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مذكرة مقدمة لاستكمال متطلبات نيل شهادة الماستر في اختصاص الترجمة وعلم الترجمة

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Dedication:

I dedicate this work to:

My first eternal love, my beloved mother **Assia** no word or expression can express all my love and gratitude to you who has never stopped encouraging and praying for me.

My dearest father and my eternal example **Abdelfetah**, who made everything for me to be here as I am today; I can never thank you enough.

My dear brothers and little sister and lovely sister-in-law.

A special dedication to my friends and to my dearest that counts a lot to me and to whom I wear a lot of tenderness and respect.

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Abstract:

The world of nowadays is a world that differs from the one of yesterday and of tomorrow, because it witnesses a continuous development, globalization and technology … that made it a small village where all the different races and nationalities meet and communicate even in the event of different languages and cultures due to one aspect that takes all the credit to be the armament to those differences which is the process of translation. This last is the wide spread process to fight against ignorance of the nations where all states are formatting translators to advance and develop as the time and lifestyle necessary. Absolutely there is nothing that is adopted without undergoing this process; but just like any process it may fall in errors due to many reasons and this was the field of this conducted study in the domain of telecommunication services where it investigated the movement of translation besides the use of English in the four phone operators found in Algeria, the companies discussed are business companies that urge to fulfill high levels of success and collaborate with other companies to provide better services since they are state companies and that presents only in the country their use of language are Arabic as an official language and French as a foreign language though the language of the globalization and technology is English. This last would make the translation movement intense whereas it isn't the case. In other words, the use of the English language and the translation process was so superficial and not of a serious consideration proved with the data found and their analysis.

Keywords: translation movement; translation quality; translation errors; phone operators, telecommunication services.

الملخص:

عالم اليوم هو عالم يختلف عن عالم الأمس والغد ، فهو يشهد تطوراً مستمراً وعولمة وتكنولوجيا ... ليتحول بذلك الى قرية صغيرة تلتقي فيها جميع الأعراق والقوميات و الأمم وتتواصل بينهم حتى في حالة اللغات والثقافات المختلفة بفضل عملية واحدة قادت التسلح ضد هذه الاختلافات والتي هي عملية الترجمة. هذه الأخيرة هي عملية انتشرت بشكل كبير لمحاربة الجهل بالأمم حيث تقوم جميع الدول بتكوين المترجمين للتقدم والتطور حسب الوقت وأسلوب الحياة الضروريين. بالتأكيد لا يوجد شيء يتم تبنيه دون الخضوع لهذه العملية ولكن مثل أي عملية قد تقع في أخطاء للعدة أسباب وهذا كان مجال الدراسة التي أجريت في مجال خدمات الاتصالات الهاتفية حيث تم التحقيق في حركة الترجمة لدى متعاملي الهاتف الأربعة التي تنشط في الجزائر، الشركات التي كانت محل الدراسة هي شركات أعمال و تجارة تحث على تحقيق مستويات عالية من النجاح والتعاون مع شركات أخرى لتقديم خدمات أفضل لكونها شركات حكومية وتقدم خدماتها و منتجاتها فقط داخل الوطن فإنها تقوم بالعرض و التواصل باللغتين العربية والفرنسية باعتبارها اللغتان اللتان تستخدمهما الجزائر أما بالنسبة إلى لغة العولمة والتكنولوجيا فهي اللغة الإنجليزية. هذه الأخيرة من شأنها أن تجعل حركة الترجمة كثيفة في حين

أنها ليست كذلك. كل من استخدام اللغة الإنجليزية وعملية الترجمة كانت ذات نتائج سطحيَّة جدًا ولم يتم النظر فيها بجدية مع تأكيد البيانات المجمعة وتحليلها.

الكلمات الأساسية: حركة الترجمة؛ نوعية الترجمة؛ أخطاء الترجمة؛ متعاملي الهاتف، خدمات الاتصالات السلكية واللاسلكية.

Résumé:

Le monde d'aujourd'hui est un monde qui diffère de celui d'hier et de demain, car il est témoin d'un développement continu, de la mondialisation et de la technologie… qui en a fait un petit village où toutes les races et nationalités se rencontrent et communiquent même en cas de différentes langue et culture grâce à un aspect qui mérite tout le crédit d'être l'armement à ces différences qui est la traduction comme processus. Ce dernier est l'opération pour lutter contre l'ignorance des nations où tous les états mettent en forme des traducteurs pour qu'ils avancent et se développent selon le temps et le mode de vie nécessaires. Absolument rien n'est adopté sans suivre ce processus, mais comme tout processus, la traduction peut tomber dans les erreurs pour de nombreuses raisons. C'est le thème de cette étude menée dans le domaine des services de télécommunication, où l'on a étudié le mouvement de la traduction en plus de l'utilisation de l'anglais par les quatre opérateurs téléphoniques trouvés en Algérie, Les entreprises dont il est question sont des entreprises qui souhaitent atteindre un niveau de réussite élevé et qui collaborent avec d'autres entreprises pour fournir de meilleurs services, car elles sont des entreprises étatique et ne présentent que dans le pays leurs langues utilisées sont l'arabe et le français en tant que langues utilisées en Algérie par contre la langue de la mondialisation et de la technologie est l'anglais. Ce dernier rendrait normalement le mouvement de traduction intense alors que ce n'est pas le cas. Cependant, l'utilisation de la langue anglaise et le processus de traduction étaient si superficiels et ne constituaient pas une considération sérieuse prouvée par les données trouvées et leur analyse.

Mots clés: mouvement de traduction; qualité de la traduction; erreurs de traduction; opérateurs téléphoniques, services de télécommunication.

Introduction:

Languages allow communication between people directly and precisely by exchanging verbal or symbolic utterances and to share information … etc. language makes humans differ from other God's creators and over time the world is changing and the way of communication along with the change of human's way of living and lifestyle; now we have the networks, the internet, media and smart phones which made the whole world become a small village where everything is known and shared in few seconds. Every country has an official language or two besides other national languages; there are about 6 thousands languages all over the world but each individual in the entire world would speak and write the language he was raised with or study in his primer age; but how would all these people communicate? Unless they have a way to transfer the messages included in these communications from one language to another by TRANSLATION where this last can be a major, an outcome or a presses but the most important in this study is translation as a process therefore, the only way to communicate and to share knowledge and information is by this common activity.

Though translation is the one activity for communication but it is not practiced by everyone on earth however only by some individuals that are bilingual– those who can speak and write two languages just like natives – or more than this called TRANSLATORS they are certified and accredited by any state or institution. However, this does not prevent difficulties facing translators and committing errors and mistakes in the rendering process and product. Once translation errors occur in any translated work there might be some unlikable consequences which lead to serious losses and damages the produced message transferred from the official message thus, we miss the work and the quality of the translation.

Translation is practiced in many domains: education, science, sports, business, media … etc.

The motion of translation in Algeria is of a good movement because Algeria has two used languages; the first language is Arabic which the official languages and it is used in formal or informal contexts – it is used in academic references as it is used in the streets – and the second language is French – used in high education system, outsourcing and in streets - and then as a foreign language is English and only used in high level state communication with foreign individuals and companies in spite of the fact that English is the worldwide tongue which means the lingua franca that is due to many reasons mainly globalization.

Statement of the problem:

Translation is part and parcel in the world and it exists in all societies mainly in business where it is easy to figure out the need of languages to unify relations and woks and services between huge companies or businessmen and translators are the ones doing the rendering and transferring from one language into another but these job need lots of trainings, exercises, global cultural knowledge and linguistic proficiency if any lack is considered in these units then the quality of translation will be concomitant of errors that may lead to inferior quality which results undesirable consequences. In this present study we have the Algerian phone operators that are companies that provide networking services using languages: Arabic, French, English and kabyle (the national language in Algeria); and we will see a systematical investigation about the use of the English language and of the translation process and the way that translators treats texts, statements and expressions needed in the work.

Aims of the study:

Since translation is a notion and it is not related directly to anything concrete but it is all about giving the equivalent in the first place and keeping the meaning in the second place,

these last may be correct and fits as they may be wrong and this piloted the way to investigate and evaluate the use of English and the process and the product of the translation from and into English that is provided at the companies of phone operators in Algeria on anything that is produced by the companies themselves like on their websites, applications, messages, automatic responding machines … etc. pointing out the superior translation quality and the inferior one and mainly the causes that helm to any difficulties resulting errors and mistakes in the translation, the most important aim is to maybe improve the upcoming results of English use and the translation products and process at these companies.

Research Question:

The present study aims to answer:

❖ **Main Question:**

To what extent do translators succeed in translating technical terms of telecommunication and networking from and into English?

❖ **Sub-questions:**

1. What are the types of communication that request English language use in Algeria?
2. What are the common errors committed in the translation of this field?
3. Do translators seek quality and proficiency in the product?

Hypotheses:

The intended answers may be hypothesized as follows:

1. Translators that have the work are not always of the needed proficiency and adequacy (novice and inexperienced).

2. The people that do the rendering are not translators but some masters the two languages.

3. The huge difference between the two languages (Arabic/ English) and lacking knowledge makes the translation of an inferior quality.

4. The choice of the terms and the decision about the terminology is an important aspect.

Methodology:

This study is under the field of translation studies and it tends to investigate the use of English language and the movement of translation from and into the two languages Arabic/English. The collection of data started at the headquarter of each operator and their agencies then elicit the downward data out of their websites and applications and it goes through a comparative and analytical study that gives examples that are after that analyzed and compared and try to give the correct equivalence or the alternative if any error or mistake occurring, according to the international and translational perspective. At all events, the study is drove by the corpus-based approach and the analysis is according to the data collected.

Structure of the study:

This dissertation is a study that is divided into two parts theoretical and practical and each part consists of one chapter where the theoretical chapter explains the main concepts, perspectives, theories and approaches about the translation studies in addition to the causes and consequences leading to commit mistakes and errors in the translation and making the product whether of a good quality or the opposite. Also, this chapter elaborates the necessities of communication and English use in Algerian companies and departments in telecommunication services. In the other hand, the second chapter is allocated for the collection and analysis of these data. The data are both in English, Arabic

and sometimes even French, the study presents a comparison between the translated terms and giving the alternative if possible. At the end, the findings are presented.

Limitations of the study:

This study is so limited by obstacles and it was done by superficies that was found by coincidence at the collection or on the websites and the official applications created by the phone operators companies. However, the real and utmost obstacle in extracting data was when none of the companies neither assisted nor supported this work; their pretext was that such information is so confidential to the company and none can get them, though the study only needed some nominal documents like: terms of use, invoice, modal messages, policy and contracts… etc.

1. Introduction:

This chapter is devoted to present the theoretical background of the current study. It begins with an overview of the history of translation in general and defines translation errors, mistakes, faults and their settings. Besides, it highlights the theoretical approaches and errors committed in translation also explained the role of English in business for communication and the advertisement of companies.

This chapter also addresses the causes and consequences commonly found in the translation product which lead to big financial losses and damages in these companies along with the required skills of the translators' abilities and competences to serve the required level as a background to understand the importance of this study.

2. Definition of Translation:

Translation is one of the most known means of communication, even more; the most important one in our society and it is considered to be the most important aspect in shaping the upcoming direction of the planet, mainly because it ties two languages at least and their cultures.

Translation is a mental activity; it might be a process as it might be a product as well; a process in a sense that it is performed by people over time and a product simply because it provides the individual with other different aspects from the other language and culture as knowledge and information; and this last made translation of a great impact in our lives due to it we approach globalization and the new technology each day and every day.

Translation is the comprehension of the meaning of a text and the subsequent production of an equivalent text, likewise called a "translation," that communicates the same message in another language. The text that is translated product is called the source text, and

the language that it is translated into is called the target language. The product is called the target text.

Translation can partially be defined as a process by A. Lilova (1985): «Translation is a specific oral or written activity aimed at the recreation of an oral or written text (utterance) existing in one language into a text in another language, accompanied by keeping the invariance of content, qualities of the original and author`s authenticity» or as a communication by N.K. Garbovsky (2004): «Translation is a social function of communicative mediation between people, who use different language systems. This function is carried out as a psychophysical activity of a bilingual person aimed at the reflection of reality on the basis of his (her) individual abilities as an interpreter, accomplishing transition from one semiotic system to another with the purpose of equivalent»; or as a skill by P. Newmark (2001): «Translation is a craft consisting of the attempt to replace a written message and/or statement in one language by the same message and/or statement in another language».

There is another careful definition of translation which is given by Vehmas-Lehto (1999) "When translating one expresses something with the means of target language that has been expressed earlier with the means of source language; the definition displays that one is not translating language, but the content of a translation, the meaning." This last is the similarity between a word (and expression) in the source language and its translation in the target language which is called EQUIVALENCE that was pointed by Despoina Panou (2013) "equivalence was meant to indicate that source text and target text share some kind of "sameness"". Many different definitions of equivalence have been elaborated within the field of translation in the past fifty years by several scholars like Vinay ,Darbelnet, Jakobson, Nida, Catford, House and Baker; they have studied this concept of equivalence in the process of translation by means of various approaches. There have been plenty and different debates

over time about it and their evaluation that changed from one to another.

Some scholars view translation as a merely linguistic process where notions from one language into another are all that matters. Those scholars regard equivalence as literal translation of each word. Whereas others see that cultural context is very important for the translation because the context can help to transfer the real meaning of the text. Moreover, the third groups of scholars take the middle position by stating that equivalence is used for the convenience of translators. Although, most of the scholars pay attention to the meaning of the equivalence in the translation's theory;

Some certain difficulties are related to the meaning that is originated from the non-existence of direct equivalence between languages and that would cause a kind of loss or change, as Catford (1969) puts "the source language and the target language items rarely have the same meaning in the linguistic sense, but they can function in the same situation" because even if the lexical units seemed similar their semantic fields or pragmatic interpretation are different; because the process of translating is based on two major approaches which are the linguistic approach and the cultural approach; translation is not a pure linguistic transfer or a mere semantic equivalence but culture is taking much more consideration as pointed by Susan Bassnett (2002) language and culture are two interwoven concepts where also Edward Sapir claimed "language is a guide to social reality." also added "'no language can exist unless it is steeped in the context of culture."

