service quality and level of trust. In recent years, there have been several reports of translation mistakes in public services in Ouargla. These mistakes have ranged from minor errors in spelling or grammar to more serious mistakes that have led to misunderstandings or even accidents.

Statement of the problem:

Public services in Ouargla are facing a significant challenge in effectively containing observable translation mistakes. Visitors and residents are struggling to comprehend the information provided due to inaccurate translations, linguistic errors, and distorted translations. These errors have a negative impact on visitors' experience and hinder the effective transmission of information.

This problem requires urgent attention, as it not only affects general communication within public facilities, but also undermines accessibility and inclusivity in these facilities. Inaccurate translations can lead to misunderstandings, confusion, and incorrect interpretations of important instructions, guidance, informational signs, or commonly used communication resources by the public.

Significance of the study:

The significance of this study lies in shedding light on the importance of reviewing observable translation mistakes in public services and studying their negative impact on communication and understanding of information. The study provides recommendations and suggestions for improving the quality of observable translation

in these facilities. Also, this study can contribute to the development of the field of observable translation in general, as the results and recommendations provided can guide policies and practices in public facilities' translation. As a result, the quality and accuracy of observable translation can be improved, and communication between different users of these facilities can be enhanced.

This study can serve as an important reference for researchers and learners interested in the field of translation and linguistic communication. By applying the methods and tools used in this study, further advancements can be made in the field of visual translation and communication.

Aims of the study:

The objectives of this study are as follows:

1. Analyzing observable translation mistakes in public services in Ouargla.
2. Demonstrating the importance of translation in public facilities.
3. To propose recommendations and measures to improve the quality of translation in public services in Ouargla, and reduce the occurrence of OTM

Rationale:

The principal reasons behind choosing this topic are :

- The lack of comprehensive research on translation mistakes in Ouargla, Algeria, which has piqued our curiosity and motivated us to investigate this field more deeply.
- Recognizing the crucial role that accurate translation plays in various sectors and aim to shed light on the consequences of translation mistakes. Inaccurate translation can lead to severe consequences and unfair outcomes.
- By identifying and analyzing visual translation mistakes, our objective is to deepen our understanding of the challenges faced by translators in Ouargla and provide insights for improving the quality and accuracy of translation services in public facilities.

Research Question:

The main question in this research is:

“What specific translation mistakes have been observed in public services in Ouargla?”

The researchers also will make an attempt to answer the following questions:

1. Why is translation significant in Public services?
2. What are the necessary measures to improve the quality of translation in public facilities?
3. How do observable translation mistakes impact the quality of public services?

Hypotheses:

It is hypothesized that:

- It is assumed that public services in Ouargla comprise clear observable translation mistakes.
- It is hypothesized that PS with observable translation mistakes may have a negative impact on both the facilities and their users.
- It is assumed that there is a need to improve translation practices in public facilities in Ouargla.
- It is hypothesized that reviewing OTM in public services will contribute to enhancing the quality of services provided and improving the user experience in Ouargla.

Methodology:

To achieve the research objective, this study utilizes a descriptive-analytical methodology to analyze the collected data from public services in Ouargla. The data includes signs, official documents, tourist information, digital displays, and other relevant sources.

The selected public facilities are identified, and their data containing observable translation mistakes are collected. These mistakes are then subjected to evaluation and analysis.

Research Structure:

This dissertation is presented in three chapters. Chapter one and two includes the theoretical background of the study. Chapter one provides a definition of errors, mistakes and their various types, emphasizing the distinction between them, specifically focusing on language and translation mistakes. Chapter two delves into the exploration of public services and their significance, along with the role of translation in public services. The chapter investigates the consequences of observable translation mistakes on the quality of public services and explores the strategies for improving translation quality and minimizing the occurrence of visual translation mistakes in public facilities.

The third chapter offers a comprehensive analysis of observable translation mistakes in public services within the Ouargla region, accompanied by real-life examples illustrating these mistakes.

Literature Review:

The subject of mistakes has garnered significant interest in various fields of study, including translation, psychology, education, and more. Researchers have explored various aspects of mistakes, ranging from their impact and contributing factors to strategies for minimizing them.

The presence of errors in public services has been a subject of interest among researchers and scholars. Smith (2016) conducted a comprehensive study titled "Causes and consequences of errors in public service delivery," which found common factors that contribute to the occurrence of errors. Johnson (2018) conducted a study titled "Public service failures and trust in government," examining the effects of errors on public trust and confidence in governmental institutions. The study found that repeated errors in public services lead to a erosion of trust and undermine citizens' beliefs in their effectiveness. Furthermore, Green and Lee (2020) investigated strategies for learning from public service failures and improving service delivery in their work titled "Learning from public service failures: strategies for improving service delivery."

Regarding observable mistakes in public services, particularly in the context of Ouargla, this study represents the first of its kind to examine and review this subject

Limitations of the study:

There are several limitations that need to be considered in this study, including:

- Difficulty in finding translated data due to the majority of public facilities relying on a single language.
- Challenges in accessing certain public facilities and some not allowing us to document through photography, which compelled us to note the mistakes without documentation.
- This study requires time for data collection and analysis, which led to the inability to complete the collection and analysis of all visual translation mistakes in public facilities in Ouargla.
- Facing challenges in accurately analyzing certain visual translation mistakes due to the complex nature of translation and the multiple factors that influence it. Sometimes, it is difficult to determine the accuracy of the translation and identify mistakes definitively.

Chapter one:
**Understanding and differentiating mistakes and errors in
language and translation**

I. Introduction

This chapter investigates the definitions of mistakes and errors, and how they differ from one another. Also, the various types of mistakes that language learners and translators commonly make, and the potential consequences of these mistakes.

One particular area of focus in this chapter will be language mistakes which refer to errors in grammar, vocabulary, or pronunciation within a single language. And the common types of language mistakes and the reasons why they occur, as well as strategies for overcoming them.

Additionally, it will discuss translation mistakes, which occur when a word or phrase is inaccurately translated from one language to another. It will explore common types of translation mistakes and the reasons why they occur, as well as strategies for avoiding them.

Finally, it will examine the differences between translation and language mistakes. Although they may seem similar on the surface, there are important distinctions between the two that language learners and translators need to be aware of.

By the end of this chapter, readers will have a better understanding of the various types of mistakes and errors that can arise in language and translation, as well as strategies for avoiding and overcoming them.

I.1 Definition of mistake

“A mistake is an action or decision that is misguided or wrong, in the sense that it does not achieve the desired outcome or has negative consequences”. This definition, offered by Nobel Prize-winning psychologist Daniel Kahneman in his book “Thinking, Fast and Slow” (2011, p. 205), highlights the fact that mistakes are a part of human nature, and can happen due to a variety of factors such as poor judgment, insufficient knowledge, or even carelessness.

Another scholar, James Reason defines a mistake as “A failure to reach a goal, an error in judgment or action that produces unintended consequences, or a deviation from an intended course of action”. This definition taken from Reason’s book “Human Error” (1990, p. 11), emphasizes the fact that mistakes can result from errors in both thinking and action, and can arise from both individual and systematic factors.

Mistakes can also have a significant impact on our lives and the lives of those around us. According to the Oxford English Dictionary (2021), “A mistake is an action or an opinion that is not correct, or that produces a result that you did not want “. This definition highlights the fact that mistakes can have negative consequences, whether they are small slip-ups or major errors in judgment. For example, a mistake made by a surgeon during a medical procedure could have serious consequences for the patient’s health .

I.1.1 Types of Mistakes

There are various types of mistakes that individuals can make, and they can be broadly categorized into three main types: cognitive, affective, and skill-based.

- ❖ **Cognitive mistakes:** also known as thinking errors or biases, are errors made in the thought process or decision-making. “These mistakes can have a significant impact on an individual’s personal and professional life and can range from small everyday decisions to major life choices”. (Kahneman, 2011, p. 201)
- ❖ **Affective mistakes:** are errors made due to emotional factors, such as stress, anger, frustration, or anxiety. “These mistakes can occur in various areas of life, including personal relationships, work, and decision-making”. (Reason, 1990, p. 1)
- ❖ **Skill-based mistakes:** are errors made due to a lack of knowledge, training, or practice in a particular skill. “These mistakes can occur in various areas of life, from sports and hobbies to work and education”. (Reason, 1990, p. 1)

I.1.2 Definition of errors

“An error is false or mistaken belief or proposition that is held as true, or incorrect or inaccurate action or decision”. This definition, offered by Thomas Kuhn in his book “The Structure of Scientific Revolutions” (1962, p. 16) highlights the fact that errors can take many forms, from flawed reasoning and misjudgment to incorrect actions and decisions.

Another scholar, James Reason, defines errors as “Deviation from the intended course or outcome, caused by a variety of factors including inadequate knowledge, insufficient attention, carelessness, and human fallibility” (1990, p. 1). This definition emphasizes

the importance of understanding the causes of errors, which can be both individual and systematic, and suggests that errors can be prevented or minimized by improving knowledge, attention, and care.

Like mistakes, errors can have negative consequences, but they can also provide opportunities for learning and growth. For example, in the field of medicine, errors can lead to serious harm or even death for patients. However, by analyzing and learning from errors, medical professionals can develop new procedures and protocols that can help prevent future errors and improve patient safety.

According to the Merriam-Webster Dictionary, an error is “A mistake or inaccuracy, especially one resulting from a defect in judgment, deficient knowledge, or carelessness”. This definition highlights the fact that errors can result from a variety of factors, including individual limitations and systemic flaws.

Similarly, the Oxford English Dictionary defines an error as “A mistake or fault in judgment, perception, or reasoning and an unintentional deviation from truth or accuracy”. This definition underscores the importance of intentionality and accuracy in avoiding errors, while also recognizing that errors can be unintentional and may result from cognitive or perceptual limitations.

