The Role of Communication and Social Media in the New Profile of the Terminologist. A Case Study: The Terminology Management in the European Parliament
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Abstract

Lately, there is a tendency towards the digitalisation of the working environment. This trend seems to create rapid changes in the workplace which could lead to a, for some irreversible, transformation of the labour market. Subsequently, the human value in the digital age and the digitalisation of work appear to be a “hot” subject in current debates. Advanced technology achievements such as robotics, artificial intelligence, machine learning and algorithmic decision-making, could potentially become, to an uncertain extent, substitutes for manual labour. Alarming is also the potentiality the services sectors and knowledge-intensive jobs to be equally, as the manufacturing industry, affected by this “digitalisation trend”. Important part in this puzzle plays evidently the phenomenon of globalisation which is accompanied by the need of efficient transfer of information transnationally. Because of the previous, one of the fields that necessarily had to increase its digitalisation, was the translation industry. Nowadays, to become a good translator one should not just be a good linguist, or just a good connoisseur of the culture s/he is translating from and/or into. Nowadays, a good terminologist does not necessarily need to be just or a translator. Instead, for both cases, one must have competences such as to be able to monitor the web, master social media management, join specialised groups, as well as use other media channels for its research. Furthermore, it is essential for the translator and the terminologist to follow and actively use a variety of linguistic IT tools, portals and search engines related to terminology, ontology, localisation, neology, translation and interpretation. As a result, nowadays, besides the evident digital competences, communication and information management represents a must-have competence for language professionals and especially for terminologists. In this context, this master thesis attempted to investigate the evolution of the terminology work field and its expert’s profile, the terminologist and to explore the challenges for the terminologist’s future.
CHAPTER 1: INTRODUCTION

1.1 “Digital” Workplace

An ‘incremental transformation’ (Susskind & Susskind, 2015, p. 303) awaits the future professions – ‘one that will steadily improve the quality of professional services, benefiting clients and consumers, but that will also present new risks and opportunities for professionals themselves’ (Briscoe & Gardner, 2017, p. 1). Thus, the role of technology as part of modern life becomes a rather controversial subject. On the one hand, there are the supporters of the opinion that the contribution of technology has made, overall, a positive impact on modern life and that it continues to improve its quality in several domains. On the other hand, there are others that remain skeptical towards the contribution of technology by expressing the importance of its negative impact since its force seems, for them, to escape from human control.

To begin with, for instance, a domain of everyday life that seems to be affected a lot by the existence of technology is the workplace. Taking a glance back in the 80s, the working environment is completely different, from a technological point of view. Regarding communication, the electronic correspondence (e-mail) is not yet available for businesses and texting or instant messaging, via the use of an electronic computer or a mobile phone does not exist. The Internet, as it is known today, does not exist, as well as the social media platforms. The business world communicates by landline telephone, by post or in person. Furthermore, three decades ago, before the modern current of digitalisation that also allows for more complex inventions, the possibility of performing tasks with computer aid or them to be completed entirely by computer applications and/or programs, is not an existing or easily accessible option.

With technological evolution, inventions aiming faster and more direct communication come to light, as internet, e-mail, mobile phone, teleconference and social media are. In addition, with the new technological possibilities, efforts also are focused on the invention of machines able to help employees fulfil their tasks faster and with more accuracy, or even to replace them entirely, by managing to perform tasks autonomously. Ultimately, employees need to get accustomed to a continually connected lifestyle and adapt to the digital transformation of their working environment by accumulating the
necessary modern digital competences. Thus, a situation is created in which information and communication technology (ICT) seems to have become ubiquitous.

1.2 Digitalisation of the Translation Work

Globalisation, the beginning of multinational corporations and workforce, the need of the utmost accuracy in legal texts from language to language in Europe, with the creation of the European Union, are some of the principal reasons that underlined the need to increase the digitalisation in the translation industry. This transformation was revolutionary and it begins by using, for example, general software for translation and text processing purposes, like the SAP – System Analysis and Program Development1, which was founded in 1972 and still evolves, and which remains widely used to this day for processing projects in real time. The creation of various valuable computer-assisted translation (CAT) tools and terminology management systems followed, aiming to help the translation work and the translator, along with the creation later of digital memory bases, for vast storage of data and easy sharing of the latter among language experts. In detail, CAT tools can include terminology management systems, translation memory systems, localisation software, machine translation tools, project management tools, internet platforms and virtual communities (Risku, 2007, p. 92). Especially nowadays, that the workload and time pressure for translators intensifies with translation projects that are becoming increasingly complex and with an increasing demand for more and more target languages, the power of data handling and the time saving these tools provide, is enormous.

Technological inventions related to the translation industry continued further though. To be noted, experiments to create machines able to provide translations without human intervention exist since the 1950s, when the United States’ political pressures of the Cold War and the appearance of a dominating Russian presence in scientific writing (Gordin, 2016, p. 208) result to the Georgetown-IBM Experiment2 (Hutchins, 2004). At that time, scientific prose is perceived as linguistically simpler, and so it serves as the model for ‘how to turn a language into a series of algorithms’ (Gordin, 2016, p. 208).

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1 SAP is defined in literal terms from a German translation of Systeme, Anwendungen und Produkte in der Datenverarbeitung as Systems, Applications, and Products in Data Processing. The company’s main product is “R/3” for “Realtime” and “3 tier” processing architecture consisting of application, database, and presentation layer (or GUI / user interface). See more at http://www.r3now.com/define-sap/#What_is_SAP

From 1950s to 2010s, the efforts are still focused on creating software more and more capable of translating instantly massive amounts of data in more and more language combinations in less time. The technological evolution permits for example the creation of a free multilingual machine translation service on 2006, the Google Translate\(^3\), on 2010 the creation of an augmented reality translation application the WordLens\(^4\), that provides real time translations on an iOS\(^5\) device by using its camera, and the creation of a speech or voice recognition and translation application on 2012 the iTranslateVoice\(^6\). The above-mentioned inventions are used mostly by the average users and not for professional purposes but the technology they include is more than average. These applications can be considered as experiments in order software far more complex, later to be invented, aiming the total algorithmic conversion of languages to reach automatic word translation and interpretation with voice recognition. This reality as beneficial as it may seem for the users, can eventually not only affect the nature of work of the translators but also of all linguists and language experts, as terminologists are.

1.2 Translator and Terminologist “going digital”

The skills of a translator and a terminologist are affected radically by the technological transformation applied in the translation field and the entire nature of the translation and terminology discipline is changing, as it seems that the focus, is moving from the linguistic competences to the technical ones. This evolving phenomenon creates a lot of concerns among translation and terminology professionals who feel the ongoing need to adapt to technological inventions applied to translation and terminology is just the present, and that the (near) future hides far more. These concerns include, for example, an alteration of the translator’s profile possibly towards to become more of an editor or proofreader with high IT skills. Concerns, that most of translation work will be performed by machines and the translator will now be the quality insurance part of the process, the human “checking” the product of the machine in the end. Regarding the terminologist, the concerns are that IT demands are expected to be higher and more complex in the future. The ability, further, to do quality online research for linguistic

\(^3\) Read more at Google’s https://blog.google/products/translate/ten-years-of-google-translate/
\(^4\) Read more at https://word-lens-translator.en.uptodown.com/android
\(^5\) Read more about iOS at http://www.whatisios.org/
\(^6\) Read more at http://itranslatevoice.com/
purposes, since the linguistic exchange online is massive as well as the access of data, and be able also to proceed to quality term extraction from it, is a skill already needed and awaited to be needed even more to the future. Overall, the ultimate concern for both disciplines is that these professions will change in such a way that the human factor will not be a priority anymore existing only for final level quality assurance or for securing the ongoing input and updating of linguistic data.

1.3 Research Questions

Since it is highly possible for various job positions to be digitalised partially or even entirely in the near future (World Bank Group, 2015), since the “digital fluency” is becoming a must-have competence for the employees of the present and future and finally, since it becomes a must-have skill social media right use and networking in order to survive and to grow fast a business in the modern business world that values time and popularity (Edosomwan, Prakasan et al., 2011), I decided to try see in practice the present situation of my own profession while also discovering an “insight” from translation and terminology professionals regarding the future. In detail, as a researcher with a background in the field of translation and a specialisation in its sub-field, the terminology, I have been wondering at what extent digital skills, as IT competences, the social media use and networking, affected or affect the translation and terminology research and work and hence, for my case of interest, the profile of the terminologist now and for the future. As a result, I decided to explore:

- Whether the communication and information management tools available today have played a role in the evolution of the terminology field research and work;

- To what extent they have changed or affected the work and the profile of the terminology professionals, i.e. the terminologists.

To research this hypothesis I carried out a case study at the Terminology Coordination Unit of the European Parliament with the aim to discover how the terminology management happens, how the experts communicate and cooperate, among them and with the other Units (Directorates Generals of Translation) as well as other European and International Institutions, for terminology creation and for problem resolution and collect the opinions of the experts regarding the future of the terminologist. Methodologically, to discover the communication and cooperation part and to have an
insight to the professional opinion of prominent terminologists and translators of the Directorate General of Translation regarding their work and its future, I decided to analyse the answers of a questionnaire with open-end questions, I created and later administered, to them. In the chapters that follow, I will present a literature review related to the Information and Communication Technology and social media in the working environment, the use of social media and communication tools in terminology research and the evolution of the profile of the terminologist before and after digitalisation. The methodology presentation will follow as well as the analysis of the questionnaire’s answers. Finally, a part dedicated to conclusions, ideas for future research and limitations of the study will be presented.
CHAPTER 2 – LITERATURE REVIEW

In this thesis, the focus will be on the effect communication and social media tools have on the terminology process, meaning its research, work and promotion, and on the profile of the terminologist of 21st century. However, since the role of communication and social media tools in translation, and especially in terminology, is a recent and new field, there is little literature related so far to the topic. This is the reason why my decision is to use information and present literature related at first in general to the information and communication technology and social media use in the workplace, then to the use of the latter in research and further in terminology process, meaning in terminology research, work and promotion, and finally, to use literature related to how the competences of the terminologist nowadays are shaped after the effect of the previous mentioned.

2.1 Information and Communication Technology & Social Media in the Work Sphere

Nowadays, when referring to technology, one of the “images” that are instantly created in one’s mind relates to computers and the internet. We live in the heart of the digital era undoubtedly, but its story starts almost half a century ago before anything resembles even remotely to the modern “hi-tech” world. Innovation and inventions can lead to technological miracles, most of the times and unfortunately, during war. For example, World War II led to the first operational digital computer, which appears in 1946. “Thanks to” a war invention like the digital computer is, the Digital Era begins the same period. According to Shepherd & Fraser (2004, p.1), the Digital Era ‘is characterised by technology which increases the speed and breadth of knowledge turnover within the economy and society’ and ‘by intense socio-economic transformation on a scale similar to that of the Industrial Revolution’ (Drucker, 2002 as cited in Shepherd & Fraser, 2004, p.2). In contemplating the above-mentioned, the social and economic implications of the Digital Era will continue to increase, as technological functionality becomes more knowledge-based and as our everyday lives and self-concept become more linked to it (Shepherd & Fraser, 2004, p.1).

Speaking about the increase of technological functionality and the link between technology and humans, one should also consider the catalytic role of the internet in the entire evolution of the Digital Era. The Internet is generally defined as a global
massive network of networks, a networking infrastructure connecting millions of computers\(^7\) that makes possible massive exchanges of data, news and opinions. More specifically and according to OECD Statistics Portal (2003)\(^8\) Internet is ‘a global system of linked computer networks that allows data communication services such as remote log in, file transfer, electronic mail, bulletin boards and news groups. The Internet is also the foundation for the World Wide Web (WWW)’. Moreover, although the Internet since the 1980s is broadly used by academia, Internet use “mushrooms” in the western world from the mid-90s, and from the late 1990s in the developing world. In the two following decades, Internet use grows exponentially and covers over one third of the world population\(^9\). Internet, as a result, reshapes or redefines most of the communication media by giving birth to new services such as: email; Internet telephony; Internet television; online music; digital newspapers; and video streaming websites. Writing press, books, are adapting to website technology evolution, or, are transformed into blogs, web news feeds and online news aggregators. Further to that, personal interactions also change with Internet’s “dynamic entry” to the field. Instant messaging, Internet forums, and social networking are born and online shopping grows exponentially.

As a result, over the past two decades the growth of electronic services in everyday life is both dramatic and unstoppable, both in the context of professional and private lives. This occurs through the explosion of services spanning business-to-business (B-2-B)\(^{10}\), business to consumer (B-2-C)\(^11\), and consumer-to-consumer (C-2-C)\(^12\) interactions. Electronic services in principal enable faster, cheaper, more tailored services to be developed and delivered to customers, both meeting and driving their expectations (OECD, 2010, p.45). This led to the need of using ICT, or information and communications technology (or technologies), meaning the infrastructure and components that enable modern computing. To be more specific, ICT, as defined in the Information & Communication Technology Sector Strategy Paper of the ICT World

\(^7\) Internet Computer Network https://www.britannica.com/technology/Internet
\(^8\) Glossary of Statistical Terms https://stats.oecd.org/glossary/detail.asp?ID=4512
\(^9\) http://www.internetlivestats.com/internet-users/
\(^10\) See detailed definition at https://www.investopedia.com/terms/b/btob.asp
\(^11\) See detailed definition at https://www.collinsdictionary.com/dictionary/english/b2c
\(^12\) See detailed definition at https://www.investopedia.com/terms/b/btoc.asp
Bank Group (2002, p.3), ‘consists of hardware, software, networks, and media for collection, storage, processing, transmission, and presentation of information (voice, data, text, images)’. Subsequently, ICT is leveraged for economic, societal and interpersonal transactions and interactions and naturally drastically affects how people communicate, live, learn and work. These all, mean revolution in all parts of the human experience since many of the tasks once handled by humans are now assisted or replaced by technology or robotics.

‘Today’s growth in technological capabilities, exponential increase in computing power available to both consumers and enterprises, and almost ubiquitous Internet connectivity among other digital advances, is changing the way employees and enterprises work’ (Deloitte, 2016, p.1). On the one side, focusing on the positive ICT influence, the workforce can become digitally competent and develop many skills during its interactions with technology that may be advantageous, if applied at work. A person that is comfortable with the use of technology and reaches even proficiency, develops a competence often mentioned as ‘digital fluency’ (Briggs & Makice, 2012, p. 59). At present, that a lot of enterprises are more open to the global cooperation and the multilingual and multicultural workforces, when digital competent employees have a world of information at their fingertips, are able to collaborate with colleagues across the globe, and can deliver products with increasing capabilities at decreasing costs (Colbert et al., 2016), they become instantly a more attractive hiring option for these enterprises. It is obvious, that for “high-velocity” working environments, technology is presented widely and evidently as an enabler of productivity and communication among the different parts of the working and production chain. However, this not always the case. The same time the problem that arises is that the integration of digital technologies into the workplace can, not only cause a lot of problems on the productivity of workers, but it can also create its own distinct culture, impacting the previous work culture and the general work experience (Deloitte, 2016). As technology is ongoingly reshaping the labour markets (World Bank Group, 2015), using the words of Piva and Vivarelli (2017, p.4), ‘technological unemployment is considered a direct worrisome

14 Publication’s full title: Digital workplace and culture: How digital technologies are changing the workforce and how enterprises can adapt and evolve
15 Paper published by IZA: Institute of Labor Economics
consequence of laboursaving’ hence, the working-class can present fears that it will be dismissed because of innovation (Ricardo, 1951). According, further, to the World Bank Group (2015) is highly possible various job positions to be digitalised partially or even entirely in the near future and to observe the phenomenon of having entire tasks or even workers being replaced by technology. In addition, ‘technology is also changing the nature of employment relationships, with implications for the risks individuals face’ (World Bank Group, 2015, p.2). For instance, the rapid rise of “going digital” equally increases the popularity of social media, which obviously impact not only the way people connect, but also how they collaborate at work. But how social media are defined? Since a lot of definitions exist and keep evolve as the social media nature and use evolves, I selected definitions that cover, in my opinion, both social media’s concept but also applied use and functionality. To begin with, Cambridge dictionary defines social media as ‘websites and computer programs that allow people to communicate and share information on the internet using a computer or mobile phone’ (Cambridge University Press, 2018)\(^\text{16}\) and Oxford dictionaries almost similarly define it as ‘websites and applications that enable users to create and share content or to participate in social networking’ (Oxford University Press, 2018)\(^\text{17}\). Regarding the use, social media can be considered as the communication media which is primarily used to transmit or share information with a broad audience while social networking can be defined as an act of engagement with people having common interests in order to associate together and build relationships through a (virtual) community (Edosomwan, Prakasan et. al., 2011; Munro, 2014). Therefore, social media are related with the system allowing online communication while social networking is related with the actual process of communicating (Edosomwan, Prakasan et al., 2011; Munro, 2014). Regarding now the use of social media at work and for business purposes, on one hand, according to Munro (2014, p.1) ‘the use of enterprise social media and networking tools in the work place could be beneficial to an organization because of the enhanced communication among employees and teams’ resulting quick sharing of ideas, information, and requests at a speed faster than any other in recorded history (Deloitte, 2016). Further, more and more organisations are creating and using social media content to connect with customers and be promoted, so employees who understand and

\(^{16}\) Definition retrieved from https://dictionary.cambridge.org/dictionary/english/social-media

\(^{17}\) Definition retrieved from https://en.oxforddictionaries.com/definition/social_media
can take advantage of the power of social media will also possibly be valuable to organisations (Kumar, Bezawada et al., 2016). On the other hand, social media professional use, since it is a very recent and still evolving field, in a working environment does not have always positive results. Based on the research of Carlson, Zivnuska et al.\(^{18}\) (2016, p.20) ‘although various forms of social media were ostensibly developed as tools to augment relationship building, many argue that using social media actually degrades relationship and connectivity, and also decreases productivity’. For example, for an employee dealing with social media, while having also other tasks to fulfil, the process is very time consuming (Siddiqui & Singh, 2016) and its overall performance can be questioned. In addition, ‘most companies have difficulty measuring the results of social media advertising’ (Siddiqui & Singh, 2016, p.73) when specialised personnel and concrete strategy is not used, and as a result these companies end up with not only loses in time but also in money. Ultimately, regarding information and communication technology, it is safe to say that employees, for now, can only adapt and evolve. However, regarding the social media use, since it is a field only the last few years used for professional purposes, there are still concerns to be investigated and answered. Social media potential application in several domains, though, is generally acknowledged and, especially for research purposes, is already happening.

2.2 Social Media use in Research

‘The term social media research encompasses any form of research that uses data derived from social media sources’ (Social Media Research Group, 2016, p.6). In this setting, it is possible to classify the research into two types: on the one hand using social media as a research tool and on the other hand using social media for research on the activity and content of social media itself (Social Media Research Group, 2016). It should be noted though that social media research can present a number of challenges and opportunities involving specific data analysis methods as well as issues of research validity and reliability (Social Media Research Group, 2016; Stieglitz, Mirbabaie et al., 2018). As a result, it is essential a careful research design to exist, with unambiguous research objectives and questions, followed by an appropriate selection of analytical tools.

