



PERFORMANCE OF THE POPULATION AND CIVIL REGISTRY SERVICE IN IMPROVING THE ACCURACY OF TRANSLATION LEVEL ON TEMPORARY RESIDENTIAL CARDS (SKTT) AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF SLEMAN REGENCY, YOGYAKARTA SPECIAL REGION PROVINCE

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ABSTRACT

For a government institution, legal products issued, for example, population documents, such as the Limited Stay Certificate (SKTT), must be of the highest quality and legally accountable. In this case, the quality I'm referring to is the accuracy of the translation of the limited stay certificate document at the Population and Civil Registration Office of Sleman Regency, Yogyakarta Special Region Province. This research is a qualitative research based on the opinions of the community who use the Limited Stay Certificate service at the Population and Civil Registration Service of Sleman Regency, Special Region of Yogyakarta Province. This research aims to evaluate the accuracy of translations in official Indonesian documents, specifically temporary residential cards (SKTT), using independent sample T test methods (compares the means of two different or unrelated groups), a quantitative approach was used, with data collected through a scale-based questionnaire distributed to professional translators and users of official documents to measure the accuracy level of each translation element. Based on this research results indicate that SKTT get average values 3,9, on a scale from 1 to 5 and T table result Ho is accepted, which means that respondents think that the translation in the SKTT (temporary residential cards) is accurate. Significant factors impacting translation accuracy include the complexity of the original text and translator familiarity with legal terminology. Based on these findings, this study recommends specific improvements in translation practices, particularly focusing on consistency and cultural adaptation. This research is expected to provide valuable insights for translators and institutions to improve the quality of official document translations in Indonesia specifically in Department of population and civil registration of Sleman Regency, Yogyakarta Special Region.

Keywords: Temporary Residential Card, Translation Accuracy Level, SKTT

ABSTRAK

Bagi lembaga pemerintah, produk hukum yang diterbitkan, misalnya dokumen kependudukan seperti Surat Keterangan Tinggal Terbatas (SKTT), harus memiliki kualitas tertinggi dan dapat dipertanggungjawabkan secara hukum. Dalam hal ini, kualitas yang saya maksud adalah akurasi terjemahan dokumen Surat Izin Tinggal Terbatas (SKTT) di Kantor Catatan Sipil dan Kependudukan Kabupaten Sleman, Provinsi Daerah Istimewa Yogyakarta. Penelitian ini merupakan penelitian kualitatif berdasarkan pendapat masyarakat yang menggunakan layanan Surat Izin Tinggal Terbatas (SKTT) di Kantor Catatan Sipil dan Kependudukan Kabupaten Sleman, Provinsi Daerah Istimewa Yogyakarta. Penelitian ini bertujuan untuk mengevaluasi akurasi terjemahan dalam dokumen resmi Indonesia, khususnya Kartu Tinggal Sementara (SKTT), menggunakan metode uji t sampel independen (membandingkan rata-rata dua kelompok yang berbeda atau tidak terkait), dengan pendekatan kuantitatif, di mana data dikumpulkan melalui kuesioner berbasis skala yang dibagikan kepada penerjemah profesional dan pengguna dokumen resmi untuk mengukur tingkat akurasi setiap elemen terjemahan. Berdasarkan hasil penelitian ini, SKTT memperoleh nilai rata-rata 3,9 pada skala 1 hingga 5, dan hasil tabel T menunjukkan bahwa H_0 diterima, artinya responden menganggap terjemahan dalam SKTT (kartu tinggal sementara) akurat. Faktor-faktor signifikan yang memengaruhi akurasi terjemahan meliputi kompleksitas teks asli dan kemahiran penerjemah dalam terminologi hukum. Berdasarkan temuan ini, penelitian ini merekomendasikan perbaikan spesifik dalam praktik penerjemahan, khususnya yang berfokus pada konsistensi dan adaptasi budaya. Penelitian ini diharapkan dapat memberikan wawasan berharga bagi penerjemah dan lembaga untuk meningkatkan kualitas terjemahan dokumen resmi di Indonesia, khususnya di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sleman, Daerah Istimewa Yogyakarta.

