Weaknesses of Translation Result
Using Google Translate

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Abstract. Google Translate has been widely used worldwide in more than 90 languages, and it becomes the most popular translation tool since then. Many people rely on this tool because they want easy and fast way to translating their text. But, like many tools created by human beings it has its own flaws. This descriptive qualitative research aims to analyze the weaknesses of translating result using Google Translate. The result of this study showed that even though this translation tool may solve people's problem in translating text, the translation result still needs revision because the result of translated text using Google Translate was too wordy and incomprehensible. The tool applied literal translation and often ignore the context contain in the text. Translation activity is not only altering the source language to the receptor language beyond that the translation result should be acceptable, understandable, readable, and natural.

Keywords: Translation, Google Translate, Weakness

1 Introduction

Undoubtedly technology always develops rapidly over centuries, as a result it brings changes in human life. Beginning from an invention of steaming machine by James Watt in 1776 the world of work became easier and efficient. For example, when ship became the main transportation utilizing ocean wind to travel to other countries, and before the steaming machine was invented, it took years to reach destination because sometime the wind, utilized to move the windmill, did not blow. So, the steaming machine was very helpful shortening time and saving cost. After the invention of steaming machine, in the early of 20th century, mass production of car using conveyor belt began. Applying an electrical power, conveyor belt, and assembly line had decreased the production time and production cost drastically. One car could be made in 95 minutes. In the third industrial revolution the first computer existed and the use of robot in the production process began. This era was also called digital revolution. Now, the 4.0 revolution in which the internet is used in many sectors, computer is much smaller than before and it is connected to internet. We can call it internet of things. In this era artificial intelligent begins to use even though it is still limited for particular jobs. Information can be accessed anywhere anytime through smartphone [1].

The growth of technology and information affects many sectors. The internet has changed our way of life. Shopping, for example, can be done online and it is not necessary to do face to face. In just one click we can purchase goods then wait them two or three days to be delivered. We can do shopping while we were at work or at home, and it saves our time and energy. Internet is information media for tourists when they visit other countries. All of

information relates to their destination can be found through it. Internet also learning media for students and for people who have desire to learn something. For students, it helps them to find references or e-book to support their study. For people who eager to learn foreign language, nowadays they can learn through application such as *busuu* if they want to make friends with foreign people as well as leaning their language. So, if we want to learn French, we should make friend with the French, and they will teach us their language, moreover we can also teach our language to them. When we travel around the world and need to understand word or direction in the airport, train station, and other places, we can get help from Google Translate. This application also equipped with sound so that we can try to pronounce the foreign words. It also very useful for students or people who want to translate a text.

Google Translate, although it is widely used to translate text and very helpful, we cannot rely on this tool completely. Maulidiyah [2] states that Google Translate helps students with their learning, writing, reading, vocabulary, and translation, but they admitted that it cannot translate all words correctly. Furthermore, Chen at al. [3] also states that Google Translate can be used to translate the simple sentence, but the incorrect translation occurred when the original English sentences required higher level of comprehension. Based on those previous studies, this research attempts to describe the weaknesses of translated text using Google Translate.

Translation is an intellectual process, it involves deep thinking, comprehending, and understanding the text and knowledge both in its source language to the receptor language. In simple word, translation means transforming the source language to the receptor language. Unfortunately, if the process is merely about transforming the text into other languages, then it may ignore the essence of the translation itself. Translating a text means conveying information to others, then it should be communicative so that the readers get good understanding about the content of the information. If it is hard to understand then there must be something inappropriate in the translation result. The concept of translating a text is reproduce the meaning in the source language into the receptor language. It also should pay attention to the communicative aspects because the translation result should convey the message or the meaning of the source language to the receptor language correctly. The figure below illustrates how the process works according to Larson [4]:
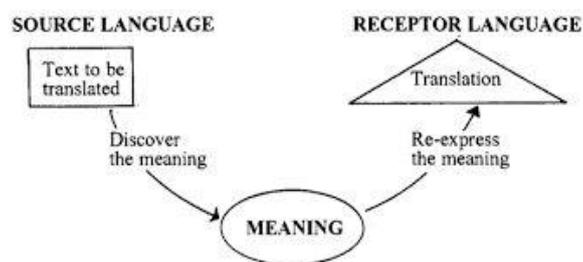

Fig 1. Process of Translation.

