



**An-Najah National University
Faculty of Graduate Studies**

**THE EMPLOYMENT OF CHatGPT-4 AND
GOOGLE TRANSLATE IN RENDERING
ARABIC FORMAL CORRESPONDENCE AT
GOVERNMENTAL INSTITUTIONS INTO
ENGLISH: A CASE STUDY OF THE
PALESTINIAN MINISTRY OF CULTURE**

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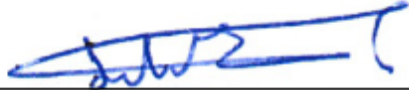
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Dedication

I dedicate this study to my beloved parents, Abdalhameed and Maryam for their endless guidance, support and endless love, to my dear brother, Sameh, thank you for all things you have done for me, to my lovely sisters, Raghad, Leen, Bana and Marah whose kindness and encouragement have accompanied me every step of the way.

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I owe my deepest gratitude to my family, whose patience, unconditional love, and support have been my foundation throughout this journey.

This accomplishment would not have been possible without all of your support.

Declaration

I, the undersigned, declare that I submitted the thesis entitled:

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I declare that the work provided in this thesis, unless otherwise referenced, is the researcher's own work, and has not been submitted elsewhere for any other degree or qualification.

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Date:

12/11/2025

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Abstract

Governmental formal correspondence is challenging when rendered between two different languages and cultures. Due to the widespread proliferation of generative AI such as ChatGPT-4o along with MT such as GT in the translation domain, this thesis examines Arabic formal correspondence which has been rendered to English by utilizing GT and ChatGPT-4o. These samples of correspondence are extracted from Palestinian Ministry of Culture through obtaining official permission from the relevant authority, comprising up to 10 samples. Each sample is composed of 2-11 lines which include various topics such as inquiries, requests, invitations and instructions. The researcher seeks to evaluate the selected data by adopting main concepts such as lexical choices, level of formality and the cultural filter along with employing register variables (field, tenor).

The researcher has employed Juliane House's (2015) model Translation Quality Assessment (TQA). This model concentrates on evaluation of ST and TT which provide a significant challenge in rendering them. The purpose of this thesis is to examine the translations of GT and ChatGPT-4o through rendering institutional Arabic formal texts to English in relation of register variables regardless of mode which is fixed in data analysis. The findings demonstrate that Arabic formal correspondence is required a high level of formality and accuracy which GT achieves and preserves it more than ChatGPT-4o.

ChatGPT-4o tends to use the emotional tone partially rather than the formal one as in the translation of GT. In addition, the translation of ChatGPT-4o forms mismatches in field and tenor variables which lead to shift the subject matter and the social role relationship of the ST between the addressor and the addressee in the TT. These mismatches distort

the original meaning which cause a dilemma in the TT and TL. Therefore, the researcher recommends conducting more comparative analysis of institutional formal correspondence translation into other languages to provide a more comprehensive understanding of the influence of languages by utilizing GT and ChatGPT-4o. Moreover, she recommends translators and employees who utilize MT and generative AI, particularly GT and ChatGPT-4o to acquire enough awareness in rendering formal texts. She also recommends applying House's model (TQA) to other kind of texts such as legal texts.

Keywords: Formal correspondence; House's model (Translation Quality Assessment); register variables; GT; ChatGPT-4o.

Chapter One

Introduction and Literature Review

1.1 Background of the Study

This study examines how Generative AI such as ChatGPT-4o along with machine translation (MT) such as Google Translate render Arabic formal correspondence to English which is collected with an official permission from Palestinian Ministry of Culture. This study sheds light on particular fundamental concepts such as lexical challenges, cultural filter and level of formality along with investigating register variables especially field and tenor to analyze the collected data. These concepts enrich this study in light of providing a contrastive study between the rendition of ChatGPT-4o and GT's translations through assessing the translation quality of Arabic formal correspondence to English, and examining the functional equivalence in both translations by GT and ChatGPT-4o.

Due to the proliferation of using Generative AI and Translation machine, this study explores the significance of examining the formality level and lexical challenges along with cultural filter. This is conducted by adopting Juliane House's model (2015) Translation Quality Assessment (TQA) through analyzing the collected data in light of register variables (field and tenor). This is employed through translating Arabic formal correspondence to English which is beneficial to the employees working in the ministry along with translators who may use these tools. Thus, this study seeks to reveal the rendition of ChatGPT-4o and GT by analyzing their translations through transferring the formality level of the source texts from Arabic to English.

Indeed, translation is defined as transferring the ST into different languages, taking into account essential aspects such as linguistic and cultural issues. House (2015) points out that translation can be defined "as the result of a linguistic-textual operation in which a text in one language is re-produced in another language" (p. 1). House's definition means that all translation conceptualizations lead to the same idea but with prominent nuances. In other words, House (1977, 2015) declares that translation is classified into a linguistic and textual process which involves dealing with language systems such as syntactic and lexical choices. Although House (2015) emphasizes linguistics means (syntactic, lexical,

textual means), this study prioritizes lexical means due to its significant role in examining the collected data.

In the translation domain, Generative AI appears in various systems and criteria that serve and help users to transfer texts from one language to another. Therefore, in an era characterized by unprecedented global connectivity with Generative AI appearance, the exchange of information and notions across linguistic boundaries has become an integral part of our lives. In fact, the proliferation of AI and translation machines including ChatGPT-4o and GT plays a significant role in bridging the gaps among different languages. In other words, MT enables users to quickly access translations of the information they want to understand or communicate in another language (O'Hagan, 2016, p. 3). These intelligent tools help breaking down communication barriers, facilitating international discourse, and enhancing a deeper understanding between cultures. Yet, amidst the optimism surrounding the capabilities of translation machines, there remains a crucial aspect of language that requires precise attention, which is the formality level of correspondence.

The use of MT for translating daily written exchanges is increasing more and more likely correspondence. According to Hutchins's study (2003, p. 23), the necessity of using MT lies in the fact that it can be utilized to translate massive quantities of text in mere seconds. Therefore, in any field of work, employees prefer using MT to translate the correspondence via email translation tools, which are now commonly integrated into chat applications and social media platforms to facilitate cross-lingual communication. To effectively serve these formal contexts, adapted MT systems must be capable of handling various language styles, topics, and vocabularies. Bawden (2018) suggests that "it is crucial to note that translating conversations requires a coherent approach, ensuring that sentences flow naturally to accurately convey all aspects of the exchange, including the speaker or writer's intent, attitude, and style" (p.1). Likewise, translation of formal correspondence by using GT and ChatGPT-4o requires taking several aspects into consideration through the translation process such as stylistic features of formal texts, cultural variation and formality level.