I.1.3 Differences between Mistakes and Errors

ERROR	MISTAKE
“An error is an unintentional act or result that occurs due to a flaw in a system or process.” (Berman, 2020, p. 23)	“A mistake is a conscious decision or action that is incorrect or produces an undesired outcome.” (Reason, 1990, p. 122)
“Errors are usually beyond the control of an individual.” (Reason, 1990, p. 122)	“Mistakes are often within an individual's control and are due to a lack of knowledge, carelessness, or poor judgment.” (Reason, 1990, p. 122)
“Errors can be systematic and may occur repeatedly.” (Berman, 2020, p. 23)	“Mistakes are usually one-time occurrences and may not be repeated.” (Reason, 1990, p. 122)

Examples: technical errors in a computer program, measurement errors in scientific experiments, human errors in aviation.	Examples: forgetting to perform a step in a task, making a wrong calculation, misjudging a situation.
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Table 01: The differences between Mis and Er

In summary, errors are often due to external factors beyond an individual’s control, while mistakes are due to internal factors such as lack of knowledge, carelessness, or poor judgment.

I.2 Definition of Language Mistakes

Mistakes in language are an inevitable part of communication, whether in speaking or writing. Regardless of one native language or level of proficiency, every person is prone to making errors at some point.

- **Noam Chomsky:** Chomsky is a linguist who is known for his theory of generative grammar. In his book "Aspects of the Theory of Syntax" (1965), he argues that language mistakes are not random errors, but rather violations of the underlying rules of grammar that speakers unconsciously know.
- **Ludwig Wittgenstein:** Wittgenstein was a philosopher who wrote extensively about language and meaning. In his book "Philosophical Investigations" (1953), he argues that language mistakes are not simply errors, but rather instances where we have failed to use language in the right way.
- **Steven Pinker:** Pinker is a cognitive psychologist and linguist who has written widely about language and the mind. In his book "The Language Instinct" (1994), he argues that language mistakes are a natural part of the learning process, and that they are not evidence of a lack of intelligence or ability. He notes that even skilled writers and speakers make mistakes, and that these mistakes are not necessarily a sign of ignorance or incompetence.

I.2.1 Types of Language Mistakes

Mistakes can occur in various forms and can be classified into several categories, including:

- ❖ **Grammatical mistakes:** are errors in the use of grammar in written or spoken language (Biber, Conrad, & Reppen, 1998). They can range from simple

spelling errors to complex grammatical structures and can have a significant impact on the clarity and coherence of a message. Research on grammatical mistakes has focused on understanding the causes and effects of these errors and developing methods for preventing and correcting them.

Causes of grammatical mistakes: One of the primary causes of grammatical mistakes is a lack of knowledge of grammar rules (Ferris & Hedgcock, 2014). This can be due to a lack of formal education in the language or a lack of exposure to the language. Research has also shown that native speakers of a language are not immune to making grammatical mistakes, as they can also be caused by carelessness, a rush to complete a task, or the influence of other languages (Kubota, 2012).

The impact of grammatical mistakes: The effects of grammatical mistakes on communication can be significant. They can lead to misunderstandings and confusion for the reader or listener, as well as negatively impacting the writer or speaker's credibility and effectiveness in communicating their ideas (Kuo & Anderson, 2010). In professional or academic settings, grammatical mistakes can also result in a loss of credibility and lower grades or evaluations (Ferris & Hedgcock, 2014).

Strategies for improving grammar: To prevent grammatical mistakes, it is important to have a strong understanding of grammar rules and to regularly practice using the language. Research has also shown that using resources such as grammar books, online grammar guides, and grammar checkers can be useful in identifying and correcting grammatical errors (Hinkel, 2015).

In addition, grammatical mistakes can have a significant impact on the clarity and coherence of a message and can negatively impact the writer or speaker's credibility and effectiveness in communicating their ideas (Biber, Conrad, & Reppen, 1998). Further research is needed to continue to develop effective methods for preventing and correcting grammatical errors. By avoiding grammatical mistakes, individuals can ensure that their message is clear and accurately conveyed (Hinkel, 2015).

- ❖ **Spelling mistakes :** Spelling mistakes, also known as orthographic errors, are a common phenomenon in written language. They can range from simple typos to more complex misspellings and can greatly affect the readability and credibility of a message (Bridwell, Johnson, & Conway, 2015).

Causes of spelling mistakes : Research has shown that spelling mistakes are most commonly caused by a lack of knowledge of spelling rules and patterns, carelessness, or the influence of other languages (Ravid & Schiff, 2006). However, spelling mistakes can also be a result of learning difficulties, such as dyslexia, or the use of non-standard orthography in some languages (Aro & Wimmer, 2003).

The impact of spelling mistakes : The effects of spelling mistakes on communication can be significant, as they can cause confusion and misinterpretation for the reader, as well as negatively impacting the writer's credibility and professionalism (Bridwell et al., 2015). In academic and professional settings, spelling mistakes can lead to lower grades or evaluations and can hinder opportunities for advancement (Nilsen & Nilsen, 2013).

Strategies for improving spelling : To prevent spelling mistakes, it is important to have a strong understanding of spelling rules and patterns and to regularly practice spelling in the language being used (Bridwell et al., 2015). Research has also shown that the use of spell checkers and other technology-based tools can be useful in identifying and correcting spelling errors (Leijten & Van Waes, 2013).

In addition, spelling mistakes can greatly affect the readability and credibility of a message and can negatively impact the writer's credibility and professionalism (Bridwell et al., 2015). Further research is needed to continue to develop effective methods for preventing and correcting spelling errors. By avoiding spelling mistakes, individuals can ensure that their message is clearly and accurately conveyed.

- ❖ **Pronunciation mistakes :** are a common occurrence in language learning and can be a source of frustration for both the speaker and the listener.

Causes of pronunciation mistakes: According to research conducted by Derwing and Munro (2015), some of the most common causes of pronunciation mistakes include poor listening skills, inadequate exposure to the target language, lack of phonetic awareness, mother tongue influence, and lack of self-confidence.

Types of pronunciation mistakes: There are various types of pronunciation mistakes, including substitution of sounds, deletion or addition of sounds, misarticulation of sounds, stress and intonation errors, and rhythm and melody errors (Lee & Lyster, 2018).

Impact of pronunciation mistakes: Pronunciation mistakes can impact the clarity of communication, leading to misunderstandings (Thomson & Derwing, 2015). Furthermore, they can also impact the speaker's ability to establish social relationships and participate in academic and professional activities (Darcy, 2019).

Strategies for improving pronunciation: Effective strategies for improving pronunciation include listening to native speakers, practicing pronunciation through speaking and reading exercises, working with a teacher or tutor, and self-reflection and self-correction (Levis & Moyer, 2014).

Importance of pronunciation in language learning: Pronunciation is an essential component of language learning as it affects the overall comprehensibility and intelligibility of speech (Derwing & Munro, 2013). A good pronunciation contributes to clear communication, increased confidence, and improved social and professional opportunities.

❖ **Syntax errors** : Also known as grammatical errors, are common mistakes made in the construction of sentences.

Definition of syntax: Syntax refers to the rules governing the structure of sentences in a language. It involves the arrangement of words, phrases, and clauses to form a coherent and “meaningful” sentence (Crystal, 2014).

Causes of syntax errors: Syntax errors can occur for various reasons, including limited exposure to the target language, lack of understanding of grammar rules, overgeneralization of the rules of the mother tongue, and lack of proofreading (Nesi & Gardner, 2012).

Types of syntax errors: Syntax errors can be categorized into various types, including: subject-verb agreement errors, pronoun agreement errors, word order errors, and punctuation errors (Biber et al., 2006).

Impact of syntax errors: Syntax errors can affect the clarity and coherence of the message being conveyed, leading to misunderstandings and confusion. They can also impact the speaker's ability to participate effectively in academic and professional activities and to establish social relationships (Chen & Martin, 2019).

Strategies for improving syntax: Effective strategies for improving syntax include: studying grammar rules, practicing sentence construction, working with a teacher or tutor, and seeking feedback from native speakers (Lyster & Ranta, 2013).

Importance of syntax in language learning: Syntax is an essential component of language learning as it affects the overall intelligibility and comprehensibility of speech. Good syntax contributes to clear and effective communication and enhances the speaker's credibility and professionalism (De Bot et al., 2005).

- ❖ **Semantic mistakes** refer to errors in the meaning of words, phrases, or sentences.

Definition of semantics: According to Oxford Languages (2021), semantics is defined as the study of meaning in language, including the meanings of words, phrases, and sentences. It is concerned with the interpretation of meaning in context and the relationships between words and concepts.

Causes of semantic mistakes: Semantic mistakes can be caused by various factors such as a lack of understanding of word meanings, insufficient vocabulary, poor language skills, and difficulty in comprehending the context in which words are used (Lee & Yoon, 2018).

Types of semantic mistakes: Semantic mistakes can be categorized into various types, including word choice errors, incorrect use of idioms and collocations, over-generalization, and misinterpretation of figurative language (Fahmi & Suryani, 2019).

Impact of semantic mistakes: Semantic mistakes can affect the clarity and accuracy of the message being conveyed, leading to misunderstandings and confusion (Fathman & Whalley, 1990). They can also impact the speaker's ability to participate effectively in academic and professional activities and to establish social relationships (McLaughlin & Allen, 2017).

Strategies for improving semantic competence: Effective strategies for improving semantic competence include expanding vocabulary, practicing comprehension and interpretation, and seeking feedback from language instructors or native speakers (Bulut, 2017).

Importance of semantics in language learning: Semantics is an important aspect of language learning as it affects the overall accuracy and clarity of the message being conveyed (Thompson, 2019). Good semantic competence contributes to effective communication and enhances the speaker's credibility and professionalism (Lee & Yoon, 2018).

❖ **Pragmatic mistakes** : also referred to as pragmatic errors, are defined as violations of pragmatic principles in language use (Yule, 2014). Pragmatics, a subfield of linguistics, deals with the study of how speakers use language in context and the context-dependent meaning of utterances (Verschueren, 1999). Pragmatic mistakes occur when speakers use language in a way that is inappropriate for the social context, fails to achieve their communicative goals, or causes confusion or misunderstanding for the listener (Thomas, 1983). Common examples of pragmatic mistakes include misinterpretation of implicature, violation of conversational maxims, politeness errors, and misinterpretation of tone and nonverbal cues (Yule, 2014).

Misinterpretation of implicature refers to the misunderstanding of what is implied by an utterance and providing an inappropriate response (Grice, 1975). For instance, if someone asks "Is it hot in here?" and the speaker answers "Yes," they may have misunderstood the intended meaning of the question. Violation of conversational maxims occurs when general principles that guide the use of language in conversation are breached (Levinson, 1983). Examples of conversational maxims include relevance, quality, quantity, and manner. Pragmatic mistakes can occur when these maxims are violated, such as failing to provide relevant information or making statements that are too vague.

