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THE EXISTENCE OF TRANSLATION SERVICES AT LANGUAGE CENTERS IN STATE ISLAMIC RELIGIOUS UNIVERSITIES

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Abstrak

Penelitian ini bertujuan untuk mengkaji keberadaan layanan penerjemahan pada pusat bahasa di Perguruan Tinggi Keagamaan Islam Negeri (PTKIN), kajian mendalam terkait bagaimana eksistensi, transparansi, dan ketentuan informasi layanan penerjemahan yang selama ini dilakukan serta bagaimana praktik terbaik yang bisa diimplementasikan pusat bahasa PTKIN lain dalam layanan penerjemahan. Kajian yang lebih mendalam mengenai keberadaan dan fungsi layanan penerjemahan pada pusat bahasa di PTKIN dapat memberikan rekomendasi strategis bagi pengembangan layanan ini. Penelitian ini merupakan penelitian studi kasus yang menggunakan pendekatan kualitatif. Hasil penelitian ini menunjukkan bahwa belum semua PTKIN memiliki layanan penerjemahan yang terintegrasi dalam pusat bahasanya. Selain itu, prinsip keterbukaan informasi publik yang seharusnya menjadi dasar transparansi dan akuntabilitas layanan di pusat bahasa belum sepenuhnya diimplementasikan secara merata. Meskipun begitu, beberapa pusat bahasa PTKIN telah menunjukkan best practice layanan penerjemahan, seperti informasi prosedur dan ketentuan teknis yang jelas pada situs web serta penggunaan teknologi sistem informasi atau aplikasi layanan. Hasil kajian penelitian ini dan praktik terbaik yang telah dilakukan di sejumlah pusat bahasa PTKIN bisa menjadi rujukan dalam pengembangan layanan penerjemahan ke depannya.

Kata Kunci: *Layanan Penerjemahan; PTKIN; Pusat Bahasa.*

Abstract

This study aims to examine the existence of translation services at language centers in State Islamic Higher Education Institutions (PTKIN). It provides an in-depth analysis of the existence, transparency, and informational provisions of translation services currently in practice, as well as explores best practices that can be implemented by other PTKIN language centers in delivering translation services. A more in-depth study of the presence and function of translation services in PTKIN language centres can provide strategic recommendations for the development of these services. This research is a case study that employs a qualitative approach. The findings indicate that not all PTKIN institutions have integrated translation services within their language centres. Additionally, the principle of public information transparency, which should serve as the foundation for service transparency and accountability in language centres, has not yet been fully and evenly implemented. Nevertheless, some PTKIN language centres have demonstrated best practices in translation services, such as providing clear information on procedures and technical requirements on their websites, as well as utilizing information system technology or applications. The findings of this study and the best practices that already

implemented in several PTKIN language centres can serve as a reference for the future development of translation services.

Keywords: Language Centre; PTKIN; Translation Services.

INTRODUCTION

Higher education in Indonesia today has entered a new era, a competitive era full of challenges due to rapid changes in globalization. Challenges and fierce competition in the global era demand the quality of competent human resources in answering every problem while taking advantage of existing opportunities (Astuti, 2016). Globalization also encourages higher education institutions to increase their competitiveness towards world-class universities through the process of internationalization. Akhiroh & Fatimah (2017) mentioned that in the internationalization program, one of the supporting units needed is a language center with an effective program. The need for this language center is very likely related to the fact of cross-lingual communication that arises from the internationalization of universities whose main media is translation activities. A language center at the college contributes to the international atmosphere. This unit attracts foreign students and supports the integration of foreign staff into the academic community as well as society at large. Moreover, colleges that do not have a foreign language component will face difficulties in establishing international relations with universities where the majority of students do not speak the language of the institution's country (Vogel, 2001).

