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An Analysis of (MN)MT use in Crisis Communication - Creating a guideline for  
Austrian Crisis Communication Stakeholders

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## 2 Terminology

- Crisis/Disaster - this paper will use the term crisis, because of its predominant use in translation specific literature. Nonetheless it is important to point out that outside the translation community and outside of Europe the use of the term disaster is more frequent, while in Europe the term crisis is predominant, as it can be seen in Cadwell et al. (2019:302), who state that

a crisis is a non-routine event that violates expectations, poses a threat to a social group, and requires a response to mitigate the harm [...] responding to one may require external assistance – rendering communication and coordination more significant – and may involve varied time-lines (short, medium, and long term) and varied levels of action (individual, local, national, supranational, etc.).

- CALD communities - culturally and linguistically diverse communities (O'Brien and Federici 2019; Shackleton 2018). The diversity is what makes these communities especially vulnerable to crises due to a “lack of integration, lack of participation, lack of access to information” (O'Brien and Federici 2019:131). Sadly, this discrimination often stems from a lack of communication between governments and their people. It shows that the use of a lingua franca cannot solve issues for communities in which this lingua franca is not spoken (cf. Federici 2022:387).
- Vulnerability - Federici (2022:381) states that “the term is used to indicate the capacity to deal with the impact of disasters”, which makes it “a key component in relation to language and multilingual communication”. Building on the Hyogo framework for action, the Sendai Framework for Disaster Risk Reduction (UNDRR) defines vulnerability as “the conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of a community to the impact of hazards” (2015:10). As a consequence, vulnerable systems are “more sensitive to risk, reflecting the complexity of socioeconomic factors” (Pescaroli and Alexander 2018:3).
- Hazard - “Hazards are natural, technological, biochemical, and human-led. Hazards expose communities to specific threats and risks” (Federici 2022:375).
- Disaster - “Triggered by hazards, disasters are the worst manifestations and actuations of potential risks” (Federici 2022:375).
- Crowdsourcing - can be seen as

a framework that brings together a large and decentralized group of people for gathering data, solving a problem, or addressing a challenge. It typically occurs via digital platforms –

including smartphone apps, social media, commercial software, and connected devices that are part of the Internet of Things (IoT) – that enable interaction and data collection. (Britannica Money 2024)

- Cascading disasters/crises - In accordance with Pescaroli and Alexander (2015:58) cascading disasters/crises are a “chain-sequence of interconnected failures” and that “interdependencies, vulnerability, amplification, secondary disasters and critical infrastructure are important factors that need to be addressed in risk reduction practices in order to limit cascading during disasters.” Especially in today’s interconnected world, these effects are observed regularly.
- LLMs - Large Language Models are defined by the European Commission’s Knowledge Centre on Translation and Interpretation as follows:

A large language model (LLM) is a type of artificial intelligence model that has been trained through deep learning algorithms to recognize, generate, translate, and/or summarize vast quantities of written human language and textual data. Large language models are some of the most advanced and accessible natural language processing (NLP) solutions today. As a form of generative AI, large language models can be used to not only assess existing text but to generate original content based on user inputs and queries. (European Commission 2023)

- MT - Machine translation “is the application of computers to the task of translating texts from one natural language to another” (EAMT n.d.).
- NMT – “Neural Machine Translation is an end-to-end learning approach for automated translation, with the potential to overcome many of the weaknesses of conventional phrase-based translation systems” (Wu et al. 2016:1).
- MNMT - Tan et al. (2019:963) explain multilingual neural machine translation as follows:

Multilingual neural machine translation (NMT), which translates multiple languages using a single model, is of great practical importance due to its advantages in simplifying the training process, reducing online maintenance costs, and enhancing low-resource and zero-shot translation.

Building on the success of NMT, this technology is capable of working with more languages at the same time.

- CC - Crisis Communication – Palttala and Vos (2012:39) argue that CC

can be defined as sending and receiving messages which explain the specific event, identify its probable consequences and outcomes, and provide specific harm-reducing information to affected communities in an honest, candid, prompt, accurate, and complete manner.

- CT - Crisis Translation - Federici et al. (2019b:247) define the term as follows:

Crisis translation is operationally defined [...] as any form of linguistic and cultural transmission of messages that enables access to information during an emergency, regardless of the medium. In emergencies, the confines between written, oral, or multimodal modes are narrower; many means of communication are needed, and multiple solutions are required.

This extensive definition becomes necessary as Crisis Translation

is a catalyst research area to develop a holistic, multidisciplinary and comprehensive understanding of the role of communication in multilingual crisis situations, so as to better address the necessity for accommodating language needs in crisis situations, thus lessening the impact of the language barrier in cascading crises. (O'Brien and Federici 2019:138)

### 3 Abstract

Im Jahr 2025 ist die Klimakatastrophe in vollem Gange und auch menschengemachte Krisen gibt es zuhauf. Während auf unzähligen Ebenen versucht wird den betroffenen Individuen zu helfen, ist es auf Grund des Studiums des Verfassers naheliegend, das Thema der Übersetzung in Krisensituationen genauer zu beleuchten, in der Hoffnung einen Beitrag leisten zu können, dass möglichst effizient Hilfe geleistet werden kann, unabhängig von Sprachbarrieren.

Aus diesem Grund widmet sich die vorliegende Arbeit zuerst der theoretischen Komponente und erforscht die wichtigsten Werke zu unterschiedlichen Themen. Den Anfang macht die maschinelle Übersetzung mit besonderem Fokus auf die multilinguale neuronale maschinelle Übersetzung. Darauf folgen Krisenkommunikation und Übersetzung in Krisensituationen. Spezielle Aufmerksamkeit kommt dabei dem INTERACT Projekt der europäischen Union zu, da dieses in vielerlei Hinsicht den Goldstandard internationaler Bemühungen in diesem Forschungsbereich darstellt. Abgerundet wird der theoretische Teil von den unterschiedlichen Anwendungsbereichen moderner Übersetzungstechnologien in Krisensituationen.

Auf praktischer Ebene beschäftigt sich die Arbeit mit der Frage nach dem Status Quo der österreichischen Übersetzer\*innen in Krisensituationen. Zu diesem Zweck wurden sieben Interviews geführt, deren Ergebnisse analysiert werden, um ein möglichst umfassendes Bild der Situation zur Verfügung stellen zu können. Einerseits gilt es einen Abgleich zu der erforschten Theorie vorzunehmen, andererseits sollen Arbeitsabläufe, Strukturen und andere zentrale Faktoren bei der Bereitstellung von Hilfe einer eingehenden Prüfung unterzogen werden.

Ebenjene Ergebnisse werden in weiterer Folge gegen die Resultate der Literaturrecherche abgeglichen, mit dem Ziel die am Anfang des Absatzes gestellte Frage zu beantworten, sowie potenzielle Verbesserungsmöglichkeiten ausfindig zu machen. Um mit dieser Arbeit den Interviewteilnehmer\*innen und im Idealfall auch anderen Krisenübersetzer\*innen etwas zurückzugeben und zur Entwicklung von neuen Arbeitsabläufen beizutragen, ist der letzte Planpunkt die Erstellung eines Leitfadens. Dieser soll einen Überblick verschaffen und praktische Anleitungen für zentrale Arbeitsschritte der Krisenübersetzung zur Verfügung stellen, um den Einstieg in die Materie zu erleichtern bzw. vorhandenes Wissen zu ergänzen.

In 2025, the climate catastrophe is in full swing and man-made crises are also abound. While countless efforts are being made to help those affected, the author's studies suggest that it would be worthwhile to take a closer look at the topic of crisis translation (CT), hoping to contribute to the most efficient provision of aid possible, regardless of language barriers.

For this reason, the thesis first focuses on a theoretical component and explores important works on various topics. It starts with machine translation, with a particular focus on multilingual neural machine translation. This is followed by crisis communication and translation in crisis situations. Special attention is given to the European Union's INTERACT project, as it represents a benchmark of international efforts in this field of research. The theoretical part is rounded off by the various areas of application of modern translation technologies in crisis situations.

On a practical level, the thesis deals with the question of the status quo of Austrian translators in crisis situations. To this end, seven interviews were conducted, the results of which are analysed in order to provide as comprehensive a picture of the situation as possible. On the one hand, it is necessary to compare the findings with the researched theory, and on the other hand, work processes, structures and other central factors in the provision of aid are to be subjected to a thorough examination.

The results of this examination will then be compared with the results of the literature review with the aim of answering the question posed at the beginning of this paragraph and identifying potential areas for improvement. To give something back to the interview participants and, ideally, other crisis translators, as well as to contribute to the development of work processes, the final plan is to create a guideline, intended to provide an overview and practical instructions for key crisis translation processes in order to facilitate entry into the subject matter and supplement existing knowledge.

## 4 Introduction

At the time of writing, there are multiple crises that trouble the globe. What they all have in common is that, to provide relief, it is essential to first and foremost offer information to those affected:

Delaying any understanding of the increasing magnitude of natural hazards is no longer an option. For everybody to have an equal chance to adopt informed behaviours around risks, access to information about local hazards must be in formats and languages that all local residents can access and understand. (Federici 2022:392)

This statement shows perfectly why, in the year 2025, translation is widely regarded as a human right (cf. Federici 2022:383). The right to access information can only be granted to everyone if translation is available. As sad as it is, crises remain a recurring theme in our society. Whether it is some sort of natural catastrophe or another man-made disaster, more people suffer from different crises. Lewis, Munroe and Vogel “[...] propose that MT is an important technology in crisis events, something that can and should be an integral part of a rapid-response infrastructure” (2011:510). This insight is of specific importance because multilingual communication poses highly complex challenges, producing all sorts of problems in CC.

With this paper, I want to take a closer look at the usage of MT in CT and hope to understand the factors that encourage or prevent people from using modern language technology to provide aid, where it is most needed, which limitations occur and how these can be tackled. To do so, this thesis will be subdivided into two parts:

- A summary of the theoretical background with a focus on the developments in recent years regarding the use of MNMT.
- An analysis of the aforementioned literature as well as an analysis of the status quo of Austrian Crisis Translation stakeholders.

Therefore, this paper will first give an overview of the evolution of MT from the 1950s to the present, followed by an insight into the field of CC and the most important takeaways from a translator’s viewpoint. These will then be compared with the findings of Interact, the European Union’s project on Crisis Translation and the field of Crisis Translation as a whole. The theoretical part of this thesis will be concluded with a summary of the most important facets of citizen translator training, as it not only is an important part of Crisis Translation strategies, but also a decisive part of the modern CT strategies, as well as the Guideline for Austrian Crisis Translation stakeholders, which this thesis aims to produce and can be found in the appendix.

The information presented during the literature review is then going to be analysed from the perspective of answering the first of the research questions (RQ1):

- What role does MNMT play for today's Crisis Translation Stakeholders?

This will also be used later to compare to the results of the interviews with Austrian CT stakeholders, necessary to answer the second research question:

- What is the status quo of Austrian Crisis Translation and how does it compare to the international standards presented in the first part of the paper?

This will consist of the explanation, processing and analysis of a series of interviews with Austrian Crisis Translation Stakeholders and a comparison to the international standards established before. The participants kindly provided me with their time and knowledge, answering my questions and providing insights into their daily routines and how they handle different tasks related to Crisis translation. These answers will be compared to the findings presented in the first part, hopefully depicting the different realities Crisis Translation Stakeholders face due to their position, organisation or field of expertise.

The final part of this thesis will consist of combining these findings to create a guideline for Austrian CT stakeholders. Regardless of the participants level of sophistication when it comes to CT and its workflows, there will be certain takeaways available to provide the interviewees with new perspectives. Apart from that, CT stakeholders that have not participated from the interviews can capitalise on the findings and elevate their workflows by implementing the information presented on MNMT, PEMT and citizen translator training, to better reach those individuals not covered by official languages and lingua francas.

Every hour of research invested into technology use in CT is an hour well spent, especially when one keeps in mind, that climate change and political instabilities contribute to a rapid surge in crises.

## 5 Literature Review

The following chapter is dedicated to the exposition of the most important theoretical perspectives on Crisis Communication, MT, Crisis Translation and Citizen Translator Training, as these topics provide the foundation for the more practical aspects of this body of work.

As it will become clear in the following paragraphs, this project is based on two major endeavours:

- The Sendai Framework for Disaster Risk Reduction 2015-2030 (UNDRR 2015)
- The EU's International Network on Crisis Translation - INTERACT

These two projects are complemented with different guidelines that serve as standards within the Language Service Industry, for example TAUS' MT Post-Editing Guidelines (Massardo et al. 2016), to provide a thorough and accessible base for the practical part.

Taking in consideration that the planned guideline for Austrian CT stakeholders needs to be available to people who most likely may not have access to the same channels of information as the ones provided by the University of Vienna, another important factor was to include as many freely accessible sources as possible, to provide not only a guideline, but material for those who want to immerse themselves in the matter.

### 5.1 Crisis Communication

Listed as the first point in the Sendai Disaster Risk Reduction Framework's "priorities for action" section, one finds "Understanding disaster risk" (UNDRR 2015:14). To achieve such insight, this chapter tries to offer an overview of the most important facets of modern CC strategies. To do so, I will introduce the field itself, the quoted Sendai Framework and the four-phase-model proposed by Alexander from a translation-specific point of view. This is especially relevant as a full investigation of the Sendai Framework alone would exceed the scope of this paper.

In recent decades, various and numerous crises have struck the planet, caused by nature or mankind itself. One of the most devastating of these crises was the Boxing Day Tsunami that hit southeast Asia in 2004, killing more than 200 000 people (cf. Budiman et al. 2024). To provide help for all the people in need in this situation, the "response required extensive coordination and cross-cultural communication efforts from individuals and organizations with differing languages, norms, beliefs, and practices" (Pyle 2018:388). Other crises may not have

been as lethal. Nonetheless the consequences they bring with them are never less tragic and seldom if ever less complicated.

One of the central tasks surrounding such catastrophes is dealing with myriads of different communication situations, which usually need specific solutions and, as always when there are lives at risk, leave little to no room for error. Cadwell et al. state, regarding dealing with a crisis, that “responding to one may require external assistance – rendering communication and coordination more significant – and may involve varied timelines (short, medium, and long term) and varied levels of action (individual, local, national, supranational, etc.)” (2019:302). This means that there is a necessity for concise communication strategies, which becomes even clearer when looking at the United Nations’ Sendai Framework for Disaster Risk Reduction 2015 -2030, which aims at “the substantial reduction of disaster risk and losses in lives, livelihoods and health and in the economic, physical, social, cultural and environmental assets of persons, businesses, communities and countries” (UNDRR 2015:12) by pursuing the following goals:

Prevent new and reduce existing disaster risk through the implementation of integrated and inclusive economic, structural, legal, social, health, cultural, educational, environmental, technological, political and institutional measures that prevent and reduce hazard exposure and vulnerability to disaster, increase preparedness for response and recovery, and thus strengthen resilience. (UNDRR 2015:12)

Looking at the assessments in the aforementioned section, it quickly becomes clear that, regardless of regional, national, or global level, the collection of data and the application of scientific principles matter most, when it comes to identifying vulnerable communities. These need to be of special interest to aid workers because of their specific language needs, but also in view of the insight these communities may be able to offer. Whilst mainstream media may be sufficient for many people to build up preparedness and resilience, the same may not apply to CALD communities. Further elaboration of this specific problem can be found in the chapter on CT.

What is also important to keep in mind, when it comes to crisis translation, is that there is much more than the sole response to an incident. When people hear crisis, they usually think of the moment directly after the incident happened and people are in immediate need of help, but it is much more than that. In the tradition of David Alexander (2002), Cadwell et al. point out four phases of crises:

1. mitigation (to reduce future impacts, e.g., through building codes);
2. preparedness (to reduce imminent impacts, e.g., through training);

3. response (to deal with the immediate aftermath, e.g., through search and rescue);
4. and recovery (to restore affected populations to normality, e.g., through temporary housing). (Cadwell et al. 2019:304)

A close look at these different stages of a crisis is especially important from a translatory point of view, because there are many ways to implement different translation protocols in all of them. Therefore, the next subchapter will provide a precise overview of the potential of these phases.

## 5.2 Four phases of the Crisis Response Cycle

As mentioned before, the standard in today's CT is the four phase crisis response cycle proposed by Alexander (cf. 2002:5) which aims for

- a reduction of the consequences of future crises,
- training and preparing stakeholders for what is to come,
- a well-organised, coordinated emergency response,
- a systematic review of events and correction of possible errors within the process.

The importance of this model lies in the possibilities that it holds, when it comes to reducing the impact of crises on its victims. Oftentimes the sole focus of crisis-related work is on responding to a given event. Sadly, we were all able to gather experience on how to handle this phase during the Covid-19 pandemic. The mitigation and preparedness phases offer great potential to prevent damage and suffering. Nonetheless it is important also not to neglect the recovery phase, as it is important for evaluation purposes, to avoid the repetition of failed approaches.

- During the mitigation phase CT stakeholders have the chance to build structures that help them in the future. This can be the installation of terminological databases or other translation-related technologies (cf. Alexander 2002:5ff).
- The preparedness phase builds on the work done during mitigation, by training translators or citizen translators, especially regarding PEMT and other useful techniques, like the triaging of texts during emergencies (cf. Alexander 2002:5ff).
- The response phase leaves the least freedom, as it is the one closest to the actual crisis, therefore forcing everyone available to deal with the immediate effects of whatever has happened (cf. Alexander 2002:5ff).

- During the recovery phase the focus lies on reinstating normality. This can be through translatory support in therapy, provision of information regarding aid or other related tasks. But it is also the time to collect data on what has just happened, check the functionality of crisis-response-systems and to “build back better” (Alexander 2002:1). This means improving possible weak spots within the strategy or extending it by implementing new technology, knowledge or other components (cf. Alexander 2002:5ff).

### 5.3 The Sendai Framework for Disaster Risk Reduction 2015-2030

The Sendai Framework [...] articulates the following: the need for improved understanding of disaster risk in all its dimensions of exposure, vulnerability and hazard characteristics; the strengthening of disaster risk governance, including national platforms; accountability for disaster risk management; preparedness to “Build Back Better”; recognition of stakeholders and their roles; mobilization of risk-sensitive investment to avoid the creation of new risk; resilience of health infrastructure, cultural heritage and work-places; strengthening of international cooperation and global partnership, and risk-informed donor policies and programs, including financial support and loans from international financial institutions. There is also clear recognition of the Global Platform for Disaster Risk Reduction and the regional platforms for disaster risk reduction as mechanisms for coherence across agendas, monitoring and periodic reviews in support of UN Governance bodies. (UNDRR 2015:5)

This Framework and its predecessors, the Hyogo Framework for Action and the Yokohama Strategy for a Safer World (UNISDR 1994, 2005), which date back until 1994, are the United Nations attempt to provide a clear set of guidelines in diverse cases of crises. To keep things simple, this chapter will only summarise the points most important to Crisis Translation.

Listed in their guiding principles, the authors share information on the necessity of interconnection between all different levels of authorities and organisations, as well as the importance of the inclusion of society as a whole. This is especially true for members of CALD-communities, as they are often the first ones to lose access to information in crisis situations (cf. UNDRR 2015:12).

They therefore call for the inclusion of “gender, age, disability and cultural perspectives” (UNDRR 2015:13) into policies and strategies. Furthermore, they address the empowerment of local organisations and communities to take well-informed decisions and include them in open communication and sharing of relevant data, with the intention of handling the local effects of crises, no matter if its origin is local, national or even global. By doing so, they also want to set the foundation to “build back better” (UNDRR 2015:1), increasing the resilience among people, for what is likely to come, due to recent geopolitical and climatic developments

(cf. UNDRR 2015:12). Therefore, the framework offers four “priorities for action” (UNDRR 2015:14). These can be very helpful when it comes to structuring a CT approach.

Priority 1: Understanding disaster risk.

Priority 2: Strengthening disaster risk governance to manage disaster risk.

Priority 3: Investing in disaster risk reduction for resilience.

Priority 4: Enhancing disaster preparedness for effective response and to “Build Back Better” in recovery, rehabilitation and reconstruction. (UNDRR 2015:14)

### **5.3.1 Priority 1: Understanding disaster risk**

Policies and practices for disaster risk management should be based on an understanding of disaster risk in all its dimensions of vulnerability, capacity, exposure of persons and assets, hazard characteristics and the environment. (UNDRR 2015: 14)

What matters most when it comes to understanding crises is data. This case is no different, so it is of utmost importance to encourage the collection of crisis-relevant data, not only within organisations but ideally also within communities. The information gathered in this way allows for a thorough analysis of past events or situations and for the consideration of future needs during the planning of new strategies. Especially when using MT, every bit of data becomes relevant, as it allows the training of a potential MNMT engine, supports the building of terminological databases and concordances and is also helpful when working with Computer-Assisted-Translation (CAT) Tools. The better the cross-linkage between global, national and regional stakeholders becomes, the better. Enhanced collaboration can result in improved coordination in the design of information campaigns on social media, translation work, community mobilisation and civic education, as well as in making systems and technology available to more stakeholders due to collaboration on different levels (cf. UNDRR 2015:14ff).

### **5.3.2 Priority 2: Strengthening disaster risk governance to manage disaster risk**

Strengthening disaster risk governance for prevention, mitigation, preparedness, response, recovery and rehabilitation is [...] necessary and fosters collaboration and partnership across mechanisms and institutions for the implementation of instruments relevant to disaster risk reduction and sustainable development. (UNDRR 2015:14)

After sharing resources and technology in step one, this priority aims to improve the coordination of strategies on different levels, reduce the overall risks and strengthen resilience. This requires a clear distribution of tasks and roles, especially among representatives of different communities, to best include those most in need of protection. Ideally this results in a

redistribution of financial means, where necessary, the development of quality standards in the field of disaster risk management and the promotion of mutual learning and information exchange on all levels (cf. UNDRR 2015: 6ff).

### **5.3.3 Priority 3: Investing in disaster reduction for resilience**

Public and private investment in disaster risk prevention [...] are essential to enhance the economic, social, health and cultural resilience of persons, communities [...]. These can be drivers of innovation, growth and job creation. Such measures are cost-effective and instrumental to save lives, prevent and reduce losses and ensure effective recovery and rehabilitation. (UNDRR 2015:18)

Investing does not only include the financial aspect, but also those of time and effort. Reducing hazards in schools, organisations, community centres and other parts of the critical infrastructure, by implementing different crisis protocols, updating emergency plans and improving co-ordination and communication between all involved stakeholders can help reduce many risks and avoid numerous problems. This can be done through inclusive policies, providing information and assistance resulting in improved crisis risk resilience in the workplace (cf. UNDRR 2015:18ff).

### **5.3.4 Priority 4: Enhancing disaster preparedness for effective response and to “Build Back Better” in recovery, rehabilitation and reconstruction**

The steady growth of disaster risk, including the increase of people and assets exposure, combined with the lessons learned from past disasters, indicates the need to further strengthen disaster preparedness for response, take action in anticipation of events, integrate disaster risk reduction in response preparedness and ensure that capacities are in place for effective response and recovery at all levels. Empowering women and persons with disabilities to publicly lead and promote gender equitable and universally accessible response, recovery, rehabilitation and reconstruction approaches is key. (UNDRR 2015:21)

When everything possible, listed under priorities 1-3, has been completed, there is still a lot to do. On the one hand, it pays off to keep putting effort in the maintenance of structures and technologies, regularly evaluating and if necessary, enhancing the resilience. On the other hand, every chance to train existing but also new volunteers is welcome and a chance to strengthen crisis preparedness. The same goes for the promotion of regional collaboration as well as raising awareness of the topic within CALD communities. Another important step is the development of strategies to handle the aftermath of possible crises in the most effective way. This includes

the collection and processing of all necessary data. Every well-documented crisis makes it easier to deal with whatever comes next (cf. UNDRR 2015:21f).

### **5.3.5 The Role of Stakeholders**

While the state holds the overall responsibility, there are many important roles to be filled by NGOs, NPOs and other CT stakeholders. They can offer specific and oftentimes community-based knowledge, which is crucial for the protection of CALD communities. The support these stakeholders are able to provide for the state are of utmost importance to guarantee that those who need help the most, are not overlooked. This means including the perspectives of women, children, people with disabilities and members of CALD communities, as their needs in crisis situations can be completely different from others and their knowledge can offer new strategies.

If the input gathered among all different stakeholders can then be integrated into the large-scale solutions designed by major national and international stakeholders, it represents the best way to provide everyone with the best possible strategy during different crises, which will, without a doubt be a part of the future.

## **5.4 Takeaways for Crisis Communication Stakeholders**

Both the Sendai Framework (UNDRR 2015) and the Crisis Response cycle by Alexander (2002) contain a lot of information that can be intimidating until broken down into clear and concise units that can be integrated into the workflow of an organisation/stakeholder. This and the following chapters will support exactly these steps, trying to provide as much practical input and as many options as possible.

One of the first steps worth taking is the evaluation of the present workflow against the new input. Oftentimes, the first implementations can be made right away, for example by emphasizing the first two phases of the Crisis Response cycle (Alexander 2002). During those, it makes sense to try and gather as much input as possible from the target communities. This can be simple questions sounding out basic needs as well as a more in depth gathering of information, as presented in a later chapter.

Another often-overlooked area that offers big potential within translation workflows is terminology work. By implementing a consistent use of terminology throughout the whole organisation it becomes easier to provide information due to the reduction of possible

misunderstandings. Setting up a terminology database or glossary is a job ideally suited for the first two phases (cf. UNDRR 2015; Alexander 2002).

With these improvements in place and the resulting contact with the community, another option is approaching suitable members to identify possible candidates and their interest in citizen translator training. The procedure will be detailed in a later chapter.

## **5.5 Machine Translation**

This chapter aims to document the historical development of MT to convey the vast efforts and enormous amounts of technological ingenuity invested in these systems. Afterwards, there will be given an overview of the functioning of some of the most important MT paradigms and the challenges each entails.

### **5.5.1 A short history of Machine Translation**

From the first documented efforts of Warren Weaver regarding MT in 1949 to the formation of research groups around the world, more than a decade passed (cf. Specia and Wilks 2022:819). What followed were several ups and downs. One of those downs was the “ALPAC (Automatic Language Processing Advisory Committee) report stating that MT was slower, less accurate, and more expensive than human translation and that there was no ‘immediate or predictable prospect of useful machine translation’ ” (Specia and Wilks 2022:819).

Whilst this meant a drastic cut to funding for MT projects in the USA, the demand in Europe and Canada remained high and produced some interesting implementations like METEO. This transfer-based system translated weather forecasts until the year 2001. Projects like this show very well what MT was able to do at this time, namely work in a specific area with certain limitations and a very well-defined vocabulary, in which transferring from one language to another works properly (cf. Specia and Wilks 2022:820).

In the late 1970s, three important systems were introduced to the market: Systran, METAL and Logos. These were “general-purpose commercial systems, which could be customized by adapting their dictionaries” (Specia and Wilks 2022:820). As the description shows, these systems were also dependent on a certain specialization, yet they represent a first big step towards more universally capable systems. This is why, to this day, Systran is still in use (cf. Specia and Wilks 2022:820). After years of research more advanced transfer-based systems were published, for example:

Eurotra, a large EU project aimed at a multilingual transfer system for all EU languages. The approach combined lexical, syntactic, and semantic information in a complex transfer model. It strongly stimulated MT research across different countries in Europe. (Specia and Wilks 2022:820)

Although MT was still not considered good enough to actually assist human translators in the 1980s, its side effects began to do so. The first Computer-Assisted Translation Tools were introduced, including “electronic dictionaries, glossaries, concordancers (sic!), and especially translation memories” (Specia and Wilks 2022:821). Translation memories continue to enjoy an excellent reputation, “searching for the most similar segment to the one that needs to be translated in a database of previously translated segments and offering its translation to the user for revision” (Specia and Wilks 2022:821).

The next paradigm shift came with the first corpus based/statistical MT system published by IBM in 1989 which based translation “on statistics collected from parallel corpora with potential mutual translations” (Specia and Wilks 2022:821). This approach turned out to be the most successful up to this point and still underpins many MT systems. After a long period of MT being reserved for academia and large companies, the evolution of the Internet also led to the first open-source MT initiatives, such as the freely available open-source Statistical MT systems and toolkits like Moses (Koehn et al. 2007), Joshua (Li et al. 2009), cdec (Dyer et al. 2010), and phrasal (Green et al. 2014) (cf. Specia and Wilks 2022:821).

On 27th of September 2016 a great deal changed, as Google launched Google Neural Machine Translation (GNMT). From that point onwards, MT systems trained by artificial intelligence (AI), were available for public use (Wu et al. 2016). This not only represents another major paradigm shift but marks the beginning of a series of developments that were far from achievable just 20 years earlier. Within a very short time, every major technology provider offered their own take on NMT. For the first time in history, translation technology became available to anyone with access to the internet.

In terms of global communication, this was a milestone regarding the quality of translation delivered by freely accessible NMT systems. GNMT, for example, was tested against Haruki Murakami’s translation of F. Scott Fitzgerald’s “The Great Gatsby” and was judged the more transparent effort (Krüger 2017:33). In everyday scenarios, the possibility of grasping content, that was formerly out of reach, simply by running it through an application, is nothing short of revolutionary. There may be critical voices pointing out the risks, and without a doubt, many of those risks need to be thoroughly examined.

The next step in this evolution is taking place right now. Looking into the latest papers by Berard (2021), Lakew et al. (2019) and others, the status quo in MT are models that can work with a multitude of languages, as well as a relevant reduction in training time, provided that there is enough data to work with. This signifies a giant leap compared to 2016 and especially the 1990s. While it was already possible to work with a multitude of languages using standard NMT models, the trade-off came in the form of enormous costs in maintaining all the necessary engines, while, in most cases, pivoting translations through English. New MNMT architectures are attempting to present “a compelling approach in production, as one only needs to train, deploy and maintain one model” (Berard 2021:1), or as Dabre et al. (2021:2) put it: “The ultimate goal of MNMT research is to develop one model for translation between as many languages as possible by effective use of available linguistic resources.” Until this ambitious aim is reached, using the English language as a pivot will remain a relevant workflow in MNMT.

### 5.5.2 How different Machine Translation Systems work

The evolution of MT systems goes hand in hand with significant changes in functionality and architecture. The most important and predominantly used ones will be presented more detailed in the following chapter, both to give an overview and to highlight their strengths, as well as their weaknesses in different translation scenarios.

**Rule-Based Machine Translation (RBMT):** As the name suggests, RBMT works on a basis in which a set of rules, established by human translators, are used by a machine to produce translations. This demands a lot of effort during the setup because it requires a rule for every eventuality. Therefore, these systems function best in the field of controlled language.

Rule-based approaches consist of sets of rules that can operate at different linguistic levels to translate a text. These are generally handcrafted by linguists and language experts, making the process not only very language-dependent, but also costly and time-consuming. Designing rules to cover all possible language constructions is also an inherently difficult task. On the other hand, a mature and well-maintained rule-based system has the potential to produce correct translations in most cases where its rules apply. (Specia and Wilks 2022:818)

**Corpus Based Machine Translation (CBMT):** Based on example translations as a building block for the output, CBMT, over time, made its way from word-for-word to phrase translations, “which take sentence structure and semantics into account” (Specia and Wilks 2022:830). As this short explanation already shows, the intellectual roots of such programmes can be found

in cryptography, as it was popular during WWII. It was taken to a certain level of sophistication and developed into example- and statistic- based models, helping MT to reach new heights.

Both of them are based on larger-scale corpus; therefore, the corpus becomes a focus of MT research. Both example-based method and statistic-based one are data-driven, but they do not repel each other, as they solve problems from different perspectives. Example-based methods conduct reasoning based on translating examples from the perspective of machine learning. Statistic-based methods, however, lay emphasis on mathematical static models. (Dajun and Yun 2015:91f)

**Neural Machine Translation (NMT):** By integrating deep learning/AI technology into MT, a new, although costly, level in MT was reached.

Neural Machine Translation (NMT) is an approach to machine translation that utilizes a large neural network. It has rapidly become the leading technology behind automated translation services, offering significant improvements over traditional rule-based and statistical machine translation methods. NMT systems are capable of producing translations that are more fluent and closer to human-like quality, transforming the landscape of language translation services. (DeepAI. n.d.)

What is special about this design is that, by using neural networks, the system learns from every translation it performs, basing each new translation on more data than before and can deliver better translations each time. There are of course downsides to the use of NMT, like the aforementioned high costs. The training time necessary before one of these models can be used is very high, as are the technological resources needed to forge something that complex.

When it was launched in 2016, Google Translate consisted of eight layers of interconnected Recurring Neural Networks, supported by an attention mechanism, which channels computational capacities to where they are needed the most and other pieces of special hardware, to further prop up performance. (cf. Wu et al. 2016) While Google published everything regarding their programme, it becomes clear that these applications require large amounts of resources both for storage and computational capacity, and it also showed something else: “However, while the networks discover such features, it is not clear what they are. The models hide them in a sea of numbers that are have (sic!) no obvious meaning to the human eye” (Koehn 2020:311). This problem will be further elaborated in the chapter on ethical problems with MNMT in crisis translation.

Aharoni et al (cf. 2019) showed that a single MNMT model can translate into 102 languages, which equals 204 trained translation directions. Their model outperformed all the transformer models it was put up against (e.g. Vaswani et al. 2017) in BLEU score. This is especially interesting with regard to low-resource language combinations, which performed better than the state of the art without any specific fine tuning. Through transfer learning, low-resource

language combinations can benefit from high-resource combinations. It is important to point out that the project focuses on English-centric models, which means, that at least one part of the translated material contains English (cf. Aharoni et al. 2019:3874).

The authors explain the excellent performance of their model with the “multi-way-parallel” nature of the system, which means that “the English sentences are overlapping across the different language pairs, making it much easier for the model to memorize the training set instead of generalizing” (Aharoni et al. 2019:3877). It is important to note, that not all the 102 total trained languages or 204 translation directions deliver the same results. Some suffered from interference during training but still produced respectable results just under the competitors’ BLEU scores. While the overall performance is promising, there are still certain issues that need to be resolved. Too many added language pairs can, for example, result in bottlenecks, meaning an excessive number of translation tasks for the available capacity. The consequence of such bottlenecks is a decrease in translation quality (cf. Aharoni et al. 2019:3882).

Overall, it can be said that large-scale MNMT models can perform well, especially in low-resource languages, which can be especially interesting for CT scenarios and supplying CALD communities with vital information.

With all the technological advances in MNMT, the need for mechanisms to control and measure the quality of programme output has become a relevant factor. While human evaluation plays an important role, there are different approaches to measure quality. One of these approaches is Quality Estimation (QE) programmes. The aim of this tool is “the task of predicting the quality of the output of Natural Language Processing (NLP) applications without relying on human references” (Scarton et al. 2016:1). The next chapter will take a closer look at that concept and evaluate its advantages and disadvantages.

### **5.5.3 Quality Estimation in NMT**

As a relatively new feature related to NMT and a potential step towards reducing the editing effort of the translations it produces, it is important to answer the question of what exactly QE is, how it works and why it can be important regarding MT workflows, as well as point out the downsides and problems the technology faces. The explanations will be based on the TAUS QE metric, as it is, on one hand, a benchmark for Language Service Providers and, on the other hand, the information about it is freely accessible, which is important for many CT stakeholders operating with limited resources.

One of the factors that make QE very interesting for MT is that it aims to measure the quality of MT output without having access to reference translations. It is a process that happens during the actual translation and is “meant to predict the quality of the MT output without human intervention and to streamline the content workflow, for example, to indicate whether the source content is suitable for MT or identify when raw MT can be safely used without any post-editing” (Dzeguze 2023).

Mostly based on “semantic similarity” (Dzeguze 2023) it works on predicting the conformance between source text and translation without the need for a prior translation, which sets the system apart from translation memories, where the similarity is based on other translations/source texts.

On a scale from 0 to 1, the TAUS categorises the segments as follows:

0.95 - 1.00: Best  
0.90 - 0.95: Good  
0.85 - 0.90: Acceptable  
< 0.85: Bad (Dzeguze 2023)

The following criteria form the basis for TAUS analysis (cf. Koot et al. 2024:1):

- Accuracy: precise conveyance of the source text’s meaning, including names, numbers and other details.
- Fluency and Style: a consistently natural-sounding and grammatically correct translation.
- Error Patterns: does MT produce typical errors (repetitions, omissions, etc.) that may change the meaning in the translation?
- Punctuation: similarity of punctuation within language-specific rule sets.
- Complexity: difficult source texts can receive different scores.

One of the reasons why Escartín and Moniz (2019) may be interested in QE for MT workflows in CT scenarios, as it will be discussed in chapter 3.7.1, is that, based on the results of the TAUS QE model, it delivers the best estimations for clearly structured, fluent and accurate texts with a consistent style. This is typical for informational texts, that are most often needed to convey vital information in crisis situations. QE is not ideal for handling terminology bases, glossaries and creative texts. While the third will not pose a problem in CT scenarios, QE’s problems handling terminology management prove to be a downside in CT-related work.

Nonetheless, given that QE has been successfully used on machine translated texts, it can offer certain benefits in the form of (cf. Koot et al. 2024:2):

- Post-Editing Prioritization: focuses PE efforts on segments that need more attention.
- Publication Readiness Checks: allows for some sentences to be published without further treatment.
- MT Engine Performance Tracking: keeps track of the output an engine delivers and where it performs best.

When working with texts that have a clear style and structure as well as a defined vocabulary, QE can help reduce the effort needed during PEMT, which would consequently support the process. Of course, it is important to keep in mind that these systems are mainly supposed to be integrated into a stakeholder’s own engine; therefore, it is a rather advanced technical solution. How relevant this may be for the average MT user, at least now, cannot be answered concisely. As a high-end technical solution, it is nonetheless impressive and can be helpful in CT scenarios.

This is, at the same time, one of the major downsides of implementing QE in MT. As it not only has high requirements regarding technological resources, but also human resources – to provide the necessary data – QE is limited in its effective use for many stakeholders. This data scarcity, due to the requirement of manual annotation, is also a particular problem for low-resource language combinations. While the current focus lies on sentence-level QE, word-level QE shows the potential to deliver more precise results, yet it requires more technological resources. To round out this list of challenges, the deficiency of standardised evaluation metrics further complicates a subjective rating of QE (cf. Zhao et al. 2024).

What must also be kept in mind when working with QE is the gender bias shown by Zaranis et al (2025), who point out that in cases of undisclosed gender in the source text, masculine-inflected translations outscore their feminine counterparts and gender-neutral translations even receive penalties. If this leads to reduced visibility, certain demographic groups may be disadvantaged due to sub-par translation quality. Therefore, it would be necessary to include regular checks within the system to avoid this sort of development (cf. Zaranis et al. 2025).

To sum up, the high cost combined with problems in low-resource language combinations, data scarcity due to the need for manual annotation and the demonstrated gender bias reduce the technology’s applicability. It will be interesting to see how the issues listed can be tackled when the technology is integrated in LLMs, but the investigation of this challenge would exceed the limits of this thesis.

While QE can be seen as one, highly technological, end of the spectrum when it comes to measures that can be taken to improve quality in NMT target texts, there are other options

that work at a fraction of the cost of state-of-the-art QE systems and do not require the same level of technical skills. Another approach that is more accessible to the general public will be outlined in the next section.

#### **5.5.4 Post-Editing Machine Translation**

To begin with, it is important to determine the main objective of Post-Editing Machine Translation (PEMT), which is to guarantee the desired level of quality in a translation. As of now, MT has not reached a level that allows it to be used without human supervision in a vast majority of cases. This is even more important for Crisis Translation scenarios, as there are potentially lives at risk. This will be examined later in this paper.

Like MT itself, PEMT has undergone certain changes over the years. Originally post-editing (PE) was not perceived as a very noble task but rather as being “MT’s human partner” (Bar-Hillel 1951:230). Due to the combination of MT results that left much to be desired and post-editors without knowledge of the source language – which was an attempt to bypass the scarcity of translators – PE has suffered from defamation throughout the years.

This has only started to change in the last couple of years, because of the widespread use of CAT tools, which have supported the paradigm-shift of PE and MT in general, shifting the focus to supporting human translation rather than vice versa. Now, these are seen to be resources that help increase human translators’ productivity and output. So much so, that PE received its own standardization - ISO2017 (cf. Viera 2019:3).