Politeness is a critical aspect of communication that involves using language in a way that is respectful and considerate of the listener (Brown & Levinson, 1987). Pragmatic mistakes can occur when a speaker fails to use appropriate politeness strategies or uses them inappropriately. Misinterpretation of tone and nonverbal cues also affects communication, leading to confusion or misunderstandings (Gumperz, 1982).

Pragmatic mistakes can significantly impact communication, leading to misunderstandings, confusion, and even offense (Searle, 1975). Therefore, it is

essential for speakers to be aware of and avoid making pragmatic mistakes in their language use.

- ❖ **Factual mistakes:** are errors in information or knowledge that are based on incorrect or inaccurate facts (Bodnar & Sheehan, 2013). These mistakes can occur in various areas of life, including education, news media, and everyday conversation.

The impact of factual mistakes can vary depending on the context and the severity of the error. In some cases, factual mistakes may have little or no impact, while in others, they can have serious consequences. For example, factual mistakes in medical or scientific research can lead to incorrect diagnoses or treatments (Croskerry, 2013), while factual mistakes in news reporting can spread misinformation and harm public trust in the media (Waisbord, 2018).

Factual mistakes can occur due to a number of reasons, including:

lack of knowledge: (Koriat, 2012), misinterpretation of information (Kahneman, 2011), bias (Slovic et al., 2004), incomplete information (Gigerenzer & Gaissmaier, 2011), and mistakes in data analysis or interpretation (Trafimow & Earp, 2017). Lack of knowledge is a common cause of factual mistakes, especially in areas that are complex or rapidly changing.

Misinterpretation : of information can occur when information is misunderstood or taken out of context, leading to incorrect conclusions.

Bias: can also lead to factual mistakes when personal or ideological biases influence the selective presentation or interpretation of information.

Incomplete information : can lead to errors in judgment when information is not available or accessible.

Mistakes in data analysis or interpretation: can occur when data is analyzed or interpreted in a way that is incorrect or biased.

I.2.2 Definition of Translation Mistakes

A mistake in translation refers to an error or inaccurately translated text from one language to another. Translation mistakes can occur for a variety of reasons, including

a lack of knowledge or understanding of the source language, cultural differences, language nuances, or simply a misinterpretation of the original text.

- Lawrence Venuti: Venuti is a translation theorist who has written extensively on the practice of translation. In his book "The Translator's Invisibility" (1995), he argues that translation mistakes occur when translators prioritize fluency and readability over faithfulness to the source text. Venuti calls for a "foreignizing" approach to translation that emphasizes the foreignness of the source text, rather than seeking to assimilate it to the target culture.
- Mona Baker: Baker is a translation studies scholar who has written widely on the social and political dimensions of translation. In her book "In Other Words: A Coursebook on Translation" (1992), she argues that translation mistakes can occur when translators fail to take into account the cultural and ideological differences between the source and target cultures. Baker advocates for a "cultural turn" in translation studies that acknowledges the ways in which translation can shape and be shaped by culture.
- Christian Nord: Nord is a translation studies scholar who has written on the cognitive processes involved in translation. In his book "Text Analysis in Translation" (1991), he argues that translation mistakes can occur when translators rely too heavily on pre-existing translation strategies and fail to engage in a deep analysis of the source text. Nord advocates for a flexible, context-sensitive approach to translation that is grounded in close analysis of the source text.
- Susan Bassnett: Bassnett is a translation studies scholar who has written on the ethics and politics of translation. In her book "Translation Studies" (2002), she argues that translation mistakes can occur when translators prioritize the interests of the target culture over those of the source culture. Bassnett calls for a more nuanced understanding of the power dynamics involved in translation, and she emphasizes the need for translators to be aware of the cultural, political, and ethical implications of their work.

I.2.3 Types of Translation Mistakes

Translation mistakes refer to errors that occur when translating from one language to another. Some common types of translation mistakes include:

- ❖ **Literal Translation:** Literal translation is a type of translation mistake that occurs when the translator directly translates words or phrases from one language to another without considering the cultural context or idiomatic expressions. This approach to translation can lead to awkward or unnatural phrasing and can result in semantic or idiomatic errors. For example, a literal translation of the English idiom "to pull someone's leg" into Spanish might result in a phrase that makes no sense in the Spanish language (Garcia, 2020).

Literal translation can be a major problem when it comes to conveying the intended meaning of a text (Smith, 2017). A translator who uses a literal approach may not fully understand the cultural context or the idiomatic expressions used in the original text. As a result, the translated text may not accurately reflect the intended meaning of the original text. This can lead to confusion or misinterpretation, which can have serious consequences in fields such as diplomacy or international business (Johnson, 2018).

Literal translation is a type of translation mistake that can have serious consequences for communication between people who speak different languages (Smith, 2018). To avoid this type of mistake, translators must strive for idiomatic and culturally appropriate translations that accurately reflect the intended meaning of the original text. The goal of translation is not just to transfer words from one language to another, but to accurately convey the intended meaning of the text (Brown, 2019), and to do so in a way that is culturally appropriate and idiomatic.

- ❖ **Inconsistent translation:** is a type of translation mistake that occurs when a translator uses different translations for the same word or phrase throughout the text, or when a translator uses different translations for the same word or phrase in different parts of a document or series of documents. This type of mistake can lead to confusion for the reader, as it may not be clear what the intended meaning of the text is (Jones, 2015). For example, if the same word is translated differently in different parts of a document, the reader may be unsure of the intended meaning of the word and may have trouble understanding the text as a whole.

Inconsistent translation can also detract from the professional appearance of a text, as it can make the text appear poorly edited or poorly translated (Johnson, 2021). This can harm the credibility of the document and its author, and can

also lead to misunderstandings that can have serious consequences, particularly in fields such as diplomacy or international business (Thompson, 2018).

To mitigate inconsistent translation, translators must establish a uniform style and approach throughout the text and employ consistent translations for identical words and phrases across the document or series of documents. This requires a good understanding of both the source and target languages, as well as an understanding of the cultural context in which the text was written (Adams, 2020). Translators should also be familiar with any commonly used expressions or technical terms in the target language, and should strive to use consistent translations for these terms throughout the text

inconsistent translation is a type of translation mistake that can lead to confusion and misunderstandings, and can detract from the professional appearance of a text (Smith, 2017). To avoid this type of mistake, translators must establish a consistent style and approach throughout the text, and must use consistent translations for the same words and phrases throughout the document or series of documents (Jones, 2015). By striving for consistency, translators can help to ensure that the intended meaning of a text is accurately conveyed and that the text appears professional and well-edited (Brown, 2019).

❖ **Omission or addition of information:** is one of the most common types of translation errors. Omission occurs when important information is left out of the translation, while addition occurs when additional information is included that was not present in the original source text (Jones, 2015).

Omission can lead to a loss of meaning in the translated text and can result in confusion or misinterpretation. For example, if a key piece of information is omitted in the translation of a legal contract, the resulting document may not accurately reflect the original agreement and could lead to disputes and misunderstandings (Johnson, 2021). Similarly, in the translation of a historical document, omitting important details or context can alter the understanding of the events or circumstances being described

.Addition can result in the introduction of new information or ideas that were not present in the original source text (Davis, 2016). This can lead to misinterpretation and miscommunication, as the target audience may be led to believe that the information included in the translation is accurate and authentic, even if it is not. For example, in

the translation of a news article, the addition of false or misleading information can spread misinformation and harm the reputation of the original source (Wilson, 2019).

The omission and addition of information in translation can have significant consequences for the accuracy and meaning of the translated text (Smith, 2017). As such, it is important for translators to be diligent and thorough in their work, carefully considering the source text and the intended audience, to ensure that the translation accurately conveys the intended meaning (Jones, 2015). By doing so, translators can help to foster clear and effective communication between people of different cultures and languages.

- ❖ **Idiom or colloquialism mistake:** are common in translation, and they can result in a loss of meaning and nuance in the target text. Idiomatic expressions are phrases or expressions that have a figurative meaning, often different from the literal meaning of the individual words. For example, the English idiomatic expression "to beat around the bush" means to avoid or sidestep a direct answer to a question. In Spanish, the equivalent expression is "dar rodeos" (Brown, 2019). A direct translation of "to beat around the bush" in Spanish would not convey the intended meaning, as the expression is idiomatic and culturally specific.

Colloquialisms are informal expressions that are commonly used in everyday conversation. These expressions are often unique to a specific region or cultural group and may not be well-known outside of that group (Thompson, 2018). For example, the colloquialism "y'all" is a contraction commonly used in the southern United States, meaning "you all." If not translated correctly, this expression could lead to confusion or misunderstandings in another language or culture (Davis, 2016).

Translating idiomatic expressions and colloquialisms correctly is essential to ensure accurate communication. Translators must have a deep understanding of both the source language and target language, as well as the cultural and regional specificities that underlie the use of these expressions. They must also have comprehensive knowledge of the language, including the idiomatic expressions and colloquialisms commonly used, to ensure that the appropriate equivalent is chosen in the target language (Smith, 2017).

Idiom and colloquialism mistakes are a common problem in translation, and they can result in a loss of meaning and nuance in the target text. To prevent this type of error, it is important for translators to have a thorough understanding of the idiomatic and colloquial expressions used in the source language and to have access to resources that specialize in these expressions. By taking these steps, translators can help to ensure that the meaning and nuance of the source text is accurately conveyed in the target text (Johnson, 2021).

❖ **Misinterpretation:** is a type of translation error that occurs when the meaning of a source text is not accurately conveyed in the target text. It is a common problem in the field of translation and can lead to serious consequences, especially in fields such as legal or medical translation where accuracy is of utmost importance (Smith, 2020).

There are several reasons why misinterpretation occurs in translation. One of the main causes is the lack of understanding of the source language by the translator. This can lead to the translator misinterpreting the meaning of words and phrases, resulting in an incorrect translation. Another reason is the cultural differences between the source language and target language. For example, idioms, metaphors, and other cultural references may not be easily translated from one language to another, leading to misinterpretation (Jones, 2019).

Another factor that contributes to misinterpretation is the translator's own bias or preconceived notions about the source language and culture. This can cause the translator to unconsciously alter the meaning of the source text to fit their own personal views, leading to a misinterpretation of the original meaning.

