

Ivana Havelka

University of Vienna
ivana.havelka@univie.ac.at

ChatGPT & Co: AI Transforming Terminological Preparation in Interpreting

Abstract

Interpreting, as an interdisciplinary field, inherently requires specialized terminology due to its transdisciplinary applications (Lušický 2019). Terminological preparation is thus a prerequisite for each interpreting assignment. With the advent of new AI tools, this process is undergoing a transformative shift. ChatGPT and similar tools are already used in academia (e.g., Halaweh 2023; Passmore and Tee 2023) but might become more prevalent in terminological preparation (Hsu 2023). This case study delves into the implementation and benefits of chatbots in terminological preparation. Beyond merely providing terminology lists, ChatGPT and Co support the process by facilitating an interactive dialogue that aids in research. This approach not only streamlines terminology extraction but also fosters a deeper understanding and tailored adaptation to specific project needs. The findings of this study show that AI-powered solutions hold the potential to significantly enhance terminological preparation, paving the way for future innovations in the field.

Keywords: interpreting, terminology, terminological preparation, chatbot

1. Introduction

As a form of communication, interpreting aims to bridge gaps in understanding. It is inherently interdisciplinary, nearly always occurring in a specific field or facilitating the specialized communication between interlocutors. Interpreting assignments occur in medical, legal, economic, or any other contexts, where communication takes place among professionals or between professionals and lay persons. As a result, interpreters are continuously involved in exploring the communicative settings, specialized communication, and terminology across various domains. This often presents unique challenges for interpreters, as they may not possess the same level of expertise in the specific field as expert interlocutors. To minimize this discrepancy, thorough understanding of the assignment (e.g., involved interlocutors and the purpose of communication) and terminological preparation are essential prerequisites for each interpreting assignment (Chiocchetti et al. 2023; Lušický 2019). Terminological preparation is not only necessary for facilitating specialized communication; it also serves as a tool for quality assurance and can thus

be considered a measure of risk management (KÜDES 2018: 30; Lušický 2019: 67). Quality in interpreting is enhanced, among other factors, by the identification and use of terminological equivalents. Terminological equivalents ensure adequacy and accuracy. Depending on its subject and purpose, terminology work can yield different outcomes (Ramos and Guzmán 2023: 376). Some terminology work requires introducing neologisms or technical expressions in order to fill terminological gaps (KÜDES 2018: 70, 82). Terminological preparation not only ensures accuracy in terms of terminology but also contributes to a more seamless and fluid interpreting process (Lušický 2019: 67). Additionally, the immediate nature of interpreting means that preparatory work in terminology significantly relieves the interpreter's cognitive load.

Terminology work varies in approach and content based on its objectives and available methods. Depending on the purpose, the choice is between ad hoc research for rapid problem resolution, or extensive documentation of a subject area's terminology through systematic conceptual comparison (Engberg 2023). The third form of terminology research is text-related terminology (KÜDES 2018: 66). Documenting the results of terminology research helps save time and reduce stress by eliminating redundant efforts, benefiting future assignments and colleagues. Given that terminological preparation requires considerable time yet is essential for interpreters' work, the use of large language models (LLMs) should be assessed, especially in light of recent advancements in AI (e.g., Russell and Norvig 2016). Large language models incorporated in chatbots have been tested in academic education (Halaweh 2023; Passmore and Tee 2023), but only a few studies have focused on their terminological application (Ahn 2023; Hsu 2023). This article introduces a case study that evaluates the use of LLM-powered chatbots in the legal terminological preparation of interpreters. It focuses on the efficiency of the legal terminological preparation process, the adequacy and accuracy of results, as well as their user-oriented features.

2. Digital Literacy for Interpreters

While the use of terminology databases and management programs is already common practice for translators, interpreters have only begun to gradually adopt technology in the last decade. Interpreters typically use technology for transmitting their interpretation, such as equipment for telephone (e.g., Kelly and Pöchhacker 2015) or video interpreting (e.g., Braun 2019; Seeber and Fox 2022), as well as various tools to aid during the interpreting process (e.g., Corpas Pastor and Dúran-Muñoz 2018; Fantinuoli 2018). This second category is broad and encompasses a variety of supports within the interpreting process. Computer-assisted interpreting (CAI) tools, such as terminology databases, aid in the preparation, during interpreting, and the review phases of terminology management. Other CAI tools offer capabilities for digital note-taking or simultaneous-consecutive (Sim-Cons) mode,

demonstrating the wide range of technological applications designed to enhance interpreting efficiency and reduce the cognitive load.

