**Translation Techniques Used in a Smartphone User Manual**

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**ABSTRACT**

Smartphone users need to know the function of their device and the way to use their smartphone for communication. However, many smartphones are imported from overseas companies, and the user manual coming along with their phones are written in English. The translation of user manual is, therefore, very important for the Indonesian customers whose English is not their second language. Good translation results are then very essential in order that the customers understand the information easily and clearly. The focus of this research is the bilingual English-Indonesian Samsung’s GT-19500 user manual. This research aims to find translation techniques used in the book. In this descriptive research the sentences were the tokens that were recorded in Microsoft excel. The tokens were then discussed with explanation of the reasons there were categorized in translation techniques in question. It was found that there were nine translation techniques was used in the user manual. The translation techniques used in Samsung’s GT-19500 user manual are borrowing (41%), literal translation (25%), calque (13%), transposition (7%), equivalence (6%), adaptation (5.3%), modulation (3%), and omission (2%). Therefore, the translation techniques used in translating a smartphone user manual are unique to this type of document because it consists of many terms without Bahasa Indonesia equivalence.

**Keywords:** *translation technique, user manual, smartphone*

1. **Introduction**

English has a prominent role as the international language in the world. In almost every aspect of life English can be found, and people are expected to understand the language in order that they get information. However, there are cases where English can be misunderstood when translated. As the process of taking original language and produce it into another language whether it is written or spoken (Hatim & Munday, 2004, p. 3), translation is therefore to preserve and finding equivalence when expressing source language into target language.

For a translator, translating a source text into acceptable target language that can be understood is their first aim. Even so, there are cases where translation errors may occurred. Ranganathan (2007, p. 10) says that the errors may happen in translation due to the fact that no texts can be translated the same regardless of type. When there are non-equivalence words between source and target language a translator might have a hard time translating the text and ended up to guess the text. Alfaori (2017) suggests that the translator is aware of this purpose that the meaning of the words being delivered from source text are acceptable. He says that if one part of translation is lost, then the translation is a failure and it may blur the meaning which creates a non-equivalence translation. However, if we need to translate the source language into an acceptable form, proper techniques of translation are deemed to be employed.

As the job of a translator is to make the target language to be communicatively accepted from the source language, some translation techniques have been introduced. Mahadi and Moindjie (2006) introduce translation technique approaches into (1) literal translation, (2) borrowing, (3) transference, (4) calque, (5) transposition, (6) modulation, (7) equivalence, (8) adaptation, and (9) componential analysis, and each of which can be applied at the linguistic levels of lexis, grammar and text. Each of these techniques will help a translator categorizes and finds the equivalence of source language and target language. Translation techniques are used in many areas such as translation of a book, translation of a movie, translation of an electronic product user manuals, etc.

However, one of the aspects that was needed to consider when translating a source language to target language is culture. Culture is a vehicle to any language since it describes manner of life, thinking, and perception of a society. Due to its uniqueness from one place and the other, Mahadi and Moindjie (2006) have said that cultural problems are factors that cause “serious implications” on translation and translators. Culture as described by Serrat (2017, p. 32) is the set of attitudes, values, beliefs, and behaviors shared by a group of people, communicated from one generation to the next. Because the culture is different in every society, when translating a text, a translator should keep in mind what word will be acceptable and easy to understand for the target society.

Nowadays, technology is connected to us as an important aspect in life. Al-Zoubi and Younes (2015, p. 82) consider human distance relationship is being helped by technology and people acknowledge technology requirement in life as awareness of the community. Smartphones coincidently have become one advances that help human nature as social. With many ranges of use like social media, meeting people trough video call, smartphone popularity is increasing rapidly. According Soomro and Sarwar (2013, p. 216), smartphone initially perceived as business-only because of the cost and application, but today smartphone have much more functionalities that make it very popular in society. As smartphone technology develops, people may need information about its new features, functions, facilities, etc. which users have yet known how to operate and use. In order to remedy that, a user manual is needed. Now that the smartphones are manufactured overseas with their user manuals are mostly written in English, a translation is supplied for people in order to inform the contents of the book to the customers. Among many kinds of smartphones, Samsung had been triggered interests to investigate in this study. Samsung smartphone is very popular brand of smartphone that many people use in Indonesia. Therefore, the user manual of Samsung smartphone model GT-19500 had been the subject of this study. The user manual is written in bilingual, and it is translated from English into Indonesia. The user manual provides information and detail of a smartphone and how to use it communicatively. It will be a problem if there is an error of translation in the manual. Therefore, accurate translation techniques should be used to translate this type of documents.

