Translating and Interpreting in Intercultural Communication: A Study of Public Service Translators and Interpreters in Japan

Putu Ayu Asty Senja Pratiwi

Universitas Udayana, Indonesia senja_pratiwi@unud.ac.id

Abstract

The language and cultural barriers in the multilingual population have risen in Japan and resulted in the importance of public service translators and interpreters. Understanding thepublic service translators and interpreters' roles and perspectives in intercultural communication in Japan is interesting and important to be investigated to explore the emotional and psychological impact on their work. Despite several research on translating, interpreting, or intercultural communication do exist, however the public service translators and interpreters' emotional and psychological impact on their work has generally not been much researched. Therefore, it is necessary and meaningful to study the perspective and role of the public service translator and interpreters in the context of translation and intercultural communication. This research is based on the longitudinal observation and interview with ten public service translators and interpreters in Yamaguchi City, Japan. It was found that their preferences toward their work and other psychological aspects such as willingness to communicate, anxiety, and empathy also influence their role and perspective.

Keywords: Translating, Interpreting, Translator, Interpreter, Intercultural, Communication, Public Service

INTRODUCTION

Across the globe, migration, business, and international education are facilitating face-to-face intercultural contact (Jackson, 2012). Ever since the forced opening of Japan 150 years ago, scholars and laymen have advanced explicit and implicit theories to account for the presumed Japanese "foreigner complex" and its effect on Japanese intercultural communication (Kowner, 2017).

In 2019, approximately 2.93 million residents of foreign nationality were registered in Japan, which is equal to 2.3 percent of Japan's population. The increasing number of foreigners in Japan either for studying or working changed this monoethnic and monocultural country become more flourishing and colorful.

Even though the number of foreigners is quite high in Japan, this country has low English proficiency due to its pride in national identity, independence in the economy, and structural and cultural resistance to learn English (Margolis, 2020). As the consequence, the big number of foreigners' migration caused problems regarding language and cultural differences. Many foreigners especially the foreign students feel it is hard to communicate with the Japanese people. Because not every foreigner can speak

Japanese well, they face difficulty in living in a new place with language and cultural barriers.

As language becomes one of the biggest barriers, the existence of Japanese native speakers who can speak English is very important for the foreigners in helping them to overcome their problem to communicate with the Japanese. As the result, communication, integration, and development between foreign and native cultures were done through translation. Translation is not only a kind of cross-language communication behavior but also cross-cultural communication way (Cao, 2020). The translator and interpreter are involved in a process in which the meanings constructed in one lingua-culture communicated to different community with different language and culture. In this sense, the translator is seen as an intercultural mediator who travels across linguistic and cultural boundaries.

The language and culture barriers in the multilingual population have risen in Japan and resulted in the importance of another kind of interpreting known as 'community interpreting', or 'dialogue interpreting', or 'public service interpreting' (House, 2012). This is almost always carried out consecutively by either professional or non-professional (those who have knowledge of the language involved, by untrained friends or relatives). The work of translating and interpreting may be seen differently from the perspective of professional translators and interpreters and non-professional ones. How non-professional translator and interpreter regard their work and understand the importance of their work is an interesting topic to be researched to understand their role and perspective in intercultural communication in Japan.

This research focuses its discussion on the public service translators and interpreters in Yamaguchi University, Japan. Located in an urban area, Yamaguchi University offers a tranquil situation to live and study. As one of the oldest public universities in Japan, Yamaguchi University has approximately more than 400 international students, mostly from Asian countries, along with students from Africa, Europe, and America. The existence of the international students adds to a significant proportion of the non-Japanese speaking population who requires interpreter and translator service, especially for vital sectors such as education, health, and business. As people in Yamaguchi city and the foreigners become increasingly interconnected due to the migration flows to live and study, the demand for individuals who can communicate effectively and appropriately with people who have a different cultural background becomes ever more pressing. In Yamaguchi City, especially in the Yamaguchi University area, the public service translators and interpreters play an important role in promoting communication between different cultures. However, there are many obstacles in their work as they are not regarded as professional translators and interpreters, and are limited to English language proficiency. Understanding the complexity of the public service translators and interpreters is vitally important to develop a better understanding of the role and perspective of the public service translator and interpreters in the context of translation and intercultural communication. In addition, despite several research on translating, interpreting or intercultural communication do exist, how the emotional and psychological impact of the role and perspective of public service interpreting and translating in the intercultural communication has generally not been much researched.