\(^{18}\) Journal of Organizational and End User Computing · January 2016
Nevertheless, focusing on the positive side of the use of social media in research, Edosomwan, Prakasan et al. (2011) state in the Journal of Applied Management and Entrepreneurship that, in the decade of information systems, social media play an essential key-role in transforming how business work and communicate, leading users to consider it as ‘an effective tool for retrieving and disseminating various kinds of information’ (Nuopponen and Nissilä, 2014, p.56). Furthermore, social media are ‘creating new ways to find relevant sources and pieces of knowledge’ […] and are considered as new tools that ‘affect information searching behaviors as observed in recent studies’, borrowing the words of Nuopponen and Nissilä (2014, p.56). Leonardi, Huysman, and Steinfeld (2013), also point out that social media have the ability to record content and its comments and keep the lines of communication regarding a subject clear, making like this the research for and the learning from a subject easier, because all the relevant information is kept in one place and with an attached label (tag) caring the name of the creator and/or editor of the information, so that they may be later easily retrieved/consulted (Leonardi, Huysman, & Steinfield, 2013; Gibbs, Rozaidi, & Eisenberg, 2013; Munro, 2014). Since social media are able also to support the collaborative creation and dissemination of knowledge, it is not surprising that also ‘scholars have explored their use for academic purposes, and that a number of social media services specifically targeted at the academic community’ (Nández & Borrego 2013, p.1), like blogs, or social bookmarking sites, wikis and websites to post slides, text or videos, which have emerged in the recent years. In practice, according to a case study on the use of social networks for academic purposes conducted by Nández & Borrego (2013, p.10) scholars/users ‘particularly value the utility of social media to share materials and follow other researchers’ activities’. However, it should be noted that, according to the same study, ‘to a lesser extent, they value social media tools to disseminate their academic activities, meet other researchers and remain up-to-date in their fields of knowledge (Nández & Borrego 2013, p.10). Nevertheless, based on a more recent international review of research in open and distributed learning, regarding social networks’ use for Academia, Meishar-Tal & Pieterse (2017) ultimately conclude that the ‘literature relates to five main affordances of academic social networks for researchers’ which, designated by name, are the management of an online persona; the diffusion of studies; the collaboration, the information management; and the measurement of impact (Meishar-Tal & Pieterse, 2017, p.10).
2.3 The Use of Social Media and Communication Tools in Terminology Research, Creation and Promotion

The translation and terminology field evolve as language evolves, creating like this always place for research and debate. Technological evolution, machine translation, creation of multilingual termbases, social media use leading to the appearance of the *online discourse* (Nichols, 2009), are some of the reasons that raise concerns related to the effect they all have to language evolution and further to translation and terminology. Serious research, for this topic started or appeared for the first time, during the EAFT VII Terminology Summit 2014 in Barcelona. In this Summit, a debate opened among terminology experts about technology for terminology work and the impact of social media on all spheres of terminology work, from research all the way through to dissemination. As a result, for this part of the literature review, I will use mostly papers presented during the EAFT Terminology Summit of 2014, where a lot of detailed and focused information are presented related to the use of social media and communication tools in terminology research, creation and promotion.

To begin with, regarding the way technology is adopted in the work of linguistics, like translation and terminology are, Peña-López (2014) defines four stages in technology adoption. In brief, the first step is the “appropriation” stage where one learns how to use a given application, software, piece of hardware, etc. (e.g. one learns to write in a word processor), followed by the “adaptation” stage where one substitutes one’s old technology for the new one, but one still does exactly the same things (e.g. one gets rid of one’s typewriter and begins to use the word processor instead), then by the “improvement” stage where one’s technology allows to perform some new tasks, or the old ones in a more efficient way (e.g. one uses the track changes and commenting features of the word processor to let others collaborate with one’s original document), and finally by the “transformation” stage where the way things worked changes.

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19 The term online discourse represents many different forms of communication, ranging from synchronous (same time) to asynchronous (different time), and from text-only to voice, video, and all three combined (Nichols, 2009, p.3).

20 European Association for Terminology

21 The terminology experts I selected to use in this section from the debate are: Maslias, Peña-López, Nuopponen and Nissilä, Kristiansen, Montoro, Nájera Villar, Arrate, Nilsson, Schmitz, Karsch. See articles in *VII Terminology Summit Social Media and Terminology work* Book as cited in references.

22 Main subject of the VII Terminology Summit: Social Media and Terminology work
radically because of technology (e.g. one uses a wiki or a pad or an online document to create a collaborative document, share it online and edit it in real time with videoconference support) (Peña-López, 2014, p.25-26). Ultimately, in the appropriation step, evidently people start to familiarise with the new technologies, learn how to use them, even master them but not necessarily apply them or adopt them for their everyday or working lives while in the adaptation step, there is the point in time that the old technologies are replaced by the new ones, in order for the users, though, to perform exactly the same tasks. For this, Peña-López (2014, p.25) concludes that ‘the cost of using a new technology is clearly here an expenditure, as no major benefits appear’. Nevertheless, the improvement phase happens when the cost of using new technologies is less than the benefits. In the case of a linguist, adopting technology for its work, the costs represent investments that should pay back in the medium and long term. For example, ‘word processors are used intensively allowing for thorough edition (copying, pasting, formatting, etc.), tracking changes and versions, passing documents along (by e-mail, that is, another concurring technology) so that they can be commented, reedited, etc.’. The last suggested step, transformation, ‘implies that the whole process is though (almost) from scratch, deploying the full potential of new technologies to redesign processes and tasks’ (Peña-López, 2014, p.26) and as examples he mentions the case of documents that begin collaboratively, with the use of tools where everyone can contribute at the same time (Peña-López, 2014). This last possibility is very essential for translation and terminology work where the final result is produced always either after collaboration or after different sets of eyes proceed to various checks and controls.

Collaboration though and opinion exchange can be accomplished not only with language processing tools and online documents but also with the use of social media/networks. Furthermore, the interest the terminology field also finds in social media and networks professional use, relates with their power to represent a tremendous source of research and for research. Since, in this thesis will be examined the impact of communication and social media tools in terminology process specifically, this is the reason why I believe is necessary to demonstrate which tools have been researched and tested in recent studies for the terminology field and the insight (or not) that they provided. For instance, Nuopponen and Nissilä (2014), for their paper Social media as a tool for terminological research, state that if social media as Twitter, blogs and
Q&A forums are used as a tool for terminological research, they can actually provide some information relating to research interests on terminological awareness within the field of user interface design. Further, they point out that the collected terminology-related information also provided, in their case, information for methodological issues concerning usability. They also underline that the three social media tools they explored give different types of information, and their combination cover relatively well the information types they were looking for, in their project. Nuopponen and Nissilä (2014, p.67) also observed that ‘both Twitter and blogs are used to give visibility to different themes and can therefore provide up-to-date information on what issues are current in a special field.’ Regarding Q&A forums, they state that they give detailed or focused information as more specific the questions are and finally that ‘in all of the tools, there are dedicated experts who participate in information sharing’ and that ‘their expertise is based on their actions, identity, popularity, ideas, and the information they present and is acknowledged by the other social media users’ (Nuopponen and Nissilä, 2014, p.67).

Focusing, more specifically, on the use of blogs for terminological purposes, more information is also found in Kristiansen (2014), with her study The use of blogs to identify specialised neologisms. In brief, she used five web-based corpora to find out how blogs may be used to detect Norwegian terminology and in particular economic-administrative neologisms. Based on her study so far, Kristiansen (2014, p.77) observed that ‘the methodology developed provides valuable data input for specialised dictionaries or termbases’ and that ‘harvesting neologisms from these web-based sources seems to be a fruitful supplementary approach to using the traditional textbooks’. Based on this and her previous related studies, Kristiansen (2014, p.73) identifies blogs as ‘a repository of neologisms’.

Furthermore, focusing on Twitter Montoro (2014, p.79) claims that Twitter ‘provides “selfies” of evolving language’ and in her turn, she is searching whether social networks can be used to quickly identify the most recent neologisms. She selected to research this specific social media based on the fact that tweets, meaning the online postings, or the “micro-blog” created by a Twitter user, ‘appear similar to spontaneous

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23 https://www.collinsdictionary.com/dictionary/english/q-and-a
24 https://www.merriam-webster.com/dictionary/blog
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26 https://en.oxforddictionaries.com/definition/selfie
27 https://techterms.com/definition/tweet
speech, making them particularly valuable to the study of the spread of new words and expressions’ (Montoro, 2014, p.79). Twitter, further, appears to be an intersection of historical linguistics, dialect geography, and spatial statistics and as a result, the Tweets produced with it, can provide data of location and time of posting (Montoro, 2014) which can allow the creation of a map of ‘the way in which new words become popular and spread’ (Montoro, 2014, p.80). Montoro (2014) also deducts from this that this geolocation information provides insight on the social classes, the patterns of immigration and how groups are influencing each other. Finally, she underlines that by ‘tracking the popularity of words over time and space, it is possible to harness large-scale data to uncover the hidden structure of language change’ (Montoro, 2014, p.80).

Regarding the communication of terminology work, last but not least, Arrate (2014), presents what UZEI reported regarding the Basque terminology dissemination and debate through social networks. In UZEI’s case, the most immediate and direct function of social networks was to popularise and communicate ‘the use of specific terms, as well as terminological preferences and terminological recommendations’ (Arrate, 2014, p.106) related to Basque terminology. In this case, the focus of the use of social media and networks falls evidently on terminology dissemination and terminology debate than on research of new terms, neologisms, etc. Further, she adds that, besides the previous mentioned use, social networks could also be valuable for terminology, when it comes to identifying expert agents in various working fields, as well as to establishing links with them for professional opinion exchange or even collaboration (Arrate, 2014).

Previously, at different times it was mentioned how terminologists could take under consideration the online discourse to conduct research about language use and also how to proceed to get connected with various experts for opinion exchange and networking. From this, another concept is emerging, that at this point I believe it is of essence to mention. The concept of crowdsourcing for terminology purposes is recent and “popped-out” from the social media and networking, presenting opportunities but also various concerns. At first, crowdsourcing is defined as ‘an online, distributed problem-solving and production model’ (Šimko & Beliková, 2014, p.20) where a task/problem is distributed to a wide and open mass of people to contribute in web content in an easy manner and help solve tasks which computers could not (Nilsson, 2014).

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29 http://www.tnc.se/2009/05/the-swedish-centre-for-terminology/
(2014) notes, that in this case the idea of using “anyone” in terminology, the crowd, is also related to the concept of “trust”. The concept of “trust”, according to Nilsson, can be defined in several ways. As a main example he uses the ‘expectancy held by an individual or group that the word, promise, verbal or written statement of another individual or group can be relied on’, which can also be applied ‘to man–machine relationships’ (Nilsson, 2014, p.103) meaning the ‘degree to which a user or other stakeholder has confidence that a product or system will behave as intended’ (ISO/IEC 25010, as cited in Nilsson, 2014). The aforementioned can also lead to the situation of ‘on-line trust’ (Nilsson, 2014, p.103) which is defined as ‘an attitude of confident expectation in an on-line situation of risk that one’s vulnerabilities will not be exploited’ (Corritore et al, 2003, p.740). Finally, however, Nilsson (2014, p.103) underlined that ‘trust is relevant in terminology work in different ways depending on the various parties involved and the phases of the terminology work’. For example, according to Drewer there are nine stages of terminology management (Großjean, 2009, as cited in Nilsson, 2014, p.101). Stage two, the term collection/harvesting, analyses Nilsson (2014, p.103), ‘needs trust from terminologists in the resources used, and the concept-based structuring’ and stage three, concept selection and organisation or else concept-based structuring, ‘needs a certain amount of trust between project members, consultants, experts and in the method used (e.g. ISO 704) and in the strength of consensus for it to work well’. For the seventh stage, which refers to the terminology provision and distribution phase, ‘trust from clients in the result and its presentation (glossaries) is needed; there is no point making a glossary that will not be used because it is not trustworthy’ (Nilsson, 2014, p.103). Consequently, online feedback as full of insight as it can be, hides a lot of parameters that need consideration and expertise in order to be identified and judged. What derives from this situation, in the end, is how a terminologist or language expert is defined and judged capable of filtering this feedback of the crowd, the feedback of the ‘trust’?

30 Dr Petra Drewer’s presentation for 2011 TSS p.12
2.4 Terminologist’s Profile – Digital Competent and “Connected”

The interaction with the crowd, the mass of people using the always evolving language, it is evident that represents an enormous source of study regarding linguistic evolution and further, terminology acceptance and use. Since the crowdsourcing concept analysed previously seems to consider that everyone could show expertise in terminology work, the definition of expert will be presented and the effort to distinguish the terminologist profile will also follow.

The International Organization for Standardization generally defines an expert as ‘a person who, through knowledge or experience, has competence to give an opinion in the fields about which he/she is consulted’ (ISO 13302:2003, 3.10)31. However, Nilsson (2014, p.103) comments on this that ‘although knowledge or experience is stressed as a basis for competence, the task of the expert is (only) to give an opinion […] only within a certain field’. Moreover, relating the concept of expert with the concept of the crowd, he stresses that there is a need of setting limitations. Nilsson (2014) is concerned, for example, that accepting the idea that anyone, regardless of its level of knowledge and experience, would be considered able to give fruitful (?) comments about terminology in various fields, besides the fact that does not seem a reasonable or a probable suggestion, it could also undermine the professionalisation level of language professions and give space of posing questions like if we have the crowd ‘why would we need a trained terminologist, translator or linguist’ (Nilsson, 2014, p.103).

To better understand who are considered experts in the field of terminology, Schmitz32 (2014) is presenting the different experts by explaining how each interacts with terminology. Starting with the terminologist, Schmitz (2014, p.35) describes that this expert ‘studies a concept and creates a term or identifies it in a text in a certain discourse and language’. Then, the writer that uses theses terms in the text(s) he/she is creating, is being aware of the need to have terminology consistency in it/ them and tries to apply this consistency to prevent contradictions at semantic or syntactic levels of his/her text(s) (Schmitz, 2014). Ultimately, the translator’s aim is to communicate the concepts

32 Full professor of terminology studies and language technology at the Institute for Translation and Multilingual Communication at the Cologne University of Applied Sciences, Managing Director of the Institute for Information Management, Vice-President of the German Terminology Association (DTT) and the International Terminology Network (TermNet), Secretary General of the Association for Terminology and Knowledge Transfer (GTW), Chairman of the German National Standards Committee “Systems for managing terminology, knowledge and content” (DIN-NAT), winner of the Eugen Wüster Prize (2010).
of these terms ‘by means of a translation equivalent in a target language’ (Schmitz, 2014, p.35). Finally, is important all these experts to cooperate and exchange their opinions during the process of terminology creation, use and communication because, as Schmitz (2014, p.35) also stresses, the fact that ‘individual autonomous work leads to errors in term usage’ can affect not only translation productivity and the overall costs but it can also influence ‘further phases of content life cycle, e.g., failures in product technical support, client request processing, marketing etc’.

After presenting the different experts that are part of the terminology work and stressing the need of their cooperation, the question that remains still is who performs in the end the official and final terminology work in real business conditions?

To begin with, traditionally, terminology, as part of LSP\(^{33}\), ‘does not mainly concern general language speakers’ (Nilsson, 2014, p.98) but mostly users of language in specific technical or scientific contexts. In the context of an organisation for example, Schmitz (2013)\(^{34}\) notes that there are terminology managers that coordinate ‘the creation and management of terminology’ while in some other organisations ‘technical writers or translators take up this task’. In addition, other experts often cited as the ones involved in terminology work, are the subject matter experts (SME), the terminologist-generalists and the SME-terminologists (terminologist with domain competence) (Karsch, 2015, as cited in Nilsson, 2014, p.98). According also to Nilsson (2014, p.99) to this list should be also added ‘all those professions dealing with terminology, and often performing the tasks of a terminologist at least some of their working time’ as the ‘translators, interpreters, concept modellers and knowledge managers’ are. However, Schmitz (2013) underlines that the need to use ‘more and more often trained specialists, namely terminologists, are being sought for this job today’. Evidently, the question that now follows is what competences someone dealing with terminology, in the end, should have to be considered an expert in this field.

In the field of terminology, the need to manage different tasks requires skills that span from linguistics to IT, communication and management. In other words, as Karsch (2009, p.17) states ‘terminology management requires both subject-matter expertise and terminology management know-how’ and for a terminologist to have the ability ‘to shift quickly from focused research work to agile leadership of negotiations’ (Karsch,
Furthermore, terminologists, like translators, naturally must have excellent research skills and stay continually informed about research material, resources, and experts related to their work, meaning, always ‘they must stay abreast of the subject-matter fields they work in’ (Karsch, 2009, p.17). In addition, besides the fact that terminology management requires native language experts with a tremendous understanding of the foreign language nuances they work in, nowadays IT skills are of almost the same importance for them to proceed with terminology work. Linguistics and technology are two fields that, on first thought, do not seem interdependent and this is the reason way, when thinking of applied linguistics or just linguistics twenty years ago, the focus was on literature and language and it attracted people interested working on that. The creation of ‘database technology’ (Karsch, 2009, p.20), memory bases, CAT tools and of all IT aids created for translation and terminology work, led most terminologists of today to have a good understanding of both linguistics and technology and to apply the one to the other (Karsch, 2009). The need of professionals being able to create aids as the previous led also to the need of IT experts understanding the notions of the field of linguistics too.