This research uses the underlying theory from Larson about literal and idiomatic translation. According to Larson [4] literal translation means a "word for word" translation which follows closely the form of the source language. After identifying the translation result using Google Translate, the researchers conclude that most of the result may apply the literal translation. On the other hand, idiomatic translation means that the translation result should be

express the same meaning as the source of language but in a natural form of the receptor language [4].

Furthermore, the idiomatic translation is said to the translator's goal. Larson [4] states that when a translator makes a translation it means that he or she transfers meaning of the source text. So, it is necessary to consider that meaning must be maintain constantly or, in other words, when the change of the form occurs, the meaning must be maintaining, it is characteristic of language that the same meaning component will occur in several surface structure of lexical items (forms) [5].

2   Methodology

This research was descriptive qualitative research design, it means that the researchers described or gave description of the matter being analyzed. The descriptive qualitative does not deal with variables, treatment, or manipulation. Moreover, it rather explains the phenomena or condition and gives details to characteristic or qualities [6]. The objects of this research were two reading passages written in English, and both of them related to English for Law material since the researchers are lecturers who teach in Law Faculty. The first passage discussed the Law and Justice, while the second one talked about Consumer Rights. The data were taken from English for Law material taught in Universitas Semarang for students of Law Faculty. The reason why those reading passages were chosen because reading material for Law students often hard to understand because of some special terms used in the passage, for example, the passage entitled Consumer Rights contained special terms such as wear and tear, fit for purpose, proof of purchase. The researchers were wondering how the translation result using translation tool called Google Translate explains or transform such terms. To analyze the data, content analysis was used. The objective in qualitative content analysis is to systematically transform a large amount of text into a highly organized and concise summary of key result [7]. Moreover, content analysis is used to analyze text or document, in this case the translation text specifically the text from English language which transferred to Bahasa Indonesia. In short, in content analysis the systematic procedure should be applied to analyze the data to obtain the main idea of the text. The analysis procedures used in this research were as follow (see Figure 2).

There were four stages in analyzing the data, they are analyzing, interpreting, synthesizing, and documenting. First of all, analyzing, in this stage the researchers were reading the text as well as understanding the meaning and the context. The specific vocabulary and certain term were noted. Next, the researchers attempted to do free or raw interpretation before transferring into the receptor language. After that, synthesizing was done by integrating the sentences, phrases, certain terms or words into acceptable sentence structure by regarding the context. The last stage was documentation. In this stage the researchers began to develop final and correct translation result, and when everything was covered up, the researchers reread the translation result in order to check any possible mistake.
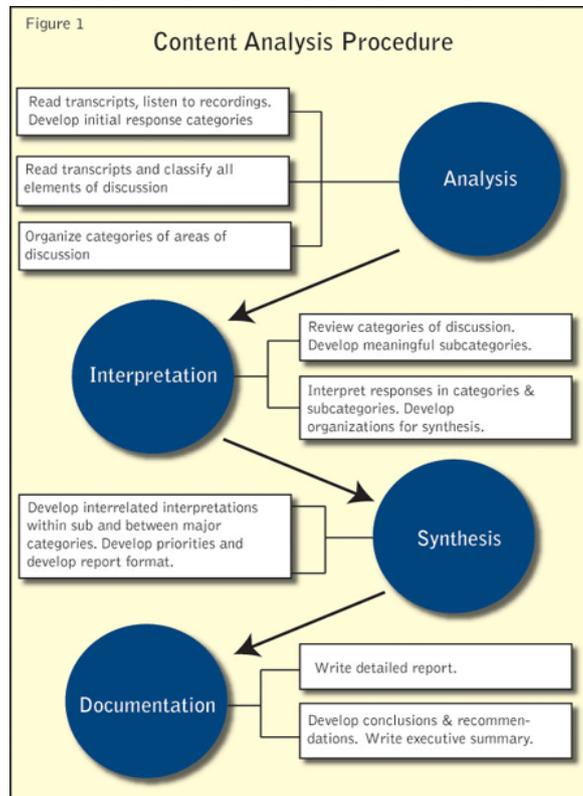
Fig. 2. Content Analysis Procedure [8].

3   Findings and Discussion

3.1 Findings

There were two reading passages which were being analyzed. Both of them related to English for Law material and were taught to students of Law Faculty at Universitas Semarang. The first passage entitled Law and Justice discussed how law and justice were defining, especially in society. Then, the second passage entitled Consumer Rights talked about kinds of rights had by consumers when they made transaction or shopping through an online shop. It was found that the first passage was more complicated and quite difficult to be translated than the second one.

