

# Terminology Work in the Translation Project Process. The Hungarian Perspective

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## ABSTRACT

The goal of this paper is to examine the place and role of terminology and terminology work in the translation project process and, based on literature and everyday practice, to examine the changes relevant to terminology work that have taken place in Hungary in recent years. The method of analysis is a comparative content analysis and descriptive method.

Terminology management, document management, and translation (project) management are all interrelated as are all forms of content management, and terminology has a key role in all of them. The quality of the source text is fundamental for the quality of the translation, therefore high-quality translation begins at content creation. Starting with drafting the documentation, the translation project process is a fourteen-step project process. Terminology work is present in most steps of the translation project process in some way, and even plays an important role in step zero, the creation of the source text. Terminology work, both in the translation project process and in the writing of documentation, has a number of regulated processes and steps, some of which are laid down in standards and are also discussed in the international literature on terminology, translation, and technical communication. In daily practice, translation agencies are increasingly commissioned to carry out documentation work in addition to translation, editing, and proofreading tasks. Nevertheless, it was found that in Hungary, in the operation of translation agencies and during the process of technical documentation, terminology workflows are not always coordinated, terminology databases are not always used, and terminology specialists are rarely employed.

**KEYWORDS:** terminology, terminology work, translation project process, source text, documentation.

## ANOTACIJA

Šio straipsnio tikslas – išnagrinėti terminologijos darbo vietą ir vaidmenį vertimo projekto procese ir, remiantis literatūra bei kasdiene praktika, išanalizuoti pastaraisiais metais Vengrijoje vykusius su terminologijos darbu susijusius pokyčius. Buvo atliekama lyginamoji turinio analizė ir taikomas aprašomasis metodas. Terminologijos tvarkyba, dokumentų valdymas ir vertimo (projektų) valdymas yra tarpusavyje susiję: jie visi yra turinio valdymo formos, o terminologija atlieka svarbų vaidmenį. Originalo teksto kokybė yra labai svarbi vertimo kokybei, todėl kokybiškas vertimas prasideda nuo turinio kūrimo. Vertimo projekto procesas susideda iš keturiolikos etapų, o pradedama nuo dokumentų rengimo. Terminologija vienaip ar kitaip dalyvauja daugelyje vertimo projekto proceso etapų ir netgi atlieka svarbų vaidmenį nuliniame etape, t. y. kuriant originalų tekstą. Tiek vertimo projekto procese, tiek rašant dokumentus, terminologijos darbas susideda iš kelių reglamentuotų procesų ir etapų; kai kurie iš jų nustatyti standartuose ir aptarti tarptautinėje terminologijos, vertimo ir techninės komunikacijos literatūroje. Kasdienėje praktikoje vertimų biurams vis dažniau pavedama atlikti ne tik vertimo, redagavimo ir korektūros darbus, bet ir darbus su dokumentais. Visgi stebima, kad Vengrijos vertimų biurų veikloje ir rengiant techninę dokumentaciją terminologijos darbo srantai ne visada koordinuojami, terminologijos duomenų bazės ne visada naudojamos, o terminologijos specialistai pasitelkiami retai.

**ESMINIAI ŽODŽIAI:** terminologija, terminologijos darbas, vertimo projekto procesas, originalus tekstas, dokumentacija.

## 1. INTRODUCTION

1.1. In recent decades, translation methods and the people involved in the translation process have changed significantly, and the volume of texts to translate has increased dramatically in Hungary and all over the world. Localisation and internationalisation have become even more important than before, and these changes have resulted in the need for a thorough organisation and a strong technical background for large translation projects, as well as the need for coordinated teamwork (see Várnai, Mészáros 2011; Warburton 2015, 2021; Horváth 2016). The operation of translation agencies requires a strong technical and IT background, a process-oriented approach, and the introduction of project management and quality processes. As a result of localisation, the translation workflow has become fragmented, and the role of project management has become even more important than before. Moreover, translators are supported by new kinds of professionals. Due to the complexity of translation projects, translation agencies work with project managers, reviewers, terminologists, language

leads, language engineers, DTP experts, etc., who all have their role before or after translators work on the text; translations are produced with the help of computer-assisted translation tools. There is also a growing trend for translation agencies to be commissioned to carry out documentation tasks in addition to translation, editing, and proofreading.