Translating and Interpreting in Intercultural Communication

Intercultural communication can be simply characterized as communication between members of different cultures who presumably follow differing sociocultural

rules for behavior. Intercultural communication relies heavily on translation and interpretation for creating a bridge of meaning-crossing, from one language and culture to another. Translation and interpreting are linguistic-cultural practices that can be defined as interlingual and intercultural processes or products of mediation facilitating intercultural communication between individuals or groups who do not share the same language(s) (House, 2012). In this paper, translating and interpreting are seen as dynamic processes in which communication between two or more different cultures takes place.

Public Service Translator and Interpreter

Bührig and Meyer (2004) as cited in House (2012) mentioned the term 'community interpreting' or 'dialogue interpreting' or 'public service interpreting' that has recently gained importance due to the migration that resulted in the multilingual population to mediate and facilitate the communication across cultures. This kind of interpreting is almost always carried out consecutively – face to face, over the phone, or involving new media – with typical contexts formally and informally in daily life. It is carried out either by professional experts in specialist domains (legal, medicine, etc.) who have some knowledge of the languages involved or, more frequently, by untrained or 'natural interpreters' such as bilingual relatives, friends, or volunteers who happen to be present when the need for interpreter arouse. Public service interpreters interpret for both sides, switching between both languages. In addition, Solano (2012) mentioned that the degree of autonomy from the field of power is very low in the sense that agents working as public service interpreters receive very little (or no) economic remuneration and they have little power to negotiate the value of their symbolic capital.

Regarding their task, there are some similarities between translator and interpreter. Köksal & Yürük (2020) mentioned they are both linguists who translate a message from one language to another; who are professionals with a thorough knowledge of the two languages they work with (including fluency, sentence structure, grammar, idioms, slang); who have an in-depth knowledge of the culture, customs, traditions, and so on of both the languages they work with; who require professional qualifications (in this case, neither interpretation nor translation is a word to word translation and translate into the target language without changing the meaning of the message).

METHOD

This part presents the design and methodology of the empirical study which includes the description of the participants, the procedure to collect the data, and the method to analyze the data. This study is a longitudinal research based on the experience and observation of the author as a foreign student at Yamaguchi University Japan for 3.5 years who depend on the help of public service translators and interpreters to solve the barrier in communication and problems encountered while living and studying in Japan. In addition, interviews were also conducted and focused on the importance of individual participants' perspectives, assumptions, interpretations, and conventional ways of perceiving a target phenomenon. The interviews were adequate to gain more information about the role and perspective of the public service translator and interpreter in intercultural communication.

Ten Japanese people who voluntarily work as public service translators and interpreters were participated in this research. Nine of them were Yamaguchi University

students who were members of Yamaguchi University student support¹ (YU Sapo) and another one was a volunteer from Kaze no Kai Organization². All respondents had prior experience to live, travel or study abroad and at least had two-years experience as public service interpreters and translators; working as interpreters on a regular basis at the time of interview (at least monthly); working in a range of public service settings, e.g. police, health, social services, business. They were assured of anonymity and confidentiality and voluntarily participated without any material reward. Despite their experience to study and live abroad, different levels of English proficiency, and varying degrees of experience in an English-speaking context neither they had any background nor specific training, practice, or skill to be interpreters or translators. For those reasons, this paper does not focus much on the linguistics part of the interpreter or translator, but rather on their perspective and psychological side.

The semi-structured interview lasted around 45 – 60 minutes on a one-on-one basis via zoom online meeting and was conducted to explore the learners' perspectives about translating and interpreting work in the intercultural community. The interviews were audio-recorded and the interviewer took notes regarding the respondents' answers. The participants were free to choose either to use Japanese or English in the interviews to make them more relaxed and easier to answer all questions. The results of the interview were then transcribed and translated from Japanese into English, and finally analyzed.