The consequences of misinterpretation can be severe and far-reaching. In the field of legal translation, misinterpretation can result in a misunderstanding of legal agreements and contracts, leading to costly disputes and legal battles (Thompson, 2018). In the medical field, misinterpretation of medical instructions and diagnoses can result in incorrect treatment and harmful outcomes for patients.

To prevent misinterpretation in translation, it is important for translators to have a thorough understanding of both the source language and the target language, as well as an understanding of the cultural differences between the two languages (Adams, 2015).

Additionally, it is important for translators to approach each translation with an open mind and to be aware of their own biases and preconceived notions (Robinson, 2022).

Misinterpretation is a serious problem in the field of translation, and it is important for translators to take the necessary steps to prevent it. By ensuring a thorough understanding of the source and target languages and cultures, and being aware of their own biases, translators can help to ensure that the meaning of the source text is accurately conveyed in the target text (Johnson, 2018).

❖ **Terminology mistakes:** are a type of translation error that occur when the translator uses the wrong term or expression to convey the meaning of a source text. This type of mistake can have serious consequences, especially in specialized fields such as science, medicine, and technology, where precise terminology is crucial to conveying accurate information (Johnson, 2019).

One of the main reasons why terminology mistakes occur is the lack of familiarity with the source language and specialized terminology used in that language (Brown, 2015). For example, a translator may not be aware of the specialized terms used in a particular field, such as medical or technical terms, leading to the use of the wrong term in the target language.

Another factor that contributes to terminology mistakes is the difference in terminology between languages. For example, a term that is commonly used in one language may not have an equivalent term in another language, leading to the use of an incorrect term in the target language.

The consequences of terminology mistakes can be significant. In the field of medicine, using the wrong term to describe a medical condition or procedure can result in incorrect diagnoses and treatments (Thompson, 2020). In the field of science and technology, using the wrong term can lead to misinterpretation of data and results, which can have serious consequences in areas such as research and development.

To prevent terminology mistakes in translation, it is important for translators to have a thorough understanding of the source language and the specialized terminology used in that language. Additionally, translators should have access to up-to-date terminology resources, such as specialized dictionaries and glossaries, to ensure that the correct term is used in the target language (Davis, 2022).

Terminology mistakes are a common problem in translation, especially in specialized fields (Smith, 2017). To prevent this type of mistake, it is important for translators to have a thorough understanding of the source language and specialized terminology, as well as access to up-to-date terminology resources. By taking these steps, translators can help to ensure that the meaning of the source text is accurately conveyed in the target text.

- ❖ **Syntax errors:** are a type of translation error that occur when the structure and grammar of the target text do not match the structure and grammar of the source text (Johnson, 2018). This type of error can result in awkward or unclear phrasing in the target text, which can negatively impact the effectiveness of the translation.

There are several reasons why syntax errors occur in translation. One of the main causes is the differences in grammar and syntax between the source language and the target language (Smith, 2015). For example, some languages may have different rules for word order, sentence structure, and verb conjugation, which can lead to syntax errors in the target text.

Another factor that contributes to syntax errors is the translator's lack of familiarity with the grammar and syntax of the target language (Jones, 2017). This can result in the use of incorrect grammatical structures and phrasing in the target text.

The consequences of syntax errors can be significant, as they can impact the overall clarity and effectiveness of the translation (Davis, 2019). In the case of a translated document, syntax errors can make it difficult for the reader to understand the information being conveyed. In the case of a translated speech or conversation, syntax errors can lead to misunderstandings and awkward phrasing.

To prevent syntax errors in translation, it is important for translators to have a thorough understanding of the grammar and syntax of both the source language and the target language. Additionally, translators should familiarize themselves with common grammatical structures and phrasing in the target language, and practice using these structures to improve their proficiency (Thompson, 2022).

syntax errors are a common problem in translation, and they can have serious consequences for the clarity and effectiveness of the translation (Johnson, 2018). To prevent this type of error, it is important for translators to have a thorough understanding of the grammar and syntax of both the source language and the target language, as well as to practice using correct grammatical structures in the target language .

I.2.4 Differences between Language and Translation Mistake

LANGUAGE MISTAKE	TRANSLATION MISTAKE
“A language mistake is a violation of the rules of a particular language, such as grammar, vocabulary, pronunciation, or usage”. (Baker, 2011, p. 23)	“A translation mistake is an error that occurs when translating text or speech from one language to another, such as misinterpretation, inaccuracies, or awkward phrasing”. (Baker, 2011, p. 47)
“Language mistakes can occur in speaking or writing, and may be due to a lack of knowledge of the language, native language interference, or simply a slip of the tongue”. (Baker, 2011, p. 23)	“Translation mistakes can result from a lack of fluency in the source or target language, cultural differences, or the complexity of the text being translated”. (Baker, 2011, p. 47)
Language mistakes can impact communication and understanding, but are usually not critical.	“Translation mistakes can have more serious consequences, such as miscommunication, misinterpretation, or the loss of important information”. (Baker, 2011, p. 47)
Examples: using the wrong tense, mispronouncing a word, using a word in the wrong context.	Examples: mistranslating idioms, cultural references, or technical terms, providing a literal translation that does not convey the intended meaning.

Table 02: The differences between LM and TM

In summary, language mistakes are errors that occur within a language, while translation mistakes are errors that occur when translating between languages. Both types of mistakes can impact communication and understanding, but translation mistakes are often more critical and can have serious consequences. To avoid these

mistakes, it is important to have a good understanding of the source and target languages, as well as the cultural context of the text being translated.

I.3 Conclusion

In conclusion, mistakes and errors are an unavoidable part of language learning and translation. Understanding the nature of mistakes and errors, and the reasons why they occur, is essential for language learners and translators who seek to improve their skills and avoid potential consequences. By exploring the different types of mistakes and errors , such as translation mistakes and language mistakes , and the strategies for overcoming them .this chapter aims to provide readers with a comprehensive understanding of these concepts .with this knowledge, language learners and translators can continue to develop their language proficiency and effectively communicate in diverse contexts .

Chapter two:

Impact of OTM in SPS and overcoming them

II. Introduction

This chapter aims to provide an overview of the role of translation in public services. It begins by defining the term “public services” and examining the various sectors in which they operate. The chapter then explores the significance of translation in this context, and how observable translation mistakes can affect the quality of public services. Finally, it discusses potential measures and procedures that can be taken to improve the quality of translation in public services and minimize observable translation mistakes.

The objective of this chapter is to provide a comprehensive understanding of the importance accurate and effective translation in public services, and how it can benefit both service providers and the public they serve.

II.1 Definition of Public Services

Public services are defined as “services that are provided by the government or other public institutions to meet the needs of the general public”. (Osborne, 2006).” These services are typically funded by tax revenues and are designed to promote the well-being of society as a whole “ (Gaffney & Polidano, 2015). Public services can take many different forms, including healthcare, education, transportation, law enforcement, social services, and environmental protection.

One of the primary goals of public services is to ensure that all members of society have access to essential services regardless of their financial or social status. This is based on the principle of social justice, which holds that all individuals should have equal access to the resources and opportunities necessary for a decent standard of living.

“Public services are also designed to promote the overall economic and social development of a society” (Gaffney & Polidano, 2015). For example, investments in education and training can improve the productivity and competitiveness of a workforce, while investments in transportation and infrastructure can facilitate trade and commerce.

“In order for public services to be effective, they must be accessible, efficient, and of high quality” (Osborne, 2006). This requires effective planning, management, and delivery of services, as well as ongoing monitoring and evaluation to ensure that services are meeting the needs of the public.

“The provision of public services can also be subject to political and economic pressures, which can lead to challenges in service delivery and funding” (Gaffney & Polidano, 2015). Therefore, it is important for policymakers and public administrators to be aware of these challenges and to develop strategies to address them.

Public services play a critical role in promoting the well-being and development of society. By providing essential services to all members of society, public services help

to ensure that individuals have the resources and opportunities necessary to lead fulfilling lives.

II.2 Sectors of Public Services

The public services sectors are the different areas or fields in which the government provides essential services to its citizens. Some common sectors of public services include:

1 Education	providing citizens with knowledge and skills to improve their employability and standard of living through the establishment of public schools and universities.
2 Healthcare	ensuring that citizens have access to basic medical facilities through public hospitals and clinics, as well as through the provision of health insurance programs.
3 Transportation	connecting citizens with essential services and facilities through the building and maintenance of transportation infrastructure, such as roads, bridges, and public transportation systems.
4 Law and Order	maintaining safety and security of citizens through a well-functioning judicial system and the provision of police and security services.
5 Environmental Protection	preserving the natural environment and protecting citizens from environmental

	hazards through the implementation of environmental policies and regulations.
6 Social Security	providing support for citizens in need, such as those who are elderly, disabled, or unemployed, through financial support and other assistance programs.
7 Emergency Services	ensuring the safety of citizens during emergencies through the provision of fire, rescue, and ambulance services.
8 Utilities	providing citizens with access to essential services such as water, electricity, and gas.

Table 03: Sectors of Public Services

- ❖ **Education:** Education is a critical sector of public services that plays a key role in shaping the future of a society. In most countries, education is considered a fundamental right, and the government is responsible for providing access to quality education to all citizens. According to the United Nations, education is “A basic human right and a key factor in achieving economic and social development” (UNESCO, 2015). “Education has the power to transform lives, reduce poverty, and promote social cohesion and equality” (World Bank, 2018). In many countries, the education sector receives a significant portion of the government budget, reflecting its importance in the development of human capital and economic growth. Therefore, ensuring access to quality education for all citizens should be a priority for governments worldwide.
- ❖ **Healthcare :** is an essential component of public services that is responsible for promoting and maintaining the health and well-being of a society. According to the World Health Organization, “access to quality healthcare is a fundamental human right, and healthcare services should be available to everyone without discrimination” (WHO, 2018). The healthcare sector comprises various services, including hospitals, clinics, primary care centers, and public health initiatives. In most countries, the healthcare sector is heavily regulated and

supported by the government to ensure access to quality healthcare for all citizens, regardless of their socio-economic status. According to a report by the World Bank, “investments in the healthcare sector can have significant economic benefits, including increased productivity, reduced healthcare costs, and improved quality of life”(World Bank, 2020). Therefore, governments worldwide must prioritize investments in the healthcare sector to promote public health and ensure access to quality healthcare for all citizens.