There have been studies on the translation techniques used in translating from English into Bahasa Indonesia. However, studies on the translation techniques used to translate a smartphone user manual are lacking. Therefore, this study analyzed the translation techniques used in a smartphone user manual to find out the most frequently used translation techniques to translate this type of document from English into Bahasa Indonesia. The results of the study are significant for professional translators to adjust their translation technique when they are working on documents involving technology device operation.

1. **Literature review**

In the process of translation, according to Darwish (2003, p. 3), a constant decision needs to be made by a translator, and knowledge in linguistic and cultural aspect is used in order to make a clear information in the target language. Serova (2014, p. 48) believed that people get their understanding of language based on their environment such as “social scopes and culture”. A person will learn how to translate on their own, with exercise on translating a language, making “trial and error” of translating source text into target text, and acquiring knowledge from there (Robinson, 2003, pp. 90-91). When translators try to understand, translate, and verbalize that happen together, they instill their knowledge and experience to finish the translation of the text (Remkhe & Nefedova, 2014, p. 237). Lederer (1994) then provided the steps on the process, i.e. reading and understanding, de-verbalization, and re-expression. Reading and understanding means that the translator is tested on his knowledge and skills to understand the meaning of source language (SL), de-verbalization is the process of translating through “sense and not words, and re-expression is the process of completing the translation to target language (TL) based on “sense”.

In order to translate text correctly, a translation technique is needed, but there is a challenge to achieve the process of translating. As a functional, discourse and contextual result of a translation process that is in proportion to original text (Bardaji, 2009, p. 169), the translation technique needs to be acquired by translators to ease their job done. Ordudari (2007, p. 2) has described the challenges with the issues of form, meaning, style, proverbs, idiom, etc. in translating a text into a target language. Molina and Albir (2002, p. 499), therefore, suggest that category of translation technique is proposed to help created the steps and obtain the important data in the process of translating. Guerra (2012, p. 5) argues that the translators should be aware of cultural differences between languages and should use various methods like translation technique to close the gap.

* 1. *Translation techniques*

There are some translation techniques that a translator usually employs. Different experts propose different techniques of translation. In this study, we only focus on some techniques proposed by Molina and Albir (2002) that the translator of our object the study has used in translating the user manual.

* + 1. *Literal translation*

Literal translation also known as word for word translation, and it is, according to Walinski (2015, p. 60) the act of transferring source language and its grammatical rule directly into target language. According to Molina and Albir (2002, p. 510), literal translation is translating word to word from source language into target language. Fang and Lu (2012, p. 743) say that the work of literal translation always pin-point to its narrow form, like word to word through group to group, collocation to collation, clause to clause, and sentence to sentence. They also add that a translator cannot change the original message of what the author conveyed in the text, so the translator must literally translate it even if it has badly written text. However, Blake (2003, p. 22) suggests that lacking correspondence of words in the cultural aspect may unable the translator to translate literally and cause the meaning or context to be lost if the translator attempted to translate it literally. The example of literal translation is “Talking alone” which is translated into “Berbicara sendiri” in Indonesian. It has the exact same structural text position which is one of the conditions for literal translation.

* + 1. *Borrowing*

Borrowing basically means loanword. Borrowing is transferring the pure word or expression straight from source language (Guerra, 2012, p. 7). According to Hoffer (2002, p. 2) borrowing occurs due to many factors, such as close contact of nations, the advent of media that introduce another type of language, cultural contact in linguistic and communicative elements and market spread of foreign products from another nation. Borrowing is used to incorporate new element into the speaker native language which causes transfer and copying process of foreign word (Haspelmath, 2009, p. 36). For example, the word “Internet” is the same in English and Indonesian.