Post-edited texts that rate below standard and take up an excessive amount of time due to low MT quality would impede the concept of PEMT. That is why most of the research on the topic focuses on quality and effort as its main concepts. While both mono- and bilingual approaches are used, the majority apply the latter. According to current research monolingual PE “improved fluency and comprehensibility scores” but “fidelity improved considerably more for the bilingual set-up.” (Mitchell et al. 2013:35), resulting in bilingual PE being the norm.

Studies on the subject by Green, Heer and Manning (2013), Zhechev (2014) and Plitt and Masselot (2010) show across different working language combinations that PEMT has the potential to deliver higher productivity levels, better target-text quality and fewer errors compared to translation from scratch (cf. Viera 2019:4). Although this may not be the case in every translation scenario at present, it is an adaptation to MT workflows that can be implemented without the need for large financial commitments.

### 5.5.5 Recommendations and Guidelines for PEMT-Quality

Due to the central role PEMT will play in the later pages of this thesis, this chapter takes a close look at the different forms of PE, the problems and the solutions to these problems as recommended by TAUS (Massardo et al. 2016). These standards apply for bilingual PE.

Two of the main forms of post-editing performed to date are:

- Light PE or as TAUS calls it – good enough quality
- Full PE or as TAUS calls it – human translation quality (cf. Massardo et al. 2016:16)

Both come with specific problem areas and require a different approach, but regardless of the selected PE, there are other important points to keep in mind before starting. These include the preparation of the MT system used. This can be a specific engine, which allows extensive fine-tuning and influence on the training data, or less than that. Therefore, it is of great importance to make sure that the post-editor has received proper training, the source text is optimised for MT and the best possible terminology management is in place. Furthermore, it is helpful to control the raw MT output, define quality requirements beforehand and provide feedback for PE afterwards (cf. Massardo et al. 2016:16). For light PE TAUS (Massardo et al. 2016:17) recommends focusing on the following:

- Aim for semantically correct translation.
- Ensure that no information has been accidentally added or omitted.
- Edit any offensive, inappropriate or culturally unacceptable content.
- Use as much of the raw MT output as possible.
- Basic rules regarding spelling apply.
- No need to implement corrections that are of a stylistic nature only.
- No need to restructure sentences solely to improve the natural flow of the text.

For full PE TAUS (Massardo et al. 2016:18) recommends:

- Aim for grammatically, syntactically and semantically correct translation.
- Ensure that key terminology is correctly translated and that untranslated terms belong to the client's list of "Do Not Translate" terms.
- Ensure that no information has been accidentally added or omitted.
- Edit any offensive, inappropriate or culturally unacceptable content.
- Use as much of the raw MT output as possible.
- Basic rules regarding spelling, punctuation and hyphenation apply.
- Ensure that formatting is correct.

The reason it is important to adhere to these guidelines is that, on the one hand, it shows what is required to produce the best text available, and on the other hand, it helps to generate reproducibility, helping to keep up the standard.

Provide clear guidelines

If you want post-editors to adhere to your standard style-guide, then this should be clearly stated. In addition, guidelines for post-editing should be provided so that all participants understand what is/is not required. See the TAUS Machine Translation Post-Editing Guidelines. It has been noted that people sometimes do not adhere to guidelines, so the clearer and more succinct they are, the better. (Massardo et al. 2016:23)

While translation service providers in 2025 use more dynamic criteria for PEMT than light/full, it is important to point out, that for the rather specific perspective of this thesis, the differentiation between these two works best, especially when it comes to teaching PEMT to citizen translators. The guideline for CT stakeholders will, therefore, also include these exact criteria.

### **5.5.6 Post-Editing Neural Machine Translation**

With the switch to NMT, PE potentially may need to undergo certain changes, even more than it already has. Koponen et al (cf. 2019:8) point out that post-editing NMT requires different approaches than older MT systems. Viera detects a rise in complexity regarding post-editing of NMT texts, especially monolingual PE, because of the difficulties, when it comes to “identify and correct” mistakes due to “higher fluency of neural systems” (Viera 2019:8). Zouhar et al. (2021:2) also address this matter, basing their argument on Castilho et al (2017) and Popel et al (2020), stating that “NMT outputs tend to be very fluent which can make post-editing more cognitively demanding and error prone [...]” but at the same time it “showed that in a specific setting, the adequacy of NMT is higher than that of human translators”. While the fluency of NMT results may be pleasant to read, it risks losing information by committing adequacy errors. Or as Koehn and Knowles (2017:1) put it: “NMT systems have lower quality out of domain, to the point that they completely sacrifice adequacy for the sake of fluency”.

The challenge for post editors in identifying these is brought up by Viera (2019), who reveals the problems of monolingual PE. According to him this is because “adequacy errors can be difficult – or indeed impossible – to address without access to the source text, especially for fluent translations” (Viera 2019:8).

With mistakes being harder to detect, it is even more important to have professionally trained translators carry out these tasks. At the same time, it is imperative to perform bilingual PE, where the post-editors always have access to the source text. The focus on fluency, which most NMT systems possess, makes working with just the translation dangerous may result in adequacy errors. The study by Zouhar et al. also makes clear that there is, at best, a weak link between MT quality and the time necessary to perform high-quality PE, as it is a complex process (cf. 2021:9).

### 5.5.7 Attempts to use Large Language Models for PEMT

Building on a long line of prior research, Raunak et al. (2023) investigated the potential LLMs possess when it comes to PEMT. The study attempts to integrate technology into the translation process through the use of tools such as GPT-4 to post-edit translations of Microsoft’s NMT. The setup was designed to investigate a possible improvement in quality of LLM-performed-PE over state-of-the-art NMT results. The study showed that LLMs are not only able to perform PE but also produce results that improve the quality of translations. It is important to point out that the experiment was limited to four language pairs (combinations of Chinese, English and German) and still resulted in notable errors. (cf. Raunak et al. 2023:7f). Nonetheless, it is worth taking a closer look.

Working with different versions of GPT (OpenAI 2023), the researchers wanted to examine whether the

wide-range of general purpose reasoning and knowledge-based capabilities could be leveraged for the task of translation post-editing. As the researchers argue LLM based automatic translation post-editing could aid in both detecting and fixing translation errors to ensure greater reliability of NMT outputs and that alleviating reliability problems in NMT, leveraging LLMs for post-editing could be opportune owing to the advanced multi-lingual understanding capabilities of latest LLMs. (Raunak et al. 2023:1)

The analysis of said experiment showed that:

- GPT-4 produces meaningful, human-judgement aligned edits to state-of-the-art translations with a high degree of trustworthiness.
- gains on translation quality. (Raunak et al. 2023:1)

This provides an interesting perspective on the possible future of PEMT, as GPT-4 clearly outperformed its predecessor, GPT-3.5-turbo in all measured metrics. By checking with human professionals, it was also possible to show that GPT-4 realises most of the proposed edits during PE, without producing a significant number of hallucinations, thus securing a better score when it comes to trustworthiness of PEMT in the English and German combinations. English and Chinese do not reach the same quality levels (cf. Raunak et al. 2023:8). Still, there are many limiting factors and GPT-4 should not take over PEMT for all languages and domains in the near future, but it would be imprudent to overlook the evolution and its further potential. Raunak et al. were capable of producing evidence that

GPT-4 produces meaningful human-judgement aligned edits to translations that also lead to general quality improvements, as evaluated on the WMT22 test sets. Further, we demonstrated that the edit generation process in GPT-4 is considerably more trustworthy than a previous generation of LLM. (Raunak et al. 2023:8)

### 5.5.8 How to teach Post-Editing Machine Translation

According to Koponen surveys show “that there is a growing demand for MT services as well as a growing demand for expertise in PE skills”, and that the language industry focuses on “familiarity with translation technology” (2015:2). Therefore, developing technological and technical skills regarding MT and PEMT is no longer to be considered optional, with universities and companies implementing training programmes.

As this paper aims to produce a guideline for CT stakeholders, which includes a training manual for citizen translators to perform PEMT, it seems necessary to take a closer look at the theoretical foundation of this process, as well as at the key steps that need to be learned and how to do so. At the same time, a certain focus will be placed on parts of the course that seem more helpful for the extremely practical settings which the manual tries to support.

Although certain skills needed for performing PEMT are similar to those needed for performing conventional translation without MT – for example the knowledge of both languages involved in the translation process and linguistic competence – there are still significant differences in the involved processes and goals (cf. Koponen 2015:4).

Building on the concept of a 2014 university course in Finland described by Koponen (2015), this paper will try to give an overview of the core competences that are important to communicate to future post-editors. The course was designed for both Bachelor’s and Master’s students. While some of the aspects of it will not be relevant for citizen translator PEMT training, it is important to review the concept. The original course focused on the following competences:

- Theory and history of MT and PE
- Practical use of MT and PE
- Controlled language and pre-editing for MT
- Post-editing without source text
- Post-editing process research
- Post-editing quality levels and guidelines
- MT quality evaluation and PE effort
- PE competences (Koponen 2015:5f)

In addition to the topics covered on a theoretical level, the students had to submit five assignments, revolving around PEMT, its evaluation and complementing exercises. The first assignment required the students to compare different MT systems in order to gain a practical understanding of the theoretical principles presented. Although interesting from a university-level perspective, this is unlikely to be particularly useful for training citizen translators, as it can be

assumed that, not being professional translators, they will neither possess nor require the theoretical background (cf. Koponen 2015:6).

The second assignment, on the other hand, is more practical in nature and could prove essential for training novice citizen translators. Therefore, the students were introduced to the task of pre-editing, including its most common issues and rulesets and tasked with performing pre-editing on examples presented beforehand. This can be a very valuable exercise for several reasons. Beginning with the native language and checking texts for possible sources of error and how to remove them provides valuable insight and experience. Even if the participants are not required to perform pre-editing tasks later, gaining a sense of the source text and its challenges can be highly beneficial, when it is time to work with the translation (cf. Koponen 2015:6).

For the third assignment, it was necessary to perform PE without the source text, focusing on grammatical adequacy and the conveyance of perceived meaning, along with a requirement for time-tracking. This is interesting from the perspective of this paper. Although performing PE without the source text is not recommended due to the specific requirements of PE for NMT, the exercise can help develop grammatical revision skills and improve time-management (cf. Koponen 2015:6).

Assignment four presented the students with the TAUS quality guidelines, similar to those examined in Chapter 3.5.4, which represent the current edition. The objective was to provide PEMT for passages of both “good enough quality” and “human translation quality” (Mascardo et al. 2016:17f). While the students evaluated their edits using a specific tool, it seems more realistic to provide citizen translators with direct feedback from a supervisor (cf. Koponen 2015:7).

The final assignment dealt with MT quality evaluation, including a set of guidelines and the task to rank different translations. It may be of practical use in a training course for novices. Nonetheless, it seems that it would be better to invest the time in exercises like the second and fourth assignments (cf. Koponen 2015:7).

## **5.6 Large Language Models in translation**

Not only is there a possible application of LLMs in PEMT, as explained in Chapter 3.5.4, but LLMs have also become a viable option in MT. This comes as no surprise, as these models have shown promising results in the field of translation. While MNMT systems directly

translate text from one language into another –multiple– target languages, LLMs have the potential to mimic a human translation process. This is explained by He et al. (2024). According to the authors, integrating their MAPS (Multi-Aspect Prompting and Selection) framework, enables LLMs to break down text into smaller units in preparation for the final translation (cf. He et al. 2024:2). The process consists of three steps: “Knowledge Mining”, “Knowledge Integration” and “Knowledge Selection” (He et al. 2024:3). This involves extracting keywords, topics and relevant examples, which are then filtered via a QE system, to retain only high-value information. This is then used to produce the final translation based on the insights gained during steps one and two. In the evaluation phase of the project, MAPS outperformed other systems on standard testing metrics such as BLEURT – a metric fine-tuned based on human judgement – and demonstrated improvements in fluency, style and accuracy during human evaluation. Furthermore, the researchers observed a reduction in errors such as hallucinations, ambiguity, mistranslation, awkward stylistic choices, omissions and untranslated segments. This is particularly noteworthy, as the introduction of an analytical element opens up the possibility of further enhancing performance by combining the MAPS approach with other models (cf. He et al. 2024:1f). It will be interesting to see how this open-source project evolves.

Another notable approach is the SeamlessM4T project, developed by meta. This project addresses not only text-to-text translation but also explores speech-to-text and speech-to-speech modalities in its mission to create a real-life Babel Fish. It was trained on a dataset of over one million hours of publicly available speech, from which nearly half a million hours were automatically aligned. Developed as a versatile, responsible, high-performance multilingual model, it aims to bridge the gap between speech and text translation modalities. During the evaluation, the model outperformed state-of-the-art competitors in direct speech-to-text translation and delivered excellent BLEU scores. Furthermore, it is worth noting, that the system demonstrated increased robustness, delivering good BLEU results under background noise and speaker variation (cf. Barrault et al. 2024:1f). The topic of LLMs will be revisited later from a CT perspective.

With these different approaches all showing promising results in the translation of many languages, including low-resource combinations and under challenging conditions, the use of LLMs for translation tasks is justifiable. One project exhibiting great promise is being developed by Behravan et al. (2024). Based on Seamless M4T and the Ethereum blockchain, the researchers have designed a platform capable of working offline on portable devices, delivering speech-to-speech translation in 37 languages. Of the reviewed projects, this one is the most

visionary and interesting from a CT perspective, as it eliminates the problem that most other concepts have: the need for a stable internet connection. Furthermore, offering speech to speech may support the illiterate part of the demographic (cf. Behravan et al. 2024:7). While it poses an interesting challenge, analysing this project would exceed the scope of this thesis.

## 5.7 Crisis Translation

To avoid overly complicating the matter, this paper will work with the definitions given by Escartín and Moniz (2019) and O'Brien and Federici (2019) both for crisis as well as crisis translation, as defined in the beginning.

The majority of society may be reached through conventional channels, e.g. mainstream media, but culturally and linguistically diverse (CALD) communities (cf. O'Brien and Federici 2019:130) are in specific need of translation. This is also shown by the IFRC (2018) World Disasters Report:

Speakers of minority languages who are not fluent in the official national language(s) are at a structural disadvantage in many countries. [...] However linguistically diverse the affected population, humanitarian responses are usually coordinated in international lingua francas and delivered in a narrow range of national languages. (Sanderson and Sharma 2018:103)

Kemp shares a very similar view on this matter: “for humanitarian organizations, that [access to information in the right language] can make minority language speakers some of the most important people to reach in an emergency – and some of the hardest” (2017:4).

On the other hand, Pyle (2018:388) states that “Emergency response efforts present opportunities for cultural misunderstandings between the host culture and responders”. Therefore, translation can and must play a pivotal role in crisis communication. This is also illustrated by the Global Assessment Report on Disaster Risk Reduction, documenting the success of multi-lingual “risk communication” (United Nations 2022:126ff). Nevertheless, it is important to keep in mind that “the success of the Framework rests on how it manages to shift its initial approaches to understanding ecological-social risks away from traditional, often top-down only, decision-making processes” (Federici 2022:379).

Building on this argument, equipping and training members of CALD communities with MT and other necessary translation technologies alongside developing new skillsets, opens new avenues to prevent loss of lives and other severe consequences during crises. While language professionals can administer large-scale campaigns across different stages of crisis communication, it is vital to “create ecosystems of preparedness that recognise language as a crucial

tool” (Federici 2022:383) for CALD communities to be able to stand their ground, in the response phase of a crisis and even more so in the other phases, because preparedness is one of the more effective ways to strengthen resilience and thereby reduce calamity. For this reason, an introduction to citizen translator training will be included in the guideline at the end of the thesis.

### 5.7.1 Crisis Translation workflows

Escartín and Moniz (2019) offer an overview of possible crisis translation workflows, which will be explained below and can be seen in Figure 1. They build on the work of Lewis et al. (2011), which can be seen as the theoretical foundation for both crisis translation workflows and the possible use of MT in this field of research. The paper by Escartín and Moniz (2019) can be considered as a contemporary adaptation of these ideas.

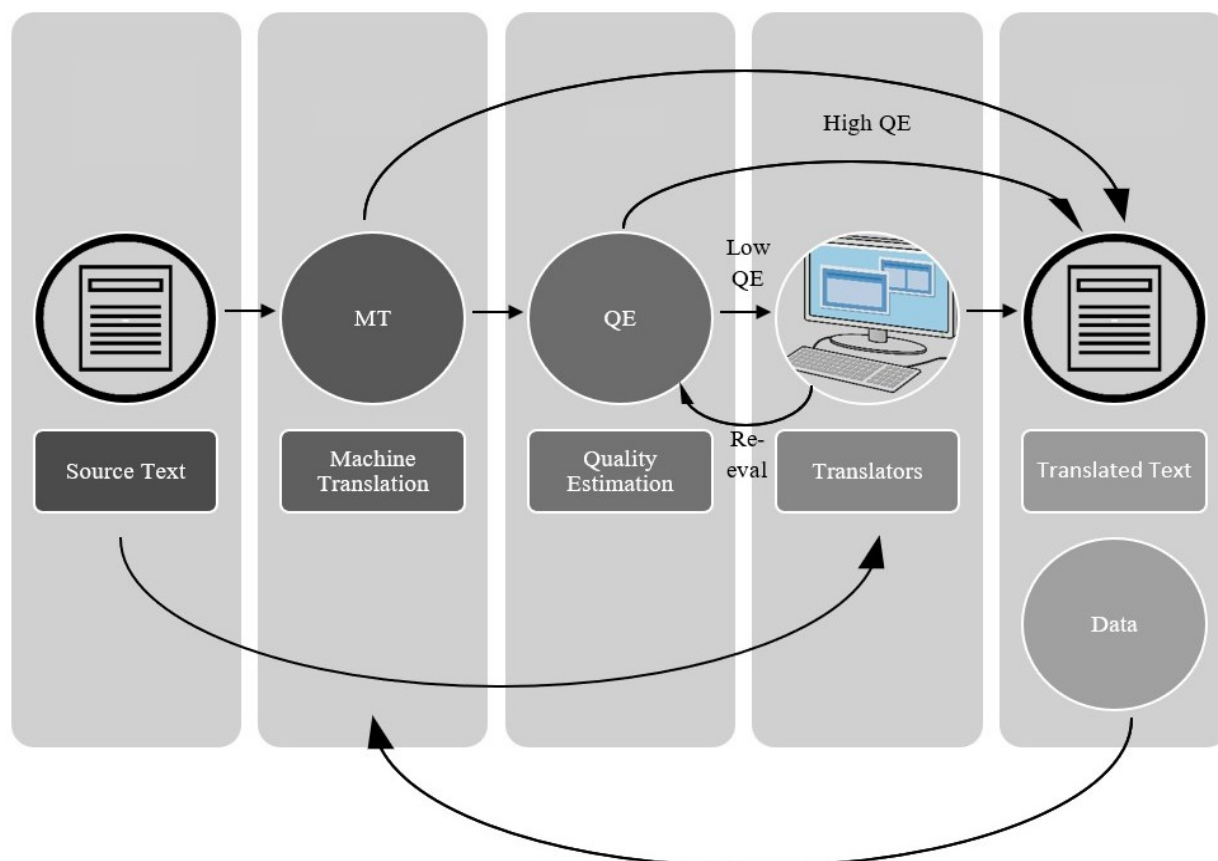


Figure 1 Depiction of the CT workflow according to Escartín and Moniz (cf. 2019:10)

**(Technology Assisted) Translation without MT:** This scenario refers to professional or citizen translators working with certain technological aids, like glossaries or term banks, but

without the use of MT. In accordance with Escartín and Moniz (2019:10), there are four aspects in this setting that must be kept in mind:

(1) the content and form of the source text to be translated; (2) the training of crowds of translators and the language pairs involved; (3) the quality of the target texts produced and the speed at which they are produced; and (4) the data and its reusability.

It is important to consider that translation professionals usually work with different means of technology assisting them, like CAT tools, concordances etc.; therefore, we speak of technology-assisted translation (cf. Escartín and Moniz 2019:10f). Building on this thought, the involvement of professional translators, whenever possible, no matter the technical aid present, is highly recommended for CT workflows by Cadwell et al. (2019), Escartín and Moniz (2019) and O'Brien et al. (2018). The reason being that these trained individuals are not only able to perform the necessary steps in the best way possible, but to train potential citizen translators and prepare them for what is to come in the different crisis scenarios, which textual focuses are most important and what mistakes are the most critical.

**Machine translation:** The gathering of relevant data, either from term banks, glossaries, related texts or even social media (cf. Cadwell et al. 2019), lays the foundation for training MT systems, which, in a second step, translate the necessary data. Because this step is often a critical one, especially for low-resource languages, it will be dealt with separately in the following subchapter.

It is important to point out, that unsupervised MT is not a safe way to translate and can only be used in certain situations. Escartín and Moniz (2019:11) state that:

In crisis situations where there is an urgent requirement to grasp the meaning of a message and rapidly assess people's needs the content could be machine translated only, in order to provide preliminary information for logistics.

Although NMT represents a significant leap in quality, the output still needs some sort of refinement, to deliver fluent and accurate results. This can be achieved through the use of a QE-loop. Therefore, thresholds are established, either at the word or sentence level. At the word level this means that every word is rated good or bad compared to already existing data. At the sentence level, the degree of accuracy is set, with results outside these limits requiring human supervision. But even with a QE-loop in place, human post edition is still necessary in the vast majority of cases, except for matches of highest quality in the QE. This is shown in the graphic at the beginning of the chapter, as an arrow redirecting low QE results to another evaluation-

phase. Such a process especially important for crisis situations because of the high risks involved (cf. Escartín and Moniz 2019:11f).

**Machine translation and post-editing:** MT with PE is the most desirable solution when viable, but due to its complexity it is also the most challenging to implement. It requires access to technology, professional or at least citizen translators and the infrastructure to bring all these components together. This entails using “a combination of MT, post-editing provided by paid/unpaid translators, with a possible QE loop” (Escartín and Moniz 2019:13). They further elaborate their preference for this workflow as follows:

When technologies are available, we advocate for this third flow, since it allows for the provision of a faster response also assuring quality. This would be particularly beneficial to sudden-onset emergencies. [...] Assuming that the quality of the post-editing is good, this will ensure that the messages to be broadcast are properly understood. (Escartín and Moniz 2019:13)

It is important to keep in mind that post editing is skill requiring training, which is “even more the case if the post-editors do not already have experience of translation. Humans must evaluate the output of MT systems to decide on its usefulness” (Cadwell et al. 2019:304). To ensure the availability of people capable of post-editing in the absence of professional translators, the training should ideally begin before a crisis occur. This means initiating training during the mitigation and preparedness phases of the crisis response cycle mentioned in chapter 3.1.

Wherever possible, it should always be an option to reach out to providers of already existing crisis translation workflows, such as Translators Without Borders. As an NGO specialising in providing translation during crisis situations, they are most likely to offer valuable knowledge, technology, or other forms of assistance. Additionally, key guidelines for developing CT workflows include the Sendai Framework for Disaster Risk Reduction 2015-2030 (UNDRR 2015) and Alexanders Crisis Response Cycle (Alexander 2002) which were examined from a CT specific perspective in chapter 3.1.

## **5.7.2 Gathering information on the target group**

Before commencing the actual translation process and all necessary preparations, the most important step is to analyse the audience requiring translation. This involves several stages. The first one is analysing existing data concerning languages, the target audience and preferred media, alongside researching official documentation on the subject.

The second step involves consulting the target audience. This can be achieved by interviewing community representatives or conducting surveys within the group. The process is

crucial, as several authors within the Interact project highlight, members of CALD communities often do not receive information in a language they fully understand during crisis scenarios, leading to problems and, in the worst-case, fatalities (cf. Translators without Borders 2021:1f).

To avoid the inconvenience of being under-resourced, Translators Without Borders (TWB), proposes four questions, designed to gather all the necessary information to establish a CT workflow tailored precisely to needs of the affected demographic:

- What is the main language you use at home?
- Which language do you prefer to receive written information in?
- Which language do you prefer to receive spoken or signed information in?
- How do you prefer to receive information? (2021:1f)

These questions help determine what the audience requires, how to best present the information and which channels are best suited for its distribution. A few considerations must be noted. The first of the four questions is the most important; therefore, in scenarios where detailed consultation with the target group is not feasible, using just the first question alongside a list of the most common local languages is a practical approach.

For the second question, it is advisable to provide the same list used for the first. Including a “None of the above” option helps prevent participants from selecting an item simply because it appears on the list. From an accessibility perspective, adding braille as an option is crucial – though this may require outsourcing. A similar principle applies to services for the hearing-impaired in question three, although this is of lesser importance from the standpoint of written translation. Apart from that, question three largely speaks for itself and requires minimal elaboration.

The fourth and final provides valuable insights for designing future workflows by identifying the most widely used communication channels. Given ongoing technological developments, it is essential not to overlook the inclusion of options that encompass various social media platforms (cf. Translators without Borders 2021:1f).

## **5.8 Multilingual Neural Machine Translation in Crisis Translation**

As already mentioned during the previous chapter on crisis translation workflows, the use of MT in various crisis situations makes sense. Which means that, when it comes to tackling large volumes of data, it only seems logical to use every bit of reliable support one can get. Nonetheless, there are certain issues that arise when using MNMT in such scenarios.

A reasonable foundation for all actions regarding MNMT in crisis scenarios is the IEEE Global Initiative for Ethical Considerations in Artificial Intelligence and Autonomous Systems (Chatila and Havens 2019), which sets up three principles regarding the use of AI, which is a vital part of MNMT:

1. AI/AS should be designed and operated in a way that respects human rights, freedoms, human dignity, and cultural diversity.
2. AI/AS must be verifiably safe and secure throughout the operational lifetime.
3. If an AI/AS causes harm it must always be possible to discover the root cause (traceability) for said harm. (Chatila and Havens 2019:22)

Especially points two and three cause certain issues regarding MNMT. The first one is data collection for training MT systems, which coincides with point two. Although the developments of recent years may seem enormous at first glance, they are still not mature enough to be a stand-alone tool in crisis scenarios – but can be of great benefit. This was first demonstrated during the Haiti earthquake in 2010, where, within just a few days, researchers at Microsoft were able to set up a MT engine, supporting the translators in charge of Mission 4636, as elaborated in the chapter on Crisis Translation (cf. Lewis et al. 2011:502). The success of this endeavour was based in no small part on crowdsourcing translations to members of the Haitian community abroad and using these translations to keep providing the engine with additional training input. Data collection will always be crucial for MT in crisis translation, as it will be further elaborated in the next chapter.

What is also shown on the basis of this effort is one of the conclusions Escartín and Moniz (2019:2) come to: “We contend that, if combined, machine translation and crowdsourcing can ensure a prompt reply and unlock the potentially huge bottleneck that could be caused by a lack of professional translators during crises.” Nonetheless, other problems emerge. Crowdsourcing brings with it different questions regarding data protection, which get even more complicated, when looking into the storage of data, possible circumventions of anonymisation via cross referencing metadata and others (cf. Escartín and Moniz 2019:14ff). The third issue, that will get a closer inspection is the problem posed by the black-box-like nature of MNMT systems, not allowing for a clear determination of translatory decisions, coinciding with point three of the IEEE’s principles.

### **5.8.1 Writing for Crisis Machine Translation**

The Translation Centre for the Bodies of the European Union published two guidelines entitled “Writing for Translation” (2019) and “Writing for Machine Translation” (2021). Within these

combined 35 pages the institution offers a precise set of instructions to optimise text for (machine) translation. This chapter aims to build on the existing work and add a crisis-specific perspective to provide CT stakeholders with instructions for the pre-edition process. While a practical approach to the same topic can be found in the guideline (see appendix), this chapter is dedicated to the scientific foundation and its significance when merging these two documents into one.

With this viewpoint in mind, it is important to analyse the principles that form the basis of the two source texts. It can be argued that, in both cases, the chosen approach follows a functionalist paradigm of translation, specifically Vermeer's (Chesterman 1998) Skopos theory and complements it with aspects of controlled language and MT evaluation criteria, for example terminology or accuracy (MQM 2021). As these approaches work well for an EU-wide guideline, it appears reasonable to keep them and have CT as the only new variable in the equation. Based on these criteria, I propose the following instructions:

**Reduce the text to the minimum:** With functionality as the main aim for text in CC, similar to Vermeer's concept of skopos (cf. Chesterman 1998:155), reduction provides clarity by eliminating semantic noise and securing effective communication of textual content to the target audience.

**Structure is the most important asset:** Securing the maintenance of Vermeers idea of coherence (cf. Chesterman 1998:156) by providing the target audience with a concise structure enhances processing and translatability of texts. Using pre-determined terminology can also contribute to achieving this.

**Rank ideas from most to least important:** The hierarchical editing of content, like the previous point, helps to establish coherence as well as accessibility of the most important information under potentially difficult conditions.

**Link your sentences and paragraphs with each other:** A prime example for coherence, secured by the use of connectors, relative pronouns etc., as well as by establishing inter-textual continuity.

**Avoid multiple relative clauses per sentence/Keep the structure of your sentences simple:** MT evaluation has shown a correlation between translation difficulty and output quality (cf. Araghi and Palangkaraya 2024). Streamlining syntax ensures better MT results, simplifies PEMT and secures the fulfilment of Vermeers concept of Skopos resulting in a coherent target text (cf. Chesterman 1998:156). The use of controlled language in the form of terminology management further supports this aim.

**Vertical lists bring clarity:** This is another step towards a coherent target text as well as MT readability. Vertical lists as a form of visual segmentation enhance structure.

**Avoid the passive constructions if possible:** As active voice offers a clearer agency for both humans and MT systems, this step supports skopos as well as coherence, but also MT performance and PEMT processes.

**Stay with one technical term per concept/Highlight technical terms:** Using controlled terminology supports coherence and accessibility. Highlighting these expressions further supports both novice and citizen translators or post-editors, supporting a coherent performance.

**Watch out for the differences between EU and national terminology/Avoid culture-specific expressions:** Terminological coherence is of the highest importance in CC scenarios, as it directs the target audience towards responsible authorities, making terminological precision a key factor. A neutral language helps guarantee accessibility for members of CALD communities.

**Keep the language as simple as possible:** As functional texts, there is no need for linguistic experimentation. Form follows function can, in this case, be seen as a ground rule that outweighs aesthetic concerns.

**It makes sense to keep away from professional jargon as much as possible:** Whilst domain specific language is standard for trained professionals, the same cannot be said for the target audience. Therefore, it makes sense to limit it to essential formulations and provide context in the form of glossaries or definitions where necessary.

**Abbreviations and acronyms should be treated the same way:** Acronyms vary from country to country, resulting in confusion for both readers and MT systems. Providing context in the form of spelling them out on first use ensures recognition.

**Technical awareness makes MT a lot easier:** Machine readability depends on formats, favouring editable formats (e.g. .docx, .xlsx) over static ones such as PDFs.

**If necessary, provide backup information:** Metadata and documentation help securing functionality during the MT process as well as the provision of additional information where it is needed. This step is justifiable from the perspective of Chesterman who argues in the tradition of Vermeer: “An actor performs the selected action to reach the intended goal in the optimal way” (1998:156).

While the headlines are the same as in the guideline, the additional information differs, providing scientific context in this chapter and guidance and information in a more accessible

manner in the guideline for CT stakeholders. With a structure in place, to support the drafting of texts optimised for crisis-specific MT, another important factor to consider is the data required to train the engine, that carries out this process. While not necessarily relevant for all stakeholders, due to the demands an MT engine places on budget and expertise, the theoretical perspective should nonetheless be considered.

### **5.8.2 Collecting data for Crisis Machine Translation**

Collecting data is imperative to facilitate the setup of a functioning MT system. Without a sufficient amount of training data, no NMT system, regardless of its sophistication, will ever be able to deliver usable results. Therefore, it is of utmost importance in crisis situations to feed these systems with whatever safely useable data available. The data mining illustrated in Lewis et al. (cf. 2011:507) can include first aid manuals like Frederking et al. (1997), Werner et al. (n.d.) and other similar, rather general resources, but also crowdsourced data, as it was the case during Mission 4636. This data is often more specific to the ongoing crisis and therefore potentially more helpful, especially in under-resourced languages. In this case, the data, translated by the Haitian diaspora was used to train MT systems, thereby facilitating relief efforts on a broader scale (cf. Lewis et al. 2011:502).

Crowdsourcing is also affected by certain issues related to data protection. When large amounts of data are available to citizen translators or other volunteers, guaranteeing its protection becomes a Herculean task. Neither non-disclosure agreements nor anonymisation seem to be viable solutions. One possible way to work around these challenges can be the collection of social media messages, as these represent an openly accessible source of information. Moore and Verity (2014) examined this scenario in relation to Typhoon Haiyan, which struck the Philippines in 2013. Although only 0.35 percent of the collected tweets (800 out of 230 000) turned out to be helpful, they “included evidence of affected areas, as well as logistics planning information such as road closures, downed power lines and shelter locations” (Moore and Verity 2014:3). Given the omnipresence of social media in the daily lives of billions of people in 2025, it seems likely that what was done in 2013 should still be feasible today. This is also important from the perspective of CALD communities, as they are exposed to unnecessary risk when crisis communication is limited to English or another lingua franca.

### 5.8.3 Data-Sources for Crisis Machine Translation

As elaborated in the prior chapter, most modern CT technology has a common need for large amounts of data. This may include training an MT engine by building parallel corpora or providing examples in a terminological databank or glossary.

From a technical perspective, there are high-level solutions, such as the one provided by the Paracrawl project. The researchers behind this project aim to create

the largest publicly available parallel corpora by crawling hundreds of thousands of web sites using a process consisting of crawling, text extraction, document alignment, sentence alignment, and sentence pair filtering. (Bañón et al. 2020:1)

In simplified terms, this means that the programme downloads documents, extracts the text and pre-processes until it is ready for the subsequent alignment steps at both the document and sentence levels. During the first of these alignment processes, documents are stored in pairs, which are then aligned at the sentence level using three different programs (Hunalign, Bleualign, Vecalign), thus reducing disruptive elements. The final stage, sentence pair filtering, goes one step further by removing sentence pairs that cannot be used as training data (cf. Bañón et al. 2020:5f). What makes this project particularly relevant for CT stakeholders is the researchers' focus on creating resources for low-resource languages, which are often at the centre of CT efforts.

Other solutions that can also be used to train engines include large corpora of legal texts – for example the Linked Parliamentary Data (LIPAD) Project (n.d.), offering protocols of Canadian government meetings that can be used as training material, as they cover many relevant topics. A similar approach could involve using the data provided in EUR-lex (Publications Office of the European Union n.d.). This collection of legal texts from the European Union may be particularly relevant for any endeavour operating under EU legislation. It should be noted that building a custom corpus not only requires large volumes of data but also significant effort and technical expertise to carry out all the steps involved in aligning such datasets.

Given the required commitment, working with existing corpora – or even with pre-trained translation engines – may be a more cost-effective choice, provided that the necessary language combinations are available.

### 5.8.4 Computer Assisted Translation Tool use in Crisis Translation

If setting up one's own engine is out of the equation, due to technological or financial restrictions, the use of a CAT tool can still be a relevant consideration. CAT tools offer many of

the benefits engines provide, but usually at a lower cost, or in some cases even for free. Yet these tools offer the complete package of MT, terminology management and more. As of now the leading software in the field comes from Trados and memoQ, but there are many other solutions on the market.

Although CAT-tools offer considerable value, they still come at a cost – typically in the form of a subscription model – and there are certain drawbacks from a CT perspective. One such issue is data protection. As many of these products use cloud systems to store input data, there is always a certain risk of sensitive data being leaked. Another issue is that most of these systems function online, requiring a stable internet connection to operate. This does not mean that there is no use for CAT tools in CT, but certain considerations should be made before getting started.

One particularly interesting CAT tool is offered by Translated. It is a free-to-use programme named Matecat, which, according to its developers,

offers unparalleled accessibility, allowing users of all experience levels to effortlessly manage their translation projects with its user-friendly interface. Its AI-powered features deliver the sophistication required to meet even the most complex translation needs. (MateCat Team n.d.)

What makes this system so interesting is that it is one of a few – if not the only – freely accessible CAT-tool on the market, as well as it is an open-source program. This means that all one needs to have gain complete insight into the tool is an individual capable of programming. However, as with any product, certain questions remain, for example concerning the topic of data protection. Another aspect to consider is the possibility that low resource languages may not be supported, although it should be noted that the range of available languages is rather impressive for a free CAT tool. Organisations using it include the European Union and Google.

On one hand, with Matecat working fully online within the web-browser, issues related to data-security and unstable or non-existent internet connections can become more problematic. On the other hand, there is a significant advantage to a free CAT-tool, especially for smaller organisations, the training of citizen translators and any translation work that can be done safely within an organisation's office without the need to handle sensitive data online.

While there are of course some pros and cons to using a CAT tool in CT, it must be borne in mind that using such software requires a certain degree of translation and technical skills to realise its full potential. At the same time professionals can maintain a comprehensive

overview of projects and train citizen translators effectively, thanks to the insight into various workflows provided by such a system (c.f. MateCat Team n.d.).

### **5.8.5 Managing terminology during the crisis response cycle**

Terminology management is a crucial part of professional translation workflows. Every CAT tool includes some form of integrated terminological database and various solutions are available to meet specific needs. The Conference of Translation Services of European States (COTSOES) highlights the importance of terminology management with the following three arguments:

- Terminology management reduces time spent on translation and revision and therefore costs.
- It helps translators produce more consistent and higher quality translations.
- It improves communication between your organisation, its staff, partners and other stakeholders. (COTSOES 2017:2)

Furthermore, the Conference warns that a lack of professional terminology management can lead to reduced workflow efficiency and hinder effective communication (cf. COTSOES 2017:2). Given the challenges MT in CT presents, terminology management has the possibility to influence the translation process more than under normal circumstances. Federici and Caldwell (2018) explicitly warn CT stakeholders about translating specific terminology, as the meaning of a term can vary not only between languages but also across different contexts. Therefore, it is important to allocate sufficient time to both terminology management and the appropriate choice of register, in order to convey the intended meaning and avoid unnecessary confusion (cf. Federici and Caldwell 2018:11f).

At the same time, it is important to keep the terminology management system as simple as possible to minimise potential sources of error. Ideally the terminology management system can function without an internet connection, as this cannot be taken for granted during large-scale onset crisis. This could, for example, be achieved by using an Excel-spreadsheet, as it is recommended as a solution for beginners in COTSOES (2017:4) guidelines. It is easily accessible and updatable, and it does not require CAT tool specific knowledge. A setup for a simple terminological database based on an Excel-spreadsheet can be found in the Guideline for Austrian Crisis Translation Stakeholders, located in the appendix.

From a theoretical point of view, “terminology work is an interdisciplinary subject field for ordering and transferring knowledge” (Suonuuti 2001:12). This implies that not only translatable experience is important, but also specialist knowledge. Terminology organises the

relations between concept, term, definition and objects (cf. Suonuuti 2001:13). In the case of CT, relevant fields apart from crisis response include, for example, logistics, medicine and law.

In the context of the Crisis Response cycle, terminology work plays a role in three out of four phases. While there is little to no time to establish a terminological database during the response phase, various tasks can be undertaken during the mitigation, preparedness and recovery phases (cf. Alexander 2002:5f).

The mitigation and preparedness phases are ideally suited for initiating terminology work when no system is in place or for reworking an existing one. Tasks that can be undertaken in these phases include setting up a terminological databank, training members of the organisation or citizen translators to use the system correctly, and engaging CALD communities for their input. The goal must be a well-functioning terminological database and members of staff who understand their roles and responsibilities during the response phase. However, important tasks also arise during the recovery phase, namely the evaluation of the system and personnel performance, addressing eventual issues identified and updating terminology based on the latest results (cf. Alexander 2002:5ff).

If an organisation seeks to advance to a more complex stage, using a CAT tool can be beneficial, as most of them include a built-in terminology management system. Bearing in mind the risks and limitations, it is sensible to incorporate a CAT tool into the translation-process. As a step towards a more professional workflow, the benefits are significant and should not be overlooked:

- automatic suggestion of appropriate, previously used terms,
- suggestions consist exclusively of validated terminology,
- an integrated databank allows for excellent organisation of and clear oversight of terminology,
- terminology is accessible to every member of the organisation with authorised access to the databank,
- terminology can be easily shared when necessary (cf. COTSOES 2017:4ff).

