
RESEARCH ARTICLE

Translators' Perceptions on Open Source Translation Tools: Trados and OmegaT

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ABSTRACT

In the last century, great technological development has changed the working principles and methods of institutions and professions worldwide and has started a radical innovation process. While it eliminated those who could not keep up with this innovation, it raised those who did to be the best in their fields. One of the professions affected by this change is undoubtedly translation. Translation technology systems are widely used by translators all over the world today and have a large market. Translators' use of translation technologies more effectively and accurately ensures that their translations are carried out more accurately and in a faster time, and it has become the indispensable equipment of a good translator in the historical process. This has given vital meaning to translation technologies such as translation memories and machine translations. The benefits of translation technologies to the translator are many. Although many studies have been conducted on the problems experienced by translators and the limitations and advantages of translation technologies in general, there are very few studies on the problems experienced by translators individually about the use of translation technologies, the problems they experience and their attitudes. The aim of this article is to identify the various problems that translators experience while using computer-assisted translation tools, to reveal the reasons for using the programs they frequently use, and to get the comments of the translators who use alternative options. By employing a document analysis approach to collect data, the article presents a descriptive analysis of opinions. This analysis is between the paid Trados program, which is known to all translators, and the free alternative program OmegaT. The user comments of the Proz forum, which is known worldwide by translators, are used in the analysis. An analysis is presented by listing the positive and negative opinions about both computer-aided translation tools. The article presents some suggestions regarding translation education based on the findings.

KEYWORDS

Translation, computer-assisted technology, translation technology, proz.com

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1. Introduction

The most important privilege and feature that distinguishes human beings from all other living things is the language they use and their communicative skills. Although there are many definitions of the language that human beings have and how they acquire this language, in the simplest definition, language is defined as "a set of double-jointed vocal signs specific to a certain human community" (Vardar, 1998, p. 75). In addition, the famous linguist Ferdinand de Saussure defined language as "a system of signs and indicators." (Saussure, 2001, p. 18) In the history of mankind, as the number of people in the world increased, communities were formed, and as communities emerged, different languages began to be used. Thus, there was a need for translation. The first examples of translation were oral or written agreements between communities using different languages, and the first example of written translation was found in the Sumerians (Biçkici, 2016, p. 4). Although translation is a concept that has existed for centuries and is almost the same age as humanity and civilisation, its scientificisation started to take place in the early 1900s. The translation is a multidimensional phenomenon. It involves different disciplines such as communication, linguistics, text linguistics, hermeneutics and literary studies. Inspired by the main concepts of these fields, text-oriented translation approaches are divided

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into two categories: source and target texts (Biçkici, 2016, p. 17). The translation is a centuries-old concept and has been done with the same method for centuries. Since the invention of writing, translation has been done with the mental processes of a translator who has knowledge and experience in both languages in terms of grammar and concepts. In the early 18th century, with the development of printing technology, the process of writing and printing changed, although not in the process of translation. Printing technology has enabled translations and written works to reach more people more quickly.

In the 20th century, computer and internet technologies caused transformation and development in industry, trade, production and many other fields. Just as in the Industrial Revolution, physical manpower was replaced by machines in many sectors. In this century, mental manpower is replaced by computers, software, internet technologies, in short informatics. With these innovations, every organisation has changed its way of working and understanding. With this change, the way of working and understanding translation has also changed. The portrait of a translator, which used to start and end with the person himself/herself with dictionaries and books in his/her hands, has been replaced by a portrait that can use different software, communicate with colleagues from all over the world, quickly follow professional developments, share information through different channels, convert digital data into different formats, find job opportunities on his/her own and give work when necessary, follow up projects and find solutions to problems. The most important tools in this new translator definition have been machine translation and Computer Assisted Translation tools. In our research, the basic concepts of these new definitions will be mentioned. Then, user comments will be analysed, and experiences with these programs will be determined. The document analysis method, one of the qualitative research methods, was used in our research.

In the first part of the article, translation technologies and open-source translation technologies will be defined. It will be mentioned what translators pay attention to when choosing a translation tool, and the reasons for their preference will be revealed. The reasons why translators prefer translation technology programs, why they often use the same program, the reasons for choosing and not choosing free program alternatives, the advantages and disadvantages of computer-aided translation tools, and technical problems will be questioned. In the second part, the comments of forum user freelance translators about computer-assisted translation tools will be included. Trados and OmegaT features and limitations will be compared. Positive and negative opinions of Trados and OmegaT users about the program will be stated, and a comparison will be made. In the findings section, the positive and negative aspects of both programs will be revealed with the descriptive analysis method, with the comments we received from the two programs, and a suggestion and opinions will be put forward.

The aim of this research is to directly identify the problems experienced by translators when using Computer Assisted Translation Tools through individual user comments and to compare the use of open-source translation tools with the most frequently used tools. In this research, the following questions will be tried to be answered;

- 1) What are the advantages and disadvantages of CAT tools according to users' points of view?
- 2) What kind of problems are encountered when using the tools?
- 3) What are the main differences, advantages and disadvantages between OmegaT and Trados? Which one should translators prefer in terms of price/performance evaluation?

2. Translation and Translation Technologies

The act of translation is a transfer process that takes place between languages. Two different languages are required to do this. The language transferred from it is called the "source language", and the language transferred to it is called the "target language". If we want to explain this with an example, when we want to translate a Turkish text into English, if the Turkish source language is English, it is called the target language (Baykan, 2005, p. 2). Tahir-Gürçağlar (2011) highlights the effects of technology on translation as follows :

“When we think of technological developments in translation, the first thing that comes to mind is computerized translation. Translation or computer-assisted translation. However, in translation, technological developments are not limited to these. Translation memories, the internet, translation programs new auxiliary tools, such as the new automation system, have also taken their place in these technological developments takes. Today, a large proportion of translation is computerized and in a way, computers have become translators' offices” (2011, p. 61).