The appropriateness of the terminology and the suitability of the terminology in a text is a major determinant of the quality of the translation; what is more, for some specialist texts, terminological accuracy and appropriateness is the most important measure of quality. This means that, from the point of view of translation work and the translation project process, the translator must be able to handle terminological issues and terminology management software, both during the analysis of the source text and when producing the target language text; consequently both the translator and the translation agency must be well informed about the principles of terminology, terminological tools, and methods (see, e.g., Matis 2010).

Production of technical documentation has developed into an industry in its own right, which is governed by various standards, laws, and regulations (see Bölcskei 2021b). Their translation was initially driven by actual user needs, i.e., making the material accessible to engineers, users, and sales professionals alike. Today, technical documentation, especially for users, must be translated and made available in the official language(s) of the country, in such a way that the information is identical in all languages and can be easily found. Globalisation and the multilingual economic market require technical documentation to be available in the languages of all countries where the product or service is sold (see B. Papp 2021a, 2021b). Today, creation of both the source language documentation and target language documentation is regulated by law and by the legislation of the areas where the product or service is sold.

The process of producing and translating technical documentation is becoming increasingly intertwined, and there is a growing need to integrate the two workflows into an integrated project process (see Brown-Hoekstra 2010). The processes of producing and translating technical documentation are closely linked to quality management, in which terminology and terminology work and workflows play a key role. According to Faludi (2020), the correct design of the source documentation and terminology management process is not only an important element of quality management, but also (a) simplifies and clarifies later steps in translation projects,

and (b) can have a significant cost-reducing effect when using appropriate technical tools.

Traditionally, in literature on translation studies (e.g., Klaudy 2018), the lexeme *translation* has two distinct meanings: ‘product’ and ‘process’. Not all authors agree on what exactly constitutes translation and which products and processes fall within the scope of translation studies. Since the term “translation process” is often used to refer to the work done by the translator, to avoid ambiguity, here the translation process handled by translation service providers is referred to as the “translation project process”.

1.2. The goal of this paper is to analyse terminology and the role of terminology work in the translation project process and to discuss the changes that have taken place in the last decade relevant to terminology work in Hungary. The method of the research is comparative content analysis, by reviewing the available Hungarian and international literature and by comparing current standards, and the descriptive method, by describing terminology work in documentation and translation services.

In the past few years, we have conducted several studies that complement and support each other in their topics; these results of the research project carried out in previous years are presented in Chapter 2. Steps of the translation project process, the integration of the source text in the process, the consequences of the digital transformation, internationalisation, and localisation, and the place and role of terminology in these processes are discussed in Chapter 3.

## 2. HUNGARIAN ASPECTS AND RESEARCH PROJECTS

2.1. First, I would like to present the two main organisations in the Hungarian field of terminology to illustrate the organisational background of our activities. In the next section I briefly summarise the research projects we did.

The Council of Hungarian Terminology (MaTT, web2) was established in 2005 under the auspices of the Hungarian UNESCO Commission. The founding president was Professor Vilmos Voigt. The task of the Council of Hungarian Terminology is to unite and coordinate terminology activities in Hungary and to facilitate the exchange of information between researchers, teachers, and professionals working in the field of terminology.

It promotes and supports research and education in terminology and the exchange of scientific information. It organises regular meetings, conferences, book presentations, and lecture series on terminology. MaTT is the Hungarian member organisation of Infoterm.

The Terminology and Communication Research Group (TERMIK, web3) was established in 2009 at the Faculty of Humanities and Social Sciences of the Károli Gáspár University of the Reformed Church in Hungary. Teachers, students, PhD students, and guest researchers take part in the work of the group as volunteer researchers. The TERMIK is a member of the European Association for Terminology (EAFI).

2.2. Between 2018 and 2021, the TERMIK conducted research on the linguistic aspects of documentation, content development, and technical writing within the framework of the project called “The Hungarian Language and Professional Culture. Hungarian Linguistic Research in the Fields of Content Development and Technical Documentation”.