### **5.8.6 The ethical questions around data protection**

After all the possibilities and challenges discussed thus far, one particular challenge stands out regarding the ethical use of MNMT. What is the appropriate way to handle large amounts of – partly highly personal – data? What steps are necessary for effective anonymisation? What are secure options for data storage, especially when dealing with vast quantities of data?

All these questions need to be carefully considered when it comes to MT and the previously discussed crowdsourcing. Ensuring data security is a complex endeavour. Through metadata analysis, the identities of individuals involved in crisis translation may be revealed, in the worst case putting their lives at risk – particularly in crises caused by human actions (cf. Escartín and Moniz 2019:16). Nevertheless, there are means of anonymising data, for example by replacing names and personal data with placeholders (cf. Escartín and Moniz 2019:16). This process can be highly time-consuming, particularly if done manually.

A potential – and technically interesting approach – is provided by ParaCrawl. As part of their project ParaCrawl 7, titled “Broader Web-Scale Provision of Parallel Corpora for European Languages” (ParaCrawl Project 2019) they offer a tool called Biroamer, which is capable of performing “a full ROAM (Random, Omit, Anonymise and Mix) process to a parallel corpus” (ParaCrawl Project 2019). This process can be considered as an upgraded form of anonymisation and helps avoid problems with the GDPR (EUATC and ATC) or other data protection directives.

The situation becomes even more complex when it comes to data storage. Even if it can be assumed that a potentially necessary anonymisation procedure has been carried out, there are multiple different legal frameworks in place, for example in the EU and USA, that govern the storage of said data. As a result, it can be challenging to take appropriate action without violating data protection directives. At the same time, many CT-related activities, such as training MNMT models, require vast amounts of data. One attempt to provide an answer to the question regarding the right treatment of large amounts of – partly highly personal – data can be to ensure a professional data curation process within the organisation, ensuring that sensitive data is either encrypted or deleted prior to storage and that informed decisions are the basis for determining which texts need processing through MNMT (cf. Escartín and Moniz 2019:19f).

### **5.8.7 Personal data protection and Machine Translation**

When it comes to data protection in MT, certain challenges arise, especially during the use of online MT programs. This chapter is not meant to generate panic, but to raise awareness. Data security is a pressing issue of our time, and in certain aspects, it is even more critical when it comes to CT. Therefore, it is important to exercise caution where it is necessary. Another aspect that adds complexity to this issue is the fact that many online applications use integrated translation technology (cf. Kamocki and O'Regan 2016:4459). When all of this is combined, the possibilities of encountering trouble regarding data safety issues are basically endless. Keeping

this in mind, this work will focus on the European perspective and the regulations presented by the General Data Protection Regulation (EUATC and ATC 2021) of the European Union (European Parliament and Council of the European Union 2016), along with its consequences for MT. At the same time, it is important to keep in mind that translation is, in many cases, a global activity, resulting in the use of data that may be subject to different legal frameworks.

Due to the professional focus of this thesis, it is not possible to discuss the topic of data protection from a legal perspective, however, it is necessary to clarify what personal data is. “Art. 2(a) of the Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data” defines it as “any information relating to an identified or identifiable natural person” (Kamocki and O’Regan 2016:4459). With the processing of data by MT, especially in its online forms – which includes every operation the system performs on the data – there is a risk that a person becomes identifiable. Now, this would not be as big of an issue if the control over the data were exclusively held by the operating person. This is where MT programmes come into play. Due to the central role of the programme, it also holds control over the processed data (cf. Kamocki and O’Regan 2016:4459).

The concept of control over data is particularly important in this regard. While, on the one hand, there is the role of the processor – which can be disregarded in CT scenarios, as it requires a client giving instructions, which is usually not the case – the controller on the other hand has “the overall control over the purposes and means of the processing of personal data” (EUATC and ATC 2021:4). Therefore, a form of legal basis is required. In CT situations, the options most likely to be considered among the six listed under the GDPR are legal obligation, public task and contract, depending on factors such as the organisation, the crisis and so on. Under certain conditions – especially in crises that threaten lives – it may be possible to argue that Crisis MT justifies certain risks concerning data security based on vital interests (cf. EUATC and ATC 2021:11). For precise information, more research would be necessary, which exceeds the scope of this paper.

What exactly does that mean for the handling of personal data in CT scenarios? Or as it was asked in the previous chapter: Which steps are necessary when it comes to anonymising? As processors, CT stakeholders are obliged to protect personal data – both translated by themselves and by potentially hired freelancers or citizen translators. As long as there is no urgent need “to store the personal data under EU or Member State law to which the processor is subject” (EUATC and ATC 2021:9), the best course of action is to delete such data after use. With

online MT programs considered data controllers (cf. Kamocki and O'Regan 2016:4459) anonymisation of source texts for MT seems like a viable and necessary option to avoid breaching the GDPR.

Among the steps listed by the EUATC and ATC to avoid such problems, “pre-processing content” comprises “redacting and pseudonymising” as possible alternatives to anonymisation (2021:16). Replacing sensitive data with pseudonyms that can be reinstated after the translation process may be a viable solution for stakeholders who either do not wish to – or are not able to – invest in high-end anonymisation software “Biroamer” (ParaCrawl Project 2019), as presented in the last chapter. As previously discussed, Escartin and Moniz also argue for the use of placeholders for anonymisation purposes, which can be removed after the MNMT process (cf. 2019:17). The downside to this approach is that, when done manually, it can be extremely time-consuming. If a CAT tool is in use, it is important to check for an anonymisation function, as these become more popular and may also provide a solution to this problem. So overall, there are different options to ensure that no relevant personal data is distributed.

This leaves the last of three questions from chapter 3.8.6: What are safe options for data storage, especially when it comes to vast amounts of data? With this topic – similar to the issues around data protection during the translation process – it is necessary to control the complete workflow to ensure that stored information meets the requirements of the GDPR (EUATC and ATC 2021). From a low-tech perspective, the easiest method is to retain data offline on a hard drive. Physical data storage offers benefits for personal data, as it is only accessible to the stakeholders themselves. The more sophisticated solution – storing data online – on the other hand requires clear internal directives: what parts of the data can be kept without further consideration, which data must be destroyed rather than stored and which documents only require the deletion of highly personal data. It is important to keep in mind that these considerations also apply equally to translation memories and other terminological databases (cf. EUATC and ATC 2021:17).

For CT stakeholders, this makes it is necessary to establish a workflow to secure the protection and storage of sensitive data, according to their technological capabilities. It will be interesting to see how the stakeholders interviewed in the experimental part of this thesis handle these challenges.

### **5.8.8 Transparency issues in MNMT**

There are numerous problems that arise when working with AI and systems that operate on a black-box principle. Is it responsible to use a black box? Whilst it is not the intention of this paper to criticise a system that works very well, it is interesting to consider potential issues.

Escartín and Moniz (cf. 2019: 23) following in the tradition of Kenny (2019), argue that a lack of transparency poses a major problem in MNMT systems. While in rule-based MT systems the decisions in benefit of the current translation were clearly accessible through the rules used, this is not the case for MNMT systems. But what does that mean for the actual workflow?

A first it, can make things much easier to trace when the whole translation process is designed with traceability in mind. When the system does not offer full transparency, it is even more important for the process to do so. With the ability to compare every single step of the workflow, finding and categorising possible errors becomes much easier. Another important measure to avoid problems with transparency in NMT is the involvement of all relevant stakeholders in the establishment of thresholds and evaluation of translations (cf. Escartín and Moniz 2019:19).

To summarise it can be said that although there are certain possible problems regarding transparency in MNMT systems, including all relevant stakeholder in the design and assessment of workflows can minimise deficient transparency. Building on these thoughts, it becomes clear how important citizen translator training is – especially regarding the use of MNMT and other forms of CAT tools – as it shows, that training and education are the best measures against transparency issues.

### **5.8.9 Computer Assisted Translation Training for Citizen Translators**

After all the different facets of MNMT in CT, that have been discussed so far, it seems appropriate to take a closer look at the training of citizen translators, as these individuals can be an essential part of CT workflows and the list of possible activities grows with each technological innovation.

When looking at Mission 4636, it was crowdsourcing of translation tasks to members of the Haitian diaspora that helped to translate the massive amount of text (cf. Lewis et al. 2011:502f). This shows why citizen translator training is so important: this form of education creates a connection between organisations coordinating crisis communication and CALD communities, which are notoriously difficult to reach, as presented earlier in this paper.

In order not to generate new problems while training individuals to assist with CT, it is important to keep in mind the following insight, provided by Federici and Caldwell:

Translation should be seen by trainee citizen translators as an action that transforms the ‘start text’ into a different text that we call the ‘translated text’. This ‘translated text’ should ‘carry over’ the same ‘message’ that is in the ‘start text’, but should express it in a way that is appropriate for the participant’s language and culture. (2018:17)

A lot has happened since the Haiti earthquake, especially in terms of technological advances. There are now options available from CAT tools to free MNMT software (for example, DeepL and Google Translate), which can be used in many crisis scenarios, especially during the mitigation, the preparedness and the recovery phase. The response phase may still pose certain problems, as a stable internet connection cannot always be guaranteed, but this is a different topic.

Building on the insights of chapter 3.5.4 - How to teach PEMT - this chapter will address the theoretical side and limitations of citizen translator training and later in this body of work the practical side will be examined as part of the guideline for CT stakeholders. Furthermore, this chapter allows for a more general view of the topic, while the practical section demands a strict focus on the necessary skills.

One of these theoretical questions is discussed by Kornacki (cf. 2013:78) who argues in the tradition of Kiraly (2000), Bernardini (2004) and Pym (2009) that the key distinction to be made is between training and education. Although all the cited researchers use different terminology, the concepts are comparable. One side, training, consists mainly of practical elements, particularly linguistic skills needed for the translation process, while the other, education, comprises additional capabilities such as cooperation and communication with peers and clients (cf. Kornacki 2013:78f). According to Kornacki the sooner make up “the core skills that allow translators to work and are most valued” (2013:78). These are the skills that need to be prioritised during citizen translator training, because it is unlikely that people volunteering for the task are already familiar with them.

The latter, on the other hand, consisting of teamwork and communication skills, is not restricted to the profession of translation and can, to some extent, be neglected in this setting. This is because citizen translators do not need to “function on the market” (Kornacki 2013:78) but instead work in a clearly defined and somewhat restricted setting. While future professional translators have to develop a diverse translatory skillset, citizen translators can focus on acquiring the basic skills needed for the respective tasks they are required to perform. Furthermore,

the abilities in question can be considered a selection criterion during the process of choosing future citizen translators, since they are not exclusive to translation.

With this restriction in place, it is possible to omit certain aspects of translator training. At the same time, it is necessary that citizen translators possess certain qualifications beforehand, such as linguistic skills. In the majority of cases there will be no time to work on general language acquisition, as is common in many forms of standard translator training. The same applies to teamwork and at least a basic knowledge of technology. To stay with the concepts used by Kornacki (2013:78), a compelling argument can be made for focusing mainly on training, rather than education.

By adapting the five tasks Koponen (2015:6) presents to her students, it should be possible to help potential volunteers develop basic translation and PEMT skills within a short timeframe. Starting out by comparing different MT results helps to develop an awareness of the task and of the typical errors that can be expected from MT programmes. In the next step, pre-editing introduces future crisis translators to controlled language and its importance in CT. Next, editing MT without a source text, with a focus on grammar and conveying the meaning of the text, can help deepen the understanding and insights gained during the first task. After these challenges the participants are introduced to the TAUS guidelines on quality and PEMT, which were already mentioned in this paper. They can now implement these guidelines into their newly acquired skillset. With these competences in place, the final training step consists of evaluating different MT texts (cf. Koponen 2015:6f).

What makes Koponen's (2015) concept interesting is that the tasks can be adapted to nearly every CT relevant topic without too much effort, by simply changing the source texts participants work with. Furthermore, the course design allows for conducting the sessions and tasks both in person and online. This offers great flexibility and does not force the citizen translator training into a strict timeframe or location, thus allowing people to attend alongside their jobs and other obligations of their daily lives. When choosing to conduct the training entirely online, tools like Matecat prove useful, offering the option to present the task to the participants, evaluate their performance and provide them with feedback. For this reason, Matecat will be presented in more detail as part of the CT stakeholder guidelines.

#### **5.8.10 Ways to implement theory into praxis**

In this era of cascading crises, with interconnection being seemingly omnipresent, Federici et al (2023:139) state that “planning for efficient crisis communication continues to be missing,

as much as opportunities for embedding automation processes in human-monitored translation workflows to enhance crisis communication”.

While all the various and without a doubt fascinating technical developments presented during this literature review represent a significant step in the right direction, implementation has not (yet) reached the necessary levels to benefit all those in need, especially members of CALD communities and speakers of low-resource languages. Federici et al (2018:1) assert what has become clear throughout this paper until now: “The strategic and operational importance of communications is recognised widely as central to emergency and disaster management effectiveness”. With the right to information gaining recognition as a human right (cf. Federici et al. 2019b:4) it will be interesting to see how the further implementation of technology into the crisis translation cycle can be approached – not only from an observational perspective, but also creatively, blending the theoretical insights gained with the results of the interviews with Austrian CT stakeholders in the practical part of this thesis.

A concept that holds considerable merit as a basis for the implementation of MT into CT workflows is the adaptation of the UN’s 4-A approach to ensure education, as proposed by Federici et al (2019b:5f). This reworking, from a CT perspective, provides:

- Availability -ensuring translated information is made available; is it recognised as an essential product and service?
- Accessibility - if translation is ‘available’, is it accessible, i.e. free, delivered on multiple platforms, in multiple modes, in all relevant languages?
- Acceptability - ensuring that the provision of translation is acceptable, i.e. provisions are put in place to ensure accuracy and appropriateness of information
- Adaptability - can the provision of translation be adapted to different scenarios, for example, fluid language requirements, literacies, technological demands, new modes of delivery, diverse hazards and movement of peoples? (Federici et al. 2019b:5f)

The first point listed, availability, can, for example, be supported by sharing resources such as glossaries or translation memories and human resources like citizen translator networks, between different CT stakeholders to ensure the best possible handling of potential crises. The better the exchange between different stakeholders works, the more can be made of the available resources.

Accessibility addresses, among other things, different forms of communication. While this paper focuses on written work, it is important to keep in mind that distributing the information should not be restricted to written documents alone, but should use every possible channel, ensuring that people with special needs are not neglected — ideally providing the same information in Braille, sign language, etc.

To guarantee acceptability, in this case proper translation quality, regular evaluation of translators, translation workflows and training is of great importance. This process can, for example, be conducted during the recovery phase, based on recently translated materials.

Finally, adaptability – the implementation of new technologies or workflows – proves to be difficult even in theory, as investments in technology require resources which are, in most cases, limited. Nonetheless, it is important to keep in mind that there are many freely accessible solutions on the market that can potentially provide upgrades to the existing infrastructure (cf. Federici et al. 2019b:6ff). From a Crisis-MT perspective, this shows the need for a well-organised process and an open mind to make sure that:

- As many crucial MNMT processes as possible are performed by trained professionals.
- Citizen translators receive sufficient training, especially before performing full PE.
- Only multilingual PEMT is performed, to ensure that no essential information missing.
- As many communication channels as necessary are used.
- Workflows and infrastructure are re-evaluated on a regular basis and helpful innovations are implemented.
- The exchange of knowledge and resources between stakeholders is promoted wherever possible.

#### **5.8.11 Large Language Models in Crisis Translation**

As mentioned in chapter 3.6, LLMs show certain potential regarding translation. Therefore, this chapter aims to provide an overview of the possibilities that exist for LLMs in CT scenarios. A more detailed examination of LLMs in CT must be postponed, as it would exceed the scope of this thesis.

One such approach is provided by Lankford and Way (cf. 2024), who examine the potential of combining LLM prototypes with high-quality, fine-tuned MT engines in CT, concluding that not only can it work, but it delivers good results, outperforming competition on BLEU scores, especially for low-resource languages. What is particularly interesting about this concept is that people affected by crises are asked to actively participate by verifying, providing and uploading data (cf. Lankford and Way 2024:1f). This can be an improvement over the crowdsourcing efforts presented in the Interact project (cf. e.g. Cadwell et al. 2019).

Another notable development is the project by Behravan et al. who propose a “voice-based, multilingual social network” (2024:1) for crisis response. With a stable internet connection being one of the main problems in crisis scenarios, this project aims to eliminate multiple

barriers that have existed until now. Based on Seamless M4T and the Ethereum blockchain, the researchers designed a platform that can operate offline on small portable devices, delivering speech-to-speech translation in 37 languages (cf. Behravan et al. 2024:6). The authors claim that their project can

significantly improve the effectiveness of communication during disaster scenarios, where the emotional context of messages is often as important as the content itself. Additionally, using text processing for auto-tagging could categorize and prioritize messages based on their content, further optimizing the response process. (Behravan et al. 2024:7)

If what the authors are aiming for were to become reality, this could potentially revolutionise crisis response workflows.

## 6 Methodology and Interview

To provide usable results, this thesis will adopt two different approaches. The first will be an analysis of MNMT in CT, as formulated in the first research question (RQ1) – **What role does MNMT play for today’s Crisis Translation Stakeholders?**– based on the literature reviewed in chapter 3, with the aim of answering the aforementioned RQ. These findings will then serve as a benchmark for comparison with the results of seven interviews with Austrian CT stakeholders, forming the foundation for evaluating the status quo of Austrian CT.

While the initial plan consisted of only four interviews, it soon became clear that it was necessary to expand the sample size. The additional second round of three further interviews allows for a more detailed analysis, although the experiment still cannot claim to cover the entire Austrian CT stakeholder landscape.

To extract the most information possible, the participants were asked a series of questions, both open-ended and closed-ended, revolving around the topics of CC, MT and CT. Relevant stakeholders for the interviews are:

- Staff of NGOS
- Professional translators with CT experience
- Citizen translators
- Members of CALD communities

The participants and their organisations will not be named, as it does not seem necessary, provided their jobs, positions and types of organisations are described properly. This is to avoid data protection issues. While it was not possible to find members of CALD communities willing to participate, I was able to recruit the following participants:

- Participant A1 - employee of an international NGO that provides emergency assistance and aid for victims of various crises, no specific background in translation
- Participant B1 - manager of an organisation that provides medical services to people without access to the Austrian medical system, professional translator
- Participant C1 - translator for an organisation that provides psychotherapy for refugees, professional translator
- Participant C2 - translator for an organisation that provides psychotherapy for refugees, professional translator

- Participant B2 - manager of an organisation that provides support regarding work, health services, education and more to migrants, no specific background in translation
- Participant C3 - translator for an organisation that provides psychotherapy for refugees, no specific background in translation, therefore, citizen translator
- Participant C4 - translator for an organisation that provides psychotherapy for refugees, professional translator

The participants will be presented in a more detailed manner during the analysis of the interviews. The designation of the participants is divided into three groups, due to certain similarities in the respective profiles:

- A - non-translation-specific position within the organisation
- B - management position with operational responsibility within the organisation
- C - translation-specific position within the organisation

The participants received the interview guide (Kastner 2024) in written form beforehand and are interviewed afterwards, either in person or digitally to ensure detailed answers. Five out of the seven interviews conducted are available as transcripts in the appendix. The interviews of participants C2 and C4 are available as completed questionnaires, as the interviews were not recorded due to technical reasons.

The first block, titled „General Questions“ consists of three open-ended questions, which are intended to collect basic information:

What are the main languages the organisations/ individuals work with?  
 What are their main areas of expertise?  
 Which kinds of crises do they deal with? (Kastner 2024)

With this information provided, the next section „Crisis Communication/Translation“ consists of three questions with one follow-up question each to the second and third. Question three is a closed-ended question cross-checking the use of CT. The aim is to evaluate the use of CC, CT and corresponding scientific methods:

How do they approach crisis communication?  
 Is the strategy based on scientific research or practical experience only?  
 Is e.g. the Sendai Framework part of the strategy?  
 Do they perform any crisis preparation work, or is it only crisis-specific work?  
 Is crisis translation part of the strategy? If so, do they have a specific workflow for it? (Kastner 2024)

The last block of questions focuses specifically on and is therefore named “Machine Translation”. Subdivided into four parts, the participants will present their positions on MT, the extent to which they use it, why they do or do not and how they implement the technology in their CC/CT workflows. The block consists of one closed-ended question and eight open-ended questions, forming the central part of this interview.

What is their position on MT in general? Y/N

Does the strategy contain MT or other forms of translation technology (CAT-Tools, terminological databases, etc.)?

If not, do they plan on using MT in the foreseeable future?

If yes, do they plan on expanding/ upgrading their MT?

Why are they pro or con? If pro, what kind of MT do they use?

If con, what keeps them from using MT?

In which stages of the crisis response cycle do they use it? Do they use it for every crisis or just in certain cases?

Is a possible engine constantly trained/ developed? (Kastner 2024)

To round out the interview and discuss potential open questions there is room for “Final thoughts” (Kastner 2024).

The data resulting from this strategic mix of open-ended and closed-ended questions will then be analysed and compared to the international CT standards collected in chapter 3, to provide a detailed comparison between the international standards and the reality of Austrian CT.

Not only is it planned to answer RQ 2 - **What is the status quo of Austrian Crisis Translation and how does it compare to the international standards presented in the first part of the paper?** – but also to distil the essence into a guideline for Austrian CT stakeholders, in order to provide the people who supported this thesis with usable output on the one hand and to offer accessible information for CT stakeholders in general on the other, as access to information can make a difference in critical situations.

## 7 Results and Discussion

### 7.1 RQ 1: What role does MNMT play for today's Crisis Translation Stakeholders?

After a thorough investigation of CC and CT related literature, it became clear that the role of MNMT, like the technology itself, is constantly evolving and expanding. This opens new perspectives and possibilities, but also poses challenges, especially for new stakeholders or those working with limited budgets.

Guidelines such as the Sendai Framework for Disaster Risk Reduction 2015-2030 (UNDRR 2015) and Alexander's (2002) Crisis Response cycle offer a blueprint for successful communication and enhanced resilience in crisis situations. Furthermore, they offer an important perspective for MNMT applications – the focus on and inclusion of CALD communities as part of a holistic approach to crises, not restricting it to a single response, but rather promoting the development of an integrated, resilient community.

The work of Cadwell et al. can be seen in the tradition of this inclusive approach, training people to perform MT in low-resource language combinations, including both experienced translators and citizen translators without prior experience (cf. 2019:300f). However, to avoid focusing too heavily on individual studies or authors, the thesis will now proceed with a broader perspective. The researchers involved in the INTERACT project (Cadwell et al. 2019; Escartín and Moniz 2019; Federici et al. 2019a; O'Brien et al. 2019; etc.) demonstrated that various forms of MT are well established in CT. Moreover, the researchers identified the challenges posed by low-resource language combinations. With MNMT systems now capable of handling over one hundred trained languages, many of which fall into the low-resource category (cf. Aharoni et al. 2019:3874), the possibilities for MNMT in CT have expanded considerably.

LLMs have gained attention primarily in non-CT-related tasks, such as the work of Raunak et al. (2023), who demonstrated the PEMT potential of such systems, or He et al. (2024) who explored the development of a more human-like translation process in LLMs. Based on the reviewed literature, these technologies could be applied in CT scenarios, provided the organisations involved have the capacity to set up and maintain such systems. One example of LLMs already being used in CT is Behravan et al., who combined an LLM with blockchain technology to enable offline voice-to-voice translation on portable devices, effectively addressing the issue of unstable internet connectivity (cf. 2024).

Overall, it can be stated that MNMT has been integrated into many CT workflows and offers substantial support to CT stakeholders across the globe. While the levels of integration may vary, the technology has secured its place and continues to provide valuable relief to crisis-affected populations around the world.

## 7.2 Participants and their answers

Below, figures 2 and 3 show the visual presentation of the participants answers during the interviews.

Figure 2: Key to the interview-questionnaire

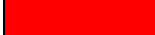
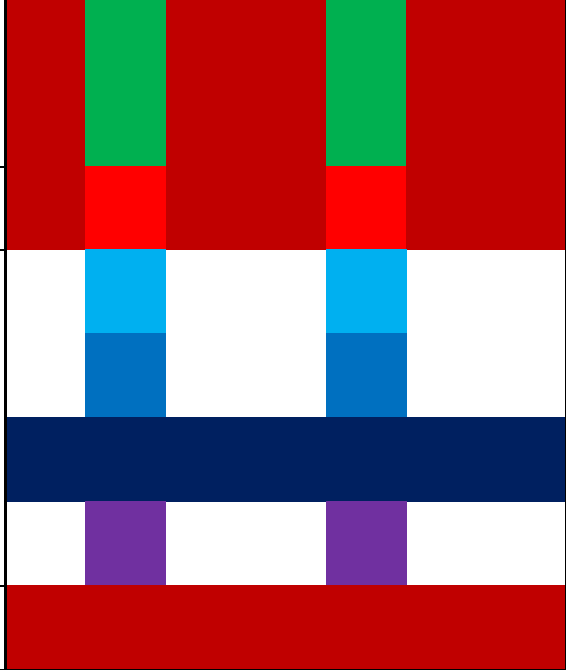
| Key                                                                                 |                                  |
|-------------------------------------------------------------------------------------|----------------------------------|
|    | Yes                              |
|    | No                               |
|    | Undisclosed/Possibly/Can not say |
|   | Science                          |
|  | Experience                       |
|  | Prep                             |
|  | Response                         |
|  | CRC 1                            |
|  | CRC 2                            |
|  | CRC 3                            |
|  | CRC 4                            |

Figure 3: Visual presentation of the interview questionnaire results

| Questions                                                                        | Participants                                                                        |                                                                                      |                                                                                       |                                                                                       |                                                                                       |                                                                                       |                                                                                       |  |
|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--|
|                                                                                  | A1                                                                                  | B1                                                                                   | C1                                                                                    | C2                                                                                    | B2                                                                                    | C3                                                                                    | C4                                                                                    |  |
| Is the Strategy based on scientific research or practical experience only?       |  |  |  |  |  |  |  |  |
| Is the e.g. the Sendai Framework part of the strategy?                           |  |  |  |  |  |  |  |  |
| Is crisis translation part of the strategy?                                      |  |  |  |  |  |  |  |  |
| Do they perform any crisis preparation work, or is it only crisis-specific work? |  |  |  |  |  |  |  |  |
| Do they have a specific workflow for it?                                         |  |  |  |  |  |  |  |  |
| What is their position on MT in general?                                         |  |  |  |  |  |  |  |  |

|                                                                                                                    |                                                                                    |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Does the strategy contain MT or other forms of translation technology (CAT-Tools, terminological databases, etc.)? |  |
| Do they plan on expanding/upgrading their MT?                                                                      |                                                                                    |
| In which stages of the crisis response cycle do they use it?                                                       |                                                                                    |
| Is a possible engine constantly trained/developed?                                                                 |                                                                                    |

### 7.2.1 Participants

The participants varied in their professional functions and levels of experience. While two of the participants (B1, B2) hold management positions within their respective organisations, one (A1) works for the Austrian branch of a multinational non-governmental organisation (NGO) and four (C1, C2, C3, C4) work as interpreters and translators for an organisation each with different levels of involvement in CT-specific tasks. They are presented in more detail below.

**The first participant, A1**, is employed by the Austrian branch of a multinational NGO. Although the participant showed general interest in using MNMT in CT, there is limited direct engagement with the topic at the same time, as most of their work involves pre-translated texts, issued by the organisations central office in the United States. The only necessary translation is from English into the regional language, which is often carried out using NMT (DeepL). This results in minimal engagement with CT. The few occasions they came in touch with the matter were during the Covid-19 pandemic. These situations were mostly handled using DeepL, without any underlying CT strategy or dedicated workflow. However, this did not reduce the interest in strategies like the Sendai Framework (UNDRR 2015) or the potential of implementing such technologies into organisational workflows (cf. Participant A1 2024).

**The second participant, B1**, has had much broader exposure to both CT and NMT. As manager of a medical centre, the participant is responsible for the organisation and functioning of the facility, as well as its CT workflows. Not only during regular operations but also throughout the difficult Covid-19 lockdowns, the participant had to respond to various crises and their

accompanying communication challenges. This required organising communication between staff, patients and medical professionals. Although much of the communication the participant oversees happens in spoken form, there is also a considerable volume of written work to manage. As an early adopter, the participant tries to test every relevant technology and incorporates useful ones into the organisation's workflows. The use of MNMT – as well as, though less relevant to this study, digital interpreting tools like LANGOGO – is standard practice. Being a first responder to people's very personal emergencies requires specifically tailored multilingual solutions, particularly for members of CALD communities. Although there is no formal workflow in place, the participant's background as a professional translator, combined with the team's experience, ensure effective CT functioning (cf. Participant B1 2024).

**The third participant, C1,** is a trained professional who translates in a setting involving highly personal migration-related crises. Although much of the work happens in spoken form, the participant has gained some experience with written translation in the same field (cf. Participant C1 2024).

**The fourth participant, C2,** is also a trained professional, mainly translating highly personal migration-related crises. Although much of their work happens in spoken form, the participant has gained certain experience with written translation in the same field (cf. Participant C2 2025).

**The fifth participant, B2,** has several years of management experience within an organisation that supports migrants in various situations in daily life and throughout the process of settling in and integrating into Austrian society. The participant was, overall, very open-minded about the use of technology in general and translation technology in particular. As stated during the interview, one of the principles followed by the participant and the organisation is "Those who don't move with the times, are moved by the times" (Participant B2 2024, own translation). True to this motto, the organisation tries to adapt to new developments as effectively as possible, adopting various forms of technology and strategies and proactively seeking collaboration with authorities, experts and other organisations. The participant explicitly stated interest in the guidelines, this thesis aims to produce, as a way of improving the organisations workflows (cf. Participant B2 2025).

**The sixth participant, C3,** has no formal training in the field of translation but works as a translator for an organisation, based on skills acquired through a bilingual upbringing and psychotherapy training – an effective match for the work setting. The participant can be considered a citizen translator, due to a lack of translation training (cf. Participant C3 2025).

**The seventh participant, C4**, is a professionally trained translator, with several years of experience in teaching and translation and is the only one that does not use MT in their professional work, as they are able manage tasks based on personal experience. Nevertheless, the participant showed interest in current CT developments, and the possibilities MT may offer for such workflows (cf. Participant C4 2025).

### 7.2.2 General Questions

**What are the main languages the organisations/ individuals work with?** The seven participants and their organisations work with 22 different languages, which are:

- Albanian
- Arabic
- Bosnian-Croatian-Montenegrin-Serbian (BCMS)
- Bulgarian
- Chechen
- Chinese
- English
- Farsi
- French
- German
- Hungarian
- Kurdish
- Pashto
- Polish
- Portuguese
- Romanian
- Russian
- Slovakian
- Slovenian
- Spanish
- Turkish
- Ukrainian

What is interesting to observe is that, from the first four interviewees and respectively their organisations, three (A1, C1, C2) work with English, French, German, Russian and Spanish, while the organisation of B1 works with Arabic, Bulgarian, BKS, Chinese, English, Farsi, German, Hungarian, Romanian, Russian, and Ukrainian. This considerable difference is somewhat unexpected and at the same time it became apparent during the interview that managing such a wide range of languages, including several low-resource combinations, places particular demands on the organisation's adaptability in order to provide information for all clients. Participants B2, C3 and C4 confirmed this impression with two participants (C3, C4) covering Farsi,

French, German and Russian, while the organisation of B2 works with Albanian, Arabian, Bosnian-Croatian-Montenegrin-Serbian (BCMS), Bulgarian, Chechen, English, Farsi, French, German, Hungarian, Kurdish, Polish, Pashto, Portuguese, Romanian, Russian, Slovakian, Slovenian, Spanish, Turkish, and Ukrainian. This also resulted in greater adaptability and more structured workflows than were necessary for the other two participants (cf. Participants A1-C4 2024, 2025).

Another interesting point is, that participants B1 and B2 both operate organisations that serve as points of contact for people from various CALD communities, whereas the others work with individual CALD communities (cf. Participants B1, B2 2024, 2025).

**What are their main areas of expertise?** The main areas of expertise are development aid, medical services, psychotherapy/trauma support and the organisational assistance needed when helping members of CALD communities navigate Austrian bureaucracy. The latter includes various forms of consultation for migrants, assisting them settle into their lives in a new country and culture, thereby covering a lot of different areas – from bureaucratic necessities to educational and structural issues, as well as other challenges related to the process of migration (cf. Participant A1-C4 2024, 2025).

**Which kinds of crises do they deal with?** The crises they handle range from guiding people during the processing of very personal traumatic experiences (C1-4), provision of medical care at both organisational and professional level (B1, B2), to the basic organisational challenges most of us had to face during the Covid-Pandemic (all), as well as support for migrants during the settlement-process in Austria (B2). It is important to note that, apart from the Covid-19 Pandemic, none of the participants regularly faces large-scale sudden-onset crises. While only a small fraction of the crises treated are directly life-threatening, the majority highlight the difficulties CALD communities face when trying to access official information channels (cf. Participant A1-C4 2024, 2025).

### 7.2.3 CC/ Translation

**How do they approach crisis communication?** It can be said that, although the approaches vary depending on the current field of expertise, the practical ones predominate. These range from strictly organisational perspectives to the involvement of people with backgrounds in social work and the associated toolkit, medical professionals and in five cases trained translators. One of these professionals (B1) holds a key management position within the organisation, therefore structuring workflows based on training received at university and practical

experience. What seems noteworthy is that B1 also assembled a group of professional translators who can be contacted in cases of larger volumes of translation-specific work or special language needs. This bears some similarities to Project 4636 during the Haiti Earthquake (cf. Lewis et al. 2011).

The organisation of B2 employs multiple translators, whose professional experience influences the workflow. Furthermore, cooperation with the regional government and sometimes the national government results in the implementation of official workflows and guidelines. According to B2, the high degree of structure within the organisation works in favour of the clients (cf. Participant A1-C4 2024, 2025).

**Is the strategy based on scientific research or practical experience only?** None of my interview partners use specifically designed CC/CT strategies as presented during the literature review. Those participants who received professional translator training all credit it for the structuring of their workflows.

The strategy of B2 is based on the collective experience of the team and the regulations and requirements provided by the respective authorities. As far as has been communicated, none of it is especially CT related. Similar observations can be made for the organisation of B1, where many of the workflows are dictated by the needs of the patients and shaped by the team's experience and different professional educational backgrounds, all resulting in a very pragmatic approach (cf. Participant A1-C4 2024, 2025).

**Is e.g. the Sendai Framework part of the strategy?** Although none of the participants were familiar with it, there was a definite interest in the Sendai Framework from multiple interviewees. As far as the results of these interviews go, there is no dedicated CT strategy in use (cf. Participant A1-C4 2024, 2025).

**Do they perform any crisis preparation work, or is it only crisis-specific work?** Most of the work done is crisis-specific, for multiple reasons. The main factor for this lies within the nature of the crises the participants face, which are highly personal and not large-scale crises, apart from the Covid-19 pandemic. Another big factor for the spontaneity of the work was rooted in the problems this state of emergency threw at all of us. The combination of a lack of experience with large onset crises as well as a completely new set of external conditions in the form of lockdowns, deficits of necessary technological infrastructure and more made improvising non-negotiable.

C1-4 work exclusively crisis-specific, due to the crisis-setting they are responsible for. It is important to note, that C1 and C2 have tried to install a basic terminology management

system with their organisation, which can to some degree be seen as preparation work as described in phase two of the crisis response cycle (cf. Alexander 2002). The organisation of B2 performs crisis preparation work to varying degrees. This ranges from regularly evaluating and adapting workflows to translating information in advance, but the main body of work is crisis specific. It is noteworthy that there is a strong interest in enhancing preparedness for similar situations in the future from all the interviewees (cf. Participant A1-C4 2024, 2025).

**Is crisis translation part of the strategy?** Yes, apart from A1, all interviewees perform CT on a regular basis. At the same time, while all participants perform acts of CT, none of them work with a strategy apart from the practical experience collected over the years. It is interesting to see how the approaches differ on the one hand, while on the other, the fundamentals remain the same. A strong orientation towards the community combined with a high level of pragmatism is what works best for both B1 and B2, whose organisations show various parallels (cf. Participant A1-C4 2024, 2025).

**If so, do they have a specific workflow for it?** None of the participants are using a specific strategy based on (recent) literature. All of them work solely based on personal experience and (non-CT-specific) professional training. Therefore, there are no specific, theory-based workflows, but rather a combination of experience and adaptation to the clients' needs (cf. Participant A1-C4 2024, 2025).

#### 7.2.4 Machine Translation

**What is their position on MT in general?** As visible in Figure 3, apart from one, all participants take a positive position when it comes to MT. C4's rejection of MT is restricted to their professional workflow and not a general rejection of the matter (cf. Participant A1-C4 2024, 2025).

**Does the strategy contain MT or other forms of translation technology (CAT-Tools, terminological databases, etc.)?** Apart from C4 all participants use translation technology, mainly in the form of freely accessible translation software like DeepL and Google Translate. B1 has upgraded to the professional versions on both mentioned applications and has also purchased and introduced an interpreting device called Langogo to their organisation, which is used to assist in interpreting languages not spoken by the staff. C1 and C2 used to work with (offline) terminological databases in the past, which have been replaced by the newest generation of translation software. A1 and C3 only use freely available MNMT software, mainly DeepL and Google Translate. B2 uses MNMT tools like DeepL and Google Translate in the

respective pro versions. Apart from that, the organisation is open to other technologies, including an MT engine, provided that it would be the most cost-effective solution.

It is important to mention, that none of the participants or their organisations use unsupervised MT, but all of them pointed out that there is at least one post-editing loop in place, preferably performed by a native-speaking individual (cf. Participant A1-C4 2024, 2025).

**If not, do they plan on using MT in the foreseeable future?** C4 does not plan on adopting MT into their workflow (cf. Participant C4 2025)

**If yes, do they plan on expanding/upgrading their MT?** A1, on the one hand, does not see the necessity of upgrading technology, due to the very restricted CT work done within the organisation. B1, on the other hand, is willing to implement any technology that helps their organisation and fits the cost-benefit calculation, but there are no specific purchases planned at the moment. C1, C2, and C3 depend on the organisation they work for when it comes to such steps, but all three are of the opinion that there will not be any upgrades soon, because the free software is sufficient for the problems they are facing. B2 is willing to expand and upgrade the organisation's MT infrastructure, based on the available financial means and the benefits such solutions would offer (cf. Participant A1-C3 2024, 2025).

**In which stages of the crisis response cycle do they use it?** Most of the examples discussed during the interviews mainly cover the direct crisis response phase and, to a certain extent, the recovery phase. B1 theoretically covers all parts of the response cycle, but once again, due to the flexibility needed in their main working area – a medical setting – the focus lies on the direct response. C1 and C2 stated that, due to the nature and individuality of their cases, it seems complicated to prepare or work in other phases of the crisis response cycle, limiting them to the response phase. This also applies to C3. Similar to B1, B2 uses MT throughout the whole CT response cycle, but still focuses on the response phase. Compared to the others, B2's organisation is the only one explicitly mentioning MT use during the preparedness phase. Overall, it was quite complicated to assign MT use to different phases, as none of the participants were familiar with the concept and the classification had to be made ad hoc (cf. Participant A1-C3 2024, 2025).

**Do they use it for every crisis or just in certain cases?** A1 applies MT for most translation efforts, regardless of CT or regular translation. B1 and B2 operate with MT wherever necessary, continuing the pragmatic approach they have shown so far. This ranges from distributing information on a large scale to direct communication with their clients. C1-3 only

implement MT in some selected situations, due to their work setting not requiring it most of the time (cf. Participant A1-C3, 2024, 2025).

**Is a possible engine constantly developed/ trained?** No, none of the participants uses their own MT engine (cf. Participant A1-C4 2024, 2025).