In a 2021 study, Iacono et al.¹ (2021) showed how interpreters adapt and respond to changing working conditions. The study reveals that 84.27% of interpreters use digital media for assignment preparation and follow-up, greatly enhancing efficiency. Digital tools also play a crucial role in storing data (81.46%), managing tasks (73.88%), and facilitating digital communication with colleagues (74.72%) and clients (70.51%). Additionally, 70.22% of interpreters offer remote audio and video interpreting services, adapting to the demand for modern communication technologies. Although less common, on-site interpreting with technical support is still practised by 37.64%, reflecting the diversity of interpreting settings. Despite the digital trend, a significant majority (90.17%) show a clear preference for traditional note-taking with a notepad and pen over digital note-taking with a tablet and stylus or Sim-Cons mode. For terminology preparation, a substantial number of interpreters rely on digital dictionaries (83.15%) and online databases (77.25%), yet a considerable portion (37.08%) still uses physical dictionaries and Excel lists. The study also notes the value of terminology databases and crowd intelligence as resources, indicating a blend of digital and traditional approaches in the interpreting field. These data suggest that interpreters choose a mix of proven and innovative tools to meet the demands of their profession.

Digital media significantly support the organizational, communicative, and professional aspects of the interpreter's work. As technology becomes increasingly integral to society, the importance of digital competencies has been recognized by the European Commission, which has proposed a framework outlining five key competency areas (Kluzer et al. 2018): Information and Data Literacy, Communication and Collaboration, Digital Content Creation, Safety, and Problem Solving. These areas align with the aforementioned applications of technology among interpreters. Within the competency area of Information and Data Literacy, the following skills are essential for interpreters (Havelka et al. 2021: 223):

- Searching for and filtering data and terminology related to the assignment,
- Analysing data and terminology related to the assignment,
- Selecting an appropriate terminology and data management system and implementing it into the interpreting process (including preparation and follow-up).

¹ The online survey was conducted between March 23 and April 23, 2021. Altogether, 356 interpreters, primarily with German in their language combination, completed the survey (for further details on the study and its methodology, refer to Iacono et al. 2021).

3. ChatGPT and Co

The launch of LLMs through multilingual chatbots such as ChatGPT (Chat Generative Pre-Trained Transformer) (OpenAI 2024b), Gemini (Google 2024), Microsoft Copilot (Microsoft 2024), and Perplexity.ai (Perplexity 2024) has marked a milestone in the digital era. Large language models are pre-trained with vast amounts of information about language and the world. This enables them to generate texts, summaries, and perform machine translation by processing natural language. Notably, they can answer questions and power chatbots (Jurafsky and Martin 2024: 214). They can be used to perform linguistic or stylistic text optimizations, such as grammar checking, style editing, and register adjustment. LLMs can perform tasks such as creating preliminary outlines by generating a list of topics and subtopics. They can also take on time-consuming tasks in the writing process, such as researching information or organizing ideas. LLMs are becoming increasingly capable of generating text-type-specific texts, such as news articles, blog posts, and academic papers. This type of text generation, known as mechanical writing, is understood as a schematic and functional type of writing. In contrast, critical thinking and writing is a creative act that emerges in the course of a writing process, such as analysing complex ideas, developing arguments, and writing persuasively (Bishop 2023).

ChatGPT was the first LLM-powered chatbot to be made available to the general public for the first time in November 2022 (AlZaabi et al. 2023). As a chatbot, ChatGPT utilizes a dialogical approach for both user interaction and knowledge queries. The human-machine interaction takes place within a task-based dialogue system (Jurafsky and Martin 2024: 320–21). Similar to ChatGPT, other LLM-powered chatbots like Google Gemini, Microsoft Copilot, and Perplexity.ai also employ this approach. Currently supporting over 50 languages, ChatGPT automatically adjusts its output language to match the user's input. This allows for seamless conversations across various languages. The input is also referred to as a prompt (see for more Chapter 12 in Jurafsky and Martin 2024). Prompt engineering describes the process of formulating a prompt by specifying a role for the chatbot to adopt, an action the chatbot should perform, and by delineating the expected outcome (OpenAI 2024a).