As a result, on the one hand, according to the Terminology Coordination Unit35 of the European Parliament, the desirable professional profile for terminologists should combine skills from various domains to outthrust. The key skills required from a professional terminologist can be summarised as the following: Terminology and Language Skills, Management and Communication Skills, Technical Skills and Soft Skills (Terminology Coordination Unit of the EP, 2018). In detail, TermCoord.eu (2018), regarding the Terminology and Language Skills, underlines that the terminologist need to have ‘advanced knowledge of the principles of terminology (theory and practice)’, to master the ‘terminological working methods (normative and descriptive terminology)’, to have ‘knowledge of linguistic principles, competence in field-specific languages, excellent language competence in mother-tongue and proficiency in at least one language in addition to the native language’ and was also previously mentioned by Karsch (2009). Further, an ideal terminologist should be able to show ‘linguistic creativity, highly developed feel for languages and research competences and ability to identify essential information’, followed by ‘management competence of terminology collections, competence of knowledge management (KM),

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35 Also mentioned as TermCoord
project management competence and the ability to create and/or collocate terminological resources for specific purposes or target groups’. The organisational quality of a terminologist as presented here allies with the opinion also of Karsch (2009, p.20) that ‘a terminologist is an organiser’, which is needed to bring order to a specific linguistic chaos. Moreover, for the Management and Communication Skills, TermCoord.eu (2018) underlines the importance for a terminologist to have ‘intercultural competence’, the ‘ability to plan and manage processes and projects’ and the ‘ability for teamwork and networking’, followed by the ‘capacity to make and implement strategic decisions in coordination with other units within the organization’. As Karsch (2009, p.18) notes consequently ‘a highly interactive work mode’ is required for the terminologists to ‘carry out thorough investigations first, and then, when necessary, switch into negotiation mode with their circle of experts’ in order to determine the term for a particular concept. In addition, ‘didactic competencies relating to terminology and knowledge-transfer and teaching skills’, are also desired, along with ‘competences in using media technologies, to liaise with external experts’ and ‘competences related to netiquette36, confidentiality, data safety’ paired with ‘knowledge about basic legal aspects, terminology standards and copyright’ (TermCoord.eu, 2018). In regard now to the Technical Skills, TermCoord.eu (2018) stresses that specific IT competences are of great importance, in order the terminology work to happen smoothly. In detail, the list of skills includes ‘mastery of electronic tools for terminology management and their interfaces with other applications’, a ‘basic knowledge of information technology and documentation’, followed by ‘tools expertise, including the ability to evaluate relevant software, such as: terminology management systems (TMS), computer assisted translation (CAT), Machine Translation (MT), TMS interfaces to other applications, Term extraction tools, and related tools such as concordancing software37’. The need of these skills is created as part of a process where most terminologists as pioneers in this field have to participate ‘in the design, implementation, or training of terminology databases, or because the tools are still so complex that a terminologist must understand more than just how to enter data’ (Karsch, 2009, p.20). To this is also based the necessity a ‘proficiency in the use of terminology databases and competence in information theory and knowledge

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36 See more information at https://techterms.com/definition/netiquette
37 See more information at https://corpora.lancs.ac.uk/clmtp/2-conc.php
management (ontologies, data fields, big data, semantic web etc.) to exist, as well as a ‘good general IT competence (office application, especially Excel) and a basic knowledge of mark-up language’ as the ‘mastery of different browsers and defining efficient research criteria (search operators, regular expressions)’ (TermCoord.eu, 2018). Finally, with regard to the Soft Skills, TermCoord.eu (2018) highlights the ‘power of persuasion and argumentative ability’, the ‘abstract thinking skills’, the ability of ‘systematic work approach and to work in intercultural teams’, the need of ‘negotiation skills and multitasking’, the ability of ‘inter- and intracultural thinking (also in the working cultures) and to recognise cultural differences’, ‘creativity and flexibility’, followed by ‘social competences’ and the ‘ability to present reasoned and convincing arguments and to resolve problems’. Because terminologists generally have to make a lot of decisions each day, the above mentioned soft skills are necessary for communication purposes. Term research or creation requires, according to Karsch (2009, p.18) ‘accurate evaluation of resources, the meticulous creation of neologisms, and the careful guidance of the experts involved’. Research for terms and negotiations for the final (term) result ‘not only call for the ability to work in different modes, but they also require sensitivity and thick skin’ (Karsch, 2009, p.18).

On the other hand, for their part, the United Nations, describe their desired terminologist profile, focusing this time mostly on its duties rather than its competences. In detail, United Nation in their Careers Portal (2018) define that the terminologists ‘are dedicated professionals who ensure accuracy, appropriateness and consistency of usage of terms in the United Nations’ [...] and who ‘rely on their extensive language skills to produce terminology that is clear and coherent’. Moreover, they underline that the role of the terminologist is to be able to ‘facilitate the editing and translation process’ and to be able to research and locate ‘information or past publications which might help language staff produce high-quality translations’ (United Nations.org, 2018). On a first level, for the United Nations, terminologists appear as linguistic experts helping the translation process, without clear and focused terminology tasks yet. Returning to the information provided by the UN portal (2018),

38 See more information at https://protege.stanford.edu/publications/ontology_development/ontology101-noy-mcguinness.html
39 See more information at http://www.businessdictionary.com/definition/data-field.html
40 See more information at https://dictionary.cambridge.org/dictionary/english/big-data
41 See more information at https://www.collinsdictionary.com/dictionary/english/semantic-web
terminologists should also be able to ‘advise and consult other UN offices and bodies
who draft, translate or edit in their respective language, and answer queries and provide
guidance in terminology usage’ while their tasks ‘encompass monitoring
documentations and identifying changes, developments or linguistics inconstancies and
variations in different areas of terminology such as organisational nomenclature,
functional titles, administrative and budgetary matters, and various other areas’ (United
Nations.org, 2018). Still it is evident that for the United Nations, a terminologist is
mostly a linguistic consultant and a quality controller completely dependent on the
work of the translators. Finally though, regarding the IT competences, United
Nations.org (2018) also acknowledge that there is a great need for terminologists to
‘use various electronic tools for their trade’ and to be able to ‘investigate organizational
and technological developments particularly in the field of machine-assisted
translations and data bank systems for the improvement of efficiency and productivity,
making suggestions as to the development of the United Nations Multilingual
Terminology Database (UNTERM)’.

Previously, the profile of the terminologist was set by the desires of the European
Schmitz, a very prominent linguist, professor and terminologist, among other, Vice-
President of the German Terminology Association (DTT) and the International
Terminology Network of Terminology, in his 2013 online article The Terminologist,
attempts also to describe the job profile of the terminologist in practice through his
extensive experience in the domain. He stresses for instance the fact that people or
groups of people in the field of linguistics working with terminology, for years they had
not this activity as a primary one, fact which created a great need ‘for experts
concentrating completely and solely on terminology work and terminology
management’ (Schmitz, 2013). As a result, the aforementioned situation, along with the
evolution of the field, highlighted the need to create a clear job profile for the
terminologist. Schmitz (2013) defines the terminologists as the ‘experts in formulating,
describing, managing and distributing mono- and multi-lingual terminologies’ working
‘in all areas that are concerned with data, information, knowledge and communication’.
As the European Parliament and the United Nations, Schmitz (2013) focuses on the fact
that there is a high need the terminologist to have ‘specific knowledge about the science
of terminology, terminology work and information technology for terminology
management’ along with excellent language competence in the native and foreign working language as well. Same as the European Parliament he underlines that in case a terminologist is working in the area of research and teaching ‘additional didactic qualifications and qualifications in scientific theory are necessary’ (Schmitz, 2013).

He, as the European Parliament and the United Nations, also underlines that since ‘terminology work is an interdisciplinary activity’ the terminologists evidently very often must do research and ‘work with professionals from different subject fields’ (Schmitz, 2013). Additionally, he too analyses the tasks of a terminologist. For Schmitz (2013), the tasks include basically the developing of ‘mono- or multilingual terminology databases, as well as standardizing and coining new terms or defining concepts, various ‘terminology planning activities, such as setting up and controlling terminology workflows in companies for implementing a standard corporate language or to calculate the cost effectiveness of terminology’, the preparation of ‘(electronic) terminology collections, i.e. design, implementation and operation of terminology databases, including the selection of corresponding tools and their integration in the IT landscape of the company’ as well as ‘consulting and training activities’ (Schmitz, 2013). It is evident that the basics of terminology task description remain the same but with Schmitz’s focus, an opportunity to glance in the demands of the private sector’s terminology work, is also given. Finally, also Schmitz (2013) refers to the IT competences required for a terminologist. He refers to the fact that terminologists need to know how to use terminology management systems and software for terminological analysis of existing texts, like concordance programs and terminology extraction software are, as well as to check the correct usage of terms in texts with the aid of terminology checker programs or quality assurance programs. Of additional importance is also the knowledge of programs ‘that support technical writers and translators in their work’ as terminology management interfaces, content management systems, CAT tools or machine translation systems are (Schmitz, 2013). He concludes his terminologist profile description by mentioning that along with its inherent terminological and linguistic knowledge, the terminologist will also be required to have additional knowledge and skills for its work, which can vary in importance depending on the area of its work and tasks. For instance he, as the European Parliament, notes the soft skills, the communication skills, the power of persuasion and argumentative ability, systematic work approach or abstract thinking skills (Schmitz, 2013).
Taking under consideration all the above mentioned sources providing information for the terminologist profile, it is safe to say that all of them acknowledge the need of a combination of linguistic, technical and communication skills, but still its party is concerned more for the skills that matter to it, for the completion of the tasks and aims set primary by it, resulting to a lack of an overall, common and standardised terminologist profile, generally accepted and promoted by related institutions, the private sector and the experts themselves.
CHAPTER 3 – RESEARCH METHODOLOGY

3.1 Research Methodology

Buckley and Chiang (1976, as cited in Jamshed, 2014, p.87) define research methodology as ‘a strategy or architectural design by which the researcher maps out an approach to problem-finding or problem-solving’. In other words, Crotty (1998), defines research methodology as a comprehensive strategy that outlines the choice and use of specific methods while relating them to the anticipated outcomes. Therefore, the choice of research methodology ‘is based upon the type and features of the research problem’ (Jamshed, 2014, p.87). Finally, to give solutions to each research problem, Williams (2007, p.65) states that there are three common research approaches, the ‘quantitative, qualitative, and mixed methods’.

Since my aim is to discover how the terminology management happens in the European Parliament, how the experts communicate and cooperate, among them and with the others for terminology creation and for problem resolution, and finally collect their opinions regarding the future of the terminologist work and profile, I decided that the research approach I should follow in this context is the qualitative. To explain my decision, I will present definitions related to the qualitative research and the case study approach hereafter.

Qualitative research is a ‘holistic approach that involves discovery’ (Williams, 2007, p.67), can be defined as ‘a form of systematic empirical inquiry into meaning’ (Shank, 2002, p.5) and is also described as a model gradually developing or revealed, occurring in a natural background which permits the researcher to obtain a level of detail from its high involvement in the actual happenings (Creswell, 1994). Further, ‘what constitutes qualitative research involves purposeful use for describing, explaining, and interpreting collected data’ (Williams, 2007, p.67). In my research, my systematic empirical inquiry was to discover and make sense gradually of the questions mentioned in the beginning of the previous paragraph and so I planned it to occur during my Research Internship, the high involvement part, at the Terminology Unit of the European Parliament, which represents the natural background in my case. Finally, to proceed to purposeful describing, explaining, and interpreting of collected data, I decided to gather the Unit’s answers to an open-end question questionnaire that I created and distributed to
terminology experts, which questionnaire focused to questions related to my inquiries mentioned in the previous paragraph. How I decided to use the aforementioned methods to get my information, it will be presented during the following section.

Finally yet importantly, regarding to the types of qualitative research methodology, according to McCaslin & Wilson Scott (2003, p.447), there are five major traditions in this research methodology: ‘biography, ethnography, phenomenology, grounded theory, and case study’. Every method naturally meets different needs, and as Williams (2007, p.68) describes, for example the ‘case studies and the grounded theory research explore processes, activities, and events while ethnographic research analyses broad cultural-sharing behaviors of individuals or groups’. Taking under consideration the above-mentioned theories and approaches, for my thesis the method of qualitative research I decided to use, is the case study, since I decided to explore and discover processes, activities, and events of the Terminology Coordination Unit of the European Parliament.

3.2 Case Study Methodology

Creswell (2003, p.13) defines case study as the process where a ‘researcher explores in depth a program, an event, an activity, a process, or one or more individuals’. As I previously mentioned, the case study I conducted took place at the Terminology Coordination Unit of the European Parliament, in Luxembourg. During this situation, I was able to discover and take part in the everyday activities of the department and as well as participate to its internal meetings, meaning I was able to explore the activities, processes of more than one individuals of the Unit, as it should happen when conducting a case study.

Further, Neuman (2006, p.40) adds, that a case study is also ‘an in-depth examination of an extensive amount of information about very few units or cases for one period or across multiple periods of time’. Based on the aforementioned, I conducted my research for 5 (five) months, from March 2017 to July 2017, during my Research Internship at the Terminology Unit of the European Parliament, in order to be able to collect enough data for extensive analysis later on, regarding the communication, cooperation and promotion of the terminology work. Leedy and Ormrod (2001), also note that the aim

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43 Research Internship during the 4th (forth) semester of my MA program in Learning and Communication in Multilingual and Multicultural Contexts of the University of Luxembourg
of case studies is to learn more about a situation one knows little about or one poorly understands. Terminology as a field and the job description of the terminologist I believe represents a situation the general crowd knows little about, so this is another reason why the case study was chosen as a method of research for my thesis.

Focusing now on the data collection method in case the case study approach is used, Williams (2007, p.68) suggests that the data collection should be extensive and ‘to draw from multiple sources such as direct or participant observations, interviews, archival records or documents, physical artifacts, and audiovisual materials’ and that the ‘researcher must spend time on-site interacting with the people studied’. Building on that, I decided, at first, for my data collection to take advantage of the access I had in Terminology Coordination Unit’s meetings and use as sources, on the one hand, its Internal Meeting Minutes, while considering they could act as archival records. Nevertheless, during the process of the analysis, I decided that the five-month meeting-minutes collected were, firstly and unfortunately, insufficient, and secondly, that my analysis would be probably weak, since I had not proceeded to a similar analysis in the past and further, I was lacking theoretical and practical training on it. Ultimately, I did not use these data for my analysis. For me though, they were a great source of understanding of the terminology management in the European Parliament, they helped me decide how to build this thesis and who to ask and what, during the intended second part of the analysis, the interviews. On the other hand, as I was saying, even if I initially intended also to have as data audio material in the form of interviews, because of authorisation issues, I finally conducted questionnaires with open-end questions, with the same individuals, I intended to interview, in order to gain an insight from experts about terminology work, its communication and the competences a terminologist should have now and for the future. Apropos, according to Hesse-Biber (2010, p.53) the ‘minimum sample size recommended for most common quantitative and qualitative research designs, as the case study is, 3-5 participants’, and to comply also with this necessity, for my study I used 7, from the total of 15 individuals in or working with the Unit.

At this point it should be mentioned that ‘a primary consideration in any research study is to conduct the research in an ethical manner, letting the community know that one's

44 See more information at https://www.mbaskool.com/business-concepts/human-resources-hr-terms/6667-meeting-minutes.html
purpose for observing is to document their activities’ (Kawulich, 2005, Ethics 8.1). During my research, to cover the part of ethics, I informed initially the group that my priority of being there was to discover the Unit’s communication, cooperation and promotion of terminology work and that consequently, I would question several experts of them on their opinions regarding their work and future. Nevertheless, I was not repeating my researcher role constantly because I wanted the individuals to act as naturally as possible around me and my presence not to affect how they would normally communicate during the meetings or during the completion of their daily tasks. Regarding the questions, when I selected the individuals I regarded as the most suitable ones for my study, I had a private meeting with each one of them to remind them my master thesis subject, to explain why I needed their contribution, present in brief the nature/parts of the questions and take their approval to be recorded. This part of the process, concerning the issue of authorisation I mentioned in the previous paragraph, was the one that caused me a mild difficulty and could be considered as a limitation of the study, because almost all the interviewees did not want to get recorded, even after reassuring their anonymity. When I asked them why, they replied either, that their working program is very tight (meeting after working hours was not an option) and they would prefer to write their answers at a moment of convenience without my presence to be required, instead of directly telling them to me, in order to have more time to explain their thoughts and express themselves with accuracy, or, that they would prefer, as members of the European Parliament not to be “on tape”, even if it is for a master thesis project. To solve this obstacle, this is how I decided to proceed with the creation of an open-end question questionnaire, which would include the questions I had in mind to ask the experts in any case during the initially intended interviews.

At this point, I believe theory and definitions should be presented to explain how the use of open-end questions and of a questionnaire could help my research. To begin with, questionnaires is ‘an information-gathering technique used frequently in mixed-method research that draws on quantitative and qualitative data sources and analysis’ (McGuirk & O’Neill, 2005, p.147). Furthermore, questionnaires can be useful for gathering original data about people, their behaviours, their social interactions, their attitudes, and opinions as well as their awareness of events (Parfitt 1997, McLaffety 2003, McGuirk & O’Neill, 2005). To study the opinions and awareness of the terminology experts who I selected for my research, regarding the terminology process, its dissemination and its professionals’ future, I decided that the questionnaire, based
on the aforementioned, was the next appropriate method, after the initially intended recorded interviews.

Regarding the creation of the questions, Sarantakos (2005) points out that, to allow a smooth transition from one topic to the next the questions should sequenced in a logical order, at least in relation to the purpose of them being asked in that order. Regarding especially the open questions, according to Bird (2009, p.1310) ‘open questions are used within qualitative research’ and their advantages include answers characterised by freedom and spontaneity, the researcher has the opportunity to explore thoroughly subjects and they are also useful for testing hypotheses about ideas or awareness regarding theories, problems etc. (Oppenheim, 1992, Bird, 2009). Additionally, ‘open questions produce verbatim comments adding depth and meaning’ (Bird, 2009, 1311) allowing time and space for responses free of predefined or obligatory form, situation that allows the participants to share easily their understandings, experiences, opinions and interpretations of, as well as their reactions to, social processes and situations at their own pace (McGuirk and O’Neill, 2005, Bird, 2009, Meadows, 2003). Consequently, according also to Meadows (2003, p.565) ‘open-ended questions do not provide any predetermined answers’ which is very useful ‘when trying to identify in more depth the respondent’s thoughts, feelings and experiences’. However, Bird (2009, p.1311) underlines that ‘given that a large variety of answers may be provided for any one question, analysis of the results can be challenging’, so the open questions should be asked in a way that directs participants into distinct channels without actually suggesting responses (Payne, 1951, Bird, 2009). Finally, an ancient Greek proverb states that οὐκ ἐν τῷ πολλῷ τὸ ἐὖ, ἀλ＇ ἐν τῷ ἐὖ τὸ πολὺ, meaning that a quantity of something does not necessarily assures the quality of it, but in case the quality exists, it compensates for the quantity (lack). In the case of questionnaires, Sarantakos (2005) and Bird (2009) note as well that the key rule for a successful and full of data questionnaire is that the questions it contains are as many as necessary and as few as possible, demonstrating a clear role and purpose (McGuirk and O’Neill, 2005, Bird, 2009).

To comply with all the theories above, firstly I tried to create a questionnaire with clear structure and transition from one question to another, that would cover with its 11 (eleven) questions all the dimensions I wanted to cover initially, without tiring the participants or causing them to repeat themselves. As I mentioned before, all my questions had an open-end character and tried to cover, in brief, the fields of
terminology standards, cooperation, communication, technical aspects and the profile of the terminologist. For their distribution, before sending them via email, I proceeded to a meeting with the participants at a time mutually decided, to present them the questions and ask them for explanatory questions, in case they had, in advance, from the moment I would not be later present. When everything was clear, I would give them a deadline to answer the questions, and provide them with my contact details in case they needed additional information outside of working hours. Ultimately, I made clear to them to try to reply naturally and with honesty their views, regardless also the opinions about the subject they know the management of the Unit has, by guarantying confidentiality. After the initial meeting, only a couple of them asked me clarifications over the phone regarding some questions, but I deducted that since the questions were not asked directly after the first meeting, the participants simply forgot some of the clarifications I gave during the presentation of my thesis subject and of the questions. Finally, I was satisfied of the fact that I chose the questionnaire with open-end questions to proceed because the participants managed to give a lot of details (even links to sources) I did not expect to have and with an accuracy and consistency one could difficultly get during a spontaneous recorded interview.
CHAPTER 4 - Presentation of the Case Study: Terminology Management at the European Parliament

Before beginning the presentation of my case study, a few words for the background of the Terminology Coordination Unit.

The Terminology Coordination Unit of the European Parliament is officially created in October 2008. However, the need for terminology management in European Parliament appears along with the creation of the translation divisions and so, terminology work is happening even before the official Unit existed. At a glance, at first, just ‘two translators’ 45 (TermCoord.eu, 2018) work full-time on terminology using boxes of cards ordered alphabetically for the creation of terminology archives. Then, during the 80s, the cooperation with the technical services begin, when the first commercial software for translation purposes start to be used. Further, some more years must pass for the European Parliament to manage, at the beginning of the 21st century, to launch the Interactive Terminology for Europe (IATE) 46 database, and realise that there is a need for a separate service for terminology to be created. Its purpose would be to stimulate and to coordinate the terminology work needed for IATE to function properly and to help the work of translators in an organised, standardised and coordinated way regarding terminology issues.