* + 1. *Calque*

Calque is the translation that imitates the structure of target language. Calque imitates the source language and reproduces the meaning to make use of its linguistic elements (Larizgoitia, 2010, p. 15). Dizier and Garnier (2009, p. 20) say that calque covers three major situations: lexical calque, position calque, and temporal colque. Lexical calque, according to Dizier and Garnier (2009, p. 20), is calque when specific word from source language is used as preposition to target language object. Larizgoitia (2010, p. 22) adds that in the lexical calque the process involves analyzing the source word and later replaces it. Example given by Dizier and Garnier (2009) is “our team participated to this project” which is translated into “tim kami yang berpartisipasi dalam proyek ini”. Furthermore, Position calque is calque that occured if word or construction of word is misplaced (Dizier & Garnier, 2009, p. 20). Walinski (2015, p. 59) says that this calque may create a new design of sentence, for example “automobile” which is translated into “mobil otomatis”. Finally, temporal calque, Dizier and Garnier (2009, p. 20) say, is calque technique that occurr temporary because of its grammatical causes. They add that the affected grammatical clause is connected to the sentence clause or verbs. For example “when I will be an artist, I will draw a painting of myself” is translated into “ketika aku menjadi artist, aku akan menggambar diriku sendiri”. The future tense in English is changed into present tense in the target language.

* + 1. *Transposition*

Transposition is replacing one word with another without changing the meaning of the message. Molina and Albir (2002, p. 511) say that transposition is the act to replace and change a structure rules of the sentence. Mahadi and Moindjie (2006, p. 71) add that transposition is when a translator uses different expression of a word or construction of word without changing the message of the source text. According to Munday (2009, p. 237) transposition assumes different expressions of target language grammar that have no change in meaning from source language. For example, “you can have the toys and its batteries in the same time” is translated into “kamu dapat memiliki mainan dan baterainya sekaligus”. From the explanation above it can be concluded that transposition is translating source language and changing its structure without affecting the meaning into the target language.

* + 1. *Modulation*

Modulation is the change of point of view in translation. Molina and Albir (2002, p. 510) define modulation as presenting different point of views or focuses in target language that have relation with source language. Different to transposition, modulation forms a change in “cognitive rank”, also the change in perspective can be considered obligatory or optional (Munday, 2009, p. 209), as in the example, “I let you down” which is translated into Indonesian as “Aku mengecewakanmu”. Modulation therefore also means translating a word or a sentence that is the opposite of source language to give a different point of view.

* + 1. *Equivalence*

Equivalence means describing the same situation by different stylistic or structural means. It is producing an equivalent of text in the target language into source language by using different style (Walinski, 2015). Equivalent is supposed to show that both source language and target language have some kind of similarities (Panou, 2013, p. 2). Yinhua (2011, p. 169) adds that equivalence achieved in different degrees and linguistic levels possibly diminishes the loss of meaning and reflects different cultures. Mahadi and Moindjie (2006, p. 73) also say that what the target language speaker perceives in their culture greatly affects the equivalence. For example, the word “womanizer” from English is an equivalent to “lelaki buaya darat” in Indonesian.

* + 1. *Adaptation*

Adaptation is replacing the cultural word from the source language into the equivalent of target language. Guerra (2012, p. 7) says that adaptation is an alteration of cultural element in source language to another term that has a similar effect in target language. The basic goal of adaptation is to introduce the adapted text’s cultural elements such as weigh, measures, or musical notation (Guerra, 2012, p. 7). According to Amorim (2003, p. 195), adaptation makes the source text somewhat translatable by creating new wordplays and equal meaning effects, as in the example, “Christmas” which is translated into “Hari natal” in Indonesian.

* + 1. *Generalization*

Generalization is replacing a text into something general and what people mostly know. This means that some translations are not always translated specifically. Molina and Albir (2002, p. 510) say that generalization is when the neutral word or general word that people know is used instead. According to Klaudy (2001, p. 8), when reading generalization word, a reader usually does not notice translation loss in it since the word is already translated to wider general term in the target language. If it will cause misunderstanding, then a translator must make an effort to change it to a more specific word.

* + 1. *Omission*

Omission means not using the words that have no place in the target language. According to Sharma (2015, p. 6), omission means concealing the word that does not have equivalence or not needed in the target language. Dickins, Hervey, and Higgins (2002, p. 23) say that omission occurs when the word does not provide any important information in the target language and adding it would sometime make it more difficult to understand because of different structures in the target language. Dickins et al. (2002, p. 23) also add that culture differences may provide a case where omission technique is used. For example, in the sentence “In the day when I was a kid, many people around loved me”, it is translated into Indonesian as “Saat aku masih kecil, orang-orang menyayangiku” where the word “in the day” which means “pada hari” is omitted when it is translated because it seems to not give any important information in the Indonesian language.