The issues of content development, documentation, and technical writing are related to linguistic research in many respects, especially in regard to terminology, translation, and text linguistic research. Additionally, the results and research methods of linguistics have practical applications in these fields.

When we launched this project, we had three main goals: to examine (1) the relationship between content development, documentation, technical writing, and linguistics, (2) the role of linguistics in the documentation process, and (3) the possibilities for linguistic research in these areas. We focused primarily on the relationship of these disciplines to terminology, specialized texts and translation. We were also interested in the terminological and communicative-pragmatic aspects of professional communication and the processes involved.

As a result of this research project, we published two volumes of selected papers in Hungarian. In the first volume (Fóris, Bölcskei 2019), we focused primarily on research related to terminology, translation, text analysis, and standardization, as well as their relevance to higher education in connection with documentation, content development, and technical writing. In the second volume (Fóris, Bölcskei 2021a), we reflected on the changed environment of technical communication, the processes (e.g., industrial, business, service, documentation), and legal and standardisation

backgrounds. The authors also delved into the typological, semantic, lexical, and spelling features of technical texts in the fields of technical and medical documentation. We are hoping to make our work accessible to international readers as well, and therefore we translated selected papers from these two publications and compiled a volume in English (Fóris, Bölcskei 2021b). This volume has three sections: section one contains studies on technical communication, section two is about documentation, terminology, and translation, and section three deals with technical texts.

Issues of content development, documentation, and technical writing are closely related to the field of terminology, given the significant role terms play in language for specific purposes (LSP). I have developed an interest in the interconnectedness of these fields with terminology, starting with the establishment of the Master's programme in Terminology and institutional, graduate-level teaching of terminology at the Károli Gáspár University (KRE) (for more on this, see: Fóris 2014). Between 2011 and 2018, 41 students graduated with a master's degree in terminology. Unfortunately, despite the successful accreditation and its success, this independent training programme was discontinued by the Ministry responsible for higher education and we have not been able to relaunch it. However, we will be able to launch a specialisation 'Applied linguistics (technical writing, terminology and content management)' in a different form, as a specialisation of the Master's programme in Hungarian Language and Literature from 2023.

2.3. Between 2018 and 2020, the Intercultural Research Group and Translation Workshop (web1) of the Károli Gáspár University conducted research on translation and terminology within the framework of the sub-project "Relationship of Translation and Terminology. The Role of Terminology in Intercultural Transfer". As an outcome of the research project, a book was published in Hungarian (Fóris 2020), which was subsequently translated into English (Fóris 2022). The book discusses the relationship between translation and terminology and between theory and practice in the context of research and expertise; it reviews and describes the relationship between translation and terminology and explores the role of terminology and terminology databases in the translation process. The PhD thesis of Andrea Faludi (2020) is closely linked to this topic, as it aimed to examine the translation and documentation processes from a project-based

perspective and to determine the place and role of terminology work in these processes, to present the daily practice of Hungarian translation agencies and technical writers, and to compare theory and practice.

2.4. “Terminology is a form of content, and for this reason, terminology management is a form of content management” (Warburton 2021: 74). Today, content development and -management are large and profitable service sectors: from large digital corporations to small and medium-sized enterprises, many companies are involved in content creation and content management. For linguists, the question is where and at what point linguistics can become involved in content development.

One possible line of research is studying the process itself: the writing process, the sequence of steps, the participants, the terminological preparation of texts, and the creation and management of linguistic databases (e.g., terminology databases). The standards and style guides for writing technical texts are largely concerned with the process of creating the text and providing guidelines.

The other line of research is studying the “linguistic product”: the characteristics of the texts produced, how the target audience impacts the type of text, and the linguistic characteristics of each genre and type of text. From the linguistic point of view, technical texts can be analysed using the same methods that are used when studying general language texts: from the lexical, stylistic, semantic (e.g. use of metaphor, metonymy), and textual and communicative-pragmatic points of view. We can study monolingual texts as well as texts produced or translated into several languages. In the context of descriptive linguistic research, we approach texts and their characteristics from a variety of perspectives beyond the traditional sociolinguistic approach, including communicative-pragmatic, text linguistic, lexico-terminological, and functional cognitive approaches.