Nowadays, the Terminology Coordination Unit consists of 7 permanent members, 1 rotating terminologist, 1 IT responsible and maximum 6 trainees, who change usually every 5 months, plus 2 study visitors, who change usually every 3 weeks. In addition, the Unit also cooperates for terminology work with translators and IT experts from the different Directorates Generals of Translation. Furthermore, it is very active and positive regarding networking and interinstitutional communication and dialogue. The Terminology Unit promotes networking with other Institutions or external terminology experts to reach a global view of how terminology work happens, evolve, adapt and to search valuable sources and exchange expert opinions, cooperate. It also embraces the promotion of terminology work via social media channels and the Unit’s official blog in order to keep the public informed about the work being done in the European

45 http://termcoord.eu/history/
Parliament for terminology and also keep the external translators and terminologists informed about the work in their domain in a higher level, providing them also with as many as possible valuable credible sources and tools. However, the use of social media for the Terminology Coordination Unit, plays also the role of providing live feedback, of the public and external professionals, regarding the quality of its work and sources that it provides, fact that so far helped to recognise issues, determine what works and helps and what do not, hear the voice of the others, try to adapt, become better and provide solutions when possible.

Based on the above-mentioned course of events and on how the European Parliament has worked for the terminology field and its promotion, I decided that doing my research in the context of the Terminology Coordination Unit would be an excellent place to discover whether the communication and information management tools available today have played a role in the evolution of the terminology field research and work and also attempt to discover the extent the aforementioned have changed or affected the work and the profile of the terminology professionals, since the history would be on my hands, and the professionals also, to ask for the present and future.
CHAPTER 5 - Analysis of Data
5.1 Part 1: Method of Analysis and Coding

Qualitative researchers, to assure the credibility of their data analysis can demonstrate to a potential reader how they conducted the data analysis and present their method(s) of analysis with enough detail (Attride-Stirling, 2001; Côté & Turgeon, 2005; Ryan, Coughlan, & Cronin, 2007; Nowell, Norris et al., 2017). In my analysis, I try to explain in each step the choices I made while analysing the questions and why I interpreted them the way I present them.

To begin with, to investigate my research questions about the effect the communication and information management tools available today had/have on the evolution of the terminology’s field research and work and on the work and profile of the terminology professionals, I decided to create and use a questionnaire, as I mentioned in the previous chapter. Regarding the questions, I decided all to have an open-end character or according to Popping (2015, p.25) a ‘really open-ended’ form in order to ensure that, or better direct, the participants to unfold an argumentation about their responses and not to just make them choose an answer from a pre-determined list. My aim was to get the most information close to the truth and their proper opinions possible, without influencing their responses with proposed answers.

The questionnaire I decided to have 11 questions. Based on the question creation theory mentioned in the previous chapter and my judgement, I decided that more than 10-11 questions could tire the participants and affect their responding rate and their responses quality, and less could hide the danger not to cover all the aspects of my research questions I wanted answered. The participants were 7, 6 women and 1 man. The gender analogy, or better dysanalogy, was not intentional. In the Terminology Coordination Unit, as permanent members, there were only three men and no man was included in the trainees, the period I was conducting my research. Regarding their ages, I had one participant in the range 20-30, 2 in the range 30-40, 2 in the range 40-50 and 2 in the range 50-60 years old. Even if the study was not quantitative and no statistics were created, I wanted to included participants from all age ranges to see if their age and experience or lack of it, will affect how they will respond at first towards terminology.

47 Really open-ended questions are different from technically open-ended question and apparent open-ended questions (Popping, 2015, p.25)
and secondly towards technology and social media. The participants also had different nationalities, 1 is Hungarian, 1 is Bulgarian, 1 Greek, 1 is French, 1 is Danish, 1 is Spanish and 1 Spanish/Polish, and this is the reason why I selected a common language for creating and receive answers for the questionnaire, which was the English language. Focusing now on their professional backgrounds, I had 2 participants that are terminologists in the Terminology Coordination Unit of the European Parliament, 3 that are translators in the Directorates General of Translation of the European Parliament doing serious terminology work for the Terminology Coordination Unit and 2 translators in the private sector with also communication background and an interest in terminology doing an Internship at the Terminology Coordination Unit of the European Parliament. The combination of these backgrounds I thought it could be a very useful source of feedback for my research because I could have not only the European Parliament’s terminologist point of view but also of the (EP’s) translator’s that use terminology or researches for it and of the translator, who does not work for the European Parliament, that also is active in social media and promotes, researches or discusses about terminology online.

At this point I should mention that the usual process of analysing a questionnaire with open-end questions can start ‘once the data have been checked, edited, coded and entered’ in a dataset (Bird, 2009, 1315) because usually the researchers using questionnaires (with open and/or closed questions) have computer programs that assist them in coding the data and then proceeding to the statistical analysis of them. The coding though of open questions can be quite complex since it involves identifying categories and assigning corresponding labels for each question and answer (Sarantakos, 2005; Bird, 2009) and if is not done professionally and correctly, information could me lost or excluded in the process. Since providing statistical analysis and statistical results were not an objective of this thesis, I proceeded to no coding and labelling of data. However, I used this theory of concept, since categorising and labelling involves finding similar concepts, ideas or words used and group them, to collect the essential information of every answer, compare it with the others of the same questions, and determine similarities and differences, to finally reach a conclusion.
In detail, to do my analysis:

1) When I collected the answers of every participant, I gave a code-name to each participant to protect their anonymity, firstly. The participants’ codes I decided to relate to their backgrounds and as a result I gave the code-names TermExp1 and TermExp2 for the 2 terminology experts, TranslExp1, TranslExp2 and TransExp3 for the 3 translation experts and ComTrExp1 and ComTrExp2 for the translation experts also working in the communication field. This type of coding, besides protecting the participants anonymity, would help me also with the analysis since I could relate the answers given with the background/specialty of each participant and draw conclusions.

2) Then, I tried to group the questions according to the field they were covering. Questions 1, 2, 3, 4 are (only and directly) terminology related, questions 5 and 6 are technology related (always in relation with terminology work), questions 7 and 8 are related to the networking/promotion (always regarding networking in the field and promoting the field) and questions 9, 10 and 11 are related about the opinions the participants have for their work now and the future. This categorisation shows how I tried to receive answers for the different aspects of my research questions and why these questions exists in the order they exist.

3) Afterwards, I proceeded to a comparative reading. Explaining, I was reading the answers of each participant for the same question, then I was underlining keywords or important statements in my opinion and finally I was comparing the findings to determine whether they are related, they were similar or opposite, there were positive or negative.

4) Finally, I was noting my conclusions for each question’s overall feedback before, for the last step, passing all the above in this Word document.
5.1 Part 2: Analysis of Questionnaire Answers

To begin with, the first question of the questionnaire is, *In your opinion, how terminology helps translation work?*²⁴⁸ I asked “how” it helps and not “if” it helps because, among linguists at least, is a common truth that terminology helps performing a translation. This question also aimed to show how linked translation and terminology are, in order to understand more clearly later why changes in the one field affect the other. In its response, TermExp1 first mentions that ‘translation work does not exist without terminology work’ (Annex, 1.1, p.67) and then it states that when ‘systematic terminology work’ (Annex, 1.4, p. 67) is done, it helps translators retrieve easily what they terminologically need and reduce like this the time and effort they need to invest doing terminology research. It is evident that TermExp1 considers that good and established terminology plays a complementary and essential role for translation work and it focuses to the practicality it offers when used, since it speaks for “less time” and “less effort”. In its turn, TermExp2 finds terminology ‘essential’ for the ‘accuracy’ (Annex, 1.1, p.69) and correctness when working with any translation but especially with ‘LSP⁴⁹’ (Annex, 1.2, p.69), which stands for Languages for Specific Purposes. Further, it also puts limitations and explains that only when the terminology is ‘well managed’ can ‘ensure consistency’ (Annex, 1.2, p.69) in a text which contributes to ‘comprehensiveness and coherent application’ (Annex, 1.4, p.69) of what is in the text. For TermExp2, terminology seems to be the quality marker for the translation work, but only when the translator knows how to use it. This is probably an effort to show that each translator should at least have some terminology skills to produce quality translation work. In general, both terminology experts take a positive position towards the way terminology helps translation and both underline its importance for practical and quality reasons. Continuing, TransExp1 in its turn states that translation being done by the European Parliament is the one called ‘technical’ (Annex, 1.1, p.71) for which it is of an essence ‘consistent terminology’ (Annex, 1.3, p.71) to exist and be used, both in the original and in the translations, since it is the only way to achieve the translator to have ‘correct editing’ in the original and correct ‘understanding and rendering in the translation’ (Annex, 1.3-1.4, p.71), by using the right term equivalents. Again, the

²⁴⁸ To be noted, at least for linguists, it is a general truth that terminology helps translation work and this is the reason why the question was asked like this – no guiding the participant was intended.

⁴⁹ See definition at IATE http://iate.europa.eu/FindTermsByLilId.do?lilId=161103&langId=en
quality part is mentioned, also by the TransExp1, along with the level of correctness that can be reached in a translation, when well established terminology exists and is being used. TransExp2, now takes the view that ‘immediate access to reliable terminology’ (Annex, 1.2, p.74) is of great importance at present that the workload of translators is increased. Time pressure also is an issue for translators according to TransExp2 and this is the reason why ‘solid terminology’ (Annex, 1.3, p.74) should exist available to be found ‘in one click’ (Annex, 1.5, p.74). From TransExp2, the advantage in time the good quality terminology offers to a translator is again underlined along with the necessity this good quality terminology to be easily accessible via a computer (‘in one click’). Finally, TransExp3 describes that terminology ‘is using the right words/terms/language’ (Annex, 1.1-1.2, p.76) for the author to be understood, both in original and in translation level. It also declares that terminology is ‘crucial’ (Annex, 1.1, p.76) and ‘part of the translation process’ (Annex, 1.3-1.4, p.76) and its importance becomes even more obvious when ‘technical language’ (Annex, 1.7, p.76) is used. Terminology for translation is ‘essential’ (Annex, 1.8, p.76), especially in the EU context, TransExp3 notes, where the European Parliament with its translations produces ‘originals’ (Annex, 1.11, p.76) to be used in a national context for each member-country. Here the weighting is given in the comprehension and right understanding good terminology brings with it whenever used, and again is noted that, especially for technical language and in EU level, is of high importance, since it is with its help and right use that a translation could “smell like an original” in each country.

In general, all three translation experts take a positive position towards the way terminology helps translation, focusing mostly on the factor that it enables clear comprehension, correctness, especially in the technical texts the European Parliament should deal with and produce. Its time saving aspect for the translator’s work was also mentioned, not from all the participants though. Passing, ultimately, to the translation-communication experts, for the first question, ComTrExp1, presents terminology as the ‘key’ (Annex, 1.1, p.78) to produce a correct translation and highlights that the ‘terminological preferences’ (Annex, 1.3, p.78) clients could have (speaking for the private sector) always affect the final translation product, which is why translators should always be aware of terminology varieties or issues when dealing with a text. For one more time, the accuracy terminology offers to the translation work is of first importance along with the fact that a translator should be aware of terminology variations, if it wants to produce quality work, mainly in the private sector. ComTrExp2
in its turn, calls terminology a ‘pillar’ (Annex, 1.1, p.80) of the translation process, which holds most of the key meaning of a text. It specifies that a translator should be proficient and keep training to how to manage terminology, especially when dealing with ‘specialised translation’ (Annex, 1.3-1.4, p.80), because this is the only way that the translator can ensure ‘accuracy as well as intra and extra textual coherence’ (Annex, 1.4, p.80). In general, both translation-communication experts take a positive position towards the way terminology helps translation and its importance as well as both mentions the correctness it ensures. However, the need of terminology training in a translator’s education, was mentioned only by the one participant, even if the other spoke about being aware of terminology variations/preferences, which could mean that not all translation programs include terminology training, even nowadays that the worth of terminology for translation work is known.

Moving now to the second question of the questionnaire, which is, *What about the problems/difficulties of the field: what would someone that wants to work with terminology should have in mind before s/he starts?*, my intention was the difficulties of the profession to be mentioned and/or the education someone should have, based on the participants’ experience. For this question, TermExp1 focuses on mentioning particular terminology work difficulties which include the ability someone should have in ‘finding reliable sources’ (Annex, 2.1, p.67), especially for smaller languages that not a lot material is available or can be accessed online. It continues by stressing also that one should be able to ‘analyse conflicting information regarding definitions and terms’, also to be able to deal with the vast terminology variations in each language, as well as be able to ‘decide what to do in such cases’ (Annex, 2.4-2.5, p.67) and how to choose. It is also important, according to TermExp1, one to avoid terminology research in which it is ‘not an expert’ (Annex, 2.6, p.67). Critical thinking, good judgement and good research and analytical skills are put forward by TermExp1 in order one that wants to work with terminology will be able to avoid or cope with difficulties. The focus now of TermExp2 lies on the skills one should have, which, according to the participant, must be ‘a lot’ (Annex, 2.1, p.69) and to include, among others, linguistic competency, IT tools knowledge, communication competences and project management. With the way both terminology experts reply, it is clear that they acknowledge the existence of difficulties in the field and that various skills are necessary, technical and soft, without though them both focusing on the same. Passing to the translation experts, TransExp1
is trying at first to distinguish terminology from terminography (Annex, 2.1, p.71), which are two fields similar but different, and one wanting to work with terminology should know about. TransExp1 describes that for terminology, experts in each term category are required as well as authorised institutions to produce terminology work (Annex, 2.5, p.71), while in terminography it is the translators that do the work when researching a term for their projects. The participant also notes that when a translator wants to do terminology research, good ‘search’ (Annex, 2.7, p.71) skills are required, in paper sources but especially online, in order to find adequate information regarding the way to do a ‘efficient and documented’ (Annex, 2.12, p.71) research and on how to use a or different termbases. A terminographer (or a translator the acts as a terminographer) should be able to develop a ‘methodology’ (Annex, 2.14, p.71) on how to research and for this it should consider to search for ‘books and online tutorials’ (Annex, 2.15, p.71). What lies at the very heart of the above-mentioned comments of the TransExp1 is that to cope with the field’s difficulties or to be able to work in it, there is a need one to know the field’s theory, be able to conduct organised and methodological research and have a level of digital fluency. TransExp2 now, brings to attention the fact that terminology work is a ‘very challenging task’ (Annex, 2.1, p.74), which needs dealing with ‘many fields’ and ‘highly specialised concepts’ (Annex, 2.2, p.74). Further, it underlines that one should invest in time and patience, if it wants to do good analysis and produce quality results, and not to forget that ‘terminology varies’ (Annex, 2.4, p.74) depending on the field, and one should be able to learn and tackle with a lot, if not all of them, during its research. Also from TransExp2 the need of various skills is of an essence while the ability of patience is in this case put forward. Finally, TransExp3, finds as the most important thing to do to avoid difficulties, one to have a clear idea about who it works and what it is the work about. Then, the focus should be on being able to do ‘old fashioned research’ (Annex, 2.2, p.76) and be able to ‘suggest options’ (Annex, 2.3, p.76) of terms to the translator. What worth to be kept, is that according TransExp3 one should be well-informed, able to make good research and suggest good term options to avoid problems and to do a good work. According to the previous, all three translation experts acknowledge that there are difficulties in the field of terminology and that a very good theoretical background along with various skills are necessary for these to be avoided or to be handled easily and one to be able actually to do the work. From the part of translation-communication experts at this point, ComTrExp1 states that high familiarisation with the field one works is of
importance to avoid problems. When this is not the case, one should be able to ‘prepare’ (Annex, 2.2, p.78) by reading a lot, researching or to try ask one that is a specialist (Annex, 2.4-2.5, p.78) to clear its doubts. From this it is evident that ComTrExp1 considers as more important having expertise to the field one works on for terminology and the ability to adapt in case of lack of information, to cope with terminology obstacles. Communication with other experts is presented as another ability one should have when in doubt. Ultimately, ComTrExp2 notes that besides the languages one should master to do terminology work for, ‘thorough knowledge of the field in question’ (Annex, 2.2-2.3, p.80) should exist. Further, it underlines the necessity one to have the ‘ability to select and use reliable terminology sources’ (Annex, 2.6-2.7, p.80) and to ‘know where to look and how to find’ (Annex, 2.9, p.80). Again here, the matter of expertise in a field is mentioned as an advice for one not to work to a field it does not master to avoid problems, and, that critical thinking and good judgement is needed for proper term selections. Both translation-communication experts also acknowledge the existence of difficulties in the field and mostly highlight that expertise, adapting to obstacles and cooperation with other experts in case of doubt, should be given the most of attention.

The third question Based on your years of experience as [terminologist] in this field, how can someone become a good terminologist? follows, which gives complete liberty at the participant on the way it can reply. To be noted, the qualification is in brackets here because for each group it is changing, meaning, for the terminologists is as terminologist and for the others (translators and translators with communication background) is as translator. For starters, TermExp1 is of the opinion that one, to be a good terminologist, needs to have a ‘good theoretical basis’ (Annex, 3.1, p.67) and to be trained on terminology management and research as well as to have a certain expertise to the field it works. Further to these, a combination of other various skills is mentioned by the participant like the ‘analytical and project management skills’ (Annex, 3.4, p.67) and the ‘communication and interpersonal skills’ (Annex, 3.5, p.67). The latter are considered important according to the participant because they are necessary during opinion and expertise exchange, not only within the European Parliament but also interinstitutionally. Stay ‘open to change’ (Annex, 3.6, p.67) and searching always self-improvement, are also two qualities considered important by TermExp1, for one to be good terminologist. A multitalented profile is presented here
by TermExp1, who aims to show apparently that being a terminologist needs expertise, quality judgement and negotiation ability, a profile that needs a lot work and skills to reach. TermExp2 besides the obvious multiple language learning, also stresses the necessity one to have ‘in-depth knowledge’ (Annex, 3.2, p.69) of the field it works on and to keep training for self-improvement, since when the language evolves the language field evolves too. Both terminology experts highlight the need of being really an expert to the field one wants to perform terminology work, but, they do not both focus or are equally explicit regarding the skills, or they do not both consider the same as important, except the one of expertise. TransExp1 mentions at first, as TermExp1, that a good terminologist needs adequate ‘theoretical’ (Annex, 3.4, p.71) as well as practical training, to gain knowledge about termbases’ use and functioning. Then, TransExp1 continues by mentioning that good ‘research and cross-referencing skills’ (Annex, 3.11, p.71) are essential, to help one proceed to proper terminology documentation. For TransExp1, as for the terminologists, the need of continuous, theoretical and practical training, is the basis of a good terminologist. Mentioning further skills or details was not considered necessary from this participant too, suggesting probably that if the basis exists, other skills are more easily to obtain or master, or that they are not of the same importance and/or necessity. TransExp2 in turn as well focuses on the importance of ‘good training’ (Annex, 3.1, p.74), theoretical and practical, for one to be a good terminologist. It further mentions that receiving ‘quality feedback’ (Annex, 3.2, p.74) from other terminology experts about one’s work, helps self-improvement and consists a practice every terminologist should do in order to be and remain good. Keep evolving, learning and adapting are also practices ensuring a good terminologist, according to TransExp2. Again, training and continuous learning are put in front from this participant too. To be a good terminologist in addition means one to be able to put itself to judgement and learn to accept it, adapt and evolve. Finally, TransExp3, since it believes it does not have a considerable experience yet, comments only that the most important to be one a good terminologist is to have real ‘interest’ (Annex, 3.2, p.76) about the field. Overall, the two translation experts (older and more experienced) focused mostly on the importance of the theoretical background and hands-on experience one should have to be considered good terminologist, while the last (and younger one) just claimed that when love of one’s work exists, this is all that matters. Again, specific skills, the first terminologist only stated, were not mentioned. Following, ComTrExp1 (younger and less experienced) puts forward the ‘interest’
(Annex, 3.1, p.78) factor too, along with the need of continuing and consistent learning during the unavoidable language and terminology evolution. In the end, the importance of ‘patience and persistence’ (Annex, 3.4, p.78) are noted as essential qualities when one wants to be a terminologist as well as a translator. Here again, this young participant values the love about one’s work as the quality that above all makes someone good at it, without forgetting to also give important weighting to continuous learning. The fact that patience and persistence are mentioned probably indicates that these are qualities that will help at first, someone to make the effort to be good and secondly, to face the difficulties of the field and of the working environment and keep fighting. Ultimately, for this question, ComTrExp2, even if it states that it does not have much experience, underlines that for a terminologist to be good ‘deep understanding of what terminology is’ (Annex, 3.2, p.80) is needed. A good terminologist, according to the participant, should also be digital fluent and take advantage of the IT solutions available aiming to aid terminology process, in order to ‘avoid wasting time’ (Annex, 3.5, p.80) do manually a task already automated and focus like this to the ‘cognitive work’ (Annex, 3.8, p. ) that is the important one. ComTrExp2 wrote about deep understanding of what terminology is, comment which also leads to the theoretical background and to the in-practice experience factor, almost all the other participants mentioned as basis for one to be a good terminologist. Particular skills were not mentioned here too, except the technical ones needed to be made easier, according to ComTrExp2, the process and cognitive work during terminology process, resulting to a final product of quality that would like this give to its producer the qualification of being a “good” one (since the product is good).

