

# The Problems of Translation and Interpretation a Case Study of Foreign Relation Officers, Bureau of Foreign Languages, The Secretariat of The Senate

Phramaha Kantabadh Sumedho (Aomkaewvarasmi)

Mahachulalongkornrajavidyalaya University, Thailand

Corresponding Author, Email: Kantabadh.phramaha@gmail.com

Retrieved: May 3, 2025; Revised: October 31, 2025; Accepted: October 31, 2025

## Abstract

The objectives of this research were (1), to study the Problems of Translation and Interpretation as a case study of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. (2), to find the way how to solve the problem of Translation and Interpretation a case study of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. This research used a mixed method combining both quantitative and qualitative data to answer the research questions, the study was based on the analysis of 30 questionnaires, which were distributed to 30 the Foreign Relations Officers Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok, to know the problems of Translation and Interpretation and to suggest them the best ways to solve the problem of Translation and Interpretation, in addition, 5 key informant who are qualified representative supervisors or director working at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. were interviewed to observe vividly their experiences in working and management Translation and Interpretation.

The research results found that Problems of Translation and Interpretation as a case study of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok, there were 3 main issues: 1) Many people discover language problems, such as being unfamiliar with the local language, technical terms, new terms or new meanings of terms, or new events and present situations that are currently occurring, with a high mean or agreeing at 3.80 points, standard deviation 1.42 points. 2) There was a lack of native language experts to act as consultants, provide advice on translation and interpreting work. 3) Foreign affairs officers were often assigned urgent translation and interpreting tasks, leaving them with little time to prepare, which reduces translation efficiency. 2. to find the way how to solve the problem of Translation and Interpretation a case study of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok, there are 3 main issues: 1) Foreign affairs officers must study and develop their language skills in the language they work on, as well as keep up with online news on current world events or situations, and build a language vocabulary bank, such as a new vocabulary bank, a frequently used vocabulary bank, a technical vocabulary bank, etc. The statistical analysis results found that foreign affairs officers

have listening skills and are always able to capture the details of each round as the speaker moves along. The highest mean or the highest level of agreement is 5.00 points, standard deviation 0.99 points. 2) The Office of Foreign Relations should be set policies for recruiting, employing, and appointing native foreign speakers to be language consultants for staffs. 3) The management and international relations department of the Office of Foreign Languages should adhere to and use the quality management system policy according to ISO 9001:2015 standards for directors, work group supervisors, and international relations staff. The ISO system will help filter workloads with systems and regulations that are in line with international standards.

**Keywords:** Translation and Interpretation; Foreign Relations Officer; Native Speaker; Events and Situations; ISO 9001:2015 System based on the topics

## Introduction

English is the international language, there are several factors that make the English language essential to communication in our current time. First of all, it is the most common foreign language. This means that two people who come from different countries usually use English as a common language to communicate. That's why everyone needs to learn the language in order to get in touch on an international level. Speaking it will help you communicate with people from countries all over the world, not just English-speaking ones. Presently, English is more powerful in Thailand because Thailand people are now using social networks and the varieties of cultures all around the world. Therefore, Thailand people should adapt themselves in order to be able to communicate in English thus keeping up with those situations, and providing a good service to the visitors.

There are many languages in the world but only some languages are used by the people as a global language in international forum such as English, Chinese, Russian, Italian and Spanish, among them, English becomes more popular than other languages in the modern world. Over 60 nations in the world use English as their official.

A language is an essential tool for people to communicate with each other. It is a tool for exchanging opinions and ideas and building friendships, economic relations, and cultural and social connections. Language learning helps us develop ourselves, our thoughts, and even our personalities. Furthermore, in modern life, when English has become an international language, the importance of English in many fields is undeniable. By some estimates, around 1.5 billion people speak English, including countries where English is an official language and countries where English is a secondary official language. Throughout the centuries, the British Empire has expanded and ruled many different countries, including most countries from West to East; people also liken England to the Empire of the sun that never sets to refer to the vastness of England in previous centuries.<sup>3</sup> When they ruled, the British forced the people they ruled to speak English, and some of these countries still speak English, even if it is not their primary language. English is the language of science, commerce, global politics, aviation, popular music, and, above all, the internet. It is

the language that 85 percent of all Europeans learn as their second language; the language that has become the default tongue of the EU; the language that President Sarkozy of France uses with Chancellor Merkel of Germany when plotting how to stitch up the British...It unites the whole world in a way no other language can. It is arguably the significant Shakespeare to Harry Potter, from James Bond to the Beatles. That is why English plays a vital role in all of the fields.