Moreover, GT provides an instant translation for users which enables them to utilize it. Li, Graesser, & Cai's study (2014) indicates that GT "is an automatic machine-translation

service provided by Google Inc” (Li, Graesser, & Cai, 2014, p. 190). Transferring texts from one language into another via Google-assisted processes encourages people, especially the employees in specific institutions such as in Palestinian Ministry of Culture to use it for translating different official documents such as formal correspondence. In addition, Almutawa & Izwaini (2015, p. 2) argue that “with the increasing need for translation, the use of translation technology in general and machine translation in particular has become a necessity”. Indeed, GT is regarded as an MT tool which is launched in 2006 and then developed by Google. It is a well-known engine which provides translations for more than 130 languages. Accordingly, as globalization increasingly expands and intercultural communication is growing, the demand for fast communication leads to translate texts by using AI tools such as ChatGPT-4o and MT such as GT which have grown substantially.

GT depends on Neural Machine Translation (NMT) which is used in order to analyze and comprehend the whole text and its context (Gao, Lin, Zhao, & Cai, 2024, p. 4). This method allows GT to present appropriate translations in several languages that seeks to take cultural nuances into account to facilitate understanding the contexts. On the other hand, the output of GT is limited, which causes some challenges that may face its users. For instance, GT may cause misunderstanding in specific texts such as formal texts which contain sensitive and cultural terms that lead to serious problems in comprehending the texts accurately.

In contrast, ChatGPT is an artificial intelligence application which is launched in 2022 and then developed by OpenAI. It does not only depend on translating texts, but it also provides several orders such as editing, proofreading, and generating new texts in all domains. However, ChatGPT presents various services that relate to prompts which users may insert differently. Alzain, Nagi, & Algobaei (2024, p. 839) argue that ChatGPT depends on several methods such as Natural Language Processing (NLP), long-term memory (LTM) and short-term memory (STM). In fact, LTM “is the information that can be retained and utilized by AI systems over extended periods, enabling models to adjust their responses and behaviours based on a broader context” (Jiang, et al., 2024, p. 9). This indicates that ChatGPT uses and stores the information of users which is permitted to remember and reuse by the users for a long time. Conversely, STM refers to the system’s ability to temporarily store data for immediate processing and decision-making (Ajax,

Luz, & Bamigboye, 2025, p. 6). The researcher here illustrates that STM uses the stored information in the current context through the task without long term storage. Besides, Hakim, Anshori, & Fauziah (2024) demonstrate that ChatGPT can comprehend complex texts and contexts, which may encourage users to use ChatGPT more than any other AI applications.

Accordingly, GT and ChatGPT play a pivotal role in rendering formal correspondence from Arabic to English. It entails sending and receiving of written communication which include formal correspondence among employees within the institution. The act of interacting, exchanging information, and keeping records in paper or electronic form inside an organization is referred to as a correspondence. It includes many forms of textual communication which is regarded as a crucial component of daily activities. Consequently, this study seeks to provide a translation quality assessment of both tools GT and ChatGPT-4o in rendering Arabic formal correspondence to English.

1.2 Statement of the Problem

In investigating Arabic formal correspondence by using GT and ChatGPT-4o, the challenges emerge through transferring the formality level of formal correspondence from Arabic to English. Meanwhile, samples of formal correspondence provide specific sensitive elements which require more accuracy through translating them. Thus, the translation of formal correspondence is considered as a significant challenge which may face the translator. This can be noted in investigating whether GT and ChatGPT-4o preserve the formal discourse of the ST and its features in the TT. Consequently, the researcher in the study sheds light on prominent challenges which may face the employees or translators within the governmental institution through using MT such as GT or generative AI such as ChatGPT-4o.

1.3 Purpose of the Study

The purpose of this study is to provide a contrastive analysis of translation quality assessment between both translation engines ChatGPT-4o and GT through translating formal correspondence in the Palestinian institution from Arabic into English. This study assesses the possible use of AI technology such as ChatGPT-4o and GT in translating Arabic formal correspondence to English. It is something that has become extensively and frequently use relied on translating formal correspondence in Palestinian institutions.

Thus, this study plays a pivotal role in providing some issues which may emerge in data analysis. These issues are useful for translators and employees who use GT and ChatGPT-4o in translating formal texts in the Ministry of Culture.

Moreover, this study examines the level of formality of the ST through emphasizing on how GT and ChatGPT-4o employ the formality level of the correspondence. It includes salutation, body paragraph and closing paragraph, concentrating on contextual understanding, consistency, style and linguistic issues such as lexical choices. Accordingly, this study aims to provide the existing discussion on the potentials of translation machines by offering insights into the overlooked aspect of formal correspondence. Researchers like (Björkman, 2011; Mauranen, 2006) state that the English language is being used more and more as a lingua franca in many domains, such as in academia and business. Therefore, this study is considered an essential issue to investigate, which explores discrepancies and similarities existing between GT and ChatGPT-4o translations. This affects their renditions of translating Arabic formal correspondence to English.

1.4 Research Questions

In seeking to evaluate GT and ChatGPT-4o performance and investigate the challenges encountered in the translation of formal correspondence from Arabic to English, this research provides answers to the following questions:

1. What translation strategies have been used by GT and ChatGPT-4o to maintain the level of formality during the translation of Arabic formal correspondence in Palestinian Ministry of Culture to English?
2. Are there any differences or similarities between GT & ChatGPT-4o in translations of formal correspondence from the Palestinian Ministry of Culture in light of the lexical choices, level of formality and cultural filter?
3. Does Arabic-English translation of formal correspondence at the Palestinian Ministry of Culture in Ramallah by utilizing GT and ChatGPT-4o achieve the functional equivalence?

1.5 Scope of the Study

This study examines the translation of Arabic institutional governmental correspondence into English by using GT and ChatGPT-4o which is taken from the Palestinian Ministry of Culture in Ramallah. The study intends to examine 10 samples of Arabic formal correspondence which consist of different topics such as inquires, invitations, and offers. To address the research questions above, the researcher employs House's (2015) model translation quality assessment (TQA) to analyse the collected data. This is conducted in light of register variables (field and tenor), concentrating on particular issues such as level of formality, cultural filter and lexical choices. This model enables the researcher to investigate whether GT and ChatGPT-4o render Arabic formal texts to TTs accurately and achieve the functional equivalence as in the ST.