Kata kunci: Kartu Tempat Tinggal Sementara, Tingkat Akurasi Terjemahan, SKTT

INTRODUCTION

The accuracy of official document translations, particularly vital documents such as birth certificates, death certificates, and temporary residential cards, is crucial in legal and administrative contexts. At the Department of Population and Civil Registration of Sleman Regency, the precision of translations of these documents not only affects the validity of individual identities but also their legal rights. The Importance of Document Accuracy are for Legal Certainty, Access to Public Services, and also for Public Trust. Legal Certainty means Accurate documents provide legal certainty for the holders. Errors in official documents can lead to various legal and administrative issues that can negatively affect citizens. While access to public services means valid and accurate documents are a prerequisite for accessing various public services such as healthcare, education, and social assistance. Errors in documents can hinder access to these services. And the most important is for public trust means the level of accuracy in documents affects the public's

trust in government institutions. Inaccurate documents can erode public trust at the Department of Population and Civil Registration of Sleman Regency. This study aims to analyze the level of translation accuracy applied to these vital documents, as well as the factors influencing it.

As noted by Sipayung (2018), translation shifts and methods can significantly impact the accuracy of translations. Therefore, it is essential to understand the approaches taken by translators when handling official documents. In this context, Munday (2016) explains that a deep understanding of translation theories can help translators produce more accurate translations that are contextually appropriate.

Furthermore, Nord (2005) emphasizes that the application of a systematic text analysis model can increase translation accuracy. An appropriate methodology not only allows translators to preserve the original meaning of the source documents but also ensures that the terms and phrases used in the translations are relevant and consistent with applicable legal contexts.

Based on various studies, notable differences in research findings have emerged that merit consideration. According to Florence E. Kotambunan (2017), several key insights can be highlighted: First, she verifies that achieving equivalence between the source text (ST) and the target text (TT) predominantly relies on the integration of both extra-textual and intra-textual factors. Second, her research indicates that translation errors may stem from deviations, additions, and omissions of meaning, which are influenced by the strategies utilized during the translation process. Third, Kotambunan notes that writing business law texts in English tends to follow more conventional practices compared to those in Indonesian. In summary, her findings reinforce that translations of business law texts must adhere to the criteria of faithfulness and conventionality. Furthermore, successful translation practice necessitates not only a strong understanding of the relevant subject matter but also effective collaboration among all parties involved. In contrast, the research conducted by Gao, Y., Ren, D., and Moratto, R. (2024) sheds light on the sophisticated translation regime established during the Qing dynasty for official documents. This regime was characterized by the formation of translation agencies, the appointment of specialized translation officials, and the adoption of multilingual translation approaches. Such a governance-focused translation framework significantly influenced the foundational concepts, institutional structures,

and organizational mechanisms of state governance in the Qing dynasty, while also playing an essential role in legitimizing state authority during that period. However, Kammer Tuahman Sipayung findings of this research shows that 1) The dominant translation shift is unit shift 58,33%, structure shift: 30%, class shift: 7,77% and intra-system shift: 3,88%. 2) The dominant translation method is free translation: 57,57%, communicative translation: 19,69%, adaptation translation: 13,63% and semantic translation method: 9,09%. 3) The impact unit shift and free translation method influence the lack accuracy of translation level: 2,38. There are 60% from the bilingual history textbook is lack accuracy of translation. This shows that not all studies show positive results, there are also results that show inaccuracies in the translation process. For this reason, I will examine whether the documents produced by the Population and Civil Registration Service of Sleman Regency require improvement or not.