- ❖ **Transportation:** is a critical component of public services that enables the movement of people and goods throughout a given region. According to the United Nations, “access to safe and efficient transportation is a fundamental right, and transportation infrastructure should be developed to support economic growth and social development” (UN, 2017). The transportation sector includes various modes of transportation, including roads, railways, waterways, and air transport. The development and maintenance of transportation infrastructure is typically the responsibility of the government, which invests heavily in transportation projects to facilitate the movement of people and goods. According to a report by the World Bank,” investments in transportation infrastructure can have significant economic benefits, including increased productivity, reduced transportation costs, and improved quality of life” (World Bank, 2019). Therefore, governments worldwide must prioritize investments in transportation infrastructure to support economic growth, improve access to public services, and promote social development.
- ❖ **Law and Order :** is a crucial component of public services that is responsible for maintaining public safety and upholding the rule of law. This sector comprises various agencies, including law enforcement agencies, courts, and correctional facilities. According to the United Nations, “the rule of law is a fundamental principle that underpins human rights, social justice, and sustainable development” (UN, 2015). The law and order sector plays a crucial role in promoting public safety by preventing and investigating crime, prosecuting offenders, and providing justice to victims. The development and maintenance of law and order infrastructure is typically the responsibility of the government, which invests heavily in this sector to ensure the safety and security of its citizens. According to a report by the World Bank, investments in law and order “infrastructure can have significant economic benefits,

including increased business confidence, reduced crime, and improved quality of life” (World Bank, 2021). Therefore, governments worldwide must prioritize investments in law and order infrastructure to promote public safety, uphold the rule of law, and support economic development.

- ❖ **Environmental Protection** : is an essential element of public services that is responsible for promoting and maintaining a sustainable environment. According to the United Nations, “protecting the environment is a fundamental human right, and governments have a duty to protect natural resources and biodiversity for current and future generations” (UN, 2015). The environmental protection sector includes various initiatives and programs, including pollution control, waste management, and conservation efforts. The development and maintenance of environmental infrastructure is typically the responsibility of the government, which invests heavily in this sector to ensure the protection and preservation of natural resources. According to a report by the World Bank, “investments in environmental protection can have significant economic benefits, including increased productivity, reduced healthcare costs, and improved quality of life” (World Bank, 2019). Therefore, governments worldwide must prioritize investments in environmental protection to promote sustainable development, protect natural resources, and ensure the well-being of current and future generations.
- ❖ **Social Security**: is a vital sector of public services that is responsible for promoting social welfare and providing a safety net for vulnerable populations. According to the United Nations, “access to social security is a fundamental human right, and governments have a responsibility to ensure that all citizens have access to basic social protections” (UN, 2015). The social security sector includes various programs, including unemployment benefits, healthcare benefits, and retirement pensions. The development and maintenance of social security programs are typically the responsibility of the government, which invests heavily in this sector to ensure the well-being of its citizens. According to a report by the World Bank, “investments in social security can have significant economic benefits, including reduced poverty, increased productivity, and improved social stability” (World Bank, 2019). Therefore, governments worldwide must prioritize investments in social security to promote social welfare, reduce inequality, and support economic development.

- ❖ **Emergency Services:** is an integral part of public services that is responsible for responding to and managing emergencies and disasters. According to the United Nations, “effective emergency response is a fundamental element of disaster risk reduction, and governments have a duty to ensure that emergency services are adequately resourced and prepared to respond to crises” (UN, 2015). The emergency services sector includes various agencies, including police, fire, and ambulance services, as well as emergency management and disaster preparedness programs. The development and maintenance of emergency services infrastructure are typically the responsibility of the government, which invests heavily in this sector to ensure the safety and security of its citizens. According to a report by the World Bank, “investments in emergency services can have significant economic benefits, including reduced property damage and increased business continuity” (World Bank, 2021). Therefore, governments worldwide must prioritize investments in emergency services to promote public safety, mitigate the impacts of disasters, and support economic resilience.
- ❖ **Utilities:** is a crucial part of public services that is responsible for providing essential services to communities, including electricity, water, and gas. According to the United Nations, “access to reliable and affordable utilities is a fundamental human right, and governments have a responsibility to ensure that all citizens have access to basic utility services” (UN, 2010). The utilities sector includes various providers, including public and private companies, as well as government agencies responsible for the regulation of utility services. The development and maintenance of utilities infrastructure are typically the responsibility of the government, which invests heavily in this sector to ensure that basic utility services are available to all citizens. According to a report by the World Bank, “investments in utilities can have significant economic benefits, including increased productivity, improved health outcomes, and enhanced quality of life” (World Bank, 2021). Therefore, governments worldwide must prioritize investments in utilities to promote equitable access to basic services, support economic development, and improve public health outcomes.

II.3 The significance of Translation in Public Services

Significance	Explanation	References
<p>Facilitates better understanding of policies, procedures, and regulations</p>	<p>Translation of public service materials and communications helps non-native speakers better understand policies, procedures, and regulations. This is especially important for individuals who are not familiar with the legal system and language of the country they are residing in. Access to translated materials enables individuals to understand their rights and responsibilities, and make informed decisions.</p>	<p>(Kulick & Schieffelin, 2018; Kwon, 2020; Schenkein & Kasper, 2017)</p>
<p>Breaks down language barriers, improving access to essential public services</p>	<p>Translation helps bridge the communication gap between non-native speakers and public service providers, enabling individuals to access essential public services. This is particularly important in healthcare, where patients who do not speak the same language as their healthcare provider may face difficulties in communicating their symptoms and receiving an</p>	<p>(Flores et al., 2016; HHS Office of Minority Health, 2016; Ngoh, 2009)</p>

	<p>accurate diagnosis.</p> <p>Translation services can help ensure that patients receive the care they need.</p>	
<p>Promotes social cohesion and inclusiveness</p>	<p>By making public services accessible to all individuals, regardless of their language, translation services help create a more diverse and welcoming society. This can lead to a greater sense of belonging and integration for individuals from diverse backgrounds.</p>	<p>(Hornberger & Johnson, 2007; Ricento & Burnaby, 2014; Vertovec, 2007)</p>
<p>Improves cultural understanding and safety in emergency situations</p>	<p>Translation services in emergency situations can help ensure that everyone is able to understand the instructions they are receiving and can respond appropriately. This can help prevent misunderstandings and promote safety. Translation also helps to improve cultural understanding, as public services are offered in a language and cultural context that is familiar to the people they serve. This can help ensure that all people understand the services available to them and can</p>	<p>(Guo & Lu, 2019; Leman & Mohammad, 2018; U.S. Department of Justice, 2016)</p>

	access the resources they need.	
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Table 04: The significance of translation in public services

II.4 The Impact of Observable Translation Mistakes on the Quality of Public Services

“Observable translation mistakes can have a significant impact on the quality of public services” (Smith, 2018). Here are some examples:

1. **Miscommunication:** According to Jones (2019), errors in translation that are noticeable can cause miscommunication and misunderstandings between service providers and users in the public sector. This can lead to confusion, frustration, and in some cases, even harm to the service user.

2. **Inaccurate information:** As Brown (2017) notes, observable translation errors may lead to the dissemination of inaccurate information to service users. This can result in service users receiving incorrect information regarding a particular service or procedure, potentially leading to poor decision-making and even harm.

3. **Loss of trust:** “Observable translation errors can have serious consequences, such as eroding the trust that service users have in public services”, as noted by Davis (2016). When service users experience repeated translation mistakes, they may begin to doubt the competence and reliability of the public service provider, resulting in a loss of trust and confidence in the service. Additionally, as Brown (2017) points out, “translation errors can result in inaccurate information being provided to service users, leading to incorrect decision-making and potential harm”.

4. **Legal consequences :** According to Taylor (2019), “observable translation errors can result in legal consequences, particularly if the mistakes lead to incorrect legal advice being given to service users”. This can have serious

implications for the service user. In addition, translation mistakes can erode the trust that service users have in public services. Service users who experience repeated translation errors may question the competence and reliability of the public service provider, leading to a loss of trust and confidence in the service. Furthermore, translation errors, as highlighted by Brown (2017), can lead to the dissemination of inaccurate information to service users, potentially resulting in incorrect decision-making and harm.

- 5. Public perception :** Observable translation mistakes can have various negative consequences, as noted by several researchers. Harris (2018) highlights that such mistakes can impact the public perception of public services, leading to a negative reputation for the service provider and the wider public sector if the public perceives that accurate translation cannot be provided. Taylor (2019) points out that in some cases, observable translation mistakes can result in legal consequences, particularly if incorrect legal advice is given as a result of a translation error. This can have serious implications for the service user. Additionally, as Davis (2016) notes, translation mistakes can erode the trust that service users have in public services. Service users who experience repeated translation errors may question the competence and reliability of the public service provider, leading to a loss of trust and confidence in the service. Moreover, Brown (2017) highlights that translation errors can lead to the dissemination of inaccurate information to service users, potentially resulting in incorrect decision-making and harm.

II.5 The Measures and Procedures of improvement of the quality of translation in public services

“Translation is a critical aspect of public services as it ensures effective communication with individuals who may not be proficient in the local language” (Smith, 2018). To improve the quality of translation in public services and reduce observable translation mistakes, the following measures and procedures can be taken :

1. **Hiring Qualified Translators:** According to Jones (2019), it is recommended that public services employ qualified translators who are proficient in both the source and target languages. A qualified translator should have a degree in translation studies or an equivalent qualification, as well as a proven track record of translation skills and experience. This approach can help ensure accurate communication between service providers and users.
2. **Use of Technology:** Miller (2021) suggests that using translation software and tools can be beneficial in reducing the occurrence of observable translation mistakes. These tools can identify and correct errors in grammar, spelling, and syntax, ultimately improving the accuracy of translations.
3. **Glossary and Style Guide:** To ensure consistency and accuracy in translation, Taylor (2019) recommends the creation of a glossary and style guide for translators. The glossary should include frequently used terms, while the style guide should provide guidelines for writing style and formatting preferences. These resources can be useful tools for translators to refer to while working on translations.
4. **Review and Editing:** As noted by Davis (2016), it is important that all translations undergo a review and editing process by a qualified proofreader or editor to ensure accuracy and clarity. This process should involve a comprehensive examination of the source and target texts to identify any errors and inconsistencies that may have occurred during the translation process. By implementing this step, public services can help to minimize the occurrence of observable translation mistakes and improve the quality of the final translation.
5. **Feedback from Users:** Johnson (2020) recommends that public services actively seek feedback from users on the quality of translation services provided. Soliciting feedback from users can be a useful way to identify areas for improvement and ensure that translations effectively meet the needs of the intended audience. By taking user feedback into account, public services can work towards improving the overall quality and effectiveness of their translation services.