RESULTS AND DISCUSSION

This section focuses on a discussion considering the results of the interview data related to the role and perspective of the public service translators and interpreters in intercultural communication.

The role of interpreter and translator in intercultural communication

Translation is the first step for human society in intercultural communication to communicate and comprehend each other. It serves as a bridge to connect two or more different cultures and plays a crucial role in the process of communication across different cultures.

All respondents mentioned that their roles as public service translators and interpreters were very important especially to help foreigners who live in Japan, transmit ideas, and bridge across languages and cultures. They mentioned that they triedto avoid misinterpretation and mistakes because they considered the message will be changed, arising miscommunication, and conflict.

They also added that their role was not merely as translators or interpreters but also as communicators who helped foreigners to solve their problems. As the third person between the speaker and listener, their role is to calm the situation and help in decision making process which cannot be done through machines. In addition, they felt as the ambassador of Japan because they introduce Japanese culture to foreigners.

¹A voluntary student organization in the Yamaguchi University assisting the international students in their studies and daily life.

² A voluntary organization to bridge the foreigners in Yamaguchi city with the Japanese people, its life, culture and tradition. This organization arranges year-round Japanese traditional festivals and activities for the foreigners to know local tradition and histories.

Perspectives on being interpreters and translators in intercultural communication

There were many reasons occurred when the question *Why do you want to be an interpreter or translator* was asked to the respondents. None of the respondents mentioned to increase their ability to be a more experienced and professional translator and interpreter. They rather did the task because of their feeling and willingness to help, to interact, to add new friends, to learn about the culture, and many more.

Akira : It (becoming an interpreter and translator) happened naturally.

When my foreign friends invited me for dinner, they complained about the documents that they need to fill. I offered help and since then I often

helped not only my friends but also other foreigners.

Cookie : I have free time and often go to their house. I also want to be with them

to help, to communicate in English and to play with them.

From the data presented above, the process to be an interpreter and translator did not come from the ambition of the respondents to be professional ones but rather due to spontaneous activity done with the foreigners and based on their willingness to help them.

The other reason was related to experience and empathy. Mrs. Saito who ever lived in several foreign countries mentioned that living abroad without knowing the language resulted many problems forher. Due to that language barrier, she felt pity to foreigners who came to Yamaguchi and had the same difficulty as her previous experience.

Mrs. Saito:

Looking at the foreigners in Yamaguchi reminds me of my old times. When I was abroad I thought the biggest problem was the language barrier. So, I wanted to help them to solve their language problems. I joined *Kaze No Kai*, a voluntary organization to help them, to make new friends, use my English, and learn foreign cultures.

Hiro:

I just want to help people, enjoy my life, interact with foreigners, learn about their culture, and add friends. Because I take it as my hobby and not a profession so I enjoy this work even without any payment. I feel it's okay. People think that this work is really hard but I don't think so because I enjoy it so much. I don't think this is work but enjoying time with them. Earning money is not my goal, but helping. I think this is my passion. The benefit that I get is helping others, and have fun with international students. Besides that, I can use my English, and I keep my positive energy and spirit.

The transcription above mentioned the most common answers to the question *why* they want to be public service translators and interpreters was because they assume they were eligible in English speaking and their willingness to aid foreign friends. Even though they did not have formal English qualifications they were willing to communicate with foreigners, ease their problems as well as to learn foreign language and culture, practice English, and make new friends.

The role of empathy was a common theme in all of the interview results described by the respondents. The development of an empathic relationship with foreigners, whereby the emotions the foreigner presents were shared and understood by the public service translator and interpreter, is the key factor when they are working with the foreigner.

No respondents mentioned money as their orientation to be public service translators and interpreters. They mentioned that when they are working, they never receive and expect any fee for their job. It is in line with Solano (2012) who mentioned that those who work as public service interpreters earn very small amounts of money or mostly, receive nothing in return for their service and they also have a low degree of autonomy in terms of power when they helped their client in the formal institution.