Translation process focuses on the translator's role where his tasks are complex and always refer to his abilities of dealing with every aspect of the translating process of transferring and the resulting product may define the power of the translator as defined it Enani (1994 "a writer who formulates ideas in words addressed to readers. The only difference between him and the original writer is that these ideas are the latter's".

According to Nida (1964) and Surya Wdnata (1982) there are three steps in the translation process:

1) Analysis of the source language text.

2) Transfer of the context.

3) Restructuring in the target language text.

And according to Herbay Higgings and Heywood (1995) it is of two steps:

1) Understanding the source language text.

2) Formulating the target language text.

In addition, El Shafey (1985:95) states: "A translator first analyzes the message, breaking it down into its simplest and structurally clearest elements, transfers it at this level into the target language in the form which is most appropriate for the intended audience."

The translation procedure or process must pass by all these steps even if it is a mental process and abstract mind activity.

3. Translation and Mistranslation:

To speak more than your mother tongue language is a high criterion but it doesn't mean that you are capable of practicing translation profession; the process of translation needs more than a dictionary and background knowledge of the language, whereas mistranslation is often a result of ignorance on part of the translator. Lack of research is another reason for a high error-rate.

Mistranslation is an incorrect translation which affects the quality of the produced product in translation which is a must avoided because they lead to serious problems and misunderstandings.

During the translating procedure and process some errors, mistakes, faults and inaccuracy may occur in the product.

To recognize the errors leading to the mistranslation concept are as follows:

3.1. Error vs. Mistake in Translation:

It is agreed that the translation error happens once the transfer from the source language into the target language is active but there is a slight difference between error and mistake in English that must be highlighted, an *ERROR* is a noticeable deviation which is made due to the lack of knowledge and they cannot be self-corrected, on the other hand, *MISTAKE* is a failure in the use, of a known system correctly and it happens accidentally that is either a slip or a random guess or choice and as James (1998) said that the mistake is self- corrected if the deviation is pointed out to the doer.

In addition to the previous definition we find errors in translation are defined by Geoffrey S. Koby (2015) as: "Any lack of congruence between the source text and the target text. This includes discongruities in meaning and failures in use of the target language according to standard norms, as interpreted by the evaluator." Or as defined it Ana María Zúniga (2016) "it is essential to first understand the difference between a preference choice and an error. A translation *error* is a grammatical or spelling mistake or an incorrect word choice given the original words' meaning or the document's target audience." And it is clear that she doesn't consider the word choice as an error or mistake whereas Wilss (1982) also describes a translation error as "an offence against a norm in a linguistic contact situation".

3.2. The Classification of Translation Errors:

Nord, 1997 has given to the translation errors some classification that may help the translator to better understand the errors and correct them if any or avoid them; which are divided into four categories that are explained by Kartini Rahmatillah (2013):

A. *Pragmatic translation errors* caused by inadequate solutions to pragmatic translation problems; this problem is among the most important a translator can make.

B. *Cultural translation errors* due to an inadequate decision with regard to reproduction or adaptation of culture-specific conventions and could even be ranked higher than pragmatic errors.

C. *Linguistics translations errors* are caused by an inadequate translation when the focus is on language structures and they are often due to deficiencies in the translator's source or target-language competence (Nord, 1997).

D. *Text-specific translation errors* which are related to a text-specific translation problem and like the corresponding translation problems can usually be evaluated from a functional or pragmatic point of view; a translator may make errors at this stage due to the weak reading process.

These categories are also divided into other subcategories and types which are of an important study and they would be classed herein after.

3.3. Types of Translation Errors:

First and foremost there is an obligation to distinguish between errors in the product and error in the process of translation. It is a skill acquired on the basis of first and second language proficiency (Nord, 1991). Thus, professional translator should have sufficient knowledge in both languages or more in all sides (culture, linguistics, glossary and style …etc.).

3.3.1. Errors in the product:

Since translation errors are committed as a result of ignorance or in applying language systems and approaches; translation errors are often judged based on their importance and frequency.

As Newmark (1981) stated "the more the translator understands the linguistic meaning and the referential [socio-cultural] meaning the more easily he can translate "transfer" it to the target language". The errors are grouped according to their types and forms in three types:

3.3.1.1. Linguistic Errors:

Since linguistics is the scientific study of language and its structure, including the study of grammar, syntax, and phonetics. Specific branches of linguistics, in this category we find that most errors are due to null acknowledgement of the language and its acquisition system for the translator of the second language. According to Nord According to Nord (1997), the most serious error in linguistics is pragmatic "a branch of linguistics that is concerned with the relationship of sentences to the environment in which they occur" by the definition of the dictionary (Merriam-webster).

This category is divided into subtypes where each with a specific property and characteristic, and to mention some errors which are: PRAGMATICAL errors that are related to the language use and context and they are in the form of: deixis, the taking of turns in conversation, text organization, presupposition, and implicature. Then *MORPHOLOGICAL errors* where they are related to the word morphology in formation and meaning that could appear in the following forms: spelling errors, addition of plural form or subject/verb agreement… etc. Then there is the *SYNTACTICAL error*s which are related to the formation and the structure of the sentence and could be clear in the following forms: a misordering of words and wrong position, nonparallel combination, missed collocation …etc; and other categories that may change in name and classification.

3.3.1.2. Cultural errors:

For many people culture is considered as an entrance to a given society core, to have a close insight about its identity. Richardson and al. (1995) identified culture as "the total set of beliefs, attitudes, customs, behavior, and social habits etc…, of the members of a particular society", because each nation has different values and characteristics that affects the Language use where language has a direct relation with culture and each one determines the function of the other one and as some scholars of translation "dimension which is linked to the knowledge, activities and artefacts associated with a given language community and which provides added meaning to the basic linguistic, referential meaning of words" (key terms in translation, 2009, p.31) or defined by Vermeer who stated that "language is part of a culture.".

Culture is powerful and important and this is the reason why international communication should take into consideration existing cultural incompatibilities. Therefore, translators must keep cultural practices in mind when they translate even a slogan of a few words because of a simple phrase that can appear easy to translate can become difficult because it may contain cultural subtleties and literal translation is not enough even in some other cases inappropriate because most of the time fail in conveying the emotions and feelings that originate the source text.

Cultures cause a lot of problems that is why translators are required to be competent not just at the linguistic level but surely at the cultural level too. Although the cultural context is vast languages are loaded with cultural terms and expressions but the knowledge of the target culture is fatal for successful translation.

Culture is a complex whole due to some aspects that it includes such as: religious beliefs, diglossia, worldview or other habits that man may inquire as a member of the society … etc. Hassan (1997) emphasized this notion when he pointed out the importance of paying attention

to the translation of irony in the source language context. He clarified that this will not only transfer the features of the language translated but also its cultural characteristics.

There are many institutions and practices that exist in one culture and don't exist in other cultures. Deeply held belief systems, even commitments to truth vary from culture to culture. Each of these unique culturally based psychological entities is associated with words that have meaning in one language that is distinct to that language and not duplicated in other languages. How would those unique features of culture be translated? Only someone steeped in the cultures of both source language and target language can hope to make an interpretation. Therefore, through translation, translators become transmitters of different civilizations. Inevitably to some extent, any translation will reflect the translator's own mental and cultural outlook.

"We should note that culture is not material phenomenon; it does not consist of things, people, behavior, or emotions. It is rather an organization of these things. It is the form of things that people have in mind, their model of perceiving and dealing with their circumstances." (Wilson. 2009)

P. Newmark (1988) suggested strategies - translation strategies are usually defined as the procedures –such as cultural equivalent, transference and componential analysis (the analysis of the meaning of an expression into discrete semantic components according to the dictionary definition) …etc. to conclude that he translator must be faithful to the original text whatever method, strategy or procedure.

3.3.1.3.   Stylistic errors:

Style is so important, translators should be aware of the SL as well as the TL styles. It is an essential part which goes hand in hand with meaning, style has a role to play in any aspect of language. According to Ghazala (1995) who confirms: "such styles are important and

strongly relevant to meaning, and can sometimes affect it heavily" Hence one cannot disregard the importance of style in language and that it is inseparable from meaning so if any change of style means a change in meaning.

Stylistic errors has a small relation with culture linguistic norms where they are not fulfilled in the translated text (target text) of how that text is supposed to be written, in other words, you can understand the intention of the text, though it sounds strange or perhaps doesn't fit with the end use of the source text; if any ignorance of such aspect it may cause the translator some problems and errors.

These errors could be in the form of register, tones, deixis, coordination, sentence management, paragraph structure and contents.

3.3.2. Errors in the process:

Accordingly to the definition of translation given herein before that translation is both product and process and errors in product were cleared; in the other hand, there are other errors that are committed at the process level that were also a result of ignorance or in applying translation theories and approaches; these errors are branched into different types but as Anthony Pym clarified that these classifications and types are not accurate and they are changeable gradually "Such classifications will always have either too few or too many terms, at least for as long as there is no clear awareness of why translation errors should be classified in the first place."

All the errors definitions were acknowledged by scholars and linguists in the field of translation.

3.3.2.1. Translationese:

Translationese is defined in the dictionary "translationese (translation studies) Awkwardness or ungrammaticality of translation, such as due to overly literal translation of idioms or syntax." this is a term used, most of the time pejoratively, to refer to the unnatural or awkward style of translated texts, especially as produced by the influence of SL structural features (key terms in translation, 2013). And as Newmark considers it "an inaccurate translation" In other words, 'Translationese' is when you sacrifice clarity in order to reproduce the meaning of the original, and end up with something which is probably grammatically correct, but phrased in a way that a native speaker would never use. In the case of technical translation, accuracy is of course the most important factor, but important to produce a text which reads as if it was written by a native speaker.

Toury (1980, 1995) defines two laws of translationese:

- The law of interference fingerprints of the source text that are left in the translation product.
- The law of growing standardization effort to standardize the translation product according to existing norms in the target language and culture.

3.3.2.2. Literal translation:

When we translate things literally, we try to look for a direct correspondence in terms of words between the source and the target languages (Oxford, 2014). The term "literal translation" often appeared in the titles of 19th-century English translations of classical, Bible and other texts. Thought Literal translation is regarded as the closest possible rendering of a foreign language text into another language. According to Ordudari (2007) literal translation is such a translation in which "the source language grammatical constructions are converted to their nearest translation language equivalents, but the lexical words are again translated

singly, out of context" not only the grammatical construction that is important but to well convey the message other constructions must be respected; Though Newmark P. (1988) says that literal translation is the first step of the translator and to be changed only if mistakes and errors occur in the product "Literal translation is the first step in translation, and a good translator abandons a literal version only when it is plainly inexact or . . . badly written. A bad translator will always do his best to avoid translating word for word" and considers also that translators avoiding literal translation are bad translators.

This one is not an error in itself but Cicero believed that literalism is a sign of the translator's weakness, his language poverty. In translation, he urged to convey not the form, but the meaning, while focusing on a "specific recipient", in accordance with the laws of the target language; however a literalism is a technique used in translation but it is perhaps considered an error in the use because when the translator translate the closely adheres to the wording and construction of the source text regarding less of the context or other aspects that are important in this last. A literal translation usually appears "stilted" and unnatural and is, therefore, to be avoided unless there is a specific reason for translating literally.

Some scholars consider literal translation is a lie and fraud as Burton (1973) indicates "one type of translation, namely the literal translation is a lie; it is a fake and fraud"

"A literal translation can never be true to its original, every language has its own locutions, its accepted rhetorical figures, its assimilated expressions which cannot be translated into another language simply by using the corresponding words" (Wolf, 1986),

3.3.2.3. Over-translation:

When the translator is interpreting the meaning of the source text and transferring it into the target text, there is this phenomenon called over-translation which refers to when there is

an over-loaded meaning or information translated from the translated source text. According to Nida (1982) who gave a theory that focus on the reader's reception and response "receptor's response" where the reaction of the receptor of the source text's language should correspond to the one of the receptor of the target text's language.

3.3.2.4. Under-translation:

It has the same principle of the over-translation and discussed by Nida (1982) but it shows when there in a less meaning or information in the transfer of the message from the source text into the target text and both texts should have the same impact and response on the receptor.

3.3.2.5. Untranslatability:

First, Untranslatability is the property of text or speech for which no equivalent can be found when translated into another language. J.C.Catford raised the issue of untranslatability in 1965. Linguistic and cultural differences are the main reasons leading to this phenomenon And that are caused due to some factors as argued J.C.Catford (1965) that the linguistic untranslatability is due to the differences in the source language and the target language, whereas culture untranslatability is due to the absence in the target language of relevant situational features. Also Nida presents a rich source of information about the problem of loss in translation, in particular about the difficulties encountered by the translator when facing with terms or concepts in the source language that do not exist in the target language.

Both linguistic and cultural untranslatability has subcategories but these untranslatabilities must be and are compensated with some methods and procedures such as: Adaptation, Borrowing, calque, paraphrasing and the translator's note. These last are used to make the translation possible and keep the quality of the original message.

4. Criteria of Good Translation (quality):

It is possible to measure translation quality, albeit indirectly: When measuring the translation quality, we really measure the incidence of various types of errors and defects in the translated material: errors of meaning, errors of form and errors of compliance. Also Massoud (1988) sets criteria for a good translation as follows: easily understood, fluent and smooth. conveys, to some extent, the literary subtleties of the original, reconstructs the cultural/historical context of the original, makes explicit what is implicit in abbreviations, and in allusions to sayings, songs, and nursery rhymes finally, will convey, as much as possible, the meaning of the original text; but define a good translation as one in which no (or few) errors are made.

The assessment of translation quality should be as objective as possible, it is easier to agree on what constitutes an error rather than on what constitutes "quality" in the abstract, and that an important factor in quality is the absence of errors.

5. Description of the causes leading to mistranslation:

Once the translator lunches in the process of translating he faces some things or we may call them aspects that automatically leads to mistranslation whether a wrong translation or of a less quality than expected from the translator himself or of the resulted product, however the causes that may lead to mistranslation or whatever it is are not inevitable causes of errors or mistakes.

5.1.   Novice translator:

First novice is defined in the dictionary as the person who is new in a job or situation or has little or no experience and skill in that activity.