The collection of works edited by Simonnaes and Kristiansen (2019) also discusses contemporary challenges in legal translation, highlighting the complexities faced by translators in this field. This aligns with the thoughts of Suryawinata and Hariyanto (2003), who offer practical guidelines for translation, which are highly relevant in the context of official document translations.

By integrating theory and practice in analyzing the accuracy of translations of these vital documents, this research is expected to make a significant contribution to improving the quality of translations at the Department of Population and Civil Registration of Sleman Regency, as well as providing deeper insights into the importance of translation accuracy in legal and administrative contexts.

THEORETICAL REVIEW

From a linguistic perspective, Newmark's (1988) translation methods are divided into eight types: word-for-word translation, literal translation, faithful translation, semantic translation, adaptation, free translation, idiomatic translation, and communicative translation. Then, translation research can be divided into two, as a process or as a product (Adika, 2017). This research is on product translation

The translation method used in the temporary residential card SKTT document employs the word-for-word method, which translates literally word by word. For example, "NIK" (Nomor Induk Kependudukan) is translated into "Number of Population

Identity,” “Nama” is translated into “Name”, and “Jenis Kelamin” is translated into “Sex”, etc. That is make results of the translation accuracy level having a tendency to be already accurate and acceptable.

Based on some of studies there are founded several differences in research results as follows, Florence E. Kotambunan (2017) findings, firstly verifies that extra-textual and intra-textual factors are mostly integrated in achieving equivalence of ST and TT. Secondly, it is also discovered that translation error of deviation, addition, and omission of meaning as the impact of translating strategy application, addition and omission. Thirdly, it is acquired that writing business law text in English is more conventional compared to Indonesian. In conclusion, the translation of business law text complies with faithful and conventional main criteria. Moreover, not only the mastery of other knowledge related but also good collaboration are required between concerned parties and determined the success of translation practice. While Gao, Y, & Ren, D & Moratto, R. (2024) finding reveal that the Qing dynasty developed a relatively organized and mature translation regime for official documents by establishing translation agencies, appointing specialized translation officials, and adopting multilingual translation modes. This governance-oriented translation regime effectively shaped the core concepts, institutional systems, and organizational mechanisms of state governance in the Qing dynasty. Additionally, it contributed to establishing the legitimacy of state governance during that era. Kammer Tuahman Sipayung's research reveals critical insights into translation practices.

- 1) A significant 58.33% of translation shifts are unit shifts, indicating their dominance, followed by structure shifts at 30%, class shifts at 7.77%, and intra-system shifts at 3.88%. This underscores the need to focus on unit shifts in translation studies.
- 2) The findings also highlight that free translation is the most widely used method at 57.57%, with communicative translation at 19.69%, adaptation translation at 13.63%, and semantic translation at 9.09%. This suggests a preference for flexibility over literalness in translation.
- 3) However, the reliance on unit shifts and free translation methods has led to significant inaccuracies, with an accuracy level of just 2.38 for many translations. Alarmingly, this means that 60% of the bilingual history textbook lacks accurate translations. It is essential to address these shortcomings to enhance the quality and

reliability of translations in educational materials. This shows that not all studies show positive results, there are also results that show inaccuracies in the translation process. This research using a quantitative method with T test analysis data from 10 respondents, consisting of native speakers and Indonesian nationals' expert in English. The data used by the researcher to analyze the translation accuracy is derived from the responses to questionnaires filled out by the respondents. The respondents rated the accuracy and clarity on a scale from 1 (lowest value) to 5 (highest value). Very inaccurate has 1 point of value, Inaccurate has 2 points of value, fairly accurate has 3 points of value, accurate has 4 points of value and then very accurate has 5 points of values.