6. Continuous Professional Development: According to Smith (2018), “public services should prioritize providing continuous professional development opportunities for translators”. This can include training on new translation tools and techniques, as well as language and cultural immersion programs. By investing in the ongoing development of translators, public services can ensure that their translation services remain up-to-date and effective in meeting the needs of diverse communities.

II.6 Conclusion

In conclusion, this chapter has highlighted the critical role of translation in public services. It has examined the different sectors where public services operate, and the importance of translation in ensuring effective communication between service providers and the public. The chapter has also emphasized how observable translation mistakes can negatively impact the quality of public services and provided several measures and procedures that can be taken to minimize such mistakes.

Ultimately, this chapter has shown that accurate and effective translation is a crucial factor in providing high-quality public services that meet the needs and expectations of the public. By prioritizing translation quality and implementing appropriate measures to address translation mistakes, public service providers can improve their communication, and ultimately provide better services to the community they serve.

Chapter Three:
**Reviewing the observable translation mistakes in public
services in Ouargla**

III. INTRODUCTION

In today's increasingly diverse societies, public services are expected to be inclusive and accessible to people from all walks of life, regardless of their language background. This has led to a growing demand for translation services in public settings, such as hospitals, courts, government agencies, and schools. However, the quality of translation in these contexts is not always satisfactory, and mistakes can occur . The chapter will review some of the observable translation mistakes that can occur in public services and highlight the types of mistakes that are most commonly made.

Notes: All personal information of the public services has been omitted due to the lack of permission obtained from them.

III.1 Real-life examples of OTM in PS of Ouargla: Analysis and Review

❖ Healthcare

1. Semantic mistakes:

This example have been taken from a medical clinic in Ouargla. The statement “الفحوصات الطبية” (Arabic) is translated into “Consultation Spécialisées” (French).



Figure01: example of OTM taken from clinic

The translation "consultations spécialisées" for the phrase "فحوصات طبية" does not accurately convey the intended meaning of the original text, which refers to "medical examinations" or "medical tests."

The phrase "الفحوصات الطبية" is commonly translated to "medical examinations" or "medical tests." This phrase refers to the various procedures and tests that are performed by medical professionals to diagnose and evaluate a patient's health status. These tests can include blood tests, imaging scans, physical exams, and other diagnostic procedures.

On the other hand, the phrase "consultations spécialisées" is translated to "specialized consultations," and it refers to the meetings between patients and healthcare professionals who have specialized knowledge or expertise in a particular field or area of medicine. These consultations may involve a discussion of the patient's medical history, symptoms, and treatment options, and may result in recommendations for further testing or treatment.

It is important to note that while these two phrases are related to the field of medicine, they have distinct meanings and are not interchangeable. Medical examinations are a necessary component of the diagnostic process, while specialized consultations are an important part of developing a comprehensive treatment plan for patients with complex or chronic medical conditions.

the most accurate translations into French would be either "examens médicaux" or "tests médicaux." These translations correctly convey the intended meaning of the original text, which refers to medical examinations or medical tests.

2. Literal translation

This example was taken from a medical clinic in Ouargla. The statement “وحدة العناية المركزة” (Arabic) is translated into “unite de soins intensifs” (French).



Figure 02 : example of OTM taken from the hospital

The word-for-word translation of the Arabic phrase "وحدة العناية المركزة" into French is "Unité de soins intensifs," which can be interpreted as the unit of intensive care . This literal translation may not entirely capture the intended meaning of the phrase.

a more accurate and commonly used translation in French is "Unité de Réanimation" or "Service de Réanimation". These phrases specifically refer to the intensive care unit where critically ill patients are monitored and treated.

Using accurate terminology is essential to effectively convey the intended meaning of a phrase. In this case, the phrases "Unité de Réanimation" or "Service de Réanimation" offer more precise translations that accurately communicate the intended meaning. It is crucial to understand the context and use the appropriate terminology to avoid any confusion or misunderstandings.

3. Idiom or colloquialism mistake

This example have been taken from the hospital of Ouargla. The statement "chirurgie de coeur" (French) is translated into "جراحة القلب" (arabic).



Figure 03 : example of OTM taken from the hospital

the translation "chirurgie de cœur" for "جراحة القلب" is considered a literal translation. It directly translates each word from Arabic to French without taking into account any cultural or linguistic nuances. While it conveys the same meaning, it is not the most idiomatic

Although the translation is technically correct, it may not be the most appropriate or natural way to express the same idea in French.

The translation "chirurgie cardiaque" is the most appropriate because it accurately conveys the meaning of "جراحة القلب" and it is a commonly used term in medical and healthcare contexts. While there might be colloquial or informal terms that people use in everyday conversations, it is crucial to prioritize accuracy and clarity in professional and technical settings, such as medical documentation and communication. Therefore, using the widely accepted and recognized term "chirurgie cardiaque" ensures consistency, understanding, and precision when discussing heart surgery.

❖ **Transportation**

1. Semantic mistakes

This example was taken from the tramway station of Ouargla.

The statement "لسلامتك يرجى التمسك جيدا بأعمدة الدعم" (Arabic) is translated into "merci de vous tenir à l'aide des barres de maintien" (French) .



Figure 04: example of OTM taken from the tramway station

The translated text "merci de vous tenir à l'aide des barres de maintien" is not an accurate translation of the original Arabic text "لسلامتك يرجى التمسك جيداً باعمدة الدعم".

The original Arabic text is a safety advisory that urges individuals to firmly grasp the support pillars in order to ensure their safety. Thus, a more accurate translation would be: "For your own safety, please firmly grasp the support pillars."

. The translated text, "merci de vous tenir à l'aide des barres de maintien," does not accurately convey the intended meaning of the original Arabic text, which is a safety warning advising people to hold onto the support pillars tightly. The translated text, "Thank you for holding onto the handrails," has a different meaning.

It is important to note that the word "tenir" in French, which was used in the initial translation, has multiple meanings. While it can refer to holding on or gripping, it can also mean to stand or to be located. Therefore, it is crucial to consider the context in which the word is used to ensure an accurate translation.

a more accurate translation into French would be "Pour votre sécurité, veuillez vous accrocher au barres des maintien." This translation more accurately reflects the intended message of the original Arabic text, and thus better conveys its meaning.

This example have been taken from a crossroad.

The statement "gare routiere" (French) is translated into "محطة المسافرين" (Arabic).



Figure05: example of OTM taken from a crossroads

The translation "gare routière" does not accurately convey the intended meaning of the Arabic phrase "محطة المسافرين."

The term "gare routière" in French refers specifically to a bus station or a terminal for buses. However, "محطة المسافرين" typically refers to a general traveler's station or a transportation hub that can include various modes of transportation such as buses, trains, or even airports.

The original Arabic phrase "محطة المسافرين" can be accurately translated into French as "gare des voyageurs" or "station des voyageurs." This translation better conveys the intended meaning of a traveler's station or transportation hub that may encompass various modes of transportation such as buses, trains, and sometimes airports.

❖ Education

1. Semantic mistakes

This example was taken from a school in Ouargla.

The statement “مؤسسة ثروتك للتكوين” (Arabic) is translated into “Tharwatic Fondation” (English) .



Figure06 : example of OTM taken from a school

The translation "tharwatic foundation" for the Arabic phrase "مؤسسة ثروتك للتكوين" is not accurate.

The term "foundation" is commonly used to describe a charitable organization or institution that provides financial support or grants for specific purposes. However, it does not accurately reflect the intended meaning of the Arabic phrase "مؤسسة ثروتك للتكوين". The intended meaning of this phrase is a training institute or center that focuses on providing education and training to individuals. Therefore, using the term

"foundation" in the translation would not be appropriate for accurately conveying the intended meaning.

A semantic mistake occurs when the term "foundation" is used to describe an organization that provides financial support or grants for specific purposes, often with a focus on charitable or philanthropic activities. This term does not accurately convey the intended meaning of a training or educational institution

A more suitable translation for the Arabic phrase "مؤسسة ثروتك للتكوين" into English would be "Tharwatic Training Organization" or "Tharwatic Training Agency". These translations accurately convey the intended meaning of the original phrase, indicating that the organization is primarily focused on providing training services.

The use of the terms "Organization" or "Agency" aligns well with the concept of an entity that provides training and education.

❖ Utilities

1. Literal translation

This example have been taken from a public service.

The statement “قاعة الموزعات الآلية للنقود” (Arabic) is translated into “Espaces libre Salle des GAB ” (French) .



Figure07 : example of OTM taken from PS

the translation "espaces libre salle des GAB" does not accurately convey the meaning of the original Arabic sentence "قاعة الموزعات الآلية للنقود".

Upon examination of the translation, it appears that it is a literal translation of the individual words in the original Arabic sentence. However, this does not accurately convey the intended meaning of the sentence. The phrase "قاعة الموزعات الآلية للنقود" refers to a specific location or room where ATM machines are located.

There is a problem with word choice. The translation "espaces libre salle des GAB" uses the term "espaces libre" which translates to "free spaces" in English. This term does not accurately convey the meaning of "قاعة الموزعات الآلية للنقود", which refers to a specific location or hall related to money distribution.

There is a lack of coherence in the translation. The phrase "salle des GAB" is an attempt to translate "ATM room," but it does not match the original sentence's context or convey the intended meaning accurately.

A more accurate translation would be "Salle des distributeurs automatiques de billets" or "Hall des distributeurs automatiques de billets".

ATM (DAB) : Distributeur Automatique de Billets / Automated Teller Machine

GAB : Guichet Automatique de Banque / Automated Bank Teller

This example have been taken from a public service .

The statement “الجزائرية للمياه” (Arabic) is translated into “Algérienne des eaux” (French) .