When we state a novice translators' translation comparison in with an expert translators' translation we are not stating only the accumulation of information and knowledge but we are obliged to state the level of competence, performance and character.

Antar S.Abdellah (2002) suggests in his article in Translation Journal four main macro-skills for any novice translator who begins his/her work in the field of translation. These are: reading comprehension, researching, analytical, and composing skills. These macro-skills include many sub- or micro-skills that need to be mastered, because each skill is an act of translation.

5.2. Non-specialized translators:

General translators are very commonly requested. Even though it is considered the simplest type of translators and usually they don't require expert subject knowledge, a basic knowledge of two languages and some dictionaries are not enough to perform a good quality translation. A good choice for general translation would be an experienced translator who is an expert in linguistics, cultural references and the mechanics of translation. Nevertheless, global-minded and multinational companies often need more than a general translation of their documents.

In daily conversations mistranslation or wrong translation may be hilarious and trivial, however in business context it may lead to serious consequences and several financial losses. One mistranslated word may cost millions of dollars or even people's lives especially in legal contracts, technology documents or medical instruction. Inaccuracy should not be underrated in any context and aspect of life. Each translator is specialized in one field or a specific area of knowledge in accordance to his/her studies or domain of specialty in a way that a general translator can't be that accurate in some exact terminology, terms, phrases, expressions,

idioms and text typologies.

These translators and in the case of missing or committing errors, mistakes or faults at any level of the aspects mentioned above they lead to wrong or bad quality translation.

5.3.   Much reliance on Machine translation:

With the availability of all these phone applications and web sites of translation systems and mechanisms people and even companies started to think that these applications and sites may replace or take the place of an expert in translation or a sworn translator whereas there have been many debates about these machine translations and their way of functioning.

Machine Translation means automatic translation, in the field of artificial intelligence, it is computer program which is design to translate text from one language (source language) to another language (target language) without the help of human or "translation carried out by a computer" as defined in the Oxford English dictionary

The aim of Machine Translation is to provide a system that translates text of source language into target language and translation express the same meaning as it in source language to make the process of translating easy for translators at the first place and then people using more than one language to communicate. However it is difficult to achieve 100 percent accuracy in translation of the Translation machines due the complexity nature of natural Languages. Every natural language having different sentence structures, grammar and lexicons and mainly cultural references.

As computational activities become more mainstream and the internet opens up the wider multilingual and global community, research and development in Machine Translation continues to grow at a rapid rate. A few different types of Machine Translation are available in the market today.

6. Phone operators:

A mobile phone operator, wireless provider, or carrier is a mobile telecommunications company that provides wireless Internet GSM services for mobile device users. The operator gives a SIM card to the customer who inserts it into the mobile device to gain access to the service.

The first commercially automated cellular network (the 1G generation) was launched in Japan by NTT in 1979. The initial launch network covered the full metropolitan area of Tokyo's over 20 million inhabitants with a cellular network of 23 base stations. Within five years, the NTT network had been expanded to cover the whole population of Japan and became the first nationwide 1G network. Several other countries also launched 1G network in the early 1980s including the UK, Mexico and Canada. In the 1990s, the 'second generation' (2G) mobile phone systems emerged, primarily using the GSM standard. In 1991, the first GSM network launched in Finland.

7. The use of English in telecommunication services:

7.1. English language:

Language is our primary source of communication. It's the method through which we share our ideas and thoughts with others. Some people even say that language is what separates us from animals and makes us human. There are thousands of languages in this world. Countries have their own national languages in addition to a variety of local languages spoken and understood by their people in different regions. Some languages are spoken by millions of people, others by only a few thousand.

English was originally the language of England, but through the historical efforts of the British Empire it has become the primary or secondary language of many former British colonies such as the United States, Canada, Australia, and India. Currently, English is the primary language of not only countries actively touched by British imperialism, but also many business and cultural spheres dominated by those countries.

English is the international common tongue or the Lingua franca that it is used to communicate among different people from different countries; there are several factors that make the English language a Lingua franca. First of all, it is the most common foreign language and the language of business and government and the language of maritime communication and international traffic control and this are due to globalization. There are many reasons for which international English has become so important in the 21stcentury. The most important one is globalization and second outsourcing. In fact; according to some experts, faster economic globalization is going hand in hand with the growing use of English. Since many of the world's most powerful corporations are based in countries such as the United States and Great Britain, there is a high demand for people who can speak English in foreign countries. According to British Council, Every year more and more business people turn to the services of Commercial Language Training as they recognize the benefits of learning to speak the language of their customers, colleagues and suppliers in order to meet the varied and changing needs of customers through the world.

After the independence of Algeria in 1962, French language was the official foreign language in education and administration. However; the widespread use in science and technology gave English language more interest. Later, the government started to think of the implementation of English language in the system of education. In deed; the teaching of English as a second foreign language is introduced in the first year of the middle school. Nowadays, French language information is published in English. Therefore; Algerian people

needed to be trained in English so as cannot play fully the role of economic development for most of the scientific to cope with the new technologies and this can enhance economic prosperity.

Compared to some African Countries, Algeria is far left behind in English speaking ability because of compulsory of the French language on Algerians and there are few if any English learning resources. As the world is becoming truly global, it is now absolutely important for Algerians to master and start using English. All Algerian state companies, departments and services are French language users and there is only a little use of English language by some little members of people like: heads of these departments and services but only if they deal with other members of companies or foreign and private ones.

7.2. English and communication:

Communication is needed for exchanging information, making plans, reaching agreement, executing decisions, sending and fulfilling orders and for conducting sales. Thus, if communication stops, organized activity ceases to exist. Communication is both internal within the organization and external communication that is when supervisors communicate with customers or others outside the organization. Business communication is used to promote a product, service or organization. In business, the term communication encompasses various channels of communication, including the internet, print publications, radio, television and others. It is very important to be able to communicate effectively, for that one has to choose the right words.

English role in such companies is vast due to the fact that technology and globalization and development are incoming and adopted aspects which are produced mainly in English or other languages that would also translate into English to be wildly spread and used.

7.3. Communication in companies:

The success of any company depends on the ability to communicate and to contact not only with employees, clients and customers but also with investors; business communication is particularly difficult. When formulating business messages, they communicate both as individuals and as representatives of an organization. The success in real, social and internet communication depends on how well, they understand the language. The communication ability decreases when the information is difficult to understand.

In business communication we ought to maintain our objectivity and try to understand the other person's standpoint and respect differences in background and culture and the worldview in general. In order to have successful communications, organizations must create an atmosphere of fairness and trust. Ethical messages are crucial to any organization's credibility and success and the message should be directed carefully which means to focus on the audience by creating a bridge of words that leads audience members to the point. "Effective communicators use both non-verbal and verbal signals to get their messages across" according to Hassaine Faouzia (2013). "They also pay as much attention to receiving information as they do to transmitting". There are three available types of communication: Internal, external communication and advertising communication:

1. Internal Communication: it is communication within the organization; it may be formal or informal. It provides communication in various forms to employees. Effective internal communication is a vital mean of addressing organizational concerns. This may help to increase safety, productivity and profits. Under internal business communication types there comes:

a) Upward Communication: it is the flow of information from subordinates to superiors or from employees to management. It is a mean for staff to exchange information,

offer ideas, express enthusiasm, achieve job satisfaction and provide feedback.

b) Downward Communication: it is the flow of information from the top of the organizational management hierarchy. It provides enabling information which allows a subordinate to do something. This type of communication is needed in an organization to transmit vital information, give instructions, encourage two-ways discussions , announce decisions ,seek cooperation, provide motivation, boost morals, increase efficiency and obtain feedback.

c) Horizontal or Literal Communication: it involves coordinating information and allows people with the same or similar rank in an organization to cooperate or collaborate. It is essential for solving problems, accomplishing tasks, improving teamwork, building good will and boosting efficiency.

2.   External Communication: It is communication with people outside the company. Supervisors communicate with sources outside the organization to cooperate or collaborate. It leads to better sales volume, public credibility; operational efficiency and company profits. Ultimately, it helps to achieve organizational goals and customer satisfaction.

3.   Advertising communication: Also there is another kind of communication which is the advertising communication that is directed from producers of products to audience (the users of products or services) that are intended to inform people or influence them to have that product or service. In today's world, advertising uses every possible media to get its message through. It does this via television, print (newspapers, magazines, journals etc), radio, press, internet, direct selling, hoardings, mailers, contests, sponsorships, posters, clothes, events, sounds, visuals and even people.

7.4. Types of Business Communication:

The three types of the business communication (Hassaine Faouzia, 2013):

- Verbal communication: involves the use of words for communicating.

- Non-verbal communication: involves the use of body language and various physical gestures as a means for communicating.

- Written communication: Employment communication: is a mode of communication that is particularly used for accepting the applicants for a job.

7.5. Methods of Business Communication:

There are several methods of business communication including:

- Telephoned meetings where they allow long distance speech.

- E-mails which provide an important medium of written communication worldwide.

- Web-based communication for better and improved communication at anytime and anywhere such as: Skype and Factime … etc.

- Video conferencing which allow people in different locations to hold interactive meetings; which is most common way nowadays.

- Reports where they are important in documenting the activities of any department.

- Presentations that are very popular methods of communication in all types of organizations, usually involving audio-visual material such as material prepared in Microsoft power point, Prezi or Adobe flash.

- Forum board that allow people to instantly post information at a centralized location and face to face meetings which are personal and should be succeeded by a written follow up.

English in Algeria is used as a link language for international and local diplomatic and business communication. Although French dominates local communication in the business world in Algeria, It is used when French and/or Arabic are not common to speakers. English is also used among administrators when interacting with foreign officials with whom there is no other shared language, as to business in general and tourism in particular. The aim of business communication is to make money; thus, to develop profitability and for that both of the managers and employees should develop good communication skills.

8. The effect of mistranslation on the transactions of companies:

Businesses have many different motivations for translating content for international audiences. It may be to facilitate an overseas business partnership, or to expand their market reach and sell to global consumers. But regardless of the reason, now people and companies are now translating usually for the most common language to spread the message to much more audience as possible.

While most translation errors don't cause a big problem and some are even funny, other mistranslations can have major consequences that may even cause injury or legal ramifications. Mistranslations can have a surprisingly big impact. An inaccurate translation of a single word is enough to change the entire meaning of the message.

Accurate translations are also of extreme importance if you are dealing with contracts of any sort. Simple words and phrases in a contract could lead to misunderstanding what the contract says in the source language. In a best-case scenario, this could lead to delays in

business deals; in a worst case scenario, it could lead to a arrangement or investment completely falling through, or even a lawsuit.

Mistranslations have devastating impacts on businesses. An incorrect translation may ruin an initial opening in a foreign country, cause the loss of consumers, and be financially detrimental both in regard to profits and in the costs of apologizing publicly for insensitivity or offensive translations.

9. Conclusion:

When a translator attempts to translate a given piece of discourse; written or spoken, he may face a lot of problems or we can say difficulties while translating. These problems are dissimilar; each one is different from the other. Consequently this chapter of a theoretical nature tried to give an overview on the main concepts needed in the work. It has elucidate the importance of the concepts of translation, equivalence, errors and its criteria, to give a close glimpse on how these key concepts serve this study and its aims that have to do with the English use and translation in different departments and services of phone operators in Algeria. Communication and ways of communication differ from one company to another but they share the same concept that is to communicate and advertise goods and services provided and the competitive results found from each.

To sum up, there are some difficulties that face translators and these difficulties require some methods and strategies to cope with. Also any accurate work requires a professional translator that has done these kind of works due to their competences and quality of work and trainings.

1. Introduction :

This chapter introduces the practical part of the dissertation and it aims to analyze the translation of all the Algerian phone operators after introducing the corpus of the study and defining each company of the corpus we lunched the analysis and the discussion of the limited data collected highlighting errors, mistakes, faults and failures committed by the accredit translators y these companies. This chapter concentrates on the use of English generally and the translation from and into it precisely if any errors appear like bad word choice of terminology, misspelling, omission, over-added values or low-added ones. The study would check also the degree and the quality of the translation and how these last would affect the transactions of each company and evaluate the Algerian translators and translation.

2. Corpus introduction:

Algeria's first language is Arabic and the second official used language is French but there is a little use of English and since most of companies, services and departments are state owned we find that everything is in both Arabic and French our corpus are all state companies and the use of the English language was of a little existence the first company was Djezzy's company and its departments and services then I moved to Ooredoo's company as my second direction and the third one is Mobilis and finally Algeria telecom as the final step; mainly concentrated on the small texts, sentences and expressions in any thing that concerns our corpus such websites, networking services, applications and costumer services…etc.

2.1.   Djezzy:

Djezzy is an Algerian telecommunications operator that was created in July 2001. Leader in the field of mobile telephony, with more than 16.5 million subscribers in December

2016. The company provides a wide range of services such as the prepaid, post-paid, data and value-added services the universal telecommunication service. Djezzy covers 95% of the population across the national territory and its 3G services are deployed in 48 wilayas.

2.2. Ooredoo:

The leading mobile multimedia operator in Algeria, Nedjma, which became Ooredoo on November 21, 2013, is the Algerian subsidiary of the Ooredoo Group. It is the third operator (in terms of date of entry into force) of mobile telephony in Algeria.

Present in Algeria since December 23rd, 2003, date of obtaining the license of supply of the services of mobile telephony in Algeria, the mark Nedjma was commercially launched on August 24th, 2004. On August 25, 2004, Wataniya proceeded with the commercial launch under the old brand Nedjma - Wataniya Telecom Algeria was set up by the Kuwaiti company Wataniya Telecom -,that they are particular customers or companies, a range of innovative offers and services, in compliance with international standards.

2.3. Mobilis:

Mobilis or Mobilis ATM (Algeria Telecom Mobile) is a multimedia operator in Algeria. a subsidiary of Algeria Telecom, is one of the 3 major Algerian mobile operators. Become autonomous in August 2003, Mobilis offers its customers: post and pre-paid offers, SMS / MMS, international roaming, voicemail, consultation of the bill on the Internet, free notification of the balance after each call, free call to one or more favorite numbers, The operator also offers its customers the possibility of connecting to the Internet via its mobile network using GPRS / EDGE due to Mobilis technologies it ensures the coverage of all Algeria with its 3G ++ network.