Meanwhile, the Ministry of Religion of the Republic of Indonesia as one of the providers of higher education has a strategic role in the implementation of religious higher education through the State Islamic University (UIN), the State Islamic Institute (IAIN), and the State Islamic Religious College (STAIN) which is part of the State Islamic Religious College (PTKIN). As an institution that not only focuses on the development of Islamic science, but also general science, the Ministry of Religion recognizes the importance of strengthening quality higher education as one of its strategic goals (Ditjen Pendis Kemenag RI, 2021). One of the supporting units at UIN, IAIN, and STAIN is the Language Development Technical Implementation Unit (UPT) which has the task of carrying out language training and development. Among the services that are often provided at the language center include: foreign language training, foreign language proficiency test, Indonesian for Foreign Speakers (BIPA), and translation. Therefore, the existence of language centers under the auspices of UIN, IAIN, and STAIN is an important facility that functions to improve the language competence of students, lecturers, and education staff.

A number of previous studies have shown the significance of the existence of language centers in PTKIN, one of which is research Hamid dkk., (2022) which examines the contribution and role of language centers in PTKIN through case



studies at UIN Syarif Hidayatullah Jakarta and UIN Maulana Malik Ibrahim Malang, the results show that the contribution of language centers is very significant in terms of strengthening foreign languages and building a global image, especially in welcoming world class universities. The contribution made by these two language centers is in the form of improving foreign language skills for the academic community. However, the study conducted by Hamid et al. focuses more on describing the conditions that have taken place, without delving deeply into the development strategy for the future. In addition, the scope of the research focuses only on language testing and training services, not yet touching on translation services.

In line with Hamid dkk., (2022), Case study conducted by Musthofa dkk., (2018) at the language center of UIN Maulana Malik Ibrahim Malang and UIN Sunan Kalijaga Yogyakarta also revealed that the management of language learning at the language center is going well and is one of the efforts to achieve becoming a world class university. This can be seen from the formulation of a clear and directed vision, mission, and goals. In addition, there are various distinctive language programs that are unique characteristics of each. The learning curriculum is also designed by integrating theory and practice, both in terms of materials, methods, and learning evaluation. However, the study was limited to one type of foreign language learning, Arabic, and did not review translation services as an integral part of the language center.

Furthermore, various studies have been conducted to examine the importance of curriculum development, teaching materials, modules, and learning methods at the PTKIN language center. These studies highlight that relevant and contextual teaching materials play a significant role in improving students' language competence, especially in mastering foreign languages such as Arabic and English. Structured learning modules are also an important element, because they not only help create a more effective learning process, but also make it easier for teachers to deliver material systematically. In addition, innovative learning methods at the PTKIN language center, such as digital technology-based methods or communicative approaches, are considered to be able to improve students' practical skills in communicating orally and in writing (Ahmadi, 2019; Kurniawan, 2024; Muradi et al., 2021). In addition, other previous research related to the role of language centers in BIPA program services (Erowati et al., 2023; Isnaniah & Islahuddin, 2020; Lestari et al., 2024; Mufti, 2024) and foreign language proficiency test services (Amnan, 2021; Fauzi, 2021; Hamid et al., 2022; Pakaya, 2022) It also shows a very significant role in language development.

Of the various services offered at PTKIN's language centers, such as foreign language training, foreign language proficiency tests, and BIPA programs, translation services seem to be the least explored and researched aspects. In fact, translation services have strategic potential in supporting the internationalization

of universities and strengthening PTKIN's position at the global level. This service is not only important for assisting lecturers and students in translating scientific articles for international publications, but also plays a role in bridging cross-border academic cooperation.

The lack of attention to translation services can be caused by several factors, such as the lack of competent human resources in the field of translation, limited budgets, and low institutional awareness of the importance of these services. This is exacerbated by the lack of an in-depth and comprehensive study on the effectiveness of translation services at the PTKIN language center. For example, existing studies tend to focus more on foreign language teaching and language skills training than on the role of translation in supporting academic and administrative needs.