Another line of research is the choice of language for specialised texts. Typically, LSP texts are written in English and are then translated from the English source texts into other languages. English is therefore the primary language of technical writing, especially at multinational companies. However, not all source texts are written in English. For example, many source texts are also written in French, and it is not uncommon for texts to be rewritten in other languages instead of being translated (Kóbor 2021). It is common for some texts to be created in several languages in

the first place, or to be written in the source language (often English) – not necessarily by native speakers – and later or simultaneously translated into other languages. Typically, there is no information about whether the texts produced this way were written by native or non-native authors, and it is not always clear which language was the source (or original) language.

Writers of source language texts should write in a way that can be easily and effectively translated (localised) into other languages; in other words, they must *internationalise* the source text. Moreover, translators of texts need to have a thorough knowledge of the characteristics of the given type of texts in the target language.

Ideally, the people in the company, profession, or discipline concerned make sure that the terminology used in texts in different languages is consistent by creating a terminology database that can support the codification and dissemination of terms. Examples of this are usually found in professions where the key issue is to ensure that experts can collaborate quickly and without loss of information (as in the case of aeronautical projects, see Eito Brun 2016) during complex projects where the participants may be geographically distant from one another. The creation and use of terminology databases are equally important in everyday work and research as documentation is usually translated into other languages not by researchers or other professionals but by translators. They often have little or no knowledge of the scientific or technical field in question because they are not part of its discourse community; therefore, translators often require a terminology database of the specific language to utilise in order to complete their work.

### 3. TERMINOLOGY IN THE TRANSLATION PROJECT PROCESS

#### 3.1. The translation project process

Szondy (2016) divides the translation process into five major parts: 1. *Launch* (request for a quotation; task specifications, collecting information; pricing, price quote); 2. *Planning* (scheduling; planning the project steps, setting deadlines); 3. *Preparation* (preparing the files; adding references, preparing the terminology; creating the project in the CAT tool); 4. *Translation* (using translation memory to pre-translate the file; translation; decisions on terminology, research; review, verification); 5. *Closure* (self-check; post-production, editing and DTP; preparing files for sign-off, handing over the files to the client).



In international and Hungarian literature, some authors (e.g., Horváth 2011; Mohácsi-Gorove 2014) have so far reviewed and examined the entire translation project process. Meanwhile, the majority of authors focus on individual steps in the process, the most frequently examined phases being the preparation, the actual translation, and the proofreading processes.

A *translation project process* in the practice has 10–15 steps. The standard EN ISO 17100:2015/AMD 1:2017 “Translation services – Requirements for translation services – Amendment 1”, which was also introduced in Hungary (MSZ EN ISO 17100:2019), summarises the minimum requirements for translation services.

As Faludi (2020) pointed out in her PhD thesis, the ISO standard does not cover all the steps used in international practice, nor is there a uniform interpretation of the translation project process in the literature. In other words, there is no uniform definition of the translation project process for quality management of translation services. Faludi based her research in the complex translation project process on the quality management system of a Hungarian translation agency and the actual ISO standard. In her work, the translation project process was divided into thirteen (13) steps. She summarised the steps of the translation project process and put the linguistic and terminological tasks involved in each project step in a table (Table 1). The steps that are discussed from a linguistic point of view in the literature, such as translation and bilingual review, are not detailed.

**Table 1. Linguistic and terminological tasks in the steps of a translation project**

(Source: Fóris 2022: 93, the original in Hungarian: Faludi 2020: 69–70.)

	STEPS OF THE PROJECT	LINGUISTIC AND TERMINOLOGICAL TASKS
1.	project preparation	<ul style="list-style-type: none"> <li>• analysing the source text</li> <li>• preparing terminology</li> <li>• preparing/selecting the TM and TB</li> <li>• making a style guide</li> <li>• surveying other available sources</li> <li>• selecting participants of the project (after specifying the sub-domain)</li> </ul>
2.	file preparation	<ul style="list-style-type: none"> <li>• identifying the content to translate</li> <li>• defining the translation unit</li> </ul>
3.	translation	see literature