The finding showed most of the data in TL1 was translated literally using Google Translate. The translation tool could not consider the context containing in the text. As a result, many words and terms in the source language could not be translated appropriately and properly. This could be seen in the data 02, 03, 09, 10, 11, 12, 13, 14. The other problems found in the translation result using Google Translate were verbose sentences which created

ineffective sentences such as in data 01, 04, 15. There were two acceptable-translation results by Google Translate as seen in data 07 and 08.

3.2 Discussion

The discussions of the findings were described as follow:

Table 1. Data 01

Source Language	Target Language 1 (TL1) GT01	Target Language 2 (TL2) NG01
Human beings have always lived together under rules of one kind or another. These rules are likely to be influenced by nature or the natural environment of the society in which people live, and the simple natural instinct everyone has for survival. They may be influenced by religious or secular beliefs, and they will cater for the ideas of right and wrong that have been developed over time to suit the society we live in. All the rules which are designed to improve our lives and protect us from harm are called laws.	Manusia selalu hidup bersama **di bawah** aturan dari satu jenis atau lainnya. Aturan-aturan ini cenderung dipengaruhi oleh alam atau lingkungan alami masyarakat **tempat orang hidup**, dan naluri alamiah sederhana yang dimiliki setiap orang untuk bertahan hidup. Mereka mungkin dipengaruhi oleh kepercayaan agama atau sekuler**,** dan mereka akan memenuhi gagasan benar dan salah yang telah dikembangkan dari waktu ke waktu sesuai dengan masyarakat tempat kita tinggal. Semua aturan **yang** dirancang untuk meningkatkan kehidupan kita dan melindungi kita dari bahaya disebut hukum.	Manusia selalu hidup bersama sesuai dengan aturan. Aturan-aturan ini dipengaruhi oleh alam atau lingkungan alami masyarakat dan naluri alamiah sederhana yang dimiliki setiap orang untuk bertahan hidup. Mereka mungkin dipengaruhi oleh kepercayaan agama atau sekuler dan mereka akan memenuhi gagasan benar dan salah yang telah dikembangkan dari waktu ke waktu sesuai dengan masyarakat tempat kita tinggal. Semua aturan dirancang untuk meningkatkan kehidupan dan melindungi kita dari masalah disebut hukum.

The translation result using Google Translate (GT01) was too long and complicated, as a result it is hard to understand. There were words which actually did not need to be used, such as *tempat orang hidup* because it basically has the same meaning with *alam dan lingkungan alami manusia* which explained about where the human live. Punctuation also played important role. The use of unnecessary punctuation made the meaning unclear. On the other hand, the translation result in NG01 was more effective, shorter, and more understandable.

Table 2. Data 02

Source Language	Target Language 1 (TL1) GT02	Target Language 2 (TL2) NG02
There are rules that are basic, commonsense rules of everyday life (for example, we must not kill or rob), that forbid things which everyone thinks are plainly or morally wrong. There are rules which govern important things and	Ada aturan yang mendasar, yaitu **aturan akal sehat dari** kehidupan sehari-hari (misalnya, kita tidak boleh membunuh atau merampok), aturan yang melarang hal-hal yang oleh semua orang dianggap jelas salah atau secara	Ada aturan yang mendasar dan **masuk akal** dalam kehidupan sehari-hari (misalnya, kita tidak boleh membunuh atau merampok). Aturan yang melarang hal-hal yang dianggap salah atau secara moral salah. Ada

relations in our particular community, about which we have learned from experience (for example, the driver and the passenger in a car must wear seat belts, which provide protection from injury). There are rules which have gradually developed over a period of many years, and have grown out of custom which has settled as the accepted way of behavior.	moral salah. Ada aturan yang mengatur hal-hal penting dan hubungan dalam **komunitas khusus kami**, yang telah kami pelajari dari pengalaman (misalnya, pengemudi dan penumpang dalam mobil harus mengenakan sabuk pengaman, yang memberikan perlindungan dari cedera). Ada peraturan yang secara bertahap berkembang selama bertahun-tahun, dan telah tumbuh dari kebiasaan yang telah ditetapkan sebagai cara perilaku yang diterima.	aturan yang mengatur hal-hal penting dan hubungan dalam komunitas tertentu (misalnya, pengemudi dan penumpang dalam mobil harus mengenakan sabuk pengaman untuk memberikan perlindungan dari cedera). Ada peraturan yang secara bertahap berkembang selama bertahun-tahun dan tumbuh dari kebiasaan yang diterima masyarakat sebagai cara berperilaku.