METHOD

The research design adopted in this study is quantitative, "quantitative methods require detachment of the observer, especially in experimental method where personal involvement can affect the the outcomes of the research (unless that is accounted for). Mark Balnaves and Peter Caputi (2001). Utilizing the calculation of scores derived from respondent's answers provided through a structured questionnaire. The sampling method employed is purposive sampling, targeting applicants for the Temporary Residential Card (SKTT) who are foreign nationals residing in Sleman Regency for reasons such as employment, education, or marriage. The respondents include both native English speakers, originating from countries such as the United States, Canada, the United Kingdom, and Australia. Additionally, a part of Indonesian citizens who are expert in both spoken and written English, with a minimum educational attainment of a bachelor's degree qualification, is also included.

The primary data collection method involves administering questionnaires. "A quantitative research design includes the overall plan of data collection, utilization, measurement and analysis; therefore the researcher should positively commit to being objective and aware of possible biases." (Curtis, E: 2013). The research process begins with the preparation of questions designed to evaluate the perceived accuracy of the SKTT received by respondents. The responses are scored on a scale ranging from 1 to 5. These questionnaires are then distributed to the selected respondents for completion. The data collected will be analyzed using statistical methods, specifically the T test

approach, which is quantitative method to determine the comparison of the average of one group with a certain value (population). In this case, a one sample t-test is used to test whether the level of target customer satisfaction is on the level accuracy of the documents they received or not. To ensure ethical integrity and respect for participant privacy, the researcher commits to maintaining the anonymity and confidentiality of all participant data throughout the study.

Despite its strong design, the study acknowledges certain limitations that may impact its findings. These include the relatively short duration of the research, which is limited to two months, and the unpredictable frequency of foreign nationals visiting the Population and Civil Registration Office. This unpredictability is often attributed to the common practice of foreign nationals delegating document processing to third parties, such as university representatives or relatives. Consequently, securing an adequate and representative sample of foreign national respondents makes a significant challenge.

RESULT AND DISSCUSION

Based on some of studies there are founded several differences in research results as follows, Florence E. Kotambunan (2017) findings, firstly verifies that extra-textual and intra-textual factors are mostly integrated in achieving equivalence of ST and TT.

The most essential of a translation lies in the level of accuracy of the translation results from the source language (SL) into the target language (TL). Where the source language (SL) here is Indonesian, as the origin of the Temporary Residential Card (SKTT) document issued, translated into the target language (TL) or English, as a language that can be accepted by people all over the world.

The purpose of translation research also varies, including to determine the quality of the translation, both in terms of the level of accuracy of message transfer, the level of readability and acceptability of the translation (Holmes in Silalahi, 2009: 91).

A quality translation is a translation that is able to convey the meaning of the source language accurately and appropriately into the target language (TL), so that people using the target language (TL) can understand the same thing as people using the source language (TL). According to researchers based on the results of document observations in the case of translating the Temporary Residential Card (SKTT), the translator uses the Word-For-Word translation, Literal translation and Communicative translation methods

because the type of translated text are official and informative text. The following are the results of the researcher's observations regarding the translation results in the SKTT document.

Table 1 Indonesian-English Terms

Num.	Source Language (SL)	Target Language (TL)	Translation Methods
1	Surat Keterangan Tempat Tinggal (SKTT)	Temporary Residential Card	Communicative translation
2	Provinsi Daerah Istimewa Yogyakarta	Not Translated	-
3	Kabupaten Sleman	Not Translated	-
4	NIK (Nomor Induk Kependudukan)	Number of Population Identity	Communicative translation
5	Nama	Name	Word-For-Word translation
6	Jenis Kelamin	Sex	Word-For-Word translation
7	Tempat/ Tanggal Lahir	Not Translated	-
8	Kewarganegaraan	Nationality	Word-For-Word translation
9	Pekerjaan	Occupation	Word-For-Word translation
10	Alamat	Address	Word-For-Word translation
11	RT/RW	Not Translated	-
12	Kelurahan/Desa	Village	Word-For-Word translation
13	Kecamatan	District	Word-For-Word translation
14	Nomor KITAP/KITAS	Number	Literal translation
15	Berlaku Hingga s.d	Expired date	Literal translation
16	Yang Bersangkutan,	Not Translated	-
17	PLT. Kepala Dinas Kependudukan dan Pencatatan Sipil	Not Translated	-
18	NIP	Not Translated	-
19	Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang	Not Translated	-

	diterbitkan oleh Balai Sertifikasi Elektronik (BSre), BSSN.		
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Source : Processed by Researchers (2024)

