Translation in Disaster and Crisis Settings: A New Field of Research

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- Research on translation in disaster and crisis settings
- My study of the 2011 Great East Japan Earthquake
- Findings about translation in this context
  - Types of data requiring translation
  - People involved in translation
  - Places in which translation took place
  - Translation with respect to trust
- The EU-funded research network INTERACT, the International Network on Crisis Translation
- Conclusions

Image credit: http://www.jason-webb.com/sendai-project/japan_2011_disaster.html

>670,000 foreign residents in the disaster zone

>18,000 fatalities

>6,000 injuries

41 foreign fatalities

>40,000 foreign residents left Japan

References:
National Police Agency of Japan 2014
E-Stat 2011
Ministry of Health, Labour and Welfare of Japan 2012
Ministry of Justice of Japan 2012

- Face-to-face, individual interviews
- 28 participants, 12 nationalities
- Varied ages, occupations, periods of residence, Japanese ability
- Combining interview data with secondary data (official reports, surveys, grey literature, illustrative corpus of disaster communication)
- Thematic analysis developed over six phases

- <u>The types of data that required translation throughout the disaster</u>

- The translators of these data

- The places in which this translation was carried out

- The role that translation played in achieving trusted communication

PRE-EVENT

(lasting seconds / minutes)

~ONSET~

EVENT

(lasting about 1 week)

RESPONSE

(lasting about 1 month)

RECOVERY

(lasting about 1 year)

Warning about the disaster
Emergency warnings over PA
Emergency warnings on TV

Instructing people how to respond
General response procedures
Instructions from Japanese authorities to foreign responders
How to interact with Japanese people as a foreign responder or journalist
How to interact with Japanese people as a foreign volunteer

Developing 'situation awareness' in the disaster
Confirmation of an individual's safety
News broadcasts or articles
Emergency radio broadcasts
Explanation of damage and status of recovery (incl. locations, fatalities, missing, transport, etc.)
Where, when, and how to get food, water, power, other essentials
How to evacuate (transport options, schedules, conditions, controlled evacuations)
Official stance on the disaster (e.g., content of press conferences)
Links to websites
Nuclear technology, radiation, and details of the nuclear disaster
Food safety (especially places of origin, radiation tests)

Administering the disaster
Instructions on how to be a volunteer
Procedures to claim insurance, rebuilding subsidies, etc.

Supporting others through the disaster
Disaster preparedness advice
How to interact with Japanese people as a fellow victim
Counselling for foreign nationals
Messages of support and sympathy

- The types of data that required translation throughout the disaster

- <u>The translators of these data</u>

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- The role that translation played in achieving trusted communication

→

Volunteers

←

Local Government Officials

- The types of data that required translation throughout the disaster

- The translators of these data

- The places in which this translation was carried out

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- Meteorological agency
- TV, radio, and mobile phone companies
- Train stations
- Municipal and national government offices
- Theme parks
- Transportation to disaster zone
- Disaster zone search-and-rescue sites
- Disaster zone evacuation centres
- Homes, businesses, and streets in the disaster zone
- Web-based human translation platforms

- The types of data that required translation throughout the disaster

- The translators of these data

- The places in which this translation was carried out

- <u>The role that translation played in achieving trusted communication</u>

- Reduces people's uncertainty
- Helps people to cooperate
- Allows people to act with more confidence
- Influences people's perceptions of the crisis positively
- Helps people to select from a variety of uncertain sources of information

Trusted communication achieved through translation/interpreting

A = Reduced people's uncertainty (1/19)

B = Helped people to cooperate (4/19)

C = Allowed people to act with more confidence (2/19)

D = Influenced people's perceptions positively (3/19)

E = Helped people to select sources (9/19)

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
A								X																				
B										X						X								X				X
C																			X		X							
D												X	X							X								
E			X						X	X	X		X		X	X							X		X			

- Timely, accurate, and trusted communication in crisis scenarios is essential

- But: communication is known to fail regularly

- And: crisis communication needs to be multilingual, multicultural, and multimodal

- Crises are unpredictable, so communication efforts need to focus on improving resilience and reducing risk as well as on reacting

- Interdisciplinary,
- Evidence-based,
- Sustainable,
- Ethically-sound,
- Novel solutions…

…that bring about…

- Timely,
- Accurate,
- Trusted communication

INTERACT:
The International Network on Crisis Translation

- EU's Horizon 2020

- RISE – Research and Innovation Staff Exchange

- Marie Curie Mobility (through secondments)

  – But also: cross-disciplinary and cross-sectoral research and training

- 36 months

- Commencing 01 April 2017

- DCU
  - SALIS/CTTS
  - School of Computing
  - School of Nursing and Human Sciences
- UCL
  - Centre for Translation Studies
- University of Auckland
  - School of Cultures, Languages and Linguistics
  - School of Counselling, Human Services and Social Work
- Arizona State University
  - Institute for the Science of Teaching and Learning
  - School of Public Affairs
  - School of Human Communication

- Translators without Borders
  - Not-for-Profit; Translation; based in Kenya, also global
- Cochrane
  - Not-for-Profit; Evidence-based Health Content Production; London, also global
- Unbabel
  - SME (translation, localisation); Lisbon
- Microsoft Research
  - Multi-national; MT; Redmond, USA

- Very broad definition of 'crisis' in general
  - "An event that is expected to lead to a dangerous situation, whether it is an emergency or a disaster", Lighthouse Readiness Group

- But limited focus within the Network on:
  - Health-related content
  - Written content

- Contributions to knowledge, policies, expertise, training, and technology

- Focusing on translation-enabled, health-related information before and during crises

- Enhance skills, competencies, and research collaboration across academic, humanitarian, and industrial sectors

- Enhance career development among members

- Contribute to health crisis response, preparedness, and risk reduction

- Integrating inputs on translation from social science, computer science, and humanities
- Inlcuding perspectives on translation from the academy, and partners big and small in the non-governmental sector and industry
- Disseminating research results and recommendations to relevant stakeholders and to the general public

- WP1 – Project Management
- WP2 – Crisis Translation Policy
- WP3 – Simplification of Health Content
- WP4 – Crisis Machine Translation
- WP5 – Training Citizen Translators
- WP6 – Ethics
- WP7 – Training Events
- WP8 – Networking Events
- WP9 – Dissemination

- Types of data needing translation depend on the phase of the crisis
- Translation needed at all phases
- Need to support mostly non-specialist translators
- Prepare translators to be flexible and to be able to make judgements on safety and hazards
- Look for ways to reduce their stress
- Simple, easy-to-use, jargon-free supports that display practical benefits
- Need for interdisciplinary, evidence-based, sustainable, ethically-sound, novel solutions
- Work is underway, e.g., through INTERACT

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ご清聴ありがとうございました。
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