Although translation is seen as a linguistic transfer from one language to another, as mentioned in the general definitions of translation, it is impossible to talk about a single definition for translation or to translate only linguistic elements like a machine output, and as a result, it is impossible to give the same feeling to the recipient in both languages. This is because language is a living entity that changes and evolves, and translation requires not only the translation of words but also equivalent meaning contents that will convey the feelings and thoughts of people living in different cultures.

As technology has changed everything in our lives, it has also changed translation processes and translators:

“As a result of technological developments, a new specialization called "localization" has emerged. This new specialization involves different practices and a different translator profile from the usual translation practices. Freigang and Schmitz state that a new translator is no longer an isolated person who tries to find the means of assistance and the people to help him/her but a person who is part of an organized team and to whom the means of assistance are readily available” (Freigang and Schmitz, 2002, p. 245).

It is almost impossible to translate without using technology. This is because customers demand faster and more accurate translations under the current conditions. Translation agencies do not provide direct translation texts, but only the translation texts to be edited and entered into the translation programme. It is very difficult for a translator who does not know the programmes to work as a translator or even to get a translation job for a fee. Translation technologies can be divided into two machine translation and computer-aided translation tools. Machine translation is a translation done by entering texts into a computer without a translator. The translator is not involved in the process. Even an individual user who does not know the language can translate with machine translation. In computer-aided translation tools, on the other hand, the translator is in an active role, but with programmes with virtual memory, the translator can easily translate repetitive sentences by saving the translations he/she has previously made in memory: "Since the 1950s, machine translation has attracted particular academic interest the translation technologies that have been attracted by computer-assisted translation are still at the centre of the translation process today (Pym, 2010, p. 123). In this respect, the concept of "computer-assisted translation tools" has been used by some theorists such as Pym because all translations are computerised are being made (ibid).

Especially with the widespread use and development of computer technologies and the Internet, there have been many innovations in these tools. Although there are many computer-aided tools, they are divided into two categories: paid tools and free, open-source tools.

We can better understand the differences between machine translation, computer-assisted translation and human translation, which we have known for a long time without any technological infrastructure, by comparing the image.

Image 1: The features of human, machine translation and CAT Tools

Human Translation	Machine Translation	Computer-Assisted Translation Tool
Only Human Efforts Required	No Human Effort Required	A perfect blend of human efforts and technology
Level of accuracy is high but consumes more time	Consumes less time but the level of accuracy is low	High level of accuracy can be achieved in less time
Can translate contexts	Cannot translate contexts	Can translate contexts
Translation not possible if the human translator is not having the knowledge of the source text language	Sometimes translation doesn't work if the document contains idioms, phrases, sarcastic dialogues, etc.	Translation works accurately regardless of the language, and content of the document
Professional translators are never available for free	Machine translation is free. For, eg. Google Translate	Many free computer-assisted translation tools are available

Source : (Rodriguez, 2019)

2.1 Machine Translation

Nowadays, a person who does not translate professionally can use machine translation for daily work and communication, but for professional translators; it is a must for their profession. It is true that machine translation is used by professional translators to speed up the translation process and make their work easier. Machine translation is preferred because it shortens the duration of the translation. Technical translations are more suitable for technical translations as there is no change in meaning according to the text and author, like literary translations. “The term ‘machine translation’ itself can be misleading. It has a long history and, as a result, many interpretations. The term originally referred only to automatic systems with no human involvement” (Sager, 1994, p. 326)

However, it is a more tedious type of translation for translators and requires expertise due to the terminological expressions. Human translation is of high quality but time-consuming, but texts such as manuals and technical information do not require high-quality translation and can be understood even with word-for-word translation without the need for context.

In machine translation, we enter the source text into the computer. The computer directly translates the text we enter without any intermediaries, and we receive the target text immediately. The system installed on the computer analyses the translation text we enter into the computer and then translates the sentences into another language by means of software. This process is not a process of matching and translating the words in the other language stored in the system; here, algorithms and crypto-analyses work according to the text we enter, and the programmed system translates the text we enter in this way (Ataseven, 2021, p. 232). Machine translation has developed its algorithm more and more over the years. The most advanced and well-known machine translation algorithm is Google Translate. Both professional translators and individual users have started to use Google Translate more and more, especially for technical translations (Şahin, 2013, p. 90).

Google Translate is designed to provide faster and better quality translations day by day. Google, Yandex Translate, AWS Amazon, and DeepL are also known as machine translations. Machine translation is highly preferred and very successful in terms of being able to translate quickly and being good at technical translations, but the translation is insufficient in translations that find meaning depending on the content.

2.2 Computer-Assisted Translation Tools

Computer Assisted Translation Tools include a variety of computer programmes equipped with the latest technology and the Internet to assist the translator. These include online and offline dictionaries, localisation tools, interpreting tools, terminology management tools, desktop tools, translation management systems and translation memories. Each of these helps the translation process. "A generally accepted view of human-aided machine translation is 'a system wherein the computer is responsible for producing the translation per se, but may interact with a human monitor at many stages along the way'" (Slocum, 1988, p. 5). Contrary to machine translation, Computer Assisted Translation Tools, which include other functions of Translation Memory from time to time, do not disable the translator but support the translation process and facilitate the work of the translator. "The development of computer-assisted translation tools was driven by the commercial imperative to make translation faster and more accurate by turning the general-purpose computer into what the translator calls his or her assistant" (Kay, 1997).