2.4. Algeria telecom:

Algeria Telecom is a public corporation operating in the market of electronic communications networks and services. Its birth was enshrined in law 2000/03 of August 5, 2000, relating to the restructuring of the Post and Telecommunications sector, which separates Postal activities from those of Telecommunications, their Major activity is to Provide telecommunication services for the transport and exchange of voice, written messages, digital data, audio-visual information ... Develop, operate and manage public and private telecommunications networks; establish, operate and manage interconnections with all network operators. Algeria Telecom is committed to the world of information and communication technologies with the following objectives: Increase the supply of telephone services and facilitate access to telecommunications services for the greatest number of users, especially in areas rural; Increase the quality of services offered and the range of services rendered and make telecommunications services more competitive; Develop a reliable national telecommunication network connected to the information superhighway.

3. Methodology of Analysis of Corpus

Since the aim of this research is concerned with the adopted method which is the qualitative; it may help the study answer some of the questions, which is that of evaluating the translation and the equivalence in the translations that translators had done.

The available data of the study would be compared with different other translations whether between the Algerian phone operators companies with standards language use in the domain of telecommunication services or other international phone operators companies. Any small changes concerning the translations unites will be taken into account. The data will be classified into four main categories according to the companies provided in the study of errors

and difficulties: lexical ambiguity, lack of competence. Each category would be discussed and illustrated.

4. Introducing departments and services:

Each company has different services and departments - which it is an area of special expertise or responsibility – All the above mentioned companies of the Algerian's phone operators has a similar system of companies as any commercial company so their departments are divided into main departments:

- Administration and Production.

- Research and Development (often abbreviated to R&D)

- Purchasing and client services.

- Marketing and advertising (including the selling function)

- Human Resource Management.

- Accounting and Finance.

The departments that where discussed in term of English use and translation are: administration and production, marketing and advertising, purchasing and client services.

The services that each company provides are all about telecommunication services (phone lines and internet access) that may be for particular individuals or other companies and enterprises. Since all the companies studied here are state related and the official language in Algeria which is Arabic and French as the first foreign language in use, the use of English language was partially for and with companies and enterprises; as it will be discussed herein after.

5. Analyzing the Corpus:

5.1. DJEZZY:

The first I started looking there was not any proof of English use or any Translation into English language but after a long digging in the available documents given by the agency of the current company or found in the parameters of the client service on the mobile phone.

First when I was checking the website there were only the two languages Arabic and French. The texts like the introduction and self reconnaissance of the company in the official website that are used in Arabic and those used in French were not similar what makes it not translated but each is written by itself.

Pattern01:

تحصّلت جازي على رخصة استغلال خدمات الهاتف النقال في 30 جويلية 2001 و أطلقت شبكتها في 15 فيفري 2002. شركة رائدة في مجال الإتصالات النقالة بأكثر من 17 مليون مشترك مع نهاية 2015، تمنح الشركة تشكيلة واسعة من العروض و الخدمات مثل الدفع المسبق، الأنترنت و الخدمات ذات القيمة المضافة.
في جانفي 2015 تحصّل الصندوق الوطني للإستثمار على 51% من رأسمال الشركة بعد 3 سنوات من المفاوضات و أكثر من 4 سنوات من النشاط الجد محدود. و تبعا لشروط الإتفاقية، تحتفظ مجموعة VEON (سابقا Vimpelcom) بمسؤولية تسيير الشركة.
تغطي جازي 95% من السكان على كامل التراب الوطني، كما تتوفر خدماتها للجيل الثالث في 48 ولاية منذ نهاية 2016. و قد تم إطلاق خدمات الجيل الرابع بنجاح في 1 أكتوبر 2016 و هي تتابع توسعها في الولايات تبعا للبرنامج المنصوص عليه في دفتر الشروط الخاص برخصة الإستغلال. كما نشرت جازي الخدمة العالميّة للإتصالات على الجيل الثاني من أجل فك العزلة عن المناطق النائية.
كما أطلقت جازي برنامجا للتحوّل على المدى الكبير منذ 2015 لتصبح المتعامل الرقمي المرجعي في الجزائر و تمكّن هكذا زبائنها من الإستفادة من كل الإمكانيات التي يمنحها العالم الرقمي.

Djezzy, opérateur de télécommunications algérien a été créé en juillet 2001. Leader dans le domaine de la téléphonie mobile, avec plus de 16,5 millions d'abonnés au mois de décembre 2016, l'entreprise fournit une vaste gamme de services tels que le prépayés, le post-payé, le Data ainsi que les services à valeur ajoutée et le SUT. En janvier 2015, le Fonds National d'Investissement (FNI) prend le contrôle de 51% du capital de la société alors que le partenaire étranger, le Groupe Veon, garde la responsabilité du management de l'entreprise.

Djezzy couvre 95 % de la population à travers le territoire nationale et ses services 3G sont déployés dans les 48 wilayas. Djezzy a lancé ses services 4G, le 1er octobre 2016, dans 20 wilayas et s'est engagée à couvrir plus de 50% de la population à l'horizon 2021.

Djezzy est engagée dans un processus de transformation pour devenir l'opérateur numérique de référence en Algérie et permettre aux clients de naviguer dans monde digital. L'entreprise est dirigée par Vincenzo Nesci Président Exécutif et Matthieu Galvani, Directeur Général.

Figure 01: About Djezzy on their website in both first and second languages in Algeria.

Source language: Arabic

Target language: French

In the pattern herein before the text was produced in French (the second language in use) and Arabic (the first official language in Algeria) but each one was produced separately because each text consists of different information and details that the other one doesn't, though they have the same way to give the information and the kind of the information itself.

Unlike one text that was written about the mother company.

Pattern02:

Djezzy fait partie du groupe VEON (anciennement Vimpelcom), 5ᵉᵐᵉ groupe mondial de télécoms, dont le siège est à Amsterdam (Pays Bas), et coté à la bourse de Nasdaq sous le symbole VIP

VEON (anciennement Vimpelcom) opère sur 12 marchés, servant ainsi plus de 200 millions de clients en voix, Internet fixe, data et services digitaux. Le groupe et l'ensemble de ses opérations partagent les mêmes valeurs communes : la satisfaction du client, l'innovation, l'intégrité, la confiance et le courage.

Guidé par une vision de pionnier, VEON (anciennement Vimpelcom) prépare la Révolution Digitale en mettant en place avec ses opérations dans tous les pays où il est présent, le passage du modèle traditionnel d'opérateur de télécom à un modèle d'entreprise technologique.

تنتمي جازي لمجموعة VEON (سابقا Vimpelcom)، خامس مجموعة دولية للإتصالات و الواقع مقرها بأمستردام في هولندا، و هي الشركة الأم المجدولة في بورصة ناسداك تحت رمز VIP

تتواجد VEON (سابقا Vimpelcom) في 12 سوق عبر العالم و هي تقدّم خدمات لأكثر من 200 مليون زبون فيما يخص الصوت، الأنترنت، الهاتف الثابت، المعطيات و الخدمات الرقميّة. تتقاسم المجموعة و كل فروعها نفس القيم المشتركة: إرضاء الزبون، الإبتكار، النزاهة، الثقة و الشجاعة.

بفضل نظرتها الرائدة، تعمل VEON (سابقا Vimpelcom) على التحضير للثورة الرقمية من خلال كل فروعها عبر العالم، للمرور من النموذج التقليدي لمتعامل الإتصالات إلى نموذج الشركة التكنولوجيّة.

Figure02: Defining the Mother or First Company Lunching Djezzy.

Source language: Arabic

Target language: French

In the pattern herein before the text was defining the first foreign company that lunched the present company Djezzy, in the second paragraph the translator used the word "opérer" – that has the meaning of "operate" and "function" - instead of "se trouver" or "exister" which is the intended meaning of the text in Arabic but the translator added the value of the company's work and function to the text. Then, in the last paragraph of the definition the paragraph in Arabic says "the company VEON is preparing the digital revolution by all the departments and sections spread all around the world" but the text in French says "VEON is preparing the digital revolution by setting up with its operations in all the countries where it is present in" where the text is adding information or value that doesn't exist in the source text; the text in French was amplifying the importance of the operations done by the company itself it can be considered as error or not depending on the translator's intended meaning of the message. These last has both an over-translation aspect where the transltion was giving extra value to the translated text.

And then moved to their applications found on Google play or the Apple store delivered by the company itself; both applications (Djezzy and Djezzy IMTIYAZ) where available with the three languages: Arabic, French and English. Everything on the application was translated into English; we may see the few things found. First on the Djezzy Imtiyaz Application:

Pattern03:
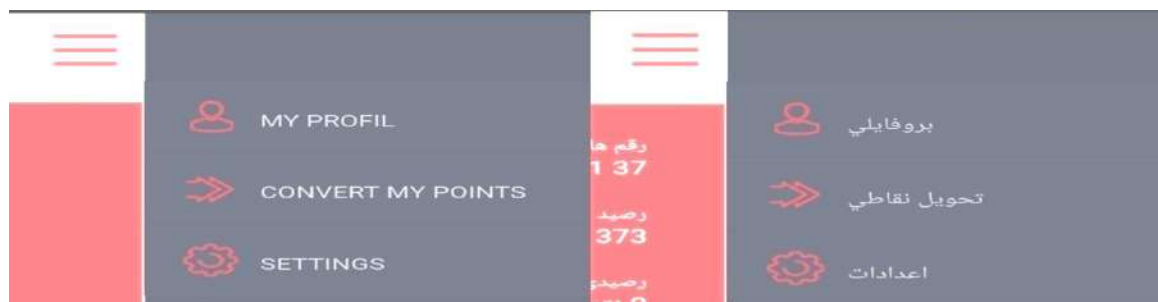
Figure03: List of Commands -Menu- of Djezzy Imtiyaz App.

Source language: French.

Target language: Arabic.

Second target language: English.

In the pattern mentioned above is the list of the commands of the application of Djezzy Imtiyaz the error that was committed is that the word "profile" has the direct equivalent in Arabic and it is unneeded to use transliteration (النقحرة) which is الملف الشخصي or البيانات الشخصية. Moving to the second error committed in the transfer into the second target text or language is the same word in English it was written "profil" without the "e" at the end like in French - the source language - "profil" whereas in English it is correctly written "profile". The translator committed the error due to the fact that he is of a little linguistic proficiency. The type of the error here is a morphological linguistic error.

Second, on the same Application there was:

Pattern04:

Figure04: The Front Page of the Application in English and Arabic.

Source language: Arabic/ French

Target language: English.

In the pattern above is the front page once on the application where it is possible to select any language which is not clear the translation is from French or Arabic but the target language is English and the translator went through the right path in taking the decision in choosing between the two words "balance" and "credit" where "balance" is the current points that are currently owing in the personal account and it is the perfect fit comparing with "credit" where this last means the amount of money that is available to be spend, also it has another meaning that may fit in another context but this one. The error is related to the terminology and the technical terms.

Unlike on the other Djezzy App. where there will be a slight comparison with the operator's short codes service that was configured in the three languages too.

Pattern05:

Figure05: The Message of Short Code Service.

Source language: French.

Target language: Arabic and English.

First in the bull of the message it is noticeable that the configuration isn't totally done neither in English nor in Arabic; where the word "envoyer" and "annuler" appear in the tail of the message bull instead of "send" and "cancel" or "ارسال" and "الغاء".

In this example there occur one good choice of term of equivalence and a translation error the first was "credit" though it was incorrectly chosen on the Djezzy App. and Djezzy Imtiyaz App. where the right word was "balance" but here it makes the perfect equivalence to the word "رصيد" in the exact same meaning explained herein before which is the available amount of money to be spend. The second word which is "package" which means a set of terms offered o agreed to "صفقة" or "اتفاق", where the word in Arabic was "اشتراك" in the

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meaning of subscription due to the implication between the client payment and the service provided from the company.

Pattern06:
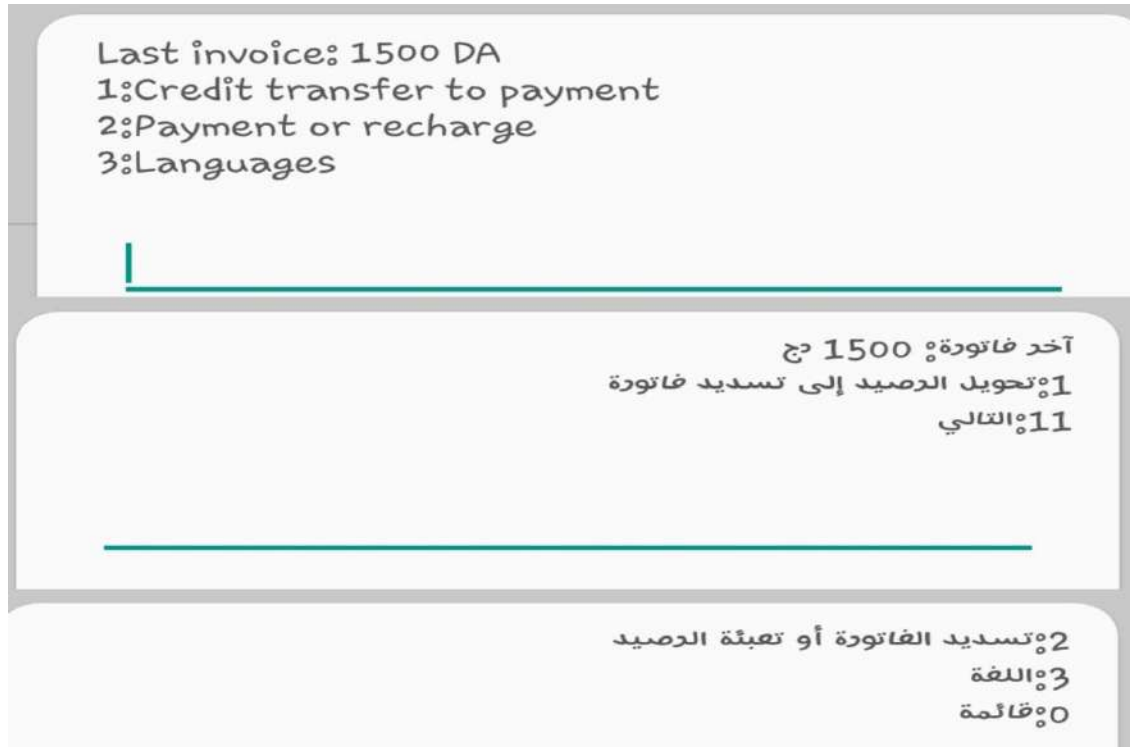
Figure06: Information and Services in the Short Code Service.