Thus, it is important to expand attention and research on translation services at PTKIN's language centers. A more in-depth study of the existence and function of translation services at the language center at PTKIN can provide strategic recommendations for the development of this service. What is the existence, transparency, and information provisions of translation services that have been carried out so far? What are the best practices that other PTKIN language centers can implement in translation services? This article aims to examine the availability of translation services at the Language Center at PTKIN. This study is expected to provide a comprehensive best practice overview of the importance of translation services and provide recommendations for the development of these services in the future.

METHOD

This research is a case study research that uses a qualitative approach. A case study was conducted at PTKIN where the author explored translation services at the language center at PTKIN. The researcher acts as the main instrument, namely as a data collector. Data collection was carried out through observation and documentation based on the theory of good governance and the SERVQUAL approach, the author observed the existence of translation services on the website of each PTKIN language center, in addition to that the author also documented documents such as standard operating procedures (SOPs), strategic plans, vision and mission documents, and language center profile books. The collected data is analyzed using an interactive analysis model consisting of three components, namely: 1) data reduction, simplification and filtering of data to focus on relevant information; 2) data presentation, compiling data in an organized form to understand the findings, and 3) concluding, concluding the results of the analysis continuously during the data collection process in the form of cycles (Miles et al., 2014).



RESULTS AND DISCUSSION

PTKIN in Indonesia consists of one International Islamic University of Indonesia, 31 UIN, 23 IAIN, and 5 STAIN. The International Islamic University of Indonesia (UIII) does not provide translation services, because this campus was designed with an international orientation from the beginning. Entry requirements for students and various other academic requirements have established the use of international languages, such as English, as the primary standard. The language of instruction in lectures and thesis writing uses English. This policy reflects UIII's vision as an educational institution that competes at the global level, so that the use of international languages becomes an integral part of the campus's academic ecosystem.

Based on the results of data mining from 31 UINs, there are 13 UINs that provide translation services through the Language Center. Meanwhile, at the IAIN level, 6 out of 23 IAINs have opened translation services through their language centers. At the STAIN level, there is no existence of translation services managed through the Language Center. However, only a few UIN Language Centers provide information on translation services clearly. Some other UIN Language Centers are only in the form of translation service statements, there is no clear information about the terms and procedures of these services. However, after conducting an in-depth analysis of the data obtained, the following are some of the best practice findings related to translation services provided by the Language Center at the UIN level.

The Development Center of UIN Syarif Hidayatullah Jakarta provides Indonesian to Arabic/English translation services or vice versa, with document types in the form of diplomas, transcripts, abstracts, and other documents. Translation costs start from IDR 75,000 to IDR 150,000 depending on the type of document being translated, the cost of translation using the concept is per finished page. The registration process is carried out by filling out the form using Google Form.

Meanwhile, the Language Development Unit of UIN Salatiga through its official website states that Indonesian translation services into English, Arabic, Japanese, Korean, Chinese, Italian, German, French, and vice versa. UIN Salatiga Language Development Unit provides a number of service packages with different processing time and number of sheets, namely: special flash packages (1-2 days, maximum 10 sheets), regular flash packages (3-4 times, maximum 25 sheets), and ordinary packages (unlimited time and number of sheets). The type of document that can be translated is in the form of official documents; birth certificates, diplomas, certificates, passports, contract letters, and ordinary documents; books, magazines, articles, abstracts. The Language Development Unit of UIN Salatiga also explained the provisions of format standards, such as: fonts, margins, paper size. Other provisions are also described on the page, such as the original manuscript

not written in Latin letters (e.g. Arabic, Japanese or Korean), the estimated finished result is 175% of the number of sheets submitted and images with non-text content with a size of more than half the page are calculated at 50% of the cost per sheet. The cost of translation is not explained in the price range, it is explained that the cost of translation services is determined by the type of language, type of package, type of document, and space used.