Nowadays, English is a popular business language, and it has become a necessity for everyone. Research from around the world shows that cross-border business communication is often done in English. Besides, English opens up new career opportunities. Today, jobs are global, so many companies need employees who can communicate with partners and customers worldwide, and English is the primary language of global communication, so employees who know and can communicate in English can help the company a lot. Therefore, employers will pay particular attention and hire employees with high English proficiency. Especially in education, it has been increasingly focusing and expanding; it shows the importance of English in learning and education. Most educational resources worldwide, documents, and books are in English. The global education system at universities worldwide has English Language requirements and English language qualifications. Those who study abroad must use English as a means of communication and learning. The lack of knowledge and ignorance of English makes anyone not knowledgeable enough in education in today's world.

Translation is more than just changing the words from one language to another. Translation builds bridges between cultures. It allows you to experience cultural phenomena that would otherwise be too foreign and remote to grasp through your own cultural lens.

However, skillful translators are required to build these bridges. Translators are people who have a near-perfect understanding of both the source language and culture and the target language and culture. They know precisely how to grasp that "Schadenfreude" and bridge it over to you. They may use a few more words, or perhaps even change the wording of a whole paragraph, but the meaning of the original will get through. Then, you can begin to understand foreign concepts that have been bridged over to your native tongue. Translation/interpretation has always been central to intercultural communication. Lack of knowledge of another culture may cause confusion, misunderstanding or even offense during communication process and it also makes the conclusion of international or bilateral agreements difficult or impossible. To the extent that without communication there can be no negotiation, communication is obviously integral to the success of the mission. It is necessary for a translator or an interpreter to realize the importance of having a cultural background when taking part of this kind of negotiations, which can affect thousands of people. Therefore, this paper aims to offer a closer analysis of the translation profession from the point of view of intercultural communication.

In a variety of fields like scientific domain, academic research, business, management, education, health, culture, politics, diplomacy, development etc. the importance of intercultural communication cannot be denied. With the help of travel, international media and internet, communication among people becomes easy. In order not to isolate the rest of the world and

to survive in such a kind of environment everybody needs to interact with each other. Therefore, intercultural communication is a must for every people. The position of translation in intercultural communication is fundamental. It is necessary for both international business and social relations. The purpose of translation is transmitting of the ideas and events through time and space to make something understood, to accomplish, to prove. The world that is increasingly interlinked and translation fulfils a role by breaking down language barriers. From the professional point of view, translators play a role as intercultural communication experts, mediators, and the bridge between people, cultures, and opinions. In order to understand the role of translating or interpreting as a profession, it is needed to start with an exact definition of the profession. Then, the differences between translator and interpreter should be clarified by explaining their responsibilities. Also, from the perspective of intercultural communication, possible reasons behind inaccurate translations will be covered to shed light on to communication Interruptions.

Therefore, my study will focus on “ The problems Translators and Interpretation of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. “ And I also want to do research more and more about this topic because it is very immensely necessary to know the root of problems toward Translators and Interpreters. To show that if we can solve and find the way out and develop them are hight performance, they will achieve definitely succeed in their duty.

## Objectives of the research

The main reason mentioned in Background and Significance of the problems of Translation and Interpretation of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. The researcher has conducted the interesting and very useful objectives of the study as follows:

- 1) To study the Problems of Translation and Interpretation as a case study of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok.
- 2) To find the way how to solve the problem of Translation and Interpretation compare between Translators and and Interpreters as a case study of the Foreign Relations Officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok.

## Scope of the Study

This research was a mixed study between a quantitative and qualitative which aims to study the problems of Translation and Interpretation of the Foreign Relations Officer at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok.

**Population and Key informants** Populations were a total of 30 the Foreign Relations Officers Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok as follows: The working period during 2021-2023: Total 30 Interpretors. And (Overall In depth Interview Research), collecting qualitative data, using an Interview with 5 key informants from

qualified representative supervisors or director working at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok.: 5 /Supervisors-Directors, in total.

**Research Tools** In this study, the researcher uses instruments for data collection, The tool for collecting data in this study with a questionnaire, the researcher uses instruments of questionnaire Personal information of the respondents, The problems of translators and interpreters, The ways to solve the problems of translators and interpreters, and Interviewing key informants. And Overall In depth Interview Research in open questionnaire.

**Data Collection** The steps to collect data consist of both methods as follows: 1) Primary Data is collecting information from the target group of the previous study, consisting of 30 Interpreters, by answering the questionnaires, the researcher makes up the questions and suggestions, opinions about the problems of Translators and Interpreters and the ways to solve the problems of Translators and Interpreters Especially, interview, the researcher has emphasized those Interpreters' s duty. 2) Secondary Data collecting information from documentary surveys such as academic books, theses, and journals, these things are used for supporting information in this study. The documentary survey is provided as guidelines to amplify the research to be completed in this study.