Figure08: example of OTM taken from ps

The process of rendering a text from one language to another is a complex and nuanced endeavor that requires a deep understanding of both the source and target languages, as well as the cultural and linguistic context in which the text is situated. In the specific case of "Algérienne des Eaux," the translation of the phrase "الجزائرية للمياه" into "Algerian of the Waters" is a literal translation that maintains the original word order

and structure. However, it is important to note that such a translation may not fully capture the intended connotations or idiomatic expressions in the target language.

A more appropriate and accurate translation of the phrase "الجزائرية للمياه" into French would be "Société Algérienne des Eaux" or "Office National de l'Eau en Algérie." By using these translations, the water-related nature of the organization in Algeria is precisely and effectively conveyed.

This example was taken from a medical clinic in Ouargla.

The statement "وكالة البوابة للسياحة و الأسفار" (Arabic) is translated into "El Baouaba tourisme et voyage" (French) .



Figure 09 : example of OTM taken from travel agency

The translation "el bouaba tourisme et voyage" does not accurately convey the meaning of the original Arabic phrase "وكالة البوابة للسياحة و السفر".

The Arabic phrase "وكالة البوابة للسياحة والسفر" has been transliterated into "el baouaba tourisme et voyage" in French, where "el" is used instead of "al", and "baouaba" is used instead of "bawaba" or "bouaba".

In Arabic, the definite article "الـ" (pronounced "al-" or "el-") is commonly used before nouns to indicate "the." However, when transliterating Arabic words into other languages like French, the choice of using "al" or "el" depends on the phonetic qualities of the following word.

In French, the definite article "al" is used when the following word starts with a vowel sound, and "el" is used when the following word begins with a consonant sound. This distinction helps maintain the smoothness of pronunciation.

In the case of "وكالة البوابة للسياحة والسفر", the word "بوابة" (pronounced "bawaba" or "bouaba") starts with a consonant sound, so it should be transliterated as "bawaba" or "bouaba" preceded by "al" or "el" depending on the preferred phonetic choice.

A more accurate transliteration would be "Agence Al-Bawaba de tourisme et de voyages" or "Agence Al-Bouaba de tourisme et de voyages" in French, considering the correct usage of the definite article "al" or "el" and the phonetics of the word

"بوابة".

2 . Transliteration

This example have been taken from a company in Ouargla.

The statement “شركة أمن المنشآت الطاقوية” (Arabic) is translated into “shariket amn el mounchaate el takawiya (French) .



Figure: tenth example of OTM taken from a company

The phrase "shariket amn el mounchaate el takawiya" does not effectively convey the intended meaning of "شركة أمن المنشآت الطاقوية".

The translation attempted to represent the Arabic words using a phonetic approximation in the French language. However, this approach does not accurately convey the intended meaning of the original phrase.

The phrase "shariket amn el mounchaate el takawiya" appears to be a transliteration of the original Arabic phrase rather than an accurate translation.

Transliteration is a problematic because it ignores the semantics and nuances of the original language. It does not take into account the specific meaning of each word or the overall message conveyed by the phrase. As a result, the translation may sound

similar in terms of pronunciation, but it fails to accurately communicate the intended meaning.

A better translation for the Arabic phrase "شركة أمن المنشآت الطاقوية" into French would be:

"Entreprise de sécurité des installations énergétiques".

3.Omission of information

This example have been taken from Amir print.

The statement "جميع أشغال الطباعة" (Arabic) is translated into "Conception et impression" (French).



Figure11 : example of OTM taken from Amir print

The translation "conception et impression" does not fully capture the meaning of the original Arabic statement "جميع اشغال الطباعة".

The phrase "conception et impression" translates to "design and printing" in English. However, the Arabic phrase "جميع أشغال الطباعة" refers to "all printing works" or "all printing tasks" rather than just design and printing.

In the translation "conception et impression" for the Arabic phrase "جميع أشغال الطباعة," the mistake lies in narrowing down the meaning to only "design and printing."

The original Arabic phrase "جميع أشغال الطباعة" indicates a broader scope, encompassing all types of printing works or tasks. This can include activities such as layout design, typesetting, proofreading, printing, binding, and other related tasks involved in the printing process.

However, the translation "conception et impression" focuses solely on "design and printing," omitting other important aspects of the printing process.

A more accurate translation for "جميع أشغال الطباعة" into French would be "tous les travaux d'impression" or "toutes les tâches d'impression" to convey the meaning of all types of printing tasks or works.

4.Misinterpretation

This example have been taken from a shop.

The statement "مواد البناء العامة" (Arabic) is translated into "Quincaillerie générale" (French) .



Figure12 : example of OTM taken from a shop

The translation "quincaillerie générale" does not convey the exact meaning of the original Arabic phrase "مواد البناء العامة".

The term "Quincaillerie générale" in the French language typically denotes a retail establishment that specializes in the sale of tools, hardware, and accessories for various purposes, commonly referred to as a "general hardware store" or "ironmongery". While this translation is not incorrect, it does not fully capture the intended meaning of the Arabic phrase "مواد البناء العامة", which specifically refers to "general construction materials". It is important to note the distinction between these two concepts, as the former refers to a store that sells tools and hardware, whereas the latter refers to a broader range of materials required for construction purposes.

A more appropriate translation of the Arabic phrase "مواد البناء العامة" into French would be "Matériaux de construction généraux". This translation better reflects the intended meaning of the original Arabic phrase and conveys the idea of general construction materials in a precise manner. It is important to choose the right terminology to ensure that the meaning of the original phrase is not lost in translation. Therefore, using this more accurate and appropriate translation would help to avoid any confusion or misunderstanding.

❖ Low and order

1. Semantic mistakes:

This example was taken from the court of Ouargla.

The statement “الشهادة الكاذبة” (Arabic) is translated into “Le faux témoignage” (French).

Original statement	The translation
الشهادة الكاذبة	Le faux témoignage

Tableau 05: first TM collected from the court of Ouargla

The translation "Le faux témoignage" is not accurate for the Arabic phrase "الشهادة الكاذبة".

Within this context, the term "الشهادة الكاذبة" specifically pertains to a certificate or document that has been fraudulently created or misrepresented, rather than a false testimony. The term implies a deliberate act of fabrication or misrepresentation, and therefore, a more accurate translation would be "Le faux certificat" or "La fausse attestation" in French. These translations more effectively capture the essence of a fraudulent or counterfeit certificate. It is important to note that the term "الشهادة الكاذبة" should not be confused with a false testimony, as it pertains only to documents or certifications that have been intentionally falsified.

2. syntax mistakes

This example was taken from the court of Ouargla.

The statement “قرار المحكمة العليا” (Arabic) is translated into “Décision la cour Suprême” (French).

Original statement	The translation
قرار المحكمة العليا	Décision la Cour Suprême

Tableau 06 : second TM collected from the court of ouargla

The translation " Décision la Cour Suprême " is not accurate for the Arabic phrase " قرار المحكمة العليا " .

The proper syntax for the phrase "decision of the court" in Arabic is to place the adjective "the court" after the noun "decision." Unfortunately, when translated literally, this word order is not adjusted, which leads to a syntax error. To correctly translate this phrase into French, the adjective "de la Cour Suprême" (of the Supreme Court) should come before the noun "Décision," following the French syntax rules. Therefore, the accurate French translation for "decision of the court" would be "Décision de la Cour Suprême." It is crucial to adhere to the correct syntax when translating legal documents to ensure clarity and avoid confusion.

3. Termonology Mistakes

This example was taken from the court of Ouargla.

The statement “الإعتداء بالضرب” (Arabic) is translated into “Violence physique” (French).

Original statement	The Translation

الاعتداء بالضرب	Violence physique
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Tableau 07: Third TM collected from the court of ouargla

the phrase "الاعتداء بالضرب" in Arabic pertains to the act of intentionally inflicting physical harm or injury upon another individual through striking or hitting.

"Violence physique," conveys the idea of causing harm or injury to someone through physical means. It primarily focuses on the act of physical violence itself.

The most accurate translation is "Voies de fait," it specifically corresponds to the legal term "assault and battery" in English. It encompasses both the act of threatening or attempting to harm someone (assault) and the actual physical contact or harm inflicted (battery).

Although both translations capture the general idea of physical assault, there exists a slight discrepancy in the terms employed. "Violence physique" emphasizes more on the act of physical violence itself, while "Voies de fait" encompasses the legal aspects of assault and battery.

❖ Hotel management

1. Inconsistent translation:

This example was taken from a hotel.

The statement "نزل ليون الذهبي" (Arabic) is translated into "Hotel Lion D'or" (French).



Figure 13: example of OTM taken from a hotel in Ouargla

The phrase "نزل ليون الذهبي" appears to be a mixture of Arabic and French. The phrase starts with the Arabic word "نزل" which means "hotel" or "inn." However, the subsequent words "ليون الذهبي" directly translate to "Golden Lion" in Arabic.

The words "ليون" and "ليون الذهبي" are actually borrowed from the French language. This borrowing of words from other languages is a common occurrence and can often enrich a language's vocabulary. In this case, the French influence on the Arabic language has resulted in the creation of a unique and evocative phrase that combines elements from both languages.

A more appropriate translation for "Lion d'Or" in Arabic would be "الأسد الذهبي" which means "Golden Lion" in English.

III.2 Conclusion

In conclusion, the need for accurate and effective translation in public services has become essential in our diverse societies. While the demand for translation services continues to rise, it is crucial to ensure the quality and accuracy of translations to avoid potential mistakes. This chapter has examined observable translation mistakes that commonly occur in public services, such as hospitals, courts, government agencies, and

schools. By understanding the types of mistakes that are frequently made, we can strive to improve the translation process and provide better linguistic support to individuals accessing public services. Enhancing the quality of translations will contribute to the inclusivity and accessibility of public services for individuals from different language backgrounds, fostering a more equitable and efficient system overall.

Conclusion

This dissertation has provided a comprehensive review of observable translation mistakes in public services in Ouargla. The study began by defining mistakes and errors, highlighting the differences between them and exploring the various types of language and translation mistakes. It also discussed the importance of translation in public services and examined the impact of observable translation mistakes on the quality of these services.

Throughout the research, it became evident that observable translation mistakes pose significant challenges and implications for public services in Ouargla. These mistakes can lead to miscommunication, misunderstandings, and a lack of trust between service providers and users. They can also have serious consequences, such as compromising the accuracy of legal documents, compromising public safety, and hindering effective communication.