The last question related only to terminology, the forth question, is What "standards" exist for terminology and why/are they important for quality and harmonisation?. From my personal experience and from what I have observed the years I studied and worked in the field, I deducted that either there is a lack of exact knowledge to what standards are followed during terminology process, or lack of exact information for what exists and should be used, especially for the “newbies” in the field. Moreover, the “instinct” and the translator’s “nose”, interpretations I believe of profound experience, are the ways also, some mention, the quality is being ensured. With this question I aimed to discover what the opinions are and where the reality can be. To start with, TermExp1 states at first that ‘average users’ (Annex, 4.4, p.67), like translators and a part of
terminologists, ‘are not necessarily aware of the existence of ISO standards for terminology’ (Annex, 4.5-4.6, p.67) but that is though generally understood and accepted that (quality) rules should be followed. Then, the participant mentions that terminology rules exist in the ‘IATE guide’ and the ‘IATE Handbook’ along with ‘language specific guidelines’ and ‘interinstitutional style guides’ (Annex, 4.7-4.8, p.67) and notes that all IATE rules are based evidently on ‘ISO standards’ (Annex, 4.9, p.67). TermExp1 identifies like this that there is a lack of awareness regarding terminology standards, both in translators and terminologists, but that does not mean that rules and standards do not exist, and that they are not followed by the European Parliament. The importance of ISO standards is highlighted, according to its last statement. TermExp2 chooses now to mention directly with bullet points the standards followed in IATE, which are ‘ISO standards’ (Annex, 4.1-4.6, p.69). It worth mentioning at this point that both terminologists focused on the first part of the question and mentioned the terminology standards for terminology, without commenting anything on the second part related with the importance the standards have (or not) for terminology quality and harmonisation. This reaction probably indicates that standards exist by principle for quality and harmonisation and evidently are important, so there is no need to further explain it. The TransExp1 follows, who also presents ‘ISO standards’ (Annex, 4.1, p.72) and states that by using the standards ‘professional ethics’ (Annex, 4.2, p.72) is a way to be ensured. According to TransExp1, standards also help ‘language planning’, term ‘standardisation’ and ‘normalisation’ (Annex, 4.3, p.72) and finally better and more consistent terminology. TransExp1 covered both parts of the question and for this participant, the standards ensure speaking the “same language” among experts of a field, in an organised and epistemic way. TransExp2 sums up its response to what standards it personally applies, by mentioning the ‘IATE guidelines’ (Annex, 4.1, p.74), and that in case a principle is not specifically covered by the ‘IATE Handbook’ (Annex, 4.3, p.74), then to reach a decision a personal meeting of the terminologists is required. Cooperation and common agreement is put forward by this participant, not as standards, but probably as a way to reach harmonisation and quality, since a lot of sets of experienced eyes would cooperate and exchange opinions. Also, since all translators here work for the European Parliament, the guidelines of the Terminology Coordination Unit are considered the quality basis, without though all of them to be aware that they are based on ISO standards. Again, why or if they are important for quality and harmonisation, is not commented. Finally, TransExp3 knows
the existence of standards and that training on them exists but it is not fully aware of ‘which exact standards’ (Annex, 4.1, p.76) the translators and terminologists in the European Parliament follow. It further states that in its case for its work to ensure quality and harmonisation, it values a lot credible sources of its country and especially sources that are mentioned in EU and national level. For this participant, doing work more based on personal quality criteria than based on standards, is valued. Lack of specific knowledge regarding IATE and ISO standards is observed, maybe because the participant is younger with less experience. ComTrExp1 in its turn, mentions too the ‘ISO standard catalogues’ while explaining that not everyone knows about standards and one should check them if it wants to be familiar to ‘rules’ (Annex, 4.3, p.78). ComTrExp2 “guesses” that ISO standards are the ones being followed but it ‘is not familiar’ (Annex, 4.1, p.80) with them and further mentions ‘the translator’s personal quality standards’ (Annex, 4.1-4.2, p.80). From the two last participants, ISO standards again are considered the basis of standardisation yet, both of them, do not mentioned how this is achieved with their help.

With the fifth question Now, thinking about new technologies: from the beginning of going digital in the workplace have you observed a change in the process of your work? the technology related part begins. The aim of this question was to make the participants reflect of the evolution of their work and consider whether technology has played a role on this, positive or negative. To begin with, TermExp1 states that what have changed is the fact that ‘there are more and more resources available for terminology research and there are more and more tools that can facilitate the work of terminologists as well as that of translators’ (Annex, 5.1-5.2, p.67). It also underlines that these new resources and tools ‘shift the focus of terminology’ (Annex, 5.3, p.67) which is ‘towards how to bring together machine translation and terminology’ (Annex, 5.5-5.6, p.67). The entry of technology in the terminology field has a positive impact for this participant since it ameliorates and makes easier its work. Further, it is noted that as IT evolves the field of terminology adapts too but not that technology has managed to minimise the terminologist’s work. TermExp2 now states that change happened but to an extent. It underlines the facilitation technology provides over the years since it has ‘improved significantly the storage and distribution possibilities’ (Annex, 5.1-5.2, p.69) of the terms. Even if it acknowledges the fact that automatisation made everything easier, TermExp2 stresses that the ‘manual work’ (Annex, 5.4, p.69) for the terminology
process still exists and cannot happen differently. Both terminology experts see a change in the process of their work but mostly regarding practical issues and time saving. Their general positioning though towards technology use for their work seems positive. TransExp1 also highlights that with the technological aids available ‘lightning search in huge amounts of sources with instantaneous response’ (Annex, 5.2-5.3, p.72) became possible and with this it is also possible to have the different fields ‘all connected to together’ (Annex, 5.8, p.72). Regarding the translation and terminography process TransExp1 notes equally that the access is faster into ‘a large amount of well documented data’ (Annex, 5.12-5.13, p.72). Again, the focus is on facilitation with an extra importance to be given on the amount of sources and information available that it is possible a translator or a terminologist to have now access to which was not easy or even possible before, especially within short deadlines. TransExp2, is younger than TransExp1 and for it terminology work is totally related with computer aid or in general with a technologically assisted working process, to be able to observe a change. It recognises though that with the Internet the updates in terminology are easier and the ‘communication much more fluid’ (Annex, 5.5-5.6, p.74) among experts. Finally, TransExp3 is also younger than both other translators and laconically replied that since from the beginning of its experience the digital aspect existed, it observed ‘no’ (Annex, 5.2, p.76) change. As a result, technology’s impact on the working process is more obvious to the more experienced or older translators and its effect is mostly measured on the level of facilitation it offers for a faster working process and more expanded research. ComTrExp1 is younger and very “digitally active” and this is the reason possibly why it states that ‘social media, CAT tools and any other kind of e-tools is now a must in translation and terminology’ (Annex, 5.1-5.2, p.78) since for this participant, it is unimaginable a ‘professional translator who is not able to use [...] CAT tools for the project [one works on], as well as several social media channels to be in contact with other professionals’ (Annex, 5.2-5.4, p.78). ComTrExp1, even if it is young, states also that it has ‘observed a change in the process of translation and terminology with an considerable increase of tools, websites and specialised material for both sciences’ (Annex, 5.10-5.11, p.78) now available, meaning translation and terminology as sciences. In this case, there is a strong opinion towards technology’s positive impact both on the translation/terminology work process, and on the communication among experts. Still, it seems that this impact is mostly on the means used to perform the job, while the actual job has not changed. Finally, ComTrExp2
comment on the change it observed during the evolution of technology aids, without also commenting at all for the before era. This is the youngest participant and probably this is the reason why it did not proceed to a comparison of that kind. Consequently, it states that it observed a ‘huge improvement’ (Annex, 5.2, p.80) in CAT tools software which made the translation work ‘more accurate’ (Annex, 5.2, p.80). This participant makes also another interesting statement regarding the change the use of tools brought on translation work. According to ComTrExp2, ‘instead of mostly dealing with translation and terminology work, post editing now accounts for a great share of our translation time’ (Annex, 5.4-5.5, p.80), meaning with post-editing the corrections of the translation product of the machine. ComTrExp2, highlights like this two points: the positive evolution of CAT tools and the mixed-feeling effects they have on translation work. As almost all previous participants said, the job with the technological aid is faster and can be more accurate and well-documented, but for ComTrExp2 as for TermExp2, still human intervention is needed to ensure correctness and quality.

The last directly technology related question is the sixth Also, regarding to the social media: nowadays, they have become a social research tool, acting like a pool of tendencies of any kind, like language use is. Do you study/consider them in order to track the ongoing term-creation/use??. With this question I wanted to find out whether professionals of different ages and backgrounds are using for or including in their research a controversial tool like social media. TermExp1 definitely does not consider social media in its terminology research and it states that ‘these sources do not overlap with the terminology needs of the EU institutions’ (Annex, 6.3-6.4, p.68). It underlines though that it is possible when researching new linguistic phenomena in certain languages a need to turn to sources like social media ‘which, from a terminological point of view, are not considered reliable enough’ (Annex, 6.9, p.68), to be the case. TermExp2 in its turn does not clearly mention if it uses the social media for its personal terminology research but it acknowledges that they provide a kind of help in the field and that they could be a ‘great source’ (Annex, 6.2, p.69) for new terms and ideas. It notes though that they ‘have contributed to the popularisation of the profession and its importance’ (Annex, 6.1-6.2, p.69) but that the information overflow that can provide bares a danger for the quality of the input. Both terminologists seem to keep conservative and cautious positions towards social media use for research purposes in an EU terminology context, even if they acknowledge their potentiality for other kinds
of terminological research. TransExp1 on the other hand is presenting more positive and appears to have a hands-on experience with social media. It states that it ‘follows them’ (Annex, 6.1, p.72) and considers them mostly for ‘neologisms’ and/or for term immersion in ‘new fields’ (Annex, 6.5, p.72) as well as for observation of the ‘development of concepts in already existing terms’ (Annex, 6.5-6.6, p.72). This participant also consults social media to have a ‘first insight’ (Annex, 6.7, p.72) on how terms and expressions are rendered ‘from those who usually deal with the respective subjects (lawyers, economists, engineers, robotics engineers, etc.)’ (Annex, 6.8-6.9, p.72) and accepts this terminology and uses it even if it is still ‘provisional or “unofficial”’ (Annex, 6.11, p.72). TransExp1 concludes by also saying that platforms with publications of academic texts are also of terminological importance and it also consults them. This participant is a translator and older than all the other participants. Yet, it is more informed than the others on how social media use can be applied on terminology research and so far is the most positive of all regarding the aid in research, social media can provide. The main point it has with the terminologists’ opinions is that social media consultation is preferable for modern or current term research. TransExp2 now is also presented positive towards social media potential use for research but it does not use them since ‘terminology is only a limited part’ (Annex, 6.1-6.2, p.72) of its activity. It admits though that if it could invest more time in terminology it would ‘definitely use the social media at least for research and, why not, for consulting and exchanging’ (Annex, 6.3-6.4, p.72). From this statement, it is clear that, according to the participant, the social media use for terminology research and exchange of expert opinions could be an option, it is still though not a priority or a part of the official terminology work process. TransExp3, finally, replies with enthusiasm ‘oh yes’ (Annex, 6.1, p.76) about the social media use for research claiming too that they are ideal for finding ‘new terms’ (Annex, 6.2, p.76). It does not give though more details regarding the way it is done practically the research or what type of social media help most the terminology research. From this participant the message is that “language reality” can be depicted in social media and for this, a language expert should follow them. ComTrExp1 now while replying the question focused mostly on how the social media affect people’s online discourse and how the way they allow people to write (e.g. character limitation) leads to “creative solutions” that results to ‘new terminology and new words’ (Annex, 6.5, p.78). This reply also relates to the neologisms research mentioned from other participants too, while adding an interpretation on how social
media actually do that, the new terminology creation, and on how the online discourse is influenced. Finally, even younger and with a communication background, ComTransExp2 states that is does ‘very limited’ (Annex, 6.2, p.80) use of the social media for terminology research. It believes though that social media are ‘more useful’ (Annex, 6.6, p.80) for following IT novelties and tools in the field of translation and terminology as well as for networking and cooperation with other experts and opinion exchange. Overall, it is safe to conclude that scepticism towards social media use for terminology research exists among the experts, but most from the part of those that have not really test them for research, regardless experience, background and age.

Question number seven How do you use them for your terminology work and its promotion? is a follow-up question of the previous one and the first of the networking/promotion related questions. With this question I wanted to discover whether the professionals working with terminology, even if they replied negatively in the previous question related with the use of social media for terminology research, use the social media to at least promote their work. Beginning naturally with TermExp1, its answer again is negative for the first part of the question, regarding the use of social media for terminology work. Considering terminology’s promotion via social media, it sees the possibility, since it believes that ‘social media can practically be used for the promotion of anything’ (Annex, 7.2, p.68), however personally, this participant does not do it. Again, this participant is from one hand sceptical but still leaves a margin of doubt since it acknowledges the fact that even if it does not use social media for any part of its terminology process that does not mean that it cannot happen and that someone else could choose to do it. Following, TermExp2 states that it uses social media for promotion but ‘with measure’ (Annex, 7.1, p.69) and admits that ‘the internet and social media are an excellent tool for promoting the profession and its values’ (Annex, 7.2-7.3, p.69). However, it chooses also to underline that the promotion of terminology work should go first under quality filtering and to promote what worth instead of anything related to terminology only in order to make it a “popular” and recognisable field. This terminology expert, despite the fact that it is older, is again more open and involved with social media use for terminology research, work and promotion, but still it has some reservations towards the quality that surrounds anything that has to do with social media. Promotion according to this expert it must happen only when something important needs to be communicated and not promotion to happen for
example by habit or because “this is how things work now”. TransExp1 now, the older of the group, seems to have a concrete strategy regarding social media use for its work. Following its reply to the previous question, it continues by saying that it tries to ‘disseminate/promote to the extent possible’ (Annex, 7.2, p.72) its findings as long as it can ‘substantiate them adequately and without discriminating at the level of language and use’ (Annex, 7.2-7.3, p.72). This participant is still positive towards social media use, for the terminology process and terminology promotion and has also developed a strategy on how to do a well-documented and responsible promotion. On the other hand, TransExp2, even if it is younger than TransExp1, states that it does not even have in general experience with social media use, since it is still ‘in process of learning how to use the social media’ (Annex, 7.1, p.74) and evidently cannot have an opinion about the promotion. As in the previous question it stated that it does not use social media for its terminology research but it recognises their potential, here too it leaves open the possibility in the future to use social media for terminology promotion too, without though this to be certain according to its replies. TransExp3 now, focuses only in the first part of the question regarding the use of social media for the terminology work. It ‘would not say that social media is a reliable source’ (Annex, 7.1, p.76) in case they provide information of terminological use that does not link to another more credible source, and it does not think that in general they are used by the European Parliament for terminology work. This participant comment nothing on the promotion part, and a bit contradicts itself since in the previous question it replied that social media are valuable for terminology research and for finding terminology within the tool. Maybe, when I specified the question by saying ‘how you use them for your work’, the participant focused only on the terminology work conducted in the European Parliament, and as the terminology experts, it replied that it does not use them. ComTrExp1 in its turn, also focused on the first part of the question, by replying that there is vast ‘evolution of terminology in social media channels’ (Annex, 7.1, p.78) and consequently the participant probably meant that one could work on it and consider it. Still, its reply is not very clear and no comment is done on the promotion part, fact that I personally found a bit astonishing because I expected a translator with communication background to give a more thorough reply about this question’s subject. What I can think, is that probably the participant replied in a hurry or that it did not pay enough attention to the whole question while replying. Finally, ComTransExp2 notes that it answered this question by replying to the previous one when it mentioned the opinion
exchange among experts (Annex, 6.7-6.8, p.80), so it left no comment under this one. Overall, for this question again related with the social media, the general feedback was sceptical and mostly negative and the question was not entirely answered by all participants, except in the case of TransExp.1 who in both questions gave a positive and very clear answer, by presenting a clear view about how social media could be beneficial for terminology research, work and promotion. What can be a general comment for this question, is that only when adequate knowledge and practical use exist, of a tool like social media for the terminology process, a positive attitude towards it appears. In the other cases, experts see only a networking platform with ‘noise’ and huge information input hard to filter and trust.