Furthermore, the Language Development Center of UIN Maulana Malik Ibrahim Malang provides Arabic, English, Chinese, Persian translation services from and into Indonesian. In addition, the Language Development Center of UIN Maulana Malik Ibrahim Malang also created a web-based application called ALBa (Language Service Application) which provides test services, translation services, and administration. These services are accessible to students, lecturers, and the general public. Through the ALBa application, the process of applying for and registering translation services is carried out. In addition, the website also contains information on the status of the translated manuscript.

The Language Center of UIN Sunan Kalijaga Yogyakarta provides translation services with translation types in the form of dissertation/thesis abstracts, diplomas, and transcripts with the concept of a fee per sheet, the fee fee is between IDR 80,000 to IDR 150,000 depending on the type of translation and the type of document. The Language Center of UIN Sunan Kalijaga Yogyakarta serves translations from and into Indonesian, Arabic, and English. The translation process can be regular; one week and lightning; 1-2 days. Furthermore, the Language Development Center of UIN Sunan Ampel Surabaya provides translation services from Indonesian to Arabic and English and vice versa with a fee of IDR 100,000 per sheet of A4 paper. Registration is done using Google Form.

Meanwhile, the Language Development Center of UIN Walisongo Semarang provides translation services from and into Indonesian, Arabic, and English. The types of documents accepted are journal articles, books, and official documents. The cost rate for using the concept per sheet depends on the type of document, ranging from IDR 45,000 to IDR 50,000, on the website page it is also explained that the cost of the tariff includes editing and proofreading services. The technical provisions are also explained on the website, such as: paper format, spacing, and margins. The Language UPT of UIN Sultan Aji Muhammad Idris Samarinda also provides validation services for student thesis/dissertation abstract translations. The service process is carried out by submitting an application sent via Whatsapp, students can submit a request for validation of the thesis/dissertation abstract if they have completed the exam and revision in the seminar on the results that have been tested. Validation of abstract translations at the Language Unit of UIN Sultan Aji Muhammad Idris Samarinda takes 5 working days. Furthermore, at the IAIN level, 6 out of 23 IAINs have opened translation services through their language centers. The case is the same as with UIN, some IAINs do not provide clarity of



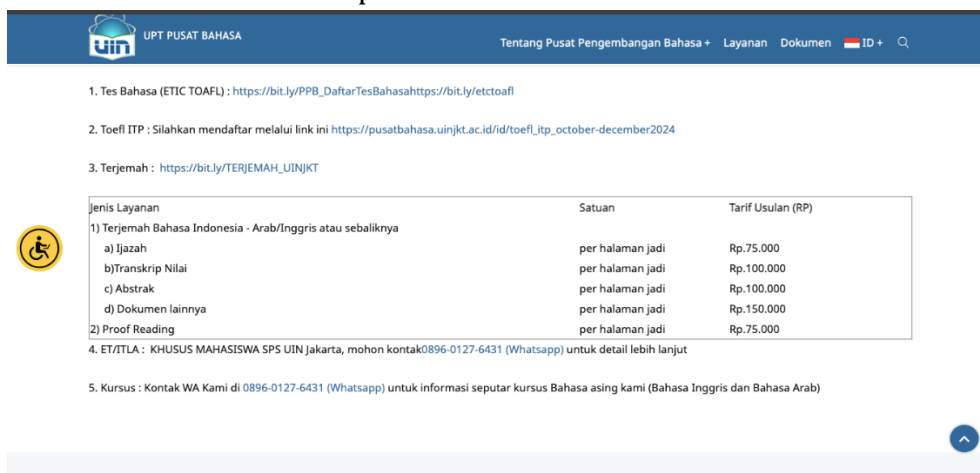
information related to translation services. However, among IAINs that show transparency and clarity of information on translation services through the Language Center on their websites are IAIN Manado and IAIN Sultan Amai Gorontalo.