1.6 Significance of the Study

In light of the increasing use of generative AI and MT, many people especially employees in Governmental institutions tend to utilize GT and ChatGPT-4o in order to translate Arabic formal texts to English for inter-institutional communication. Accordingly, the significance of this study lies in its investigation of an important contemporary issue in translation domain. This reflects how effectively machine translation tools including ChatGPT-4o and GT Arabic correspondence render collected samples into English. This is conducted through employing House's model (2015) (TQA) in order to assess the translation of GT and ChatGPT-4o by taking screenshots for both translations.

In fact, if GT and ChatGPT-4o systems can consistently preserve the formality style and choose the correct synonyms along with preserving the cultural variation, the translation will be understandable to the reader or recipient in the target language (TL). In order to improve MT tools for effective cross-lingual communication, especially in circumstances where formality is a crucial issue, the study aims to make a contrastive study between GT system and ChatGPT-4o to evaluate the translation quality through identifying the mismatches and similarities between both. As an advanced language model developed by OpenAI, ChatGPT has shown promising results in various natural language processing tasks. However, its performance in translation tasks has not been extensively explored, particularly in rendering Arabic formal institutional texts to English.

By comparing GT and ChatGPT-4o translations, employees in specific governmental institutions can gain insights into the strengths and weaknesses of both tools. This study contributes towards advancing our understanding of MT systems' capabilities to rely on. Additionally, it identifies areas where improvements can be made in both tools. Thus, the findings from this research will be beneficial for various stakeholders such as language service providers, researchers, and developers of MT systems and AI tools. Researchers can use the results to further enhance MT systems and address their limitations. Furthermore, developers of MT systems and generative AI tools can also utilize the findings to improve the accuracy, fluency, and overall quality of their tools.

1.7 Limitation of the Study

In spite of the contribution of this study, a particular limitation should be noted during conducting it. The available samples of formal correspondence are not sufficient to generalize the study's findings on a broader scale. This issue emerges due to institution's privacy and confidentiality restrictions, which may not represent a wide range of Arabic formal correspondence in the Palestinian Ministry of Culture.

1.8 Literature Review

Recently, people rely on MT such as GT and AI tools such as ChatGPT-4o more than before which provide automatic translation of texts from one language to another. Due to the widespread usage of both tools across various domains, they have become embedded in the official communications amongst employees in governmental institutions. This increases the significance of this study to explore. For instance, MT plays an essential role to provide an immediate translation which is classified into several types including Statistical Machine Translation (SMT) and Neural Machine Translation (NMT). Meanwhile, "due to complicated integration of multiple manually designed components such as translation model, language model and reordering model, SMT cannot make full use of large-scale parallel corpora and translation quality is far from satisfactory" (Zhang & Zong, 2020, p. 1). This implies that SMT is unable to deal with various texts to translate, which confuses users to rely on and misunderstand the core of the text. SMT also divides sentences into words or phrases to translate, however, "the strength of NMT lies in its ability to learn directly, in an end-to-end fashion, the mapping from input text to associated output text" (Wu, et al., 2016). This illustrates that NMT provides an

appropriate translation, considering the context of the text which suits the TL and target audience to transfer the text appropriately. As a result of overreliance on AI tools and MT, this study concentrates on the translation of Arabic formal correspondence to English by using GT and ChatGPT-4o in governmental institutions, especially in Palestinian Ministry of Culture.

1.8.1 The Integration of Natural Language Processing (NLP) in Translation of Specific Terminologies

In an era witnesses unprecedented development in rendition of MT and AI tools, NLP is considered one of the most important AI technologies adopted globally. It “is a rapidly developing field of Artificial Intelligence (AI) that has been used to facilitate automated translation of natural language into various languages” (Noll, Frischen, Boeker, Storf, & Schaaf, 2023, p. 121). This implies that NLP dominates MT in providing translated texts acquainted with human language. Consequently, NLP is considered as one of the core translation issues which provides advanced techniques to translate text appropriately.

NLP enables AI and MT tools to accommodate the human language, which contains several variations and challenges especially cultural variation and lexical means that will be examined through this study. Abbaszade, Salari, Mousavi, Zomorodi, & Zhou (2021, p. 2) declares that NPL can deal with various tasks of translation taking some challenges into account such as the nuances of semantic in different languages. This demonstrates the role of NPL in transferring texts from one language to another which seeks to provide an appropriate translation to users of MT. Deng & Liu (2018, p.1) also state that “NLP is an interdisciplinary field that combines computational linguistics, computing science, cognitive science, and artificial intelligence”. These domains enhance the ability of NLP to provide users acceptable and appropriate translations.

However, Noll, Frischen, Boeker, Storf, & Schaaf’s (2023) research study indicates that the ability of NLP in rendering medical terminologies is not sufficient to utilize by users. In other words, it requires further adjustments before their approval for use. Moreover, Khalaf & Abdulrahman (2024) investigate holy texts which are applied in the Qur’anic NLP. It includes particular techniques which are utilized in the translation process of holy texts. They find that the holy texts require fixed input in order to render them effectively due to their inflexibility and stability. Accordingly, this study examines institutional

formal texts within the scope of NLP by using GT and ChatGPT-4o from Arabic to English. Thus, the researcher seeks to investigate whether NLP renders Arabic formal texts appropriately as in the ST due its formality and precisely.

1.8.2 ChatGPT-4o and Google Translate (GT) as AI Models in the Translation of Institutional Formal Texts

GT and ChatGPT-4o play a remarkable role in various domains, especially in rendering texts from one language to another. Initially, ChatGPT-4o performs numerous tasks in various domains, depending on prompts especially in translation domain. However, GT is limited to provide an automatic translation with a restricted number of words. This study handles the translation of intuitional formal texts from Arabic to English by using GT and ChatGPT-4o. Indeed, “the study of institutional translation is concerned with organizational, structural, relational, ideological or historical aspects of a translating institution and their impact on translators and the process and product of translation” (Kang, 2009, p. 141). This indicates that GT and ChatGPT-4o do not deal with merely formal texts, but they must take several aspects into consideration such as the level of formality, lexical challenges and cultural filter.

Many researchers utilize ChatGPT-4o in order to render texts from one language to another. For instance, Khoshafah (2023, p. 2) points out that “ChatGPT's versatility as a translator between several language pairings, including English and Arabic, has made it an invaluable resource for learning, cross-cultural conversation and understanding.” The multiple tasks of ChatGPT-4o lead to increase the number users who use this tool for performing several orders which depend on specific prompts. It is not limited to render various texts only, but it goes beyond translation process through providing a conversation with users to elaborate the task sufficiently.