The last question related to networking/promotion of the terminology work is the eighth Do you think the communication of your work and networking also helps you with your research?, with which I wanted to focus to the communication of a terminologists work and the help possible networking with other experts could bring to one’s work. TermExp1 for this question replies positively by saying that it is ‘crucial’ (Annex, 8.1, p.68) to know who can help one’s work and that within the EU institutions exchange of opinions happens but what is not yet developed is the ‘contacts with subject-field experts’ (Annex, 8.4, p.68) regarding the research that is conducted in English. The terminology expert recognises the value of opinion exchange among experts, it does it, and also notes that the European Parliament should be more open or flexible in order official contact with external professionals to be possible. TermExp2, is ‘absolutely’ (Annex, 8.1, p.69) positive that communication and networking helps its work and it highlights that above all ‘communication between experts is essential for progress in any professional field’ (Annex, 8.1, p.69). This participant also recognises the importance of communication and networking among experts for every field, yet it does not clarify if it does itself, I can only conclude it does by its positive reply. Both terminologists recognise the importance of opinion exchange in the field of terminology, possibly also because the nature of the field demands it. Terminology evolves along with language and no one can claim that have full knowledge about it, despite its experience and status. TransExp1 now, replies also positively regarding the help communication and networking can bring for one’s research. In detail, this participant comments that ‘communicating with colleagues, stakeholders, authors and official, always brings interesting and well-documented answers’ (Annex, 8.1-8.2,
that offer to the participant solutions. It continues by mentioning how it performs its communication with other experts and how it does its networking. This translation expert gave a clear and positive answer regarding communication and networking, it is evident it does them based on the details it gave on the ways of communication and networking, meaning again that it has developed a concrete strategy for these too, as with the social media use. On the other hand, TransExp2 presents more neutral by replying that networking could help one when it faces ‘obstacles or for minor difficulties’ (Annex, 8.1, p.74) and for it, it is ‘easier and quicker’ (Annex, 8.1-8.2, p.74) to solve its issues by itself. This participant presents more of a loner that values first its own judgement and that it will reach the others only in case of dilemma. General opinion exchange and debate over terms and processes appear not to be a preference for all professionals after all. Finally, TransExp3 is, more than usually laconic. It is just replying that it ‘definitely’ (Annex, 8.1, p.76) finds that communication of its work and networking helps it with its research. This participant has a positive opinion but I can only deduct by its positive answer that also practices communication and networking too, without though to be entirely sure. ComTrExp1 in its turn, believes that through communication and networking help can be found, since it believes that the communication with other specialists leads to ‘learn for them’ (Annex, 8.1, p.79) and have help on controlling the sources under use, as well as understand better various terminology needs that can occur. This participant, is younger and less experienced than the other translators and as a result communication and networking for it seem as learning and amelioration tools of its own work. Finally, ComTrExp2 is also positive towards the help communication and networking can provide for one’s research. It states that communication and networking possibilities nowadays ‘broaden’ (Annex, 8.1, p.81) the ‘perspectives’, the ‘ways of thinking’ (Annex, 8.2, p.81) and have brought together experts with ‘same passions and questions’ (Annex, 8.3, p.82). It also underlines that communication and networking created a democratisation of the access to knowledge but still it stresses that ‘the commodification of scientific knowledge and access rights in the digital sphere’ (Annex, 8.6, p.82) are issues that still need to be solved. ComTrExp2, seems to have done a lot work on this subject since it is able to recognise its advantages but is also the only one being critical and pointing out what this communication and exchange brings along, regarding rights and protection of one’s intellectual work and property. Overall, the reaction from all participants to this question was positive, showing also that in one
way or another, all do communicate their work and practice networking. What astonished me was that no one linked that communication/networking part to the social media use meaning that either they do not us them to proceed to communication or networking or they did not consider it necessary to mention them since I did not ask in the first place how the communicate or do networking.

Question number nine, What will be the role of terminology in the upcoming automation of translation (CAT tools, MT and NMT)? follows, which is the first of the three related to the opinions of the participants regarding their work now and in the future. With this one, I wanted to see if any fears, regarding the automation the sector of translation and terminology is undergoing now, exist. For this, TermExp1 replies that since ‘very good material is needed for feeding and training the machines’ (Annex, 9.8-9.9, p.68) the role terminology will play is ‘to contribute to the quality of the texts that are used for the engines’ (Annex, 9.10, p.68). As a result, TermExp1 sees that the (near) future brings along a need for better terminology since it will be used as quality marker for the data that are supposed to be included in all the tools mentioned in the question. TermExp2 now comments that terminology will keep its ‘essential importance’ (Annex, 9.1, p. ) since it is a category integrated in ‘all quality checkers without exception’ (Annex, 9.2, p.69) of all tools used for translation and terminology. This participant also seems certain that ‘only its place will change’ (Annex, 9.3, p.70), since an integration of term recognition, retrieval tools and termbases in CAT tools, MTs and NMTs, is about to happen. The opinion of TermExp2 appears similar to TermExp1’s regarding the quality and on the fact that it will be an essential part of the upcoming updated tools for translation. From both, I received no indication of fear about the future “digital” role of terminology. TransExp1 in its turn notes that in the era of big data, ‘the problem of reliability’ of sources and of ‘accurate choice’ from the part of experts working with terminology remains (Annex, 9.3, p.73) and as a result with the evolution of automation it will be more and more easy to follow well-documented terminology and make it available. This participant, speaking from the point of view of the translator, sees better future output from the tools, since they will be more evolved so the work being done with them will be better and as a result the terminology too. TransExp2, speaking again from a translator’s point of view, states that ‘terminology will have to be accurate’ (Annex, 9.1, p.74) because it is crucial for the quality of the CAT tools which affect to a great extent the translation output. Again, this participant also has the
opinion that CAT tools maintain and will increase their quality thanks to the quality of terminology they will include. Finally, TransExp3, notes that terminology will be ‘better integrated than it is today’ (Annex, 9.1, p.76) in these tools, and it expresses the wish terminology to be ‘the key focus in the technologies of the future’ (Annex, 9.2, p.76). TransExp3 appears to believe that there are still some obstacles in the proper inclusion and use of terminology in the tools and, with the evolution of technologies, this could change. Further, I suppose that it also recognises the importance of right and quality terminology in all fields, since the participant wished for it to have a key role in the technologies of the future. ComTrExp1 names the work the terminologists do for the various CAT tools as ‘crucial’ (Annex, 9.1, p.79) in order to have correct terminology available, and that the terminologist’s role will evolve as the tools evolve. Again, right terminology ensures the quality of the tools. Finally, ComTrExp2 underlines that ‘there is still a long way to go incorporating terminology to CAT software’ (Annex, 9.6, p.81) and appears a bit more sceptical regarding the easiness this can happen. Ultimately, with the evolution of automation, it concludes that the role of ‘translators and terminologists is shifting and already requires strong editing and post-editing abilities, which may act as a barrier for inexperienced translators’ (Annex, 9.19-9.21, p.81). From this, the conclusion is that this participant stills sees a lot work that needs to be done for terminology to be completely functionable in the “tools concept” and that, the automation that happens both in the translation and terminology field, affects consequently the work profile of both fields, by making it more digital fluent. Overall, the importance of terminology for the quality of CAT tools is recognised almost from all participants as the main role the terminology with play during the further automation of these tools.

The tenth question Do you think that Terminology management in the EU has improved in the last years? follows. With this question I was aiming to have an insight regarding the terminology work being done in an EU level, the moment that most of the participants had also play a role in it and the rest are permanent observers and users of it. To begin with, TermExp1 estimates that the ‘interinstitutional cooperation regarding terminology management has evolved a lot over the past years’ (Annex, 10.1-10.2, p.68) and that thanks to technology ‘collaboration has been made much easier in general’ (Annex, 10.4, p.68) and ‘efficiency gains’ (Annex,10.6,p.68) occurred too. This participant finally also comments that since the discipline of terminology ‘is
relatively new and very much evolving’ (Annex, 10.7, p.68), there is a possibility also its theoretical basis and practices to have been more evolved and consolidated than before. In general, this terminologist expert sees an overall evolution, especially thanks to technology evolution and the cooperation of experts within the same or from other institutions. TermExp2 also shares the positive opinion of TermExp1, by replying that the improvement was significant especially regarding the ‘quality of entries’ (Annex, 10.2, p.70), meaning the quality of the terms in the IATE database. This participant also mentions the importance of the interinstitutional cooperation for the improvement of the terminology management and notes that almost since its beginning more ‘homogeny in quality’ (Annex, 10.3, p.70) regarding the entries, was observed. Both terminology participants observed an evolution of terminology management related to its data quality and the cooperation of experts. Only the one though finds or chooses to mention that technology played a role in this amelioration. TransExp1 follows who also believes that terminology management is ‘improved’ (Annex, 10.2, p.73) within its speech community but also ‘on a multilingual level’ (Annex, 10.1, p.73). It notes that terminology in the EU level now also offers ‘highly updated data for concepts and terms that have evolved over time’ (Annex, 10.7, p.73), service that before the evolution of it was probably not possible. TransExp2 now evenly observes a ‘more efficient cooperation between institutions’ (Annex, 10.1, p.75) and an increased easiness in finding ‘quality material and to consult with experts’ (Annex, 10.2, p.75). It also points out that ‘more resources are invested’ and ‘a framework has been established for terminology work’ (Annex, 10.8, p.75) now than compared to the past, and terminology also ‘has gained visibility’ (Annex, 10.9, p.75). Both translators, mention again the improved quality, the standardisation and cooperation part. TransExp2 though brings up the gain in importance the terminology field had the last years, which attracted more funding compared to the past. From where I see it, this increase in funding, probably made possible the investment in IT tools, termbases and conferences that promoted the EU terminology and expanded its field to the way we know it today. TransExp3, since it considers itself very young in the field and as member of the European Parliament, states that it can express no opinion for the evolution or not of the EU terminology. ComTrExp1 now gives again a positive response regarding the evolution and it mentions as proof the fact that ‘there was no Terminology Unit before and now we have one’ (Annex, 10.1, p.79). It makes though no further comments on the way it thinks or realises that the evolution happened or in which parts of EU terminology management.
Finally, ComTrExp2 is also positive and uses as proof the ‘progressive improvement of the IATE multilingual database’ (Annex, 10.1, p.81). Still, again it underlines that ‘there is still a long way to run in terms of terminology harmonisation between EU institutions’ (Annex, 10.3-10.4, p.81) and that there is still an issue regarding the ‘disconnection that sometimes exists between the terminology used in the EU and that used in the relevant industry or language area’ (Annex, 10.5-10.6, p.81). From the previous it is evident that the participant acknowledges an improvement of the EU terminology but also that there is a lot to be done still about it, like connecting and synchronising the terminology used in national level and in EU level. Overall, except TransExp3, all participants recognised the fact of improvement of the EU terminology especially towards its quality, sources and cooperation among experts.

Ultimately, the eleventh and last question of the questionnaire *Last but not least, what the terminologist of the future or the future of the terminologist will be?* follows, and it is the only one directly linked to my aim to discover a concrete version of the terminologist work profile of the future. In this question I expected to received answers related directly with the skills or with at least some skills essential to do the job and what the participants predicts for the future of the profession. Once more, I begin with TermExp1 who appears positive for the future. At first it mentions that terminology research in specialised fields will always be necessary. Further, ‘tools will probably facilitate even more’ (Annex, 11.2, p.68) the research according to the participant but still terminology research ‘will remain a core task of terminologists’ as it has a lot ‘”human” aspects’ (Annex, 11.3-11.4, p.68) that cannot be replaced. It concludes that digital fluency will also be a “must” skill for a terminologist to have ‘in order to keep abreast of developments and to adapt’ (Annex, 11.6, p.68) to the continuously evolving needs of the tools and machine translation. TermExp2 in its turn, presents the future terminologist as ‘multi-talented’ and as a ‘highly skilled linguistic expert’ (Annex, 11.1, p.70), who will play an essential role in the business sector of the future. It notes though that even if it believes its future to be bright, it will still equally be a tough one ‘since it will require a lot of learning, training and experience’ (Annex, 11.4, p.70). Both terminologists are positive towards the future and nature of the profession but both highlight the need of a combination of various skills for the terminologists of the future to be able to cope with the demands of the profession and the technological evolution within the field. TransExp1 now answers that the terminologist will be in the future
‘more and more necessary’ (Annex, 11.1, p.73). It stresses also that ‘the human judgement will be the one that will clear ambiguity’ (Annex, 11.4-11.5, p.73), in the world of big data and in the “noise” the excess of information produces. In case again of artificial intelligence and human-machine communication, it notes that the key element will be ‘accurate, verified by humans, terminology’ (Annex, 11.7, p.73). This participant also presents as positive for the future of terminology and of the terminologist since it believes that in a more digitalised future world, the need of terminology will be elevated. It seems that it sees terminology as a coding process which thanks to the standardisation and quality it brings, when it is common and used properly, will be the key and allow humans and machines to “speak the same language”. Maybe from this it can be also deducted that critical thinking and digital fluency will be “must-have” skills for a terminologist. TransExp2 now, focused on its own position as terminologist, for which it does not see great change to come. It did not mention any skills that will be more important for the future either. The only comment it made regarding the future is that probably networking ‘to exchange ideas’ (Annex, 11.4, p.75) will increase along with the use of social media for ‘communication between non-natives’ (Annex, 11.6, p.75), probably meaning the international exchange of opinions among experts from various fields regarding terminology. Finally, TransExp3 believes that the profile will be ‘the same as now […] but maybe not as terminologists’ (Annex, 11.1-11.2, p.77). It thinks that the role of terminologists will change maybe as for translators, and that instead they will be called ‘linguistic consultants’ (Annex, 11.3, p.77). This participant, even if it is among the younger ones, shows more neutral than the others regarding the future, both of terminologists’ and of translators’, it speaks about a change towards the consulting sector, but it does not specify why this will happen. Many suggest that this will happen because of technology, but still this is not mentioned by the participant. In its turn, ComTrExp1 mentions that overall the terminologist will have better practical training and linguistic background. It notes though that its role ‘will evolve together with technology and languages’ (Annex, 11.3, p.79). What this participant probably means, is that the terminologist will continue to adapt in the future to whichever changes the languages and technologies bring along. This means that if one wants to be a terminologist in the future will have to able to adapt easily and to accept that this field will always need to have it under regular training, so the better the educational basis of one is, the easier will be its future evolution. Finally, ComTrExp2, has a more concrete view of the needs of the profession. It believes that
the terminologist of the future will need to have ‘a good understanding of terminology theory’, to master ‘the use of terminology in a field(s) of knowledge in one or more languages’, be able to track ‘trends and innovations using digital networking tools’ and to be capable of ‘assimilating those technical or terminological novelties to her/his work in due time’ (Annex, 11.1-11.5, p.81). Overall, the general view of the participants regarding the role and the future of the terminologist appears positive, demanding, it will require a lot of training and flexibility, communication and cooperation skills and even in a case that technology will affect its work process, the (human) terminologist’s part will remain essential, since a lot of manual work will still exist and the quality assurance will remain terminologist’s experience and critical thinking.
CHAPTER 6 - Conclusions

The core questions of this master’s thesis were focused on whether the communication and information management tools available today have played a role in the evolution of the terminology field’s research and work and to what extent they have changed or affected the work and the profile of the terminology professionals. To investigate these research questions, I used a qualitative research approach and I carried out a case study at the Terminology Coordination Unit of the European Parliament, during the five months of my Research Internship at the same Unit. The method I used was a questionnaire I created with 11 open-end questions. The participants were 7, 6 women and 1 man, between the ages of 25 and 60 years old. The participants had different nationalities, and as a result the language selected for the questionnaire was a common to all of them, the English language. Five of the seven participants were permanent members of the European Parliament and the other two were trainees during the five months I carried out the study.

Overall, the main conclusions of the paper are primarily related, to the role the communication and information management tools available today, have played in the evolution of the terminology field’s research and work. Based on the questionnaires’ results, the evolution of technologies and the tools available to assist terminology and translation work, played an important role mainly to the way the work in the both fields is conducted and less to the process of the research. In detail, these communication and information management tools had (and have) a positive impact on the time needed for a translator or a terminologist to access sources. These sources are ongoingly increasing since their digitalisation resulting to an organisation that became easier and to a documentation more efficient and easy to be checked and crosschecked. Regarding the research part, what I concluded from the answers I received is that the world of terminology, especially in an EU context and regardless of experience, background and age, is still sceptical towards the use of a communication tool as social media are, to conduct terminology research, except in case the field is the one of neologisms or, a research is supposed to happen within social media context. Thus, the social media are not part of the basic terminology research methods/tools in an EU context. Only the experts familiar with the tool, having invested personal time to discover how it could be used for terminology research and having hands-on experience, could provide more
information regarding their benefits, while these used for research. Further, what I understood is that not everyone is totally aware of which media are included in the social media, fact that of course feeds scepticism and prolongs credibility issues. For example, only one participant mentioned the academic fora, which include discussions of experts on various fields, like discussions of terminology issues, which are mostly credible while still part of social media and have nothing to do with Facebook and Twitter. Finally, even if in general for both translators and terminologists, it is essential the communication of their work and the networking with other experts, within the institutions and with externals, only a minority of the participants related this communication and networking with the use of social media tools. In my opinion, since it is possible, within the context of the European Parliament, the experts to have meetings or participate to conferences and teleconferences, with no personal cost and difficult time limits, the social media use for networking is probably not needed. Regarding the communication of their work, since these experts have the IATE database to include their work or the official blog of the Terminology Coordination Unit to show and promote it, they probably do not need to access on their own further means to promote or communicate their work. These issues and practices could be more easily observed in the sphere of external and independent professionals that do not have the means or the connections or even the access to connections as the experts in the European Parliament do.

Regarding the future of the terminologist work and its 21st century profile, the general conclusion is that the profession will continue to exist but possibly more specialised and always adapting to the technology and translation evolution, while the future of the terminologist will be also a positive but hard one, since it will have to be a ‘multitalented machine’ with critical thinking. In detail, the skills mentioned mostly were good theoretical basis, critical thinking, good judgement, good research and analytical skills, linguistic competency, digital fluency, communication competences and project management competencies, patience to be constantly up-to-date and able to adapt and negotiate when difficulties arise or during experts’ opinion exchange. Still, not all of these skills were mentioned equally from all participants, which means that still a standardised or even clear image regarding the terminologist profile does not exist, even in the European Parliament context. All participants recognised for example the need of basic skills like the theoretical background and the digital fluency, but not
all added the same “extra” skills that would make the difference. From what I included in the literature review and from what I received as answers in the context of this master thesis, I believe it is safe to say that the terminologist’s profile adapts and will adapt to the needs of each Institution it works for. The personal standards and opinion of quality work will shape accordingly the expert’s profile along with the standards of the Institution one is included. Ultimately, the above-mentioned also confirm why a generally accepted terminologist profile still does not exist and why its job description always adapts to the tasks it should fulfil within each organisation or institution it is needed.

For the future, it could be interesting to investigate the opinions of external terminologists and compare them to the feedback received from the experts of the European Parliament. Furthermore, in my opinion the questionnaire in that case should be more extended or more detailed in some questions, since from the input I received, some questions received much more details than I expected where some others very little or not at all. To be noted, in case of an open-end questionnaire, little or no response, is a difficult limitation since there is no way to know in advance the response rate; only in case the participant contacts the researcher and mentions it needs clarifications is possible. This is the reason why for a similar study with external experts in order the input to be more detailed and clarified, the method of the recorded interview would be preferable, since I also believe the authorisation issues will be easier to overcome.
References


1. In your opinion, how terminology helps translation work?
   1.1. Translation work does not exist without terminology work. All translators carry out some
   1.2. terminology work while translating. Whenever a translator does not find the equivalent of a
   1.3. term or appellation in the usual databases and other resources used for terminology lookup,
   1.4. he has to do terminology research. Systematic terminology work the results of which are
   1.5. stored in a database helps reduce the time and effort that needs to be spent by translators on
   1.6. terminology research.

2. What about the problems/difficulties of the field: what would someone that wants to work
   with terminology should have in mind before s/he starts?
   2.1. Some particular difficulties of terminology work specifically: finding reliable sources for the
   2.2. various topics of research, in particular in smaller languages and in languages that have less
   2.3. material available online; in English in particular finding the most relevant and most reliable
   2.4. sources from among the multitude of resources available online; analyse conflicting
   2.5. information regarding definitions and terms and decide what to do in such cases; doing
   2.6. research in fields in which you are not an expert; how to deal with the natural rich variations
   2.7. in language in a terminology database etc.