**Final thoughts:** During this segment, the replies were surprisingly similar. With limited budgets and the majority being very personal crises, the need to upgrade technology is rather limited. A1 stood out, as far as there is only a minimal fraction of crisis-related work, mainly performed by one native speaker within the organisation, who is not A1. The rest of the work consists of processing content already translated by the central international office, which therefore cannot be considered CT.

B1 and B2 mark the other end of the interviewed spectrum, with a focus on early adaptation of new technologies and implementation into the organisation's workflows. Due to the very personal nature of crises treated by each of the organisations, much of the work is done in spoken form, with the written work making up mostly organisational tasks. What is especially interesting about B1 is the creation of a network of university-level trained professional translators, who assist with languages not spoken within the organisation or written tasks where necessary, as previously mentioned. At the same time, B2's organisation was the one most closely cooperating with different authorities, attempting to gather and redistribute as much official information as possible.

C1 and C2 both voiced their concerns about the failure to implement terminology management within their organisation and their hope to renew the effort soon. C3 and C4 both expressed their interest in the topic – particularly regarding unsupervised MT.

This concern was shared by all participants. B2 reported examples of unsupervised MT results received by the organisation, which caused more problems and excess work, than the original translation would have required (cf. Participant A1-C4 2024, 2025).

### **7.3 Analysis of the conducted interviews**

Although the expanded interviews did not yield the results I had hoped for, the insights gained – particularly from B2's organisation – were nonetheless very interesting. Unfortunately, none of my interviewees currently uses translation technology beyond easily obtainable (free) MNMT tools. I had expected at least some of the organisations to use terminological databases and perhaps even CAT tools.

Overall, it was interesting to see, that six out of seven participants work closely with a number of different CALD communities, addressing the problems they face using their personal language skills (B1 and B2, C1-4) alongside various technologies (B1 and B2). Given that the organisation of B1 is a point of contact for people without access to the Austrian healthcare system, this clearly illustrates how difficult daily life can become for members of CALD communities who suffer from a lack of information. In the context of a large-scale crisis such as the Covid-19 pandemic, even basic necessities can become inaccessible. This emphasises the importance of preparedness and advance planning.

It was noteworthy to observe certain parallels between B1 and B2. Both hold management positions within their organisations and describe themselves as early adopters. While B1 argues from a point of personal interest – as a trained translator – B2 takes a more pragmatic stance, driven primarily by the desire to offer the best service possible to the clients. Nonetheless, the success of the participants organisations demonstrates that pragmatism and openness towards new technologies form a strong foundation for adjusting to the needs of different CALD communities.

Participants C1-4 also represent a notable case. Although they all work for the same organisation, their positions on MT use and the translation process itself vary significantly. C1 and C2 hold similar views, informed by their professional translation training and both attempted to implement terminology management with their organisation. In contrast C3 and C4 expressed different opinions. C3 relies on professional training as psychotherapist and uses the benefits of a bilingual upbringing to translate, making minimal use of MT, while C4 was the only participant not to use MT at all, arguing that, based on years of professional experience, it is easier to work without it. While this stance does not hinder C4's performance in any way, it indicates that, in this case, there is no need to adapt to a uniform workflow across the entire organisation.

As all participants base their workflows on experience and/or either their own or their subordinates' professional training, it becomes clear that one of the first potential areas of improvement is the theoretical foundation. Adapting the processes in line with the findings of the Interact project could possibly benefit all individuals and organisations involved. One area appropriate for adaption is the Crisis Response Cycle (Alexander 2002) explained in chapter 3.

With all interviewees focusing mainly on the response and to some extent the recovery phase, placing greater emphasis on the mitigation and preparedness phases could help to redistribute workloads and, according to the literature, enable them to provide more detailed

information to the clients during an actual emergency. By neglecting activities such as engaging with their respective communities for broader data collection, the design of new workflows becomes more complicated or may even be entirely abandoned. Given that data is one of the most valuable resources in crisis scenarios, it makes sense to collect all available information during the initial phase, to avoid a lack thereof, when it comes to implementing possible terminology management systems.

B1's translator-task force can be considered a preparedness measure and, as such, must be highlighted positively, it also shows the untapped resources in the rest of the organisations. Building on potential efforts of the mitigation phase, activities such as citizen translator training or PEMT training for members of the organisation, which are typical of the preparedness phase, are absent from the participants' workflows.

One point that stands out is the lack of terminology management. As shown by Federici and Caldwell (2018) and discussed in chapter 3.8.5, translating terminology can cause issues for both citizen and professional translators alike. With no terminology management system in place, the risk of confusing terms or otherwise mistranslating information is unnecessarily high. Therefore, any effort invested in preventing such issues can be considered an improvement. The interviews revealed that a sophisticated terminology management system may exceed the needs of the participants organisations. Nevertheless, there are numerous simple, affordable and accessible solutions that ensure consistent terminology use (e.g. Excel lists). Similar arguments can be made for the use of CAT tools. While high-end solutions appear to be irrelevant to the participants, the introduction of free-to-use models such as Matecat should be considered, provided that the organisations' data protection policies allow it. According to B1 and B2, even a cost-efficient solution by market-leaders (e.g. Trados, memoQ) may be relevant. Another avenue worth exploring is the use of LLMs for translation purposes. As none of the participants identified LLMs as tools in use, this idea will be addressed in the section on future work, as a full exploration of the topic would exceed the scope of this thesis.

All participants emphasised the importance of supervised MT. Therefore, it was interesting to observe that, while MT is a standard tool, none of them have implemented a specific workflow for performing PEMT. Especially for B1 and B2, training personnel to perform PEMT according to a science-based process can help save time and deliver better performance.

Another area from which multiple participants could benefit from is the introduction of some form of crowdsourcing. This can be achieved in various ways, but the approach demonstrated by B1 stands out in this context. While not all participants may have the opportunity to

collaborate with trained translators, integrating willing members CALD communities could be a viable option. By providing basic PEMT training, these individuals could handle texts that do not contain sensitive information, thereby reducing the workload for professional translators. This leads to the next point of interest.

As with all digital tools, it is important to address the issue of data protection. As data controllers under the GDPR, careless use of freeware can lead to various complications. Given that all participants use freeware from different providers, anonymisation of sensitive data is recommended. This can be done either manually or with the help of technology, as detailed in the literature review (cf. Participant A1-C4 2024, 2025).

#### **7.4 RQ 2: What is the status quo of Austrian Crisis Translation and how does it compare to the international standards presented in the first part of the paper?**

It can be said that, based on the conducted interviews, Austrian CT stakeholders use NMT in CT, but only to a limited extent. While the collected data suggests that the majority of the interviewed CT stakeholders favour the use of MT where possible, the technologies used and implemented strategies do not compare well to the standards presented in the literature review and leave significant room for improvement. The most commonly used tools are freeware (namely Google Translate and DeepL) and a majority of the workflows are based solely on experience. None of the interviewees use CAT tools, let alone a specific MT engine and none of them specifically manage their terminology. Although this may appear negative at first, there are certain positive aspects worth highlighting.

The first and perhaps most interesting is, that all participants approach CT from a very pragmatic point of view. By doing so, they follow Vermeer's Skopos-theory (Chesterman 1998), which also underpins the Translation Centre for the Bodies of the European Union's Guidelines "Writing for Translation" (2019)/"Writing for Machine Translation" (2021). While not surprising – given that these theories are an integral part of modern translator training – it forms a good foundation to base guidelines on for Austrian CT stakeholders.

Secondly, all participants who use NMT stated that they do not use unsupervised MT and see a clear need for PEMT and the four-eyes-principle. This awareness regarding PEMT is encouraging, as it is a fundamental part of professional CT workflows.

A third noteworthy aspect is the group of (professional) translators assembled by participant B1 (cf. Participant B1 2024), who assist when needed and provide additional translation resources – reminiscent of the approach documented by Lewis et al. (cf. 2011).

Furthermore, it can be said that the gap between international standards and the conditions observed during the interviews is considerable. While Pescaroli and Alexander (2015) have demonstrated the benefits of efficiently engaging all four phases of CC to guarantee the best possible results, the participants focus primarily on the response phase. Although this may result from a lack of resources, shifting towards the preparedness and mitigation phase could help ease the workload during the response phase. In this context, participant B2 deserves special attention, as the organisation – despite being unaware of the concept – makes effective use of both the preparedness and recovery phases (cf. Participant B2 2025).

Another aspect that does not align with international standards (cf. Escartín and Moniz 2019) is data protection. While the participants are using MT, none has a dedicated protocol for data protection or anonymisation in place, increasing the risk of data – particularly as they all rely on freely available NMT tools.

Finally, none of the participants actively manage their terminology. The only recorded attempt at terminology work during the interviews came from participants C1 and 2, who attempted to implement a basic form of terminology management at their organisation but were unsuccessful (cf. Participants C1 and C2 2024, 2025). Compared with international standards, this aspect of CMT offers significant potential for improvement. With a basic terminology management system in place, it would become easier to produce consistent translations and to train new members of staff or citizen translators.

To summarise, while the majority of the interviewed Austrian CT stakeholders use NMT regularly, there remains considerable room for improvement. A comparison between the complex workflows presented by the Interact researchers and the content found in chapter 3, with the workflows described during the interviews shows that ideal and real scenarios often differ considerably. While all the interviewees are making great efforts to help people face and overcome various crises, much of their work remains largely reactive. Although this is not necessarily negative, the untapped potential resulting from the lack of preparation – such as pre-prepared materials and reduced reaction time – cannot be ignored. With the overview to CT fundamentals and guidance on implementing measures such as terminology management and citizen translator training, it becomes possible to extend CT workflows to all phases of the

Crisis Response Cycle. With all this in mind, the next chapter evaluates the theoretical aspects necessary for redacting a guideline for CT stakeholders.

## **7.5 Theoretical considerations Guideline**

Although the idea for this guideline for Austrian CT stakeholders has existed since the first sketches of this paper, certain questions regarding the content remained unclear for a relatively long time. This is due to the gap between theory and the practical application of knowledge. The next two subchapters illustrate the difference in the approach before and after the input received from the interview participants, as well as the necessary adaptations require to meet their needs.

### **7.5.1 Pre interviews**

As Cadwell et al. (cf. 2017: 303) state, MT requires human intervention – usually in the form of editing – to produce results that can be put into circulation, particularly in cases where errors may cause harm to the target audience. The necessary level of editing depends on the purpose of the text.

Therefore, it makes sense to develop different scenarios for the respective texts. Documents that do not require full PE may be handled by team or organisational members who are familiar with the relevant topics but have not (yet) received formal translation training. As long as adequate proficiency in the relevant languages and a general understanding of the subject to identify major errors is given, this approach can be effective. Even individuals who only speak the target language may contribute, provided they follow clear, task-specific instructions that ensure they are monitoring the appropriate elements. All this is based on the application of the four-eyes principle, to ensure appropriate quality control.

At the other end of the editing spectrum, the literature recommends using translation-trained professionals, to ensure that the complex task of post-editing sensitive texts is conducted accurately, thereby avoiding the spread of misinformation and its potential consequences. As mentioned in the theoretical part, Escartín and Moniz emphasise the importance of involving professional translators whenever possible. This is particularly true for tasks related to quality assurance and management, where their professional expertise is essential. These individuals are also well suited to training citizen translators (cf. 2019:19). Based on these considerations, a minimum number of two distinct workflows is necessary for the use of MNMT in CT. One

workflow requires light to no PE, intended primarily for triaging information, while the other demands full human post-editing, as it conveys critical information directly to the affected population.

Another central element from the outset was the use and adaptation of the two guidelines published by the Translation Centre for the Bodies of the European Union (2019, 2021), to ensure a MNMT-optimised writing process. Although the participants' proficiency levels were initially unknown, providing clear instructions for producing coherent, well-structured texts optimised for CT was essential.

### **7.5.2 Post interview**

After conducting the interviews, it became evident that the level of MT development among Austrian CT stakeholders was overestimated, as outlined in the Analysis chapter. As most workflows are based primarily on practical experience, it is necessary to offer an overview of the most important theoretical and practical components of CT, that also form the structure of this thesis, as part of the guideline.

This overview includes a CT-specific interpretation of the Sendai Framework (UNDRR 2015), as well as an introduction to the Crisis Response Cycle (Alexander 2002) which was unfamiliar to all participants. Building on the information provided in these chapters, the next focus is on the needs of the target audience – those ultimately receiving the translations – and how to collect this information.

The following section presents a brief introduction to terminology management, as none of the participants currently uses a terminology management system – a situation that presents significant potential for improvement, particularly when integrating citizen translators or community members into workflows. Additional chapters will address pre- and post-editing MT, the training of citizen translators and the topics of anonymisation and data protection. This issue gained prominence during the interviews, due to participants' use of freely available MT tools.

The result aims to present a condensed version of the literature review with a strong emphasis on practical application, in order to support community engagement, structure the translation process and ideally facilitate the adoption of new MT technologies in the CT workflows of various stakeholders.

Given that the literature review addresses theoretical foundations, and the guideline focuses on practical applications, overlap in content and phrasing between the two sections is inevitable. Furthermore, the guideline adopts a less formal style to ensure accessibility for a

broad range of potential CT stakeholders. The complete guideline is provided in the appendix. While this version is provided without a separate bibliography, the version sent to the CT stakeholders contains a bibliography and direct links in the resources.

## 8 Conclusion

This thesis provides an overview of the most important literature on CC, CT and MNMT. With numerous breakthroughs in MT – both theoretical and practical – and CT being a relatively new field of study, it is noteworthy to observe such substantial progress. What stands out as a promising and responsible application of AI is the strategic integration of MNMT, PEMT and other translation-related technologies to mitigate the effects of cascading crises – particularly on culturally and linguistically diverse (CALD) communities – and to help ensure equitable access to information.

The accessible documentation of projects such as INTERACT, combined with the growing availability of MNMT and translation tools like DeepL, Matecat and others empowers CT stakeholders. It can be said that the integration of technology in CT has advanced to a point where it not only offers sophisticated solutions for specialized cases, but also effectively supports the broader efforts of many stakeholders. A limited budget no longer necessitates the abandonment of technological tools, as it has been elaborated while answering the first research question.

However, it is important to acknowledge that several challenges associated with AI use are also present in this context. Data protection, in particular, requires strong emphasis. While anonymisation tools may be effective, ensuring robust data protection remains a pressing concern.

Building on this theoretical foundation, seven interviews provide valuable insight into the real-world practices of Austrian CT stakeholders. The participants demonstrated general acceptance of the technology, as well as frequent use of freely available MNMT tools. None of the participants employs a terminology management system. The theoretical basis for their workflows is primarily grounded in personal experience and, in some cases, non-crisis-specific translator training. Two participants stood out in terms of organisational structure, technological adaption, crowdsourcing implementation and ongoing workflow optimisation. Nonetheless, all presented approaches can be considered pragmatic and operational. In summary, while the interviewed Austrian CT stakeholders are performing effectively, they are not yet realizing their full potential.

To improve CT performance, this thesis proposes the integration of fundamental CC and CT concepts into existing workflows. This shift may help distribute workloads more evenly and enable more efficient use of available resources. To support such a process, this thesis

includes a practical guideline offering detailed instructions and freely accessible supplementary resources. The guideline focuses on text production tailored to CMT, terminology management, PEMT and the application of CT-specific technology – addressing both professional translators and citizen translator training to enhance community engagement.

This practical approach complements the analytical components of the thesis, offering guidance and inspiration for all interested parties – particularly the interviewed stakeholders. This aim of this thesis is to contribute meaningful insight into the Austrian CT landscape and support its further development, thereby aiding the delivery of assistance across linguistic and cultural boundaries.

## 9 Research limitations and future work

Unfortunately, the sample size did not allow for a comprehensive overview and only offers a limited glimpse into the matter. Fortunately, the insights were sufficient to allow for certain conclusions and an in-depth analysis of this part of the status quo among Austrian CT stakeholders.

Although the participants of the interviews offered some diversity, many other CT stakeholders in Austria face completely different realities from the ones encountered during this thesis. With a sample size of only seven interviewed CT stakeholders, this paper can in no way claim to represent the majority of Austrian CT stakeholders. While there may be organisations with excellent MNMT infrastructure in place, training their own engines and applying the latest theoretical insights, it was not possible to secure their participation in this project. It would have been especially interesting to interview CT stakeholders from the Austrian Red Cross and the Austrian Armed Forces, as these two institutions are involved in most large-scale crises in Austria. Due to the limited sample size, it is possible that there are Austrian CT stakeholders who have already implemented some of the points outlined in this paper, both on a theoretical and practical level.

This also had a significant influence on the guideline which forms the concluding part of this work. Due to the limitations posed by the status quo of the participants' CT workflows and equipment, as well as their ability to put resources in specific upgrades and significant investments required, both financially and in terms of time, this paper opted for improvements that can be implemented using freely accessible software. Hopefully, by doing so, the created guideline will help all participants, at least to some extent.

Nevertheless, a case can be made that, although limited to only seven participants, the results are representative of organisations and stakeholders of similar size, as the costs of a fully operational large-scale CT programme are not feasible for the average CT stakeholder. It would nonetheless be valuable to repeat the process, incorporating more participants and the latest technological developments.

Another important factor is that innovations in the field of MT have been occurring at a rapid pace since 2016, for example with MNMT becoming available to anyone with access to the internet. The ability of certain NMT models to translate up to 102 languages, including many low-resource languages, is another promising development when it comes to extending existing research especially in support of CALD communities, through improved translation of

low-resource languages that are easily accessible for both CT stakeholders and citizens (cf. Aharoni et al. 2019). However, the most promising development in the evolution of CT is the emergence of LLMs. Their impressive performance on BLEU and other evaluation scores, along with the potential for further breakthroughs, cannot be ignored. This presents multiple opportunities to use this paper as a foundation and expand it in various directions; particularly by integrating LLMs into CT workflows. Although the topic received only superficial treatment during the literature review and none of the participants reported LLM use it did not make its way in the final guideline.

One particularly promising approach is the model proposed by Behravan et al. (2024), which could address many of the issues raised by researchers in the Interact project, such as dependence on a stable internet connection. Overcoming those obstacles to provide crisis victims with a translation tool capable of processing spoken language would represent a significant advantage and therefore warrants closer examination.

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All interviews and questionnaires are anonymised. Participants are indexed as A1, B1, B2, etc., based on affiliation. No personal identifying information is included in the transcripts/questionnaires.

## 12 Appendix

### 12.1 A Guideline for Austrian Crisis Translation Stakeholders

Every crisis translation stakeholder develops certain workflows to deal with the challenges they face. This guideline aims to provide new insights and fresh perspectives, to address the biggest challenge of all – effective communication – under particularly complex and difficult circumstances. Following an introduction to the topic, including the most important terminology and an overview of translation-relevant parts of the United Nations Framework on Crisis, this guide provides insight into working with terminology and translation in crisis scenarios, including their different phases and the specific challenges each of these phase presents. At the end, you will find different resources to support the implementation of different crisis translation protocols.

**Terminology:** At the beginning, it is important to clarify the most commonly used terminology to avoid any confusion or mistakes. Therefore, the key terms will be explained in this chapter.

- **Crisis** - Cadwell et al. (2019:32) state that

a crisis is a non-routine event that violates expectations, poses a threat to a social group, and requires a response to mitigate the harm [...] responding to one may require external assistance – rendering communication and coordination more significant – and may involve varied time-lines (short, medium, and long term) and varied levels of action (individual, local, national, supranational, etc.).

- **CALD communities** - culturally and linguistically diverse communities (O'Brien and Federici 2019; Shackleton 2018). The diversity is what makes these communities especially vulnerable to crises due to a “lack of integration, lack of participation, lack of access to information” (O'Brien and Federici 2019:131). Sadly, this discrimination often stems from a lack of communication between governments and their people. It shows that the use of a lingua franca cannot solve issues for communities in which this lingua franca is not spoken (cf. Federici 2022:387).
- **Vulnerability** – Federici (2022:381) states that “the term is used to indicate the capacity to deal with the impact of disasters”, which makes it “a key component in relation to language and multilingual communication”. Building on the Hyogo framework for action, the Sendai Framework for Disaster Risk Reduction (UNDRR) defines vulnerability as “the conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of a community to the impact of

hazards” (2015:10). As a consequence, vulnerable systems are “more sensitive to risk, reflecting the complexity of socioeconomic factors” (Pescaroli and Alexander 2018:3).

- **Crowdsourcing** – from a scientific perspective it can be considered as  
  
a framework that brings together a large and decentralized group of people for gathering data, solving a problem, or addressing a challenge. It typically occurs via digital platforms – including smartphone apps, social media, commercial software, and connected devices that are part of the Internet of Things (IoT) – that enable interaction and data collection. (Britannica Money 2024)
- **Cascading disasters/crises** – In accordance with Pescaroli and Alexander (2015:58) cascading disasters/crises are a “chain-sequence of interconnected failures” and that “interdependencies, vulnerability, amplification, secondary disasters and critical infrastructure are important factors that need to be addressed in risk reduction practices in order to limit cascading during disasters.” Especially in today’s interconnected world, these effects are observed regularly.
- **MT** – Machine translation “is the application of computers to the task of translating texts from one natural language to another” (EAMT. n.d.).
- **NMT** - Neural Machine Translation (NMT) is an end-to-end learning approach for automated translation, with the potential to overcome many of the weaknesses of conventional phrase-based translation systems (Wu et al. 2016:1).
- **MNMT** – Tan et al. (2019:963) explain MNMT as follows:

Multilingual neural machine translation (NMT), which translates multiple languages using a single model, is of great practical importance due to its advantages in simplifying the training process, reducing online maintenance costs, and enhancing low-resource and zero-shot translation.

Building on the success of NMT, this technology is capable of working with more languages at the same time.

- **CC** - Crisis Communication – Palttala and Vos (2012: 39) argue that CC  
  
can be defined as sending and receiving messages which explain the specific event, identify its probable consequences and outcomes, and provide specific harm-reducing information to affected communities in an honest, candid, prompt, accurate, and complete manner
- **CT** - Crisis Translation – Federici et al. (2019a:247) define the term as follows:  
  
Crisis translation is operationally defined [...] as any form of linguistic and cultural transmission of messages that enables access to information during an emergency, regardless of the

medium. In emergencies, the confines between written, oral, or multimodal modes are narrower; many means of communication are needed, and multiple solutions are required.

This extensive definition becomes necessary as Crisis Translation

is a catalyst research area to develop a holistic, multidisciplinary and comprehensive understanding of the role of communication in multilingual crisis situations, so as to better address the necessity for accommodating language needs in crisis situations, thus lessening the impact of the language barrier in cascading crises. (O'Brien and Federici 2019:138)

### **12.1.1 The Sendai Framework for Disaster Risk Reduction 2015-2030**

The Sendai Framework [...] articulates the following: the need for improved understanding of disaster risk in all its dimensions of exposure, vulnerability and hazard characteristics; the strengthening of disaster risk governance, including national platforms; accountability for disaster risk management; preparedness to “Build Back Better”; recognition of stakeholders and their roles; mobilization of risk-sensitive investment to avoid the creation of new risk; resilience of health infrastructure, cultural heritage and work-places; strengthening of international cooperation and global partnership, and risk-informed donor policies and programs, including financial support and loans from international financial institutions. There is also clear recognition of the Global Platform for Disaster Risk Reduction and the regional platforms for disaster risk reduction as mechanisms for coherence across agendas, monitoring and periodic reviews in support of UN Governance bodies. (UNDRR 2015:5)

This Framework and its predecessors, the Hyogo Framework for Action and the Yokohama Strategy for a Safer World, which date back to 1994, are the United Nations attempt to provide a clear set of guidelines in diverse cases of crisis. To keep things simple, this chapter will only summarise the points most important to CT. For further information, please check the download link included in the resources.

Listed in their “Guiding principles” (UNDRR 2015:13), the authors share information on the necessity of interconnection between all different levels of authorities and organisations, as well as the importance of the inclusion of society as a whole. This is especially true for members of CALD communities, as they are often the first ones to lose access to information in crisis situations. They therefore encourage the inclusion of “gender, age, disability and cultural perspectives” (UNDRR 2015:13) into policies and strategies. Furthermore, they call for the empowerment of local organisations and communities to take well-informed decisions and include them in open communication and the sharing of relevant data, with the intention of handling the local effects of crises, no matter whether its origin is local, national or even global. By doing so, they also want to build the foundation to “build back better” (UNDRR 2015:21), increasing resilience among people for what is likely to come, due to recent geopolitical and

climatic developments (cf. UNDRR 2015:12). Therefore, Sendai offers four priorities for action. These can be very helpful when it comes to structuring a CT approach:

- Priority 1: Understanding disaster risk.
- Priority 2: Strengthening disaster risk governance to manage disaster risk.
- Priority 3: Investing in disaster risk reduction for resilience.
- Priority 4: Enhancing disaster preparedness for effective response and to “Build Back Better” in recovery, rehabilitation and reconstruction. (UNDRR 2015:14)

### **Priority 1 - Understanding disaster risk:**

Policies and practices for disaster risk management should be based on an understanding of disaster risk in all its dimensions of vulnerability, capacity, exposure of persons and assets, hazard characteristics and the environment. (UNDRR 2015:14)

What matters most when it comes to understanding crises is data. This case is no different, so it is of utmost importance to encourage the collection of crisis-relevant data, not only within organisations but ideally also within communities. Information gathered in this way allows for a thorough analysis of past events and situations and the consideration of eventual needs during the planning of new strategies. Especially when using MT, every bit of data becomes relevant, as it allows the training of a possible MNMT engine, supports the building of terminological databases and concordances and is also helpful when working with CAT-Tools. The more improved the cross-linkage between global, national and regional stakeholders becomes, the better. Enhanced collaboration can result in improved coordination when it comes to the design of information campaigns on social media, translation work, community mobilisation and civic education, as well as systems and technology being available to more stakeholders through collaboration on different levels (cf. UNDRR 2015:14ff).

### **Priority 2 - Strengthening disaster risk governance to manage disaster risk:**

Strengthening disaster risk governance for prevention, mitigation, preparedness, response, recovery and rehabilitation is [...] necessary and fosters collaboration and partnership across mechanisms and institutions for the implementation of instruments relevant to disaster risk reduction and sustainable development. (UNDRR 2015:14)

After sharing resources and technology during step one, the second priority aims to improve the coordination of strategies on different levels, to reduce overall risks and strengthen resilience. This requires a clear distribution of tasks and roles, especially among representatives of different communities, to best include those who need the most protection. Ideally this results in a redistribution of financial means, if necessary, the development of quality standards in the

field of disaster risk management and the promotion of mutual learning and information exchange at all levels (cf. UNDRR 2015:16ff).

### **Priority 3 - Investing in disaster reduction for resilience:**

Public and private investment in disaster risk prevention [...] are essential to enhance the economic, social, health and cultural resilience of persons, communities [...]. These can be drivers of innovation, growth and job creation. Such measures are cost-effective and instrumental to save lives, prevent and reduce losses and ensure effective recovery and rehabilitation. (UNDRR 2015:18)

Investing does not only include the financial aspect, but also those of time and effort. Reducing hazards in schools, organisations, community centres and other parts of the critical infrastructure, by implementing different crisis protocols, updating emergency plans and improving coordination and communication between all involved stakeholders, can help reduce many risks and avoid numerous problems. This can be done via inclusive policies or providing information and assistance, resulting in improved crisis risk resilience in the workplace (cf. UNDRR 2015:18ff).

### **Priority 4 - Enhancing disaster preparedness for effective response and to “Build Back Better” in recovery, rehabilitation and reconstruction:**

The steady growth of disaster risk, including the increase of people and assets exposure, combined with the lessons learned from past disasters, indicates the need to further strengthen disaster preparedness for response, take action in anticipation of events, integrate disaster risk reduction in response preparedness and ensure that capacities are in place for effective response and recovery at all levels. Empowering women and persons with disabilities to publicly lead and promote gender equitable and universally accessible response, recovery, rehabilitation and reconstruction approaches is key. (UNDRR 2015:21)

When everything possible, listed under priorities 1-3, has been done, there is still a lot to do. On the one hand, it pays off to keep putting effort into the maintenance of structures and technologies, regularly evaluating and, if necessary, enhancing the resilience. On the other hand, every chance to train existing and new voluntary workers is welcome and a chance to strengthen crisis preparedness. The same goes for the promotion of regional collaboration as well as the raising of awareness of the topic within CALD communities. Another important step is the establishment of strategies to handle the aftermath of possible crises in the best possible way. This includes the collection of all necessary data. Every crisis that is well processed and documented makes it easier to deal with whatever is coming next (cf. UNDRR 2015:21f).

**Role of Stakeholders:** While the state holds the overall responsibility, there are many important roles to be filled by NGOs, NPOs and other CT stakeholders. They can offer specific, and often times community-based knowledge, which is crucial for the protection of CALD

communities. The support these stakeholders can provide to the state is of utmost importance in ensuring that those who need help the most are not overlooked. This means including the perspectives of women, children, people with disabilities and CALD communities, as their needs in crisis situations can differ significantly from others and their input can offer new strategies.

If this input gathered from all stakeholders can then be integrated into the large-scale solutions designed by major national and international stakeholders, it represents the best way to ensure everyone is supported with the most effective strategy during future crises, which will, without a doubt, be inevitable.

### 12.1.2 The Crisis Response Cycle and its four phases

As mentioned in the introduction, the standard in today's CT is the four-phase Crisis Response Cycle proposed by Alexander (cf. 2002:5), which consists of the following:

- Mitigation – the aim is to reduce the consequences of future crises
- Preparedness – one step further, with the objective of training and preparing stakeholders for what is to come
- Response – as the name suggests, the incident has occurred, thus directing all efforts to the immediate emergency response
- Recovery – this phase includes everything that needs to be done in the aftermath of crisis events, from restoring normality to treating trauma

The importance of this model lies in the potential it holds for reducing the impact of crises on victims, while oftentimes the sole focus of crisis-related work is on responding to a given event. Sadly, we were all able to gather experience on how to handle this phase during the Covid-19 Pandemic. The mitigation and preparedness phases offer great potential to prevent damage and suffering. For this reason, there will be a focus on these two. If you need more information, the full text on it will be linked at the end.

**During the mitigation phase**, CT stakeholders have the chance to build structures that help them in the future. This can be the installation of terminological databases or other translation-related technologies (cf. Alexander 2002:5ff).

**The preparedness phase** builds on the work done during mitigation, by training translators or citizen translators, especially regarding PEMT and other useful techniques, like the triaging of texts during emergencies (cf. Alexander 2002:5ff).

**The response phase** offers the least freedom of action, as it is the one closest to the actual crisis, therefore forcing everyone available to deal with the immediate effects of whatever has happened (cf. Alexander 2002:5ff).

**During the recovery phase**, the focus lies on reinstating normality. This can be through providing therapy for affected individuals, rebuilding structures where it is necessary and reinstating normality. But it is also the time to collect data on what has just happened, check the functionality of crisis-response systems and to “build back better” (Alexander 2002:1). This means improving possible weak spots within the strategy or extending it by implementing new technology, knowledge or other helpful components (cf. Alexander 2002:5f).

### 12.1.3 Takeaways for CT Stakeholders

Both the Sendai Framework and the CT cycle contain a lot of information that is intimidating until broken down into clear and concise units that can be integrated into the workflow of an organisation or stakeholder. This and the following chapters will support exactly these steps, trying to provide as much practical input and options as possible.

One of the first steps worth taking is the evaluation of the present workflow against the new input. Often, the first implementations can be made right away, for example emphasising the first two phases of the CT cycle, during which it makes sense to try and gather as much input as possible from the target communities. This can be done with simple questions sounding out basic needs, as well as with a more in-depth gathering of information, as presented in the following chapter.

Another frequently overlooked area that offers huge potential within translation workflows is terminology work. By implementing a consistent use of terminology throughout the whole organisation, it becomes easier to provide information, due to the reduction of possible misunderstandings. Setting up a terminology database or glossary is a job predestined for the first two phases of CT cycle. With these improvements in place and the resulting contact with the community, another option is to approach suitable community members to identify possible candidates and their interest in citizen translator training, which will also be explained in detail on the following pages.

**Gathering information on the target group:** Before getting started with the actual translation process and everything necessary to set it up, the most important step is to analyse the audience in need of translation. This requires different actions. The first step should be an

analysis of existing data regarding languages, target audience and preferred media, as well as research on official documentation on the topic.

The second step consists of consulting the target audience. This can be done by interviewing community representatives or conducting surveys within the group. This process is of great importance because, as different authors within the Interact project point out that members of CALD communities are more likely not to receive information in a language they fully understand during crisis scenarios, resulting in problems and, in the worst case, fatalities. To avoid the inconvenience of being under-resourced, TWB propose four questions aimed at providing all the necessary information to set up a CT workflow catering to the exact needs of the demographic.

- What is the main language you use at home?
- Which language do you prefer to receive written information in?
- Which language do you prefer to receive spoken or signed information in?
- How do you prefer to receive information? (Translators without Borders 2021:1f)

With these questions, it is possible to find out exactly what the audience needs, how to present it and what channels are best suited to distribute the necessary information. A few things have to be kept in mind: The most important question of these four is the first. This means that in any scenario that does not allow for detailed questioning of the target group, sticking with just the first and providing a list of the most common local languages should work well.

Regarding the second question, it is helpful to provide the same list as during the first one. Offering “None of the above” as an option helps avoid participants choosing something just for the sake of it being on the list. From an accessibility standpoint, including Braille to the list is important, keeping in mind that this task may need to be outsourced. The same applies to offers for hearing-impaired individuals regarding question three, although it is the least important one from the perspective of written translation.

The fourth question delivers important insights for the design of a future workflow, showing the most popular communication channels. With technological developments in mind, offering options that include addressing the target audience via different social media platforms cannot be overlooked (cf. Translators without Borders 2021:1f).

**The importance of terminology management:** With crisis translation being a challenging task at best, it is of utmost importance to create an environment that provides every bit of support possible. One of the steps to make translators’ and post-editors’ lives easier is to provide them with terminology management. This process marks a standard within the translation industry and its benefits cannot be denied. Clearly defining terms, basically standardising

the language people are working with, helps establish a controlled environment, especially for people that are new to the job or the field. Therefore, defining and organising the most important part of crisis translation – the language – is highly recommended.

The Conference of Translation Services of European States (COTSOES) lists the following arguments in its guide on the topic:

- Terminology management reduces time spent on translation and revision and therefore costs.
- It helps translators produce more consistent and higher quality translations.
- It improves communication between your organisation, its staff, partners and other stakeholders. (COTSOES 2017:2)

All three of the points listed above can provide significant improvements in an organisation's crisis communication, because having to repeat the terminological research for every new project requires a lot of time and therefore reduces productivity. Although there are many high-end solutions available as different CAT tools and their respective terminology management solutions, for getting started, all it takes is an Excel sheet. By making the collected results available to all members of an organisation working with text in any given form, the internal and external communication processes can be improved significantly.

As terminology management is a complex task, it is advisable to have a trained translator or another person with a suitable skillset in charge of the project. Apart from that, there are some questions that need to be addressed before the start (cf. COTSOES 2017:2ff):

- Which languages are going to be a part of the database?
- What financial and personnel resources are available and necessary to set up and maintain the database?
- Does anyone involved need specific training for the task?
- Who has access to the database?
- Who can make/revise entries into the database?
- Is the database for internal/external use?
- Will it be made available for clients of your organisation?
- What are the conditions for term validation?

Answers to more complex questions regarding the matter can be found in the paper by COTSOES (2017) in the resources.

It makes sense to start without over-complicating things. One person in charge of the project and a second person to support if needed, revise the entries and secure the four-eyes principle, should provide a solid starting point. Both individuals should be proficient in the

languages selected for the database. If the database is going to include a multitude of languages, it is important to have someone who is proficient in the respective language to validate the terms. These individuals should be provided with the necessary material from the resources section.

With these things sorted out and the questions above answered, ideally in written form for eventual questions arising later on, the only things missing are the Excel sheet and some time. The upside of working with Excel is that by storing the data collected in the terminological database/Excel-spreadsheet offline (for example on a hard drive), avoids problems with data security, compared to any digital solutions. But it makes sense to have a backup that is updated on a regular basis. Given the spreadsheet is compiled in the right format, it is possible to import it into the translation memories of certain CAT tools, for example Matecat. The programme will be presented in a later chapter. This step allows for an integration into a new workflow and a further professionalisation of CT.

Still, the most important question needs to be answered: How does a complete entry in the database look like and what does it contain? The minimum requirement would be the term in all the selected languages. In this scenario, there is a risk that important information may be missing in certain cases, and it becomes complicated to differentiate between certain terms. Therefore, it makes sense to include a definition and context (in the form of an example of usage), each with a source, for every entry/language. Good sources to find definitions are the highest authorities on languages, like the Real Academia Española/the Cambridge Dictionary/the Duden. Furthermore, EUR-Lex offers lots of examples as well as some definitions. Linguee can also be worth a try, as it shows a lot of different examples with traceable sources. If low-resource languages do not offer a governing body, like the examples given beforehand, working with community members can be a solution. The links to the listed examples can be in the resources.

The implementation of such a terminological database provides great support to MT processes, especially in crisis scenarios. Not having to research terminology before performing translation or PEMT but just opening the database and being able to rely on it when editing MT, is a great help and time-saver. As mentioned earlier in this chapter, using consistent terminology enhances the quality of the output and helps facilitate communication within the organisation as well as with the clients (cf. COTSOES 2017:2ff).

#### 12.1.4 Writing for Crisis Machine Translation

The Translation Centre for the Bodies of the European Union published two guidelines named “Writing for Translation” (2019) and “Writing for Machine Translation” (2021). Within these combined 35 pages, they offer a precise set of instructions to optimise texts for (machine) translation. On the next pages, you will find a dense summary of the information from the perspective of a Crisis Translation Stakeholder. If you need more detailed information, the links to the full documents are available in the resources.

**Reduce the text to the minimum:** By no means leave out important information but omit everything else. Especially in CT scenarios, the information is what counts.

**Structure is the most important good:** Summarise first. Use clear and simple headlines.

**One idea per paragraph:** Many of the people reading a text only have time to read the summary. This makes it the most important part of the text, providing key information as well as an overview for those who read the whole thing. Clear and concise headlines support the structure. It is important that these are also expressed as simply and precisely as possible.

**Rank ideas from most important to least important:** Putting emphasis on the most important ideas helps to convey them, therefore start with them.

**Link your sentences and paragraphs with each other:** Connectors help to convey information. These include the repetition of keywords, pronouns referring to information already mentioned like these, who or which and others like therefore, however, consequently and many more. Ideally every new sentence and paragraph picks up the idea treated in its predecessor and adds new information afterwards.

**Avoid multiple relative clauses per sentence:** Relative clauses tend to cause confusion amongst readers and if the punctuation is lacking, also among MT systems.

**Keep the structure of your sentences simple:** After the last point, this one may come as no surprise. As the texts that are produced are strictly functional, simplicity is key. While variation in sentence length makes text easier to read, it is recommended to keep sentences under 60 words and over seven. The longer a sentence gets, the more complex its structure has to become, therefore making it more complicated to follow the train of thought. Too-short sentences, on the other hand, often tend to lack information.

**Vertical lists bring clarity:** The vertical structure, in combination with numbering or the use of points/dashes provides a better overview of the presented content.

**Avoid the passive constructions if possible:** On the one hand, it tends to produce uncertainties, and on the other hand, it can make things unnecessarily complicated. This is especially true for translation. Most of the time it is easier to transfer a sentence from passive to active voice beforehand, than to translate the passive voice. Also, the passive voice can produce uncertainty about who is performing a task.

**Stay with one technical term per concept:** Although there may be different terms or expressions for one concept, there is no guarantee, that the readers are familiar with all of them. Therefore, it makes sense to use the most common/simplest one and stick with it. There is also no guarantee that MT programmes translate technical terms that have the same meaning in one language consistently into another, which can result in dangerous errors. To avoid these mistakes, stick to only one term, as a possible repetition is no problem in this case.

**Highlight technical terms:** As it makes life a lot easier, when it comes to post editing texts, it makes sense to highlight critical terminology, to guarantee the post-editor will not miss it.

**Watch out for the differences between EU and national terminology:** Do not mix different terminologies. As long as it is not an EU-specific text, stay with national terminology.