Source language: Arabic

Target language: English

In this last figure we have the information available and the services provided in this short code service, it starts by giving the information of the last invoice "فاتورة" because it includes the statement of the sum for the services provided and to track the sales of the services and didn't use "bill" – like it was used on the Djezzy App. (figure07) – because "bill" is the money owed for the services rendered set out in a statement of charges and as a result of an immediate payment. Then, the third service was payment and "recharge" as the direct equivalent of the verb "recharger" in French and "إعادة التعبئة" in Arabic but the choice of the word was quite not accurate but an exact transfer from French but it doesn't fit in this context because English uses to "top-up" balance or credit when talking about money or as it was

used on the App. "refill" which is also a common used word. It is always due to lack of knowledge or mistranslation of the technical and specialized words and terms.
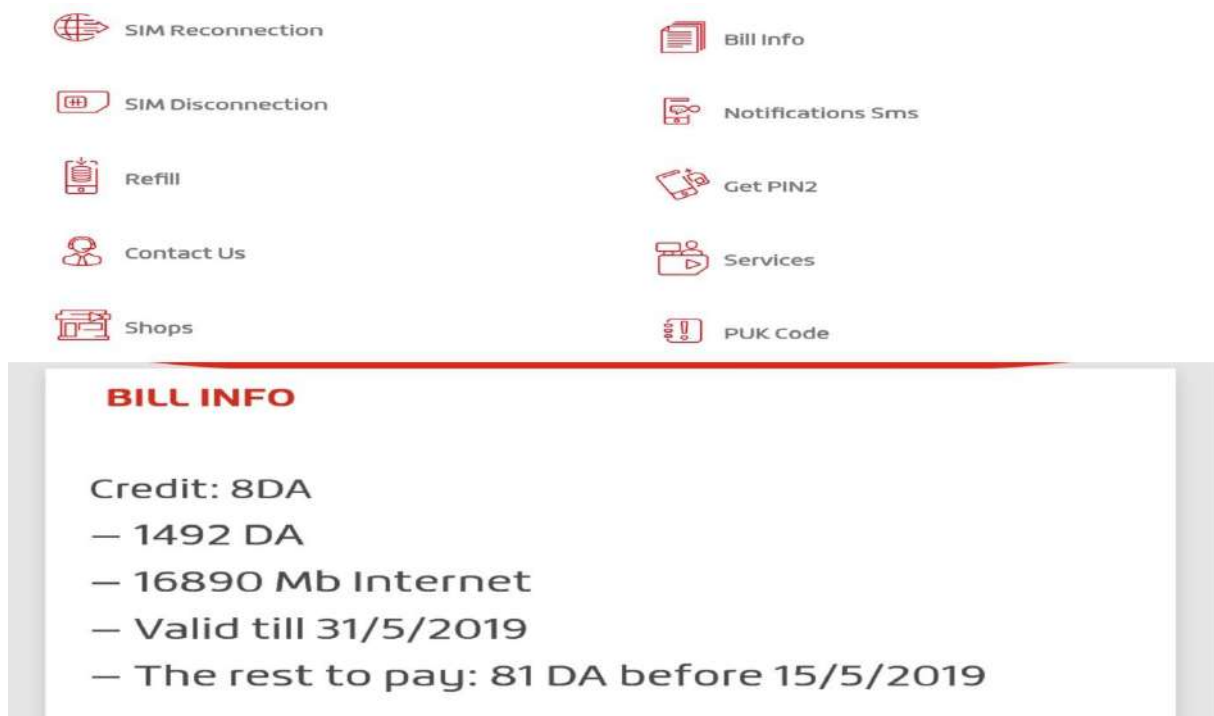
Figure07: List of Commands (Menu) on the Djezzy App. and Bill Info.

Source language: French.

Target language: Arabic and English.

This is the menu of the application of Djezzy and it is an official application distributed by the company. In this application we notice that the translation was a good translation. First, we have that the use of "bill", "refill" and "credit" though when they translated "info facture" or "" to "bill info" the word "info" should not be added because the word "bill" is the statement of the goods and services and the sum of money needed and paid for these items, so the word may stand by itself without adding the abbreviation of information "info" but due to the fact that the translation into English is translated from French – though it is not a language from the same family of languages but they share a huge number of vocabulary and common words and pronunciation – this aspect leads

most translators to lots of mistranslation, and misuse of the common words between the two foreign languages translation from and into.

Finally at Djezzy's company a document in English that was produced in the English language which is an account statement where is explains the last operation that had been done on your number account and as the influence of French on the companies the document was in English but the table heads was in French. The terminology was as following: invoice, payment, overpayment, migration, scheduled invoice… etc.

5.2. OOREDOO;

There wasn't anything that has a translation movement into English or produced in the language unless there is a direct contact with any foreign companies or individuals whether by E-mail contacts write a contract or set a policy.

Where the texts that are available on their site were analyzed and they were in French and Arabic and there wasn't any sign of translation but the texts were produced separately.

Figure08: **Languages Available on the Website and the Official Application**

OOREDOO.

In this figure there are only two languages available on the website and the application created by the company on the play store and the apple store.

5.3.   MOBILIS;

Mobilis was one of the operators that were available on the use of the English language. After the researches that are done at Mobilis' company some data found. First, once on their official website there were some errors in the translation from Arabic into French – when considering Arabic the first official language in Algeria – the first thing was:

Pattern07:

Table01: Examples of the Translation from Arabic into French on Mobilis' Website.

French	العربية
1 en un temps record. 2 en permanence sur son image de marque 3 Transparence, Loyauté, Dynamisme et Innovation. Mobilis optimise sa qualité de service et veille à fidéliser ses clients.	1 في وقت قصير 2 دوما على عكس صورة إيجابية 3 الشفافية، الوفاء، الحيوية و الإبداع

This pattern shows the definitions and the objectives set by the company about their work and services but it shows also the way that translation work in these companies and the methods used to have a full translated text. in the table provided above the examples gives are of an extra value or of a less value than the source text; First example the source text says "in a short time" " في وقت قصير " whereas in the target text says "in a record time" which expresses in Arabic "في وقت قياسي" so the word *record* has more value than *short* morally. Then the second example, in the source text we have "its positive image" " صورة إيجابية" but the target text said only "on its brand image" "sur son image de marque" the intended message was *to save the positive image of the company nearby its clients* but the rendered message was *to keep its brand image.* So the expression would be "sur son image positive". Finally on the last example there was a full repeated expression out of the

previous paragraphe and which is not mentioned in the source text. The translator is emphasizing and manipulating the transfer to affect and influence even more people.

Then there is another use of translation in the telephone answering machine (the call center) in case of non response or unreachable call where the tape says:

Pattern08:

In the case of phone off.

Table02: The Answer of Call center in French, English and Arabic.

French	English	العربية
La ligne de votre correspondant ne peut pas être jointe pour le moment, nous vous excusons de ne pas pouvoir donner suite à votre appel.	*"The line of your correspondent can't be garent at present, we apologize not to be able to be following your call"*	"إن الاتصال بمراسلكم غير ممكن في الحين؛ نعتذر لعدم تلبية طلبكم"

Source language: French

Target language: English

In the Table above there is the automatic answer by the call center of Mobilis in the case of switched off phone or off the network field, the answer is given in Arabic then French after that the foreign language English. It is clear that the source language in that table above is French and the rendering has been into English using the word for word translation due to the fact that the two languages are similar to each other but the structure in English was not as in the source text in French, the expression "to be following your call" do not have the same meaning like in French "donner suite a votre appel" this last means keep the track on the call but the above mentioned one in English it says means to follow the call instead of follow-up the call, then the expression would be "to follow-up your call", Secondly, the word "garent"

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doesn't exist in English and the source word is "jointe" where it means "reached" so the word is incorrect and the translation is wrong; he expression would be "can't be reached " instead of "can't be garent".

Pattern09:

In the case of no answer:

Table03: The Answer of Call Centre in French, English and Arabic.

French	English	العربية
Le numéro composé ne répond pas, veillez réessayer ultérieurement.	*"There is no answer to this number, please try later".*	" لا يَتم الرد على الرقم الذي شكلتموه؛ يرجى إعادة المحاولة لاحقاً" ,

Source language: non- defined

Target language: non-defined

In this table there is the automatic answer of the center of call in the three available languages in case of no answer of the call and it is remarkable that each one is produced by itself because of the easy conveyed and intended message of the company.

Then there was also the automatic client service answering machine (also called "call center") that gives a guidance to any of the client needs was in the four languages in the following order: Arabic then French then English but there was also a dialect or as considered in Algeria an official national language - which is wild spread and of a high common use - at the end Kabyle language.

Pattern10:

In the case of calling 555/888:

Table04: Consumer Service Answering Machine.

French	English	العربية
Bienvenue à Mobilis: Pour le français appuyer sur 2 : Pour une demander d'information appuyer sur 1. Pour une demander service appuyer sur 2. Pour une assistance technique ou une réclamation appuyer sur 3. Pour demander votre code PUK appuyer sur 4. Pou réécouter votre sélection appuyer sur 0. … Aucune option n'été sélectionner.	Welcome at Mobilis: For English language press 3: Information or request press 1. Service request press 2. Technical support request or complain press 3. Personal unblocking PUK code request press 4. To listen again press 0. … No option selected.	مرحبا بكم عند موبيليس: للغة العربية اضغط رقم 1: لطلب معلومات اضغط على 1. لطلب خدمة اضغط على 2. لطلب خدمة تقنية أو تقديم شكوى اضغط على 3. لطلب الرمز السري لشريحتك اضغط على 4 لإعادة سماع الخيارات اضغط رقم 0 لم يتم تسجيل أي اختيار

Source language: French

Target language: English

In this table we have the services provided by Mobilis Company reached by calling 555 or 888, it is a machine answer created by the call center called *consumer service* in order to reduce the number of services requested at the agencies and the vocal assistance. The text was translated from French into English in a literal translation but they are short expressions and the structure was understood. Secondly in the 4th selection there is an extra added value in the expression the word "unblocking" where the value of to unblock the code is an extra information and useless, so the expression would be "personal Puk code request". At the end it says "no option selected" it is also translated word for word from French whereas English

can express it like "no selection" which has the same meaning – English is an economic languages it expresses in the short possible words – unlike Arabic and French.

Mobilis had Arabic as the first language for south clients and French as the first language for the north clients unless you choose the language of your services and messages when buying the SIM card; and English for foreign clients and we have the following:

Pattern11:

Table05: A Message Received from Mobilis in Arabic and English**.**

English	العربية
You should make at least once in three months the following: Outgoing calls, send SMS, internet connection in order to avoid termination.	يجب عليك القيام مرة واحدة على الأقل في ثلاثة أشهر بما يلي: المكالمات الصادرة، وإرسال الرسائل القصيرة، والاتصال بالإنترنت من أجل تجنب الإنهاء.

Source language: English

Target language: Arabic

In this table we have a message received from Mobilis in both languages English and Arabic and it shows the set of the message where it is a message transferred by a machine translation once you check Google translate but the short expression does ruin the structure and in some places the meaning. The expression " يجب عليك القيام مرة واحدة على الأقل في ثلاثة أشهر بما " , then we move to the should turn into " يجب عليك القيام بما يلي على الأقل مرة واحدة في الثلاثة أشهر" يلي last word in the message "إنهاء" the direct equivalence of termination in a literal translation but in Arabic it doesn't have the full meaning in this context we should mention the termination of what? So the expression would be "إيقاف الخط".

Pattern12:

Message
Avant-hier 12:26

Dear Mrs. GHAYET. BOUDJAADAR
As per your request service
number ▨▨▨▨▨▨▨ & service type
Prepaid is activated for you, and
welcome to Mobilis, for any
information regarding Mobilis
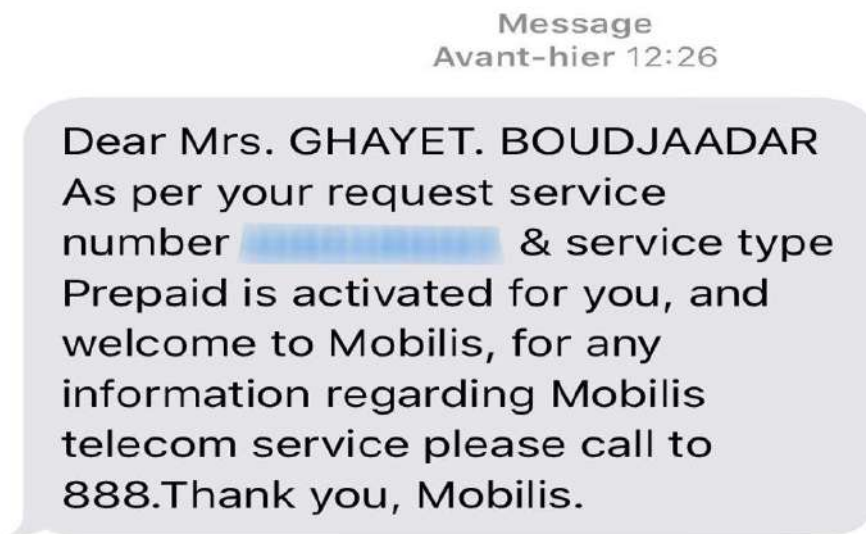telecom service please call to
888.Thank you, Mobilis.

Figure09: Another Message Received from Mobilis in English.

In this last figure we have a message from the service of Mobilis Company received once buying the SIM card telling the necessary information about the light bought. The message meaning is clear and the word vocabulary is rich too but the term " call to" is wrong and it is a translation error "call to" has the meaning of "to invite" but the intended verb is simply "call", so the expression would be "please call 888".