* 1. *Translation problems*

Translating a word or text is not an easy job for a translator. Case like problem in translation sometimes hinders the work of translation. According to Ghazala (1995, p. 18), these problems are either due to phonological rules, lexical differences, grammar or style. In order to overcome translation problems, the translator exploits his knowledge in life experience, or find the equivalence of said words that could help the translator to meet his goal in translating (Schwarz, Stiegelbauer, & Husar, 2016, p. 52). According to Rahmatillah (2016, p. 17) problems in translation are usually connected with each other, each of the word in a translation text may cause an error which results into error in translation, the solution for it is also connected to the problem caused by the translated word.

Problems in translation include linguistic and non-linguistics aspects. According to Albakry (2005, pp. 162-164) the linguistic issues in translation problem are narrative style, semantic, syntax and punctuation, and grammatical gender. Sadiq (2008, p. 2) says that the lexical problem a translator will face may be related to changing a source text into target language that have no direct counterparts, but this can be answered with changing the source text into something of equivalent with the target text. Syntactic errors happen when the translator misplaces the word order he/she is going to translate. Sadiq (2008, p. 11) also adds that the other problem for translation is the syntactic problem, which is the word order and tense, where each of the languages has unique word order that differentiates one from another. Misspelling a lot will reduce the credibility of the translation. Punctuation mistakes are also the same case with misspellings.

In the nonlinguistic aspects, Yan and Naikang (2011, p. 59) say that translation error in cultural aspect is very important for translators to realize and they should avoid it by understanding the target text background and do some additions to help the target readers understand. To emphasis, Putranti (2015 p. 168) adds that cultural differences between source text and target text may result in loss and gain of meanings. Inconsistency in translation makes it difficult for translator to achieve his/her. According to Merkel (1996, p. 157) the reasons for inconsistency in translation are because of the work of several translators in the same document but in different sections, the source text is not the finalized version and editing the translated text is very time consuming. A translator needs to present the unfamiliar aspect of source language into the target language for the readers.

1. **Method**

This study was a descriptive research to analyze translation technique used in the Samsung GT-19500 smartphone user manual. The manual was translated from English into Bahasa Indonesia by the Samsung Electronics. Both versions of the manual consist of 147 pages, divided into several sections, including getting started section and troubleshooting sections. The manual in the original English version was printed in 2013 and translated into Bahasa Indonesia in 2015. The manual is accessible for public in the Samsung website download section.

The data were collected by comparing English and Indonesian versions of the user manual. Each sentence, phrase, and word were read to match with the type of translation used to translate from SL to TL. The translation techniques used in this research were proposed by Molina and Albir (2002), as presented in the literature review section above.

Document analysis method was used, and thus the data were analyzed using a document content analysis. The data were collected from word, phrase, sentence in the user manual. The accuracy of translation techniques used was confirmed to be accepted as token, then the underlined tokens were analyzed. The analysis utilized some processes of data condensation, data display, and drawing conclusion and verification. Following these steps, the data were recorded into tables along with the correspondent translation techniques used. The categorized data were displayed in table to be able to identify and calculate the token accurately. After that, the number of tokens in each category was calculated for frequency. Finally, before the conclusion is drawn and verified, the findings were elaborated and discussed in detail.

1. **Findings**

The objective of this research was to find out the translation techniques used Samsung GT-19500 user manual which was translated into Indonesian as the target language. The data were classified based on the translation technique categories proposed by Mahadi and Moindjie (2006). Based on the results of data analysis, nine translation techniques were found in the user manual, presented in Table 1.

Table 1.
Translation Techniques used in Samsung GT-19500 user manual

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Translation Technique** | **Data** | **Percentage** |
| 1 | Borrowing | 56 | 40.88% |
| 2 | Literal Translation | 34 | 24.82% |
| 3 | Calque | 17 | 12.41% |
| 4 | Transposition | 9 | 6.57% |
| 5 | Equivalence | 8 | 5.84% |
| 6 | Adaptation | 7 | 5.11% |
| 7 | Modulation | 4 | 2.92% |
| 8 | Omission | 2 | 1.46% |
|  | Total | 137 |  |

Table 1 shows that many translation techniques were used in translating a technology user manual from English into Bahasa Indonesia. However, only three techniques were used frequently, totalling 78 percent of all techniques found. The rests were used less than 10 percent. All techniques are described in the following.