The next translation result in GT02 results confusing terms such as *aturan akal sehat* which has different meaning with what actually was meant by the source language, so it was corrected to *aturan yang masuk akal*. The word *particular* was translated *khusus* (special) which directed to different meaning. It is true that the word *particular* has the same meaning as special but when it is translated to the target language the meaning was different.

Table 3. Data 03

Source Language	Target Language 1 (TL1) GT03	Target Language 2 (TL2) GT03
Justice, in the other hand, is a difficult concept, chiefly because everybody has a different subjective idea what it is, and it depends on these moral principles known as ethics, which differ from person to person.	Keadilan, di sisi lain, adalah konsep yang sulit, terutama karena setiap orang memiliki gagasan subyektif yang berbeda **apa itu**, dan **itu** tergantung pada prinsip-prinsip moral yang dikenal sebagai etika, yang berbeda dari **orang ke orang.**	Keadilan, di sisi lain, merupakan konsep yang sulit, terutama karena setiap orang memiliki gagasan subjektif tentang keadilan dan gagasan tersebut tergantung pada prinsip-prinsip moral yang dikenal sebagai etika yang berbeda bagi setiap orang.

In table 3 above, the result of GT03 especially the phrase *what it is* was translated literally, so it created confusion because that phrase did not explain what it referred to. It should be refered to *keadilan*, then it was clearer to understand the translation result in NG03. The phrase *orang ke orang* should be meant *setiap orang* because it was more effective.

Table 4. Data 04

Source Language	Target Language 1 (TL1) GT04	Target Language 2 (TL2) NG04
One simple idea of justice is the upholding of rights, and the punishment of wrongs, by the law. That is what we mean by fairness, and dealing with legal issues and problems according to the rules that are exactly the	**Satu** gagasan sederhana tentang keadilan adalah penegakan hak, dan **hukuman atas kesalahan**, oleh hukum. **Itulah yang kami maksud dengan keadilan, dan berurusan dengan masalah**	Gagasan sederhana tentang keadilan adalah penegakan hak dan penjatuhan hukuman atas kesalahan yang berlaku sama untuk setiap orang. Gagasan yang kuat tentang keadilan adalah adil, terbuka, dan tidak

Source Language	Target Language 1 (TL1)	Target Language 2 (TL2)
same for everyone. We have a strong idea of the rules of natural justice: the basic requirements of a fair, open hearing, impartial court (whether judge or jury), giving each side an equal chance to state its case and to call evidence in support of it, and listening to the arguments of each side before coming to a reasoned decision. This is what we call the fair manner of doing justice according to law.	**dan masalah hukum sesuai dengan aturan yang persis sama untuk semua orang**. **Kami** memiliki gagasan yang kuat tentang aturan keadilan alami: persyaratan dasar pengadilan yang adil, terbuka, dan tidak memihak (apakah hakim atau juri), memberikan masing-masing pihak kesempatan yang sama untuk menyatakan kasusnya dan untuk **memanggil** bukti yang mendukungnya, dan mendengarkan argumen masing-masing pihak sebelum membuat keputusan yang masuk akal. Inilah yang kami sebut cara adil untuk melakukan keadilan menurut hukum.	memihak (baik hakim maupun juri). Mereka memberikan kesempatan yang sama kepada tiap-tiap pihak untuk menjelaskan kasusnya dan memberikan bukti yang mendukungnya, serta mendengarkan argumen masing-masing pihak sebelum membuat keputusan yang masuk akal. Ini merupakan cara untuk menegakkan keadilan menurut hukum.

Data 04 above showed that the translation result using *google translate* did not explain straight forward to the point. It resulted long, absurd and ineffective translation result. The expression *call the evidence* was not translated properly, it became *memanggil bukti*. Such expression was not used in the receptor language. Moreover, it was hard to understand the main idea because in target language (receptor language) it sounded unnatural. When it is translated without using the tool, the result was better to understand, the main point was very clear, and it was shorter because it used effective word.