Trained on massive multilingual datasets, chatbots recognize not only text but also speech and images, further enhancing their ability to interact with users in natural and diverse ways (Haleem et al. 2022). ChatGPT, Gemini, Microsoft Copilot, and Perplexity.ai offer the possibility to resume older conversations and topics. In this way, discussed topics are not lost (AlZaabi et al. 2023) but content can be fine-tuned. The ability to upload and analyse files was introduced with the GPT-4 version, which was released in March 2023. Depending on the chatbot, the generated texts or images can be exported, or the generated content can be shared via a link. Through the process of terminology extraction, these innovative systems are capable of automatically detecting terms within texts. Such technology proves crucial

for the creation of terminology databases or the translation of specialized texts, thus offering essential tools for experts across a multitude of disciplines. For most interpreters, terminology work involves acquiring new terminology. In the course of preparing the terminology, details such as the linguistic properties of words, e.g., grammatical gender, and the context of the term, can be methodically displayed in a table format. Also, crowdsourcing, a phenomenon associated with social media and the internet generation, can be used in the search for terminology through micro-queries. Additionally, LLMs leverage the power of swarm intelligence, often referred to as the wisdom of the crowd (Bishop 2023).

The greatest disadvantages of LLMs lie in the loss of human autonomy due to the opacity of the background processing workflows (van Dis et al. 2023: 224). Further disadvantages arise from so-called hallucinations and imprecise statements, which are especially problematic in text production and knowledge queries. Therefore, an application where the truthfulness or correctness of the information is crucial is not recommended (Jurafsky and Martin 2024: 240). Human verification is necessary in all cases. However, correcting these errors requires specialized knowledge (van Dis et al. 2023: 224). In this regard, the issue of missing sources is a fundamental concern. These sources are provided in the paid version of ChatGPT-4. Recently, Microsoft Copilot, Gemini, and Perplexity.ai have started to offer sources as well. Nonetheless, the lack of sources and transparency concerning the origin of information—whether it comes from single or multiple sources—remains crucial. This situation leads to the original authors of the content being unknown and unverifiable to the end user. Jurafsky and Martin (2024: 240) recommend that language models include datasheets or model cards, offering comprehensive and replicable information about the training corpora. Another issue commonly associated with language models is the reinforcement of content through written text data in widely spoken languages, such as English. As a result, the use of LLMs is associated with priming and biased information (van Dis et al. 2023: 224).

4. Case Study: Chatbots as Terminological Tools

The performance of LLMs can be tested in two ways: extrinsic and intrinsic evaluation (Jurafsky and Martin 2024: 38). Due to the limited scope of the present study, a simplified version of the extrinsic evaluation will be utilized in this case study (Silverman 2024: 70–73). Extrinsic evaluation examines the improvement and efficiency of an LLM within a specific workflow. For this case study, workflow steps during ad hoc terminology research are adapted to the interpreting assignment (KÜDES 2018: 66). By following these steps consistently, it allows for a direct comparison among various chatbots. For the case study, an interpreting assignment in divorce proceedings under Austrian law is used as an example. In this fictional setting, one of the applicants speaks exclusively Croatian, resulting in the need for an interpretation for the Croatian–German language pair.

The analysis is performed based on chat logs for each LLM-powered chatbot. The results of the following workflow steps are examined in comparison, by evaluating their impact on the adequacy and accuracy of the results and user-oriented features. In this study, user-oriented features include free access, the possibility of importing and exporting files, a public link for sharing, and the provision of sources and visuals, as is shown in Table 1.

Table 1. User-oriented features

Chatbot	Free access	Importing files	Exporting files	Public link for sharing	Sources	Visuals
ChatGPT-4	ChatGPT 3.5 is free	✓	✓	✓	✓ – very few	–
Gemini	✓	–	✓	✓	✓ – very few	–
Microsoft Copilot	✓	✓	✓	✓ – yes, but only for one prompt each	✓	–
Perplexity.ai	✓	✓	–	✓	✓	✓

While adequacy refers to the specific context and function of interaction (Steps 1 and 2), accuracy means the conceptual equivalence between the source and target languages (Steps 3 and 4).