These tools, which increase the efficiency and consistency of the translator, are almost like the translator's office. Because these programmes contain more than one component, the translator can access document editors, term managers, and translation memory through a single application.

Computer-aided translation tools are now available on the market as stand-alone programmes that include translation memories in addition to term management tools, term extraction tools, corpus tools, contextual indexes, etc. The most important feature of these tools is to help the translation and make the translation more consistent by leaving the management and decision-making to the translator rather than replacing the translator, which is the target of machine translation (Ö. Şahin, 2019, p. 35).

Computer-assisted translation tools is a very broad term. These tools may include word processors such as Microsoft Word, spell checkers, electronic dictionaries, etc., which are not specific to translators. In addition, more professional tools such as term banks, corpora, and translation memories combined with machine translation are also included in this concept (Ö. Şahin, 2019, p. 38).

The first use of Computer Assisted Translation tools dates back to the early 1990s. At first, it was used only by bureaus in order to meet intensive translation work. It facilitated intensive work, became an important tool to assist in translations and saved time. Thus, it has become widespread and used among freelance translators as well. Computer Assisted Translation tools do not work like machine translation. In machine translation, the source text is entered, and the target text is instantly received. However, there is a memory within the Computer Assisted Translation Tool. Previous source texts and their translations are stored here, and the translator is presented with similar matches and translations in future translations. In this sense, the translation matches that will be presented to us through the memory in later translations are divided into two fuzzy matches and exact matches. Exact matches are exactly the same as our translations, while partial matches are translations similar to our translations. In this direction, especially for translators who do similar translation jobs, the words and terms they use will be more functional as they will be similar and will cause them to finish the translation job in a shorter time. It is also very useful for the translator to use it in translations that contain a lot of word and sentence repetition, such as technical translations (Balkul, 2015, p. 40).

In this way, the translator who performs similar translation tasks saves time and ensures the unity of terminology between texts by utilising his/her previous translations. He/she can share these memories with someone else and make use of them or combine them with another memory. While creating a translation memory, the translator builds this memory with his/her own translations

over time. Several translators can create a more voluminous translation memory in a shorter time by merging their memories together, as in translation offices. Another method of creating a memory is to import someone else's ready-made database into one's own programme. The memory has a file extension called Translation Memory Exchange. This file transfer must be done correctly by the programme users; otherwise, it may cause corruption in the file format and may cause serious problems with the translation process and memory. In addition to the first two methods, another method is parallel text matching. Here, if two different texts made on the programme are in an editable format in different programmes, the sentences and parts are matched, and a database is created. This method is a more difficult method as there will be more fuzzy matches and exact matches in the matches (Şahin, 2013, p. 50).

After discussing the process of creating translation memories and the benefits they bring to translators, one of the most important issues about Computer Assisted Translation Tools is the translators' hesitation about whether they can use them or not and some of the unfamiliar terms in the programme. We will talk about some company information and general terms related to Computer Assisted Translation Tools (Ataseven, 2021, p. 243).

One of the most important issues encountered by translators in the tools is term words and phrases. Terminology databases are translation terminology databases created from words and phrases, such as technical terms and brand names, that frequently occur in texts (Ataseven, 2021, p. 243). This database ensures consistency in the translator's translation by translating previously encountered and translated content in a similar way.

Another component of Computer Assisted Translation Tools is translation memories. Translation memories are, in a sense, the translator's memory. Translation memories provide the translator with the translated versions of the source and target texts and allow him/her to either do the same translation or edit it.

The tools also include quality assurance content. This help to ensure that the translation is of a better quality, free of errors and that the text is organised. Quality assurance content supports the translator at the start of the translation project, throughout the translation process, at the proofreading and proofreading stage, and even at the formatting stage of the target text (Ataseven, 2021, p. 243). The aim of these contents is to minimise errors by providing support to the translator before and after translation. Another feature that we can do with Computer Assisted Translation Tools without leaving the screen is to add sources to our translations or to do research on our translations. The translator can calculate the word count of the source text in the programme. He can see repeated phrases or sentences in the memory. This can help the translator to set a fee for this work. Because if there are too many matches in the translator's own memory in a new translation, the translator will complete the translation in a short time and translate very few of them in total. Thus, he/she will spend less effort. Thanks to word count and matching analysis, a translator can find the number of words or characters in a text. In combination with memory, they can also detect repetitions in the text. This content is also useful for the translator to determine the price for a job or to estimate how long a job can be done.

The term extraction is the process of finding and extracting terms that can be used in translation from different memories. Translation memories have their own file formats, such as (.tmx,.tbx, and .xliff). When you want to translate what you have translated in one program into another program, or when you want to change the program you are using for different reasons such as price policy, new features not working correctly, etc., the file format will not be compatible with the new program and problems arise. Computer-aided translation tools can convert these formats into other formats by means of extensions or their own applications. Through the alignment or matching function, the segments in the source text are matched with their translated counterparts in the target text, and new translation memory files are created (Ataseven, 2021, p. 245).

Machine translation applications can also be added to the programmes so that sections of the source text can be translated by machine translation, and the translator can only make corrections. Concordance searches allow the translator to access a specific word, structure or equivalent in the translation memory and search the translation memory.

2.2.1 Open Source Translation Technology

All the mentioned features above are available in almost every CAT tool. Some of the tools are free, and some are paid. These free programmes are called open-source translation technology. OmegaT is an example of open-source translation technology. Examples of paid translation technologies that are not open source are Trados Dejavu, Multitrans, MemoQ, Across, and Metatexis. The most frequently used of these is Trados (Şahin, 2013, p. 43). Even if free programmes are the reason for preference at first, not every feature is open to access in these programmes; there are features subject to a fee. Not every programme supports every file format. In such cases, the programme that supports more programme extensions is preferable to other programmes. It is not the case that the more features a programme has, the better it is for the translator, but the translator should be able to choose a programme according to the type of translation he/she does or the features he/she uses because it would be more beneficial to use a programme with few features but which will do the job effectively rather than not being able to use a programme with every

feature well. These programmes can be used by a translator with basic computer skills. This is because the interfaces of the programmes can be easily understood and used by those who know how to use Windows.