Table 5. Data 05

Source Language	Target Language 1 (TL1) GT05	Target Language 2 (TL2) NG05
Any society has a duty to its citizens to do the best to provide them with laws which, if obeyed, will provide them with a reasonably safe and trouble-free environment, and with a framework in which to live their lives. Society must therefore provide courts that are able to deal with those who break the law, and give individual citizens a peaceful means of settling their differences and disputes. The only way of trying to put things right is for the courts first to decide by fair procedures what has happened and then, if the law has been broken, to deal	Setiap **masyarakat** memiliki kewajiban kepada untuk melakukan yang terbaik untuk memberi mereka undang-undang yang, jika dipatuhi, akan memberi mereka lingkungan yang cukup aman dan bebas masalah, dan dengan **kerangka kerja** untuk menjalani kehidupan mereka. Masyarakat karenanya harus menyediakan pengadilan yang mampu berurusan dengan mereka yang melanggar hukum, dan memberi warga negara cara damai menyelesaikan perbedaan dan perselisihan mereka. Satu-satunya cara untuk memperbaikinya adalah	Setiap **pemerintah** berkewajiban memberikan yang terbaik kepada **warganya**. Pemerintah memberi mereka undang-undang sebagai **pedoman** untuk menjalani kehidupan mereka yang jika dipatuhi akan memberi mereka lingkungan yang cukup aman dan bebas masalah. Pemerintah harus menyediakan pengadilan bagi warganya yang melanggar hukum dan memberikan rasa damai bagi warga untuk menyelesaikan perbedaan dan perselisihan mereka. Satu-satunya cara untuk

fairly with those responsibilities for breaking the law and those who have suffered because of it.	pengadilan pertama-tama memutuskan dengan prosedur yang adil apa yang telah terjadi dan kemudian, jika hukum telah dilanggar, untuk menangani secara adil tanggung jawab untuk melanggar hukum dan mereka yang menderita karenanya.	memperbaikinya adalah pengadilan memutuskan sesuatu secara adil dan bertanggung jawab atas pelanggaran hukum.

Data 05 was interesting since choosing the right diction in translation process was proved very significant. The source language used the word *society* and *citizen* in the same line, then it was translated to *masyarakat* dan *warga* in the receptor language which actually has the same meaning. When words having the same meaning were put together in the same line, it created unclear meaning so it should be the translator's job to make a make-sense meaning. He should consider the context to build an understandable text. The result was *society* was translated to *pemerintah* regarding the party which provides law or court is government or state. Then, a make-sense meaning emerged.

The word *framework* was not appropriate to be translated as *kerangka kerja* because it is out of the context. It should be translated as guideline *(pedoman)* since the context discussed about rule or law to govern the citizen. Considering the context plays important role to produce good translation, it cannot be left behind.

Table 6. Data 06

Source Language	Target Language 1 (TL1) GT06	Target Language 2 (TL2) NG06
The law marks out the limits of our power of individuals to control their affairs. In our modern society, ignorance of law deprives people of their legal rights. Therefore, knowledge of law is the way in which we can safeguard ourselves, our families and our possessions, by assuring ourselves of the rights and remedies which the legal system provides.	Hukum menandai **batas-batas kekuatan** individu kita untuk mengendalikan urusan mereka. Dalam masyarakat modern kita, **ketidaktahuan hukum merampas hak-hak hukum orang**. Karena itu, pengetahuan hukum adalah cara di mana kita dapat melindungi **diri kita sendiri, keluarga kita, dan harta benda kita**, dengan meyakinkan diri kita sendiri akan hak dan upaya hukum yang disediakan oleh sistem hukum.	Hukum membatasi hak setiap individu untuk melakukan urusan mereka. Dalam masyarakat modern, **pengabaian hukum berarti perampasan hak-hak hukum orang lain**. Oleh karena itu, penguasaan pengetahuan tentang hukum merupakan cara kita **melindungi diri, keluarga, dan harta benda** dengan meyakinkan diri akan hak dan upaya hukum yang disediakan oleh sistem hukum.

Data 06 the phrase *the power of individuals* tend to the individual rights, not the power of individual because the context told us about the people' rights. If the word *power* was not interpreted as sort of authority in this context. The ineffective expression because of repetition emerged in the phrase *diri kita sendiri, keluarga kita, dan harta benda kita,* to be effective the repetition must be omitted, and the meaning still remains the same. The word *ignorance* did not fit right with the word *ketidaktahuan* because it brought different meaning. *ketidaktahuan akan hukum* suggested that people must truly understand the law and order, in fact not all people study Law. Then the more appropriate word to interpret the phrase

ignorance of law can deprive the people legal rights was *pengabaian* which means people who does not care the Law will interfere other's rights.