The IAIN Manado Language Development Unit provides translation services for thesis, thesis, and dissertation abstracts for S-1, S-2, and S-3 IAIN Manado students. For translation and validation services of thesis abstracts, abstracts consist of Arabic or English. The registration process for translation services is carried out using Google Form, where the form explains information and technical conditions, such as: abstract format and processing time as soon as two working days. The same information is also explained for the translation and validation of thesis and dissertation abstracts, but the tariff fee for S-2 students is IDR 200,000 and S-3 students is IDR 400,000 with a maximum processing time of three working days. The IAIN Manado Language Development Unit also provides information that the abstract translation results can be viewed and downloaded through its official website on the download service menu.

The same thing at the IAIN Sultan Amai Gorontalo Language Development Center, translation services are opened for abstracts, scientific articles, books/manuscripts, and important documents. Abstract translation of Arabic and English for S-1 and S-2 students is carried out using Google Form. The translation fee for S-1 students with 1 day of work is IDR 120,000 and 3 days is IDR 60,000. Meanwhile, for S-2 students, the fee is IDR 200,000 for 1 day of work and IDR 100,000 for 3 days of work. The IAIN Sultan Amai Gorontalo Language Development Center also has a special menu on its website regarding the status of completed translated manuscripts, students can download translated manuscripts through the link provided.

Based on the findings of the data above, the next discussion will highlight a number of interesting findings that were successfully identified during the research process. There are 19 out of 59 PTKIN ranging from UIN, IAIN, to STAIN that provide translation services through the Language Center. In all Language Centers located at UIN and IAIN through translation services, it was found that there were various variables or gaps in the clarity and transparency of information related to translation services. One or more information is not explained clearly and thoroughly, information such as the type of document translated, service package, tariff fee, SOPs, contact persons, submission forms, processing time, translation manuscript status check feature to information on technical provisions, such as paper size, font, and margin. The principle of public information disclosure is an important element in realizing transparency and accountability in higher education (Putra, 2017). As an institution that serves the academic community, language centers have a responsibility to provide clear, accessible, and accurate information related to the translation services offered.

In general, the types of documents served in translation services include abstracts, scientific articles, books/manuscripts, to official documents such as birth certificates, diplomas, transcripts, certificates, passports, and contract letters. Translation services are open to the campus academic community or to the general public. In addition, other documents that have not been touched in the analysis of this research data, such as business agreements, deeds of company establishment, memorandums of understanding, license letters, and the like also have the potential to become the scope of translation services. Moreover, translation services are not only for academic documents and official documents but can also include subtitle translation as well as user interface and content on websites, both of which are the scope of translation services can be a choice of the type of document served. However, there are some PTKIN that focus their translation services only on thesis abstracts, theses or student dissertations, where the clients only come from within the campus.