As mentioned above, Computer Assisted Translation Tools gained momentum in the early 2000s with the rapid development of technology and the Internet. The number of tools has increased, the options have increased, and different functions have been developed. In the process, translators realised that the need for these tools was inevitable and started to use them commercially in offices and individually. After a few years, translators were no longer questioning whether they needed the tools or not but which programme they should choose. At first, they were sold for a certain fee and downloaded to the computer. Later, there were programmes that could be downloaded free of charge or even run only through the browser. Programmes for different operating systems were also produced according to user needs and problems. As the number of programmes increased, so did the choice. Translators started to make comparisons and suggestions between programmes. These programmes developed as an alternative to paid programmes is called open-source translation tools. These programmes, which are a strong alternative to Trados, which was known and used as the only programme in the market for years, have developed day by day, and their number has increased.

We have access to general descriptive information about the OmegaT tool from its own website and other internet sources. According to the information we have obtained here, we can say the following information :

"OmegaT is a translation memory application that works on Windows, macOS, Linux... It is a tool intended for professional translators. OmegaT is free software. That means that users like you can download and use it with no restrictions. You are also free to copy it and pass it on to other people and even modify OmegaT to suit your own requirements. OmegaT can be compatible with other translation memory applications via exchange formats such as TMX, TTX, TXML, XLIFF, and SDLXLIFF. OmegaT has an Integral spelling checker that uses Hunspell dictionaries (same as in other software such as LibreOffice or Mozilla Firefox) OmegaT supports Microsoft Office Word, Excel, PowerPoint and XHTML and HTML and OpenDocument format" (OmegaT - The Free Translation Memory Tool, n.d.).

Trados also has a website as well as an affiliated Youtube channel, via which it provides some tutorials. On the website, the company provides the following information :

"SDL Trados is a computer-assisted translation programme. Its developer, Trados GmbH, was founded in 1984 by Jochen Hummel and Iko Knyphausen as a language service provider (LSP) in Stuttgart, Germany. The company began developing translation software in the late 1980s and released the first Windows versions of the two main components of the suite (MultiTerim and Workbench) in the early 1990s. Microsoft's decision to use Trados for its in-house localisation needs gave the company a tremendous boost in recognition. SDL International, founded in 1992 and based in London, took over Trados in 2005. It is one of the largest companies providing translation programmes to freelance translators, translation agencies and the entire translation supply chain. Trados is there to facilitate especially large translation projects and to help the translator cover all translation-related deficiencies. In addition, it helps to shorten translation times by using translation memory" (Trados | Translation Software, CAT Tool & Terminology, n.d.).

2.2.2 Factors affecting translators' Perspectives on the Use of Computer-Assisted Translation Tools

Translators use CAT tools that facilitate their translation work, and sometimes, they may experience some difficulties while using the tools they choose. Therefore, they pay attention to many things when choosing the programme they use. The things that translators pay attention to when choosing a translation memory are as below;

- 1) Whether the programme is free or not
- 2) How often the update or new version is made, and whether the programme is better with the updates made, or are there some problems?
- 3) Appropriateness and format of text inputs and outputs
- 4) Formatting of source and target text
- 5) Translation memory formats and problems encountered when transferring these translation memories to another programme
- 6) Usability, Practicality and User-friendly interface
- 7) Technical support approach, accessibility and solution-oriented
- 8) Whether the tool runs quickly or not
- 9) Payment method
- 10) Whether a translator with basic computer skills can use the programme or not (McBride, 2011).

These are the general topics of the problems that translators may experience when using a programme. Of course, it is impossible for translators to find a programme that they will not have problems in any of these topics. Because what a person prefers is different according to his/her personal characteristics and working style. However, the fact that the gains obtained from a paid programme can be benefited from another open source free programme, in the same way, has been noticed and compared by the translators, and as a result, it has led them to turn to alternative tools.

3. Methodology

The document analysis method, one of the qualitative research methods, was used in this research article. Since the aim of our research is to collect information about the attitudes, behaviours and thoughts of translators over a long period of time and to interpret this information with descriptive analysis, the document analysis method was preferred. In the data analysis, the descriptive analysis method was employed.

Data Collection Process: Since the aim of our research is to collect information about translators' attitudes, behaviours, thoughts and problems over a long period of time, the Proz.com forum, which has a large number of freelance translator users, was preferred. The fact that there is no restriction on access to translator comments has been positive for the process of finding and collecting documents. The messages in the forum do not require a specific membership, and the messages contain information such as user name, date and time of the message. In addition, the messages are sorted and arranged in certain topics, which gives us information about the context and content of the messages. The messages are sorted chronologically in the searches made in the forum.

Data Analysis Process: While analysing the data, a certain sample was selected in order to select the right data. In order to narrow the number of messages that would appear in the searches, the programme name and the titles opened for the programme were selected. For example, the OmegaT programme was searched in Turkish forums, and 61 messages and 12 threads were found. Of these, 23 of them are non-repetitive messages giving information about the programme. Of these, messages such as general use, price, reasons for preference, etc., were selected. The total number of these messages is 18. Containing detailed technical information about the programme was not selected. In the Trados programme, 105 titles and 525 messages were searched in Proz.com Turkey forums. 13 messages were selected from these. In the programme, all messages between the years 2002-2023 were included without any year restriction. In the document analysis method, interpretations and inferences were made on the research questions determined since meaningful connections were established and inferences were made with a subjective approach rather than analyses based on processing.