The following steps were applied:

Step 1. In dialogue interpreting, knowing the context, communication mode (in-person, video, or phone), meeting purpose (business, medical, legal), interpreting mode (simultaneous or consecutive), and conversation structure or protocols (e.g., court hearing, medical examination) is essential.

Step 2. Identifying participants and their communication purpose entails understanding the interlocutors (professionals with professionals or laypersons) and their objectives, helping to define roles and refine terminology.

Step 3. Anticipating the terminological relevance of documents like presentations, reports, contracts, and technical materials is key to interpreting preparation. Identifying relevant background or parallel texts and understanding the communication's register (formal, informal, technical, specialized) based on the subject and participants is crucial.

Step 4. The next step involves extracting key terms from this information and compiling a table of the most critical terms, their definitions, and translations into the target language.

To generate this information through LLMs, it is necessary to formulate appropriate prompts. A prompt is delineated by assigning a specific role, which in turn

narrows down the scope of the task at hand. The selection of a role not only specifies the nature of the task but also establishes the register of the language to be used. This approach ensures that the language model adopts a tone and style appropriate to the intended function and context of the interaction.

For the current study, the following prompts were formulated in German and applied in the LLM-powered chatbots: ChatGPT (Open AI), Gemini (Google), Microsoft Copilot, and Perplexity.ai. The workflow steps and formulated prompts are given in Table 2.

Table 2. Workflow steps and prompts

Setting and context	
German	Antworte als Experte für Scheidungen. Nenne wesentliche Informationen zu einem Scheidungsverfahren, nenne welche Arten einer Scheidung das österreichische Gesetz vorsieht und welche Voraussetzungen dafür das österreichische Gesetz vorsieht?
English	Act as a divorce expert. Outline key information about divorce proceedings, describe the types of divorce provided for under Austrian law, and detail the prerequisites established by Austrian law for these divorces.
Participants/Interlocutors	
German	Antworte als Scheidungsexperte. Wer ist in einer Gerichtsverhandlung zu einer einvernehmlichen Scheidung anwesend. Welche Aufgaben haben die einzelnen Verfahrensbeteiligten? Antworte nacheinander.
English	Act as a divorce expert. Explain who is present at a court hearing for an uncontested divorce. Describe the specific duties of each participant in the proceedings. Answer the questions in order.
Documents and parallel texts	
German	Antworte als Scheidungsexperte. Welche Dokumente sind nach österreichischem Gesetz wesentlich für eine einvernehmliche Scheidung? Erstelle einen fiktiven Ablauf einer einvernehmlichen Scheidungsverhandlung.
English	Act as a divorce expert. What documents are essential according to Austrian law for an uncontested divorce? Create a fictional scenario of how an uncontested divorce hearing would typically unfold.
Term extraction and table	
German	Antworte als Terminologieexpertin: Erstelle eine Tabelle mit den 15 wichtigsten Termini aus diesem Chatverlauf zum Thema Scheidung. Diese Termini sollen zur terminologischen Vorbereitung dienen. Bereite die Termini in einer Tabelle auf, mit den Spalten Deutsch, Definition des Terminus auf Deutsch sowie die Entsprechung in kroatischer Sprache sowie eine Definition in kroatischer Sprache.
English	Act as a terminology expert. Create a table with the 15 most important terms from this chat log related to divorce. These terms will be used for terminological preparation. Prepare the terms in a table, with columns for German, the definition of the term in German, the equivalent in Croatian, and the definition in Croatian.

The performance of the chatbots is given in Table 3.