4.	bilingual review	see literature + assessing corrections
5.	quality assurance (QA) tools	<ul style="list-style-type: none"> <li>• creating QA rules, check lists</li> <li>• performing QA (terminology verification)</li> </ul>
6.	typesetting, DTP, file-engineering	<ul style="list-style-type: none"> <li>• language specific typesetting rules</li> <li>• handling hyphenation dictionaries</li> </ul>
7.	proofreading	<ul style="list-style-type: none"> <li>• checking if appropriate for target culture</li> </ul>
8.	correction	<ul style="list-style-type: none"> <li>• assessing corrections</li> <li>• implementing corrections</li> </ul>
9.	final inspection	<ul style="list-style-type: none"> <li>• checking against guidelines</li> <li>• spotting remaining errors</li> </ul>
10.	finalisation	<ul style="list-style-type: none"> <li>• assessing corrections</li> <li>• implementing corrections</li> </ul>
11.	delivery	<ul style="list-style-type: none"> <li>• checking against criteria defined by PM (project manager)</li> </ul>
12.	handling feedback from client	<ul style="list-style-type: none"> <li>• assessing corrections</li> <li>• implementing corrections</li> </ul>
13.	TM maintenance	<ul style="list-style-type: none"> <li>• correcting issues arising during the project</li> <li>• general maintenance, development</li> </ul>

The term base (TB) is a database containing the terminology and related information. The translation memory (TM) contains the previously translated texts stored in segments (usually sentences). The TM stores previous translations in a database for later use and offers the stored target language text to the translator based on full match (100% and CM [context match]) and partial match [fuzzy match]).

### 3.2. The integration of the source text in the process

The process of creating the source text, i.e., technical documentation, is the very first step of translation project process or, we could say, the most important “step zero” before the translation process. The number of steps can be further increased or their order can be changed if the characteristics of the project make it necessary, for example, in the case of additional services with added value.

So, the translation project process is preceded by the preparation of the source, referred to as (technical or professional) documentation. This work is usually done by professional copywriters (or technical writers or professionals). Making a document suitable for translation begins with internationalisation when the text is written or adapted to be suitable for translation.

Today, instead of drafting a long piece of continuous text, the goal is to create microtexts with a modular structure stored in a central database ('master database') and each change is made through it, making each bit of text reusable many times.

The quality of the source text is fundamental for the quality of the translation since high-quality translation begins at content creation. In one way or another, terminological work is present in most steps of the translation project process and even plays an important role in step zero, creation of the source text. In particular, it is involved in different phases of project preparation and quality control (e.g., checking translation consistency, numbers, punctuation in the broadest sense, and terminology) and in the maintenance and development of terminology databases. Documentation relies on different types of software and standards and is regulated by various legal regulations.

Based on Faludi's (2020) work, the translation project process is divided into thirteen steps, but if we add documentation preparation as step zero, we have a fourteen-step (14) project process. So, the steps in the complex translation project process, including documentation, are the following:

0. preparing the source text (documentation in the original language),
  1. project preparation,
  2. file preparation,
  3. translation,
  4. review, bilingual review,
  5. software QA,
  6. typesetting, DTP, file engineering,
  7. proofreading,
  8. correction,
  9. final check,
  10. finalisation,
  11. delivery,
  12. client review and feedback,
  13. TM maintenance.

### **3.3. Digital transformation, internationalisation and localisation**

Documentation is the result of teamwork: developers and other engineers, technical writers and terminologists work on this process (e.g., terminology work in the domain of satellite control software applications, see

Eito Brun 2020). They need accurate and relevant technical data at their disposal, preferably from a central database. They also need established terminology stored in a central term base.

When writing documentation, a crucial consideration is that the text should be unambiguous, precise, professional, and straightforward. The key to being unambiguous and professional is dependent on appropriate, accurate and consistent term use. (About the steps of creating a technical documentation, see Czinkóczki, Fehér 2021.)

A suitable authoring software is also required because it can handle technical drawings, illustrations, special letters, and characters used in the translated (localised) versions, including different directions of text. It is also useful if the company has a content strategy and an established style guide. Documentation planned for international publication should be written in a way that would render the document easily translatable into several languages.