4. Findings

In this section, there will be user comments about OmegaT and Trados programs, which are researched in detail in Proz.com Turkey forums. The tools that will be discussed under separate headings will be comprehensively analyzed and compared, and the advantages and disadvantages will be revealed. User comments about the programs are listed chronologically and will inform us in terms of the historical process.

4.1. Findings about Trados

A forum user freelance translator asked translators in 2002: "Trados is a good programme, but are there any competitors that can do the same job just as well?". Another colleague said that he had not used Trados yet, but that other programmes were more user-friendly, that, in general, it took a lot of time to learn the programmes, and that if it was possible to use other programmes and convert them to Trados format, there would be no need to use Trados. He also said that the important thing in choosing a programme is to spend as little money as possible and get the most efficiency (Trados1,2002).

The freelance translator explained in the forum that the biggest problem when using CAT tools is the inability to use translation databases created over the years in another similar programme. He said that he had tried the Trados database in SDLX and Dejavu, but it required a difficult conversion process and was not always successful. In those years, users were not very experienced in using programmes and converting formats. As the programmes developed and the translators gained experience, many programmes started to work in harmony with each other (Trados2,2005).

A forum user freelance translator, also commenting in 2005, said that the view that Trados is the only or the best CAT tool is wrong. He said that there are similar programmes running on Windows, but even if Trados or other programmes such as Metatexis, Wordfast, etc., problems may arise because they open on Word. For this reason, he explained this situation as follows. "In general, CAT tools are divided into two: Those that work on Word and those that work as a stand-alone programme" (Trados3,2005).

A freelance translator asked in the forum what Trados is like and whether it is really worth using and learning. An experienced translator who uses Trados said the following in response to the question.

These are the tools that I believe today's translators who use the Internet, and therefore mainly the computer, should definitely use. It is one of those tools that, if you know it and can use it, you can make your work very consistent, get rid of repetitions, ensure consistency of terminology, and strengthen your customer potential. Even though it is not compulsory, I make use of Trados in my translations and create a memory. Everyone who struggles with translation knows the pleasure of obtaining a new translation in a much shorter time than the previous one, sometimes saving hours, when a similar or identical text that you have spent hours on comes in" (Trados4,2007).

A freelance translator on the forum expressed regret that he had lost the combination of programmes he was using and was happy with the update he had made, and advised his translator colleagues not to do it without being sure when updating, as they would both spend money and lose the system they were happy with.

"I was fooled by the advertisements, I left the combination of XP+Office2003+Trados2006, which I was happy with, and I started to use the old system again. The money we spent was wasted. Trados 2007 works very slowly in Word 2007; switching from one segment to another takes 5-6 seconds, those who will upgrade must think twice"(Trados5-2007).

The freelance translator asked a series of questions about Trados in the forum, to which a translator with experience in the programme provided explanatory answers. Firstly, the forum user asked how useful Trados can be for literary translations. The translator replied: "CAT programmes are mainly used for technical translations with a high repetition rate. In this respect, I think that using Trados or any other CAT programme for literary translations would reduce the daily translation capacity". The second question was, "Do you think Trados has any handicaps or negative aspects for translators?". In response, an experienced freelance translator shared a brief criticism of Trados ;

"I'm afraid so. Especially Trados. First of all, Trados is a very problematic programme; you never know where it will give an error. After finishing the translation, it is sometimes impossible to return the file to its original format. Another problem is that Trados is usually not a programme that translators buy voluntarily, but rather they buy it at the behest of translation agencies. The reason for this imposition is the discount rate demanded in the repetition rates. Trados tries to set the standards on its own, and the discount rate for repetitions is not fair at all. Another problem with Trados is that programme updates are paid for and are not backwards compatible with previous versions of the programme. This means that you may not be able to open a file prepared in the latest version of Trados with the previous version. The success of Trados is not a software success but a marketing success. What should be taught in schools is not how to use Trados, but what TMX is, how translation memories created with different CAT programmes can be converted and shared"(Trados6-2008).

A translator using the Trados tool commented on the programme. "I think the only negative aspect is the high price. At the moment, it is 919 YTL in advance, but for students and teachers studying in translation departments, it is a good development that there is an academic version for 399 YTL, which is no different from the freelance version. I think it is an opportunity not to be missed for translation and interpreting students"(Trados 7,2008).

On the forum in 2009, a freelance translator asked which programmes translators should be able to use to get more work. Another freelance translator said: "Although it is expensive, often crashes and makes you desperate for technical help, I would say Trados because it is a CAT programme that has become a standard, just like Windows". Trados is as widespread and well-known as Windows, which is the reason for his preference. He also said that the "crack" ones should be avoided and that students can buy them at a more affordable price with discounts, and that they should get Trados certification in the long term (Trados8,2009).

A forum user made a criticism about the Trados programme. This criticism was actually a comment made by many translators in forum threads about Trados. Many translators said that Trados is so widespread and well known not because it is the best but because it is so well advertised and the only one on the market. In this criticism, the translator said ;

"When Trados got the first big share in the market, all the other products were like "me too products" (products made by imitating the competitor). After that, everyone thought, "Trados is great!". Of course, it's a good programme, but the advantage of being the first to enter the market effectively is that you can use it well - but that doesn't mean that Trados is the best product. I personally use Trados, but these days I have found some functions that Trados can't do, and I have already started looking for a second software. Looking back now, I wish I hadn't relied so much on Trados alone, and I've been saying that for quite some time"(Trados9,2011).