**Avoid culture-specific expressions:** Although it may be completely clear to you, neither MT programmes nor your audience may know the regional expressions near and dear to you. A simple and general language will be understood better in most cases.

**Keep the language as simple as possible:** There is no need for complicated or especially beautiful formulations. The most important thing to keep in mind is that form follows function.

**It makes sense to keep away from professional jargon as much as possible:** While professional jargon is a wonderful tool to facilitate communication between people within the same profession, often it is problematic for people not familiar with it. Translation programmes face the same problems because often vocabulary from one professional jargon means something completely different in another. If it is necessary to use jargon, it is important to make sure that explanations are added where necessary.

**Abbreviations and acronyms should be treated the same way:** Only use when them when it is unavoidable. If necessary, use the full form plus the acronym in brackets the first time. Offer every bit of background information necessary. From a translator's point of view, it makes sense to highlight them, as it is recommended for technical terms. Due to the vast number of acronyms, MT programmes do not always pick the right one.

**Technical awareness makes MT a lot easier:** Preferred file formats to work with are .docx, .pptx or .xlsx. These formats cause the least technical issues. PDF files usually do not work well with MT.

**If necessary, provide backup information:** When there is more than one person working with a given text, it makes sense to include original documents for the person performing PEMT; as well as eventually necessary additional information. (cf. Translation Centre for the Bodies of the European Union 2019, 2021)

### 12.1.5 Pre-Editing Machine Translation

Whenever possible, thorough pre-edition saves a lot of time, for example in scenarios where another person is performing PEMT. The better the source text is prepared for MT, the easier this person's work will be. Ideally the pre-editing includes a brief check of the points provided the last chapter, as this checklist can help produce results that are ideally adapted for MT. As it is listed, there is some merit to highlighting certain aspects of a text, e.g. technical terms and acronyms, to make the life of those performing PEMT easier. Especially in the first two phases of the crisis response cycle, it makes sense to invest some time in pre-editing texts, before working with MT.

### 12.1.6 Post-Editing Machine Translation

With the use of MNMT systems like DeepL and Google Translate, the ability to perform PEMT has become a very important part of the CT skillset. While this should be part of a trained translator's portfolio, citizen translators may not be familiar with the task. Given their increasing importance in many CT scenarios, especially regarding the support of CALD communities, it is important to offer theoretical and practical training, to improve their PEMT abilities. This guideline bases its recommendations on the TAUS MT Post-Editing Guidelines (Massardo et al. 2016), because these mark a standard within the translation industry, even being used in ISO 18587:2017. The link to the TAUS guideline will be provided in the resources.

First it is important to distinguish between the two main types of PE. Light PE – TAUS (Massardo et al 2016:17) refers to it as “good enough quality”:

- Aim for semantically correct translation.
- Ensure that no information has been accidentally added or omitted.
- Edit any offensive, inappropriate or culturally unacceptable content.
- Use as much of the raw MT output as possible.
- Basic rules regarding spelling apply.
- No need to implement corrections that are of a stylistic nature only.

- No need to restructure sentences solely to improve the natural flow of the text. (Massardo et al. 2016:17)

Full PE – TAUS (Massardo et al. 2016:18) refers to it as “human translation quality”:

- Aim for grammatically, syntactically and semantically correct translation.
- Ensure that key terminology is correctly translated and that untranslated terms belong to the client’s list of “Do Not Translate” terms.
- Ensure that no information has been accidentally added or omitted.
- Edit any offensive, inappropriate or culturally unacceptable content.
- Use as much of the raw MT output as possible.
- Basic rules regarding spelling, punctuation and hyphenation apply.
- Ensure that formatting is correct. (Massardo et al. 2016:18)

The first category is mainly used for texts without the need for publishing, like the ones used for triaging information. These texts must transport the main message in an accurate way, while style is not important. The second category is required for texts that are published/broadcasted to victims of a crisis. These need to fulfil all the criteria from above on an even higher level and work in a stylistic way as well as regarding grammar, syntax and punctuation.

While light PE can be performed by untrained or lightly trained individuals, full PE should ideally be executed by trained and experienced professionals. Knowing that this may not always be possible in CT scenarios, the criteria offered by TAUS serve as a good basis for training citizen translators to perform full PE where it is needed. It is important to highlight that proficiency in both working languages is essential, as monolingual PE has proven extremely difficult and unreliable due to the fluent results modern MNMT programmes offer (cf. Massardo et al. 2016:23).

### **12.1.7 Computer Assisted Translation Tools in Crisis Translation**

One possible step-up regarding the infrastructure of CT stakeholders is the use of a Computer Assisted Translation (CAT) tool. This software supports the translation process by providing translation memories, terminological databanks and different options for quality assurance. Many of the products work both on- and offline, making them interesting for situations with unstable internet connections.

It is important to keep in mind that the use of such a programme requires financial resources, as well as professional translation qualifications.

### 12.1.8 First CAT tool steps with Matecat

For those deterred by the high cost of most CAT tools, there exists another option. The company Translated offers a free device called Matecat, which includes nearly all the benefits of a CAT tool without the downside of an ambitious price tag. This can be especially interesting for stakeholders working on a limited budget. Furthermore, Matecat offers detailed instructions for every function, either in written form or as a video. As usual, the link to the tool can be found in the resources.

Offering a large selection of languages, including multiple low-resource languages, Matecat can be used for translation, terminology management, as well as for citizen translator training. The last point will be explained in more detail in the next chapter.

With the option to import/export glossaries and translation memories, it is a viable option for terminology management, allowing all members of the organisation to access the data, as well as to share it with for example, supporting members of CALD communities or authorities that collaborate with the organisation. Another practical feature of the programme is its aligner, which allows for a relatively uncomplicated production of translation memories.

The translation of text with Matecat is rather intuitive and can be coordinated by only one person in charge of administration. Ideally this would be a professional translator with certain CAT-tool experience (MateCat Team n.d.). All these features can benefit both the organisation and the citizen translators collaborating with it.

### 12.1.9 Training Citizen Translators

Translating during a sudden onset crisis means making the best of what and who is available. To turn the odds more in our favour, training citizens from CALD communities to perform certain parts of the MT process is a viable option. As mentioned before the machine takes over and translates texts for us, but the involvement of the human eye is still essential – in the form of post-editing what the machine produced, as well as pre-editing what the machine is supposed to produce. How this process can be learned/taught will be explained on the following pages. Although it will not be possible to train citizen translators without mentioning any theory at all, it makes sense to keep things as practical as possible.

**Criteria for citizen translators:** Although everyone can help during a crisis situation, not everyone is suited to perform CT. It comes as no surprise that the most important qualification for citizen translators is proficiency in written form of at least two of the working languages. If, additionally, they possess specific knowledge in any of the relevant domains of the

specific crisis, it is even better. This means that people working in public administration, the medical or legal profession or similar fields would be ideal. Another aspect that might be beneficial for them is the affiliation to an involved CALD community, as it enables them to understand the special qualities and requirements their target audience possesses. Depending on the level of linguistic and thematic qualification and after undergoing training, these citizen translators can then perform either light or full PEMT. If possible, it is beneficial if they can work together with a professional translator.

**Preparation of the workflow for citizen translator training:** Ideally, citizen translators would be trained to work with a CAT tool, to guarantee consistent use of terminology. If no CAT tool is used, it is important to make sure that terminology stays consistent in another way, for example by using a terminological databank or at least some form of glossary.

Another important step in the preparation-process is providing a theoretical base. Due to the limited timeframe and the fact that the majority of citizen translators may not have any pre-existing knowledge of translation, it should be reduced to the absolute minimum. The most important parts of this guideline, if time is a pressing issue, are the instructions on how to write for MT and the PEMT guidelines. If necessary, this can be expanded by the rest of the material and the originals in the resources section.

Building on that, it is important to highlight that, in addition to the training the citizen translators are going to receive, it is a good idea to provide them with every piece of information possible, so they can deepen their knowledge of the tasks they are about to perform on a voluntary basis. Although the time to train them with regard to theory may be restricted, that does not mean that information should be kept from them. Therefore, as already mentioned, there is a list of resources at the end of the guideline, which, on one hand, makes up the basis of this work and, on the other hand, provides great insight into the process of CT for everyone interested. Everything recommended is written by professionals in the field of (crisis-)translation and available as free download (some may require the creation of an account), which allows to share the information with as many people as possible.

**Practical training via Matecat:** With a theoretical foundation in place, the next step is gathering practical experience. For this step one possibility is to use Matecat. This is a free-to-use online CAT tool offering many features. With the ability to provide trainees with documents, receive their translations and provide feedback all on one platform, setting up a training programme becomes considerably easier. As training material can be pre-selected and edited to

avoid containing any sensitive data, there should not be any problems with data protection. Texts for training purposes can be found in the resources.

One option to train citizen translators is to provide them with short source texts via Matecat, that they have to translate/post-edit and receive feedback on. This helps to develop a certain feeling for the task and the corrections support gaining a sense for the requirements of the PEMT process. After a few short translations, the switch to PEMT can be made. Providing short texts with a precise request regarding what to look for and how many corrections are to be made can work well as an entry into the matter. A more detailed scenario will be offered in the next chapter.

Not only does Matecat support the training workflow, but it also helps future citizen translators by providing first points of contact with controlled language and other aspects of terminology management via its translation memory and glossary features. It also makes sense to keep in mind that, by training citizen translators to use the software, they will be able to work with it in the case of an emergency. Without the need to put in place new workflows, the translation of crisis-relevant material can start immediately.

For those opting against the use of a system like Matecat, the same process can be organised via different online platforms, e-mail or in a classic face-to-face setting. The last option allows for direct feedback and questions from the participants. The downside is, that it requires more time, both from the trainers and trainees.

#### **12.1.10 Practical training workflow**

This chapter offers an example workflow for citizen translator training based on a university course by Koponen (2015), that can be found in the resources. The main focus will be on the training of post-editing and will consist of five tasks. These can be adapted in length and complexity according to the skill levels of the participants.

**Participants are presented with two translations of a sample text** (approximately one page in length) that was translated by two different MT systems (for example DeepL and Google Translate). The objective is to highlight the differences and look for errors, both linguistic and stylistic and edit the text that seems more accessible to them, providing a version that contains all the important information. This exercise should provide an easy starting point and help familiarise with MT and its peculiarities.

**Participants are presented with a glossary for the elected topic** and a source text, where they have to pre-edit everything to fit the controlled vocabulary offered. In the next step,

they are asked to machine translate the given source text and the pre-edited version to compare the results. Designed to explain the importance of terminology management, this exercise can either be done with a glossary in spreadsheet form or by using the terminology management system in a potential CAT tool.

**Participants receive a MT text and are supposed to post-edit it.** The focus is on fixing major grammatical errors and producing a text that conveys the intended meaning. This does not require everything to be perfect. After doing so, the participants receive the source text to compare and look for potential critical errors. Apart from further practice, this exercise intends to show the dangers of working without a source text, when it comes to machine translation. Therefore, it makes sense to choose a text, that offers some challenges.

**Participants are presented with the TAUS guideline for PEMT** presented before. After going through the presented material, the participants are then asked to provide PEMT for two short texts, producing two versions per text (light and full PE). By adding a theoretical base to the practical approach, the aim is to provide new insights, further training and to help deepen the understanding of PEMT.

**Participants are presented with different versions of a translated text** (ideally, the most common programmes available for the language are used). The task is to evaluate the quality of the translations, compare errors and style/terminology choices. Then, these versions are compared to a version that was pre-edited to fit the terminological requirements. With the abilities acquired during the first four tasks, this can be seen as self-evaluation and evaluation by the trainer. It shows the capability to focus on what is important and whether a participant possesses the precision needed to work in this setting (cf. Koponen 2015:6f).

#### **12.1.11 Data Protection in CT workflows**

It is important to keep in mind that translation includes data and within the European Union all of it is regulated under the General Data Protection Regulation (GDPR) (EUATC and ATC 2021). But what does this mean in detail?

Identifiable data, for example names, and special category data, including areas like health, ethnicity and beliefs, demand special protection by data controllers and this role has to be taken seriously. That includes not only the protection of the aforementioned personal data, but also a constant evaluation of the translation workflow to locate possible risks, for example, in areas like data transfer and the use of MT.

To minimise these risks, it can help to install a form of documentation, to ensure the traceability of decisions and anonymise data wherever it is necessary. This can either be done manually, by using placeholders that are removed after the MT process, or with software. Many CAT tools offer anonymisation tools. Another high-risk area for data violations are data transfers. This includes communication with other organisations/government institutions as well as internal communication.

The final aspect of data protection that is going to be addressed is data storage. In regard to personal data, it is important to keep the storage time to a minimum. This also includes checking possible data protection agreements or other contractual agreements, especially in the context of collaborations with official government bodies. Special attention has to be paid to translation memories and other terminological tools, to make sure that these do not contain sensitive personal data.

Although there are cloud-based storage options in different forms, there is a clear argument to be made for offline data storage on external hard drives, especially when working on a limited budget (cf. EUATC and ATC 2021).

More detailed information on the GDPR and personal data in translation can be found in the cited document in the resources.

## **12.1.12 Conclusion**

I hope the concepts and instructions offered in this guideline have stimulated new ideas, given insights and demonstrated options to implement into your existing crisis translation workflow. Everything this guideline offers can be expanded to different levels. If there are any questions left unanswered or you need help with some of the resources/tools shown in the guideline, please do not hesitate to contact me.

## **12.1.13 Resources**

This section contains all the resources that were either summarised or cited in this guideline. All of them are available for free under the links provided:

- Sendai Framework for Disaster Risk Reduction 2015-2030 (UNDRR 2015)  
The United Nations Framework for handling Disasters/ Crises, from different viewpoints.  
Sendai Framework for Disaster Risk Reduction 2015-2030 | UNDRR
- Translation Centre for the Bodies of the European Union. 2019. Writing for Translation

The Translation Centre for the Bodies of the EU's guideline for translation-specific text-production.

Writing for translation

- Translation Centre for the Bodies of the European Union. 2021. Writing for Machine Translation

The Translation Centre for the Bodies of the EU's guideline for MT specific text-production. Writing for Machine Translation

- INTERACT

The International Network on Crisis Translation is an EU funded project, that unites researchers *from social science, humanities, technology developers and humanitarian responders* to explore the possibilities (Crisis Translation 2020)

of modern Crisis Translation. The homepage provides a wide range of publications, videos, peer reviewed journals and other material, that offers insight into the topic, helps design workflows and explore new paths in Crisis Translation.

The INTERnAtional network on Crisis Translation | INTERACT | Projekt | Fact Sheet | H2020 | CORDIS | European Commission

- COTSOES. 2017

The Conference of Translation Services of the European Union offers a Starter Guide on Terminology Management, which gives an overview of everything necessary to get started with the topic, as well as different other resources on this and similar topics.

Publications | cotsoes.org

COTCOES\_Terminology\_Management\_for\_Translation\_A\_Starter\_Guide.pdf

- Suonuuti's Guide to Terminology

Another freely accessible guideline on how to work with terminology, offering a more detailed insight into the theoretical side of the task.

[https://nordterm.net/filer/publikationer/guider/Guide\\_to\\_Terminology.pdf](https://nordterm.net/filer/publikationer/guider/Guide_to_Terminology.pdf)

- Terminology resources

This list does not claim to be complete. Most languages have some sort of institution.

Cambridge Dictionary | English Dictionary, Translations & Thesaurus

Inicio | Real Academia Española

Duden | Sprache sagt alles.

EU-Recht - EUR-Lex

Linguee | Deutsch-Englisch Wörterbuch (und weitere Sprachen)

- Massardo et al. 2016. TAUS Post-Editing Guidelines  
Summarised in the guidelines. Here you will find the full document. Requires name and e-mail but is accessible without cost.  
TAUS Webinar - Generative AI And Translation | TAUS
- Koponen. 2015. How to teach MT post-editing? Experiences from a post-editing course  
This paper by Koponen offers insight into course design for post-editing from an academic point of view and is a part of the base for the guideline's recommendations on the same topic.  
How to teach machine translation post-editing? Experiences from a post-editing course - ACL Anthology
- Translators without Borders. 2021  
Translators without Borders has to be seen as an entity when it comes to Crisis Translation, offering a wide range of services, from translations to resources. Especially their Translators without Borders Glossary app is highly recommended, offering a wide array of data on different topics in a multitude of languages. This can be a great support when setting up terminological databases for example. For collaborating users TWB also offers a range of online course on topics like MT and PE. It can make sense to either volunteer/ partner or become a member of the organizations community to gain access to all information offered.  
Translators without Borders  
CLEAR Global Glossaries  
Partner with Us - Translators without Borders
- Matecat – free-to-use CAT-tool  
As the title suggests, Matecat is a free-to use CAT-tool, that works browser-based and also offers terminology management. The website is quite intuitive and contains instructions for all important steps, from setting up translation-projects to important glossaries into the terminology management. The page only requests the creation of an account but apart can be used free of cost.  
Translate a file with Matecat
- IATE- European Union Terminology  
The EUs terminology management system. Especially recommendable when working with official documents, to secure the appropriate use of terminology. Can be helpful for building a terminology database.

IATE - Search - Standard view

- Internet Archive

A non-profit library for text, movies, software, websites and more. Can be relevant for research and terminology work.

Internet Archive: Digital Library of Free & Borrowable Texts, Movies, Music & Way-back Machine

- ParaCrawl

ParaCrawl offers big corpora in EU and low resource languages, that can be helpful for terminology management and training purposes.

Releases

- GDPR and personal data in translation

This paper provides an overview of the most important challenges regarding data protection in translation scenarios. Although designated for the translation service industry, it contains vital information for CT stakeholders.

EUATC-GDPR-and-Personal-Data-in-Translation.pdf

## 12.2 Kastner Andreas. 2024. Interview for Austrian CT stakeholders

### General Questions:

- What are the main languages the organisations/ individuals work with?
- What are their main areas of expertise?
- Which kinds of crises do they deal with?

### Crisis Communication/ Translation:

- How do they approach crisis communication?
- Is the strategy based on scientific research or practical experience only? Is e.g. the Sendai Framework part of the strategy?
- Do they perform any crisis preparation work, or is it only crisis-specific work?
- Is crisis translation part of the strategy? If so, do they have a specific workflow for it?

### Machine Translation:

- What is their position on MT in general? Y/N Does the strategy contain MT or other forms of translation technology (CAT-Tools, terminological databases, etc.)?
- If not, do they plan on using MT in the foreseeable future?
- If yes, do they plan on expanding/ upgrading their MT?

- Why are they pro or con? If pro, what kind of MT do they use?
- If con, what keeps them from using MT?
- In which stages of the crisis response cycle do they use it? Do they use it for every crisis or just in certain cases?
- Is a possible engine constantly trained/ developed?
- Final thoughts

## 12.3 Transcripts and Questionnaires

All transcripts are drafted following the simplified GAT2 standards and anonymised to protect the participants identities.

### 12.3.1 Transcript A1 (2024): Interview conducted on 22 July 2024 by Andreas Kastner, in person. Duration: 32'16".

[00:00:02] s2: ich hätte gesagt wir fangen einfach einmal an. was sind denn bei euch bei den allgemeinen fragen, was sind denn bei euch die arbeitssprachen in der organisation?

[00:00:04] s1: , bitte .

[00:00:11] s1: ich spreche mal für [...], da ist es deutsch und englisch.

[00:00:18] s2: und international dann?

[00:00:18] s1: auch ich muss sagen, auch französisch. da wir viele projekte in –

[00:00:24] s1: – westafrika haben.

[00:00:27] s1: wobei, französisch muss ich ein bisschen einschränken, sagen, ist jetzt nicht arbeitssprache für das ganze büro, weil erstens alle, nicht alle französisch können, aber es ist auch eine wichtige sprache. aber arbeitssprache jetzt, wenn man sagt: , e-mails, kommunikation, deutsch und englisch.

[00:00:40] s2: und was sind die wichtigsten fachgebiete bei euch, die behandelt werden? vor allem jetzt, wenn man es im bezug die tägliche arbeit ist mir klar, läuft nicht zwingend auf katastrophe hinaus, weil eben bei euch langfristige entwicklungszusammenarbeit betrieben wird.

[00:00:55] s2: aber wie zum beispiel war das bei euch während der coronakrise? habt ihr da diesen direkten input gespürt, dass auf einmal mehr übersetzungsarbeit zu leisten war, weil auf einmal dokumente benötigt worden sind, informationen benötigt worden ist?

[00:01:07] s1: , könnt ich jetzt gar nicht so sagen. der impact, den wir bei corona gespürt haben, war ich mein wahrscheinlich wie viele, dass wir plötzlich von: wir sind alle hier im büro auf –

[00:01:16] s1: – online zusammenarbeit umschalten mussten von mehr oder weniger einem tag auf den anderen. das hat sich jetzt rein ins rein sprachlich betrachtet, –

[00:01:26] s1: – seh da jetzt ehrlich – .

[00:01:28] s1: – keine großen auswirkungen , eigentlich nicht.

[00:01:30] s2: aber, das heißt ihr müsst auch nicht zwingend projekte vorbereiten in den jeweiligen ländern, sondern das passiert vor ort und dementsprechend ist das dann für euch – ?

[00:01:39] s1: , , das passiert eigentlich vor ort. es ist so vielleicht kurz [...] österreich wir sind – wir haben circa 40 bisschen mehr mitarbeiterinnen und mitarbeiter.

[00:01:51] s1: ein teil ist das marketing, bestehend aus kommunikation und fundraising. es gibt eine finanzabteilung und dann gibt es eine große programmabteilung und die programmabteilung bei uns wickelt eigentlich die verträge ab. unsere arbeit basiert auch auf eu-verträgen und verträgen –

[00:02:10] s1: – mit der österreichischen entwicklungszusammenarbeit, das heißt –

[00:02:15] s1: – es werden sowohl hier die anträge geschrieben, als auch dann die ganze vertragliche geschichte hier abgewickelt und auch natürlich das monitoring und –

[00:02:23] s1: – , entwickeln sich die projekte so, wie es geplant ist. das obliegt den kollegen der programmabteilung. nur mal kurz zur struktur: die umsetzung der projekte dann in den ländern, wo wir als [...] österreich arbeiten, [...] arbeitet insgesamt in über 100 ländern, [...] österreich in etwas weniger, vor allem im nahen osten, aber auch in afrika, in asien. die umsetzung der projekte –

[00:02:48] s1: – passiert dann in der jeweiligen länderbüros. damit haben wir jetzt , außer dass man natürlich, man arbeitet schon zusammen, unsere desk-offices arbeiten natürlich zusammen mit ihren counterparts in den länderbüros – .

[00:02:50] s2: .

[00:03:01] s1: – auch sehr eng sind wir immer wieder vor ort um zu schauen, passiert alles so – läuft das projekt so wie es geplant ist, nicht wie wir es wollen, sondern wie es einfach auch umgesetzt werden muss, vertraglich.

[00:03:13] s1: so, das ist so grundsätzlich ganz, ganz vereinfacht gesagt, wie es funktioniert, genau, und da kommt das sprachliche, das sprachliche detail natürlich – klar. deswegen der kollege, der die projekte für westafrika abwickelt, hier bei uns im büro, da ist natürlich voraussetzung, dass man französisch.de facto muttersprachler ist.

[00:03:17] s2: , verstehe.

[00:03:32] s1: französisches englisch, da ist deutsch noch das unwichtigste. eigentlich.

[00:03:37] s2: verstehe das, heißt aber im endeffekt eure direkten berührungspunkte mit krisen in dem sinn sind überschaubar.

[00:03:45] s1: unsere direkten und persönlichen sag ich jetzt einmal –

[00:03:50] s1: – sind überschaubar. wobei ich hab schon auch – ich hab zum beispiel eine kollegin, in meiner abteilung.

[00:03:58] s1: das ist eine stelle, die wir uns mit [...] deutschland teilen. sie wird entsendet für kommunikation, wenn irgendwo eine krise...

[00:04:06] s1: – oder katastrophe passiert.

[00:04:09] s1: das ist die [ – ], die in berlin lebt.

[00:04:12] s1: mit der [ – ] ist zum beispiel so, dass wir –

[00:04:16] s1: – , keine ahnung. sollte jetzt, hoffentlich nicht, aber sollte weiß nicht, nächsten monat was schlimmes passieren, eine naturkatastrophe, erdbeben, was auch immer, dann ist unser ziel, dass wir sie vor ort entsenden, natürlich, dass ist immer dann in abstimmung mit dem länderbüro, wir können sie nicht einfach wohin schicken – dass sie von vor ort für uns berichtet, das heißt, sie hat schon vor ort auch – da geht es dann natürlich schon auch um übersetzung, braucht man übersetzer, wer übersetzt, wenn –

[00:04:20] s2: .

[00:04:39] s1: – sie zum beispiel in der türkei ist oder im tschad oder im sudan oder wo auch immer, weil da kommt sie schon in berührung, letztlich...

[00:04:47] s1: – mit projekt teilnehmerinnen, sprich mit den leuten für die wir...

[00:04:51] s1: – arbeiten und –

[00:04:52] s1: – da geht es dann natürlich schon um lokalsprachen, die aufbereitet werden müssen. genau, das hat dann schon auch.

[00:05:00] s1: und das betrifft natürlich auch die kollegen aus der programmabteilung, die dann vor ort sind, um die projekte sich anzuschauen...

[00:05:04] s1: – und den fortschritt der projekte.

[00:05:07] s1: da hat man , wenn ich jetzt and die sprachliche komponente denke, natürlich kontakt mit den kollegen aus dem länderbüro vor ort, das wird dann in 90% der fälle, findet das dann auf englisch statt, die kommunikation, westafrika ausgenommen, da ist wirklich französisch dominierend.

[00:05:22] s1: wenn man dann, mit –

[00:05:25] s1: – projektteilnehmerinnen aus unseren , sprich , die leute, die auch von unseren projekten profitieren, spricht, da geht es dann wirklich auch teilweise in lokale landessprachen rein und da übersetzen dann zum beispiel entweder unsere kollegen –

[00:05:39] s1: – oder meistens unsere kollegen, oder ist es einmal ganz selten auch der fall, dass man sagt, man nimmt einen –

[00:05:45] s1: – professionellen übersetzer mit.

[00:05:47] s1: ist aber eher seltener fall. oder zum beispiel, –

[00:05:51] s1: – schon öfter in jordanien oder so, da ist dann ne kollegin aus dem aus dem jordanienbüro einfach dabei, übersetzt dann jeweils für mich die fragen, übersetzt es dann wieder retour . es gibt schon berührungs-, es gibt schon, es gibt schon, es gibt schon viel berührungspunkte, aber es ist nicht auf einer täglichen basis direkt mit .

[00:06:08] s2: aber das ist im endeffekt –

[00:06:10] s2: – meistens so, dass man sagt, man hat dann in den jeweiligen außenposten die sprachkompetenten leute, die dann oft einmal –

[00:06:17] s2: – ad hoc übersetzen bzw. –

[00:06:19] s2: – ist jetzt für mein projekt [ – ], in dem fall zumindest nicht zu wichtig. ich konzentriere mich vorrangig auf die schriftliche arbeit, die übersetzung. die dolmetschung ist dann wieder ein bisschen was anderes, weil da die technologie nicht so gut greift, beziehungsweise nachdem mein schwerpunkt im übersetzungsbereich liegt, geht es mir eher um die geduldige papierseite, aber ist da dann das gleiche, wobei die werden da natürlich dann genauso texte abfassen. , [...].

[00:06:25] s1: genau. .

[00:06:41] s2: das beantwortet den allgemeinen teil eigentlich.

[00:06:43] s2: schon sehr gut.

[00:06:45] s2: dann werden wir ein bisschen spezifischer. und zwar habt ihr einen spezifischen, einen klaren arbeitsablauf im bezug auf übersetzung in krisen oder ist das von den jeweiligen mitarbeitern abhängig?

[00:06:59] s1: wir haben sicher keine. was wir nicht haben, ich weiß gar nicht, ob ich das jetzt, als wenn ich sage, wir haben es nicht als defizit sehen sollte oder auch nicht.

[00:07:07] s1: würde es jetzt mal ganz wertfrei sagen. wir haben jetzt keinen klaren arbeitsablauf, wenn es um übersetzungen –

[00:07:14] s1: – geht, muss ich jetzt eigentlich. [ – ] die frage ist, was heißt klar? jeder weiß was er zu tun hat, sagen wir es einmal so, aber es gibt jetzt keinen menschen, sondern wir haben einen festgeschriebenen prozess, welche tools verwendet man, oder wie?

[00:07:26] s2: genau. zum beispiel eine der terminologie-datenbank.

[00:07:32] s2: im endeffekt alles, was irgendwo struktur vorgibt. ich habe jetzt vor kurzem ein praktikum bei der uni wien gemacht, da hat man dann eben style guides, da hat man dann terminologie - datenbanken, so dass das alles einheitlich funktioniert.

[00:07:44] s1: terminologie - datenbanken haben wir bei [...] schon. ich denke jetzt an [...] österreich.

[00:07:51] s1: haben wir auch, ist wahrscheinlich überschaubar, haben wir schon.

[00:07:55] s1: die geschichte ist die – vielleicht spielen wir es mal kurz durch:

[00:07:58] s1: wenn wirklich zum beispiel das beispiel jetzt letztes jahr, war dieses katastrophale erdbeben, vielleicht kannst du dich erinnern in der türkei und in syrien.

[00:08:04] s2: , .

[00:08:06] s1: wie läuft das dann konkret ab? dann ist es einmal so, dass –

[00:08:10] s1: – in dem fall, war es überhaupt die herausforderung, weil auch unsere kollegen betroffen waren, auch persönlich betroffen waren von dem erdbeben. aber , das jetzt genau –

[00:08:15] s2: da wird von extra spannend, .

[00:08:19] s1: es ist so, dass die krisenkommunikation, und das ist jetzt, ich glaube – , das beantwortet, vielleicht auch ein bisschen das, wieso es das eine gibt und das andere nicht: die krisenkommunikation, wenn sowas passiert wie in der türkei, läuft dann über das länderbüro, plus [...] international das sekretariat, wo auch leute für kommunikation sitzen.

[00:08:40] s1: plus, weil wir jetzt gerade interne umstrukturierung hatten, [...] usa. es ist nicht so, dass sich jetzt ...

[00:08:48] s1: – jeder von [...], wir, die kollegen von [...] deutschland, jetzt irgendwie mit ihrem eigenen ding auffährt genau, sondern da kommen dann presseaussendungen. in dem fall, was kommt als erstes: presseaussendungen, fotos.

[00:09:03] s1: idealerweise ein video...

[00:09:04] s1: – aus dem krisengebiet, das ist das erste, was kommt. das erreicht uns dann hier in [...] österreich –

[00:09:12] s1: – auf englisch.

[00:09:15] s1: mit dem davor:

[00:09:16] s1: ich sag jetzt mal zitate einholen, vielleicht vom betroffenen, von der länderdirektorin, in welcher sprache das immer abläuft, mit dem haben wir jetzt, soweit in dieser akuten krise gar nichts zu tun eigentlich. wir kriegen denn wirklich das , die aufbereitete und auch schon freigegebene presseaussendung, –

[00:09:27] s2: .

[00:09:33] s1: – die man zum versenden hier im österreichischen markt verwenden kann, kriegen wir mal auf englisch vom sekretariat, von [...] international. da ist dann schon alles überprüft, freigegeben, zur verwendung und unser, was unser übersetzungsjob dann ist, ist, was wir eben übersetzen müssen.

[00:09:55] s1: übersetzen es nicht nur, wir bearbeiten es natürlich auch, das ist –

[00:09:58] s2: man adaptiert es an den markt, .

[00:10:01] s2: das muss man natürlich auch.

[00:10:02] s2: weil sonst hat man eine datei, mit der sich keiner auskennt .

[00:10:04] s1: genau, so läuft das dann in der praxis und jetzt schon mal ab. da haben wir jetzt eigentlich übersetzungstechnisch – ist bei uns, jetzt was unsere arbeit hier bei [...] österreich in der kommunikation, ich kann jetzt nur für die kommunikationsabteilung sprechen, ist sicher zu 90%...

[00:10:17] s2: , .

[00:10:22] s1: – englisch auf deutsch übersetzen.

[00:10:26] s1: das betrifft uns eigentlich am meisten.

[00:10:28] s2: ist ideal, weil das folgt dann eigentlich auch dazu der dazugehörigen iso norm, weil da heißt immer man –

[00:10:32] s2: soll in die muttersprache arbeiten.

[00:10:36] s1: das ist wirklich das – im praxisalltag ist es meistens deutsch auf englisch.

[00:10:41] s1: manchmal französisch auf deutsch oder so, aber da behelfen wir uns dann natürlich auch mit, mit übersetzungstools. und vielleicht diese anmerkung –

[00:10:48] s1: – weil da haben wir gerade letztens gesprochen.

[00:10:52] s1: das hat sich jetzt rasant entwickelt, muss ich ehrlich sagen. die letzten 10 jahre, ich bin jetzt seit 10 jahren bei [...] und wie ich zu [...] gekommen bin, vielleicht ein kurzer blick zurück in die geschichte: 2014 bin ich gekommen und wir haben einfach noch die ganzen presesendungen – .

[00:11:04] s1: – ich sag jetzt per hand übersetzt.

[00:11:06] s1: frei aus dem kopf , was man sich heute gar nicht mehr vorstellen kann.

[00:11:10] s1: zeile für zeile übersetzt quasi und dann aufbereitet.

[00:11:16] s1: das ist ein wahnsinn wie sich das geändert hat.

[00:11:17] s2: , das leben ist leichter geworden..

[00:11:18] s1: es ist so irre. wirklich, wir sind noch dagesessen – ich kann mir das heute gar nicht mehr vorstellen, wir haben das wirklich – und das ist nicht lang her, oder?.

[00:11:24] s1: du weißt, du warst einmal am vormittag beschäftigt mit der übersetzung einer presseaussendung...

[00:11:27] s2: .

[00:11:30] s1: – versus 20 sekunden und du hast einen super entwurf

[...]

[00:11:56] s1: genau.

[00:12:06] s1: , natürlich. , voll.

[00:12:08] s2: in japan haben sie ein experiment gemacht. ich glaube, die uni tokio, ich weiß jetzt aber gerade nicht genau und haben den –

[00:12:15] s2: die übersetzung von great gatsby ins japanische verglichen die human übersetzung die hat gemacht – [...] murakami gegen google translate und das faszinierende ist ästhetisch hat es der murakami zwar gewonnen aber google translate war zugänglicher und das ist ein massiver meilenstein wenn man sich das so anschaut. ich verstehe es, weil jetzt setzt man sich hin, schmeißt es durch, liest einmal drüber.

[00:12:23] s1: .

[00:12:34] s1: wow. , wahnsinn.

[00:12:38] s1: vor allem ist es gut.

[00:12:40] s1: es war dazwischen schon einmal eine phase, ich weiß nicht, wann. es war wahrscheinlich 2015 bis 2018, keine ahnung, wo es dann geheißen hat: super das gibt, aber es ist nicht so gut. daran kann ich mich auch noch erinnern.

[00:12:48] s2: genau. im endeffekt ist es 2016 nein, 2016 oder 2019, ich muss jetzt glaube ich gerade nachschauen wann, hat google umgestellt von klassischer maschineller übersetzung, wie sie lange verwendet worden ist. es waren einfach quasi so rechnensysteme hinzu eben, und das ist das, wo man jetzt sind neuronale maschineller übersetzung, das ist auch das, wobei mir dann der forschungsschwerpunkt liegt.

[00:12:49] s1: .

[00:13:10] s2: wo man quasi die ki dahinter stehen hat, die das alles durchrechnet, die mitlernt und – und mit diesem switch auf die neuronale übersetzung merkt man einfach wie mit jedem

schlechten übersetzungsvorgang einer hinten rausfällt und die dimension, die das mittlerweile erreicht – wir haben es letztens einmal ausprobiert mit rechtstexten, die lang einfach komplett kraut und rüben rausgekommen sind und mittlerweile stehen da dann teilweise schon referenzen auf das jeweilige land mit drin, es ist surreal.

[00:13:36] s1: wahnsinn. , wahnsinnig.

[00:13:38] s2: für schlechte übersetzer wird das leben schwerer.

[00:13:40] s1: ich glaub für übersetzer, ich glaub schon: so easy ist es nicht, .

[00:13:44] s2: . es entsteht dadurch sehr viel arbeit, weil –

[00:13:49] s2: – es braucht immer noch sehr viel post editing, es verschiebt sich viel von der tatsächlichen übersetzung hin zum post editing, weil nachdem diese ganze ki geschichte auf einer blackbox basis agiert, kann man die entscheidungen nicht zwingend nachvollziehen, heißt in dem moment in dem der irgendwo leben dem spiel steht, das ist auch einer der großen punkte bei mir in der arbeit –

[00:14:08] s2: – weil eben die annahme ist, man hat texte, die gehören übersetzt, da geht es um etwas, was durchaus wichtig ist. rein in die maschine, raus aus der maschine und dann setzt man einfach leute hin, die für post editing training haben. die müssen nicht zwingend studierte übersetzer sein, die können aber dann trotzdem diesen text durchgehen und schauen, sind da irgendwo schwerwiegende fehler drinnen, die dann zum beispiel –

[00:14:27] s2: – die dann zum beispiel einen einfluss hätten auf lebenswichtige entscheidungen, wie zum beispiel, da steht dann , trinkt das wasser und nicht trinkt das wasser nicht und so. quasi auf der ebene, das wird sehr spannend noch.

[00:14:38] s1: vielleicht – oder machen wir mit deinen fragen weiter.

[00:14:41] s2: das heißt, wir haben das jetzt schon vorweg genommen, das passiert bei euch in den jeweiligen, in den jeweiligen außen- – . wie heißt das bei euch? länderbüro? damit ich den richtigen terminus verwende.

[00:14:49] s1: länderbüro.

[00:14:52] s2: das heißt, bei euch geht es dann wirklich nur mehr um die verarbeitung von schon freigegebenem material. das heißt, ihr arbeitet jetzt da in quasi krisen, in der übersetzung, nicht mit einem sendai framework for disaster communication? dann.

[00:15:06] s1: nein.

[00:15:06] s2: ist das eigentlich relativ erledigt.

[00:15:09] s2: und ihr bereitet auch –

[00:15:10] s1: was ist –

[00:15:10] s1: das leicht? kannst du mir das kurz erklären?

[00:15:11] s2: das sendai framework ist super cool, das sendai framework ist von der uno, das ist das große –

[00:15:19] s2: – richtwerk für krisenkommunikation.

[00:15:23] s2: ist öffentlich zugänglich und kann. habt ihr wlan?

[00:15:27] s1: wir haben wlan; schau mal da drüben ist der code.

[00:15:29] s2: ah.

[00:15:32] s2: oppa.

[00:15:46] s1: es ist die einschränkung zu dem...

[00:15:48] s1: – was ich sage:

[00:15:50] s1: wir sind da nur ein rädchen in der krisen kommunikation, wo es wirklich darum geht, dass wir in österreich und für den österreichischen markt aufzubereiten, das heißt, da gibt es noch viele andere räder, wo das durchaus der fall sein mag, dass es verwendet wird, das kann jetzt natürlich so nicht beantworten.

[00:16:03] s2: , , das ist gar kein problem. im endeffekt brauche ich nur unterschiedliche einblicke.

[00:16:43] s2: send ein.

[00:16:56] s2: das ist im endeffekt...

[00:16:58] s2: – sendai und das ist :

[00:16:59] s1: .

[00:17:01] s2: ist eben gratis zum runterladen und spuckt –

[00:17:07] s2: – alles aus von klimawandel über alles, was irgendwo im spontanbereich steht, hoch –

[00:17:14] s2: – interessant, sehr umfangreich und eben – der vorgänger war hayago, das kam glaube ich nach – , wenn ich das richtig im kopf habe, ist das entstanden aus dem großen erdbeben in japan.

[00:17:19] s1: .

[00:17:24] s2: und sendai ist quasi das nachfolgedokument.

[00:17:28] s1: interessant? , das muss ich mir anschauen.

[00:17:30] s2: zählt sich sehr aus, weil da eben quasi die ganzen großen, alle großen internationalen fäden laufen, quasi von dem weg.

[00:17:38] s1: klingt gut.