Pattern013:

Yesterday 19:44

Dear Ms. ▨▨▨▨▨▨▨ As per your
request the new service offer,
New_PixX 50 is added to your service
number ▨▨▨▨▨▨ as of
11-12-2018. Please contact customer
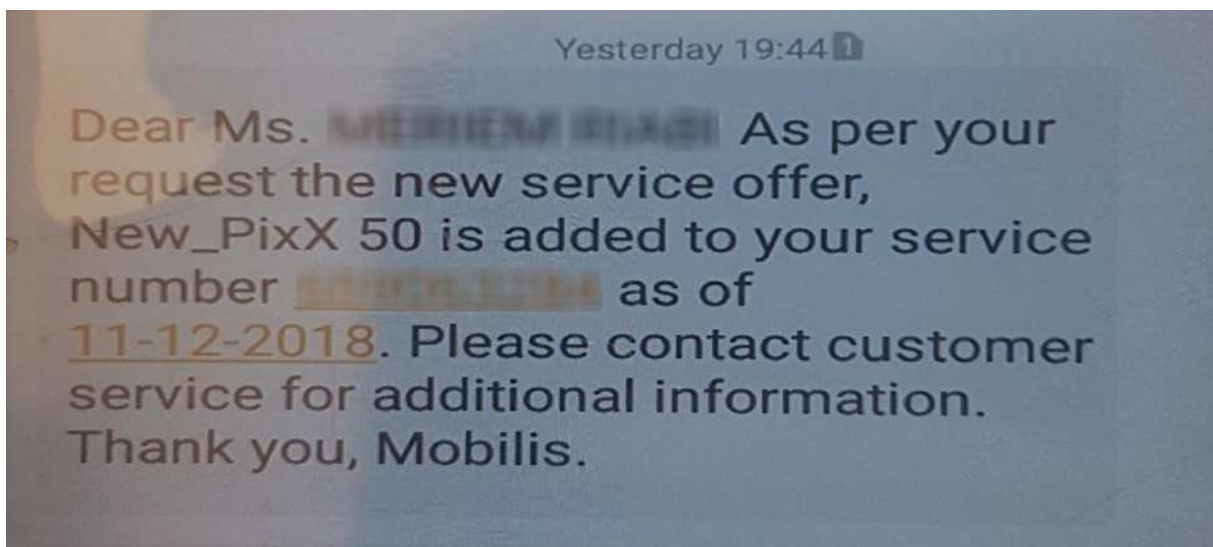service for additional information.
Thank you, Mobilis.

Figure10: A Message Received from Mobilis Company to a resident client.

In this figure we have a message delivered to a client on English language which is a non frequent act by the Algerian phone operators and it is well constructed and well written like in the use of "as per" in the meaning of "بناء على" or the use of "as of" in the meaning of "ابتداء من" instead od using " starting of" the first on fits more with the language of contracts.

In addition to all the mentioned above, Mobilis contract and terms of use are only in Arabic and French unless the client is a foreign customer then the contract would be fulfilled in English using some terminology like, residency, occupation, offer and name of service … etc.

5.4.   ALGERIA TELECOM;

I went to the headquarter in Ouargla and to the agencies which were located in different places they assured that there was not any kind of English use referring to the fact that Algeria telecom is a state company and the use of English or the translation from and into English was confined only if any contact with foreign companies or individuals or receiving a new product and discussing its instructions and conditions of use and any other overall policy. There is a must known information that the company Mobilis is an affiliate company of the Algeria telecom company; where Mobilis provide English services and Algeria telecom does not.

6. Discussing the findings:

The translations that was found at the different companies and departments of these companies was not for a specific purpose but the use of either the English language or the translation of some small aspects out of the huge services provided by the companies due to the utmost fact of the Algerian official language and the foreign language used makes these findings of a superficial appreciation and not of a serious consideration unless they develop even more and to be serious in the use of this global language.

There is a much reliance on the translation machine and novice and none specialized translators or even not translators but only maters of the languages that luck knowledge of many aspects of translation and aspects about the domain of translation they head into.

7. Conclusion:

This chapter has attempts to analyze and figure out the corpus introduced the study and the methodology adopted for such a topic analysis; First, there have been the collection of these given examples and analyzed the correct and the wrong translations and the bad English use. The translators might have been trying their but or looking for the easy task though the errors was not of bad consequences that may affect the companies' transactions because there were produced mostly for the national client that doesn't use the foreign languages but the two official languages in the country.

Though, the errors were of a light impact on the companies' services but the translator must have the necessary competence and performance to make the transactions of better results and consequences on the company.

Conclusion:

Technology has a great influence on the way people live in the world of today, and when the term technology is mentioned a lot of things come in mind such: internet, laptop, media and social media, Smartphone and networking … the two last aspects are the key words to the study.

In the translation studies field and it attempted to answer questions set to conduct the study about translation movements and translators success in translating with good translation criteria in the domain of telecommunication service. The study wasn't only about the technical terms and words in translating some terminologies that is related to, but also about maintaining communications in between the communication parties in English and saving transactions.

The major concept in this study is the translation error that branches into deferent types and classifications. When committing a translation error it exposes any product to be criticized or leads to some material losses, damages and bad consequences; the translator is the responsible in those cases for the result a translator must be chosen according to its competencies and expertise.

The data of this study was few because of the little use of English in Algerian department, the errors found were highlighted and analyzed and corrected if possible when needed. The Algerian practice of translation relies too much on machine translations and novice translators instead of accrediting an expertise translator.

The study aimed to investigate this aspect in translation exactly to correct the translation and the incorrectness of English use to reduce the French language influence in all the Algerian departments and outsourcing and make English more spread specially that Algeria has multi nationality companies mainly in the south, and that would make a great move in the Algerian educational system, tourism and business …

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ملخص المذكرة:

مقدمة:

تسمح اللغات بالتواصل بين الناس بشكل مباشر وبدقة من خلال تبادل الأقوال الشفهية أو الرمزية وتبادل المعلومات و ما إلى ذلك... اللغة تجعل البشر مختلفين عن غيرهم من خلق الله الآخرين ومع مرور الوقت يتغير العالم وطريقة التواصل مع تغير طريقة حياة الإنسان ونمط الحياة. فالآن لدينا الشبكات والإنترنت ووسائل الإعلام والهواتف الذكية التي جعلت العالم كله أصبح قرية صغيرة حيث كل شيء معروف ومنتشر في بضع ثوان.و لكن تتميز كل دولة بلغة رسمية أو لغتان إلى جانب لغات وطنية أخرى ؛ فان هناك حوالي 6 آلاف لغة في جميع أنحاء العالم ، لكن كل فرد في العالم بأسره سيتحدث ويكتب اللغة التي نشأ بها أو درسها في العمر التمهيدي ؛ والسؤال كيف سيتواصل كل هؤلاء الناس؟ ما لم يكن لديهم طريقة لنقل الرسائل المتضمنة في هذه المراسلات من لغة إلى أخرى عن طريق الترجمة حيث يمكن أن تكون هذه الأخيرة تخصصا أو نتيجة أو عملية ولكن الأكثر أهمية في هذه الدراسة هو الترجمة كعملية ، وبالتالي فإن الطريقة الوحيدة للتواصل وتبادل المعرفة والمعلومات هي من خلال هذا النشاط المشترك, و على الرغم من أن الترجمة هي النشاط الوحيد للتواصل ، إلا أنه لا يمارسه كل فرد على وجه الأرض ، ولكن فقط من خلال بعض أشخاص ثنائية اللغة ـ أولئك الذين يستطيعون التحدث وكتابة لغتين تمامًا مثل السكان الأصليين أو أكثر من هذا ـ الذي يطلق عليهم اسم المترجمون ، فهم معتمدون من قِبل أي معهد أو مؤسسة. ومع ذلك، هذا لا يمنع الأخطاء التي تواجه المترجمين بسبب الصعوبات الموجودة في عملية التحويل.

بمجرد حدوث أخطاء في أي عمل مترجم ، قد تكون هناك بعض العواقب التي تؤدي إلى خسائر فادحة وأضرار في الرسالة المنتجة المنقولة من الرسالة المصدر وبالتالي ، فإننا نفقد المنتج ونوعية الترجمة.

تمارس الترجمة في العديد من المجالات: التعليم، العلوم، الرياضة، الأعمال، الإعلام... الخ.

حركة الترجمة في الجزائر هي حركة تعتبر كثيفة لأن الجزائر لها لغتان أساسيتان و لغة اخرى اجنبية؛ اللغة الأولى هي اللغة العربية و هي اللغة الرسمية التي تُستخدم في سياقات رسمية أو غير رسمية واللغة الثانية هي الفرنسية ـ تُستخدم في نظام التعليم العالي ـ وبعد ذلك كلغة أجنبية اللغة الإنجليزية وتستخدم فقط في تواصل المؤسسات الدولية اي على مستوى عال من الأفراد والشركات الأجنبية على الرغم من حقيقة أن اللغة الإنجليزية هي اللغة العالمية و المستخدمة في جميع أنحاء العالم كلغة تواصل وهذا كان بسبب العديد من الأسباب خاصة العولمة.

تحديد الإشكالية:

تعتبر الترجمة في الوقت الحاضر جزءًا لا يتجزأ من العالم ، وهي موجودة في جميع المجتمعات بشكل رئيسي في مجال الأعمال التجارية حيث تسهل معرفة الحاجة إلى اللغات لتوحيد العلاقات والمقاربات والخدمات بين الشركات الضخمة أو رجال الأعمال حيث أن المترجمين هم الذين يقومون بالتحويل و الانتقال من لغة إلى أخرى ولكن هذه الوظيفة تحتاج إلى الكثير من التدريبات والتمارين والمعرفة الثقافية العالمية والإتقان اللغوي في حالة وجود أي نقص في هذه الوحدات فإن الترجمة ستكون مصاحبة للأخطاء التي قد تؤدي إلى نوعية رديئة و تؤدي إلى نتائج غير مرغوب فيها . في هذه الدراسة، لدينا متعاملي الهاتف النقال في الجزائر الذين يقدمون خدمات الشبكات باستخدام اللغات: العربية والفرنسية والإنجليزية و الامازيغية (اللغة الوطنية في الجزائر) ؛ وسنرى تحقيقًا منهجيًا حول استخدام اللغة الإنجليزية وعملية الترجمة والطريقة التي يتعامل بها المترجمين مع النصوص والبيانات والتغييرات اللازمة في العمل.

أهداف الدراسة:

الترجمة عملية فكرية و ذهنية و ليست عملية ملموسة، ولكن الأمر كله يتعلق بإعطاء المكافئ في المقام الأول والحفاظ على المعنى في المقام الثاني وهذه الأخيرة قد تكون صحيحة ومناسبة كما انها قد تكون خاطئة وهذا ما أدى إلى طريقة لدراسة وتقييم استخدام اللغة الإنجليزية وعملية ومنتج الترجمة من وإلى اللغة الإنجليزية التي يتم توفيرها في شركات متعاملو الهواتف في الجزائر على مستوى أي شيء تنتجه الشركات نفسها كما نجدهم على المواقع الإلكترونية والتطبيقات والرسائل ، مشغل الاستجابة التلقائي ... الخ ، مع الإشارة إلى مواقع نوعية الترجمة الموفقة والغير موفقة والأسباب التي تؤدي إلى أي صعوبات قد ينتج عنها أخطاء في الترجمة ، والهدف الأهم هو تحسين النتائج المقبلة لاستخدام اللغة الإنجليزية عملية الترجمة ومنتجاتها في هذه الشركات الجزائرية ذات إنتاج ترجمي محدود.

إشكالية البحث:

في محاولة للتحقيق في الترجمة من وإلى الإنجليزية واستخدامها في جميع شركات متعاملو الهاتف في الجزائر ، وتسعى أيضًا إلى مسح أخطاء وأخطاء المترجمين. نميل إلى الإجابة على سؤال البحث التالي:

- إلى أي مدى ينجح المترجمون في نقل المصطلحات التقنية الخاصة بالاتصالات والشبكات من وإلى الإنجليزية؟

الأسئلة الفرعية:

1. ما هي أنواع الاتصال التي تتطلب استخدام اللغة الإنجليزية في الجزائر؟

2. ما هي الأخطاء الترجمة الشائعة التي ارتكبت في هذا المجال؟

3. هل يبحث المترجمون عن الجودة والكفاءة في العمل المنتج؟

الفرضيات:

يمكن افتراض الإجابات التالية:

1. المترجمون الذين يقومون بهذه الترجمة ليسوا دائمًا بالمهارة والكفاءة المطلوبتين (المبتدئون وعديمي الخبرة).

2. الاختلاف الكبير بين اللغات (العربية/الفرنسية/الانجليزية) والافتقار إلى المعرفة الكافية التي تجعل الترجمة رديئة النوعية.

3. اختيار المصطلحات والقرار بشأن المصطلحات ذا نهج مهم في عملية الترجمة.

المنهجية:

تصنف هذه الدراسة في مجال الدراسات الترجمية وتميل إلى دراسة استخدام اللغة الإنجليزية وحركة الترجمة من وإلى اللغتين العربية / الإنجليزية و بعض من الفرنسية؛ بإتباع منهجيات الترجمة ونظرياتها. بدأت بجمع البيانات في المقر الرئيسي لكل متعاملي هاتف نقال ووكالاتها ، ثم استخرجت البيانات المتواجدة على كل المواقع الإلكترونية وتطبيقاتهم ، وتخضع الدراسة للمقارنة والتحليل وإعطاء أمثلة ومحاولة إعطاء المكافئ الصحيح أو البديل الموافق في حالة حدوث أي خطأ وفقا للمنظور الدولي ومقاييس الترجمة الدولية. و تتميز هذه الدراسة بقيامها على منهج الملاحظة والتحليل للبيانات التي تم التوفر عليها.