The proliferation of this tool allows researchers to investigate the rendition of AI translation quality, particularly ChatGPT-4o tool. Khoshafah (2023, p. 3) also indicates that “ChatGPT cannot provide accurate translations for some sorts of texts, such as literature, historical and legal texts”. Thus, the findings of Khoshafah’s research study demonstrate that ChatGPT can be used for simple texts and contents regardless of other types of texts. Indeed, the quality of ChatGPT’s translation depends on what is called “prompt” which is written by users. Thus, the prompt determines the quality of ChatGPT

performance if it is accurate and clear or not. In addition, Al-Khresheh's research study (2025) illustrates that ChatGPT shows its capability in addressing linguistic issues and nuances which depend on the context in several domains. Nevertheless, "ChatGPT-4 is a black box model that cannot explain how its output was generated" (Hassan, Mitchell, & Buriro, 2020, p. 2). This indicates that ChatGPT-4 still requires further investigation and examination to improve its capability and efficiency in transferring formality level of formal correspondence.

On the other hand, GT depends on Neural machine translation which paves the way to present more accurate translation than before. GT is "an integration of neural language models into traditional statistical machine translation systems" (Almahasees, 2021, p. 23). GT provides quick and immediate translations for free regardless of the accuracy of its translation. Tahseen & Hussein's study (2024) demonstrates that GT as an MT tool faces challenges through handling the semantic equivalence in rendering literary texts. In other words, GT cannot render the same meaning precisely from the ST, taking the cultural variations into consideration. On the other hand, Alenezi (2024) declares the common mistakes which are produced by NMT outputs such as mistranslations and inconsistency of terminology through translating technical texts. Thus, the researcher sheds light on the challenges which may face the user through the translation process by NMT system, focusing on human modifying that is very significant in this process.

Furthermore, Jabak's research study (2019) illustrates that GT renders some samples which are provided by Dickin's book entitled "Thinking Arabic Translation" which indicates that the translation of samples from Arabic to English was not accurate and clear due to lexical and syntactical challenges. Thus, the researcher states that GT cannot render the original text in another language properly, as well as, take into account significant issues such as cultural and lexical variations. In addition, Aldawsari research study (2023) compares GT with another earlier MT system which is called SYSTRAN through evaluating Arabic sentences. Each sentence contains specific features such as homonyms (the same spelling and pronunciation), heteronyms (the same spelling but different meanings) and polysemes (the same word has more than one meaning). The researcher in his study demonstrates that both MT tools unable to render Arabic features to English accurately, however GT provides a better translation than the other one. Thus, the researcher finds that GT system is more accurate and intelligible than the SYSTRAN due

to its neural machine system which depends on using deep learning algorithms. However, the researcher declares that GT is still not perfect when dealing with lexical ambiguity.

1.8.3 Translating Official Documents and Formal Correspondence: Issues and Strategies

Amid the widespread dissemination of translating formal correspondence in governmental institutions, these texts require a comprehensive understanding for multiple issues referring to both languages; Arabic and English. In other words, the translation of formal texts must include several issues such as cultural variations, lexical choices, formality level and stylistic features. The domain of this study, which involves translation of formal texts, is regarded as an essential topic to investigate it due to its sensitivity. Therefore, this study investigates how does ChatGPT especially the last version; ChatGPT-4o and GT deal with formal texts through translation process including numerous aspects such as cultural variations and lexical differences.

For instance, Alzain, Nagi, & Algobaei (2024), examine the accuracy and fidelity of ChatGPT-4 and GT performance in order to translate scientific texts from English to Arabic and vice versa. They also address that translation of GT is better than ChatGPT translation in rendering Arabic scientific texts into English. This demonstrates that both tools still need a lot of examination and evaluation which is regarded as a crucial issue to take into account. Consequently, the researcher explains that GT performance is more accurate and appropriate than ChatGPT in translating legal documents due to its wide scope of vocabulary and context to deal with specific contexts such as a legal one. However, Jiao et al. (2023, p.1) affirm that “the style of prompts may affect the quality of translation outputs”, so in order to enhance performance of ChatGPT-4, the users of it can propose some techniques such as providing AI tools specific instructions, prompts or explanations to understand the context properly.

In contrast, many users tend to use GT in order to translate some phrases or sentences regardless of essential aspects or features that GT have to look into such as grammatical issues. GT “is practically handful for users to help translate few words, phrase, and particular sentences in general” (Amilia & Yuwono, 2020, p. 19). As a formal correspondence, it contains simple and formative language that may allow GT to deal with it very well regardless of cultural nuances which may face the MT tool. Thus, each

MT includes both GT and ChatGPT tends to use specific strategies in order to render the original text into another language. Besides, Khoshafah (2023, p. 6) demonstrates that ChatGPT translation is acceptable and sufficient to reach a suitable meaning of religious and historical texts without going in depth as what comes in the original text. However, for translating literary texts, Khoshafah (2023, p. 14) declares that ChatGPT translates the texts well but it should be more clarity and precision. For instance, in translating legal text from Arabic to English, Khoshafah (2023) finds that ChatGPT presents non-equivalent meaning such as the word “يمنح” (*yamnaḥu*) is translated to “يحدث” (*yaḥduthu*) which does not render the same equivalent meaning as in the original text.

Therefore, in light of the inadequacy studies addressing the topic, this study investigates the formal texts and examines the formality level in depth by using GT and ChatGPT-4o which are widely used and contemporary language tools. In fact, every language in the world contains two types of texts; formal and informal. Whereas this study focuses on a formal one through investigating and evaluating formal correspondence and its formality level too. “Formal language is the one commonly used in formal situations and while communicating with strangers or people in a higher position (for example: boss, professor, manager etc.)” (Kelemen, 2023, p. 14). In other words, formal language is dedicated for official occasions among two parties or more which contains informative or instructional texts.

Formal correspondence plays a significant role in the written communication among people or partners in several occasions, especially in the business field. It is considered as an exchange process that is used between the employees and their directors as official parties in specific associations or ministries. Olivera & Nielsen (2008) state that “business correspondence is a recurrent topic of research in business discourse, focused on both intralinguistic and interlinguistic issues” (Olivera & Nielsen, 2008, p. 671). The correspondence involves formal and informal communication that contains several kinds of communication such as emails and letters that include sharing information, invitations, inquiries, offers and complaints. Accordingly, it is regarded as a significant issue to make a detailed study about it by using GT and ChatGPT.4o.

The correspondence includes the formality level which gives the correspondence a specific form for some occasions. It depends on the kind of correspondence and the formality level between parties that include the addressor and the addressee. Li, Cai and Graesser (2014, p.1) argue that formality level is regarded as an essential aspect of language style. Also, they declare that texts of different genres have various levels of formality. Indeed, “formality has frequently been considered as one important dimension of stylistic variation” (Heylighen & Dewaele, 1999, p. 2). Moreover, they add that the formal style of the official text is distinguished by accuracy, inflexibility, and seriousness however, the informal style of the text which is more implicit but less informative (Heylighen & Dewaele, 1999, p. 1). Therefore, the assessment of the formal text translation demands more effort and accuracy than the other kinds of texts.