### **Data Analysis**

**Analysis of data from the questionnaires** To analyze the data obtained from the questionnaire, the following statistical. 1) The results from questionnaires of the Interpreters background information such as gender, age, education level, position was calculated by frequency and percentage. 2) The interpreters' opinions on the problems of Translators and Interpreters were analyzed by using arithmetic mean and standard deviation. 3) The interpreters' opinions on the way to solve the problems of Translators and Interpreters were analyzed by using arithmetic mean and standard deviation. 4) Cornbrash's alpha was employed to ascertain the reliability of the response for the items which use a five-point Likers Scale.

**Analysis of data from the interview** The interviews were transcribed immediately after each interview. All data obtained from the interviewees were noted from voices recorder and analyzed data by using the three competencies which were identified by Henderson (1995) as follows: organizing disparate information into categories, analyzing the key points that support decision-making, and detaching self from the finding and report negative finding data for decision-making.

## **Result**

### **The results of General information of respondents**

**1) Information of gender** The result show that most of the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate were male with the amount of 21 persons or 70%, of all foreign relation officers.

**2) Information of Age** that most of the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate, aged between 31-39 years old were amount of 44 persons or 44%, followed by 9 persons or 30% of the respondents.

**3) Information of status** As indicated in this study focusing on the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate The most were 30 Government Officers with 100%, the researcher uses frequency and percentage to analyze the data of the 30 total the foreign relation officers are the participants in the study.

**4) How long have you been interpreter work experience ?** the result of how long have you been interpreter work experience. This table consists three periods of time such as the balancing of the respondents have been interpreter work experience for More than 5 years, with the amount of 12 persons or 40%, and 12 persons or 40% of the respondents who have been interpreter work experience for Less than 5 years, and the last one was 6 persons or 20% of the respondents who have work experience 5 years 5-10 years.

**5) Have you ever performed interpreting duties ?** was analyzed for frequency. The results showed that all 30 participants (100%) had performed interpreting duties. The researcher used frequency and percentage to analyze the data collected from 30 foreign relations officers who participated in the study.

**6) What is your group work under.?** the result of What is your group work under. This table consists of three group works such as the most of group works under English Language group is 14 persons or 48%, and balancing of the respondents have work under French, Russian and Italian Languages is 8 persons or 26%, and Chinese Language and Other Group with the amount of 8 persons or 26%.

**7) The problems of translators and Interpretation.** the information on The problems of translators and interpreters, it is referring to the population of the respondents of the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok, as they answered the questions of the total rate at a high level with the mean which is equal to 3.62, Deviation which is equal to 0.97, I always prepared before you take on the task of Translation and Interpretation, at a Hight with the mean which is equal to 4.43, Standard Deviation which is equal to 0.72.

**8) The ways in solving the The problems of translators and Interpretation.** the information on The ways in solving the problems of translators and interpreters of the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. as they answered the questions of the total rate at high level with the mean which is equal to 4.05, Standard Deviation which is equal to 0.78, I always Practicing listening skills and grasp the details of each session as the speaker progresses, at Very Hight level with the mean which is equal to 5.00, Standard Deviation which is equal to 0.99.