Table 7. Data 07

Source Language	Target Language 1 (TL1) GT07	Target Language 2 (TL2) NG07
However, any system operated by human beings, with all our failings and despite all the safeguards, is fallible. To ensure that the legal system works properly and fairly, it is also important to understand that our laws and legal system are forever in need of review and reform, to adapt them to the changing needs of society.	Namun, sistem apa pun yang dioperasikan oleh manusia, dengan semua kegagalan kita dan terlepas dari semua perlindungan, bisa salah. Untuk memastikan bahwa sistem hukum berfungsi dengan baik dan adil, penting juga untuk **memahami** bahwa hukum dan sistem hukum kita selamanya perlu ditinjau dan direformasi, untuk menyesuaikannya dengan perubahan kebutuhan masyarakat.	Namun, sistem apa pun yang dijalankan oleh manusia, terlepas dari kegagalan dan upaya perlindungannya, bisa saja salah. Untuk memastikan bahwa sistem hukum berfungsi dengan baik dan adil, harus **dipahami** bahwa hukum dan sistem hukum kita perlu ditinjau dan diperbaiki selamanya agar sesuai dengan perubahan masyarakat.

The result of translation in data 07 through *google translate* was acceptable. it means that the text can be understood easily by the reader. Even though the form of the sentences was different, GT07 was active and NG07 was passive, there was no discrepancy in meaning. The active voice focuses on the agents. In contrast, the passive voice focuses on the object that is acted upon.

Table 8. Data 08

Source Language	Target Language 1 (TL1) GT08	Target Language 2 (TL2) NG08
Providers of goods and services (including credit providers and hire companies) all have **responsibilities and liabilities** towards the customer which are aimed at protecting the customer and his/her rights.	Penyedia barang dan jasa (termasuk penyedia kredit dan perusahaan sewaan) semuanya memiliki **tanggung jawab dan kewajiban** terhadap pelanggan yang ditujukan untuk melindungi pelanggan dan hak-haknya.	Penyedia barang dan jasa (termasuk pemberi kredit dan perusahaan jasa) memiliki **tanggung jawab dan kewajiban** terhadap pelanggan dengan tujuan untuk melindungi hak-hak pelanggan.

The data in GT08 showed that the translation result was quite acceptable because the meaning was clear, but in NG08 when the phrase *melindungi pelanggan dan hak-haknya* was changed into *melindungi hak-hak pelanggan* the meaning was clearer and specifically emphasized that costumer's right was matter. While the phrase *melindungi pelanggan dan hak-haknya* was ambiguous because protecting the costumers must include protecting their rights as well, so it was more effective when the phrase was changed into *melindungi hak-hak pelanggan.*

Table 9. Data 09

Source Language	Target Language 1 (TL1) GT09	Target Language 2 (TL2) NG09
When you buy goods, they must be of satisfactory quality: the condition they are in should match your expectations based on the price you paid. They should also be 'as described' (in other words, they must match the description made by the provider and/or the manufacturer), and they must be 'fit for purpose' (they should do what you expect them to do).	Ketika Anda membeli barang, **mereka** harus memiliki **kualitas yang memuaskan:** kondisi mereka harus sesuai dengan harapan Anda berdasarkan harga yang Anda bayar. Mereka juga harus ' **sebagai described** ' (dengan kata lain, mereka harus sesuai dengan deskripsi yang dibuat oleh penyedia dan/atau produsen), dan mereka harus ' **cocok untuk tujuan** ' (mereka harus melakukan apa yang Anda mengharapkan mereka untuk melakukan).	Ketika Anda membeli barang, **barang tersebut** harus memiliki kualitas yang memuaskan. Kondisi barang harus sesuai dengan harapan dan harga yang Anda bayar. Barang juga harus sesuai dengan deskripsi yang dibuat oleh penyedia atau produsen dan sesuai dengan fungsinya.

Data 09 showed some special terms 'as described' and 'fit for purpose' and those terms were given explanation in the parentheses. Actually, the given explanation helped the translator to understand what the words were meant. A translator should find the equivalent term in the receptor language, but if there was no such similar term in the receptor language then a translator can interpret through the given explanation. The problem with the pronoun was seen in the word *they* which referred to *goods*. That was correct, but once it was translated to GT09 *goods* was translated to *barang* (singular noun), and *they* were translated to *mereka*. There was a gap in a matter of translating pronoun because Indonesian language does not divide or explain pronoun as English language does. As a result, in TL01 the word *mereka* to refer goods seemed inappropriate, so in NG09 to make it clearer the researchers used *barang tersebut*. Then the translation result became more understandable and effective.