Perspective the Public Service Translators and Interpreters

Being interpreter and translator were not easy because dealing with language. English is a foreign language for the Japanese people and the foreigners who came to Yamaguchi were not English native speakers. They mostly came from Asian and European countries such as Indonesia, Taiwan, China, Thailand, Malaysia, Singapore, Vietnam, Lao, Ukraina, France, Italy, Hungary, and many more.

In communication, the Japanese people brought their Japanese culture and concept into their minds. On the contrary, the foreigners also brought their native language and culture. So, the communication must passed through the concept of their language and culture first then they have to translate it to English so that the communication can be conducted. They were pushed to communicate in English as the only language to bridge the two cultures and languages. As the Japanese people and foreigners do not use English as their first language, sometimes they found it difficult to deal with vocabulary, grammar, and to express something not in their original language. In addition, they were not language specialists, lack English qualifications, and never learned how to be a translator or interpreter so they found this work was difficult. This study indicates that the public service translator and interpreter could experience both positive and negative emotional and psychological effects in their work.

The psychological aspects of the Public Service Translators and Interpreters

This section deals with the influence of the emotional and psychological impact on the public service interpreters and translators. Considering the interview, the respondents fulfil one of five basic personality dimensions proposed by Djigić et.al (2014), which is extraversion. It relates to sociability and activity, in which people with high scores are talkative and friendly, active, cheerful, optimistic, outgoing, and full of energy. By contrast, introverts were closed, reserved, more independent, and sensitive by nature. Based on the interview, the respondents who mentioned that they were introverts choose translation easier to do compared to interpreting. However, extroverts choose interpreting was easier to do. From ten respondents, two people mentioned that interpreting was easier than translating. In contrast, there were four people who stated that translating was easier than interpreting. The rest of the respondents said that both translating and interpreting were difficult to do. Two out of ten respondents mentioned that even though they felt anxious but they like to do interpreting because it was interesting to meet people. In contrast, other respondents stated that facing people caused them more nervous and anxious.

Public service translators and interpreters spontaneous activities related to speaking in terms of translating and interpreting and it might raise their anxiety. This becomes higher when they have to face problems related to understanding culture, comprehending grammar, and pronunciation. Since a long time ago, foreign language anxiety has been discussed by many researchers and it has been said affecting learners' oral production, causing the learners to feel frightened and stressed (Yalçın & İnceçay, 2014). The transcriptions below answer the question of whether the public service

translators and interpreters feel anxious when they do their job and the reason of their anxiety:

Aunty: Yes, I feel anxious. But I like to see people face to face so I think

interpreting is more interesting than translating. Even if I make mistake, I can revise it directly. But if I have to deal with the formal document then

it's hard. I think interpreting is easier for me.

Taichi: Yes (I feel anxious) because I feel my vocabulary is awkward and I often

feel nervous especially in my English-speaking skill. I am not sure whether I use the correct English vocabulary or not and I also feel worried whether

the foreigner understands me or not.

Ookuno: I feel anxious when I have to meet foreigners especially if they cannot

speak Japanese. I always freeze for a while before responding to their questions. I know what I want to say in my mind but it is in Japanese. When I have to respond, I have to use English and it makes me think harder to say it. Another thing is related to the culture. I am worried if I do

something that is regarded as impolite according to their culture.

Zun: Although I know my English level is not so high I am willing to help them.

But still, I feel anxious because I am worried if I cannot help or support or

solve their problem.

Based on the interview, there were many anxieties they felt. First, related to their comprehension to the English language and grammar such as English language level, skill, diction, and grammar. Public service interpreters and translators did not have any background in learning the theory or joining formal training to be interpreters or translators, however through experience. They mostly start their work because they could speak English or request from friends or relative. With their limited skills in English, they wereanxiousif the translation could not be transferred to the interlocutor because miscommunication might raise problems to both parties.