In a forum thread, in response to questions about whether computer-aided translation tools really work or not, an experienced freelance translator explained exactly what the programme does and what kind of problems they no longer have to deal with compared to the past.

"When it comes to similar and repetitive translations, it used to give me anxiety. Especially when I see the equivalent of a term I found after hours of research on the next page or on the next page, it is another beauty that it brings it to me without asking what the equivalent is. In short, I can say that technical translations have become more enjoyable with such programmes. Let's say you made a mistake somewhere. Those who use such programmes can also make mistakes, as well as those who do not. But those who use such programmes can correct mistakes in a shorter time. I think all our professional translator friends read their translations from the beginning to check them before they submit their work. In the meantime, you can find the term that you think you have made a mistake in 50 places by pressing CTRL+F and typing the term in the source or target text, and after identifying the mistake, you can correct them one by one or all at once"(Trados10,2011).

In a comment written in 2012, the forum user stated that Trados is no longer as popular as it used to be and that they have lost and continue to lose a lot of customers. The translator said that instead of upgrading one of the existing Trados licences for a fee, he bought a new programme for the same price and was very satisfied. He recommended other translator colleagues to do the same and gave some programme suggestions(Trados11,2012).

A forum user, a freelance translator, told us that he had been introduced to Trados many years ago and that he liked the programme at first but later became disillusioned with it for a number of reasons. The frequent crashes and the lack of technical support were the main reasons for his dislike of the programme. He said that after the Trados programme, a programme called Studio was released as a continuation of Trados, but it was very difficult to perform even very simple operations in this programme. "They made the interface of the Studio programme so difficult that it is impossible to understand it without going to Trados courses", said the user. Therefore, the translator did not recommend Trados but MemoQ, another CBR tool, to his colleagues. He also said that they are not obliged to work with Trados and that they can open any file format of Trados with this programme. "What is important for the customers is the file they receive, not whether you work with Trados or not" (Trados12,2018).

A translator who bought Trados after looking at the comments on the forum said that Trados is not as difficult as it is written in the forum, that he did not have much difficulty in learning, but that he could only translate Microsoft Word documents that did not need format correction, so it was not very useful. He also said that he could not run the documents coming from the customer as jpeg in Trados, that he had to convert Pdf to Word, which was useless, and that it was even more difficult if there was a table in the text. In short, he stated that he did not like Trados, contrary to what is written in the forum, not because it is a difficult programme to learn, but because it can only be used in certain Word documents (Trados13,2018).

4.2 Findings about OmegaT

Freelance translators shared different comments and opinions about OmegaT. One of the freelance translators on the forum had experienced the programme and said that it was "so simple that you can just have a quick look at the help files and start using it straight away". He also mentioned that the programme translates Word files with ease. "You can download OpenOffice, which is free like OmegaT, save Word files as .sxw and convert them very easily with OmegaT". Another advantage of OmegaT is that it can be converted into "SDLX". "Converting OmegaT's translation database into SDLX format is very easy and takes 2 minutes after selecting the language", said the freelance translator. The freelance translator explained the conversion of the programme to SDLX format and why it is such an important and advantageous feature for translators as follows ;

"The success of these conversion processes means that, although it is a bit complicated, the translation that I will create with OmegaT until I get the SDLX programme, we will be able to use it with SDLX in the future. In fact, if SDLX can convert other project files, we will be able to do the work of customers who want to use SDLX with OmegaT"(OmegaT1,2005).

Another forum user mentioned OmegaT's glossary feature and said that according to the translator, it is not very useful for this programme and not good enough. While expressing this, he compared it with other programmes "OmegaT's glossary feature is not very useful yet. For example, when using SDLX, it is possible to add a term pair to the glossary by pressing Ctrl+F11, whereas, in OmegaT, you need to open the glossary file to do this" (OmegaT2,2005).

A freelance translator shared his positive and negative views about the OmegaT programme. "It is a stand-alone programme that does not run on Word, it is free, and it is very easy to learn", he said about the positive aspects of OmegaT. The only thing that needs to be done is to "download and install the OpenOffice programme from its website and convert Microsoft Office files to

OpenOffice format and test drive OmegaT". Since the programme is written in Java, "you should also have Java Runtime Environment installed on your system". "It's a good starter programme for those who don't know much about CAT tools. If you can convert file formats, you can do your job without much trouble"(OmegaT3,2005).

In the forum, a translator asked how much we can use Trados for literary translations. In reply, another translator said: "If it is only used for literary translation and MS Word is used, I think that OpenOffice and OmegaT will be enough for a more efficient tool" (OmegaT4,2008).

The freelance translator, who often works with text files, stated that when using the OmegaT programme, first converting the text into a .txt extension and then translating it causes a lot of time lost in the kind of translations he does, where words are repeated very often, and that the most practical way is to work with the "Autocad" programme (OmegaT5,2009).

A freelance translator on the forum asked the question, "Is there a free Trados type programme? Which is the best and how to use it?" In response to this, another translator said, "You can download the OmegaT programme; you can install it directly for free because there is no serial code or anything like that". He stated that you could get materials about the programme from their website or from the videos section of the forum and that by juggling with these two programmes, Trados can give almost 100% response to the desired tasks and that it is free of charge (OmegaT6,2009).

"OmegaT cannot open MS Office documents directly; you have to open them with OpenOffice, convert them, translate them with OmegaT and then convert them back to the original format", said a freelance translator on the forum about OmegaT. He said that even if you do this, there may be some translation errors in the text typesetting or in some lines or paragraphs (OmegaT7,2009).