A. Questionnaire

Questionnaire for Evaluating the Accuracy of Temporary Residential Card (SKTT) document at the Department of Population and Civil Registration of Sleman Regency Translations

Instructions: Please take a moment to complete this questionnaire. Your responses are valuable for improving the quality of translation services of Temporary Residential Card (SKTT) document at the Department of Population and Civil Registration of Sleman Regency. All answers will be kept confidential and used solely for research purposes.

Section A: Demographic Information

1. Gender:
 - ☐ Male
 - ☐ Female
2. Age:
 - ☐ < 20 years
 - ☐ 20-30 years
 - ☐ 31-40 years
 - ☐ 41-50 years
 - ☐ > 50 years
3. Nationality:
 - ☐ Native Speaker (Australia, USA, and UK)
 - ☐ Indonesian citizens

Section B: Translation Accuracy Evaluation

1. How accurate was the translation of the Temporary Residential Card (SKTT) document you received?
 - ☐ Very Inaccurate
 - ☐ Inaccurate
 - ☐ Fairly Accurate

- ☐ Accurate
☐ Very Accurate

2. How clear and easy to understand was the translation of your Temporary Residential Card (SKTT) document?

- ☐ Very Unclear
☐ Unclear
☐ Fairly Clear
☐ Clear
☐ Very Clear

3. How satisfied are you with the translation service provided?

- ☐ Very Dissatisfied
☐ Dissatisfied
☐ Fairly Satisfied
☐ Satisfied
☐ Very Satisfied

B. Based on the results of the collected questionnaire data, the researcher obtained the following results:

Table 2 Questionnaire Result

NO	RESPONDENTS	Value1 (Accuracy)	Value 2 (Clarity)	Value 3 (Satisfaction)	Average Result (μ)
1	RESPONDENT 1	5	5	5	5
2	RESPONDENT 2	4	4	4	4
3	RESPONDENT 3	4	5	3	4
4	RESPONDENT 4	4	4	4	4
5	RESPONDENT 5	4	4	4	4
6	RESPONDENT 6	3	3	4	3,3
7	RESPONDENT 7	4	4	4	4
8	RESPONDENT 8	4	3	4	3,6
9	RESPONDENT 9	3	4	4	3,6
10	RESPONDENT 10	3	4	4	3,6
Total Results (\bar{x})					39,1

Source : Processed by Researchers (2024)

After obtaining the data results, the researcher will calculate the accuracy level using the T test analysis method, with the research results as follows: Based on the conducted research, the researcher obtained the following results:

The first step is to formulate the null hypothesis and the alternative hypothesis.

Ho= respondents think that the translation in the SKTT is accurate

Ha= respondents think that the translation in the SKTT is inaccurate

C. Counting μ value

μ (total average)

\bar{x} (average) = 3,9

n (population) = 10

$\mu = \bar{x}/n$
 $= 39,1/10$
 $= 3,9$

Table 3 x, x- μ , and (x- μ)² values

	x	x- μ	(x- μ) ²
1	5	1,1	1,21
2	4	0,1	0,01
3	4	0,1	0,01
4	4	0,1	0,01
5	4	0,1	0,01
6	3,3	-0,6	0,36
7	4	0,1	0,01
8	3,6	-0,3	0,09
9	3,6	-0,3	0,09
10	3,6	-0,3	0,09
	Σ	0,1	0,01