هيكل البحث:

هذه المذكرة عبارة عن دراسة تنقسم إلى قسمين؛ النظري والتطبيقي، ويتألف كل جزء من فصل واحد حيث يشرح الفصل النظري المفاهيم الرئيسية ، المنظورات ، النظريات والمناهج حول دراسات الترجمة بالإضافة إلى الأسباب والنتائج التي تؤدي إلى القيام بالأخطاء في الترجمة وجعلها ذات نوعية جيدة أو العكس. في هذا الفصل أيضًا، كانت هناك توضيحات و أساسيات التواصل واستخدام اللغة الإنجليزية في الشركات والإدارات الجزائرية في خدمات الاتصالات. من ناحية أخرى ، تم تخصيص الفصل الثاني لجمع وتحليل هذه البيانات وفقًا لهذه الدراسة. البيانات باللغتين الإنجليزية والعربية وأحيانًا حتى الفرنسية وتقدم الدراسة مقارنة بين المصطلحات في عملية الترجمة وإعطاء البديل إن أمكن. في النهاية ، يتم عرض النتائج.

ت

حدود الدراسة:

هذه الدراسة محدودة للغاية بسبب العقبات التي تمت مواجهتها و قد تم انجازها بواسطة العديد من البيانات السطحية التي تم العثور عليها بالصدفة في وقت محدود على المواقع الإلكترونية والتطبيقات الرسمية التي أنشأتها شركات متعاملو الهاتف النقال. ومع ذلك ، فإن العقبة الحقيقية و الجلية في استخراج البيانات كانت عندما لم تساعد أي من هذه الشركات هذا العمل ولم تدعمه؛ تحت ذريعة بأن هذه المعلومات سرية للغاية و خاصة جدا ولا يمكن لأي كان الحصول عليها ، رغم أن الدراسة كانت تحتاج فقط إلى بعض المستندات الاسمية مثل: شروط الاستخدام ، الفاتورة ، الرسائل المشروطة ، السياسة والعقود ... الخ.

الفصل الأول (النظري): الترجمة واللغة الانجليزية و استعمالها.

مفهوم الترجمة:

الترجمة هي واحدة من أكثر وسائل الاتصال المعروفة، وأكثر من ذلك؛ الأكثر أهمية في المجتمع ويرجع ذلك أساسا إلى أنها تربط لغتين على الأقل وثقافاتهما.

الترجمة هي نشاط عقلي. قد تكون عملية كما أنها قد تكون منتجًا أيضًا ؛ فهي عملية بمعنى أنه يتم تنفيذها من قبل الناس مع مرور الوقت والمنتج ببساطة لأنها تزود الفرد بجوانب مختلفة أخرى من اللغة والثقافة الأخرى كمعرفة ومعلومات ؛ وهذا آخر ما جعل الترجمة لها تأثير كبير في حياتنا بسبب ذلك نحن نقترب من العولمة والتكنولوجيا الجديدة كل يوما أكثر.

الترجمة هي فهم معنى النص وإنتاج النص المكافئ، كما تسمى العملية ب «الترجمة"، التي تنقل الرسالة نفسها بلغة أخرى. يسمى النص المترجم بالنص المصدر، واللغة التي يتم ترجمتها إليها تسمى اللغة المستهدفة. يسمى المنتج بالنص المستهدف.

يمكن تعريف الترجمة على أنها عملية أو اتصال أو مهارة وهناك تعريف آخر دقيق للترجمة التي قدمها فيهماس ليهتو(1999). "عند ترجمة شخص ما فانه يعبر عن الشيء بوسائل اللغة الهدف التي تم التعبير عنها سابقًا بوسائل لغة المصدر؛ يعرض التعريف أن الشخص لا يقوم بترجمة اللغة، ولكن محتوى الترجمة هو المعنى. " هذا التشابه بين كلمة (اوالتعبير) في اللغة المصدر وترجمتها في اللغة الهدف يسمى ب "المكافئ". تم وضع العديد من التعريفات المختلفة للتكافؤ في مجال الترجمة في السنوات الخمسين الماضية من قبل العديد من العلماء مثل فيناي ، داربلنت ، جاكوبسون ، نيدا ،

كاتفورد ، هاوس وبيكر. لقد درسوا مفهوم التكافؤ في عملية الترجمة عن طريق مناهج مختلفة. كان هناك مناقشات كثيرات

ومختلفات مع مرور الوقت حول هذا الموضوع وتقييمه الذي تغير من واحد إلى آخر.

يرى بعض المنظرين أن الترجمة مجرد عملية لغوية حيث تكون عملية نقل المفاهيم من لغة إلى أخرى هي كل ما

يهم. يعتبر هؤلاء المنظرين التكافؤ ترجمة حرفية لكل كلمة. بينما يرى آخرون أن السياق الثقافي مهم جدًا للترجمة لأن

السياق يمكن أن يساعد في نقل المعنى الحقيقي للنص. علاوة على ذلك، تأخذ المجموعات الثالثة من العلماء الموضع الوسط

بقولهم أن التكافؤ يستخدم لراحة المترجمين. على الرغم من أن معظم العلماء ينتبهون إلى معنى التكافؤ في نظرية الترجمة؛

الترجمة واخطاءها:

أن تتحدث أكثر من لغتك الأم هو معيار جيد ولكن هذا لا يعني أنك قادر على ممارسة مهنة الترجمة ؛ تحتاج عملية

الترجمة إلى أكثر من مجرد قاموس ومعرفة خلفية للغة ، في حين أن الترجمة الخاطئة غالبًا ما تكون نتيجة للجهل من

جانب المترجم. قلة البحث سبب آخر لارتفاع معدل الخطأ.

إن الترجمة الركيكة هي الترجمة الغير صحيحة والتي تؤثر على نوعية المنتج في النهاية وهذا أمر لا بد من تجنبه

لأنه يؤدي إلى مشاكل خطيرة وسوء الفهم. وأثناء إجراء عملية الترجمة ومعالجة بعض الأخطاء، قد عدة الأخطاء وعدم

الدقة في المنتج.

تصنيف الأخطاء الترجمية:

تصنيف أخطاء الترجمة وهي مقسمة إلى أربع فئات موضحة بواسطة كارتيني رحمة الله (2013):

أخطاء ترجمات اللغويات ,أخطاء الترجمة الثقافية ,أخطاء الترجمة العملية ,أخطاء ترجمة نصية محددة.

أنواع أخطاء الترجمة:

أولاً وقبل كل شيء هناك التزام بالتمييز بين الأخطاء في المنتج والأخطاء في العملية. إنها مهارة مكتسبة على أساس

إجادة اللغة الأولى والثانية (نورد، 1991). وبالتالي، يجب أن يكون المترجم المحترف لديه معرفة كافية باللغتين أو أكثر

من جميع الجوانب (الثقافة واللغويات والمفردات والأسلوب... الخ).

● أخطاء المنتج:

لطالما ارتكبت أخطاء الترجمة نتيجة للجهل أو في تطبيق نظم اللغة والمناهج ؛ غالبًا ما يتم الحكم على أخطاء الترجمة بناءً على أهميتها وتكرارها. و تنقسم هذه الأخطاء إلى: أخطاء في اللغة و قواعدها؛ أخطاء في نقل حضارة و ثقافة اللغة الأخرى؛ الأخطاء الأسلوبية. و البعض من هذه المجموعات تنقسم إلى مجموعات أخرى,

- أخطاء العملية:

هناك أخطاء أخرى ارتكبت على مستوى العملية كانت أيضًا نتيجة للجهل أو في تطبيق نظريات الترجمة وأساليبها ؛ تنقسم هذه الأخطاء إلى أنواع مختلفة ولكن كما أوضح أنتوني بيم أن هذه التصنيفات وأنواعها ليست دقيقة وأنها قابلة للتغيير تدريجياً "ستكون هذه التصنيفات دائمًا إما قليلة للغاية أو كثيرة للغاية ، على الأقل طالما لا يوجد سبب واضح يدعو الى تصنيف أخطاء الترجمة في المقام الأول. " و تنقسم الأخطاء الخاصة بالعملية إلى عدة أنواع أيضا,

معايير الترجمة الجيدة (ذات جودة):

من الممكن قياس جودة الترجمة، وإن كان ذلك بشكل غير مباشر إلا إن عند قياس جودة الترجمة فإننا نقوم بقياس حدوث أنواع مختلفة من الأخطاء والعيوب في منتج الترجمة: أخطاء المعنى، أخطاء الشكل وأخطاء التوافق. و قد جمع مسعود (1998) بعضا من هذه المعايير: يكون النص يفهم بسهولة ، بطلاقة وسلاسة, ينقل ، إلى حد ما ، التفاصيل الدقيقة للأصل ، يعيد بناء السياق الثقافي / التاريخي للأصل ، ويوضح ما هو ضمني في الاختصارات ، وفي تلميحات إلى الأقوال والأغاني والقوافي التي في النهاية, تنقل أيضا، بقدر ما ممكن ، معنى النص الأصلي ؛ لكن حددت الترجمة الجيدة على أنها ترجمة لم تحدث فيها أخطاء (أو قليلة جدا).

وصف الأسباب المؤدية إلى حدوث أخطاء الترجمة:

- المترجم مبتدئ:

يتم تعريف المبتدئ أولا في القاموس بأنه الشخص الجديد في وظيفة أو موقف أو لديه خبرة ومهارات قليلة أو معدومة في هذا النشاط. فانه عندما نذكر مقارنة ترجمة المترجمين المبتدئين مع ترجمة المترجمين الخبراء، فإننا لا نذكر فقط تراكم المعلومات والمعرفة ولكننا ملزمون بتحديد مستوى الكفاءة والأداء والشخصية.

- المترجمون غير المتخصصين:
- الاعتماد الكلي و الكامل على ألات الترجمة:

الترجمة الآلية تعني الترجمة الممارسة من طرف الآلة، في مجال الذكاء العملي ، هو برنامج كمبيوتر مصمم لترجمة نص من لغة (لغة مصدر) إلى لغة أخرى (لغة الهدف) دون مساعدة من الإنسان أو "ترجمة يجريها كمبيوتر "كما هو محدد في قاموس أكسفورد الإنجليزي".

متعاملي الهاتف النقال:

متعاملي الهاتف المحمول أو المزود اللاسلكي أو شركة الاتصالات هي شركة اتصالات متنقلة توفر خدمات GSM للإنترنت اللاسلكي لمستخدمي الأجهزة المحمولة. يمنح المشغل بطاقة SIM للعميل الذي يدخلها في الجهاز المحمول للوصول إلى الخدمة. أول شبكة خلوية مؤتمنة تجاريًا تم إطلاقه في اليابان و أطلقت أول شبكة جي إس إم في فنلندا(الجيل الأول) غطت شبكة الإطلاق الأولية منطقة العاصمة الكاملة بطوكيو في غضون خمسة سنوات. في التسعينيات من القرن الماضي، ظهرت أنظمة الهاتف المحمول "الجيل الثاني" (G2) ، وذلك باستخدام معيار GSM أساسًا. في عام 1991,

استعمال اللغة الانجليزية في خدمات الاتصال:

- ### اللغة الانجليزية:

كانت اللغة الإنجليزية هي في الأصل لغة إنجلترا، ولكن من خلال الجهود التاريخية للإمبراطورية البريطانية، أصبحت اللغة الرئيسية أو الثانوية للعديد من المستعمرات البريطانية السابقة مثل الولايات المتحدة وكندا وأستراليا والهند حاليًا، وقد تعتبر اللغة الإنجليزية اللغة الأساسية حتى في البلدان التي لا تمسها الإمبريالية البريطانية بل أيضًا في العديد من المجالات التجارية والثقافية التي تهيمن عليها تلك البلدان. و هناك العديد من الأسباب التي تجعل اللغة الإنجليزية الدولية مهمة جدًا في القرن الحادي والعشرين. وأهمها العولمة والاستعانة بمصادر خارجية ثانية.

بعد استقلال الجزائر في عام 1962 ، كانت اللغة الفرنسية هي اللغة الأجنبية الرسمية في التعليم والإدارة. ومع ذلك؛ فان الاستخدام الواسع النطاق في العلوم والتكنولوجيا أعطى اللغة الإنجليزية المزيد من الاهتمام. في وقت لاحق. حيث و بالمقارنة مع بعض البلدان الأفريقية، تتخلف الجزائر كثيرًا في القدرة على التحدث باللغة الإنجليزية بسبب إلزامية اللغة الفرنسية على الجزائريين وتتوفر على القليل من المراجع الإنجليزية إن وجدت. نظرًا بأن العالم أصبح صغيرا و انتشار العولمة بالفعل، فمن المهم للغاية للجزائريين إتقان اللغة الإنجليزية والبدء في استخدامها.

جميع الشركات الجزائرية الحكومية والإدارات والخدمات هي من مستخدمي اللغة الفرنسية ولا يوجد سوى القليل من استخدام اللغة الإنجليزية من قبل بعض الأعضاء القليلين مثل: رؤساء هذه الإدارات والخدمات ولكن فقط إذا كانوا يتعاملون مع أعضاء آخرين من الشركات أو الأفراد الأجانب والخاصين منها.

- **اللغة الانجليزية و التواصل:**

هناك حاجة إلى التواصل لتبادل المعلومات، ووضع الخطط، والتوصل إلى اتفاق، وتنفيذ القرارات، وإرسال وتلبية الطلبات وإجراء المبيعات. وبالتالي، إذا توقف الاتصال، يتوقف النشاط المنظم عن الوجود. يكون التواصل داخليًا داخل المؤسسة، كما أن التواصل الخارجي يحدث عندما يتواصل المشرفون مع العملاء أو غيرهم خارج المنظمة. يستخدم التواصل التجاري للترويج لمنتج أو خدمة أو مؤسسة. في مجال الأعمال التجارية، يشمل مصطلح الاتصالات قنوات الاتصال المتنوعة، بما في ذلك الإنترنت والمنشورات المطبوعة والإذاعة والتلفزيون وغيرها. من المهم جدًا أن تكون قادرًا على التواصل بفعالية، لذلك يتعين على الشخص اختيار الكلمات المناسبة.

دور اللغة الإنجليزية في مثل هذه الشركات كبير بسبب حقيقة أن التكنولوجيا والعولمة والتنمية هي الجوانب الجديدة التي يتم تبنيها والتي يتم إنتاجها بشكل أساسي باللغات الإنجليزية أو غيرها من اللغات التي من شأنها أن تترجم أيضًا إلى الإنجليزية ليتم نشرها واستخدامها بصورة عشوائية.