Fang & Cao (2009) argue that text categorization according to degrees of formality has been a linguistically complex subject for a long time (Fang & Cao, 2009, p. 1). For instance, Olivera & Nielsen (2008) state that English business letters generally begin with the word “dear”, but Spanish uses “*estimado*” as an equivalent word only whether the addressee is recognized by a social or professional title (p. 674). However, in Arabic business letters or correspondence begin with more than one expression word such as “*Ma’ali*”, “*As-Sayed*”, “*Ra’eis*”. These words become as one word in English before the proper noun. This challenge appears in MT especially in GT machine and AI tools such as ChatGPT-4o.

1.8.4 Ethics, Stylistics and Cultural Considerations in Translating Institutional Discourse

In order to work with any domain, especially in translation one, this requires taking several issues into consideration such as ethics, stylistics and cultural consideration. These issues are what this study engages within the translation of institutional or governmental discourse by using GT and ChatGPT-4o. Whereas any research must be conducted through ethical principles and formal permission, if the situation demands it, this study arouses interest in exploring ethics principles through research’s investigations.

Numerous researchers argue that the ethics issue in their studies which can be defined as “an academic discipline, refers to the systematic inquiry and practical application of principles and values that serve as guiding frameworks for shaping human behaviour and

facilitating decision-making in matters of morality” (Kimera, Kim, & Choi, 2024, p. 1). This illustrates the indispensable role which ethics play in translation domain. Thus, the translators and users such as employees in governmental institutions who use or rely on AI tools and MT have to be more well-versed in translating institutional documents by using ChatGPT-4 and GT. Accordingly, (Kimera, Kim, & Choi (2024) highlight the role of ethics and morality in AI development which presents appropriate services to users such as employees or translators. They also affirm that the role of ethics is considered as social accountability in order to include cultural variation and integrity.

Certainly, cultural consideration is a significant part through transferring texts, especially formal one from Arabic to English which implies the most accurate meaning in the TT and the TL. On the other hand, “cultural sensitivity is an essential aspect of ethical translation, requiring translators to navigate the intricate relationship between cultural norms and linguistic meaning” (Ahmadova, 2025, p. 5). This demands not only profound apprehension of both the source culture (SC) and target culture (TC) but also the awareness and ability to deal with the texts. This can be conducted in a way of preserving the tone and stylistic of the ST in the TT to transfer the appropriate meaning. In other words, “it is unethical for the translator to distort the meaning of the source text” (Robinson, 2019, p. 25). This emerges when the translator does not preserve the essence of the ST through translation process which causes misunderstanding the context of the ST. This leads translator to bear full responsibility especially in ethical considerations.

Hence, the ethical considerations play a pivotal role in translation process from one language to another, particularly in translating institutional or governmental texts which contain sensitive terminologies. In accordance with stylistic features, Paul Simpson points out that “stylistics is a method of textual interpretation in which primacy of place is assigned to language” (Simpson, 2004, p. 17). Furthermore, Ikromovich’s study (2025) addresses stylistic challenges in translating literary and non-literary texts between English and other languages. He focuses on stylistic fidelity including register, syntax and tone which confirms the necessity of taking stylistic features into account through rendering various texts. González, Moreno, Román, Fernández, & Pérez (2024, p. 39) state that one of the most challenges which face AI is the development of ethical system. In other words, due to the widespread use of AI, it causes a serious dilemma of data privacy. This emphasises that users of AI tools such as ChatGPT-4o must be aware when render

institutional formal texts which are characterised by their privacy. This indicates that stylistic features of the original text are essential for the translators in rendering various texts which facilitate comprehending the whole text to render effectively. Therefore, the translator has to be involved with ethical considerations, stylistics, lexical challenges and cultural nuances along with the level of formality through rendering formal texts.

1.8.5 The Integration of AI Technologies in the Translation of Institutional Contexts

As AI technologies become more widely disseminated, they have been utilized and adopted by translators and many employees in governmental institutions through dealing with institutional contexts. In fact, Kang (2009, p.142) indicates that institutional translation is rendered by qualified individuals whose knowledge and awareness of precise nuances are sufficient to deal with texts such as institutional formal one. These types of texts require a high level of concentration in translating them from Arabic to English, especially by utilizing GT and ChatGPT-4o.

Indeed, institutional or official translations “are clearly overt, documentary translations, reflecting a specific institutional setting” (Taibi & Ozolins, 2023, p. 5). Accordingly, institutional contexts present and convey formal tone which relies on a specific institutional discourse that entails the consideration of several issues such as stylistic features of institutional contexts, lexical choices, structures of the sentences and textual functions. Hence, aspect of institutional contexts has to be examined by AI technologies due to its significance to communicate effectively. According to Awadh’s study (2024), it delves into the rendition and the effectiveness of AI technologies in translating scientific texts between English and Arabic concentrating on challenges and strategies faced by AI tools and translators. As a result, Awadh (2024) finds that human translation shows better performance than AI technologies which takes cultural nuances and lexical choices into account. Furthermore, the study reveals the most effective and commonly used strategy along translation process is equivalence one followed by AI tools and the translators.

In accordance with Yuxiu’s study (2024, p.6), “AI translation also has high reliability and editability which can be easily modified and adjusted”. This indicates the ability of AI in receiving various prompts to modify the results which become close to the user’s requirements, especially in the translation domain. Moreover, Yuxiu (2024, p.6) declares that “compared with traditional MT, AI translation has great advantages in translation

quality, efficiency and user experience, which is a direction worthy of further exploration and development in the field of intelligent translation in the future”. Thus, the intelligent translation domain is not merely witnessing continual improvement, but it also becomes more adaptive with the original text which enhances the translation quality for the users.

Therefore, due to the lack of research studies which employ MT and AI tools to handle Arabic institutional formal texts, this study aims to investigate the translation of institutional formal texts from Arabic to English. This is conducted by providing a contrastive analysis between GT and ChatGPT-4o translations along with examining and evaluating STs and TTs to explore the challenges which may emerge.