1. Tes Bahasa (ETIC TOAFL) : https://bit.ly/PPB_DaftarTesBahasahttps://bit.ly/etctoaf1

2. Toefl ITP : Silahkan mendaftar melalui link ini https://pusatbahasa.uinjkt.ac.id/id/toefl_itp_october-december2024

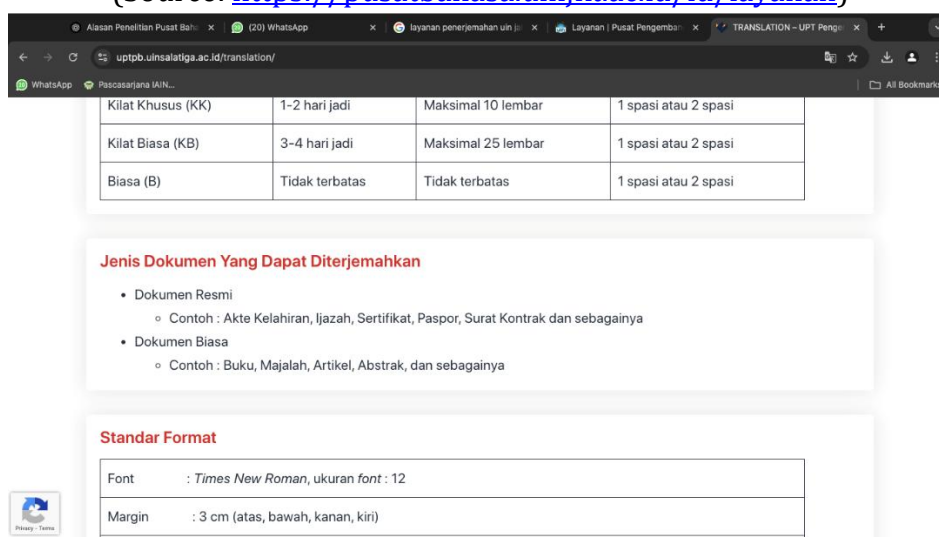
3. Terjemah : https://bit.ly/TERJEMAH_UINJKT

Jenis Layanan	Satuan	Tarif Usulan (RP)
1) Terjemah Bahasa Indonesia - Arab/Inggris atau sebaliknya		
a) Ijazah	per halaman jadi	Rp.75.000
b) Transkrip Nilai	per halaman jadi	Rp.100.000
c) Abstrak	per halaman jadi	Rp.100.000
d) Dokumen lainnya	per halaman jadi	Rp.150.000
2) Proof Reading	per halaman jadi	Rp.75.000

4. ET/ITLA : KHUSUS MAHASISWA SPS UIN Jakarta, mohon kontak 0896-0127-6431 (Whatsapp) untuk detail lebih lanjut

5. Kursus : Kontak WA Kami di 0896-0127-6431 (Whatsapp) untuk informasi seputar kursus Bahasa asing kami (Bahasa Inggris dan Bahasa Arab)

Figure 1. Information on Translation Services at UIN Syarif Hidayatullah Jakarta
(Source: <https://pusatbahasa.uinjkt.ac.id/id/layanan>)



Kilat Khusus (KK)	1-2 hari jadi	Maksimal 10 lembar	1 spasi atau 2 spasi
Kilat Biasa (KB)	3-4 hari jadi	Maksimal 25 lembar	1 spasi atau 2 spasi
Biasa (B)	Tidak terbatas	Tidak terbatas	1 spasi atau 2 spasi

Jenis Dokumen Yang Dapat Diterjemahkan

- Dokumen Resmi
 - Contoh : Akte Kelahiran, Ijazah, Sertifikat, Paspor, Surat Kontrak dan sebagainya
- Dokumen Biasa
 - Contoh : Buku, Majalah, Artikel, Abstrak, dan sebagainya

Standar Format

Font	: Times New Roman, ukuran font : 12
Margin	: 3 cm (atas, bawah, kanan, kiri)

Figure 2. Information on Translation Services at UIN Salatiga
(Source: <https://uptpb.uinsalatiga.ac.id/translation/>)

The results of observations on the Language Center website show that on some websites, information about translation services is not available even though the menu related to the service exists, but does not contain any information. In addition, in some cases, the Language Center website experienced technical glitches or errors, which caused the observation process to not run optimally. In principle, websites at state universities are considered effective in presenting transparent, accountable, interactive, and acceptable information and function as a strategic tool for communication and participation (Kriyantono, 2020; Saraite-Sariene et al., 2018).