- **التواصل و الاتصال عند الشركات:**

يعتمد نجاح أي مؤسسة على القدرة على التواصل ليس فقط مع الموظفين والعملاء ولكن أيضًا مع المستثمرين والأجانب؛ الاتصالات التجارية هي عمليات صعبة للغاية. عند صياغة رسائل العمل،فإنهم يتواصلون كأفراد وكممثلين لمنظمة. يعتمد النجاح في التواصل في الواقع أو عبر الإنترنت على مدى فهمهم للغة. تتناقص القدرة على الاستماع عندما يصعب فهم المعلومات.اما في التواصل التجاري ، يتعين علينا الحفاظ على موضوعيتنا ومحاولة فهم وجهة نظر الشخص الآخر واحترام الاختلافات في الخلفية والثقافة. من أجل الحصول على اتصالات ناجحة، يجب على المنظمات خلق جو من الإنصاف والثقة. تعد الرسائل الأخلاقية ذات أهمية حاسمة لمصداقية أي مؤسسة ونجاحها، ويجب إنشاء الرسالة بعناية بحيث تركز على الجمهور من خلال إنشاء مجموعة من الكلمات التي تقود أعضاء الجمهور إلى هذه النقطة. يستخدم المتواصلون الفعالون الإشارات غير اللفظية واللفظية لتوصيل رسائلهم. كما أنهم يولون الكثير من الاهتمام لتلقي المعلومات كما يفعلون في الإرسال. هناك ثلاثة أنواع من الاتصالات يمكن أن تحصل عليها الشركة: الاتصالات الداخلية والخارجية والاتصالات الإعلانية:

- **أنواع الاتصالات التجارية:**

o التواصل اللفظي: يتضمن استخدام الكلمات للتواصل.

o التواصل غير اللفظي: يتضمن استخدام لغة الجسد والإيماءات الجسدية المختلفة كوسيلة للتواصل.

o التواصل الكتابي (التواصل الوظيفي): هو وسيلة اتصال تستخدم بشكل خاص لقبول المتقدمين لشغل وظيفة.

- **طرق التواصل التجاري:**

هناك عدة طرق للتواصل التجاري بما في ذلك: الاجتماعات الهاتفية, رسائل البريد الإلكتروني,الاتصالات القائمة على الويب لتحسين الاتصال, مؤتمرات الفيديو التي تسمح للناس في مواقع مختلفة بعقد اجتماعات تفاعلية, التقارير, العروض التقديمية, لوحة المنتدى.

تُستخدم اللغة الإنجليزية في الجزائر كلغة وصل للتواصل الدبلوماسي والتجاري الدولي والمحلي. على الرغم من أن الفرنسية تهيمن على الاتصالات المحلية في عالم الأعمال في الجزائر ، إلا أنها تستخدم عندما تكون اللغة الفرنسية و / أو العربية غير شائعة لدى المتحدثين. تُستخدم اللغة الإنجليزية أيضًا بين الإداريين عند التفاعل مع المسئولين الأجانب الذين لا توجد معهم لغة مشتركة، فيما يتعلق بالأعمال بشكل عام والسياحة بشكل خاص. الهدف من التواصل التجاري هو كسب المال. وبالتالي، لتطوير الربحية ولهذا يجب على كل من المديرين والموظفين تطوير مهارات التواصل الجيد.

تأثير الترجمة الخاطئة على معاملات الشركات:

لدى الشركات العديد من الدوافع المختلفة لترجمة المحتوى إلى الجماهير الدولية. قد يكون تسهيل شراكة تجارية في الخارج ، أو توسيع نطاق وصولها إلى الأسواق وبيعها للمستهلكين العالميين. ولكن بصرف النظر عن السبب، يقوم الأشخاص والشركات الآن بالترجمة عادة للغة الأكثر شيوعًا لنشر الرسالة على أكبر قدر ممكن من الجماهير.

الترجمات الدقيقة هي أيضًا ذات أهمية قصوى إذا كنت تتعامل مع العقود من أي نوع. الكلمات والعبارات البسيطة في العقد يمكن أن تؤدي إلى سوء فهم ما يقوله العقد باللغة المصدر. في أفضل الحالات ، قد يؤدي هذا إلى تأخير في الصفقات التجارية ؛ في أسوأ الحالات ، يمكن أن يؤدي ذلك إلى خسارة استثمار ذو تدفق عالي، أو حتى رفع دعوى قضائية.

عندما يحاول المترجم ترجمة جزء معين من الخطاب؛ كتابة أو تحدث، قد يواجه الكثير من المشاكل أو يمكننا أن نقول الصعوبات أثناء الترجمة. هذه المشاكل متباينة. كل واحد يختلف عن الآخر. خلاصة القول، هذه الصعوبات و المشاكل التي تواجه المترجمين تتطلب بعض الأساليب والاستراتيجيات للتعامل معها. وان أي عمل دقيق يتطلب مترجمين محترفين قاموا بهذا النوع من الأعمال بسبب كفاءاتهم وجودة العمل والدورات التدريبية

الفصل الثاني: تحري الترجمة و استعمال اللغة الانجليزية مع تحليل البيانات و مناقشتها.

مقدمة:

اللغة الأولى في الجزائر هي العربية هي اللغة الرسمية المستخدمة والثانية هي الفرنسية ولكن هناك القليل من استخدام اللغة الإنجليزية ولكن لأن معظم الشركات والخدمات والإدارات تابعة للدولة ، نجد أن كل شيء باللغتين العربية والفرنسية

لدينا مجموعة من الشركات الحكومية و استخدام اللغة الإنجليزية كان قليل الوجود وكانت الشركة الأولى شركة جيزي وإداراتها وخدماتها ، ثم انتقلت إلى شركة اوريدو كالاتجاه الثاني والثالث هو موبيليس واتصالاتُ الجزائر كخطوة أخيرة؛ يركز البحث بشكل أساسي على النصوص الصغيرة والجمل والعبارات في أي شيء يتعلق بمجموعة الشركات من المواقع الإلكترونية وخدمات الشبكات والتطبيقات وخدمات الزبائن... الخ.

- **جيزي:** تأسست شركة Djezzy ، متعامل الاتصالات الجزائرية في يوليو 2001. و هي الشركة الرائدة في مجال الاتصالات الهاتفية المتنقلة ، مع أكثر من 16.5 مليون مشترك في ديسمبر 2016 ، توفر الشركة مجموعة واسعة من الخدمات مثل الدفع المسبق ، الدفع المؤخر ، البيانات والانترنت إضافة إلى خدمة الاتصالات العالمية. تغطي جيزي 95 ٪ من السكان في جميع أنحاء الأراضي الوطنية ويتم نشر خدمات الجيل الثالث في 48 ولاية.

- **اوريدو:** تعد شركة نجمة ، المشغل الرائد للوسائط المتعددة المتنقلة في الجزائر ، والتي أصبحت اوريدو في 21 نوفمبر 2013 ، هي الفرع الجزائري لمجموعة اوريدو. إنها المتعامل الثالث (من حيث تاريخ دخول حيز الاستعمال) للهاتف المحمول في الجزائر. فإنها حاضرة في الجزائر منذ 23 ديسمبر 2003 ،اي تاريخ الحصول على ترخيص خدمات الهاتف المحمول في الجزائر ، تم إطلاق العلامة التجارية في 24 أغسطس 2004 ، عن طريق تقديمها للجزائريين ، في 25 أغسطس 2004 ، بدأت عملية الإطلاق التجاري تحت العلامة التجارية القديمة ـ الوطنية للاتصالات الجزائرية التي أنشأتها الشركة الوطنية الكويتية للاتصالات .

- **موبيليس:** (الجزائر تليكوم الجزائر) هي شركة تابعة اتصالات الجزائر ، وهي واحدة من أكبر ثلاث شركات تشغيل للهاتف المحمول في الجزائر. أصبحت موبيليس مستقلة في أغسطس 2003 ، وتقدم لعملائها: العروض البريدية والمسبقة الدفع ، الرسائل النصية القصيرة / رسائل الوسائط المتعددة ، التجوال الدولي ، البريد الصوتي ، استشارة الفاتورة على الإنترنت ، إشعار مجاني عن الرصيد بعد كل مكالمة ، مكالمة مجانية إلى واحد أو أكثر الأرقام المفضلة ، يوفر المتعامل لعملائه إمكانية الاتصال بالإنترنت عبر شبكته المحمولة باستخدام تقنيات لأجيال المختلفة، فهو يضمن تغطية جميع الجزائر بشبكة الجيل الثالث++ الخاصة به.

- **اتصالات الجزائر:** الجزائر تليكوم هي شركة عامة تعمل في سوق شبكات وخدمات الاتصالات الإلكترونية. تم ولادتها في القانون رقم 2003/2000 الصادر في 5 أغسطس 2000 ، والمتعلق بإعادة هيكلة قطاع البريد والاتصالات ، والذي يفصل بين الأنشطة البريدية وأنشطة الاتصالات السلكية واللاسلكية ، النشاط الرئيسي هو توفير خدمات الاتصالات السلكية واللاسلكية لنقل وتبادل الصوت والرسائل المكتوبة والبيانات الرقمية والمعلومات السمعية والبصرية ... تطوير وتشغيل وإدارة شبكات الاتصالات العامة والخاصة؛ إنشاء وتشغيل

وإدارة الترابط مع جميع مشغلي الشبكات. تلتزم اتصالات الجزائر بعالم تكنولوجيا المعلومات والاتصالات من خلال الأهداف التالية: زيادة توفير خدمات الهاتف وتسهيل الوصول إلى خدمات الاتصالات لأكبر عدد من المستخدمين ، لا سيما في المناطق الريفية ؛ زيادة جودة ومجموعة الخدمات المقدمة وجعل خدمات الاتصالات أكثر تنافسية ؛ تطوير شبكة اتصالات وطنية موثوقة متصلة بطريق المعلومات السريع.

المنهجية:

نظرًا للهدف من هذا البحث، فإن الاسلوب المعتمد هو التقويمي؛ ستساعد الدراسة في الإجابة على بعض الأسئلة ، وهي تقييم الترجمة التي قام بها المترجمون. و ستتم مقارنة الترجمات المتاحة في بيانات الدراسة بترجمات أخرى مختلفة سواء بين شركات تشغيل الهواتف الجزائرية أو مع استخدام المعايير اللغوية في مجال خدمات الاتصالات أو غيرها من شركات تشغيل الهاتف الدولية. ستؤخذ في الاعتبار أي تغييرات صغيرة تتعلق بوحدات الترجمة. سيتم تصنيف البيانات إلى أربع فئات رئيسية وفقًا للشركات المقدمة في دراسة الأخطاء والصعوبات: الغموض اللغوي، عدم الكفاءة. ستتم مناقشة كل فئة وتوضيحها مع عينات مأخوذة من البيانات.

تحليل المعطيات و مناقشة النتائج:

لم تكن الترجمات التي تم إجراؤها في مختلف الشركات والإدارات في هذه الشركات لغرض محدد بل استخدام بسيط للغة الإنجليزية أو ترجمة بعض الجوانب الصغيرة من الخدمات الضخمة التي تقدمها الشركات نظرًا لاستعمال اللغتين العربية و الفرنسية هذا جعل النتائج سطحية وليس بالاعتبار الجاد ما لم تتطور أكثر وتكون جادة في استخدام هذه اللغة العالمية.

هناك اعتماد كبير على آلات الترجمة في مختلف المجالات بالإضافة إلى اعتماد المترجمين المبتدئين أو غير المتخصصين وليس هناك مترجمين متخصصين ممن لديهم معرفة بالعديد من جوانب الترجمة والجوانب المتعلقة بمجال الترجمة الذي يتوجهون إليه.

الخاتمة:

التكنولوجيا لها تأثير كبير على الطريقة التي يعيش بها الناس في عالم اليوم ، وعندما يتم ذكر مصطلح التكنولوجيا ، توضع الكثير من الأشياء في الاعتبار مثل: الإنترنت ، الكمبيوتر المحمول ، الوسائط ووسائل الإعلام الاجتماعي ، الهاتف الذكي والشبكات ... والأخيران هما الكلمات الرئيسية للدراسة.

هذه الدراسة في مجال دراسات الترجمية وحاولت الإجابة عن الأسئلة المحددة لإجراء دراسة حول حركات الترجمة ونجاح المترجمين في الترجمة بمعايير ترجمية جيدة في مجال خدمة الاتصالات. لم تكن الدراسة تتعلق فقط بالمصطلحات والكلمات التقنية في ترجمة بعض المصطلحات ذات الصلة، ولكن أيضًا حول الحفاظ على الاتصالات بين أطراف التواصل باللغة الإنجليزية والحفاظ على المعاملات.

المفهوم الرئيسي في هذه الدراسة هو خطأ الترجمة الذي ينقسم إلى أنواع وتصنيفات مختلفة. عند ارتكاب خطأ في الترجمة ، يعرض أي منتج للنقد أو يؤدي إلى بعض الخسائر المادية والأضرار والعواقب السيئة؛ المترجم هو المسؤول في تلك الحالات عن النتيجة حيث يجب اختيار المترجم وفقًا لكفاءاته وخبرته.

كانت بيانات هذه الدراسة خفيفة وقليلة بسبب قلة استخدام اللغة الإنجليزية في الإدارات الجزائري، تم تسليط الضوء على الأخطاء التي تم العثور عليها وتحليلها وتصحيحها إن أمكن. تعتمد الترجمة في الجزائر كثيرًا على الترجمات الآلية والمترجمين المبتدئين بدلاً من اعتماد مترجم خبير.

تهدف الدراسة لتوضيح هذا الجانب في الترجمة في الجزائر بالضبط لتقليل تأثير اللغة الفرنسية في جميع الإدارات والاستعانة بمصادر خارجية وجعل اللغة الإنجليزية أكثر انتشارًا خاصة وأن الجزائر لديها شركات متعددة الجنسيات خاصة في الجنوب ، وهذا من شأنه أن يحقق خطوة كبيرة في الجزائر:النظام التعليمي والسياحة والأعمال ...