A translator at the forum said that some of his colleagues had said that customer preference was important in the choice of CAT programme, but he disagreed with this. He then made the following statement. "You don't have to buy Trados because the customer sends you Trados TagEditor .ttx files or WordFast Pro because they send you .txml files. It is possible to do this even with the free OmegaT if you know the programme you are using" (OmegaT8,2009).

In general, the users of CAT tools face problems such as the fact that they cost a lot of money. A translator in the forum stated that OmegaT and many other programmes are free of charge, some of them are not free in terms of duration, but they have segment limits, i.e. paragraphs, pages, etc., but OmegaT has no such limitations (OmegaT9,2010).

Another translator said that Trados lost a lot of customers in 2012 and continues to do so and that instead of upgrading the Trados licence by paying for it again, he was thinking of buying another less expensive programme or buying OmegaT, which is one of the free programmes that can be bought without any doubt. He also recommended it to forum users and freelance translators (OmegaT10,2012).

The forum user, a freelance translator, said that he usually uses Fluency among the CAT tools and that he is very satisfied with it in terms of efficiency and that he can fit everything he needs on the screen by splitting the windows. However, when it comes to files with a lot of editing, that is, when it comes to files with a lot of headers or formats, he said that he uses OmegaT. He also said that he is satisfied with the CafeTran programme and that it is like a more advanced version of OmegaT, and that its interface is similar to OmegaT (OmegaT11,2013).

In a post shared in 2013, the freelance translator stated that his programme preferences might vary according to the file type of the translation and that he does not use OmegaT when the format of the document needs to be meticulous but that he uses OmegaT for simple, traditional texts and that it rises to the top of his preferences (OmegaT12,2013).

As well as commenting on the pros and cons of the programmes, translators also made many comments about the programme according to the translation format. A forum user freelance translator said, "If you use CafeTran in a file with lots of tags, you will have to rework every similar segment even if there is compatibility in TM, so Fluency, Trados, Heartsome, MemoQ or Across" programmes are suitable for this. However, if a file with lots of pictures and graphics is to be opened, he said that CafeTran or OmegaT would be better in terms of simplification in such harmful files. In this way, he commented that the programme we should use should be able to change according to the translation content and format; otherwise, the translation can still be done, but we will spend time with text editing rather than translation (OmegaT13,2013).

One of the forum users, a freelance translator, told me that he had poor programming skills, that he envied his colleagues who could use programmes well, but that he could not find the energy or the will to learn. He asked if any other translators had any

ideas as to why this was the case or if there were any colleagues in the same situation as him. A freelance translator colleague who is skilled in using and utilising CAT tools gave the following advice ;

"Translators are people with a rhetorical mind. The instructions in the IT sector are based on a group of people with a mathematical brain. These user manuals, help menus, etc., are always technical. To overcome this, you should verbalise what is explained in technical language. You should take any programme, for example, OmegaT, and explain what it does to yourself in a completely verbal language"(OmegaT14,2013).

The forum user, a freelance translator, stated that he had never used a translation programme and did not feel the need to do so but that he had come to the conclusion that such programmes were not translator-friendly based on the impressions he had gained from reading the forum. He also said, "I would never buy these programmes out of my limited budget. Only if a company I work for gives me such a programme free of charge, then I might consider using it." In response, another translator said the following ;

"Your view of CAT programmes is negative. This is wrong. I have a licence for most of the CAT tools in the market. However, even if you do not have a licence, you can use almost all of them with options such as trial versions, limited versions, and basic versions. I can recommend OmegaT and Cafetran, both are free"(OmegaT15,2016).

The forum user translator suggested that students and newcomers to translation programmes should start with OmegaT, which is a free programme. He also said, "Just because it is free does not mean that it is bad or incomplete. I think you should start with OmegaT to learn what CAT programmes have in common. In the future, you can test and learn other programmes if you need to"(OmegaT16,2016).

A user asked a question in the forum if a translation comes from a customer other than the OmegaT programme and this translation is in Trados format, will I be in a situation such as I cannot get this translation job? This question is one of the frequently encountered questions in the forum. In response to this, another translator stated that there would not be a separate programme for each translation and that you can use any programme you want as long as there are translated formats that support each other, and explained his method as below;

"The file you received is a Word document. You have created a project in Trados with this Word document; the working file of Trados is SDLXLIFF. The Word document is shredded by Trados, and the contents are extracted for translation. You need to work in OmegaT. You open the SDLXLIFF file in OmegaT and translate it, that's all" (OmegaT17,2016).

Although CAT tools facilitate translation, they also bring some negativities for translators as personal characteristics. A freelance translator made some comments on the forum in order to explain both what these negativities are and how to minimise them. In this comment, he suggested the OmegaT programme. The fact that it is based on Java and runs on Linux was described as an advantage in this view. He said the following ;

"One of the side effects of the translation industry is that as you make it easier, you dull your brain. Before the advent of mobile phones, people knew the phone numbers of at least 50 of their friends by heart, but now they don't know any numbers other than their own. Use the most complex of these CAT Tools to keep your brain active. Trados are one of the complex ones. I recommend OmegaT to have a foot in the Linux world too" (OmegaT18,2016).