In addition to the learner's ability, practice, and frequency, the learner's feelings were also important in transforming language knowledge into language use. Learners usually feel anxious when learning a foreign language. The anxiety causes the learners to have a mental block against learning English, which psychologists describe as a state of apprehension or a vague fear, perceived intuitively by many foreign language learners that negatively influences language learning (Horwitz, 2001). The anxiety will be reduced if the learners are motivated and have confidence in their ability. Without sufficient motivation, even individuals with the most remarkable abilities cannot accomplish their goals and strong self-confidence makes the learners want to improve in the language, which leads to a positive result in learning (Tsymbal, 2019).

The next thing that caused their anxiety was related to comprehend the culture because the Japanese culture and life system are different from foreigners' culture. Adjustment needs to be made both for the Japanese and the foreigners. The Japanese need to adjust to the existence of foreigners with their own culture and language which of course are very different from the Japanese people. The foreigners cannot force their culture to be fully applied in Japan and they need to do adaptation to the Japanese culture and system of avoid conflict or clash due to culture and system differences.

Despite their lack of professional lessons or training, the English level, and the anxiety of the interpreter, they are willing to be the bridge between culture and language to help people in need.

The Potential to Produce Literary Translation

The public service translators and interpreters reformulate a message in the source language and then communicate the ideas and information into the target language. Translation qualifies as communication because it is a process in which two or more cultures share information to reach a mutual understanding of each other. Every translation and interpreting activity has a purpose and the translators and interpreters try their best to achieve this goal. For the public service translators and interpreters, their aim was to help their foreign friends to solve their problems and to bridge across language and culture.

Sofi: I'm not a professional interpreter or translator. This work is not so hard for me because the matter that I usually face is around the same thing like school, bank, city hall, hospital, etc. So, every year or new semester the new international students come and they almost always have the same problem. It is like repetition for me to help them with cases or matters like life in Japan. If I found any difficulty in translating, I will elaborate it slowly or use word-to-word translation and hope that the foreigner will understand what I mean.

To produce a semantically and pragmatically correct translation productwas not their goal, because they did not think of the linguistics or translation theories, but how they could solve the problem with their limited skill and knowledge. As the consequence, the translation product resulted into literary translation. Even though the respondents admited that they often did word-to-word translation and they also depend on mutual understanding among speakers, the goal could beachieved. This represents a lack of standards and training for spoken language interpreters and translators working within public services, despite them being exposed to the same situations.

The Difficulty in Translating and Interpreting for Public Service Translators and Interpreters

This part is to highlight the difficulty in translating and interpreting based on the perspective of the respondents. Considering the interview, interpreting deals with the people directly and a fast response is needed to maintain the communication. Compared to interpreting, translating is considered easier because they have to deal with papers and do not asked the respond at the same time, they have time to think about the meaning and the answer.

Regarding the cultural aspects, it was found that the greater the differences between the two cultures, the greater the difficulty in finding equivalents in translating or interpreting work. Based on the interview with the respondents, the difficulties that they often face during their work as public service translators and interpreters are:

1. Foreigners' unique pronunciations.

Due to the origin of the foreign students were mostly non-native English speaker, the influence ofmother tonguein their English pronunciation adds another difficulty in listening and interpreting it.

2. Technical terms.

Due to their limitation in English, it was hard to deal with the specific terms such as the medical, business, legal and economic terms. Indeed, to understand a more sophisticated diction, they must have better English skills and read more books or journals related to the terms.

3. Translating or interpreting related to religious and cultural matters.

Translating cultural matters and people's religion or faith was related to something that cannot be forced to be understood by the Japanese people. It was something that could not be explained to the Japanese people or to the foreigners.

4. Translating and interpreting as well as solving their problem.

Instead of merely translating and interpreting, the respondents had to be the decision maker of the problems faced by the foreign students.

5. The formality and seniority in the Japanese language and culture.

Japanese people use *Keigo* (Japanese formal words and sentence structures) in communicating with the Japanese people of higher status or older generation. In helping the foreigners to deal with the Japanese people, the public service interpreters and translators use *Keigo* to other Japanese people for asking information and for showing respect and formality. However, in transferring the information into English they use simple vocabulary to foreigners due to their low English skills and for a more comprehensible communication with the foreigners. The foreigners also asked questions in casual English to avoid complications and to be easily understood by the public service translator and interpreter. The communication was conducted through formal form of Japanese language to other Japanese people but at the same time, they use casual or semi-formal language to the foreigners.