*4.1. Borrowing*

Borrowing technique is the most used because translating electronic term from source language into target language is the most accurate and better if target language does not have the equivalence. The translator mainly used this technique to transfer the term as it is because its equivalent is not available in the target language.

For example:

SL: Do not remove the memory card while the device is transferring or accessing information (p. 16)

TL: *Jangan melepaskan kartu memori saat perangkat mentransfer atau mengakses informasi* (p. 16)

In the text above, the source language is translated into target language using borrowing translation technique. The word *transfer* is translated directly into *transfer*. The word is translated without any change in spelling from source language into target language. The borrowing technique occurred on verb –ing in the English structure which is *men+ verb* in Bahasa Indonesia structure.

The word *transfer* can be translated directly into Indonesian language. *Transfer* means the act of moving something from one place to another place. Translator can translate it into *memindahkan* but he/she decided to keep the original word. The word *transfer* is associated with a smartphone because it is a common feature in a smartphone. Therefore, the translator did not use its equivalence in Bahasa Indonesia. Another extracted example of borrowing is provided in the following.

SL: Your device accepts memory cards with maximum capacities of 64 GB. (p. 15)

TL: *Perangkat menerima kartu memori dengan kapasitas maksimum 64 GB*. (p. 15)

In the example above, the source language is translated into target language using borrowing translation technique. The word *maximum* is translated into *maksimum*. The word is translated without any change in pronunciation and meaning from source language into target language. However, the spelling is adjusted to Bahasa Indonesia spelling system.

*4.2. Literal Translation*

 Literal translation is directly translating the source language element into target language element, it is also known as word for word translation. The translator mainly uses this technique because translator wants to keep each meaning of the words intact. This translation technique is preferred due to its simplicity.

For example:

SL : Tap before entering a character. (p. 41)

TL : Ketuk sebelum memasukkan karakter. (p.41)

 In addition to imperative sentence as in the above example, this translation technique is also found in step-by-step statement as in the following example.

SL: Apps → Settings → My device → Motions and gestures → Motion. (p. 23)

TL: *Aplikasi → Pengaturan → Perangkat saya → Gerakan dan gestur → Gerakan.* (p. 23)

In this example, the source text is not a sentence, so the translator translated the words directly without considering language structural element. Literal translation technique is also found in a dependent statement as in the following example.

ST: When you charge the battery while the device is off. (p.14)

TL: *Ketika anda mengisi daya baterai saat perangkat dalam keadaan nonaktif*. (p.14)

In the source text above, the translator translated the text directly into target language and adjusted the translation to the structural element in both language. In English the basic structure of a sentence is subject + verb + object + identifier, which is also similar to that in Bahasa Indonesia for a dependent informative sentence. Other example of literal translation technique can be found in a phrase, as in the following.

SL: Swapping images. (p. 55)

TL: *Menukar gambar*. (p. 55)

The phrase *swapping images* and *menukar gambar*, in the example above, was translated word by word, where the phrase consists only a verb and its object.

*4.3. Calque*

Calque translation technique is taking borrowed expression or word and imitates the structure of the language. Calque becomes the second most used translation technique in this technology user manual. The translator used this technique because it looks the same as borrowing, but there is a change in target language structure. Larizgoitia (2010, pp. 32-33) said that calque is used for modernizing the vocabulary, term, phrase through imitation of target language and most effective to introduce technical terminology.

For example:

SL: A computer can be also used to charge the device by connecting them via the USB cable. (p. 13)

TL: *Komputer juga dapat digunakan untuk mengisi daya perangkat dengan menghubungkannya melalui kabel USB.* (p.13)

 In the example above *USB cable* is translated literally into *kabel USB* but the word order is changed following the word order rule in Bahasa Indonesia, with some adjustment in spelling. This translation technique was found in prohibition statement, as in the following example.

SL: You cannot use widgets on the locked screen in easy mode. (p. 38)

TL: *Anda tidak dapat menggunakan widget pada layar dikunci dalam mode mudah*. (p. 38)

In the text above, the translated version of *mode mudah* is the imitation of the expression in the source language, *easy mode*. The translator inverted the word order of the expression to match the structure of target language. Calque translation technique was also used in translating verb phrases.