1.9 Summary

Ultimately, many previous studies present the role and performance of generative AI and MT in rendering various texts such as legal, technical and scientific texts. These texts involve several aspects such as cultural nuances, lexical choices and sentence structures that may face users or translators. Moreover, some studies address that the most effective and commonly used strategy along translation process is the equivalence one. It is followed by AI tools and the translators which facilitates understanding the context properly. In accordance with increasing use of AI tools and MT, ethics play a pivotal role through transferring texts which include sensitive contexts and full privacy which are hard to manipulate the text itself by both AI tool and GT. Therefore, users of both tools have to be aware the context appropriately with its aspects such as cultural variations, sentence structures and formality level, especially in transferring Arabic formal correspondence into English.

Accordingly, despite the fact that several previous studies have concentrated on translating various texts such as legal, scientific and technical texts by using generative AI and MT tools, little attention has been given to examine translation quality assessment of Arabic institutional formal correspondence. Its formality level contains official language which is commonly used among the employees within the governmental institutions. In fact, this topic is very significant to explore due to the notable and prominent gap in investigating the rendition of ChatGPT-4o and GT in transferring the formality level of the correspondence along with providing translation quality assessment for translations of both tools. Thus, this study seeks to bridge this gap through analyzing

and evaluating STs and TTs, highlighting the formality level of institutional formal texts, lexical choices and cultural filter along with register variables (field and tenor). This is conducted to present an accurate translation through translating institutional formal texts from Arabic to English.

Chapter Two

Methodology

2.1 Methodology

This chapter presents the research methodology which is used to evaluate and examine the quality of GT and ChatGPT-4o translations of Arabic formal correspondence. This correspondence is designed to examine and assess the translation of internal and external communications among parties such as the minister and the employees within the Ministry of Culture in Ramallah. The study is devoted to the examination of correspondence between the Palestinian Minister of Culture and other employees within the ministry. This category of communication encompasses various types of correspondence such as requests, instructions and invitations that are exchanged among individuals such as the minister and employees. In this study, the researcher analyses these forms of exchange, which she obtained through official permissions from the Palestinian Ministry of Culture in Ramallah to use in this study.

This study examines several samples of formal correspondence taken from the Palestinian Ministry of Culture randomly due to the sensitivity of the governmental institution and the confidential nature of its data. The choice of samples of formal correspondence is based on the researcher's experience within the governmental institution and their familiarity in dealing with such formal texts in this particular work environment. After sending an official email to the ministry to obtain a permission to use at least 10 samples of formal correspondence in this study, the researcher provides a qualitative assessment of the translation of these samples by using GT and ChatGPT-4o as common digital avenues for contemporary practices of the translation of official documents. The choice of 10 samples is also justified by their significance to achieve the purposes of the study, as they directly respond to the research questions presented above (section 1.4).

The researcher here employs Juliane House's model (2015), Translation Quality Assessment (TQA), by adopting register variables (field, tenor) to analyse data collected from forms of formal correspondence. TQA is regarded as a systematic method for evaluating and analyzing translated texts and understanding translation decisions such as cultural and lexical choices, based on a precise comparison between the ST text and TT in terms of function and register (House, 2015, p. 20). In other words, House's model

(TQA) is fundamentally oriented towards ST and TT analysis, whereas “other approaches [are] oriented towards the target audience” (Munday, 2016, p. 145) – such as Skopos theory. This means that some frameworks or approaches are mostly oriented toward the analysis of the TT only, regardless of the ST, which is an essential constituent or part to evaluate in this study. In fact, House’s model (2015) relies on “comparative ST-TT analysis leading to the assessment of the quality of the translation, highlighting ‘mismatches’ or ‘errors’” (Munday, 2016, p. 146) between the STs and TTs. These mismatches emerge in lexical and cultural dimensions along with the level of formality by adopting the register variables (field and tenor). Through presenting these mismatches of register variable in ChatGPT and GT, the study explicates mismatches of register variables through evaluating and interpreting them precisely. In so doing, the researcher analyses the possible reasons beyond the mismatches, whether they are the result of GT and ChatGPT-4o stylistic choices, cultural and linguistic variations between Arabic and English.

Thus, the researcher assesses the extent to which the errors in register variables (field and tenor) impact the functional equivalence of the rendered texts. For instance, she investigates whether the errors or mismatches distort or weaken the functional equivalence or whether they convey the original meaning (ST) in a manner consistent with the recipient’s culture. In other words, this analysis determines levels of functional equivalence between STs and TTs following a thorough examination of three fundamental aspects such as the cultural filter, which is suggested by House, the level of formality, and lexical issues in both translations. In discussing these major categories, the present thesis adopts descriptive, qualitative and comparative methodology to address the core research questions raised in this study. For instance, the researcher examines whether GT and ChatGPT-4o maintain a similar or different level of formality while rendering Arabic formal correspondence to English. In addition, the researcher determines translation strategies used by ChatGPT-4o and GT to ensure an accurate transference of formality level, paying particular attention to the possible accomplishment of functional equivalence in the translation of Arabic forms of correspondence to English.

Formal correspondence is regarded as one of the official means to communicate within a specific institution or association such as the Palestinian Ministry of Culture. It normally entails different types of documents that are exchanged between employees and the

minister or between other external official bodies or institutions. One such type refers to requests submitted by employees who write directly to an official figure in a higher position asking for a leave, grants, or reconsideration of salary. This type of request or information exchange “belongs to the formal style, so words must be formal” (Yaghubyan, 2024, p. 53). Formal discourse requires appropriate terminology in formal contexts because formal style is distinguished by seriousness and precision. Alidjanovna (2025) argues that “formal letters adhere to structured conventions, maintaining professionalism, clarity, and precision, typically used in business, academic, and official correspondences” (Alidjanovna, 2025, p. 1). This highlights that formal letters exchanged within an institution are bound by rigid linguistic structures. This does not allow the addresser to express emotions freely to the addressee. Thus, such formal correspondence is distinguished by its formality level and solidity.

Each section of correspondence such as salutation, greeting, body paragraph and conclusion should provide clear information where formality and efficiency are valued. It can be argued that having a clear and straightforward correspondence enhances the translator’s and reader’s ability to process the text appropriately without misinterpretation. However, the lexical choices may affect the translated version in case inaccurate words are used, which leads to shifts of meaning due to inappropriate rendition of a highly official language from the ST to the TT. A careful examination of translations by GT and ChatGPT-4o becomes necessary to avoid misrepresentation and confusion.

This study demonstrates that each sample of formal correspondence consists of a particular topic which focuses on a specific inquiry or order. For instance, one sample addresses the issue of the translation of a film called *Purebred Arabian Horses*, which requires a good translation to capture the sensitive cultural material embedded within. Consequently, the use of GT and ChatGPT-4o to render this formal letter enables the researcher to employ a comparative mode of analysis to assess incompatibilities or functional gaps between STs and TTs by using GT and ChatGPT-4o. In this regard, the study utilizes a qualitative, descriptive and contrastive approach to assess the translation quality through employing Juliane House’s (2015) model (TQA). Thus, this study examines samples of the formal correspondence to demonstrate the challenges that translators or employees may face while using GT and ChatGPT-4o to render formal institutional texts.