Table 10. Data 10

Source Language	Target Language 1 (TL1) GT09	Target Language 2 (TL2) NG09
All goods must carry a guarantee or warranty in case they go wrong or do not meet your expectations.	Semua barang harus **membawa jaminan atau garansi** jika mereka salah atau tidak memenuhi harapan Anda.	Semua barang harus **memiliki jaminan atau garansi agar** jika terjadi kesalahan atau tidak sesuai dengan harapan Anda bisa dikomplainkan.

Words may have more than one meaning; moreover, it may have different meaning when falling into different context, for example the word *carry* above. In TL01 it was translated into *membawa* which is correct literally, but it did not fit right to the words which followed, *jaminan atau garansi*. In Indonesian language *membawa* is verb or predicate and it needs animate subject to bring something or to do that activity. So, in TL02 the proper word to explain the guarantee or warranty which must be had by all goods was the word *memiliki* (have). To make the word fit or suit with its meaning, a translator must think of the context and find the equivalent word to describe the meaning of particular word.

Table 11. Data 11

Source Language	Target Language 1 (TL1) GT10	Target Language 2 (TL2) NG10
If you need to return goods a shop or other supplier, you should do so within a reasonable time: many shops and suppliers specify their own limit, usually 28 days, and can refuse to do anything if there is evidence of unreasonable wear and tear (signs that the goods have been used more than is normal or for a purpose for which they were not designed).	Jika Anda perlu mengembalikan barang ke toko atau pemasok lain, Anda harus melakukannya **dalam waktu yang wajar:** banyak toko dan pemasok menentukan batasnya sendiri, biasanya 28 hari, dan dapat menolak untuk melakukan apa pun jika ada bukti **keausan yang** tidak masuk akal (tanda-tanda bahwa barang telah digunakan lebih dari normal atau untuk tujuan yang tidak dirancang).	Jika Anda ingin mengembalikan barang ke toko, Anda harus melakukannya **dalam batas waktu yang telah ditentukan.** Banyak toko menentukan batas waktunya sendiri, biasanya 28 hari dan dapat menolak untuk melakukan apa pun jika ada bukti **kerusakan pemakaian yang** tidak wajar (tanda-tanda bahwa barang telah digunakan lebih dari normal atau tidak sesuai dengan cara pakai/penggunaannya).

There were two terms, *reasonable time* and *wear and tear*, which attracted the researcher's attention. The text talked about the procedure to return goods customers had already purchased. In TL1 the reasonable time was translated to *dalam waktu yang wajar*, when we purchased something there is a procedure in certain length of time that we can return the goods, and we can see from the text 28 days was the limit. So, it was clear agreement between the consumer and the shop. As a result, it would be better if *reasonable time* was translated to *dalam batas waktu yang telah ditentukan*. The term *dalam waktu yang wajar* illustrated uncertain time whereas the limit has actually been specified, 28 days

Table 12. Data 12

Source Language	Target Language 1 (TL1) GT12	Target Language 2 (TL2) NG12
If you take goods back to a shop, they are entitled to ask for **proof of purchase,** such as a **receipt**, a credit card slip, etc, that shows you actually bought the goods from them.	Jika Anda membawa barang kembali ke toko, mereka berhak meminta **bukti pembelian,** seperti **kwitansi**, slip kartu kredit, dll, yang menunjukkan bahwa Anda benar-benar membeli barang dari mereka.	Jika Anda mengembalikan barang ke toko, pihak toko berhak meminta **bukti pembelian,** seperti **struk belanja**, slip kartu kredit yang menunjukkan bahwa Anda benar-benar membeli barang dari mereka.

As we can see from the table, the phrase 'take goods back to a shop' was literally translated into *membawa barang kembali ke toko*. Unfortunately, the context of 'take goods back to a shop' was returning the goods costumer had already purchased to the shop, so the proper word to express that condition was *mengembalikan*. Translator must know the context of situation when doing a translation job and find the appropriate words or its equivalent to create a natural translation result. Furthermore, the word *kwitansi* is not commonly used in transaction as the proof of purchase. Many Indonesians are more familiar with *struk belanja* or *resi*. Creating a natural translation result can also be done by using familiar word or the

word commonly used by the people or certain community. By doing this way the readers will also understand the message easily.

Table 13. Data 13

Source Language	Target Language 1 (TL1) GT13	Target Language 2 (TL2) NG13
Many shops may refuse (illegally, if the product you have bought is faulty or **defective**) to **give a refund**, and instead of returning your money will offer you a **credit voucher** to use in that shop at a later date.	Banyak toko yang mungkin menolak (secara ilegal, jika produk yang Anda beli salah atau **cacat**) untuk **mengembalikan uang**, dan alih-alih mengembalikan uang Anda akan menawarkan **voucher kredit** untuk digunakan di toko itu di kemudian hari.	Banyak toko yang mungkin menolak (jika produk yang Anda beli salah atau **cacat**) untuk **mengembalikan uang yang telah Anda bayarkan** dan alih-alih mengembalikan uang Anda, pihak toko akan menawarkan **kupon** untuk digunakan di toko itu di kemudian hari.