Source : Processed by Researchers (2024)

t Table

cum. prob one-tail two-tails	$t_{.50}$	$t_{.75}$	$t_{.80}$	$t_{.85}$	$t_{.90}$	$t_{.95}$	$t_{.975}$	$t_{.99}$	$t_{.995}$	$t_{.999}$	$t_{.9995}$
	0.50	0.25	0.20	0.15	0.10	0.05	0.025	0.01	0.005	0.001	0.0005
df	1.00	0.50	0.40	0.30	0.20	0.10	0.05	0.02	0.01	0.002	0.001
1	0.000	1.000	1.376	1.963	3.078	6.314	12.71	31.82	63.66	318.31	636.62
2	0.000	0.816	1.061	1.386	1.886	2.920	4.303	6.965	9.925	22.327	31.599
3	0.000	0.765	0.978	1.250	1.638	2.353	3.182	4.541	5.841	10.215	12.924
4	0.000	0.741	0.941	1.190	1.533	2.132	2.776	3.747	4.604	7.173	8.610
5	0.000	0.727	0.920	1.156	1.476	2.015	2.571	3.365	4.032	5.893	6.869
6	0.000	0.718	0.906	1.134	1.440	1.943	2.447	3.143	3.707	5.208	5.959
7	0.000	0.711	0.896	1.119	1.415	1.895	2.365	2.998	3.499	4.785	5.408
8	0.000	0.706	0.889	1.108	1.397	1.860	2.306	2.896	3.355	4.501	5.041
9	0.000	0.703	0.885	1.100	1.383	1.833	2.262	2.821	3.250	4.297	4.781
10	0.000	0.700	0.879	1.093	1.372	1.812	2.228	2.764	3.169	4.144	4.587

Picture 1 T-table

Source: <https://www.dosenpendidikan.co.id/tabel-t-statistik/> (2024)

$$\bar{x} \text{ (average)} = 3,9$$

$$n \text{ (population)} = 10$$

$$\alpha = 0,05$$

$$\text{degrees of freedom} = n - 1$$

$$= 9$$

So based on T table, when $\alpha = 0,05$ and degrees of freedom is 9 we found that T table = 1,833

D. Counting s(deviation) value

$$s \text{ (deviation)} = \frac{\sum (x - \mu)^2}{n}$$

$$= \frac{0,01}{10}$$

$$= 0,001$$

$$S(\text{deviation}) = 0,001$$

E. Counting t value

T value calculation:

$$t = \frac{\sum (x - \mu)^2}{s/\sqrt{n}}$$

$$s/\sqrt{n}$$

$$\begin{aligned}
&= \frac{(0,1)^2}{0,001/\sqrt{10}} \\
&= \frac{0,01}{0,001/\sqrt{10}} \\
&= 0,1/0,0031 \\
&= 32,258
\end{aligned}$$

So T count > T table, the amount of T count is 32,258 whereas the amount of T table is 1,833

So, the conclusion is Ho accepted that means respondents think that the translation in the SKTT is accurate.

CONCLUSION

Based on the research result of calculations using T test method show the result that t count > t table so the conclusion is Ho is accepted, which means that respondents think that the translation in the SKTT (Temporary Residential Cards) is accurate. The results of this study were obtained from calculating the average of the assessments received from the respondents and applying it to the T-table formula, produce a t-count value of 32,258. This value is significantly higher compared to the T value obtained from the t-table, which is 1,833. The T-table value is found at the intersection of the degrees of freedom (df) and the alpha value. Here, we use an alpha (α) value of 0,05, which is the standard alpha value used for conducting statistical tests with a single sample type. To determine the degrees of freedom, we subtract 1 from the total population value. In this case, our sample population is 10, resulting in a degree of freedom value of 9.

Finally, the researcher hopes that the results of this study can provide an overview of the quality of translation of an official document issued by the government, specifically the Office of Population and Civil Registration of Sleman Regency, so that it can serve as a reference for the institution to improve the quality of translations to enhance the quality of public documents received by the community, especially foreign nationals live in Indonesia, particularly in Sleman Regency.

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