For example:

SL: Using the Samsung keyboard. (p. 41)

TL: *Menggunakan keyboard Samsung*. (p. 41)

*4.4. Transposition*

Transposition is to change the word or structure rules of the sentence without affecting the message. Translators use this technique to make some changes in grammatical rule of target language that cannot be translated from source language. Transposition technique is not really relevant for a technical document, but translator used this technique to increase the style in literary for target language to avoid awkwardness in translating some sentences.

For example:

SL: This may cause connectivity problems or drain the battery. (p. 18)

TL: *Tindakan ini dapat mengganggu konektivitas atau menguras daya baterai*. (p. 18)

In the text above, the word ***problems***, which is a noun, is translated into ***mengganggu***, a verb in Bahasa Indonesia*.* The translator’s decision to transpose the noun into verbs makes the sentence sound more natural and easier to understand.

*4.5. Equivalence*

Equivalence is a translation technique that produce an equivalent of text in the source language into target language that have same similarities. The equivalence technique in this user manual was used to avoid misunderstanding from target language reader. The translator tried to establish equivalent between both languages to help reader know the meaning of the words they do not know.

For example:

SL: So you must unplug the charger from the electric socket when not in use to avoid wasting power. (p. 14)

TL: *Jadi anda harus mencabut pengisi daya dari steker ketika tidak digunakan agar tidak boros listrik.* (p. 14)

In this example, the focus of the sentence is the phrase *electric socket* which translated into *steker****.*** The phrase *electric socket* can be translated directly into *colokan listrik*, but the translator selected *steker*, which also mean *colokan listrik*,and it is commonly used in daily communication. Another example is given below.

SL: On the Home screen, tap Apps to open the Applications screen. (p. 39)

TL: *Pada Home screen, ketuk Aplikasi untuk membuka daftar aplikasi*. (p. 39)

In the text above, the phrase *applications screen* is translated into *daftar aplikasi* in the target language using equivalence technique. *Screen* directly translates into *layar*, but in this case the translator changed used *daftar* ‘list’ because the word *layar aplikasi* does not make sense to Indonesian readers. *Layar aplikasi* is understood as the screen of the active application. *Daftar aplikasi*, which is literary means ‘application list’, can be interpreted as the list of application which is considered to be equivalent with *applications screen*.

*4.6. Adaptation*

Adaptation is a translation technique that replaces the cultural element of source language into an equivalent words or phrases in target language. In this research, the translator used this technique to transfer the cultural word of the electronic product which was difficult to understand into a casual text in the target language. This technique was not very productive because the adaptation word needs to be of equivalence to target language, and adaptation technique is not necessary if there is no equivalence. Rahmawati (2016) also found that this technique was not frequently used in translation a science fiction novel.

For example:

SL: To move an icon, thumbnail, or preview to a new location, tap and hold it and drag it to the target position. (p. 21)

TL: *Untuk memindahkan ikon, gambar kecil, atau pratinjau ke lokasi baru, ketuk dan tahan lalu seret ke posisi tujuan.* (p. 21)

The word *thumbnail* is translated into *gambar kecil* in the target language using adaptation technique. *Thumbnail* is the culture element in a smartphone. The word *thumbnail* directly translates into *kuku ibu jari*. Since this is a smartphone user manual, this translation is not relevant. The translator then adapted a new word that is related to visual object in smartphone which is recognized as *thumbnail*. A *thumbnail* is small picture that appears in gallery of the device. Therefore, the translator decided to translate it as *gambar kecil* ‘small picture’ which have the same meaning from source language.

*4.7. Modulation*

Modulation is a translation technique that change the point of view, focus, or cognitive category in the target language. The purpose of modulation used in this book was to highlight the word and change its point of view to make the sentence sound natural.

For example:

SL: To avoid disconnecting from the network. (p. 13)

TL: *Agar sambungan tidak terputus dari jaringan*. (p. 13)

The word *avoid* has a negative connotative meaning, while *agar* is a word with positive meaning in Indonesia, and it is simpler. This changes the point of view from negative into positive.

*4.8. Omission*

Omission is a translation technique that omits certain word that is not needed in target language. The translator used this technique because the meaning of source language was already conveyed in target language. Some long sentences can distract reader with more explanation which can be omitted by translator in target language.