3. Based on your years of experience as terminologist in this field, how can someone become a
   good terminologist?
   3.1. In my opinion you need to have a good theoretical basis and a very good knowledge of the
   3.2. practical aspects of terminology management and terminology research. On a broader scale,
   3.3. you need to know thoroughly your concrete work context and its particular terminology
   3.4. needs. You need to have very good analytical and project management skills, as well as good
   3.5. communication and interpersonal skills for all the necessary exchanges with people within
   3.6. and outside your institution. Ideally, you should be open to change and having an attitude to
   3.7. always looking for ways of improving procedures and your own skills.

4. What "standards" exist for terminology and why/are they important for quality and
   harmonisation?
   4.1. I think you can find a good and concise summary of this question regarding standards and our
   4.2. institutional terminology work in the following presentation: http://www.termcoord.eu/wp
   4.3. content/uploads/2016/05/TOTH-workshop_The-Role-of-Standardisation-in-Terminology-
   4.4. Work.pdf
   4.5. Average users, that is translators and also probably a
   4.6. certain percentage of terminologists are not necessarily aware of the existence of ISO
   4.7. standards for terminology. However, they all know that they should follow the rules included
   4.8. in the main IATE guide, the IATE Handbook and in its language-specific guidelines and the
   4.9. rules contained in the Interinstitutional style guides. But it is also worth mentioning that the
   5.0. structure and data categories themselves of IATE are based on ISO standards.

5. Now, thinking about new technologies: from the beginning of going digital in the workplace
   have you observed a change in the process of your work?
   5.1. There are more and more resources available for terminology research and there are more and
   5.2. more tools that can facilitate the work of terminologists as well as that of translators for
   5.3. consulting and recording terminology. The appearance of new tools shifts the focus of
   5.4. terminology as well I think: recently the main focus has been the integration of terminology
   5.5. in CAT tools, now the shift is towards how to bring together machine translation and
   5.6. terminology.
6. Also, regarding the social media: nowadays, they have become a social research tool, acting like a pool of tendencies of any kind, like language use is. Do you study/consider them in order to track the ongoing term-creation/use?

6.1. In my opinion social media in this sense is useful and interesting mostly for research in social sciences and sociolinguistics, or for journalism in general. I have never used it for terminology research for our purposes, as these sources do not overlap with the terminology needs of the EU institutions. By the time a phenomenon appears in an EU text, normally it has reached the stage where it has acquired a more or less stable term designating it. It is true however, that in case of English, in which I myself work, there are hardly ever difficulties in this sense, as in most domains new phenomena get their names first in English. I can imagine that for certain very new phenomena in certain languages you would need to turn to sources which, from a terminological point of view, are not considered reliable enough, such as personal websites, blogs, Twitter messages etc.

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7. Do you use them and (if yes) how for your terminology work and its promotion?

7.1. So as I mentioned above, for my terminology work I never use such sources. However, as social media can practically be used for the promotion of anything, so obviously it can also be used for the promotion of terminology. Promotion of terminology is done by my unit by colleagues responsible for communication, via the use of a public website, and various social media accounts, by posting original articles and re-posting interesting information from other sources.

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8. Do you think the communication of your work and networking also helps you with your research?

8.1. Knowing the people that can help you in your work is crucial. Our contacts in this respect are mostly within the different EU institutions and within our own institution, such as other terminologists and terminology coordinators, lawyer-linguists, quality coordinators, in-house experts. What we lack here in the EP is contacts with subject-field experts for our research in English. This could be something to develop in the future.

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9. What will be the role of terminology in the upcoming automation of translation (CAT tools, MT and NMT)?

9.1. In CAT tools terminology can be consulted via more traditional lookup tools (such as metasearch tools added as plugins), but also via more sophisticated means, such as automatic term recognition, which brings terms to the translator even without deliberately searching for them. This can contribute to quality improvement. CAT tools normally have terminology verification tools as well for ensuring the use of prescribed terminology and terminology consistency. Such verification will be more and more important as translators will rely more on machine translation as a basis.

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9.3. For machine translation itself, be it statistical or neural, to work well, very good material is needed for feeding and training the engines. Therefore here the role of terminology is mostly to contribute to the quality of the texts that are then used for the engines.

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10. Do you think that Terminology management in the EU has improved in the last years?

10.1. We can probably say that interinstitutional cooperation regarding terminology management has evolved a lot over the past years and the partner institutions have improved their cooperation thanks to a gradual change in attitude but also thanks to technology as collaboration has been made much easier in general. Also thanks to a wider online availability of reliable sources for research and to tools assisting terminology work (e.g. term extractors, corpus analysis tools etc.), probably there have been efficiency gains too. And as the discipline of terminology itself is relatively new and very much evolving, probably its theoretical basis and its practices are also becoming more and more consolidated.

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11. Last but not least, what the terminologist of the future or the future of the terminologist will be?

11.1. In my view, terminology research in the different subject fields of legal and technical communication will always be necessary. Tools will probably facilitate even more this effort, but this will remain a core task of terminologists, including the “human” aspects of analysis of various sources, comparing different suggestions, consulting experts etc. Even more technical knowledge will be necessary in order to keep abreast of developments and to adapt to the changing needs in relation to CAT tools and machine translation.
1. In your opinion, how terminology helps translation work?
   1.1. Terminology is essential for the accuracy and correct register of any translation, especially in
   1.2. LSP. Well managed terminology ensures consistency within a series of related texts, or, just
   1.3. tests of the same domain and thus contribute to comprehensiveness and coherent application
   1.4. (in cases of instructions, manuals, legal provisions etc.)
2. What about the problems/difficulties of the field: what would someone that wants to work
   with terminology should have in mind before s/he starts?
   2.1. You need a lot of skills – in linguistics, IT tools, Communication, project management etc.
   2.2. There is a lot of "manual" work in the sense that a lot of thins gave to be researched and
   2.3. documented by the terminologists themselves
   2.4. It is a valuable job that will always be needed and won't be replaced by machines any soon.
3. Based on your years of experience as a terminologist in this field, how can someone become a
   good terminologist?
   3.1. - learn as many foreign languages as possible at an (at least) intermediate level
   3.2. - acquire in-depth knowledge in one or several subject fields
   3.3. - learn or get practice as much as possible on basic notions of terminology science – makes
   3.4. work much easier
4. What "standards" exist for terminology and why/are they important for quality and
   harmonisation?
   4.1. - ISO language codes used for all languages in IATE
   4.2. - ISO 1087:1990 (basis) and ISO 1087-1:2000 definitions (used in IATE) for basic terms like
   4.3. concept, context, definition, designation, neologism, terminology, terminography, symbol,
   4.4. synonymy etc.
   4.5. - ISO 704:2009 def. for “appellations”
   4.6. - ISO 12615:2004 for bibliographic references and source identifiers for terminology work
5. Now, thinking about new technologies: from the beginning of going digital in the workplace
   have you observed a change in the process of your work?
   5.1. Yes and no – technology made work in databases and dictionaries much easier, it improved
   5.2. significantly the storage and distribution possibilities. Automatic term extractors help a lot in
   5.3. preselecting of terms for a project or a database. It made research and documentation much
   5.4. easier. Yet there is a lot of manual work to do like final selection, homonym distinction,
   5.5. synonym identification, register and other evaluations etc.
6. Also, regarding the social media: nowadays, they have become a social research tool, acting
   like a pool of tendencies of any kind, like language use is. Do you study/consider them in
   order to track the ongoing term-creation/use?
   6.1. Indeed the huge variety of websites and blogs on terminology have contributed to the
   6.2. popularisation of the profession and its importance. They are also a great source for new
   6.3. terms as well as new ideas for development. However variety has also the price of
   6.4. information overflow and sometimes poor or misleading quality.
7. Do you use them and (if yes) how for your terminology work and its promotion?
   7.1. With measure I would say. If you want to maintain good quality of any product, you cannot
   7.2. produce it in big volumes. That goes for websites as well. The Internet and social media are
   7.3. an excellent tool for promoting the profession and its values. However, to my opinion it has
   7.4. to be balanced in dosage and shine with quality and expertise rather than quantity.
8. Do you think the communication of your work and networking also helps you with your
   research?
   8.1. Absolutely. Communication between experts is essential for progress in any professional field.
   8.2. The free exchange of expertise and know-how improves the quality of our work and helps
   8.3. avoid overlapping and redundancy.
9. What will be the role of terminology in the upcoming automation of translation (CAT tools,
   MT and NMT)?
   9.1. Well, it will keep its essential importance in translation since "terminology issues" is the only
   9.2. error category integrated in all quality checkers without exception. This says a lot I think.
9.3. Only its place will change – instead of having to use stand-alone databases, the translator will
9.4. have term recognition and retrieval tools in their CAT tool, modules or term bases will be
9.5. used for MT and even more in NMT.

10. **Do you think that Terminology management in the EU has improved in the last years?**
10.1. Yes, significantly. For its 14 years of existence it has grown not only by the number of terms
10.2. and languages represented, but especially in the quality of entries. Since the interinstitutional
10.3. cooperation has become much more intensive there is also homogeny in quality which is
10.4. visible already since some years (at least 4-5). I believe that with the cleaning of the data
10.5. before migrating to the new IATE 2 this difference will be even bigger.

11. **Last but not least, what the terminologist of the future or the future of the terminologist will be?**
11.1. The terminologist of the future will be a multi-talented, highly skilled linguistic expert who
11.2. will make the difference between good and bad translations and will play a key role in
11.3. companies and localisation. Hence the future of terminologists is a bright but equally tough
11.4. one, since it will require a lot of learning, training and experience.
1. In your opinion, how terminology helps translation work?
   1.1. In the European Parliament, we are talking about technical translation. This translation genre, beyond reusing segments from translation memories (TMs), in the framework of CAT or MT, requires a terminology as consistent as possible, so that we have correct editing in the original (on behalf of the editor) and a correct understanding and rendering in the translation (on behalf of the translator), both within a text and in relation to a series of texts (e.g. successive legislative texts on a subject in a span of ten or twenty years).

2. What about the problems / difficulties of the field: what would someone want to work with terminology should have in mind before s/he starts?
   2.1. “Terminology” (ορολογία) and “terminography” (ορογραφία) must be distinguished. In Greek, the term “terminography” (ορογραφία), parallel to “lexicography”, is not widely known and is usually covered by the term “ορολογία” (terminology) (cf. 2.2. https://sarantakos.files.wordpress.com/2012/05/mfnews92-may2012.pdf).
   2.3. In terminology, specialists from each field and duly authorized bodies are required to proceed in (term) naming.
   2.7. Terminography can be done by translators, when they search for terms in their own language for an individual text or in the context of a project (to enrich IATE).
   2.8. In Terminography, good search skills are needed, mostly on the Internet, without however neglecting paper-based items (academic and scientific books, encyclopedias, dictionaries/old vocabularies etc). There are books and guidelines, as well as academic courses for how to do an efficient and documented search (e.g. Béatrice Foenix-Riou: Recherche éveillée sur Internet: mode d’emploi, Lavoisier, 2011).
   2.9. The terminographer should as well have developed a methodology on how to proceed (there are books and online tutorials that can give a first boost/inspiration).
   2.10. Practical acquaintance with some terminology database would be helpful.

3. Based on your years of experience as a translator in this field, how can someone become a good terminologist?
   3.1. I have more than 35 years of experience as a translator and after a short training I perform duties of terminography for IATE, at a multilingual level, looking for Greek terms to be integrated into the terminology base (adding, improving, correcting, updating).
   3.2. I believe that a theoretical training on terminology and lexicology (onomasiology vs semasiology, lexicography, etc.) is required. Also, a practical acquaintance with the operation of the terminology bases and the realisation of a terminology job.
   3.3. On a practical level, there are rules and methods both for naming (terminology) new concepts and for searching and reviewing (terminography) and incorporating terms in our own language in relation to other languages. (For Greek, see for instance: 3.4. http://www.academia.edu/11801378/%CE%91%CF%81%CF%87%CE%AD%CF%82%CE%BA%CE%B1%CE%B9%CE%BC%CE%AD%CE%B8%CE%BF%CE%B4%CE%BF%CE%B9%CE%BF%CE%BF%CE%B1%CE%B3%CE%B9%CE%BA%CE%BD%CE%B5%CE%81%CE%B3%CE%B1%CF%83%CE%B9%CF%8E%CE%BD%CE%BA%CE%B1%CE%B9%CF%80%CF%81%CE%BF%CF%84%CE%B5%CE%B9%CE%BD%CE%BF%CE%BF%80%CF%81%CE%BF%CF%84%CE%BF%8C%CE%BC%CE%B5%CE%BD%CE%BF%CE%BF%80%CF%81%CE%BF%CE%B3%CE%81%CE%B1%CE%BC%CE%BC%CE%B1%CE%8A%CE%B1%CF%84%CE%AC%CF%81%CF%84%CE%B9%CF%83%CE%B7%CF%82%CF%80%CE%BB%CE%AE%CF%81%CE%B5%CF%82%CE%BA%CE%B5%CE%AF%CE%BC%CE%B5%CE%BD%CE%BF_2015-04-03 )
   3.5. So, good search skills, documentation with cross-referencing of findings, sufficient language in relation to other languages. (For Greek, see for instance: 3.6. http://www.academia.edu/11801378/%CE%91%CF%81%CF%87%CE%AD%CF%82%CE%BA%CE%B1%CE%B9%CE%BC%CE%AD%CE%B8%CE%BF%CE%B4%CE%BF%CE%B9%CE%BF%CE%BF%CE%B1%CE%B3%CE%B9%CE%BA%CE%BD%CE%B5%CE%81%CE%B3%CE%B1%CF%83%CE%B9%CF%8E%CE%BD%CE%BA%CE%B1%CE%B9%CF%80%CF%81%CE%BF%CF%84%CE%B5%CE%B9%CE%BD%CE%BF%CE%BF%80%CF%81%CE%BF%CE%B3%CE%81%CE%B1%CE%BC%CE%BC%CE%B1%CE%8A%CE%B1%CF%84%CE%AC%CF%81%CF%84%CE%B9%CF%83%CE%B7%CF%82%CF%80%CE%BB%CE%AE%CF%81%CE%B5%CF%82%CE%BA%CE%B5%CE%AF%CE%BC%CE%B5%CE%BD%CE%BF_2015-04-03 )
   3.11. So, good search skills, documentation with cross-referencing of findings, sufficient documentation with references and, where appropriate, context insertion will be required.

4. What “standards” exist for terminology and why are they important for quality and harmonization?
4.2. This way, professional ethics can be ensured. But also on a national level, there is a language planning on naming, standardisation and normalisation.
4.3. Standards are important for systematic and uniform working methods in all languages in terms of concept definition, term naming, language equivalents, coverage of as large a range as possible, aiming to the integration of as much volume of terminology as possible, to ensure the best and most consistent terminology in the final product (text -original or translation-, since terminology also helps authors).
5. **Now, thinking about new technologies: Have you ever seen a change in the process of your work?**
   5.1. From the simple index cards (“fiches”) in (shoe) boxes and the search in paper-based textbooks, we have reached the lightning search in huge amounts of sources with instantaneous response. Before, searching was taking much longer, at different offices / services / floors, and with a relatively limited amount of resources.
   5.2. Today, we can do a very quick search. In databases, by developing greater memory capacity, we can make records that cover many fields: from entry id/numbers and terms, to definitions/concepts, contexts, language and regional usage, (lookup form, all with possible referencing). Further, the fields are now all connected together. We do not need to have one tab for bibliography under the title, another based on the author, and so on. We can even do specialised search (SQL) in the database (e.g. all the entries that in references contain the “X dictionary”).
   5.3. So, during the translation process, I have faster access to large amounts of well documented data. The same is happening during the terminography work. Moreover, the development of memories, etc., allows for a rapid recall of already translated parts and terms hits that I would not otherwise have the time to verify or could not guess that they already exist for that particular context.
6. **Also, regarding social media: nowadays, they have become a social research tool, acting like a pool of tendencies of any kind, like language use is. Do you study / consider them in order to track the ongoing term-creation / use?**
   6.1. Of course I follow some of them. There are areas (in Greek) where the “academic” terminology and phraseology are not consolidated yet: blog terminology, film subtitling terminology, manga, the latest developments in taxation, in social issues, the gender dimension, etc. It is namely about neologisms, in my own linguistic community or in the English one, in a number of new fields, but also about the development of concepts in already existing terms (“ad hoc concepts with restriction of sense” or “enlargement of sense”).
   6.2. Social media provide a first insight into the way in which Greek terms and expressions are rendered (when rendered) from those who usually deal with the respective subjects (lawyers, economists, engineers, robotics engineers, etc.).
   6.3. The same is happening in current news reports level.
   6.4. Personally, I accept and use the terminology I find there (even as provisional or "unofficial").
   6.5. There are also platforms that publish academic texts by professors, lawyers, and from other fields. I also consult them, as well as university repositories, university glossaries etc.
7. **How do you use them for your terminology work and its promotion?**
   7.1. I integrate the findings in my work (both of translation and terminology). I disseminate/promote them to the extent possible, as long as I can substantiate them adequately and without discriminating at the level of language and use. I have an approach based on the principles of sociolinguistics and socioterminology, and depending on the nature of my text.
8. **Do you think the communication of your work and networking also helps you with your research?**
   8.1. I do very much so. Communicating with colleagues, stakeholders, authors and officials, always brings interesting and well-documented answers that offer me solutions.
   8.2. The contact is made by telephone, with face-to-face meetings (in-house), or with emails (for quick replies), or through a few specialised wikis that bring me together with wider networks of terminologists and translators (longer response time).
8.6. Networking can be done through business meetings, seminars, conferences or even through wikis.

9. **What will be the role of terminology in the upcoming automation of translation (CAT tools, MT and NMT)?**
   9.1. See reply to Q1.
   9.2. A further point is that, within the huge number of data available every time we make a search or brought to us by the system, the problem of reliability and of accurate choice remains.
   9.3. Automation therefore provides tools for each translator to easily create and maintain his / her own personal terminology base that will assist him / her with the already integrated (and therefore sufficiently documented) solutions to translating his / her text.
   9.4. Such personal terminology bases can also help the authors of the original texts to keep a consistent terminology in their texts or with other authors’ texts over time. The TermCoord service through the Intranet of the European Parliament provides some of these possibilities (https://epintranet.in.ep.europa.eu/home/browse-as/communication.html).

10. **Do you think that Terminology in the EU has improved in the last years?**
   10.1. From the point of view of my speech community, but also on a multilingual level, I believe it has improved.
   10.2. I mean that it not only covers larger quantities and wider areas, but also the way it is presented (e.g. in IATE) helps the translator (and the author) better to decide: it delivers more systematically concepts and contexts, clarifies language usage and enables the investigation of references thanks to active links.
   10.3. It also offers highly updated data for concepts and terms that have evolved over time.