2.2 Data Collection

The samples of formal correspondence in this study were selected randomly by the researcher who particularly examined 10 samples issued at the Palestinian Ministry of Culture. Each sample involves 2-11 lines including instructions, formal requests and invitations shared between the minister and the employees within an institution or between two governmental or non-governmental institutions. These various texts were chosen due to their formal nature and tone, institutional authority and terminology, which are particularly found in formal correspondence discourse.

In collecting data, the researcher pays attention to the content of formal correspondence characterized by respect and clarity. For instance, the expression in the ST “السادة في وزارة الثقافة الفلسطينية” (*al-sādah fī wizārah ath-thaqāfa*) which is extracted from figure (6) (attached in appendix A) is rendered by GT to “Dear Members of the Palestinian Ministry of Culture” while ChatGPT-4o translates it to “To the esteemed Ministry of Culture of Palestine”. This statement in the ST reflects the level of formality in the communication between the addresser and the addressee. In such case, the researcher examines whether GT and ChatGPT-4o transfer the formality level of the original text in the TT.

Furthermore, the researcher seeks to investigate whether the word “السادة” (*al-sādah*) is rendered in a way that suits the target audience or the recipient. This also emerges as a challenge in the choice of the accurate word to transfer the intended meaning precisely. Each text here is carefully read in its ST and TT versions taking into account particular parts of formal correspondence where functional equivalence is expected but not consistently achieved such as opening and closing paragraphs and the main content. The collected data are classified into analytical categories such as lexical choices, formality level and cultural filter following register variables (field and tenor). By adopting these variables to analyse the data, the researcher can reveal mismatches which affect register levels and the original meaning. This categorization enables the researcher to provide a systematic comparison between the STs and TTs by using GT and ChatGPT-4o as translation tools.

Using House's (2015) model to analyze formal texts is necessary to demonstrate and reflect on the close relationship between the STs and TTs. This model can be used to analyze register variables, and it also incorporates the employment of functional equivalence to assess the suitability of analyzing formal texts in a systematic way which is mentioned above. The choice of House's model (TQA) refers to its rigid linguistic issue and its validity to use within a wide range of text types, particularly formal texts, which are exchanged in a governmental institution like Palestinian Ministry of Culture. House (1997) states that when the translator renders the ST into the TT, she/he provides a text which is distinguished by semantic and pragmatic equivalence (p. 31). This shows that the semantic equivalence is embodied in transferring the lexical items in a way that renders the original meaning which suits the target audience and culture in light of lexical choices. However, the pragmatic equivalence means achieving the same communicative function in the TT and its culture. This allows the researcher to depend on the context, the relationship between the addresser and the addressee within the formal communication, and the cultural variations.

On the other hand, Schäffner (1998) states that House's model is considered as the most influential and widely applied model for assessing the translation quality of ST and TT, in a way that harmonizes analytical practicality along with theoretical rigor. In addition, Colina (2020) argues that "despite much interest and numerous studies, translation quality remains a controversial topic" (Colina, 2020, p. 458). Therefore, the Arabic formal correspondence is considered an essential text type to analyse and evaluate due to its precision, sensitivity, clarity, and the preservation of the ST's communicative purpose. Thus, the researcher applies this model by analyzing each ST and TT through three register variables (field, tenor and mode). This approach presents a detailed comparison between the STs and TTs to illustrate whether the translation preserves the function, tone and formality level of the original text.

2.3 Corpus of the Study

The corpus of the study examines Arabic formal correspondence exchanged among employees in the Palestinian Ministry of Culture in Ramallah, which is later translated to English by MT tools; namely, GT and ChatGPT-4o. After obtaining an official permission from the Palestinian Ministry of Culture, the researcher translates selected forms of correspondence to assess the quality of their translation by employing Juliane

House's (2015) theoretical framework. The Arabic formal correspondence revolves around various topics such as requesting a professional translator for a specific book or supporting children's and youth's libraries. Due to the proliferation of using generative AI tools such as ChatGPT-4o and MT such as GT along with the lack of research studies concerning the translation of formal texts in Palestinian governmental institutions, the study seeks to explore the translation of Arabic formal correspondence to English by using GT and ChatGPT-4o to show the significance of translating formal texts accurately.

2.4 Data Analysis

The researcher examines the given data after taking screenshots of collected samples by using GT and ChatGPT-4o to translate Arabic formal correspondence. The researcher conducts a translation quality assessment by following House's (2015) model and classifying the data into three main categories; lexical choices, level of formality, and cultural filter. Initially, the researcher examines the collected data in light of lexical choices by employing the field variable due to the prominent mismatches which are detected through transferring the ST into TT1 (GT translation) and TT2 (ChatGPT-4o translation). However, tenor will not be addressed or illustrated in lexical choices section as they do not significantly have a direct impact on rendering the selected data.

In relation to rendering the level of formality from the STs to TTs, the researcher sheds light on tenor variable since mismatches or errors are observed in this section. In this section, the researcher focuses on the mechanism of transferring the formality level within Arabic formal correspondence in a particular governmental institution such as the Palestinian Ministry of Culture. The researcher seeks to demonstrate to what extent the level of formality in Arabic correspondence is achieved in both TTs by using GT and ChatGPT-4o. This means GT and ChatGPT-4o may shift the formal tone of ST into informal tone in TT. Such cases can be noted in the translation of “الأخت ... عضواً” (*al-u'kht udwan*) to “Sister ... Member” which are extracted from figure (8) (attached in appendix A).

In this example, the word “الأخت” (*al-u'kht*) means “sister” which is used in Arabic formal letter writing in specific institutions and conveying a respectful yet socially oriented tone. Farghal & Shakir (1994 [2010]) argue that kin terms such as sister and

brother are regarded as the most popular relational social honorifics in Arabic society. They also confirm that kin terms are employed to address relatives and facilitate social interactions among people who are strangers. However, Jalal, Khalid, Sabir, & Rostam, (2024) state that formal terms of address in English culture such as Sir, Mr., Miss, Mis. and Madam are utilized in formal communication (p. 16), regardless of some words such as “sister” or “brother”. This indicates that the word “sister” in the TT is not acceptable to address females in a formal correspondence which does not render the same function of the ST in the TT.