Technological changes have made transforming information (e.g., documentation) into machine-readable form, i.e., creating digital content, even more important than before. Artificial intelligence (AI) emerged as a “user”, extracting content (information and metadata) from databases and human-generated (written or spoken) texts and creating new content based on them. Intelligent content is content that can be processed by AI. There are a number of advantages to creating intelligent content: e.g., the information is consistent (i.e., it is identical, valid, and up-to-date content across all channels), high-quality, and accessible across multiple channels.

These processes have resulted in new types of text, and structured writing has become widespread, which means that content is arranged in a hierarchical structure. XML is the best-known format of this type of text, but there are many other document management standards. The so-called micro-texts are created and the ability to combine them has become important for efficiency (modular documentation). These new requirements, processes, and ways of digitising and using information are also changing documentation itself. For example, technical writers no longer only write content for humans, but they also create content for smart devices. Creation of documentation as digital interactive content accessible on different devices is changing the processes and requirements (see B. Papp 2021b).

Globalisation is a process that has been ongoing for decades (or even centuries according to some experts), and its impact can be seen primarily

in the economy, society, and culture. The result is a kind of unification in language use internationally in order to make communication easier, faster, and more efficiently and cheaper internally and externally for the regulation of manufacturing and trading companies and service providers. In business, internationalisation is making a product or service meet the needs of markets worldwide. Internationalization is the process of creating a product in a way that it can be adapted to a country, culture, or language with the least possible effort (i.e., the product is easy to localise). There are at least four levels of internationalisation, which interact with each other: internationalisation of an organisation, a process, a product, and documentation (Brown-Hoekstra 2010). Technical documentation must also be prepared in a way that is easy to localise (i.e., it can be translated easily, cheaply, and accurately with high quality into many target languages at the same time). Localisation is the all-encompassing cultural adaptation of a product or service: a multi-step process in which translation is only one step. Localisation of documentation is usually creation of the original documentation in other languages (by translation or rewriting) (Cadieux, Esselink 2004; Snopek 2016). Kóbor (2021) described the characteristics of website localisation projects in detail, pointing out that foreign language websites are not always created by translation. “It often occurs that content development is carried out in more than one language, or there is an ‘international’ version (to use the terminology of localisation, ‘internationalised’ pages, usually in English) in addition to the original website, which is used as the basis for the localised websites (cf. *loreal.fr* vs *loreal.com*)” (Kóbor 2021: 183).

Over the last decade, translation methods and the participants involved in the translation process have changed, and with them the process of translation itself changed too. Localisation and internationalisation have a greater role than before, and these changes mean that translation work requires a thorough organisational and strong technical background as well as the coordinated teamwork of many individuals. This is because localisation is a process that goes beyond translation and must consider the cultural and linguistic characteristics of a country. Also, localisation has led to a fragmentation of the translation workflow, which has increased the role of project management (Fóris, Faludi 2021). Translation companies work with many individual translators whose work is coordinated by project managers and supported by proofreaders, terminologists, and linguists;

translations are produced with the help of computer-assisted translation tools (Várnai, Mészáros 2011).

In the past, creation of texts was part of an author's own creative process. Today, creation of texts and their translation into other languages is a process involving many steps and many collaborators. Thinking in terms of processes requires a different approach because each step in a multi-step process has to be described and coordinated with their order and interdependence defined, which explains the importance of process control (and algorithms in their description). Processes can be broken down into parts (sub-processes), and we need to identify which of the sub-processes require linguistic work and where a text needs to be created, checked, and corrected. Linguistic sub-processes include all those that involve texts or units of text, issues of spelling, grammar (morphology and syntax), semantics, and pragmatics. Each of these areas can influence and determine the comprehensibility of the text and is related to the content of the text.

### **3.4. The place and role of terminology in these processes**

Terminology plays an important role both in the management of the existing documents and preparation of documentation: consistent documentation is only possible if the terminology system of the field is fully developed, which facilitates writing, editing, managing, processing, and translating.

Cabré (1999: 50) distinguishes three areas concerning the use of terminology for documentation purposes: “terminology is also the basis for the writing of technical texts (technical writing), the translation of specialized texts (technical translation and interpretation) and the description, storage and retrieval of specialized information (technical documentation)”. Cabré primarily considers the writing and creation of documentation to be the goal of using terminology for documentation purposes.