### Interviewing key informants

**Data collected from interviewing 5 Supervisors-Directors** Summarize results of interviewing qualified representative supervisors or director and recommendation of translators and interpreters of the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. as follow: The International Relations Officer needs to have knowledge and understanding problems faced such as namely the work of the Senate Secretariat routine Technical Vocabulary in various terms related to the law term. The translation and interpretation framework of the Office of Foreign Languages is broad and diverse in government departments, causing international relations workers to lack translation skills. Because there is no knowledge of the specific vocabulary that is discussed in the conversation The time for requesting translation and interpretation is too tight for the user to request the service, such as an urgent request for an officer, which will cause the interpreter not to have enough time to prepare for the translation because he or she has to study other detailed information before the operation in order for the interpreter to be able to perform his or her duties effectively, such as preparing information about the discussion issues of the two parties. Profile Information Profile of the interlocutor, information of the Thailand and foreign departments. It is important for the authorities to study and work, and it is necessary to ask for information from both parties to work. If the work comes urgently, it will be considered one of the obstacles. The style and rhythm of the interlocutor's negotiation. In some cases, the interlocutor has a long conversation or takes a long time to communicate with each other. This affects the interpreter's collection of points, and it will not be possible to collect the details of what the interlocutor says completely The style and rhythm of the dialogue In some cases, the interlocutor has a long conversation or takes a long time to communicate with each other. This affects the interpreter's collection of points, and it will not be possible to collect the details of what the interlocutor says completely. If this is the case, the interpreter will use the solution to the problem by summarizing the message briefly, but the negative effect is that the information on the content of the conversation is incomplete. - The experience of workers who are 68 inexperienced or inexperienced or have only gone through a few interpretations. and members who interpret are not familiar with both sides of the interlocutor before is one of the obstacles . There are several effective ways for foreign relation officers to improve their translators and interpreters including practicing Translation and Interpretation Virtual Practice Interpreting differs from translation in that the translator has to find words and words, search for sentences to be translated from one language to another quickly. The interpreter has a short time to think of the words to be translated immediately. So that the other side understands. In the context of welcoming foreign guests. . Emphasis on practical training and continuous knowledge creation in addition to knowledge and management provided by the organization. This will be evaluated by the Director of the Office of Foreign Languages and the head of the work group to which they belong. Monitoring and evaluation of the results of the virtual training Creating Translation Scenarios International relations officer must develop themselves. Be enthusiastic. There is an interest in using it in research work. Search for information

using the Internet. Use information communication to be useful. In conclusion, learning to speak English takes time and effort, but with consistent practice and encouragement from teachers, students can overcome the challenges they face and improve their English speaking skills. To organizing a forum to discuss and communicate translation from native speakers so that native speakers can be listened to and synthesized. Analyze the results of the staff's satisfaction with the translation. It would be very useful to exchange translation and bring in other agencies or to bring in experienced senior interpreter consultants into the working group, as they would give advice on how to improve translation and interpretation more effectively. International relations officer must have various scientific knowledge related to matters that the Commission will bring into interpretation, such as politics, Military with various fields. It affects the use of specialized vocabulary to be more diverse. The officer had to read the newspaper. Regularly following various news or following international news can help the translation go smoothly. Conclusion International relations officer have to follow the news. The current global situation is consistent. Study and gain knowledge all the time. Create a vocabulary library that is used frequently, and constantly seek interpretation 69 experience at both public and private events. Communicate regularly with native speakers to practice their translation skills.

## Conclusion

According to questionnaires, The problems of translators and interpreters and The ways in solving the problems of translators and interpreters at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok. which can be concluded briefly in the following: 1) More than half of the participants replied that they had trouble with While translating, discover linguistic problems such as not being familiar with the local language, new words, or new meanings of words.. 2) They can convey the speaker's words but are not sure of the meaning. 3) They was less able to prepare Themself before duty with fast reading, reading comprehension, and finding keywords quickly. 4) Practice speaking plainly and telling stories continuously, fluently Practicing public speaking will make it possible to speak fluently without interruption.. 5) Practice listening skills and grasp the details of each session as the speaker progresses.. 6) Always use meditate to help remember the stories I heard and quickly grasp the point and regularly follow news from Facebook, YouTube, and TikTok to increase basic knowledge and quickly link it to old and new information.

**The results of this study** There will be useful and appropriate for the Foreign Relations Officers and individuals who want to improve their Translation and Interpretation and engage in real-life Translations. The study also revealed that translators and interpreters were content with their progress and took note of areas where they could improve their skills. They were encouraged to translators and interpreters confidently and address any shortcomings they faced during the process. to solve their translation and interpretation.

## Discussion

The researcher will point out the finding results of the analysis of the study which is the most important thing to discuss and the real understanding to all the Foreign Relations Officers, readers, professors, and others. The discussion are as follows:

**1) The Problems of the Translation and Interpretation of the Foreign Relations Officers at the Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok.** After analyzing the research findings, the researcher was able to conclude of Foreign Relations Officers problems faced in They always prepared before take on the task of Translation and Interpretation Most of them can not grasp the meaning of the words conveyed by the speaker well. , several people discover linguistic problems such as not being familiar with the local language, new words, or new meanings of words and technical term or New situation in present. They have been assigned translation and interpretation tasks in a tight manner, giving them little time to prepare This makes translation efficiency less .Related to Danica Sclcskovitch and Marianne Lederer laid, Translation theory of the foundations for the 1970s. That is, the interpreter does not translate. Words they hear in their source language because they can't remember every word. Translation must be based on the functions of the translation work. Translation is the presentation of information to a destination culture in the form of a destination language. The information presented is one that comes from the culture of origin and is written in the language of origin. Translations are plagiarism of information offered in improvised language.The translation will be read and understood in itself. The translation must be consistent with the original text. The above principles are not cascading in this order. The basic understanding of this theory is that the text itself presents specific content in a particular culture. Translation is a cultural transfer in itself every time.