For example:

SL: Push the memory card into the slot until it locks in place. (p. 16)

TL: Dorong kartu memori ke dalam slot sampai terkunci. (p. 16)

In the example above, the prepositional phrase *in place* has been left out from the translated version in Bahasa Indonesia. In Bahasa Indonesia, the equivalence for the word *lock*, i.e. *menggunci*, bears the meaning of *in place*, so including this phrase into the translated version makes it redundant. Therefore, the translation omitted this phrase to make the sentence more natural without tempering with the message in the source text.

1. **Discussion**

The research findings have showed that the translator of Samsung GT-19500 user manual used eight translation techniques in translating the book from English into Bahasa Indonesia. Among other techniques, borrowing is the most used translation technique in this user manual. The preferred use of this translation technique is expected for this text genre because there are many new terms which have been invented following technological invention. According to Aryati (2014, p. 228), information technology is used by all people in the world, although some words have equivalence in Bahasa Indonesia, there are many terms that cannot be translated, which makes the use of original terms is more preferable. In addition, the translator used borrowing technique for some words which have equivalences in Bahasa Indonesia to avoid misinterpretation because the borrowed terms are more familiar to smartphone users. In this case, borrowing technique is preferable to keep the word and expression intact into target language from source language.

The second most used translation technique, literal translation, are clause and verb phrase levels. The target language keeps naturalness after being translated using this technique because Bahasa Indonesia and English syntax have some similarities in clause structure levels, especially in simple sentence. This technique is not unique to the translation of technology devices. Hanif (2017) found that literal translation is also the second most used technique in *The Kite Runner* dialogue. In addition, this translation technique was also found in the translation of a flight magazine by professional translators (Mustafa & Kholid, 2019). Literal translation is the starting point of translation because each word is translated directly (Fang & Lu, 2012, p. 743). It cannot be avoided because it is the default translation technique ﻿(Arffman, 2012), and it serves as the basis of all other translation techniques (Mustafa & Kholid, 2019, p. 141).

Another translation technique which was used more than 10% in this research was calque. Larizgoitia (2010, pp. 32-33) said that calque is used for modernizing the vocabulary, term, phrase through imitation of target language and most effective to introduce technical terminology. This translation technique was usually used when the terms are phrases, where no equivalence is available. With the establishment of many new features of smartphone, new terms are being invented such as black mode, airplane more, silent mode, personal hotspot, etc. Calque is the best technique to translate these terms because no other equivalences are available in the target language, although these translated versions need specific operational definition. ﻿Stepanova (2017) also found that this technique was commonly used in translating legal documents.

Finally, another interesting result is that omission was very rarely-used in translating this type of document. Omission is frequently found in translated versions into Bahasa Indonesia to achieve naturalness. In translating magazine articles, omission is used avoid redundant information because it has been implied in previous sentences or phrases (Mustafa & Kholid, 2019). However, this translation technique was infrequently used in translating the smartphone user manual. The user manual is different to a magazine article because the information provided in the user manual is as accurately as possible without irrelevant information. Therefore, all information in the source text is required in order to express all the instructions to use the smartphone. This nature of smartphone user manual makes the translator avoid using omission technique when translating it into Bahasa Indonesia.

The study has revealed the most commonly used translation techniques in translating Samsung GT-19500 user manual. The result of this study is expected to be transferable to other smartphone user manuals, or to technological devise user manuals. However, the generalizability of this research results is subject to some limitations. First, this research was a qualitative study, which is by nature not intended for generalization. Second, only one user manual was analyzed in this study. Smartphones come with many different features; therefore, translation techniques might be different for other smartphone, especially those with different features to Samsung GT-19500 smartphone. Finally, the analysis in this study was based on limited number of sentences, producing only 137 tokens of translation techniques, because the user manual consists of only 147 pages.

1. **Conclusion**

The objective of this study was to analyze the translation techniques used in Samsung GT-19500 smartphone user manual. The data were collected from the user manual by comparing the English version and Bahasa Indonesia counterpart. The result of the study shows that there are eight translation technique used in translating the user manual. The most commonly used techniques include borrowing (41%), literal translation (25%), and calque (12%). Other techniques were found less than 10%, including transposition (7%), equivalence (6%), adaptation (5%), modulation (3%), and omission (2%). This result suggests that the translation techniques used in translating a smartphone user manual are unique because the book consists of many terms without Bahasa Indonesia equivalence either in word or phrase level, and the book consists of brief, compacted, and accurate information without anyredundancy or ambiguity.

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