Terminology is present throughout the translation project process but is prominent in two steps: the preparation phase and the verification (proof-reading and review) phase. When preparing a text for translation, the unknown terms in the source language are extracted and their equivalents in the target language are harvested, preferably from validated sources. Therefore, terminology preparation is a key step in translation (Gouadec 2002) and translation projects. If there are several possible target language

equivalents (synonyms or partial equivalents), the translator chooses the one that best fits the topic or context. A terminological glossary of the terms used in the text (source and target language terms, with definitions where necessary) is compiled, with the aim of using the same term in the target language text consistently in order to ensure and maintain coherence. In daily translation work, however, it is also common that translators do not have time for terminology preparation, and they have to complete this while working (i.e., to record terms in the integrated translation interface of CAT tools while translating).

In the verification phase, terminological compliance can be checked from two points of view. First, it must be determined whether the target language terms correspond to those in the terminology glossary or database. This can be checked by quality assurance (QA) software; the software runs the target language translation against the terminology database. The other goal of the verification phase is to review the content in the target language and check whether the terminology conforms to the terminological standards of the profession. In these cases, sometimes the glossary or the termbase is modified at this stage or continuously along projects. This may also entail the need to modify previous translations stored in the translation memory (TM) to ensure consistent term usage when those segments are reused in subsequent translations.

Term bases store large amounts of terms and related data. Databases for translators containing multilingual terminology data are called translation-oriented term bases. In the translation project process, they are often simply bilingual glossaries produced with terminology management software, which are also called ‘termbases’ or ‘TBs’, but in reality they are far from the sophistication of central terminology databases (see Steurs et al. 2015).

The workflows of translation-oriented terminography are also set out in an international standard (ISO 12616-1:2021). Several authors in the terminology and translation literature have also addressed the issue of translation-oriented terminology databases. Tamás (2014) grouped terminology databases into three types: simple, traditional, and complex terminology databases. Furthermore, the category of knowledge bases, which also store knowledge and rules that can be used to access information that is not explicitly included in the knowledge base, is also worth mentioning. The literature discusses both the analysis of the structure and content of online

terminology databases, and their categorisation and possible evaluation criteria; e.g., Tamás and Sermann (2019) shared a framework of evaluation criteria. Other studies present the construction of a specific terminology database for translators in detail. Examples include the construction of an English–Hungarian database for the terminology of laser physics (Fóris, B. Papp 2015), or the construction of the OFFI's (Hungarian Office for Translation and Attestation) terminology database, called IUSterm (Tamás 2020).

Faludi (2020, 2021) used interviews with Hungarian translation service providers and technical writers to study the role of the technical documentation process and terminology work in the complex process of producing and translating documentation. She examined whether there was an accepted practice in the management and translation of documentation and in terminology management in the practice of translation agencies. Data on the practice of terminology work were collected in the form of structured interviews, i.e., based on pre-formulated questions. The interviews were conducted with technical writers and translation service providers working in the Hungarian market. The main findings of the interviews were as follows:

- “The interviews revealed that terminology management processes and the use of terminology databases have not yet become common practice in translation service providers or in the preparation of documentation. This is so despite the fact that standards and the literature draw attention to the need for and the benefits of terminology work both in document management and the translation process.
- The interviews conducted showed that terminology work is considered important, but there is no consensus on its circumstances and conditions. According to some respondents, terminology work is only needed if translation is part of the documentation project, while others believe that the terminology database is only used to include forbidden terms. But there are also examples of terminology work being implemented in a very advanced and regulated manner, and the terminology database being widely accessible to documentation writers, translators and other language professionals. [...]
- Terminology work and terminology management, regardless of the level of sophistication of the process, is a shared activity in the fields



of translation services and technical writing. Only rarely do technical writers and translators use the same, shared termbase or work on it together. At most, terminology management is only part of the job for technical writers, and the same applies to translation service providers (i.e. terminology work is scattered throughout the process and the companies typically do not employ a dedicated person to manage terminology workflows).