[00:17:40] s2: und hat eben sowohl on-sight strategien drinnen als auch langfristig vorbeugende überlegungen und so weiter was sehr spannend ist, weil zum beispiel, wenn man beim türkei erdbeben bleiben: es gibt bei so einer katastrophe dann dinge, die passieren spontan, und dann gibt es eigentlich, wesentlich mehr als man glaubt, dinge, die sich super gut vorbereiten lassen, und das ist was, woran momentan gerade schwer gearbeitet wird.

[00:17:43] s1: .

[00:18:05] s2: und gerade in dem bereich bietet sich von dem, wie ich es bis jetzt lese, an, dass man viel digitalisieren kann, weil man die zeit hat. , das heißt, da kann man einfach einmal hergehen und kann sagen, , das jagt man da durch und dann –

[00:18:18] s2: – setzt man wen hin, der macht das post editing und dann hat man das schon und wenn wirklich was passiert, muss man nur mehr zahlen oder daten ändern, die nicht passen und raus damit.

[00:18:26] s2: beziehungsweise dann natürlich auch bei den on-sight sachen, wo es schnell gehen muss, gibt es viel was man dann digitalisieren kann.

[00:18:34] s2: und da werde ich dann...

[00:18:35] s2: – das kann ich dir eigentlich auch gleich zeigen.

[00:18:37] s1: ich mein das haben wir natürlich in unseren bereichen schon klarerweise, sag ich mal irgendwas [ – ], aber ich kann immer nur reden, für was wir als [...] österreich kommunikationsmäßig machen. und [...] international natürlich für den kommunikationsbereich, klar gibt es da auch .

[00:18:55] s1: – die templates für die.

[00:18:56] s1: wechselsendungen und –

[00:18:56] s2: , , klar.

[00:18:57] s1: – so weiter und so weiter. , alles.

[00:19:00] s2: und das ist im endeffekt mit sendai, den informationen die ich aus dem aus dem interact projekt rausziehe beziehungsweise dem was die studienautoren dann nachher noch geschrieben haben und den 2 eu guides, writing for machine translation und writing for translation.

[00:19:17] s2: das sind guidelines von der eu, wie man eben texte am besten verfasst. dafür, dass sie dann gut übersetzbar sind, beziehungsweise dass sie gut maschinen/ maschinell übersetzbar sind, möchte ich dann einfach, und den kriegt ihr auch, sobald er fertig ist –

[00:19:31] s2: – quasi eine guideline schreiben, wie man sowas am besten angeht. wenn man sagt man investiert nicht in eine eigene engine. welche freeware kann man nutzen und. dafür

dass sowas nachhaltig funktioniert, keine schweren hacker rein baut, sondern dass eben die großen risiken draußen sind und das ganze –

[00:19:48] s2: – zeitgleich effizient funktioniert, so dass man sagt, .

[00:19:51] s2: hab ich, brauch ich, geht schnell.

[00:19:53] s1: bei uns ist eher das thema mit dem datenschutz ehrlich gesagt ein großes thema, wo wir auch , wir haben jetzt eine etwas firmeneigene lösung, eben für den bereich ki natürlich, wo auch übersetzung ein bisschen reinspielt, wobei wir das tool weniger für übersetzung verwenden und nach wie vor bei deep l , sind.

[00:19:56] s2: das glaube ich glaub.

[00:20:10] s2: , ich glaub das sind wir alle.

[00:20:13] s1: , wahrscheinlich. aber das thema ist schon der datenschutz, weil das ist völlig frei , oder die daten sind –

[00:20:21] s1: es gibt firmen/ es gibt firmeneigene lösungen, wo du sagst, , die daten sind geschützt.

[00:20:26] s2: genau das –

[00:20:27] s1: das ist mit deepl, nehme ich an, nicht der fall.

[00:20:29] s2: , weil es füttert die engine und damit rennts weiter. , man muss, man muss mit anonymisierung arbeiten, wobei es da mittlerweile ganz spannende tools gibt, da muss ich mich selber noch ein bisschen mehr einlesen, aber mein betreuer ist der ist in dem bereich, das ist so momentan auch die koryphäe bei unserem zentrum, .

[00:20:46] s2: der hat mir da ein paar sehr interessante sachen hingelegt in letzter zeit, da bin ich nur noch nicht dazu gekommen, dass ich genauer reinschaue. es gibt schon mittlerweile software, die einem einen text vorher komplett anonymisiert und dann kann man den ohne probleme durch solche sachen durchjagen. , das ist mega viel wert, .

[00:20:57] s1: , sowas ist natürlich auch super. das ist ideal, weil das ist schon ein großes thema bei uns und es ist weniger eine kommunikation ein thema, muss ich auch dazu sagen, weil die meisten texte die wir da reinstellen und rausbekommen werden veröffentlicht, da habe ich jetzt ehrlich gesagt nicht zu bedenken, aber natürlich sobald es in richtung finanzen oder programme kann man das natürlich nicht machen.

[00:21:01] s2: , klar.

[00:21:16] s2: aber das heißt, maschinelle übersetzung ist bei euch prinzipiell schon ein thema, wird verwendet, .

[00:21:19] s1: , wird total viel verwendet.

[00:21:22] s2: das heißt, ihr habt zwar terminologiedatenbanken, aber noch nicht übersetzungsspezifisch da haben –

[00:21:27] s2: – wir vorher schon geredet.

[00:21:28] s1: , terminologie datenbank ist jetzt ein großes wort. wir haben sowas wie.

[00:21:35] s1: es ist vielleicht wirklich etwas zu –

[00:21:36] s1: – groß gesagt.

[00:21:36] s1: wir haben sowas wie ein abkürzungsverzeichnis, .

[00:21:40] s1: was eigentlich mehr einzelne begriffe sind, die –

[00:21:42] s1: – die ngo sprache erklären –

[00:21:44] s2: .

[00:21:44] s1: – sag ich jetzt einmal von wash über nfi und sonstiges. terminologie-datenbank. ich weiß was du meinst im sinne davon, dass es dann für...

[00:21:56] s1: übersetzerinnen/ übersetzer

[00:21:58] s1: dass man sagt, , , an der kann man sich orientieren oder wenn man texte oder so in die richtung – .

[00:22:02] s2: genau.

[00:22:05] s2: jetzt gar nicht einmal zwingend, gar nicht mal zwingend nur für die übersetzung, sondern einfach in der firma intern.

[00:22:12] s1: die meisten begriffe, die bei uns firmen-intern spezifisch sind, sind sehr oft abkürzungen, muss ich ehrlich sagen. und da gibt es schon entsprechende verzeichnisse.

[00:22:24] s1: , hier für neuankömmlinge zusammen aufzubauen.

[00:22:28] s2: aber das heißt cat-tools zum beispiel verwendet sie keine, computer assistent translation programme.

[00:22:34] s1: was ist das zum beispiel?

[00:22:36] s2: memo view und trados wären so die 2 großen. das heißt [ – ] du kriegst zum beispiel ein word dokument, spielst du es dort rein, der bricht dir das in segmente meistens sätze runter –

[00:22:46] s2: – und du kannst direkt daneben die übersetzung runterschreiben.

[00:22:49] s2: und da kommen dann zum beispiel termbanken ganz groß rein, weil mit dieser termbank dazu hat der dann sofort den wortvorschlag für: das ist schon mal so übersetzt worden und damit übersetzt er dann das was er schon zusammen kriegt übersetzt er dir vor und du musst dann quasi nur mehr fertig schreiben.

[00:22:57] s1: ah , nein.

[00:23:02] s1: .

[00:23:06] s2: verstehe ich, kostet im normalfall einen batzen geld, – .

[00:23:09] s1: aber ich sag dir konkret wie das zum beispiel mit unserem jahresbericht. der jahresbericht bei uns, der wird immer auf –

[00:23:10] s2: , .

[00:23:14] s1: – englisch übersetzt. so.

[00:23:15] s2: .

[00:23:17] s1: jetzt war es bis vor kurzem noch, muss ich auch dazu sagen, dass das an ein übersetzungsbüro ging.

[00:23:22] s1: so, war teilweise immer urmühsam, weil vielleicht auch wegen den fehlen von so einer...

[00:23:28] s1: – datenbank oder wie auch immer. den musste man dann auch immer relativ stark nachbearbeiten, weil manche begriffe, obwohl dieses übersetzungsbüro auch schon öfter mit uns gearbeitet hat, war es dann auch immer so –

[00:23:36] s1: – , dass man es natürlich schon einmal ordentlich nachbearbeiten musste. gewisse spezifische fachbegriffe nicht so ganz wie wir es verwenden und übersetzt werden und so weiter und sofort. aber gar nicht deshalb, sondern eben auch mit jetzt der entwicklung von deepl, –

[00:23:52] s1: – machen wir es mittlerweile mit deepl, dass wir den jahresbericht übersetzen, plus.

[00:23:54] s2: , .

[00:23:56] s1: – das post editing macht dann die kollegin, von der ich vorher gesagt habe, die auch immer entsendet wird , die in berlin sitzt, weil die englisch native speaker ist und die geht das ganze dann einfach noch mal durch und schaut sich das nochmal an, ob das alles korrekt ist und auch wie unsere positionen sind, aber dementsprechend sprachlich alles richtig wiederfindet. das ist jetzt eigentlich das prozedere, so hat sich das geändert vom übersetzungsbüro quasi –

[00:24:17] s2: verstehe.

[00:24:21] s1: – hinzu dem auch mit deep l und der native speaker schaut sich das –

[00:24:23] s1: – dann an.

[00:24:25] s2: , in dem schritt höre ich öfter in letzter zeit, .

[00:24:28] s2: , aber das heißt im endeffekt, es ist bei euch jetzt nicht, es ist auch von der perspektive her nicht wirklich notwendig, weil nachdem ihr keine direkte krisenkommunikation in dem sinn habt, müsst ihr da auch keine struktur aufbauen?

[00:24:40] s1: , weil wir nicht – –

[00:24:42] s1: – direkt.

[00:24:45] s1: , weil die kollegen, die den content von vor ort zur krise entwickeln und schreiben müssen und besorgen, vor ort. , du würdest von denen sicher andere antworten kriegen als du jetzt von mir –

[00:24:51] s2: , .

[00:24:54] s1: – in meiner rolle kriegst natürlich , .

[00:24:57] s2: , das ist kein problem.

[00:25:00] s2: so, das haben wir schon beantwortet. das ist nur die art von machine translation, das ist bei euch deep l was mich noch interessieren würde:.

[00:25:08] s1: , und google translate wird auch verwendet.

[00:25:10] s2: , ganz schön .

[00:25:11] s1: , .

[00:25:12] s2: kommt ihr mit dem mit dem normalen deep l durch oder habt ihr euch einen zugang kauft?

[00:25:17] s1: gekauft haben wir keinen. ich hab mich mal angemeldet, tatsächlich, weil wenn man sich anmeldet mit konto hat man schon mehr...

[00:25:21] s2: .

[00:25:23] s1: – zeilen zur verfügung.

[00:25:23] s2: , genau.

[00:25:24] s1: aber ich glaube, gekauft – wüsste ich nichts..

[00:25:26] s2: , , .

[00:25:29] s1: weil wir meistens kürzer – kommunikation, meistens presseaussendungen, web-sitestories, die sind meistens relativ kurz.

[00:25:36] s2: , , das geht sich dann leicht aus. , verstehe.

[00:25:41] s2: gut, eigentlich haben wir schon alles, damit dann eigentlich alles von den fragen abgehandelt, weil die restlichen fragen sind vorher eigentlich schon beantwortet worden, weil.

[00:25:51] s2: was euch davon abhält, da auszubauen, ist logisch. ihr habt braucht es nicht, weil ihr seid erst in einem in einem späteren stadion des ganzen kommunikations –

[...]

[00:26:14] s2: genau das heißt der krisenaktionszyklus, in dem ihr einsetzt, ist eigentlich recht spät.

[00:26:20] s1: genau, ich mein dadurch das [...] so groß ist sind weltweit sind es wirklich verschiedene stufen, die das durchläuft bis es bei uns ankommt, deswegen sind wir da nur ein teil davon und wir kommen...

[00:26:31] s1: – da erst zum schluss ins spiel..

[00:26:33] s2: macht vollkommen sinn.

[00:26:35] s1: ich überlege gerade, wo das noch...

[00:26:43] s1: – immer wieder. aber das ist jetzt vielleicht nicht dein thema, wo wir online veranstaltungen haben, ab und zu, wo es dann ein übersetzungstool oder wie auch immer, wo man immer wieder das problem hat mit übersetzung , wenn wir –

[00:26:52] s1: – zum beispiel ein pressegespräch haben mit unserer geschäftsführung und dann haben wir jemanden von vor ort –

[00:26:58] s1: – dabei, zum beispiel aus simbabwe eine kollegin, die ist expertin für klimawandel oder was auch immer.

[00:27:03] s2: .

[00:27:04] s1: und das ist auch immer so, wie tun wir da? ich überlege mir jedes mal, von vorne kommt mir vor, wie tun wir da? , und dann gibt es noch eine moderation. soll die dann auf deutsch sein, soll die auf englisch sein?

[00:27:12] s2: .

[00:27:16] s1: wie machen wir das am gescheitesten? meistens ein übersetzungstool dazu zu kaufen – wobei, was ist denn da jetzt stand der dinge? das hat sich auch schon wieder weiterentwickelt, oder? über teams oder über zoom oder so – das ändert sich wahrscheinlich auch ständig bei online meetings oder so. du weißt das wahrscheinlich.

[00:27:25] s2: bei online meetings?

[00:27:29] s2: es gibt es gibt mittlerweile ein paar ganz gute auto-subtiteling geschichten.

[00:27:34] s1: .

[00:27:36] s2: das leichteste ist im normalfall trotzdem dann eine dolmetschung anzubieten und zu sagen, man kann es als zuseher/zuseherin zwischen kanälen wechseln und hat entweder den englischen originalton oder kann sich eine dolmetschung anhören dazu und dann muss man sich einen dolmetscher/ dolmetscherin leisten dafür, das wird wahrscheinlich, noch das zugänglichste sein.

[00:27:57] s2: im dolmetschbereich muss ich aber ehrlich zugeben, kenn ich nicht mit den technischen lösungen nicht ganz so gut aus.

[00:28:00] s1: , . bei uns geht es weniger, es geht sogar weniger um die zuhörer, sondern wie die kollegin, die zum beispiel aus simbabwe ist dann [ – ] weiß, was die sagt, damit es alles sinn macht, egal. meistens ist es eher wieder die kollegin, die sarah, unsere native speaker, die dann quasi im chat für die kollegin – .

[00:28:22] s1: – aus simbabwe übersetzt, damit sie weiß, um was es geht. und die können natürlich ihre fragen vorbereiten. es findet dann – .

[00:28:27] s2: .

[00:28:29] s2: ich wollte sagen, ich glaube, da ist das leichteste, dass man dann zu der kollegin in simbabwe eine separate leitung schaltet, dass man da quasi eine telefondolmetschung zur verfügung stellen kann.

[00:28:34] s1: genau, genau, das –

[00:28:38] s1: – ist auch ein thema, was jetzt sprachliche herausforderungen betrifft.

[00:28:43] s2: spannend. betrifft tatsächlich meine arbeit nicht, weil eben in dem fall keine krise in dem sinn , aber es ist trotzdem sehr spannend.

[00:28:45] s1: .

[00:28:45] s1: stimmt auch genau, stimmt.

[00:28:52] s2: ich muss ehrlich zugeben, ich hätte gedacht, dass da – aber wenn ich, wenn ich so ein bisschen mehr nachdenke, der größe von [...] macht es eigentlich keinen sinn, dass ihr direkt viel projektarbeit habt.

[00:29:02] s1: direkt, direkt nein.

[00:29:04] s2: wer, wer furchtbar ineffizient und –

[00:29:06] s1: es wäre –

[00:29:07] s1: das könnte man jetzt aber nicht mehr machen, weil wir wirklich –

[00:29:09] s1: – vor ort mit –

[00:29:11] s1: das sind noch nicht einmal die [...] -kollegen, sondern mit partnerorganisationen mit lokal... es geht da immer mehr die ganze entwicklungshilfe in richtung localization. das –

[00:29:19] s1: – heißt, dass wir arbeiten ausschließlich mit lokalen partnerorganisationen. da gibt es die, die vor ort etabliert sind und kenntnisse in bestimmten – und erfahrungen in bestimmten –

[00:29:31] s1: – bereichen haben auch selbst gender based violence oder was auch immer. , die dann nach bestimmten kriterien ausgesucht werden. das heißt, mit denen arbeiten wir vor ort zusammen mit deren lokalen mitarbeiterinnen und mitarbeitern. unsere [...] kollegen sind meistens wieder im einsatz, um bei diesen projekte dann eben auch vor ort –

[00:29:38] s2: .

[00:29:50] s1: – zu schauen, dass das umgesetzt wird, gemeinsam mit dem lokalen partner. aber es geht alles ganz stark in richtung localization auch bei entwicklungszusammenarbeit.

[00:29:58] s1: das heißt, dass wir was umsetzen, wir als, , weiße europäer, das ist [ – ] gar nicht, und das spiegelt sich natürlich auch in der kommunikation wider, klarerweise, und die kollegen wissen natürlich auch das, und das ist bei international, sind die arbeitssprachen –

[00:30:02] s2: verstehe ich gut, aha, geht schon.

[00:30:22] s1: – englisch, in erster linie englisch eigentlich , es werden schon auch gewisse dokumente dann in die un sprachen übersetzt. es gibt schon auch , dass manchmal e-mails kommen die in mehreren sprachen abgefasst werden, aber grundsätzlich die arbeitssprache, egal wohin man schaut, ist eigentlich englisch.

[00:30:41] s2: , .

[00:30:46] s2: , es ist. es ist mittlerweile. ich wollte jetzt eigentlich mittlerweile wirklich das sehr gut funktionierende lingua franca. eben afrika, in gewissen bereichen, ist es dann trotzdem französisch dominant.

[00:30:54] s1: ohne französisch kommst hier nicht durch. genau, das ist auch lustig, weil, – als kleine – , das ist lustig, wenn ich einen kollegen –

[00:31:04] s1: ...in dem fall den länderdirektor in – , war es niger, war es tschad oder burundi, ich weiß nicht mehr genau.

[00:31:10] s1: es ist lustig wenn man dem eine e-mail schreibt auf englisch, da kriegt man die antwort, die kriegt man auf französisch [ – ]

[00:31:21] s1: das vorausgesetzt wird, französisch spricht man [ – ]

[00:31:23] s2: .

[00:31:29] s1: aber es ist interessant, jemanden in einer sprache, die eigentlich die arbeitssprache ist, anzuschreiben und dann einfach, ich würd niemanden auf deutsch jetzt antworten, der mir auf englisch schreibt, weißt du was ich mein, find ich schon einen interessanten ansatz.

[00:31:30] s2: na das ist total spannend, .

[00:31:40] s2: – ich kenn das aus dem aus dem südamerikanischen bereich, wo es einfach eben da schreibt man auf englisch hin und es kommt sie, es wird verstanden, man kriegt dann einfach spanische antworten, man kann dann wieder auf englisch schreiben, kriegt wieder spanisch, funktioniert problemlos, aber das ist einfach –

[00:31:49] s1: , , genau, , genau, , .

[00:31:56] s2: [ – ]

[00:32:04] s1: oh .

[00:32:07] s1: muss so sein. ich komme aber nicht anders erklären, .

[00:32:12] s2: gut, aber soll nichts schlimmeres passieren.

[00:32:14] s1: nein, ich finds einfach lustig.

[00:32:16] s2: , das auf jeden fall.

### **12.3.2 Transcript B1 (2024): Interview conducted on 30 July 2024 by Andreas Kastner, in person. Duration: 21'30".**

[...]

[00:00:17] s2: ich nehme mal an, der arbeitsablauf ist immer noch ziemlich ähnlich, im endeffekt medizinische versorgung von menschen ohne versicherung.

[00:00:24] s1: das ist unsere zielgruppe. wir schicken patienten weg, wir schicken sie nicht weg, wir binden sie an den niedergelassenen bereich, sobald sie eine e-card haben, die funktioniert.

[00:00:33] s2: perfekt.

[00:00:34] s2: das heißt, arbeitssprachen sind vielfältigst nehme ich einmal an? [...]

[00:00:39] s1: hauptarbeitssprache ist deutsch und sonst wird gedolmetscht und übersetzt.

[00:00:46] s2: , aber das ist die vorrangigen sprachen, in die übersetzt wird, sind welche.

[00:00:50] s1: bulgarisch.

[00:00:53] s1: bks.

[00:00:54] s1: rumänisch.

[00:00:57] s1: chinesisch.

[00:00:59] s1: russisch, ungarisch, arabisch.

[00:01:05] s2: und...

[00:01:06] s1: hin und wieder farsi.

[00:01:08] s1: das sind die gängigsten sprachen. englisch.

[00:01:12] s1: ganz, ganz oft natürlich auch.

[00:01:16] s2: klar, als lingua franca. im endeffekt, es sind jetzt am anfang ein paar allgemeine fragen.

[00:01:19] s2: das ist eigentlich nur 3 und dann geht es vorrangig darum, wie die krisenkommunikation aussieht bei ihnen im unternehmen und inwiefern maschinelle übersetzung von dem ganzen teil ist, mit dem ziel, dass ich, ich würde das, das ist jetzt das zweite interview, wenn alles gut geht, bekomme ich 4 bis 5 organisationen und ein paar einzelplayer,

übersetzerinnen und übersetzer, die in dem bereich erfahrung haben, und möchte anhand dessen dann einfach eine guideline schreiben, wie man die neueste generation maschineller übersetzung...

[00:01:50] s2: ...mit wenig aufwand in diesen ganzen prozess einarbeiten kann, weil ich der meinung bin, dass in krisensituationen, wie es zum beispiel jetzt in österreich war mit covid,

[00:01:58] s2: wenn schnell viel information verschriftlicht werden muss maschinelle übersetzung einfach ein tool ist, das man nicht außen vor lassen sollte. weil natürlich muss man es am schluss korrekturlesen. , man kann nicht ungefiltert rausgeben, aber.

[00:02:05] s1: absolut.

[00:02:11] s2: sie werden es aus dem alltag kennen. das heißt, die wichtigsten fachgebiete sind logischerweise die medizin, nehme ich einmal an.

[00:02:17] s1: und soziale arbeit, das sind die 2, die 2 standbeine von [...].

[00:02:21] s2: , bisschen recht wahrscheinlich noch, oder? die ganze rechtliche ebene?

[00:02:24] s1: die sozialarbeit macht das, die aufenthaltstitel. wir machen keine rechtsberatung.

[00:02:29] s1: weil wir kolleginnen haben, die sich um diese rechtsberatung kümmern.

[00:02:34] s1: rechtliche informationen bezüglich aufenthalt bzw weiterleitenden organisationen, die sich damit beschäftigen.

[00:02:42] s1: viel medizinische info, ernährungspläne.

[00:02:47] s1: bewegungsübungen.

[00:02:51] s1: scabies prophylaxe, solche sachen brauchen wir in mehrere sprachen übersetzt.

[00:02:55] s2: , das heißt, wenn man jetzt nach der art von krise fragen würde, mit der sie zu tun haben, was ist da das vorrangige?

[00:03:06] s2: personal emergency eher persönliche notfälle oder ist doch in der täglichen arbeit die konstante konfrontation mit sag ich jetzt mal geopolitischen ereignissen?

[00:03:17] s1: krise war. die pandemie war auf jeden fall,... da mussten wir sehr schnell handeln und sehr viele patienten.

[00:03:28] s1: ...in verschiedenen sprachen erreichen?

[00:03:33] s1: ansonsten haben wir...

[00:03:37] s1: weiß ich nicht, was sie unter krisenkommunikation verstehen, inwieweit eine krise eine krise ist. weil: der arzt hat eine aufklärungspflicht, sobald der patient ihn nicht verstehen kann, ist es schon eine krise, ist es eine krisensituation, weil entweder sagt er, ich kann den patienten nicht behandeln, was unsere ärzte nicht machen, weil der patient nicht woanders gehen kann.

[00:04:03] s1: ...oder er bemüht sich, sich mit verschiedenen tools sich verständlich zu machen.

[00:04:09] s1: wissen sie, was ich meine?

[00:04:09] s2: , vollkommen klar.

[00:04:13] s2: in meinem fall geht es wahrscheinlich eher... es ist zwar tatsächlich auch als krise zu bezeichnen, aber ich bin bis jetzt in der literatur eher konfrontiert mit eben zum beispiel: das große erdbeben in haiti war zum beispiel auslöser für das ganzethema der maschinellen übersetzung in der krisenkommunikation. die pandemie ist der zweite große block und dann eben alles, was....

[00:04:32] s1: bei jungs weiß auf jeden fall die pandemie. plus der ukraine krieg?

[00:04:33] s2: , .

[00:04:37] s1: das waren die 2.

[00:04:38] s2: , aber das ist schon mal, das ist schon mal wissenschaftlich betrachtet schon mal viel wert.

[00:04:45] s2: das heißt, dann kommen wir eigentlich schon zum nächsten schritt, wenn ich krisenkommunikation und übersetzung, wie gibt es bei ihm ein... einen workflow für krisenkommunikation einen vorgegebenen oder ist das, geht das nach persönlicher präferenz?

[00:04:56] s1: nein, es geht je nach fall. und was ist notwendig war 2020.

[00:05:04] s1: wie gesagt, mussten wir sehr schnell sehr...

[00:05:06] s1: ...viele menschen erreichen.

[00:05:10] s1: und.

[00:05:10] s1: wir haben einen

[00:05:13] s1: ...pool an ehemaligen translationswissenschaften studentinnen, die in einer whatsapp gruppe unter dolmetscherinnen gesammelt sind. und da haben wir unsere kommunikation auf deutsch in die whatsapp gruppe geschickt und sie

[00:05:26] s1: ...haben es...

[00:05:28] s1: ...übersetzt zurückgeschickt.

[00:05:34] s2: das ist, das ist relativ spannend. ziemlich das sind die anfänge in dem bereich bei dem großen erdbeben in haiti. damals war es so, dass... mit der zeit ist dann microsoft eingestiegen und hat ein übersetzungstool zur verfügung gestellt, aber der erste hilfeschritt war, dass die regierung eine sms hotline eingerichtet hat, wo die erdbebenopfer ihre fragen hinschicken haben können und haitianer im ausland haben das dann übersetzt und wieder zurückgeschickt .

[00:05:58] s1: spannend .

[00:05:58] s2: das ist ein gängiger ansatz.

[00:06:04] s2: , wundervoll, das heißt...

[00:06:07] s2: ... die strategie beruht dann insofern auf wissenschaftlicher forschung, weil eben wir tk studenten.

[00:06:14] s2: , .

[00:06:15] s1: . im ukraine krieg waren wir schon fortgeschritten, da haben wir unsere infos schon über deepl.

[00:06:23] s1: übersetzt.

[00:06:23] s2: , .

[00:06:25] s1: und korrektur lesen lassen.

[00:06:30] s2: , , cool, das ist eigentlich ziemlich , nämlich das...

[00:06:33] s2: ... wo ich hin will.

[00:06:35] s2: sehr schön und...

[00:06:37] s2: ...wer hat diese korrektur, diese korrekturrate vorgenommen?

[00:06:39] s1: wieder die ehemaligen dolmetschstudentinnen, die haben korrektur gelesen, haben ausge bessert, haben gesagt was nicht passt, bosnisch, serbisch, kroatisch gab es nicht oder gibt es nach wie vor nicht im deepl.

[00:06:53] s1: die haben mehr arbeiten müssen, aber alle anderen sprachen.

[00:06:56] s1: die...

[00:07:00] s1: ... haben wir nicht gebraucht, natürlich beim ukraine krieg, aber wir verwenden deepl nach wie vor für sämtliche verträge und so, und das gibt es nach wie vor.

[00:07:04] s2: verstehe, verstehe.

[00:07:07] s1: ... nicht, und das heißt es ist immer....

[00:07:07] s2: , , .

[00:07:10] s1: bks ist immer spannend.

[00:07:12] s2: ist bks in google translate drinnen?

[00:07:16] s2: weil, die sind mittlerweile vom niveau ziemlich drangekommen.

[00:07:19] s2: aber , deepl hat...

[00:07:20] s2: ... sich durchgesetzt.

[00:07:21] s2: ich kenne bis jetzt niemanden der in dem bereich unterwegs ist, der nicht sagt für gewisse dinge löst deepl nachhaltig probleme.

[00:07:29] s1: ich habe auch das gefühl.

[00:07:32] s2: , ist ihnen das sendai framework ein begriff?

[00:07:39] s1: nein, schicken sie mir einen link.

[00:07:40] s2: , mach ich.

[00:07:44] s2: das ist...

[00:07:47] s2: ... das große crisis communication framework von der un, wo eben handlungsstrategien und so weiter alles drinstehen, beziehungsweise auch planungen. ich glaube...

[00:07:55] s2: sendai geht bis 2050, muss...

[00:07:58] s2: ... ich jetzt gerade nachschauen.

[00:08:01] s2: aber eben ist es so, dass große un – richtwerk für solche dinge.

[00:08:06] s2: schicke ich ihnen dann den link via mail?

[00:08:08] s1: super.

[00:08:10] s2: diese übersetzungsarbeit passiert die nur dann krisenspezifisch oder wird da [...] vorbereitet.

[00:08:17] s1: tatsächlich passiert sie krisenspezifisch. wir haben..., wir sind, glaube ich, eine kleine einrichtung vom diakonie flüchtlingsdienst und es passiert tatsächlich krisenspezifisch wir haben.

[00:08:29] s1: ein bisschen unserem zwanzigjährigen bestehen 2 große krisen, das heißt...

[00:08:35] s1: ... , und mit den ganzen.

[00:08:39] s1: ki tools, die es mittlerweile gibt, können wir viel schneller reagieren. nein, haben wir, haben wir nicht.

[00:08:47] s2: verstehe.

[00:08:51] s2: das heißt, es gibt auch keinen speziellen arbeitsablauf, für solche situationen.

[00:08:54] s1: nein.

[00:08:58] s2: verstehe ich, es geht mit den ganzen ki-sachen sehr schnell. die szenarien, wo man dann mit einem mit einem plan reingehen muss, mit einem grundlegenden sind wahrscheinlich grösser als das, was da jetzt passiert. insofern hoffen wir, dass es so bleibt.

[00:09:10] s1: vor allem, ich glaube, dass auch bei uns...

[00:09:14] s1: ... dass natürlich... wir haben so eine zielgruppe, die nicht anspruchsberechtigt ist...

[00:09:16] s1: ... egal, um welche krise es sich handelt:

[00:09:21] s1: unsere patienten sind die, die am ende durch die finger schauen. das heißt, wir können auch keine guidelines erarbeiten, weil wir nie wissen, situationsbedingt, was können wir und was können wir nicht. bei corona war es so, dass nicht versicherte patienten erstens nicht zum arzt haben gehen können, zweitens können medikamente bekommen haben, und wenn sie denken, es geht um insulinpflichtige diabetiker...

[00:09:30] s2: .

[00:09:42] s1: ... und eine zusätzliche gruppe, die plötzlich aufgebaut ist. das waren die ganzen gestrandeten menschen, die nicht nach hause konnten, denen die medikamente ausgegangen sind und ganz viele von ihnen haben sie nicht kaufen können.

[00:09:46] s2: , .

[00:09:54] s1: das heißt, wir hätten uns gar nicht vorbereiten können auf so einem fall mit krisenkommunikation, weil wir ziemlich schnell...

[00:10:02] s1: ... entscheiden mussten: wie versorgen wir weiterhin unsere patienten, schützen sie dennoch vor einer ansteckung und haben hier aber einen lockdown und die ordination war 2 wochen zu.

[00:10:13] s2: aber nur 2 wochen?

[00:10:14] s1: nur 2 wochen. wir haben übers wochenende...

[00:10:19] s1: ... ich glaube da, ...

[00:10:21] s1: ... am freitag wurde verlautbart, dass ab montag lockdown ist und wir haben dieses wochenende dazu genutzt und haben eine telefonordination auf die beine gestellt.

[00:10:32] s1: mit , ... mittlerweile ist das lächerlich, wenn ich das erzähle, aber damals war zoom und so und webbasiert ordinationssoftware war zukunftsmusik und.

[00:10:45] s1: wir haben diese telefonordination innerhalb von 2 wochen auf die beine gestellt und haben das so gemacht, dass ich mich über meinen laptop zuhause über teamview...

[00:10:57] s1: ... zu meinem eingeschalteten arbeits-pc verbunden hab und habe die starre alte ordi-software aufgerufen.

[00:11:07] s1: meine kollegin saß hinter dem plexiglasfenster an der rezeption. die patienten haben ihre kärtchen gezeigt, alle mit maske.

[00:11:16] s1: die kollegin hat mir gesagt am telefon, welcher patient was braucht und...

[00:11:21] s1: ... ich hab über teamview über meinen arbeits-pc die patientenakte aufgemacht, habe den arzt angerufen, hab dann in konferenzschaltung mit der patientin oder mit dem patienten telefoniert...

[00:11:34] s1: ...ich hab dem arzt vorgelesen, was in der kartei steht und der hat dann behandelt.

[00:11:40] s2: das klingt surreal.

[00:11:40] s1: , das ist absolut surreal und heute haben wir eine webbasierte software. jeder kann von jedem ende der welt auf den patienten zugreifen, es gibt die möglichkeit über eine online terminvereinbarung.

[00:11:53] s1: wir verwenden deepl. wir verwenden chatgpt.

[00:11:59] s1: wir verwenden langogo. ich weiß nicht, ob sie das kennen. das ist ein kleines gerät, das ist die hälfte vom handy.

[00:12:01] s2: das ist was?

[00:12:06] s2: .

[00:12:08] s1: das haben wir auf amazon gekauft.

[00:12:10] s2: langogo so, wie man spricht.

[00:12:11] s1: so wie language und... glangogo und...

[00:12:16] s1: ... das hat, glaube ich, 110 sprachen drinnen.

[00:12:20] s1: man drückt auf einen knopf und spricht hinein, lässt den knopf aus und das gerät dolmetscht und übersetzt gleichzeitig den text.

[00:12:21] s2: .

[00:12:29] s1: ich zeige es ihnen.

[00:12:29] s2: ich fühle mich gerade obsolet.

[00:12:32] s1: ich zeige es ihnen mal. es funktioniert nur, so lange wir ein gutes internet haben natürlich, oder?

[00:12:33] s2: , faszinierend.

[00:12:40] s1: ich habe jetzt einen aufladebon gekauft, weil das datenguthaben ist wieder weg und das funktioniert recht gut. ich habe es jetzt in bulgarisch probiert, weil ich bulgarin bin und das erleichtert die arbeit von den ärzten natürlich sehr, sobald die internetverbindung nicht gut ist, kommt natürlich auch ein blödsinn raus, aber.

[00:12:42] s2: . 00:12:57 sprecher 1 , es ist hilfreich. das haben wir mittlerweile in diesen 4 jahren hat sich so viel getan.

[00:12:58] s2: auf jeden fall.

[00:13:03] s1: von daher ist es einfach schwierig. eben.

[00:13:07] s1: für welche krise bereiten wir uns vor? wissen sie, was ich meine?

[00:13:09] s2: , . klar, klar.

[00:13:12] s2: weil es schwer ist, vorher zu sehen...

[00:13:14] s2: ... man braucht.

[00:13:15] s1: , und was dürfen wir? plötzlich hat es geheißen, auf nichtversicherte kriegen gratis tests und auch nichtversicherte können sich impfen lassen. das war uns aber nicht klar von anfang an, von daher... ist es soweit? .

[00:13:30] s2: , aber ich muss sagen, ich bin vom technologiegebrauch sehr angetan. ich find das schön, wenn sowas eingesetzt wird, ich mein das ist so von dem, was ich bis jetzt mitgekriegt hab...

[00:13:39] s2: ... so dieses klassisch österreichische...

[00:13:40] s2: ... „ich weiß nicht, ob man das...“

[00:13:42] s2: sowohl bei uns an der uni als auch die leute, mit denen ich bis jetzt geredet habe. da ist schon auch sehr viel skepsis dabei

[00:13:48] s1: ich muss dazu sagen, ich bin sehr stolz drauf, weil ich bin derjenige, der das hier forciert. ich verwende deepl als ich bin dolmetscherin und übersetzerin und ich verwende das in meinem nebenberuf sowieso schon lang. ich bin ein großer fan von ki.

[00:13:59] s2: , .

[00:14:03] s1: ich habe alle bezahlversionen.

[00:14:04] s1: chatgpt und von deepl. ich bin so. ich liebe das.

[00:14:06] s2: , , , man muss als erster dort sein, .

[00:14:08] s1: es erleichtert mein leben und [...] es erleichtert mir die kommunikation mit den patientinnen, ich kann jeden tag einen neuen zettel mit einer neuen info...

[00:14:17] s1: ich kann sämtliche ernährungspläne übersetzen lassen, in diversen sprachen oder sind sekunden, und das ist für mich so, wow!

[00:14:23] s2: , auf jeden fall . ich merke es bei mir auch, dass ich sag, es gibt so einen kleinen teil in mir, dass ich dagegen sträubt, den verschiebe ich dann im bereich, wo ich sage, wenn ich mit literatur arbeite oder so, , von mir aus, aber.

[00:14:34] s1: .

[00:14:35] s2: man muss einfach, man muss einfach ehrlich sagen, wir werden es nicht mehr aufhalten, es ist da, es leistet gute arbeit, jetzt ist nur die frage, wie kanalisiert man es dorthin, wo man es braucht.

[00:14:43] s1: , und wie professionalisiert man das natürlich. weil es ist... ohne korrekturlesen geht es natürlich nicht. andererseits bin ich oft überrascht über den über den ansatz der übersetzung, denk mir: wow, coole idee, das so...

[00:14:54] s2: , .

[00:14:57] s1: ... zu formulieren.

[00:14:58] s2: , was ich da in dem zusammenhang extrem spannend find ist in japan - ich weiß jetzt gerade nicht welche uni es war - gab es ein experiment, relativ mit einer großen teilnehmerzahl, die verglichen haben die übersetzung vom great gatsby einmal die human übersetzung

durch haruki murakami, schriftsteller, der im normalfall hoch liefert gegen google translate und das spannende war...

[00:15:16] s1: meeting , , , .

[00:15:23] s2: ...da, dass die leute mehrheitlich, wenn es um verständlichkeit und die zugänglichkeit der übersetzung gegangen ist, zu google translate gegriffen haben und nur wenn es dann um das sprachliche bild gegangen ist - bei der human übersetzung und wo man dann auch, wo mir das erste mal so richtig die schuppen von den augen gefallen sind, wenn es um einen reinen um reine funktion, um funktionstexte eben, und das ist , das ist das, wo ich mit der masterarbeit hin möchte.

[00:15:30] s1: klar, .

[00:15:40] s1: verstehen .

[00:15:47] s2: wie kann man eben multi... weil mittlerweile sind wir bei eben, so wie es deep l ist bei multilingualen übersetzungsnetzwerken wie kann ich die bestmöglich in einen übersetzungsprozess in krisensituationen einbauen, sodass man dann so wie sie sagen, innerhalb kürzester zeit möglichst viel information von a nach b bekommt, weil sonst leute ewig auf etwas warten, was wichtig ist.

[00:16:05] s1: .

[00:16:06] s2: das heißt...

[00:16:09] s2: ...wir sind jetzt gleich durch eineinhalb kapitel durchgekommen mit der unterhaltung, was sehr schön ist. das heißt, wenn wir jetzt dann weitergehen...

[00:16:17] s2: ...planen sie eine erweiterung aufrüstung ihrer maschinellen übersetzung?

[00:16:20] s1: , wenn es möglich ist, absolut. es ist in der diakonie, wir sind ein teil von diakonieflüchtlingsdienst. im diakonieflüchtlingsdienst da beginnt sich die geschäftsführung erst mit dem thema künstliche intelligenz zu beschäftigen, auch aus ethischer frage heraus.

[00:16:21] s2: die ist bei mir auch ein großes thema

[00:16:41] s1: , es...

[00:16:44] s1: ...wird sicher spannend, aber ich glaube...