Table 3. Performance of chatbots

Chatbot	Public chatbot link	Term extraction and translation by chatbots	Participants	Documents and parallel texts
ChatGPT-4	https://chat.openai.com/share/8bb658bb-915f-4d9b-9a2e-87286dab2166	Einvernehmlich Scheidung – sporazumni ravod Obsorge – skrbništvo Unterhalt – uzdržavanje Vermögensaufteilung – podjela imovine Umgangsrecht – pravo na kontakt	✓	✓
Gemini	N/A	Vermögensaufteilung – podjela imovine; Obsorge – skrbništvo; Rechtsmittelfrist – rok za žalbu; Verfahrenswert – vrijednost predmeta spora; Gerichtsgebühren – sudske takse	✓	✓
Microsoft Copilot	https://sl.bing.net/cr9qOOF59KS	Trennungszeit – razdoblje odvojenog života; Obsorge – skrbništvo; Ehewohnung – bračni stan; Rechtskraft des Urteils – pravomoćnost presude; Ehepartner – supružnici	✓	✓
Perplexity.ai	https://www.perplexity.ai/search/Antworte-als-Experte-GBsKgERUWqil2GvA15Bw?s=c	Einvernehmliche Scheidung – sporazumni razvod; Bezirksgericht – općinski sud; Elternberatung – savjetovanje roditelja; Ehevertrag – bračni ugovor; Aufenthaltsbestimmungsrecht – pravo određivanja prebivališta	✓	✓

5. Results and Discussion

Basic information, such as documents, participants, and background information, was provided by all chatbots. Better research capabilities are achieved through interactive dialogue. The interactive functionality allows users to access additional information and references during the work process. This supports interpreters' terminology research skills in different languages and contributes to improved terminology preparation. In this regard, prompt engineering has become crucial, showing that without linguistically adequate and goal-oriented input, meaningful output cannot be anticipated. This step is new compared to traditional terminology work and requires an understanding of how chatbots work. It shows that digital competencies are essential.

When it comes to searching for and filtering data and terminology related to the assignment, Microsoft Copilot provided a dialogic representation of the court

hearing, unlike other chatbots that primarily provided summaries of court proceedings. This distinction can prove advantageous in the preparation phase of an interpreting assignment.

In the context of analysing data and terminology pertinent to interpreting assignments in legal contexts, it is essential to consider the legal framework, as demonstrated by the application of Austrian law in this case study focusing on interpreting at a divorce hearing. The Austrian legal language needs to be incorporated into terminology research. However, challenges arose when conducting terminology work, both in the source language German and in the target language Croatian. For instance, ChatGPT-4 failed to provide meaningful suggestions for terms like *Zerrüttungsprinzip* (irretrievable breakdown of marriage as grounds for a divorce), which could be described in Croatian as *teški i trajno poremećni bračni odnosi*. Moreover, ensuring transparency of sources is crucial. Sources are not consistently provided, which complicates the process of verifying information accuracy and adequacy.

This issue is particularly prominent in legal contexts, where reliance on authoritative sources is indispensable. Perplexity.ai and Microsoft Copilot provided authoritative sources (at least in German), while ChatGPT-4 and Gemini did not. The lack of authoritative sources can pose a problem for terminology work, especially in legal language, where instead of consulting authoritative sources, general language datasets are used. This hinders serious terminology work and ultimately accuracy.

The analysis of four different chatbots has demonstrated that each one produces fundamentally similar but distinct results upon closer examination. Selecting an appropriate terminology and data management system and integrating it into the interpreting process (including preparation and follow-up) is a crucial aspect of comprehensive terminology research.

To ensure future usability, the results of terminology research must be exportable in a structured format and able to be imported into a terminology database. However, certain limitations were encountered; while Perplexity.ai lacked export capability altogether, the paid version of ChatGPT-4 was hindered by usage caps, preventing file export. Generally, ChatGPT-4 can export to Excel sheets, and this functionality is also available in Gemini and Microsoft Copilot. Although all chatbots allow for data and terminology extraction, the choice of chatbot may be influenced by factors such as export capabilities and usage limitations. Furthermore, all chatbots facilitate collaborative terminology work by offering the option to share a public link.

6. Conclusion

The objective of this case study was to assess the transformative power of chatbots on the efficiency of the terminological preparation process, adequacy and accuracy of results, and their user-oriented features. However, it is essential to acknowledge the study's limitations stemming from its reliance on a single example, although this approach can identify fundamental trends. The benefits of efficiency gains

and time savings are clear, as the use of chatbots can speed up term extraction. User-friendliness is maintained as long as the tools remain free, without restrictions, and offer straightforward export capabilities. Nonetheless, a notable concern is the uncertainty in term equivalence and the occasional inability of source queries to produce results, highlighting areas for further research to enhance adequacy and accuracy of results in this promising integration of AI tools in terminology research.

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