- None of the responding technical writers have a role in monitoring the production process and quality of target language translations, and translation service providers do not have a designated person either for processing the source text, either in terms of terminology or other quality-related factors (e.g. spelling). It is likely that communication errors on both sides result from this issue. The preparation of the source text is of particular interest, as there is a general consensus among translation service providers that the most important part of terminology work is the preparation of the source text, and that this is the main reason why they understand the importance of employing a terminologist. Nevertheless, it is clear from the data above that the source text is not frequently prepared. [...]
- Another noteworthy finding is that, according to the interview responses, technical writers are more aware of the importance, methodology and role of terminology work and terminology management than translation agencies. This is probably due to the fact that technical writers are more likely to be employed by large international companies, where terminology management is clearly more developed, than by SMEs [subject-matter experts] working in the Hungarian market” (Faludi 2021: 219–220).

The above shows that terminology work, both in the translation project process and in the writing of documentation, has a number of regulated processes and steps, some of which are laid down in standards and are also discussed in the terminology, translation, and technical communication literature. Nevertheless, in the operation of translation agencies and during the process of technical documentation, terminology workflows are not always coordinated, terminology databases are not always used, and terminology specialists are rarely employed.

#### 4. CONCLUSION

In summary, we can conclude that terminology management, document management, and translation (project) management are all forms of content management. Terminology has a key role in each type of content development and management process. The literature on terminology widely discusses documentation and its main types: technical writing, technical translation, and technical documentation. The key to being unambiguous and professional depends on appropriate, accurate, and consistent use of terminology. Documentation and translation project processes affect each other, and, in alignment with Brown-Hoekstra (2010), it is necessary to integrate documentation and translation processes in the future. Therefore, the translation project process needs to include a step zero (creation of the source text, i.e., preparing documentation), and terminology work is present in most steps of the translation project process in some way, starting from this step zero.

In daily practice, translation agencies in Hungary are increasingly commissioned to carry out documentation work in addition to translation, editing, and proofreading tasks. The process of creating high-quality multilingual documentation starts with internationalisation, where the source text is written or adapted to make it suitable for translation. However, during the process of technical documentation and the operation of translation agencies, terminology workflows are not always coordinated and terminology databases are not always used.

Users like to find information in their own language; therefore, technical documentation, especially targeted at users, should be translated into the official language(s) of the country and made available in microtexts in a way that the information is the same in all languages and can be easily retrieved. This explains why the role of technical documentation has recently become more important: globalisation and a multilingual economic market require technical documentation to be available in all the languages in which the product or service is marketed.

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**TERMINOLOGIJOS DARBAS VERTIMO  
PROJEKTO PROCESSE. VENGRIJOS ASPEKTAI**

Santrauka

Šio straipsnio tikslas – išnagrinėti terminologijos darbo vietą bei vaidmenį vertimo projekto procese ir, remiantis literatūra bei kasdiene praktika, išanalizuoti pastarųjų metų pokyčius, susijusius su terminologijos darbu. Buvo atliekama lyginamoji turinio analizė ir taikomas aprašomasis metodas.

Terminologijos tvarkyba, dokumentų valdymas ir vertimo (projektų) valdymas yra tarpusavyje susiję: jie visi yra turinio valdymo formos, o terminologija atlieka svarbų vaidmenį. Originalo teksto kokybė yra labai svarbi vertimo kokybei, todėl kokybiškas vertimas prasideda nuo turinio kūrimo. Vertimo projekto procesas susideda iš keturiolikos etapų, o pradedama nuo dokumentų rengimo. Vienaip ar kitaip terminologijos darbas dalyvauja daugelyje vertimo projekto proceso etapų ir netgi atlieka svarbų vaidmenį nuliniam etape, t. y. kuriant originalo tekstą. Tiek vertimo projekto procese, tiek rašant dokumentus, terminologijos darbas susideda iš kelių reglamentuotų procesų ir etapų; kai kurie iš jų nustatyti standartuose ir aptarti tarptautinėje terminologijos, vertimo ir techninės komunikacijos literatūroje. Kasdienėje praktikoje vertimų biurams vis dažniau pavedama atlikti ne tik vertimo, redagavimo ir korektūros darbus, bet ir darbus su dokumentais. Visgi vertimų biurų veikloje ir rengiant techninę dokumentaciją terminologijos darbo srautai ne visada koordinuojami, terminologijos duomenų bazės ne visada naudojamos, o terminologijos specialistai pasitelkiami retai.

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