[00:16:49] s1: der diakonie geht es darum, dass natürlich, wenn man verschiedene fragen stellt, die antwort immer auf weiße menschen bezieht, auf...

[00:16:59] s1: die ki unterscheidet auch schwarze menschen nicht so auseinander, wie sie weiße menschen auseinander unterscheidet.

[00:17:05] s2: , .

[00:17:07] s1: und ich glaube, es liegt an uns, die künstliche intelligenz mit den richtigen informationen und fragen zu füttern. und ergebnisse sind, so ist es, deswegen freue ich mich, dass sie diakonie sich damit auseinandersetzt und wir erst nach einer möglichkeit suchen, welche...

[00:17:24] s1: ...kostenlosen tools wir einsetzen können und ich freue mich sehr, dass ich alle bezahlten versionen hab und ich werde sie auch weiterhin bezahlen, weil das einfach die bessere..., die besseren ergebnisse liefert. wir haben einen versuch gemacht am wochenende und haben gefragt, die kostenlose chatgpt-version: wer ist der geschäftsführer vom diakonie flüchtlingsdienst und das hat uns ein ergebnis geliefert, dasglaube ich 9 jahre nicht mehr aktuell ist oder seit 6 jahren und ich habe meine bezahlte version...

[00:17:50] s1: gefragt und es hat ganz aktuelle ergebnisse geliefert und das war für mich spannend zu unterscheiden, dass die qualität so auseinanderdriftet. bei einer einfachen frage.

[00:18:00] s1: wenn man die kostenlose version dann... bei der kostenlosen version nachgefragt hat, „bist du dir sicher? ist es nicht mittlerweile eine frau?“, kam dann die richtige antwort.

[00:18:11] s1: es ist auch interessant für mich.

[00:18:14] s1: ich bin gerne bei diesem prozess dabei, .

[00:18:17] s2: gewisse sachen sind es einfach wert, aber das habe ich schon vor paar leuten gehört. ich glaube, ich komme bis jetzt noch mit der freeware...

[...]

[00:18:53] s1: google translate wird viel in der koordination drinnen verwendet, weil wir das einfach am bildschirm nebenbei laufen haben. ich kann die schrift größer stellen.

[00:19:02] s1: ich drehe einfach den bildschirm zum patienten und der liest das. oft gibt er mir auf seinem google translate am handy die antwort und wir geben am computer die frage weiter ein. das verwenden wir auch, aber mehr in den ordinationen.

[00:19:16] s1: dort war unser langogo versagt: wir haben tatsächlich interessanterweise auch keinen serbischen langogo, aber kroatisch. serbisch dürfte so...

[00:19:24] s2: .

[00:19:30] s2: , spannend. , .

[00:19:31] s1: aus welchen gründen auch immer, .

[00:19:35] s2: ist die frage, ob das ein sprachlicher oder politischer grund ist.

[00:19:39] s1: glaube ich nicht, dass es politisch ist.

[00:19:40] s1: weil ich glaube, wir...

[00:19:40] s1: ...haben eine geschriebene version, aber nicht die gesprochene version. ich kann... ich zeigs ihnen nachher.

[00:19:45] s2: , , spannend.

[00:19:50] s2: , das heißt, sie setzen es aber auch in allen krisenreaktions..., in allen phasen des krisenreaktionszyklus ein, von anfang bis...

[00:19:54] s2: ...bis ende, wo es geht?

[00:20:00] s1: .

[00:20:04] s2: gut, das heißt, es gibt jetzt keine eigene engine. das ist logisch, weil das würde zu viel kosten, aber man nutzt die weiterentwicklung von deepl

[00:20:15] s2: ich find es schön, wenn aus der unterhaltung so an sich, sich der ganze fragebogen beantwortet, ohne dass er sich nachfragen muss.

[00:20:34] s2: sehr schön. dann sind wir eigentlich schon durch.

[00:20:38] s2: , fein.

[00:20:44] s2: es zeigt sich einmal mehr, mein bauchgefühl war richtig.

[00:20:47] s2: ich bin nämlich davon ausgegangen, dass eben der hands-on-zugang da wesentlich mehr sein wird als in anderen organisationen, weil bei den ganzen größeren organisationen merkt man, die sind einfach nur österreich gruppen von internationalen organisationen, das sind die berührungspunkte zum operativen geschäft, relativ niedrig, aber da ist es was anderes.

[00:21:02] s1: , .

[00:21:07] s2: , das beschließt eigentlich alles, was offen ist.

[00:21:12] s1: ich schaue mal ob das langogo aufgeladen ist und ich zeige es ihnen gleich.

[00:21:13] s2: , , , dankeschön.

### **12.3.3 Transcript C1 (2024): Interview conducted on 23 August 2024 by Andreas Kastner, in person. Duration: 31'37".**

[...]

[00:00:05] S1:nein, es ist im endeffekt, wenn man es einmal kurz durchschauen, es ist furchtbar simpel, es geht einmal zuerst um das organisatorische.

[00:00:14] S1:dann um die um die form, wie der arbeitsablauf insgesamt ausschaut.

[00:00:19] S1:gibt es irgendwelche strategien? gibt es da eine klare form oder erfordert die situation sowieso, dass man von situation zu situation spezifisch damit umgeht?

[00:00:29] S1:dann –

[00:00:31] S1:– kommen ein paar fragen die eben ganz gezielt auf maschinelle übersetzung abzielen. da ist es auch kein problem, dass du noch nicht , nicht so viel damit machst. stört mich nämlich überhaupt nicht, weil es mir vorrangig darum geht, von dem, was ich bis jetzt

mitbekommen habe, ist es eben in österreich so, dass maschinelle übersetzungen in vielen organisationen immer noch so ein bisschen mit skepsis und vorsicht angegriffen wird, wenn man sich es aber im internationalen vergleich anschaut, man kann so viel damit machen.

[00:00:57] S1:dankeschön.

[00:01:00] S1:dass es einfach vor allem – .

[00:01:02] S1:– worum es mir geht, um es vielleicht einmal kurz zu erläutern, meine forschungsfrage, wo habe ich denn jetzt wieder, ist im endeffekt, welche möglichkeiten sich bieten, mit der aktuellsten generation maschineller übersetzung im bereich crisis translation, weil du, wenn man das anhand zum beispiel vom erdbeben in der türkei erklärt, du hast ein erdbeben, das schädigt tausende von menschen.

[00:01:26] S1:jetzt brauche ich binnen kürzester zeit enorme mengen an informationen –

[00:01:29] S1:– in unterschiedlichen sprachen natürlich kann ich das oldschool von hand machen, aber einerseits, und das ist zum beispiel was, wo ich selber auch erst draufgekommen bin, bei der literatur, die ich durchgegangen bin, gibt es extrem viel, was man vorbereiten kann, infobroschüren und, und, und – kann man eigentlich alles sehr allgemein gehalten vorbereiten, dementsprechend dann auch vorübersetzen und andererseits –

[00:01:52] S1:– gibt es extrem viele informationen, die nicht lebensrelevant ist? in dem moment, in dem es um info geht, wo life and limb am spiel steht, muss man aufpassen. deswegen gibt es bei mir eigentlich auch keine szenarien ohne human post editing, weil unsupervised mt einfach zu gefährlich ist. aber du kriegst einfach viel größeres volumen an text übersetzt, wenn du, wenn du mit maschineller übersetzung arbeitest und das ist aus meiner, aus meiner perspektive, wenn ich das jetzt ganz simpel halte denke ich :

[00:02:20] S1:warum soll man sich da, warum soll man sich da einschränken? warum soll ich mich da zurücknehmen und im endeffekt kann.

[00:02:26] S1:ganz überspitzt dargestellt das leben aufs spiel stellen, bloß wenn ich keine maschinelle übersetzung verwenden will. und die überlegung ist eben die, dass ich sage ich analysiere mit einem sehr limitierten datensatz, weil es werden ungefähr 5 bis 8 interviews werden, je nachdem, wie viele leute ich finde, was –

[00:02:41] S1:– der zugang dazu ist in österreich und schreibe dann anhand dessen eine guideline.

[00:02:47] S1:weiß nicht, kennst du von der eu writing for translation? nach dem prinzip aufgebaut, möchte ich einfach eine guideline schreiben, wie man machine translation –

[00:02:50] S2:.

[00:02:58] S1:– in krisentranslation einsetzen kann, um eben sicher zu arbeiten, sauber zu arbeiten und gleichzeitig aber einen vorteil davon zu haben.

[00:03:05] S2:im rahmen deiner masterarbeit?

[00:03:07] S1:im rahmen der master.

[00:03:09] S2:gut. toll.

[...]

[00:03:38] S1:es ist prinzipiell so: das projekt, mit dem ich arbeit, es gibt ein großes eu projekt, das heißt interact, das hat in den letzten 5 jahren ungefähr dieses ganze thema crisis translation einfach mal auseinander genommen, da ist der größteil zu dem ganzen eigentlich erst entstanden, die unterscheiden sehr zwischen schrift und spracharbeit.

[00:04:00] S1:ich wage zu behaupten, wenn ich das mache, bekomme ich nie eine sample size zusammen für die masterarbeit. insofern ist in ordnung.

[00:04:08] S1:insofern ist es nicht so schlimm. ich nehme mal an, du hast eine gewisse übersetzungserfahrung.

[00:04:11] S2:.

[00:04:16] S2:., schon.

[00:04:16] S1:dann reicht es vollkommen.

[00:04:19] S1:nachdem du offiziell in dem bereich arbeitest ist es für mich ist es für mich mehr wert als dass ich sage: ich habe leute die zwar übersetzen aber die mit dem bereich nichts zu tun haben vor allem ist es recht spannend dass ich aus –

[00:04:30] S1:– den interviews bisher gemerkt habe:

[...]

[00:05:03] S2:aber so der kernbereich bei uns ist eher das dolmetschen, .

[00:05:06] S1:das ist hat die [...] auch erzählt.

[00:05:09] S2:eher dann nebenbei noch übersetzen, falls es gebraucht wird.

[...]

[00:05:25] S1:was sind deine arbeitssprachen, wenn ich dich das –

[00:05:26] S1:– so fragen darf?

[00:05:27] S2:meine arbeitssprache oder von der organisation? meine arbeitssprachen sind russisch und deutsch.

[00:05:29] S1:deine vorrangig einmal.

[00:05:49] S1:im studium wahrscheinlich noch englisch dabei, oder?

[00:05:51] S2:ja.

[00:05:53] S1:und deine fachgebiete sind?

[00:05:58] S2:meinst du so : dolmetschen in der psychotherapie oder was meinst du das?

[00:06:02] S1:jetzt jetzt auf die arbeit bezogen?

[00:06:04] S2:[...] psychotherapie , in den psychotherapeutischen sitzungen.

[00:06:11] S1:.

[00:06:11] S2:aber auch so telefonate.

[00:06:13] S1:.

[00:06:15] S2:kommunikation mit den klientinnen und so.

[00:06:16] S1:aha. aha.

[00:06:20] S2:falls zum beispiel ein russischsprachiger klient oder klientin ins büro kommt und dann fragt man so, wer kann russisch und dann kommst du .

[00:06:29] S2:auch nebenbei dolmetschen. aber auch habe ich –

[00:06:36] S2:– das ist aber eher überarbeitung, post editing für die webseite auch einmal.

[00:06:40] S2:ich hab –

[00:06:46] S2:– überarbeitet auch ein bisschen dann –

[00:06:52] S2:– was neues dazu übersetzt.

[00:06:57] S2:.

[00:06:58] S2:aber –

[00:06:59] S2:– so richtig übersetzen?

[00:07:04] S2:eher vielleicht vom blatt.

[

[00:07:12] S1:aber das hast du übersetzt psychotherapiesitzungen? du dolmetscht psychotherapiesitzungen?

[...]

[00:08:08] S2:, es ist ziemlich belastend manchmal , aber auch sehr spannend, weil irgendwo jede sitzung –

[00:08:17] S2:– vollkommen unterschiedlich ist es.

[00:08:20] S1:das heißt, du hast –

[00:08:21] S1:– aber wenn man den die art der krise betrachtet, mit der du –

[00:08:23] S1:– arbeitest, –

[00:08:24] S1:– dann sind das vorrangig eher sehr persönliche bereiche?

[00:08:27] S2:, jein. es ist eine traumatherapie, das heißt, es ist traumatherapie für menschen, die krieg oder folter überlebt haben.

[00:08:44] S1:, kenn mich aus.

[00:08:46] S2:so in der art. aber wir bieten auch kriseninterventionen, das heißt nicht diese langfristige therapie, an die du jetzt wahrscheinlich denkst, –

[00:08:55] S2:– sondern eher so auch kurzfristige hilfe .

[00:09:01] S1:das angebot von hemayat kenn ich prinzipiell.

[00:09:04] S2:ach so, , sorry.

[00:09:05] S1:nein, kein problem, kein problem.

[...]

[00:10:07] S1:wie geht ihr in der krisenkommunikation vor? habt ihr spezielle abläufe oder ist es dann von person zu person?

[00:10:15] S1:nach notwendigkeit.

[00:10:26] S2:so, wenn wir anfangen, ist es wie gesagt –

[00:10:32] S2:– zuerst die erklärung, was eine psychotherapie ist, was wir machen. wie gesagt, verschwiegenheitspflicht und dann –

[00:10:40] S2:– ass die psychotherapie freiwillig ist und sofort diese organisatorischen sachen, sage ich mal.

[00:10:49] S2:aber ich würde sagen, einen einheitlichen ablauf gibt es nicht, weil du weißt , es gibt verschiedene psychotherapierichtungen und dann jeder psychotherapeut, jede psychotherapeutin arbeitet dann auf eine eigene art und weise.

[00:11:07] S2:, aber so gesprächstermine sind das irgendwelche gesprächs – , gespräche. aber wir haben auch ein eigentlich kunsttherapie.

[00:11:07] S1:.

[00:11:16] S1:ich wollte gerade sagen, ich glaube, das ist –

[00:11:19] S2:das ist dann aber was anderes.

[00:11:23] S2:, .

[00:11:23] S1:da, da fallen wir dann ein bisschen aus der relevanz.

[00:11:26] S2:vielleicht. was ich noch erwähnen muss ist, dass wir therapie –

[00:11:32] S2:– auch für kinder und jugendliche anbieten.

[00:11:35] S2:weiß auch nicht, ob das jetzt –

[00:11:38] S2:– eine rolle spielt.

[00:11:39] S1:ist prinzipiell zwar –

[00:11:42] S1:– relevant, aber nur begrenzt.

[...]

[00:12:18] S1:gut, das heißt, im endeffekt basiert die strategie, die dann angewendet wird, je nach klientin, auf den praktischen erfahrungen des jeweiligen therapeuten.

[00:12:31] S2:. .

[00:12:33] S2:das hängt natürlich davon ab, was für eine geschichte die personen mitbringt und was sie so durchgemacht hat oder so.

[00:12:42] S1:arbeitet ihr – das heißt, ihr arbeitet dann aber eher spezifisch in der jeweiligen situation und die vorbereitung auf die klienten ist überschaubar, weil man sich eben mal zusammensetzt, einmal anhört, wo man ist und von dort aus dann weiterbaut.

[00:12:55] S2:, es gibt –

[00:12:58] S2:– falls ich dich jetzt richtig verstanden hab, wir haben eine vorbereitung . ich würde sagen –

[00:13:04] S2:– das sind so –

[00:13:07] S2:– team meetings oder so, wo man die fälle bespricht oder wo man miteinander spricht, wie man da richtig ansetzt oder so.

[00:13:16] S2:dann –

[00:13:18] S2:– haben wir für jeden klienten, jede klientin ein datenblatt. da stehen die ganzen infos, man informiert sich im voraus.

[00:13:30] S2:was so kommen kann oder wie man, wie man da am besten reagieren kann.

[00:13:35] S2:in der sitzung dann.

[00:13:38] S2:ich weiß nicht, ob das die frage war.

[00:13:40] S1:das passt soweit, .

[00:13:44] S2:und das wollte ich noch sagen.

[00:13:52] S2:, das wird vielleicht auch andere organisationen kontaktieren.

[00:13:57] S2:partnerorganisationen oder so. vor allem wenn wir sehen, die person war schon da oder die person sagt, ich war schon da, es wurde mir empfohlen.

[00:14:09] S2:, was ich meine?

[00:14:11] S2:und da können wir kontakt aufnehmen mit anderen für die vorbereitung.

[00:14:13] S1:.

[00:14:15] S1:das wäre jetzt insofern spannend. kommt es daran zu tatsächlicher übersetzungsarbeit, , dass dann zum beispiel für die kommunikation mit diesen anderen organisationen tatsächlich übersetzung irgendwo notwendig wird, oder ist es, weil ich sage, mit den orgas kann man wahrscheinlich normal auf deutsch kommunizieren, aber mit den leuten dann, dass man denen zum beispiel dann informationen von diesen organisationen übersetzt?

[00:14:30] S2:auf deutsch? .

[00:14:34] S2:wollte ich gerade sagen, . schreiben wir es manchmal e-mails oder nachrichten, dann auf der jeweiligen –

[00:14:43] S2:– sprache, in meinem fall auf russisch.

[00:14:46] S2:das habe ich nicht so gleich –

[00:14:50] S2:das ist auch interessant, .

[00:14:57] S1:weil das fände ich jetzt schon interessant, weil das dann zum beispiel das ist, natürlich muss man die nachricht jeweils abstimmen, aber die groben themenbereiche könnte man hypothetisch – wird sich wahrscheinlich bei euch nicht auszahlen, aber –

[00:15:11] S1:– könnte man hypothetisch, , vorbereiten, so dass man dann nur mehr irgendwo – aber wer hat die zeit und die ressourcen?

[00:15:15] S2:gibts leider nicht..

[00:15:17] S1:jaja, .

[00:15:19] S2:ich habe das gefühl, dass dann bei der übersetzung doch einiges –

[00:15:26] S2:– eher so eine zusammenfassung ist. , ich bekomme meistens –

[00:15:31] S2:– dann infos von der psychotherapeutin, was ich dir schreiben muss, und da muss ich so alles kurz zusammenfassen in einem mail oder so, oder in einer nachricht, was ich meine?

[00:15:45] S2:da gehen dann einige infos verloren auch.

[00:15:48] S1:.

[00:16:00] S1:, das glaube ich gleich. man muss –

[00:16:02] S2:oder, , wie du sagst, es gibt immer wieder wiederholende sachen –

[00:16:07] S2:– die man dann gerne schon vorbereitet hat.

[00:16:14] S2:im voraus schon bereit hätte so wie –

[00:16:18] S2:– keine ahnung.

[00:16:19] S2:typische –

[00:16:23] S2:– adresse, wo wir uns befinden, wie man uns findet oder so.

[00:16:28] S2:auf russisch zum beispiel.

[00:16:31] S1:das wäre dann zum beispiel eben.

[00:16:33] S1:das wäre eben das, wo ich sage, das sind so diese klassischen dinge, die eigentlich super gut vorzubereiten gehen. und da kommt dann oftmals maschinelle übersetzung super gut ins spiel, weil eben solche sachen kann man dann ohne schlechtes gewissen irgendwo reinschmeißen. ich habe ein bisschen mit deepl herum experimentiert, das funktioniert für so etwas im normalfall ziemlich gut, da liest man dann nachher noch –

[...]

[00:16:52] S1:– das sind nämlich gleichzeitig die sachen, die wenn man sie per hand macht, ewig dauern. allein vom layout und –

[00:16:58] S1:– allem ist das immer so –

[00:16:58] S2:? tatsächlich. das stimmt.

[00:17:00] S1:schwer mühsame sache.

[00:17:01] S2:ich mag das gar nicht. diese nachrichten schreiben, dann muss ich überlegen, bei beim dolmetschen hast du keine zeit, aber da beim nachrichtenschreiben denk ich mir ah, was für ein wort passt hier und so –

[00:17:26] S1:, aber das ist spannend, weil es ist insofern interessant:

[00:17:29] S1:das jetzt der erste bereich ist, wobei euch übersetzung tatsächlich größere rolle spielt und da wird sich eben ein mnmt einsatz sehr anbieten.

[00:17:39] S1:wenn man dann einen text nimmt und den einfach in die engine reinschmeißt und in 8 sprachen wieder rauskriegt.

[00:17:44] S2:oder auch auf der webseite zum beispiel.

[00:17:48] S2:würde auch gehen, oder?

[00:17:49] S1:, klar.

[00:17:58] S2:weil wahrscheinlich hast du gesehen, wir haben da die ganzen infos auf allen sprachen.

[00:18:06] S2:aber manchmal –

[00:18:09] S2:– ist es wie gesagt nicht so voll. die infos nicht so voll wie auf deutsch. ich geh davon aus, dass es einfach keine zeit gibt oder keine ressourcen gibt, dass man alles auf alle sprachen übersetzt.

[00:18:24] S1:, , , das ist meistens –

[00:18:25] S1:– auch eine ressourcenfrage.

[00:18:28] S1:, fein, das ist der teil. das heißt, wir können eigentlich schon direkt zu den fragen bezüglich der maschinellen übersetzung umsteigen.

[00:18:37] S1:da wird es ein bisschen persönlicher. was ist deine persönliche –

[00:18:39] S1:– position zur maschinellen übersetzung?

[00:18:43] S1:ja oder nein?

[00:18:45] S2:einfach oder nein.

[00:18:46] S1:jetzt rein nur mal ganz simpel –

[00:18:47] S1:– gehalten pro oder contra?

[00:18:52] S2:ja. .

[00:19:02] S1:das heißt, ihr arbeitet aber stand jetzt nicht mit übersetzungstechnologie, auch nicht unbedingt mit terminologie-datenbanken oder?

[00:19:10] S2:gibt's leider nicht. wir haben versucht, unsere eigene datenbank, eher so eine wortliste, zu erstellen, damit wir uns leichter tun.

[00:19:24] S2:bei diesen ganzen begriffen oder so, die immer wieder auftreten, aber da sind wir noch nicht soweit gekommen.

[00:19:35] S2:aber das würde auf jeden fall, glaube ich, sehr notwendig sein.

[00:19:40] S1:sowas macht auf jeden fall sinn. ich merke das auch, sobald man mit dem themenbereich länger arbeitet, irgendwo zumindest eine konkordanz zu haben, so viel wert.

[00:19:47] S2:medizin zum beispiel, oder auch –

[00:19:52] S2:– in der psychotherapie kommen viele themen auf.

[00:19:57] S2:aber meistens tut man sich mit den medizinischen begriffen schwer.

[00:20:01] S1:., das glaube ich sofort. ich habe es gemerkt, die vorbereitungen für die modulprüfungen – .

[00:20:08] S1:weil ich mir dann auch immer die medizinischen themen sehr angeschaut hab.

[00:20:11] S2:oder rechtsbegriffe, sowas.

[...]

[...]

[00:23:56] S1:das heißt, es ist bei euch aber auch nicht ein einsatz von maschineller arbeit in abschbarer zeit geplant.

[00:24:02] S2:es wurde nur einmal erwähnt –

[00:24:04] S2:– und das ist eigentlich was anderes. nur kurz – .

[00:24:08] S2:– hat eine mitarbeiterin von uns so reingeschickt: , es gibt diese app, ich weiß nicht mehr was für eine –

[00:24:14] S2:– sie empfohlen hat und sie hat gemeint, , ihr könnt diese app verwenden, damit ihr schneller seid. falls keine dolmetscher dabei sind.

[00:24:21] S1:so eine speech-to-text geschichte im endeffekt?

[00:24:23] S2:ich glaub, das war ehr so, aber das ist was anderes.

[00:24:30] S1:., das ist jetzt auch nicht in planung, dass das mehr wird.

[00:24:33] S2:manchmal –

[00:24:35] S2:– habe ich das gefühl, habe ich es manchmal gesehen, wie die psychotherapeuten

–

[00:24:41] S2:– google übersetzer verwenden oder so wenn sie keinen dabei haben oder so.

[00:27:26] S1:, das heißt eben erweiterung/ aufrüstung im bereich maschineller übersetzung ist bei euch auch nicht relevant momentan.

[00:27:33] S2:soweit ich weiß, oder so wie ich mitbekomme, ich bin natürlich keine geschäftsleitung, was wir vielleicht planen oder so weiß ich nicht, aber so wie ich das von der arbeit mitbekomme momentan nicht.

[00:27:49] S1:arbeitest du persönlich irgendwo mit maschineller übersetzung?

[00:27:55] S1:unabhängig von [...]

[00:27:56] S2:, im rahmen des studiums.

[00:28:08] S2:auch für persönliche sachen, wie zum beispiel zeugnisse, schnell mal übersetzen oder sowas.

[00:28:16] S2:irgendwelche dokumente oder so.

[00:28:25] S1:und das beschließt dann das.

[00:28:30] S1:ich habe auch jetzt im nachhinein erst gemerkt, das, wenn man so sitzt und dann einfach plaudert über das ganze, sich, je länger man die fragen durchdreht, die letzten beantworten sich dann von selbst.

[00:28:40] S1:nicht unpraktisch.

[00:31:19] S1:so, das heißt, ihr trainiert und entwickelt auch keine engine.

[00:31:26] S1:nein, passt.

#### **12.3.4 Questionnaire C2 (2025): Written survey completed on 28 February 2025. Collected by Andreas Kastner.**

##### **General Questions**

- What are the main languages the organisations/ individuals work with?

I think the main ones are German, Arabic, Farsi, Dari and Russian, but there are others as well.

- What are their main areas of expertise?

Different kinds of psychological support for people who have experienced war and/or torture. I would say mainly this is done through regular individual psychotherapy but there are also offers like exercise groups, crisis interventions, groups for children, psychiatric assistance, etc.

- Which kinds of crises do they deal with?

The crises are tied to “being a refugee”, so: trauma of overcoming and surviving the escape route, traumatization from what the people have experienced in their home country which led

them to flee, uncertainty of the legal status here in Austria, difficulty assimilating “accordingly”/well enough for their well-being (people with severe PTSD have scientifically proven to have difficulty with memory, amongst other things, which makes it more difficult to learn German and, hence, integrate into the local society here). All of these horrific crisis lead to various mental illnesses like depression, anxiety, different kinds of phobias, post-traumatic stress disorder, etc.

Crisis Communication/ Translation:

- How do they approach crisis communication?

Many of the people who work there have a background in social work, so the language used is oftentimes very understanding and supportive. This is enhanced through translators and interpreters who make the communication possible in the first place and help set the clients/patients at ease by engaging in their mother tongue.

- Is the strategy based on scientific research or practical experience only?
  - Is e.g. the Sendai Framework part of the strategy?

Not that I am aware of... I think it is overwhelmingly based on practical experience. Unfortunately, I haven't heard of that framework.

- Do they perform any crisis preparation work, or is it only crisis-specific work?

[...] I'd say it's mostly crisis-specific work. However, some advanced training is offered now and then, which either looks at a common issue more thoroughly or there are courses that are directed at team building, which also contributed to higher work quality overall. One can partake in these trainings and courses on a voluntary basis. Supervisions on the other hand are mandatory and can perhaps be seen as a form of crisis preparation work.

- Is crisis translation part of the strategy?
  - If so, do they have a specific workflow for it?

[...] Yes, crisis translation is part of the overall crisis communication strategy. Workflows are based on personal experience.

Machine Translation

- What is their position on MT in general? Y/N
  - Does the strategy contain MT or other forms of translation technology (CAT-Tools, terminological databases, etc.)?

Back in the day there was more work with terminological databases. Today I think it mostly comes down to “DeepL” or “Google Translate”

- If not, do they plan on using MT in the foreseeable future?

I think this would only happen if translators & interpreters would push this idea forward. Understandably, an NGO has enough “building sites” as is and cannot always oversee every part of work extensively. The nature of this NGO does allow for individuals to contribute at an organisational level as well, meaning that this could happen, if someone from the translator colleagues would bring it up and initiate first steps.

- If yes, do they plan on expanding/ upgrading their MT?

I’m unsure whether the board is planning anything of this sort now.

- Why are they pro or con?
  - If pro, what kind of MT do they use?

I would guess the organization is more pro when it comes to non-personal data. I don’t know what MT the board is using for sure.

- If con, what keeps them from using MT?

Since the organization deals with a lot of very sensitive, personal data, on many occasions it would maybe be unethical to use MT and rather use the services of interpreters and translators.

- In which stages of the crisis response cycle do they use it?
  - Do they use it for every crisis or just in certain cases?

They aren’t using it for every crisis, so in case they are just in certain cases.

- Is a possible engine constantly trained/ developed?

As far as I know not at the moment.

- Final thoughts

#### **12.3.5 Transcript B2 (2025): Interview conducted on 3 March 2025 by Andreas Kastner, via Zoom. Duration: 32’37”.**

[00:00:02] s1:rund 70 personen.

[00:00:06] s1:wir bieten unterschiedliche aktivitäten und projekte an, die großteils face-to-face beratungen sind, im bereich arbeitsmarktrecht und sozialberatung, psychosoziale beratung, aber

auch so kompetenzorientierte beratung, bildungsberatung, anerkennung mitgenommener qualifikationen.

[00:00:31] s1:und dann haben wir so bissel zielgruppenspezifische projekte, wo wir besonders im bereich frauen, teilweise jugend und so weiter aktiv sind.

[00:00:43] s1:alles summa summarum, erreichen wir weit über 30000 beratungskontakte. ich glaub jährlich 35 beratungskontakte führen wir durch und das sind personenmäßig rund 20000 personen.

[00:00:51] s2:im jahr?

[00:01:03] s2:beeindruckend!

[00:01:06] s1:, sehr, sehr viel und wir sind auch extrem... wenn sie jetzt zum beispiel unser klient...

[00:01:14] s1:... wären und sie brauchen einen termin, ...

[00:01:16] s1:... je nach fragestellung müssen sie wahrscheinlich bis mai warten.

[00:01:21] s2:, da merkt man dann, wie viel andrang da ist. , aber es ist total spannend. weil eben, aus wien gesehen, ich hab von migrare, bis ich bis ich ihre organisation auf der homepage vom bund gefunden hab nichts gehört und es überrascht mich dann immer wieder, dass sowas, dass da, dass man da nur stadt wechseln muss und auf einmal...

[00:01:42] s2:... ganz eine andere welt aufgeht.

[00:01:42] s1:, , . unserer einrichtung wurde vor 40 jahren gegründet, als antwort dieser konzeptlosen arbeitsmigration, wo man gesagt hat, wir brauchen arbeitskräfte, gäste hat man geholt, so gastarbeiter...

[00:02:00] s1:die wirtschaft hat leute gebraucht...

[00:02:03] s1:... und die waren dann nicht mehr gäste. sie sind dageblieben, ihre familien und...

[00:02:09] s1:... irgendwann hat dann die politik eingesehen, es ist nicht vorübergehend, temporär. jetzt müssen wir was tun. und so wurden wir in den diversen bundesländern einzeln gegründet und überall heißen wir anders. wir haben keine, keine dachorganisation nicht.

[00:02:27] s2:aber das, das heißt, es gibt aber ein österreichweites netz?

[00:02:31] s1:hat es österreichweit gegeben.

[00:02:33] s1:mittlerweile gibt es einige bundesländer, die förderungen völlig eingestellt haben, zum beispiel unsere schwesterorganisationen in salzburg, in vorarlberg und so weiter haben... niederösterreich... eingestellt.

[00:02:50] s1:uns, wien, tirol, steiermark und so weiter gibt es noch.

[00:02:54] s2:, verstehe, verstehe cool, cool.

[00:02:58] s2:das heißt, ich hör aus ihren aussagen eigentlich schon die antworten auf meine ersten fragen heraus.

[00:03:05] s2:wenn wir uns da gleich richtung interview orientieren.

[00:03:08] s2:vielleicht kurz...

[00:03:09] s2:... zur erklärung vorher noch, was ich vorhabe, falls das aus meinem e-mail nicht ganz herausgegangen ist.

[00:03:13] s2:ich beschäftige mich im zuge meiner masterarbeit mit multilingualer neuronaler maschineller übersetzung. das ist der momentane stand der technik, wie zum beispiel deep l und möchte herausfinden, wie man solche programme bestmöglich integrieren kann...

[00:03:28] s2:... in die unterschiedlichen etappen eines krisenzyklus.

[00:03:32] s2:weil es im endeffekt, es gibt nicht nur die, die akutbetreuung in solchen situationen, sondern es gibt auch viele bereiche, in denen man präventiv arbeiten kann, beziehungsweise in der nachbearbeitung dann und da würde mich einfach interessieren, wie man eine technologie, die jetzt einfach da ist, bestmöglich nutzen kann, sodass möglichst viele leute profitieren davon, weil eben alles, was man in einer situation, in der es schnell gehen muss, nutzen kann. wäre blöd, wenn man es nicht tut, sag ich jetzt aus meiner perspektive.

[00:03:57] s1:klar, klar, .

[00:04:00] s2:insofern würde ich da ganz unverschämt gleich zur frage 3 springen, weil die ersten 2 haben wir schon, weil die arbeitssprachen habe ich gesehen, haben sie auf der homepage aufgelistet.

[00:04:10] s2:das sind beeindruckend viele. haben sie...

[00:04:13] s2:... da für alle dolmetscher in der organisation?

[00:04:18] s1:wir arbeiten grundsätzlich nicht mit dolmetscher/ dolmetscherinnen, weil so lange wir nicht budgets haben für professionelle übersetzung/ dolmetsch...

[00:04:28] s1:... sind wir angewiesen, was die klientinnen mitnehmen, und das ist oft...

[00:04:36] s1:... nicht... , verantwortungslos, nennen wir es einmal. wenn man darunter leidet, qualität. manchmal nehmen die noch nicht erwachsenen, ihre kinder mit.

[00:04:47] s2:.

[00:04:49] s1:wir arbeiten tatsächlich mit fixangestellten bei uns.

[00:04:52] s1:überall dort, wo beratungen...

[00:04:57] s1:... angeboten werden wird im vorfeld definiert, in welchen sprachen wickelt man beratungen ab, das wird auch mit dem fördergeber abgesprochen. alle unserer berater/

beraterinnen müssen deutsch können, das ist einmal das um und auf und meistens können sie irgendwelche andere fremdsprachen, die sie in der schule gelernt haben.

[00:05:20] s1:es sind gängige sprachen von englisch, französisch...

[00:05:24] s1:... und so weiter.

[00:05:25] s1:in einigen regionen dieser erde variieren diese fremdsprachen, die man in der schule lernt und dazu kommt dann je nach auftrag je nach beratung, muttersprachen/ vatersprachen, die von vielen klientinnen gesprochen werden.

[00:05:43] s1:wir machen immer wieder aus unserer erfahrung...

[00:05:46] s1:... zum beispiel: was ist die top ten muttersprachen in der anererkennungsberatung.

[00:05:51] s1:, wir versuchen, möglichst viele personen zu erreichen. und manchmal gibt es phasen.

[00:05:58] s1:bis 2015 haben wir keinen einzigen mitarbeiter...

[00:06:03] s1:... mit arabisch gehabt.

[00:06:05] s1:und dann passiert etwas, womit man im vorfeld nicht gerechnet hat. und dann war arabisch extra angefragt.

[00:06:16] s1:wir haben natürlich in unterschiedlichen angeboten dann arabisch sukzessive implementiert.

[00:06:23] s1:ich hab heute wieder...

[00:06:24] s1:... jemand, aufgenommen mit arabisch kenntnissen in der anererkennungsberatung, weil wenn die..., die menschen flüchten und ankommen...

[00:06:33] s1:... irgendwann kommen dann fragestellungen, die vielleicht während fluchtphasen nicht so relevant waren.

[00:06:40] s1:und wenn die leute ankommen, vielleicht deutsch können und system kennenlernen, dann kommen eben bestimmte fragestellungen, wie in diesem fall: anererkennung meiner abgeschlossenen studien und ausbildungen.

[00:06:55] s1:am anfang will man sich retten, existenz aufbauen, ...

[00:07:00] s1:... vielleicht mal so die ersten schritte wie deutsch, wohnung, job.

[00:07:06] s2:verstehe, aber das finde ich sehr schön, dass sie prinzipiell, mit fixangestellten dolmetscherinnen arbeiten, weil so wie sie sagen, wenn das dann laientranslatorinnen sind, wenn da dann minderjährige kinder mitkommen und so weiter das wird teilweise sehr schwierig.

[00:07:20] s2:habe ich im theoretischen teil meiner arbeit auch sehr viel drinnen.

[00:07:25] s1:es wird tatsächlich von uns, , abgelehnt, wenn die erwachsenen kinder mit ihren...

[00:07:33] s1:... problemen, sorgen und so belasten, das tun wir nicht. und wir haben auch immer wieder, wenn klientinnen mitnehmen, die können gar nicht selber überprüfen, ob die sprachkenntnisse von meinem begleiter/ begleiterin ausreichend ist und oft versuchen begleiterinnen,... als zweiter berater entpuppen sie sich.

[00:07:56] s1:wir sagen entweder wir beraten oder sie. und dann, es ist sehr mühsam und tatsächlich dort überall, wo wir anstehen, wie sie am anfang gesagt haben, wo unsere sprachkenntnisse nicht ausreichen, da versuchen wir, unterschiedliche mittel einzubeziehen, damit diese nicht verständliche phase mit irgendwelcher software oder geräten unterstützt werden kann, .

[00:08:26] s2:arbeiten sie zufällig mit langogo?

[00:08:30] s1:nein, ich bin bissel überfragt. ich hab es für diesen interview so ganz kurz gefragt.

[00:08:36] s1:es gibt kolleginnen je nach, je nach sprache gibt es immer wieder unterschiedliche lösungen, wo man sagt, mit meinen sprachen, die bei mir angefragt werden, bin ich dort und da besser aufgehoben.

[00:08:49] s1:wir haben ganz am anfang haben wir begonnen, weiß nicht, ob sie das kennen: vasco.

[00:08:54] s2:wie, wie bitte, vasiko?

[00:08:56] s1:vasco, es sind, das sind so solche gerät und die bieten grundsätzlich über 100 sprachen.

[00:08:58] s2:ah , .

[00:09:05] s2:[...], ich kenn das als langogo, das ist eine ähnliche form, gleiches prinzip, [...].

[00:09:09] s1:, ah , passt.

[00:09:22] s1:, , . und was gut ist. ich mein oft, wenn jemand zum beispiel zu uns kommt mit irgendeinem zeugnis oder ähnlichem...

[00:09:32] s1:...und wenn zum beispiel arabisch geschrieben ist und ich arabisch nicht kann oder kyrillisch, ich kann es oft mit bild-sofortübersetzung zumindest... es geht... wir setzen dieses gerät eher in den erstberatungen ein, wo man sagt: , das müssen wir mal herausfinden, worum geht es?

[00:09:54] s1:sind wir überhaupt zuständig/ kompetent?

[00:09:56] s1:und versuchen eben mit klientinnen diese ersten schritte damit zu machen und danach wird dann ausgemacht wie es weitergeht und mit welcher übersetzung oder ähnliches... damit arbeiten wir oft und in letzter zeit...

[00:10:12] s1:... deepl

[00:10:13] s2:, , .

[00:10:16] s1:bietet aber leider eingeschränkte sprachen.

[00:10:19] s2:.

[00:10:21] s1:insbesondere schriftübersetzungen sind oft, oft super. wir kriegen nämlich immer wieder von ämtern...

[00:10:31] s1:... irgendwelche informationsblätter, die wir für sie übersetzen sollen und früher, wenn sie uns 5 seiten geschickt haben und in 3, 4, 5, 7 sprachen dann haben wir immer ausverhandelt: wann muss das fertig sein? weil neben der alltagsarbeit ist das mühsam.

[00:10:52] s2:, .

[00:10:53] s1:man muss zeit nehmen, übersetzen, korrekt sein und ein zweiter liest dann korrektur damit man nicht irgendwelche fehler einbauen. jetzt sobald wir haben [...]

[00:11:07] s1:... wir schauen, , wir werden so bald wie möglich fertigstellen und das geht tatsächlich sehr, sehr schnell. wir lassen es so übersetzen und dann jemand nimmt zeit und liest korrektur und korrigiert und es ist erledigt.

[00:11:23] s2:. , versteh ich vollkommen das niveau auf dem deepl mittlerweile liefert ist für die sprachen die da sind tadellos und gerade bei so behördentexten, die einer die einer gewissen struktur folgen, gibt es da gibt es denn überhaupt keine probleme.