In data 13 above the problem was on the word 'illegally'. This word refers to many things depending on the context and it sometimes has negative connotation. When *Google Translate* translated it literally in TL1, then the meaning became unclear, what the word illegally referred to. Was it illegal to purchase defective goods? Or was it illegal to return the customers' money because of the defective goods they purchase? Then in TL2 the word 'illegally' was eliminated in fact it did not change the meaning. The important thing in translation's goal is maintaining the meaning even though the structure or the form of the sentence changes.

Table 14. Data 14

Source Language	Target Language 1 (TL1) GT14	Target Language 2 (TL2) NG14
Where goods and services are ordered on the internet, on-line shops should offer their customer a **cooling-off period** after they have ordered them, in case the customer decides to suddenly cancel their order.	Ketika barang dan jasa dipesan di internet, toko-toko on-line harus menawarkan pelanggan mereka periode **pendinginan** setelah mereka memesan, jika pelanggan memutuskan untuk tiba-tiba membatalkan pesanan mereka.	Ketika barang dan jasa dipesan melalui internet, toko-toko *on-line* harus memberi waktu jeda kepada pembeli jika mereka tiba-tiba ingin membatalkan pesanannya.

Data 14 was interesting because of the use special term such as 'cooling-off period'. This term is commonly used in insurance policy or things related to transaction. As it is mentioned in Oxford Dictionary [9], the term means an interval after a sales contract is agreed upon during which the purchaser can decide to cancel without loss. As a result, the translation result in TL1 did not fit with the context because it was translated literally to *pendinginan*. So, the term was translated to *waktu jeda*. It was the time given to the customer to decide whether or not he or she wanted to purchase the product and made the payment. 'Cooling-off period' was given to customer to anticipate if the customers change their mind and they want to cancel the purchase.

Table 15. Data 15

Source Language	Target Language 1 (TL1) GT15	Target Language 2 (TL2) NG15
On-line shops should give the customer an **accurate description** of the goods being sold, and clearly state the price, **delivery arrangement** and option (how and when the customer can expect to receive their goods, whether there is an extra charge for postage, etc).	Toko *on-line* harus memberi pelanggan **deskripsi yang akurat tentang** barang yang dijual, dan dengan jelas menyatakan harga, **pengaturan pengiriman** dan opsi (bagaimana dan kapan pelanggan dapat mengharapkan untuk menerima barang-barang mereka, apakah ada biaya tambahan untuk ongkos kirim, dll).	Toko *on-line* harus memberi **deskripsi produk yang jelas** beserta harganya dan **pengaturan pengiriman** kepada pelanggan, juga pengaturan lainnya (bagaimana dan perkiraan waktu kapan pelanggan menerima barang-barang mereka, apakah ada biaya tambahan ongkos kirim, dan lain-lain).

Data 15 showed a literal translation done by Google Translate [TL1], especially the phrase *dengan jelas menyatakan harga*. By translating word by word, the translation result became unnatural and ineffective. The appropriate translation result was shown in TL2, it could be written *Toko on-line harus memberi **deskripsi produk yang jelas** beserta harganya.* The sentence was more effective and concise. The word *opsi* was also changed into *pengaturan lainnya* because it still related to arrangement option on how and when the goods will be received.

4   Conclusions

In translation to use or not to use the translation tools such as Google Translate is a matter of choice. The translation process is an intellectual activity which needs a thorough thinking. It is not merely about transforming the source language to receptor or target language, but many factors should be considered in order to produce high quality translation product such as diction, context, nuance, culture. According to the findings and discussion above there were some translation results which was actually acceptable, to be understood by the reader, on the contrary some of the results still needs revision. Furthermore, the revision should be made as a consequence of the drawbacks Google Translate have such as: first, ineffective sentence, the sentences used are not straight forward. Second, word per word translation, mostly the context is being ignored; third, the special term cannot be translated correctly; fourth, it only works well on translating simple sentence.

Despite all of the drawbacks, Google Translate does have positive things, such as cheap because it costs nothing in other word it is free, instant because it translated text quickly, and accessible because it can be done simply through a phone mobile.

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