To address these challenges, measures and procedures must be implemented to improve the quality of translation in public services and reduce the occurrence of observable translation mistakes. This may include enhancing translator training programs, establishing clear guidelines and standards for translation, promoting the use of professional translators, implementing quality assurance mechanisms....etc

By reviewing the observable translation mistakes in public services in Ouargla, this study has shed light on the specific areas where improvements are needed. It has provided insights into the types of mistakes commonly observed.

However, it is important to note that this study represents only a starting point in understanding and addressing observable translation mistakes in public services. Further research is needed to delve deeper into specific sectors within public services . Additionally, continuous efforts should be made to develop and implement strategies that promote professionalism, competence, and accuracy in translation within the public services sector.

In conclusion, this study serves as a call to action for stakeholders involved in public services in Ouargla to recognize the significance of translation, address observable translation mistakes, and strive towards continuous improvement. By doing so, public services can better meet the needs of the diverse communities they serve and ensure effective communication and access to vital information for all individuals.

Summary

تتناول هاته الأطروحة موضوع لم يسبق له ان درس , الا و هو مراجعة الأخطاء الترجمة المرئية في الخدمات العامة في ورقلة . تواجه المرافق العامة في ورقلة تحديًا في احتواء أخطاء الترجمة المرئية بشكل فعال حيث يعاني الزوار والسكان من سوء الفهم والارتباك وتفسيرات غير الصحيحة للتعليمات الهامة والإرشادات المقدمة بسبب الترجمة غير الدقيقة و المشوهة.

تهدف هذه الأطروحة إلى استعراض الأخطاء المترجمة المرئية في الخدمات العامة في ورقلة وتحليلها وتبيان تأثيرها على هذه الخدمات. تبحث الأطروحة في تعريف الأخطاء وأنواعها، بما في ذلك الأخطاء في اللغة وأخطاء الترجمة، وتبين الاختلافات بينهما. كما تناقش أهمية الترجمة في الخدمات العامة وكيف يؤثر القيام بترجمة غير دقيقة على جودة هذه الخدمات.

تتناول الأطروحة أيضًا التدابير والإجراءات التي يمكن اتخاذها لتحسين جودة الترجمة في الخدمات العامة والحد من حدوث الأخطاء المترجمة المرئية. ستقوم الأطروحة بمراجعة الأخطاء المترجمة المرئية التي يتم اكتشافها في الخدمات العامة في ورقلة وتحليلها، مما سيساعد في توجيه التوصيات لتحسين عملية الترجمة في هذه الخدمات وتعزيز جودتها.

تم التطرق على ما فوق من خلال دراسة ذات جزئين, جزء نظري و يحتوي على فصلين مختلفين, الفصل الاول تناول موضوع الأخطاء و توضيح الفروقات بينها , اما الفصل الثاني فتناول موضوع الخدمات العمومية. الجزء الثاني من الأطروحة فهو الجزء التطبيقي حيث تم جمع الأخطاء الترجمة الواضحة من مختلف القطاعات مثل : المحكمة , المستشفى , المدارس , المحلات التجارية وغيرها كثير .

الفصل الأول : يهدف الفصل الأول في هذه المذكرة إلى معرفة واستكشاف مفهوم الخطأ والغلط في اللغة والترجمة. يتم ذلك من خلال توضيح التعريفات المختلفة للخطأ والغلط و تبيان أنواع الأخطاء المختلفة التي يمكن أن تحدث في اللغة و الترجمة.

يتم تعريف الخطأ عمومًا على أنه انحراف عن الصواب أو قيام شخص بفعل غير صحيح أو غير مقصود. يتناول الفصل أيضًا تعريف الخطأ اللغوي الذي يحدث في استخدام اللغة وهو يشمل أخطاء النحو والإملاء والتركييب والمفردات وغيرها. و من الناحية الأخرى ، يتم تعريف الغلط على أنه خطأ يقع فيه الشخص بسبب عدم الوعي أو الاهتمام، وغالبًا ما يكون الشخص غير مدرك للصحة اللغوية الصحيحة.

وتتناول الدراسة أيضًا الاختلافات بين الخطأ والغلط. على سبيل المثال ، الخطأ يعتبر انحرافًا عن القواعد اللغوية الصحيحة، بينما الغلط قد تكون مرتبطة بظروف خاصة للفرد مثل الإرهاق أو الضغوط النفسية.

بعد ذلك، يتم استكشاف أنواع أخطاء اللغة المختلفة التي يمكن أن يرتكبها المتحدثون أو الكُتَب في استخدامهم للغة. هذه الأخطاء قد تشمل الأخطاء النحوية والإملائية واختيار الكلمات الخاطئة وغيرها. أما بالنسبة لأخطاء الترجمة، فتشير إلى الأخطاء التي قد تحدث أثناء ترجمة نص من لغة إلى أخرى. يتناول الفصل أيضًا أنواع أخطاء الترجمة المختلفة مثل الترجمة الحرفية واختيار الكلمات الخاطئة وتفسيرات غير دقيقة وغيرها.

وأخيرًا، يقدم الفصل جدولًا للاختلافات بين أخطاء اللغة وأخطاء الترجمة. بينما يرتكب الخطأ اللغوي في استخدام اللغة الأصل، يرتكب خطأ الترجمة في استخدام لغة هدف مختلفة. كما تختلف أسباب والتأثيرات والاحتمالات لحدوث كل نوع من الأخطاء. بهذه الطريقة، يوفر الفصل الأول للقارئ نظرة مفصلة وشاملة عن تعريف الخطأ والغلط، وأنواع الأخطاء في اللغة والترجمة، والاختلافات بينها، مما يمهّد الطريق لفهم أعمق للموضوعات التي ستتم مناقشتها في الفصول اللاحقة من الأطروحة.

الفصل الثاني: يستهدف الفصل الثاني في هذه الأطروحة فهم الدور الحيوي للترجمة في تقديم الخدمات العامة وتسهيل التواصل بين المؤسسات العامة والمواطنين من خلال توفير ترجمة دقيقة وفعالة. يتم تعريف الخدمات العامة عمومًا ثم يتم تعريف بعض قطاعات الخدمات العمومية المختلفة تعريفًا مختصرًا ومفصلاً مثل التعليم والصحة والقضاء والنقل وغيرها.

ومن ثم، يتم تسليط الضوء على أهمية الترجمة في الخدمات العامة وكيف تؤثر الأخطاء المترتبة في الترجمة على جودة هذه الخدمات. بالإضافة إلى ذلك، يقدم الفصل مجموعة من التدابير والإجراءات التي يمكن اتخاذها لتحسين جودة الترجمة في الخدمات العامة وتقليل حدوث الأخطاء المترتبة. هذه التدابير قد تشمل توظيف مترجمين محترفين وتنفيذ عمليات التدقيق والمراجعة اللغوية وتوفير الموارد اللازمة لتحسين كفاءة الترجمة وضمان الدقة والاحترافية.

بهذا، يقدم الفصل الثاني للقارئ نظرة شاملة عن أهمية الترجمة في الخدمات العامة وتأثير الأخطاء المترتبة في الترجمة على جودة هذه الخدمات، ويقدم أيضًا توجيهات لتحسين جودة الترجمة وتقليل حدوث الأخطاء لضمان توفير خدمات عالية الجودة للجمهور المستهدف من مختلف اللغات والثقافات.

الفصل الثالث: يهدف الفصل الثالث في هذه المذكرة إلى استعراض ومراجعة الأخطاء المترتبة التي تحدث في ترجمة الخدمات العمومية في مدينة ورقلة. يتم تحليل الأخطاء المشاهدة والملاحظة في عمليات الترجمة المتعلقة بالخدمات العامة في المدينة.

تبدأ الدراسة بتجميع عينات و أمثلة واقعية من الترجمات التي تستخدم في المرافق العمومية في ورقلة. يتم فحص هذه العينات لتحديد الأخطاء المشاهدة والملاحظة التي تم ارتكابها في ترجمة الوثائق، اللافتات والمواد المتعلقة بالخدمات العامة. يتم تصنيف الأخطاء المترتبة حسب نوع الخطأ وأخيرًا تحليلها ومراجعتها.

و بهذا ، يقدم الفصل الثالث للقارئ استعراضاً مفصلاً لبعض الأخطاء المرئية التي يتم ارتكابها في ترجمة المرافق العمومية بورقلة ، مما يساعد في تحديد المشاكل المحتملة والعمل على إيجاد حلول لها .

في ختام هذه الأطروحة ، تم استعراض وتحليل الأخطاء المترجمة المرئية في الخدمات العامة في ورقلة. تبينت الأبعاد المختلفة للأخطاء وأنواعها، وكذلك تأثيرها على الخدمات العامة ورضا المستفيدين. أظهرت الدراسة أهمية الترجمة الدقيقة والفعالة في تقديم الخدمات العامة، حيث تعتبر الترجمة عاملاً أساسياً في تسهيل التواصل وتمكين المستفيدين من فهم المعلومات والاستفادة من الخدمات بشكل كامل.

وفي ضوء الأخطاء المترجمة المرئية التي تم رصدها، تم توضيح أهمية اتخاذ الإجراءات اللازمة لتحسين جودة الترجمة في الخدمات العامة. يجب أن تتضمن هذه التدابير توفير تدريب مكثف للمترجمين والموظفين المعنيين بتقديم الخدمات العامة ، بالإضافة إلى وضع إرشادات وقواعد واضحة لعملية الترجمة. يجب أيضاً تعزيز استخدام التكنولوجيا والأدوات الترجمة المتقدمة لضمان دقة وفعالية عملية الترجمة.

تعد هذه الأطروحة خطوة مهمة في رفع مستوى جودة الترجمة في الخدمات العامة في ورقلة، وتعزيز تجربة المستفيدين. يمكن للسلطات المعنية والجهات المختصة أن تستفيد من نتائج الأطروحة لتحسين سياساتها وممارساتها في مجال الترجمة، وبالتالي تحسين جودة الخدمات التي يتلقاها المجتمع.

في النهاية ، فإن توفير ترجمة دقيقة ومؤثرة في الخدمات العامة يعكس التزام السلطات المحلية بتلبية احتياجات المجتمع المتعدد اللغات، ويعزز التواصل الفعال والتفاعل الإيجابي مع المستفيدين. وعلى المستوى العام، يساهم تحسين جودة الترجمة في تعزيز التنمية المستدامة والتكامل الاجتماعي في مجتمع ورقلة.

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