[00:11:35] s1:richtig .

[00:11:38] s2:ich find es sehr schön, dass [...] eben auch hinten nach noch korrektur gelesen wird, weil das ist das was man leider immer wieder hört, dass die leute dann sehr viel mit unsupervised machine translation arbeiten, wo ich dann immer bisschen nervös werde, weil eben hier und da sind doch fehler drin. aber eben, solange man da dann einmal drüber liest, spricht überhaupt nichts dagegen.

[00:11:38] s1:.

[00:11:56] s1:ich habe vorige woche oder vor 2 wochen von einer wiener einrichtung ein e-mail kriegt, mit dem verweis - irgendwelche angebote für alleinerziehende - ...

[00:12:07] s1:... wurden in hundert sprachen übersetzt und die stellen sie uns zur verfügung.

[00:12:12] s1:ich hab meinen abteilungsleiter der eben mit mit vielen dieser fragestellungen befasst ist, seiner abteilungen geschickt.

[00:12:20] s1:er hat gelacht. er hat gesagt: welcher wunderwutzi sitzt dort?

[00:12:24] s1:und das ist tatsächlich eine kleine einrichtung. no nit, die haben das mal schnell übersetzen lassen und mein kollege hat gesagt ist nett und gut, aber ss sind einige ganz gravierende blöde fehler drin.

[00:12:41] s1:ich hätte immer gern den hinweis: achtung dieses informationsblatt wurde maschinell übersetzt.

[00:12:46] s1:es kann durchaus das ein oder andere missverständnis rauskommen oder tatsächlich dass jemand prüft und korrigiert .

[00:12:57] s2:auf jeden fall.

[00:12:59] s1:sonst... wenn jetzt von uns solche dinge rausgehen, dann überprüfen wir wenn wir nicht mit einem hinweis...

[00:13:09] s2:das ist schön. sowas beruhigt mich dann immer sehr, weil eben es nicht zu nutzen wäre schade, weil dafür ist die technologie mittlerweile zu gut.

[00:13:17] s1:und gerade deswegen: wir sind diesbezüglich sehr kritisch.

[00:13:21] s1:wir können technologieentwicklung nicht stoppen, sollen wir auch nicht. es sind gute errungenschaften.

[00:13:31] s1:natürlich vielfach glaubt...

[00:13:33] s1:... man, man kann gute sprachkundigeberaterinnen ersetzen und tatsächlich, diese tendenz existiert.

[00:13:42] s1:ich kenne eine einrichtung, die jetzt gerade für viele, viele sprachen software entwickeln lässt, in der hoffnung, dass sie nicht angewiesen sind auf profitdolmetscherinnen auf mitarbeiterinnen mit mehreren sprachkenntnissen und...

[00:14:02] s1:... ich kenne die tendenzen vom fördergeber : ah, alles, was uns sparen hilft, ist willkommen und wir sagen alles, was qualität runterdrückt, ist nicht willkommen. aber...

[00:14:25] s2:, es ist eben solange, solange die qualität nicht sinkt, ist es vollkommen erklärt, aber ich denk mal gerade in so einem setting von beratungsgesprächen den faktor mensch rausnehmen...

[00:14:33] s2:... wollen ist ein bisserl blauäugig.

[00:14:36] s1:es gibt ein türkischer schriftsteller. ich weiß es auswendig nicht aber...

[00:14:42] s1:... so ungefähr.

[00:14:46] s1:wenn du weinen willst, weine nicht in einem land in der deiner muttersprache nicht verstanden wird dann kann niemand dich trösten.

[00:14:57] s1:tatsächlich so emotionale dinge, eine maschine spürt das nicht. maschine kann das nicht in griff kriegen und gerade unserer kolleginnen die sagen:

[00:15:10] s1:das höchste gut von einer beratung ist zuhören. nichts tun, zu hören und hin und wieder mal reaktionen zeigen, kopfnicken und erst dann wenn die leute mal alles ausgesprochen haben, ...

[00:15:26] s1:... erst dann sind sie frei für irgendwelche lösungen die man dann in der beratung gerne dann bespricht.

[00:15:33] s2:das ist ein sehr schöner zugang . aber es stimmt auf jeden fall. das heißt die übersetzung die bei ihnen stattfindet ist eher auf informationsmaterial bezogen dann?

[00:15:33] s1:,, .

[00:15:49] s2:informationsbroschüren.

[00:15:50] s1:wir kriegen immer wieder unterlagen wir sind zwar keine gerichtlich beeideten dolmetscher. es ist auch wenn es... wir übersetzen kostenlos vom auftraggeber. zum beispiel, wenn ams...

[00:16:05] s1:...sagt, irgendwelche dienstzeugnisse bitte unbedingt übersetzt vorlegen damit man bei der vermittlung auf den nächsten job das berücksichtigen kann und solche übersetzungen.

[00:16:18] s1:für solche übersetzungen ist es super genial. eben für erstberatung wo man selber..., wenn jemand... bei uns im empfang sitzen 2 kolleginnen, die müssen..., die sind zwar mehrsprachig, die können miteinander glaube ich 5, 6, 7 sprachen abdecken aber die müssen...

[00:16:35] s1:... oft klientinnen, die direkt hinkommen, ohne termin, verstehen können damit sie es zuordnen...

[00:16:42] s1:... welcher berater/ beraterin wäre für dieses anliegen zuständig.

[00:16:47] s1:weil bei uns nicht jeder berät nicht alle fragestellungen und wenn sie eben anstehen, mit einer muttersprache nehmen sie dann entweder vasco oder irgendwelche andere webbasierte lösungen um erstberatung einmal. so direkt in der beratung bei uns aktuell nicht, ...

[00:16:50] s2:.

[00:17:08] s1:... weil wir ...

[00:17:11] s1:... den großteil, sehr viele, muttersprachlich selber abdecken können.

[00:17:15] s2:,, , verstehe.

[00:17:19] s2:passt das ist dann auch soweit.

[00:17:25] s2:dann: wenn ich dürfte, würde ich gern noch ein bisschen genauer nachfragen, wie das in der corona-zeit bei ihnen war.

[00:17:32] s2:weil da doch bei allen alles ein bisschen anders gelaufen ist. gab es da dann kommunikativ eine spezifische strategie wie man jetzt die klienten in ihren sprachen erreicht? weil doch auf einmal sehr viel informationen kommuniziert hat...

[00:17:46] s2:... nehme ich mal an auch bei ihnen sehr viel information kommuniziert hat werden müssen. wie verhalte ich mich jetzt richtig?

[00:17:52] s2:was sind die hygieneregeln? und so weiter und sofort.

[00:17:55] s1:ich meine wir haben zwei unterschiedliche kundenstöcke gehabt eigentlich.

[00:17:59] s1:einerseits interne mitarbeiterinnen.

[00:18:02] s1:es war in der zeit auch eine große herausforderung, dass man mitarbeiterinnen dann nicht verliert oder dass sie nicht ihren verstand verlieren, weil von all diesen auf der einen seite anfragen, die man nicht bearbeiten kann und man sitzt daheim...

[00:18:16] s1:... und es ist sehr mühsam und völlig ungewohnt. auf der anderen seite konnten kundinnen weil...

[00:18:24] s1:... kunden/ kundinnen haben wir gesagt: die sind oft vielfach verwirrt, die kriegen infos von ihrem umfeld, von ihrem herkunftsland und dann von österreich.

[00:18:37] s1:wir haben uns dann eher auf offizielle...

[00:18:41] s1:... seiten angelehnt, das heißt wir haben gesagt wir kommunizieren nur das, was vom ministerium, vom land oder so ähnliches kommt. nicht selber produktblätter, irgendwas ausarbeiten und übermitteln.

[00:18:53] s2:.

[00:18:57] s1:und während der coronazeit ist uns aufgefallen, dass eigentlich nach der ersten, krisenmäßigen unorientiertheit, dass die behörden begonnen haben, eine gleichzeitigkeit. das heißt sie haben... oft passiert es so, dass man information in deutsch rausgibt und irgendwann später kommen dann übersetzungen.

[00:19:22] s1:und die übersetzungen dazwischen, irgendwelche einrichtungen glauben sie müssen diese regeln gut gemeint sofort übersetzen, kommunizieren und dann gibt es 15 unterschiedliche versionen von übersetzungen von menschen, die es gut meinen.

[00:19:43] s1:und während corona hat man relativ schnell die strategie geändert und sie haben gesagt: die informationen werden gleichzeitig in mehreren sprachen rausgebracht.

[00:19:55] s2:, das heißt das hat ihre sprachbedürfnisse bei den klientinnen abgedeckt?

[00:20:00] s2:das ist schön.

[00:20:00] s1:und wir haben dann immer wieder kommuniziert und wir waren wichtige player, indem wir tatsächlich laufend übersetzt haben.

[00:20:10] s1:und zwar immer vom land oberösterreich, wenn die gesagt haben: , jetzt wollen wir unsere infos noch mal updaten /änderungen nochmal kommunizieren.

[00:20:21] s2:.

[00:20:24] s1:strategisch...

[00:20:27] s1:ich gehe davon aus, dass das eher eine vom gesundheitsministerium angelegte strategie war. ist.

[00:20:33] s1:die war sehr gut.

[00:20:33] s2:, , cool.

[00:20:37] s2:aber das heißt, sie haben, habe ich das jetzt richtig verstanden:

[00:20:40] s2:sie haben dann für das land für die jeweiligen broschüren die übersetzungen gemacht?

[00:20:45] s1:die waren dann vielfach online oder ausgedruckt und wir haben in der beratung natürlich damit wir menschen erreichen unsere internen regeln tatsächlich geändert.

[00:21:01] s1:bei uns war auf grund der datenschutzrichtlinien whatsapp, telegram und ähnliches verboten. wir haben tatsächlich in der zeit auf unsere geräte und handys...

[00:21:16] s1:... für unsere mitarbeiterinnen whatsapp, telegram und co installiert.

[00:21:25] s1:je nach community. es gibt communities die liebend gern über whatsapp kommunizieren die anderen über telegram und so weiter. das heißt all diese messenger dienste haben wir für eine bestimmte zeit freigegeben und versucht über diese kanäle... und wir haben dann so eine art...

[00:21:47] s1:... postkasten system entwickelt.

[00:21:50] s1:man konnte seine unterlagen mit einem kurzen...

[00:21:56] s1:... wunsch was passieren soll und telefonnummer in einen postkasten reingeben und...

[00:22:07] s1:... dieser postkasten wurde dann von uns regelmäßig ausgeleert und den kollegen aufgeteilt.

[00:22:12] s1:es war dann ähnlich wie in vielen einkaufszentren, so nach dem motto ich bestelle und ich kann...

[00:22:21] s1:...abholen oder mir wird geliefert und wir haben dann tatsächlich so zeiten gehabt wo dann diese dinge fix und fertig in briefumschlägen abholbereit waren.

[00:22:33] s2:sehr schön. beeindruckend.

[00:22:34] s1:.

[00:22:38] s2:ich find das total spannend ich hab jetzt durch die interviews eben unterschiedliche coronastrategien mitbekommen, weil eben grad die pandemie so die große krise war die uns in den letzten jahren beschäftigt hat und es ist einfach so schön zu sehen wie viele gute ideen die leute da gehabt haben um mit einer situation umzugehen, die vorher so noch nie da war.

[00:22:56] s2:das ist fein.

[00:22:58] s1:wir haben auch für uns... natürlich, jede krise ist schwierig. man muss einmal damit umgehen lernen und, und, und. aber wir haben während der...

[00:23:11] s1:... pandemiezeit unheimlich kreativ und innovativ dinge entwickelt.

[00:23:18] s1:wir haben zum beispiel eine eigene methode – kompetenzen-kaleidoskop, das ist eine...

[00:23:24] s1:...kompetenzen-erhebungsmethode, die in einer kleingruppen version funktioniert. das haben wir seiner zeit entwickelt gehabt.

[00:23:32] s1:auf einmal hat man gesagt: , es gibt keine gruppenarbeit mehr.

[00:23:37] s1:wir haben aber verträge gehabt, die man die wir erfüllen sollten und wir haben dann relativ schnell digitale versionen von diesen aktivitäten entwickelt.

[00:23:48] s1:wenn wir „normale zeiten“ gehabt hätten für die entwicklung hätte man viel länger gebraucht.

[00:23:55] s1:haben gesagt wir können jetzt nicht herumdiskutieren und...

[00:23:59] s1:... wie wäre wenn und welches?

[00:24:01] s1:wir haben gesagt wir müssen sofort entwickeln, agieren, produkte und es ist unheimlich vieles geschehen die heutzutage noch im umlauf sind.

[00:24:11] s1:haben unseren klientinnen per sms...

[00:24:13] s1:... informationen geschickt, automatisch, auch zu terminen eingeladen. sie haben morgen eine videoberatung...

[00:24:25] s1:... mit xy, bitte klicken sie diesen link, ähnlich wie jetzt zoom, weil niemand hat erfahrung gehabt, von den klientinnen noch weniger.

[00:24:35] s1:und wir haben...

[00:24:37] s1:... jetzt zum beispiel, wenn die menschen bei uns termin vereinbaren, mindestens einen tag vorher geht, einen tag vorher geht bei ihnen ein sms ein, indem sie darauf erinnert werden und das ist dann geblieben eben von der coronazeit.

[00:24:53] s1:vorhin war bei uns eine überlegung:

[00:24:56] s1:wir müssen einen barrierefreien zugang anbieten, das heißt nicht nur so gebäudemäßig, räumlich, sondern auch sprachlich und wenn jemand ein prekäres dienstverhältnis hat und nicht anrufen kann, dass ich in 3 wochen um 10:00 uhr komme, weil die wissen nicht ob sie in 3 wochen um 10:00 uhr frei kriegen, war immer freier zugang und es war ein ding der unmöglichkeit das zu ändern.

[00:25:23] s1:seit corona haben wir einen

[00:25:25] s1:geregelten empfang, wo man anrufen kann, einen termin vereinbaren kann und die regeln dann all diese terminadministration.

[00:25:35] s1:und siehe da unsere beraterinnen erreichen sogar mehr klientinnen und haben...

[00:25:41] s1:... mehr zeit für sich und für beratungen.

[00:25:46] s1:so gesehen, die schlimme zeit hat uns auch bessere sachen gelehrt, .

[00:25:51] s2:auf jeden fall.

[00:25:53] s2:ist auf jeden fall sehr schön, wenn diese positiven dinge bleiben.

[00:25:56] s2:was mir zum beispiel aufgefallen ist, das extrem viele leute jetzt wieder aus dem homeoffice zurückberufen werden, weil chefs einfach meinen: da geht nix weiter und eigentlich... alle leute mit denen ich zu tun gehabt hab die während der pandemie dann im homeoffice waren...

[00:26:11] s2:... da ist die produktivität so dermaßen angestiegen, weil man sich die zeit so viel besser einteilen kann.

[00:26:16] s2:insofern find ich es schön, wenn die positiven dinge, die aus solchen doch misslichen lagen entspringen dann bestand haben.

[00:26:22] s1:; .

[00:26:24] s2:, den großteil der fragen haben wir eigentlich jetzt , angenehmerweise, im gespräch erledigt. ein bisschen was ist noch offen, und zwar: planen sie den einsatz von maschineller übersetzung auszuweiten oder sind sie mit dem, wie sie momentan gerade arbeiten zufrieden?

[00:26:44] s1:bei uns intern gilt ein sprichwort/ weisheit

[00:26:47] s1:wer nicht mit der zeit geht, geht mit der zeit.

[00:26:54] s1:die technische entwicklung kann man nicht stoppen und wenn wir den anschluss verpassen, wenn wir uns nicht ständig mit risiken aber auch mit chancen nicht rechtzeitig überlegen, nicht rechtzeitig...

[00:27:10] s1:... dinge bei uns einführen, dann wird man mit der zeit hinten nachhinken und das wird noch blöder.00:27:15ansonsten:

[00:27:19] s1:wir werden automatisch sicher dinge haben...

[00:27:24] s1:... die mehr zeit brauchen bei unseren mitarbeitern. auch als alles was neu ist, ist einmal so am anfangschwierig, bis sie akzeptiert werden, eingesetzt werden, aber als strategie von der leitung:

[00:27:40] s1:wir können die zeit nicht stoppen, wir müssen mit der zeit gehen, sowieso .

[00:27:43] s2:verstehe, verstehe.

[00:27:46] s2:die deepl variante die sie verwenden, ist das die gratis variante oder die...

[00:27:52] s1:zuerst haben wir gratis erprobt, jetzt haben wir die profiversion.

[00:27:56] s2:macht schon einen großen unterschied oder?

[00:27:58] s1:macht einen großen unterschied, vor allem wir kriegen dokumente rüber...

[00:28:04] s2:, cool.

[00:28:07] s2:das heißt im endeffekt deepl pro ist die ebene, die für sie relevant ist. darüber hinaus, dass man sagt man würde eine eigene sprach-engine aufsetzen, das wäre erst dann relevant wenn der technische sprung noch so viel weiter geht, dass das deutlich günstiger wird.

[00:28:27] s2:nehme ich einmal an, oder?

[00:28:28] s1:beziehungsweise, es hängt immer mit unseren budgetären rahmenbedingungen zusammen.

[00:28:35] s1:wir haben am anfang...

[00:28:38] s1:... während der pandemiezeit bei zoom... da haben wir gesagt: , um und auf, das muss sein, weil die anderen plattformen nicht so stabil waren.

[00:28:48] s1:und , haben wir einen zugang bewilligt kriegt und das war dann schwierig gleichzeitig mehrere gespräche... und man hat mit der zeit gesehen: es ist arbeitserleichternd, es muss sein.

[00:29:02] s1:und jetzt, wenn ich vom fördergeber sag, wir wollen die richtung offensiv was tun...

[00:29:10] s1:... uns hier lösungen anschauen, entwickeln, da werden sie sagen: es gibt kein geld.

[00:29:15] s1:wir haben tatsächlich massive kürzungen und...

[00:29:20] s1:... ich muss so oft überlegen wie ich synergieeffekte schaffe, dass das Weiterbildungsbudget ausgeht.

[00:29:30] s1:aber ich denke, dass die fördergeber auch irgendwann von vorteilen überzeugt sein werden, beziehungsweise wir müssen sie überzeugen.

[00:29:42] s1:es wird sicher mehr sein , aber ich muss warten, bis irgendetwas kommt. dieses warten kann lang sein.

[00:29:48] s2:.

[00:29:50] s1:wie gesagt ich führe mit einer großen einrichtung, die jetzt für sich was entwickeln lassen, gespräche ob synergieeffekte, ob wir auch uns beteiligen können...

[00:30:04] s1:das heißt wir sind einmal...

[00:30:09] s1:... ideell, wie können wir uns für die zukunft fit machen?

[00:30:12] s1:sonst sind wir bei der überlegung ob und ab wann es leistbar sein wird...

[00:30:20] s1:... budgetmäßig, wird man sehen.

[00:30:23] s2:aber das ist...

[00:30:23] s2:... eine sehr schöne aufgeschlossene position. es geht weg von dem was man leider in österreich immer wieder erlebt mit: öh das ist neu, das kenn ich nicht, das will ich nicht.

[00:30:31] s2:aber so wie sie es so schön gesagt haben: wer nicht mit der...

[00:30:34] s2:... zeit geht mit der zeit.

[00:30:37] s2:sehr schön das beantwortet tatsächlich alle meine fragen. finito

[00:30:42] s1:super ich bin wunsch .

[00:30:43] s2:ich werde ihnen.

[00:30:45] s2:wenn ich mit der arbeit fertig bin weil ich.

[00:30:47] s2:im zuge der arbeit eine guideline die lasse ich ihnen natürlich zukommen sobald sie fertig ist.

[00:30:49] s1:sehr.

[00:30:51] s1:gut.

[00:30:52] s2:die ist dann im endeffekt eben eigens darauf daraufhin konzipiert wie verfasse ich texte bestmöglich so dass sie in maschinellen übersetzungsprogramme in krisensituationen die besten ziele die besten ergebnisse produzieren.

[00:31:06] s1:sehr gut mein meine anlegung war die richtung das.

[00:31:09] s1:schwer deswegen interessiert sind an ihren abhandlungen an ihren veröffentli-  
chungen oder ihre arbeit als weiter .

[...]

[00:31:32] s2:wundervoll dann bedank ich mich herzlich noch mal für ihre zeit.

[00:31:37] s1:gerne.

[00:31:37] s2:wünsche dir noch eine schöne woche und mach mich gleich an die auswertung.

[00:31:41] s1:herzlichen dank und alles gut danke wiedersehen tschau.

[00:31:42] s2:vielen herzlichen dank fürs gespräch danke sehr ciao.

### **12.3.6 Transcript C3 (2025): Interview conducted on 19 March 2025 by Andreas Kastner, via Zoom. Duration: 23'07".**

[...]

[00:00:12]s1: ich studiere psychotherapie.

[00:00:14]s2: , du arbeitest als psychotherapeutin dort?

[00:00:17]s2: nein, ich bin in der psychotherapieausbildung und dolmetsche für die psychotherapeuten.

[00:00:22]s2: cool, cool, das ist schön, das ist eine perspektive, die habe ich noch nicht. das gefällt mir sehr gut. , ganz kurz zu dem, was ich vorhabe.

[...]

[00:01:45]s2: so, das heißt, ist aber eine coole kombi.

[00:01:49]s2: das heißt du...

[00:01:49]s2: für dich ist es doppelt spannend, weil du, weil du für die psychotherapieausbildung viel mitnimmst.

[00:01:56]s1: . es ist auch doppelt herausfordernd, weil wenn man natürlich auch die ganzen psychotherapiegeschichten im hintergrund rennen hat, ist natürlich oft so ein „weiß ich nicht, ob ich das jetzt so gutheiße, wie der therapeut arbeitet. ich würde anders arbeiten“ und manchmal ist es dieses, „boah, , super, ...

[00:02:14]s1: ... so will ich das dann später auch machen“. es ist...

[00:02:17]s1: ...win/ win, weil...

[00:02:18]s2: das ist fein.

[00:02:21]s2: ... sonst hat man in keinem praktikum die chance, so dabei zu sein bei einer therapie...

[00:02:25]s1: ... wie als dolmetscher.

[00:02:34]s2: ganz kurz einmal zu deinen arbeitssprachen, weil die von die allgemeinen [...] sprachen, kenne ich. du arbeitest mit?

[00:02:42]s1: farsi.

[00:02:43]s2: deutsch und farsi.

[00:02:45]s1: deutsch farsi und englisch.

[00:02:46]s2: deutsch, farsi, englisch. cool. fachgebiete werden wahrscheinlich eben ... vorrangig psychotherapie sein, nehme ich an?

[00:02:54]s1: , es ist psychotherapie, psychologische beratung und auch wegen [...] folterberichte.

[...]

[00:03:40]s2: mit welchen arten von krisen hast du vorrangig zu tun?

[00:03:45]s1: es sind vor allem so posttraumatische belastungsstörungen.

[00:03:50]s1: das heißt insofern erstens auch, dass die leute natürlich...

[00:03:56]s1: ... einerseits immer wieder so flashbacks erleben und dissoziieren. wenn das in der therapie passiert, ist das natürlich herausfordernd...

[00:04:07]s1: ... da die leute auch wieder abzuholen, wenn die sprache nicht da ist. ich würd sagen, so dieses dissoziative, das kann sehr, sehr herausfordernd sein.

[00:04:15]s2: , .

[00:04:17]s2: dann nur ganz kurz. das heißt, du arbeitest aber nur mündlich, du machst schriftlich gar nichts?

[00:04:23]s1: am anfang hatte ich einen block dabei und hab mir schriftlich notizen gemacht, einfach damit ich die wichtigsten punkte nicht, nicht vergesse.

[00:04:30]s1: mittlerweile komme ich auch ohne block raus.

[00:04:32]s2: , , , aber das war jetzt... der block, den kenn ich aus dem dolmetsch-setting, aber das heißt nachbearbeitend irgendwelche schreiben übersetzen oder so machst du gar nicht?

[00:04:37]s1: .

[00:04:42]s2: .

[00:04:42]s1: gar nicht.

[00:04:46]s1: es gab schon auch therapeuten, die wollten, dass ich irgendwelche einladungen oder sowas schicke.

[00:04:49]s2: , .

[00:04:51]s1: ich muss aber noch dazu sagen, ich bin halb/ halb, ich meine mama kommt aus dem iran, mein papa aus österreich und dementsprechend ist mein lesen und schreiben auf dem level eines kindergartenkindes.

[...]

[00:05:26]s2: das heißt, deine übersetzungsstrategie ist wahrscheinlich sehr persönlich auf die jeweiligen klienten ausgerichtet und jetzt nicht zwingend auf basis wissenschaftlicher forschung, sondern eher?

[00:05:38]s1: , persönlich oft die klienten aber auch sehr persönlich auf die therapeuten.

[00:05:42]s2: verstehe er macht sinn.

[00:05:48]s2: gut, das ist dann in dem fall hinfällig.

[...]

[00:07:06]s2: so, das heißt aber in dem fall eigentlich maschinelle übersetzung ist nicht teil deiner arbeit?

[00:07:17]s2: , bei dir ist es rein, nur die direkte kommunikation mit den klienten.

[...]

[00:07:30]s2: , , dann gehen wir das einfach nur so einer hypothetischen perspektive an. ist aber auch kein problem.

[00:07:37]s2: wie stehst du insgesamt zu maschineller übersetzung?

[00:07:44]s1: grundsätzlich finde ich es... , das heißt, so google übersetzer, deepl, diese sachen... grundsätzlich finde ich es gut, aber im bereich farsi nicht gut.

[00:07:55]s2: weil noch nicht ausgereift?

[00:07:57]s1: noch nicht ausgereift.

[00:08:01]s2: spannend, das höre ich zum beispiel zum ersten mal.

[00:08:05]s2: hast du zufälligerweise erfahrung mit, mit dolmetsch-technologie? weil es gibt ein paar so sachen wie zum beispiel was hab ich da jetzt letztens kennengelernt?

[00:08:13]s2: vasco beziehungsweise langogo. , weil da hat mir zum beispiel die [...] hat mir zum beispiel erzählt, die arbeitet mit langogo, [...] und das dolmetscht dir glaub ich über 100 sprachen, unter anderem eben auch farsi und du sprichst rein und es gibt in einer anderen sprache raus.

[00:08:37]s2: hab es nur für spanisch ausprobiert, da waren die ergebnisse gut.

[00:08:41]s2: das fand ich spannend, da hab ich gar noch gar nicht gewusst, dass das schon so weit ist.

[00:08:41]s1: super.

[00:08:45]s2: aber ist interessant, dass farsi noch nicht so gut funktioniert.

[00:08:48]s1: zum beispiel auf google übersetzer kann er es nicht aussprechen.

[00:08:52]s1: er kann es nur schreiben oder schreibt nur auf der farsi, schrift.

[00:08:57]s1: wenn du jetzt aber laie bist oder überhaupt nichts mit der sprache zu tun hast, bringt dir das gar nichts, weil du kannst es nicht lesen.

[00:09:10]s2: nein, tut es nicht.

[00:09:15]s2: das heißt, für dich ist da eben der einsatz von maschineller übersetzung in nächster zeit auch nicht geplant.

[00:09:22]s1: abgesehen von... jetzt in dem dolmetsch-setting? nein.

[00:09:31]s2: wo wäre es für dich zum beispiel relevant, wenn du jetzt sagst, außerhalb vom dolmetsch-setting?

[00:09:35]s1: fürs wissenschaftliche arbeiten.

[00:09:37]s2: gut, das verstehe ich.

[00:09:52]s2: ich find es interessant, weil die wissenschaftlichen texte find ich überproportional gut rauskommen...

[00:10:00]s2: ...egal mit welcher sprache man arbeitet, weil die sprache einfach einer sehr, sehr rigiden struktur folgt und man da einfach merkt, , da gibt es relativ viel input dazu, vor allem, weil das auch schon genug leute in irgendeiner form erforscht haben.

[...]

[00:10:39]s1: , , auch ich find auch mit so therapeutischen fachsachen übersetzt er's oft einfach wörtlich, aber das ist jetzt nicht unbedingt auch die deutsche..., das deutsche fachwort. wenn man jetzt englisch direkt übersetzt ins deutsche. finde ich auch interessant.

[00:10:57]s2: , , auf jeden fall.

[00:11:00]s2:, schauen wir mal, wie schnell die wie schnell die entwicklung da weitergeht.

[00:11:06]s2: so schnell, wie es in den letzten jahren gegangen ist, kann es nicht mehr lange dauern, bis auch das gut funktioniert.

[...]

[00:11:37]s2: und auch beim übersetzen ist es so. alles, was machine translation ist, ohne post-edition durch einen humanübersetzer geht auch jetzt noch gar nichts. weil eben gerade, wenn es im medizinischen bereich zum beispiel um sachen geht, wo in irgendeiner form lebensgefahr entstehen würde, kannst du das nicht einfach nur durch machine translation schicken.

[00:11:57]s2: ... das projekt, mit dem ich arbeite,... sagt dir interact zufälligerweise was? das ist so das große forschungsprojekt von der eu zu dem thema, die haben sehr viel in unterschiedlichen flüchtlingslagern daten erhoben und da merkt einfach, dass dann kleine übersetzungsfehler einen riesengroßen unterschied ausmachen zwischen wir schicken die leute zu sauberem trinkwasser und wir schicken sie ganz woanders hin und dementsprechend ist man da noch ist man da noch relativ safe. [...]

[...]

[00:13:02]s2: gut, das heißt, du bist...

[00:13:05]s2: ... pro maschinelle übersetzung, verwendest sie aber selber im professionellen setting nicht. hast du zufällig abgesehen von [...] irgendeine übersetzungserfahrung?

[00:13:15]s1: nein.

[00:13:16]s2: gar nix .

[00:13:19]s1: .

[00:13:19]s1: nix... in der familie übersetzen, aber das würde ich jetzt nicht zählen.

[00:13:22]s2: , prinzipiell, grob gesagt, wenn krisensituationen dabei sind, zählt es, .

[00:13:27]s1: , keine ...

[00:13:29]s1: ... krisensituation einfach. mein vater, der österreichischer ist und natürlich versteht, immer, was die verwandtschaft redet.

[00:13:34]s2: , .

[00:13:35]s2: , das fällt definitiv nicht darunter, ....

[00:13:42]s1: , .

[00:13:44]s2: innerhalb der familie.

[00:13:46]s1: , ich finde es ist aber fordernder...

[00:13:48]s1: ... wenn du...

[00:13:50]s1: weil, ich habe auch viele freunde, ... wo ich eher sagen würde, das zählt eher zur krise, die dokumente vom finanzamt, immobilien geschichten übersetzen müssen und das schon mit 7, 8.

[00:14:03]s2: das ist dann... . da findet man in der literatur auch einiges dazu, wo man sagt, das ist eines der worst-case-szenarien.

[00:14:10]s2: wenn dann kinder mit krisensituationen beauftragt werden.

[...]

[00:14:28]s2: insofern schauen wir, dass wir technologisch was auch immer weiterbringen, damit sowas nicht mehr notwendig ist.

[00:14:36]s1: gut.

[00:14:39]s2: ... ich schau grad wie das, was das jetzt mit den fragen, was das jetzt für die fragen heißt.

[00:14:59]s2: fein, aber das heißt jetzt aufs das dolmetschen bezogen. bei euch ist es eigentlich immer, wenn man das... sagt dir der krisenreaktionszyklus was?

[00:15:10]s2: es gibt eine vorbereitende phase, da ist noch nichts passiert, da kümmert man sich um die schritte, die man logischerweise davor machen kann.

[00:15:15]s1: .

[00:15:18]s2: dann gibt es die direkte reaktionsphase und dann gibt es die nachbereitungsphase. du befindest dich eigentlich vorrangig in der akutphase, oder?

[00:15:27]s1: ständig, nur.

[00:15:27]s2: , nur , .

[00:15:31]s2: wo hab ich das jetzt?

[00:15:31]s1: .

[00:15:34]s1: akutphase. , ich glaub...

[00:15:37]s1: ... ich habe auch bisher noch nie diese vorbereitende phase miterlebt. weil natürlich alle schon extrem traumatisiert angekommen sind.

[00:15:45]s2: .

[00:15:46]s1: und weil sie in dem trauma bleiben, weil sie nicht wissen, ob sie bleiben dürfen oder nicht.

[00:15:50]s2: , .

[00:15:51]s1: und so gibt es...

[00:15:52]s1: ... immer wieder neue krisen und es kommt eher noch mehr dazu, als dass es...

[00:15:57]s2: reine akutarbeit, .

[00:16:02]s2: du/ ihr seid supervised in der arbeit.

[00:16:05]s1: ja

[00:16:09]s2: , ist leider auch noch nicht überall selbstverständlich heutzutage.

[00:16:11]s1: ...

[00:16:42]s2: so, das haben wir nicht.

[00:16:48]s2: gut, nachdem du keine dokumente vorbereiten musst...

[00:16:53]s2: ... hat sich das auch erledigt.

[00:16:57]s2: , , cool.

[00:17:04]s2: machen wir sogar bisschen schneller, als ich sie mir gedacht hätte.

[...]

[00:19:41]s1: vielleicht kann ich noch ergänzen. ich habe, eben weil die eine therapeutin von mir wollte, dass ich einen einladungsbrief, für eine gruppentherapie schicke. damals habe ich mit deepl und google übersetzer gearbeitet, das ging gar nicht, gar nicht, es war ganz schlimm.

[00:19:51]s2: , wie sind da deine erfahrungen damit?

[00:19:56]s1: oh.

[00:19:57]s1: es war leichter, das von mir , mit meiner mutter zu machen, als dass ich das mit einem computer mache.

[...]

[00:20:18]s1: es ist ... er kennt sich nicht aus...

[00:20:21]s1: ... wie man sachen schreibt und wie nicht. ich meine er hat mir schon was gegeben, aber wenn ich das so schicken würde, würden sich die leute denken das ist lächerlich.

[00:20:29]s1: das ist wie von einem kind geschrieben und überhaupt nicht zusammen... wörter verwendet, ... die man nicht so verwendet, die entweder sprachlich nicht verwendet werden oder schriftlich nicht verwendet werden. hat das immer wieder so durcheinander gebracht.

[...]

[00:20:59]s2: das kenn ich so. gut, das heißt, das ist aber dann im endeffekt... der teil an übersetzungstechnologie, mit dem du arbeitest ist:

[00:21:08]s2: google translate, deep l und chatgpt oder so.

[00:21:12]s1: voll.

[00:21:15]s1: ich würde sagen die drei vor allem.

[00:21:17]s1: und...

[00:21:20]s1: ... pons. pons ist ur gut für farsi.

[00:21:23]s2: das wörterbuch oder?

[00:21:23]s1: das wörterbuch. ... der translator funktioniert auch, aber ich lande im endeffekt immer im wörterbuch, damit ich mir selber aussuchen kann was richtig ist.

[00:21:34]s2: , .

[00:21:36]s2: gut zu wissen, dass das pons-wörterbuch funktioniert, weil für spanisch zum beispiel finde ich es so lala, da merke ich dann immer wieder, dass prinzipiell die begriffe stimmen, aber die zuordnungen nicht immer. aber , pons ist für farsi gut, spannend.

[00:21:48]s1: .

[00:21:57]s2: cool, aber das heißt mit zum beispiel, terminologie-datenbanken oder so, hast du nichts zu tun?

[00:22:03]s1: gar nichts.

[00:22:08]s1: ich hoffe ich hab dir was gebracht. ich habs durchlesen.

[00:22:10]s2: , , auf jeden fall. du alle daten sind daten.

[00:22:13]s1: sehr gut, das zählt.

[00:22:17]s2: so außerdem. wie gesagt, ich find die ich find die perspektiven spannend die nicht aus dem aus dem klassisch studierten umfeld kommen, weil da hört man immer das gleiche im endeffekt wenn man mit leuten redet, die das die das studiert haben, die den klassischen weg gehen.

[00:22:32]s2: die arbeiten mit den gleichen technologien, die arbeiten mit den gleichen strategien. wohingegen es mir wichtig ist, ...

[00:22:38]s2: ... dass ich im datensatz sowohl eben das drinnen habe, als auch quereinsteiger, die einfach zu dem thema kommen, weil gerade wenn es um krisenübersetzung geht:

[00:22:49]s2: eines der großen probleme, das man hat, ist die verfügbarkeit.

[00:22:53]s2: und im endeffekt, du kannst dir in an einem tag, an dem irgendwas passiert, nicht aussuchen, wer zeit hat, sondern du musst die leute nehmen, die da sind. ergo brauchst du auch eine strategie, die funktioniert unabhängig von den vorkenntnissen und dementsprechend ist...

[00:23:07]s2: ... es mir wichtig, dass ich im datensatz unterschiedliche perspektiven drinnen habe. ...

[...]

### **12.3.7 Questionnaire C4 (2025) Written survey completed on 19 March 2025. Collected by Andreas Kastner.**

#### Allgemeine Fragen

- Was sind die Arbeitssprachen der Organisationen/ Personen?  
Dolmetscherin und Übersetzerin für Russisch und Französisch
- Welches sind ihre wichtigsten Fachgebiete?  
Psychotherapie, teilweise (allgemein) Medizin, Psychologie
- Mit welchen Arten von Krisen haben sie zu tun?  
Vorrangig persönlich und akut in den Bereichen Trauma-Aufarbeitung/ Existenzkrisen/ Krankheit, Soziales, Asyl, teilweise Ukrainekrieg. Viele CALD-typische Probleme.

#### Krisenkommunikation und Übersetzung:

- Wie gehen sie bei der Krisenkommunikation vor?  
Als Basis dient vorrangig die eigene Praxiserfahrung bzw. interne Vorgaben (mit Abstrichen)
- Beruht die Strategie auf wissenschaftlicher Forschung oder ausschließlich auf praktischen Erfahrungen? Einschließlich auf praktischer Erfahrung
  - Ist z.B. das Sendai Framework Teil der Strategie?  
Nein.
- Wird auch vorbereitend gearbeitet oder nur krisenspezifisch/ akut?  
Ausschließlich krisenspezifisch/akut.
- Ist die Krisenübersetzung Teil der Strategie? Nicht nach gängigen wissenschaftlichen Standards. Maximal aus der eigenen Erfahrung abgeleitet.
  - Wenn ja, gibt es dafür einen speziellen Arbeitsablauf? Maschinelle Übersetzung? Nein gibt es nicht. MT ist nicht Teil des Arbeitsablaufes.
- Was ist die allgemeine Position zur maschinellen Übersetzung? J/N

Keine Verwendung im professionellen Kontext, da laut Aussage der Teilnehmerin nicht nötig. Privat durchaus interessiert, aber vorsichtig/ skeptisch gegenüber einem übermäßigen Einsatz.

- Enthält die Strategie MÜ oder andere Formen der Übersetzungstechnologie (CAT-Tools, terminologische Datenbanken usw.)? Nein, da keine MT verwendet wird.
  - Wenn nicht, ist der Einsatz von MÜ in absehbarer Zeit geplant? Nein, für das Setting der Teilnehmerin laut eigener Aussage nicht relevant.
  - ~~○ Wenn ja, planen sie eine Erweiterung/Aufrüstung ihrer MÜ?~~
- Warum sind Sie dafür oder dagegen? Für die Technologie spricht laut der Teilnehmerin die Praktikabilität/ Möglichkeit der schnelleren Problemlösung. Allerdings besteht eine grundlegende Skepsis in Bezug auf Themen wie Datenschutz, Qualität und Nachvollziehbarkeit.
  - ~~○ Wenn ja, welche Art von MT verwenden sie?~~
  - Falls nein, was hält sie davon ab, MT zu verwenden? Die Teilnehmerin erachtet den Einsatz von MT in ihrem Setting als obsolet, da sich die Problemstellungen mittels ihrer professionellen Erfahrung lösen lassen.
- ~~• In welchen Phasen des Krisenreaktionszyklus setzen sie es ein?~~
  - ~~○ Setzen sie es bei jeder Krise ein oder nur in bestimmten Fällen?~~
- ~~• Wird eine bestehende Engine konstant weiterentwickelt/ trainiert?~~
- Abschließende Überlegungen