**2) The ways in solving the problems of translators and interpreters of the foreign relation officers at Bureau of Foreign Languages, The Secretariat of The Senate, Dusit District, Bangkok.** The finding results will point out that there were many important the ways to the problems of translators and interpreters of the foreign relation officers, at first foreign relation officers should make themselves. motivation to Translation and interpretation well by using various things to support them practicing in Translation and interpretation in hight performance such as: Shall be Practice speaking plainly and telling stories continuously, fluently. will be mindful to help remember the stories I hear and to grasp the point quickly. regularly follow news from Facebook, YouTube, and TikTok to increase my basic knowledge of the language related to the work and will quickly link to the original and new information when it comes to translation and interpretation always improving myself and practicing skills related to translation and 73 interpretation studied audio and video files from electronic media to familiarize myself with the accents that need to be translated, often ask for pre-translation materials or documents related to the subject to be translated to learn vocabulary As Taylor emphasizes the awareness of translators. In the following points: Semantics: The word must be related to the world, it is the translator's job to find the semantics, the relationship of the words, and see the equivalent.

Contexts are images that arise in one's mind as they communicate in different situations. Pragmatics is the actual meaning of the speaker, not the meaning of the word. Must have a well-rounded knowledge of what is translated and understand the culture. Culture has a great influence when the analysis of language problems is tied to culture. Moreover, making the best situation like Methods related to translation in that particular field of work before actually performing the task. Prior to the performance of the duties that required the officers, they were required to practice translation and interpretation practices. providing project to support knowledge about the legislative system to provide training in virtual interpretation skills.

## Suggestions

This research had conducted by the respondents and the teacher at Sangha Secondary Schools in Luang Prabang, Laos, and found the best information of suggestions concerned this research are as follows: 1) Further studies should Support to participant with networking in Operations For example, the European Council has more than 20 languages in translation and interpretation operations, which will be beneficial for the development of staff. 2) Further studies students should improve their English speaking by using short movie media and should be more varied in people stages; for example, giving a speech in public or in front of the class to increase confidence. 3) Further studies Encourage interpreters to have a platform to exchange and learn techniques. Troubleshooting Development of translation and interpretation at the national level. 74 4) Further studies Solving the problem of receiving translation work in a hurry, which requires coordination and discussion with the people involved in the interpretation. Because the staff must always prepare for various aspects related to the operation first. 5) For future researchers who want to conduct research on the same subject, should find opportunities to study organizational culture and work styles. Scope of work to evaluate the inquiry design to match the working conditions. 6) For future researchers In order to receive good cooperation in collecting information in government agencies. It is important to write a letter to ask for permission to collect information and must first obtain permission.

## References

Algeo, J., & Butcher, C. A. (2014). *The origins and development of the English language*. United States: Wadsworth.

Barto, W. M. (1997). *Re's kingdom in the empire where the sun never set: The nineteenth-century British Egyptologists and their thoughts concerning race, religion, and the role of women in ancient Egypt* (Doctoral dissertation). Graduate School, Drew University.

Baretta, L. (2023, June 25). *Translating manuals*. UFSC, A458.

Chaiwat, S. (2023, April 30). *Academic document: A personal case study on improving the efficiency of the performance interpreter duties of international relations officers*. Retrieved from <https://dl.parliament.go.th/backoffice/viewer2300/web/viewer.php>

Khokhlova, N. (2016). Cross-cultural communication: Euro-English. *Life Science Journal*, 11(9), 45–52.

Köksal, O., & Yürük, N. (2020). *The role of translator in intercultural communication*. In S. Thutayan (Ed.), *Personal case studies: Increasing the efficiency of interpreting duties*. Bureau of Foreign Language, Academic Papers, Legislative Institutional Repository of Thailand.

Mererk, P. P. (1988). *Selflessness in Sartre's existentialism and early Buddhism*. Bangkok: Mahachulalongkorn Buddhist University Press.

Nguyen, T. N. (2008, October). English – A global language and its implications for students. *VNU Journal of Science: Foreign Languages*, 24(2), 25–40.

Rahula, W. (1963). *What the Buddha taught*. New York: Grove Press.

Secretariat of the House of Representatives. (2023, April 30). *An effective speech simultaneous interpreter duty guide for foreign relations officers of the Foreign Language Office*. Retrieved from <https://web.parliament.go.th/assets/portals/16/fileups/120/files/>