Of the various PTKIN language centers, only the UIN Maulana Malik Ibrahim Malang Language Center has developed an information system or special application for services that contain translation services, namely the ALBa application. Meanwhile, other PTKIN campuses also have information systems that support language center services, such as SIYAHA at UIN Antasari Banjarmasin and SIYASA at UIN Sayyid Ali Rahmatullah Tulungagung. However, the main focus of the system is foreign language proficiency testing services, and does not yet include translation services. This shows that, although information systems have been widely adopted, the scope of their functions is still limited to foreign language proficiency testing services. Therefore, the development of translation services in information systems in other PTKIN needs to be a concern to expand the benefits of technology in supporting academic needs

In addition, the rates for translation services also show significant differences between one institution and another. Even so, translation services at the Language Center can be one of the options for obtaining PTKIN funds which has the status of a Public Service Agency (BLU) to provide services to the community in the form of providing goods and/or services that are sold without prioritizing making profits and in carrying out their activities based on the principles of openness, efficiency and productivity and leading to visionary policies (Asrina & Sihombing, 2019; Fatmawati et al., 2024; Zein, 2022).

Other findings also show that there is a similar wedge to the translated languages served, namely between Indonesian, English, and Arabic; except for UIN Maulana Malik Ibrahim Malang and UIN Salatiga which provide translation services outside the three languages. This is based on the existence of courses related to English and Arabic taught at PTKIN and the existence of the English Language Tadris Study Program and Arabic Language Education. Thus, the availability of human resources with an English or Arabic education background has the opportunity to establish a Language Center at PTKIN, especially in the provision of translation services. In addition, normatively, English is an international language and Arabic is a language that is closely related to Islam – the language of the Qur'an (Matsuda & Friedrich, 2011; Zikriah & Mauludiyah, 2024).

However, translation services carried out by lecturers with a background in English or Arabic education – not sworn translators need to be further researched.

In addition to translation services, a number of Language Centers also open other language translation services such as proofreading services at UIN Syarif Hidayatullah Jakarta, UIN Sunan Ampel Surabaya, UIN Walisongo Semarang, UIN Prof. KH Saifuddin Zuhri Purwokerto, and UIN Salatiga. Even at UIN Sunan Ampel Surabaya, it also provides oral translation services or interpreting for activities such as international seminars, conferences, workshops, and the like. Interpreting services can be done consecutively or simultaneously.

A number of language centres have also listed translation services as part of their mission or strategic objectives, demonstrating a commitment to providing language development services that support academic and professional needs, and signalling the importance of these services in supporting the overall role of the institution. Among the language centers that list translation services as part of their mission or purpose are the following; UIN Syarif Hidayatullah Jakarta (Offering translation services), UIN Sunan Kalijaga Yogyakarta (Providing translation services related to various international languages), UIN Maulana Malik Ibrahim Malang (Providing Arabic, English, Mandarin, Persian and Indonesian translation services for academics and the general public), UIN Alauddin Makassar (Providing translation services of documents, abstracts, manuscripts, journals, etc. into English and Arabic), UIN Antasari Banjarmasin (Conducting translation of academic and scientific texts and manuscripts), UIN North Sumatra (Organizing translation, transliteration and other linguistic services), UIN Imam Bonjol Padang (Organizing translation, transliteration and other linguistic services), and IAIN Manado (Making the language development unit a competent and accurate translation service center).

CONCLUSIONS AND SUGGESTIONS

Overall, not all PTKIN have integrated translation services in their language centers. This shows that the existence of translation services is still an aspect that receives less attention than other services, such as foreign language training and language proficiency tests. In addition, the principle of public information disclosure which should be the basis for transparency and accountability of services at the language center has not been fully implemented evenly. There are still limitations in providing clear, accurate, and easily accessible information regarding the services available, including translation services. However, several PTKIN language centers have demonstrated best practices for translation services, such as clear procedural information and technical provisions on the website as well as the use of information system technology or service applications. The results of this research study and the best practices that have been carried out in a



number of PTKIN language centers can be a reference in the development of translation services in the future.

Other aspects that have not been explored in this study include related to technology and budgets in translation services as well as the qualification, certification, and ongoing training of its human resources. In addition, this study has also not conducted interviews in its data excavation, in order to obtain more comprehensive data findings and practical descriptions related to the management of translation services at the language center at PTKIN. These aspects can be used as material for further research.

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