Regarding the difficulty faced by the public service translators and interpreters and based on the characteristics of translator and interpreter (Köksal & Yürük, 2020) the public service translator and interpreter might violate some points. They translated the message from source language into the target language, but they were mostly neither linguists nor professional. They also did not have broad knowledge about the culture or other things about target language, even they obtained more information after doing their job as translator or interpreter. Due to their level of comprehension and mastery of the target language, word-to-word translation was often happened without changing the message or the meaning of the source language. For this case, the public service translators and interpreter assumed that breaking the grammatical rule was fine as long as the foreigners comprehend the context being explained.

When dealing with the grammatical rule, Catford (1965) called it linguistics untranslatability. He differentiates it with "Cultural Untranslatability" that is cultural differences that is classified as one of the main causes of translation problems, especially if both languages belong to a totally different background. People from different cultures do things in different ways. Therefore, the localizing translator must pay careful attention to behavioral specificities, the most important being the socio-cultural component which includes the local particularities stemming from religion, mores, social and commercial habits, rules of conduct and ethical norms, i. e. the principal component that is related to the main features of the hosting culture and society (Ulvydiene, 2013).

Benefits in becoming translator and interpreter

For the interviewees, becoming public service translators and interpreters provided no economic benefit as it was considered as social work for helping foreigners to live easily in Japan. However, the interviewee revealed that there were many benefits in becoming public service translators and interpreters.

Based on the interview, the respondents mentioned that becoming public service translators and interpreters lift their willingness to communicate (WTC). They were

focused more on the communicative aspects of learning andput more emphasis on the context and meaning. Even though they had English class at the university, they preferred not to speak or practice with their friends because of shy and afraid of making mistakes. However, they stated that their willingness to communicate was higher after they became public service translators and interpreters. The literature shows that adopting broad patterns of communicative language instruction, such as content-based or immersion approaches (MacIntyre et al., 2001) tend to increase WTC and perceived communication competence.

The Japanese people receive English education mostly since their secondary study. However, they are lack time and chance to practice their English. So, on one hand, the Japanese people could understand the English grammar and the pattern, but they were uneasy to speak. When students understand the language, it cannot be inferred that they can also speak it (Pratiwi, 2021). As mentioned by the public service translator and interpreter that the more documents they had to translate and the more often they had to meet and work with the foreigners the more confident they are.

Having a chance to learn and practice English was another benefit that they could get as a public service translator and interpreter. In addition, they could learn foreign cultures, general knowledge, countries' history. Elly mentioned that when she assists her foreign friend as translator and interpreter, she felt her English level was increasing because she was actively used her English. Aina stated that she could learnt new thingssuch as foreign culture and knowledge from the international students and broaden her knowledge. Being interpreters and translators, there were many things they learned regarding foreign cultures and unique traditions from different countries. Japan has long been a monoethnic state, but now it needs a sense of life that allows for multicultural, multilingual, and multiracial lifestyles. Living in a multicultural community makes the Japanese people feel more spirited and widen their knowledge about foreign countries and colourful culture. Many unique things that they learned from foreigners. All respondents stated that they could learn foreign countries and cultures by becoming public service interpreters and translator. They felt they had the privilege to know the foreign countries and cultures from the native people and beyond the tourism book of those countries. Another interesting thing was by doing the work as a public service translator and interpreter, Zun felt like he knows his own culture more. He said when he took the international students to visit museum, temple or other historical places, he was always asked about the history, or other information about the places or the object. He usually did not really care about his own culture and did not search for more information about it. Becoming a public service translator and interpreter, he realized he needs to supplement himself with his own culture information.

Japanese is well-known for the saying "foreigner complex" and interpersonal shyness of its people which affects Japanese intercultural communication and the difficulties in communicating with foreigners. However, with the bigger numbers of foreigners who come to Japan for working and studying and the existence of public service translators and interpreters, the Japanese people become more open and try to broaden their network.