11. **Last but not least, what will be the terminologist of the future or the future of the terminologist?**
   11.1. I believe it will be more and more necessary. Within a world of vast quantities of produced texts, there is always a need for reliable and documented terminology.
   11.2. Technologies, with their various tools, offer this possibility. In the world of big data, the search brings enormous amounts of data in response, but the human judgement, I believe, will be the one that will clear ambiguity.
   11.3. Also in relation to Artificial Intelligence (AI) and human-machine communication, the key element is (accurate, verified by humans) terminology.
**TransExp2: F : Age 40-50**

1. **In your opinion, how terminology helps translation work?**
   1.1. Globally, the workload in translation is increasing. So it really matters that translators can have immediate access to reliable terminology in the numerous fields they tackle. I would say that the less time they have to translate a text, the more solid terminology has to be. Indeed, the search for the right term for a concept can take a lot of time, so you can imagine how much time you can save when you happen to find in one click all the terminology you need.

2. **What about the problems/difficulties of the field: what would someone that wants to work with terminology should have in mind before s/he starts?**
   2.1. People should have in mind that it is a very challenging task and that they will probably have to tackle many fields and deal with highly specialised concepts, so they will need a lot of time and patience to analyse, compare and draw conclusions. If you work on terms in the field of governance and public administration, the terminology will vary considerably according to the system (country or organisation) you consider.

3. **Based on your years of experience as translator in this field, how can someone become a good terminologist?**
   3.1. It is important to start with a good training and then, the key lies, as in many fields, in practice, a lot of it, with a quality feedback by experienced terminologists. And you can only make progress if you keep learning, questioning your knowledge and working methods and adapting them constantly.

4. **What ”standards” exist for terminology and why/are they important for quality and harmonisation?**
   4.1. I apply mostly the IATE guidelines and in the French unit, the terminologists meet when needed to discuss and agree on some principles for everything that is not specifically covered by the IATE handbook.

5. **Now, thinking about new technologies: from the beginning of going digital in the workplace have you observed a change in the process of your work?**
   5.1. I’ve always used the computer, but I sometimes envy the people who worked on terminology before that, because they spent a lot of time reading the newspapers searching for new terms. At that time, I guess it must have been like finding diamonds because you probably had to go through dozens of pages, sometimes, to find a bunch of quality terms. The advantage is that, with the internet, you can more easily update an entry in all the languages. Communication is much more fluid and concepts travel more easily so that equivalence can be found, if relevant, in most languages.

6. **Also, regarding the social media: nowadays, they have become a social research tool, acting like a pool of tendencies of any kind, like language use is. Do you study/consider them in order to track the ongoing term-creation/use?**
   6.1. I do not use social media in my terminology work, also because terminology is only a limited part of my activity, the main part of which is translation. But if I could dedicate more time to terminology, I would definitely use the social media at least for research and, why not, for consulting and exchanging.

7. **Do you use them and (if yes) how for your terminology work and its promotion?**
   7.1. I’m in the process of learning how to use the social media in general, so you should ask me again in a few months at least.

8. **Do you think the communication of your work and networking also helps you with your research?**
   8.1. Networking can help when you face obstacles; for minor difficulties, I find it easier and quicker to solve them myself.

9. **What will be the role of terminology in the upcoming automation of translation (CAT tools, MT and NMT)?**
   9.1. Terminology will have to be accurate to avoid that inconsistencies repeat themselves and finally become sort of accepted, like a new norm, which would lead to a deterioration of the language and even to serious errors.
10. Do you think that Terminology management in the EU has improved in the last years?

10.1. I think that there is a much more efficient cooperation between institutions and also, it's easier to find quality material and to consult experts. Of course, you have to be careful because of that, because sometimes, you can find many options, and so it requires an in-depth analysis to decide which terms are to be marked as deprecated or preferred. That's where the social media can play a useful role, and the discussions on the wikis are certainly one of the most useful tools we have.

10.2. Yes, it certainly has improved, it seems to me that more resources are invested in terminology; in the EP, a framework has been established for terminology work in the units, and terminology has gained visibility.

10.3. of that, because sometimes, you can find many options, and so it requires an in-depth analysis to decide which terms are to be marked as deprecated or preferred. That's where the social media can play a useful role, and the discussions on the wikis are certainly one of the most useful tools we have.

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10.8. Yes, it certainly has improved, it seems to me that more resources are invested in terminology; in the EP, a framework has been established for terminology work in the units, and terminology has gained visibility.

10.9. social media can play a useful role, and the discussions on the wikis are certainly one of the most useful tools we have.

11. Last but not least, what the terminologist of the future or the future of the terminologist will be?

11.1. As a terminologist here, I work with IATE, that's all, and what will change is that we will have IATE2, which will be more user-friendly than the current one, but apart from that, I guess that the future in my case won't be much different from the current situation. Maybe the wikis and other platforms will be used increasingly to exchange ideas and decide what terms to choose, because the language is evolving faster than ever (due to machine translation, social medias, increasing communication between non-natives, etc.), which is especially true in the non-specialized language, but to a certain extent in the technical/specialized terminology as well.
In your opinion, how terminology helps translation work?

1.1. In general, terminology is crucial for translation. Terminology is using the right words/terms/language to make sure that the reader understands what the author intends. If this to you sounds familiar to translation, you are right. Terminology is part of the translation process but it is the terms and not the style that come to focus. For an individual translator, for example, terminology is integrated in the process, although the translator might get instructions on which terminology to use and maybe even a term base.

1.2. The meaning of terminology becomes more obvious in technical language, law or medical where wrong terminology has bigger consequences but is essential to translation in general.

1.3. In the EU context it is because we operate in a different level (supranational) than the one our texts are usually used at (national) so terminology has a great meaning to EU translation. We do it also because we do something that others, like the UN, don't, we produce originals not translations and we need to speak with one voice (Lisbon Treaty).

What about the problems/difficulties of the field: what would someone that wants to work with terminology should have in mind before s/he starts?

2.1. You need to make sure you know who you are working for and what, and then, for me, it is old fashioned research, going through all available sources. You don't make the choice of terminology, you suggest the options. The translator makes the choice.

Based on your years of experience as a translator in this field, how can someone become a good terminologist?

3.1. I have worked on this now for a bit less than three years and I am not certified (yet – but on the waiting list) so in my case, as with everything else, the most important thing is interest.

What "standards" exist for terminology and why/are they important for quality and harmonisation?

4.1. I don't feel comfortable answering this question as I am not aware of which exact standards we follow. I know that we do have some, that we are trained in, like use reliable sources, etc., and I follow those in my daily work. However, I can say that I personally value a lot the Danish native sources and the language use in Denmark and development in the Danish language. I usually find a term better if the source is both from the EU and Denmark. That makes it more reliable (to me). I know others don't feel that way.

Now, thinking about new technologies: from the beginning of going digital in the workplace have you observed a change in the process of your work?

5.1. My professional experience included from the beginning the digital aspect so I have to say that the answer is no.

Also, regarding the social media: nowadays, they have become a social research tool, acting like a pool of tendencies of any kind, like language use is. Do you study/consider them in order to track the ongoing term-creation/use?

6.1. Oh yes, and we actually have terminology within this field. When reality changes, language changes and new terms emerge. This is the cruel reality of our profession.

Do you use them and (if yes) how for your terminology work and its promotion?

7.1. I would still not say that social media is a reliable source, unless of course that the social media is the primary source, meaning that we are looking for "like", etc. Then not going to Facebook would be crazy. However what is posted in social media, unless it is a link to some article and another media that can be considered as a reliable source, I would not consider it, no. In my unit, we haven't used them so far as far as I know.

Do you think the communication of your work and networking also helps you with your research?

8.1. Definitely.

What will be the role of terminology in the upcoming automation of translation (CAT tools, MT and NMT)?

9.1. It will be (better) integrated than it is today, is what I know is something that is being worked on, but I sure hope that terminology will be a key focus in the technologies of the future.
10. Do you think that Terminology management in the EU has improved in the last years?
   10.1. Since I deal with terminology the last three years and not at all before I honestly cannot
   10.2. assess terminology’s management progress.
11. Last but not least, what the terminologist of the future or the future of the terminologist will
   be?
   11.1. The same as now, that we will be everywhere behind the scenes but maybe not as
   11.2. terminologists, the role will be blurred I think and the same might happen for the translators,
   11.3. I think the tendency is going towards linguistic consultants.
1. **In your opinion, how terminology helps translation work?**
   1.1. Terminology is the key of any text because if you are not familiar with a specific kind of terminology you will not be able to translate it correctly. And it is not only a matter of a text, there are several clients with several terminological preferences to follow when translating for them. This is why you cannot translate without having in mind these two aspects.

2. **What about the problems/difficulties of the field: what would someone that wants to work with terminology should have in mind before s/he starts?**
   2.1. You need to be familiar with the terminology of a specific field otherwise you will be totally lost in translation. If you are not familiar you should prepare yourself for it by doing glossaries, reading about a specific field, checking how other specialists did their job and check if you can adapt some of their linguist solutions to your own case, ask a specialist in case of doubts and always double check your final translation before sending it to a reviser.

3. **Based on your years of experience as translator, how could someone become a good terminologist?**
   3.1. There is not a magical recipe. It is always a matter of interest and consistency: if you like what you do the final result will be much better than if you only do your duties by the end of the day. You need to constantly learn as language evolves and then also terminology. This is why being a terminologist and being a translator requires patience and persistence.

4. **What ”standards” exist for terminology and why/are they important for quality and harmonisation? If not, could you imagine what the standards should be?**
   4.1. There are the ISO standard catalogues for terminology with linguistic Requirements, recommendations and information to check. It is a good tool to check if you are not familiar with these rules.

5. **Now, thinking about new technologies: from the beginning of going digital in the workplace you observed a change in the process of your terminology/translation work?**
   5.1. Social media, CAT tools and any other kind of e-tools is now a must in translation and terminology. You cannot imagine a professional translator who is not able to use MemoQ, SLD Trados or any other CAT tool for the project, as well as several social media channels to be in contact with other professionals from the sector who can be always helpful.
   5.2. Terminology is starting to make a strong online position with the presence of several blogs, social media channels such as TeleTermino, for example, an exclusive channel dedicated only to terminology on Telegram and other kind of websites. I think it is important to make a difference between translation and terminology because even if we use the two of them when translating, we cannot mix them as they are two different sciences.
   5.3. So yes, i’ve observed a change in the process of translation and terminology with an considerable increase of tools, websites and specialised material for both sciences which I translate as a plus for every professional.

6. **Also, regarding the social media: nowadays, they have become a social research tool, acting like a pool of tendencies of any kind, like language use is. Do you study/consider them in order to track the ongoing term-creation/use?**
   6.1. Yes, social media channels can be analysed from a terminological point of view as due to several rules such as the limit of characters that (for example) Twitter had (and which has changed its limit rules some weeks ago) we have somehow played with words, expressions and terminology to respect these limits. It has been very interesting to check how this limit has create new terminology and new words (not only in Twitter but also in other social media platforms): we have used emojis, hashtags with a particular combination of letters and numbers, shorted links to save some space to be used in ano­ther way... It’s the never ending story as there’s always something new to invent, check and discover.

7. **Do you use them and (if yes) how for your terminology work and its promotion?**
   7.1. We could even start a PhD about the evolution of terminology in social media channels! It is very complex and it evolves constantly, so we should analyse each case separately. And of course, it could create new terminology jobs and studies.
8. **Do you think the communication of your work and networking could also help with your research?**

   8.1. Yes, I think so. It is important to create networking with specialists, learn from them, check
   8.2. our sources and adapt our terminology to the needs of our final text/client. Having
   8.3. terminology jobs and professional positions is very important as it allows us to be in contact
   8.4. with dedicated specialists.

9. **What you think will be the role of terminology in the upcoming automation of translation**
   (CAT tools, MT and NMT)?

   9.1. Terminologist are helping other specialists with these kind of tools and their work is crucial.
   9.2. It is important to have it in mind as their work will evolve as well as the tools that will use. I
   9.3. don’t think there is a specific role as terminologists have several roles: they help us to use
   9.4. terminology correctly, they help us to be in contact with specialists of a specific field…

10. **Do you think that Terminology management in the EU has improved in the last years?**

    10.1. Yes, as at the beginning there was no terminology unit and now we have one. I really hope
    10.2. that the great job done in this unit will be promoted among other units and colleagues from
    10.3. the EU institutions. This nis why I encourage you to at least check their website to get
    10.4. familiar with the last linguistic and terminological tendencies.

11. **Last but not least, what the terminologist of the future or the future of the terminologist will**
    **be?**

    11.1. I think they will know better our languages, which tools check, how to ask a specialists and
    11.2. where find one, they will know how help us with a specific linguistic problem… Their roles
    11.3. will evolve together with technology and languages. I really hope that among companies and
    11.4. institutions there will be a place for a terminology team of specialists as they are really
    11.5. important by preserving the pureness of our languages which we can translate as our identity.
1. In your opinion, how terminology helps translation work?
   1.1. Terminology is one of the pillars of the translation process. Terms uphold a great deal of a
text’s meaning; they are key semantic elements. Terminology proficiency and management
1.2. is, thus, essential to perform adequate specialised translation, since it ensures accuracy as
1.3. well as intra and extra textual coherence. Terminology work also contributes to making
1.4. translators’ work more efficient over time if carried out consistently, which underlines the
1.5. importance of terminology training in translators’ education.

2. What about the problems/difficulties of the field: what would someone that wants to work
with terminology should have in mind before s/he starts?
   2.1. A potential terminologist should bear in mind that he/she must not only master the languages
2.2. of a given language pair, but most specially will need to have a thorough knowledge of the
2.3. field in question in order to ensure adequate term identification and management. This does
2.4. not necessarily mean that terminologists need to be experts in all fields of knowledge, but
2.5. they should at least be aware of the meaning gaps that need to be filled in the meta text. In
2.6. line with this, another important aspect future terminologists need to consider is the ability to
2.7. select and use reliable terminology sources. Terms are capsules of specialised meaning
2.8. unique to a field and/or language and a lot of inter-language terminology work has already
2.9. been done, so one should know where to look... and how to find.

3. Based on your years of experience as translator, how can someone become a good
terminologist?
   3.1. I do not have that much experience in terminology, but in my opinion a good terminologist is
3.2. that with a deep understanding of what terminology is and how it is managed, as well as of
3.3. what are the state-of-the-art tools and resources available, and how to evaluate those tools
3.4. and resources. In the digital era, with fast-growing solutions popping up everywhere it is hard
3.5. to be permanently up-to-date, but I believe this is essential to avoid “wasting” time searching,
3.6. retrieving or managing terminology when there are wonderful algorithms waiting to help and
3.7. allowing us to focus on the cognitive work, rather than on the mechanical work.

4. What ”standards” exist for terminology and why/are they important for quality and
harmonisation?
   4.1. I guess ISO standards (with which I am not familiar with) and
4.2. then then translator’s personal
4.3. quality standards (?). I don’t think I am qualified enough to answer this question in detail.

5. Now, thinking about new technologies: from the beginning of of going digital in the
workplace have you observed a change in the process of your work?
   5.1. As a translator, I started working with CAT tools around 6 years ago. In these six years, I
5.2. have seen a huge improvement in CAT software, which has become faster, more accurate and
5.3. with greater capacity to process information. However, this shift has also forced us to change
5.4. our translation work. Instead of mostly dealing with translation and terminology work, post
5.5. editing now accounts for a great share of our translation time. It requires higher concentration
5.6. to avoid misleading translations or translations that are too close to the original text and
5.7. sound unnatural in the meta language.

6. Also, regarding the social media: nowadays, they have become a social research tool, acting
like a pool of tendencies of any kind, like language use is. Do you study/consider them in
order to track the ongoing term-creation/use?
   6.1. To be honest, my current use social media as a source for keeping track of terminology
6.2. creation is very limited. I do follow some specialised pages on social media that post on
6.3. suggestions and updates in ES terminology (like Fundación del español urgente-Fundéu
6.4. BBVA) or in specialised translation fields (like Legal translation), but in the latter case I can
6.5. confirm such pages only offer specialised knowledge from traditional sources (dictionaries,
6.6. manuals, etc.) presented in a more appealing way. I find social media are more useful to keep
6.7. track on software solutions available for both terminologists and translators, as well as to
6.8. exchange impressions with other colleagues as to what solutions work best for each field of
knowledge.
7. Do you use them and (if yes) how for your terminology work and its promotion?
7.1. -

8. Do you think the communication of your work and networking also helps you with your research?
8.1. Yes, absolutely. Communication and networking possibilities nowadays broaden our
8.2. perspectives, they open doors to new worlds and ways of thinking, they put us in touch with
8.3. colleagues with our same passions and questions, they make us aware of our own potential
8.4. and inform us about new research opportunities and funding. They have helped us to
8.5. democratise access to knowledge, although there are still lots of issues to solve in relation to
8.6. the commodification of scientific knowledge and access rights in the digital sphere.

9. What will be the role of terminology in the upcoming automation of translation (CAT tools,
MT and NMT)?
9.1. I believe we can already affirm that a great deal of translation work (particularly that of big
9.2. multilingual institutions) has already been automated to a certain extent, and that this
9.3. automation process continues to be refined. The possibilities offered by NMT are amazing
9.4. and we are all expectant to see “what comes next”. In this sense, aside from the in-house
9.5. developments of EU institutions that are yet not available for external translators, I consider
9.6. that there is still a long way to go incorporating terminology to CAT software.
9.7. First, we need to take the obvious step of integrating large reliable terminology databases,
9.8. such as IATE, into CAT tools in a user-friendly manner and without creating excessive noise
9.9. for translators. Such integration would save a lot of precious time for translators and
9.10. smoothen the translation flow. The next step could be creating smart ways of systematising
9.11. individual terminology work so that it helps improve overall terminology retrieval at a
9.12. company or institutional level. However, this raises lots of issues regarding intellectual
9.13. property that will need to be dealt with in the near future, similar to those regarding the use of
9.14. translation memories created from subcontracted translators’ work. The ultimate step would
9.15. be matching NMT processes with those of smart terminology retrieval in order to enhance
9.16. overall translation efficiency, but I am unsure as to how this could be done. In any case, what
9.17. I do see is that our role as translators and terminologists is shifting and already requires
9.18. strong editing and post-editing abilities, which may act as a barrier for inexperienced
9.19. translators.

10. Do you think that Terminology management in the EU has improved in the last years?
10.1. Yes, the best example is the progressive improvement of the IATE multilingual database,
10.2. which is a reference tool for translators and terminologists world-wide. However, I also have
10.3. to say that there is still a long way to run in terms of terminology harmonisation between EU
10.4. institutions, something that is particularly painful for external translators subcontracted by the
10.5. EU. Another issue that needs attention is the disconnection that sometimes exists between the
10.6. terminology used in the EU and that used in the relevant industry or language area. It is not
10.7. uncommon to find disparities between terminology use (and other language issues, such as
10.8. linguistic conventions) in the EU institutions and outside the EU institutions (including
10.9. prominent language authorities, like the Royal Academy of Spanish Language), so
10.10. harmonisation should also be coordinated at such levels, given the prescriptive role
10.11. of the EU institutions through EU law and publications.

11. Last but not least, what the terminologist of the future or the future of the terminologist will
be?
11.1. The terminologist of the future will be that who has a good understanding of terminology
11.2. theory, who masters the use of terminology in a field(s) of knowledge in one or more
11.3. languages, who tracks trends and innovations using digital networking tools and who is
11.4. capable of assimilating those technical or terminological novelties to her/his work in due
11.5. time.