5. Discussion

In the findings presented above, it is seen that Omega is a free programme that can be learnt in a short time from the manual and videos in the forum. Files from different text programmes can be saved to OmegaT and easily translated. It is possible to convert and save Trados translation texts and file extensions and run them in OmegaT. Although the glossary part is sufficient for some translators, it is not good enough for others. OmegaT is a Java-based programme. Although this feature is good for Linux and MAC users, the fact that it is not compatible with every programme is a disadvantage. In addition, the fact that translation agencies neither in Turkey nor abroad preferred OmegaT between 2006 and 2010, the first years of OmegaT, was seen as a disadvantage for the programme. It is a programme that those who do not have much knowledge and experience with CAT tools can try and learn a lot. Users appreciated the fact that it could translate PowerPoint files with html extensions and translations containing visuals and photographs and that it can do so with a simple and traditional structure and interface. OmegaT has an advantage over Trados in that it is compatible with Trados, which is the most well-known programme in the market and the most preferred programme by the offices, i.e. it can convert file extensions between each other. However, it also has shortcomings compared to Trados and other programmes. The fact that the source and target texts are in a side-by-side format rather than side-by-side

causes difficulties in long sentences. It was understood from the comments that translators with verbal intelligence may have difficulties in using the OmegaT programme and may find it difficult to learn. Even though translators opposed translation programmes in the early years of the BWCA, the negative arguments have diminished over the years, the programmes have become more translator- and client-oriented, translators have become more conscious, translation agencies have demanded more translations in a shorter period of time, and the interest of clients and translators in translation tools has increased considerably. Although we try to generalise the comments made, the programmes are personalised, meaning that even if a translator finds the programme easy, another translator may find it very difficult. The reason for this is personal characteristics and personal predisposition. Even if a programme does one thing well, it may do another thing badly. A programme cannot be expected to do everything well. In addition to the positive aspects of translation programmes, there are also some negative aspects. The criticisms made are seen negatively in terms of dulling translators, making them lazy, making our brains passive, and detaching them from localisation and translation culture.

In conclusion, we can say the following about Trados. Trados has been the most frequently shared computer-aided translation tool in the forum since 2002 and is the oldest and most well-known computer-aided translation tool in the world. For this reason, the programme has received all kinds of positive and negative comments. The questions asked in the first years of the Trados programme were based on the fact that translators did not have much knowledge about CAT tools. In the following years, as the experience increased, both the interest in translation tools increased, and the comparisons between them increased as the diversity increased. Translators using the Trados programme had problems such as distortion of text formats when translating formats such as Office, pdf, jpeg, and tiff, some characters not appearing, and tables or images not appearing. In the following years, this was solved with different text tools or translators with high computer skills who used the programme well to develop different technologies and software solutions. Although this is a negative thing for the Trados programme, it is also stated in opinions that these problems occur not only with Trados but with all translation tools. Trados has used the advantage of being on the market very well since the first years of its existence and has been bought by translation agencies and freelance translators, who have dominated the market through advertising, marketing and the advantage of being the only one on the market. For this reason, every programme that followed was first and foremost compared to Trados. According to many translators, Trados owes its recognition and power to advertising and marketing. Because neither its pricing policy nor its customer technical support nor the changes that come with updates have been able to ensure customer satisfaction, translators thought that they had to buy Trados when translation agencies or clients sent them Trados-formatted translation jobs. However, as we have seen in the comments, it is possible to translate in another programme, even without the Trados programme, and then save and send the translation in Trados format. In summary, Trados had no alternative in the early years, so it was the only programme. Later, as the number of alternative programmes increased, Trados lost many customers as it did not improve itself. As translators learnt about the CAT tools, which they initially hesitated or even reacted to, they started to complete the deficiencies of Trados in other programmes or even to stop working with Trados. One of the negative criticisms about Trados is that the programme charges significant fees for each update. Despite the updates and the price policy, translators encountered more complex programmes and problems after the update, which accelerated the escape from Trados. In the translator's comments, it was observed that many features that were thought to belong to Trados were actually available in other open-source translation tools. However, translators were not aware of this at first and mistakenly assumed that the errors and problems of Trados were problems of other open-source translation tools, which increased the prejudice against these tools. With the increase of forum social media and communication platforms, translators have started to compare each other and find out where the errors come from.

6. Conclusion

This study presented a descriptive analysis of translators' comments on OmegaT and Trados. Based on this analysis, we can provide some suggestions. Trados may be the most well-known programme in the market, but this does not mean that it is the best programme because the reasons for its recognition are not because it is the best. A paid programme may not be more professional or run more smoothly than a free programme because companies are naturally financially concerned and do not want to change their pricing policy as long as there are buyers. Even if OmegaT is a free alternative, it may not meet your expectations, depending on the job description. You may need a different free, open-source translation tool or even paid programs. OmegaT does not only work with its own file format. It can also run Trados and many other programs. By converting, you can do the job that comes in many program formats. There is no such thing as the more features a program has, the better it is. It is impossible to load all the positive features of translators into a program. While a translator who does literary translation does not have problems with Trados when dealing with only text files, he may have more problems with a translation with lots of visuals and tables than working with the OmegaT tool. Therefore, a translator should have more or less knowledge about each program, but he should know at least a few programs very well. He should have basic computer usage skills. He should know how to process text files and image files in file formats and conversions.

To sum up, CAT tools are now like the offices of translators. Just as a merchant builds his office with care and provides his capital and facilities with great effort, translators should not only choose their CAT tools according to their reputation but also according

to their own use and needs. They should also be well aware of the limitations and advantages of the programmes they decide on and purchase or use for free. Thus, they can only use the advantageous aspects of a programme for themselves. They will be able to compensate for the negative aspects with another programme. Of course, in this article, we have only mentioned Trados, which is the most well-known computer-aided translation tool, and OmegaT, which is only one of the alternatives to Trados. We have tried to make a comparison between these two tools by considering only forum opinions. The fact that there are opinions that are not included in the forum, that similar users make comments or that comparisons are made over several tools is the incomplete part of this research. In research involving many computer assisted translation tools, a study in which both forum opinions, bureaus and one-to-one interviews with freelance translators would certainly provide us with more information about the attitudes and behaviours of translators. Conducting such a study in another study would make a great contribution to translation studies and the profession of translation and interpreting.

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