CONCLUSION

Public service interpreters and translators play a vital role in helping foreigners to communicate effectively with Japanese people who are limited in English language proficiency. In addition, even though they were non-professional translators and interpreters, they realized their existence was important to help foreigners who live in

Japan in terms of transmitting ideas, communicating, and becoming the bridge across language and cultures. Somehow they felt as part of Japan ambassadors as they often explain and give information about Japan to foreigners. Based on the current research, the Japanese people who were willing to become translators and interpreters voluntarily were those who ever had the experienced to study or live abroad. However, mostly they were lack of skill and mastery both in the target language and culture. Their communication with foreign students and their willingness to help, led them to be public service translators and interpreters.

The Japanese people start to be public service translators and interpreters because they have better English skills compared to other Japanese in general and mostly they had no special training prior to starting their job. The voluntary organization such as *Kaze no Kai* and Yamaguchi Student Support Organization (*YU Sapo*) *Sapo* recruit many Japanese people who are willing to help ease the foreigner who live in Yamaguchi.

The public service translators and interpreters are passionate to interact with foreigner without the economic benefit, but willingness to help, interact, use English to the foreigner. The translator and the interpreter are not only the medium of communication between the source and target languages, but also the key to ensure the smooth communication. Without the active role of the translator, translation, a crosscultural communication activity, cannot be completed. In a sense, both translators and writers construct different cultures in their own environments.

For the translator who does not know about the culture, it may be difficult for them to explain unless they research and learn about their culture. Understanding the culture, comprehending the people, and it will be easier to translate. Translate is not only dealing with words but culture as well.

REFERENCES

- Cao, H. (2020). A Study of Translation in Intercultural Communication. 2nd International Conference on Humanities, Cultures, Arts and Design (ICHCAD 2020)
- Catford, J. (1965). A Linguistic Theory of Translation. Oxford: Oxford University PressDjigić, G., Stojiljković, S., & Dosković, M. (2014). Basic personality dimensions and teachers' self- efficacy. Procedia Social and Behavioral Sciences,112, 593 602. http://doi.org/10.1016/j.sbspro.2014.01.1206
- Ulvydiene, L. (2013). Psychology of Translation in Cross-Cultural Interaction. *Procedia - Social and Behavioral Sciences* 84 (2013) 1889 – 1898
- House, J. 2012. Translation, Interpreting and Intercultural Communication. In The Routledge Handbok of Language and Intercultural Communication. Editor Jane Jackson. Routledge. London and New York.
- Köksal, O. & Yürük, N. (2020). International Journal of Curriculum and Instruction 12(1) 327–338
- Kowner, R. (2017). Japanese Miscommunication With Foreigners In Search For Valid Accounts And Effective Remedies.
- Margolis, E. 2020. Japan Doesn't Want to Become Another Casualty of English skills bring status, but the public remains stubbornly bad at learning.
 - (https://foreignpolicy.com/2020/05/26/japan-doesnt-want-to-become-another-casualty-of-english/)
 - https://www.statista.com/statistics/687809/japan-foreign-residents-total-number/
- Pratiwi, Putu Ayu Asty Senja. (2021). Effects of Self-Efficacy, Belief in Learning and

Learning Strategies, on Language Knowledge and Language Use: A Study of English as a Foreign Language on Bali. Ph.D. Dissertation. Yamaguchi University. Iapan.

Solano, M.A.A. (2012). Positioning of volunteer interpreters in the field of public service interpreting in Spanish hospitals A Bourdieusian perspective. Ph.D Thesis. Manchester University.

https://www.research.manchester.ac.uk/portal/files/54519703/FULL TEXT.PDF

Yalçın, O. & İnceçay, V. (2014). Foreign language speaking anxiety: The case of spontaneous Speaking activities 5th World Conference on Educational Sciences - WCES 2013. Procedia – Social and Behavioral Sciences 116 (2014) 2620 – 2624

JAPANESE MISCOMMUNICATION WITH FOREIGNERS

https://www.dijtokyo.org > dij-jb15 Kowner