In her discussion of the cultural filter as proposed by House (1997, 2015), the researcher addresses how the cultural variation plays an essential role in rendering Arabic formal texts to English by GT and ChatGPT-4o. In this regard, the researcher sets the collected data in a separate table which are related to cultural variation examining tenor variable. The justification for employing tenor regardless of field and mode to analyse the collected data in terms of cultural filter is related to the misrepresentation which are revealed through the researcher’s investigation of the analysis. This causes a relationship of inequality between the addresser and the addressee in the TTs, as shown in the STs in the context of formal correspondence. The mismatches in tenor distort the original meaning (ST) which emerges in GT and ChatGPT-4o translations. This allows the researcher to demonstrate whether GT and ChatGPT-4o translations preserve the same functional equivalence in the TL as well as determine whether the translations of GT and ChatGPT-4o are overt or covert which are manifested in the theoretical framework section. Thus, the statement of quality is provided following a thorough analysis of register variables within the main concepts which are mentioned previously.

2.5 Theoretical Framework

This study adopts Juliane House’s model Translation Quality Assessment (TQA) (1997, 2015). House (2015) states that this model “is based on pragmatic theory, Hallidayan systemic-functional linguistics, notions developed in the framework of the Prague school of language and linguistics, register theory, stylistics and discourse analysis” (p. 21). Indeed, Halliday establishes his model systemic functional linguistics (SFL), which provides the concept of register on which House (1997, 2015) builds her model. Thus, she integrates register levels with her model (TQA) to develop it.

Register is considered one of House's model components which focuses on three dimensions (field, tenor, mode). The dimensions of register enable the researcher to demonstrate the significant evaluation of the text and context in rendering the ST to another language. For instance, when GT and ChatGPT-4o render Arabic formal correspondence (ST), it must be noted that the form and style along with the meaning of the text are taken into account. Hence, the researcher incorporates register in her analysis of the situational dimensions of the text. In examining textual formal correspondence written in Arabic and issued by the Palestinian Ministry of Culture, the researcher sheds light on the high level of formality, functional specificity and institutional authority. House's model (2015) is used to explore the collected data through the register variables (field, tenor). While field is related to the subject matter and social action, tenor illustrates the relationship between parties (the addresser and the addressee), the social distance and social role. In addition, mode variable refers to the text's coherence and cohesion along with the medium of communication which is regarded as a constant variable that does not cause any mismatches in data analysis.

House's model is very significant to investigate such types of selected data. It not only provides methods to assess the quality of translation but also sheds light on crucial issues such as the significance of the communicative function along with cultural variations in translation. Hence, this model introduces theoretical and practical tools for investigating the functional equivalence and lexical means. These concepts will be examined to assess both; the accuracy of the semantic level and upholding formality tone. Additionally, the study analyses register variables in order to identify shifts in sentences which affect interpersonal and textual functions related to field and tenor variables. On the other hand, Nida & Taber (1969) argue that "anything that can be said in one language can be said in another, unless the form is an essential element of the message" (Nida & Taber, 1969, p. 4). This means that the message which is expressed in a particular language can be translated into another language easily, only if the original meaning is maintained.

On the other hand, Nida & Taber (1969) shed light on the significance of rendition of the overall form of the text, which represents a core component of the message as in formal correspondence. Thus, the translation process in this case requires more fidelity and accuracy to render the original text which demonstrates the value of both meaning and form in translation. In addition, thematic flow and cohesive devices will be explored to

detect the degree of textual coherence by using a comparative functional-pragmatic approach to identify mismatches that influence functional equivalence between STs and TTs.

Accordingly, House (1997, 2015) classifies translation into overt and covert translation which the researcher identifies through examining the translations of GT and ChatGPT-4o in rendering Arabic formal texts. House (1997) states that overt translation “is one in which the addressees of the translation text are quite viewed as “overtly” (p. 66), such as literal translation that indicates the TT’s fidelity to the ST closely regardless of the TL and TC. In contrast, House (1997, 2015) declares that the covert translation is regarded as a new version of the ST which takes the TL and TC into consideration while rendering texts which is called free translation as a type of translation strategies. This enables the researcher to determine whether the translations of GT and ChatGPT-4o render the STs overtly or covertly. This is conducted through examining and analyzing the collected data in light of lexical choices, formality level and cultural filter which demonstrate whether the functional equivalence is transferred to the TT appropriately as in the ST.

Chapter Three

Data Analysis

3.1 Introduction

This chapter examines the translation of samples of Arabic formal correspondence to English by using GT and ChatGPT-4o, which are taken from the Palestinian Ministry of Culture in Ramallah. These formal documents consist of 10 samples which contain 2-11 lines representing various topics such as invitations, requests and inquiries. They are exchanged between the minister and his employees or between the ministry staff members and other official institutions. Formal correspondence is known for its formality level as it includes specific terminologies, stylistic features and formal speech. These will be taken into account duly through rendering this formal correspondence due to its sensitivity and precision.

Due to the proliferation use of generative AI and MT tools among employees and translators, the researcher seeks to examine formal texts through translation quality assessment model (TQA) which is proposed by Juliane House (1997, 2015). Hence, the study sheds light on examining the Arabic formal texts in terms of register variables along with particular concepts such as the level of formality, lexical choices and the cultural filter. Accordingly, each Arabic sample is rendered by GT and ChatGPT-4o, and then compared with its translated version in light of Juliane Hose's (2015) model (TQA).

The researcher adopts this model to evaluate the functional equivalence which is regarded as the core concept in House's model. It plays a significant role in transferring STs accurately, which leads to examine texts in light of linguistic and register dimensions which are supposed to achieve the functional equivalence of the ST (original meaning) in the TT (House, 1997, p. 164). This means that this study analyses and compares the STs and TTs in light of register variables (field and tenor) along with linguistic means such as lexical means. Since the mode variable in this study remains constant through rendering the selected data, the researcher concentrates on both tenor and field levels along with lexical challenges which constitute a serious dilemma through rendering Arabic formal texts to English by using GT and ChatGPT-4o.

Indeed, register variables including field and tenor help the researcher analyse formal texts effectively without highlighting mode variable, which does not provide any mismatches through rendering STs to TTs. In other words, mode provides the channel or medium of communication which is fixed in this study as a formal written text. However, this study concentrates on analyzing the ST and TT in terms of meaning along with pragmatic function which includes interpersonal and textual functions. The field variable refers to the subject matter or “what is being written about” (Munday, 2016, p. 144). In the context of formal texts, which provides information such as inquiry and order topic, it allows the researcher to examine specific issues. For instance, the researcher demonstrates whether the lexical choices and textual functions have been accurately and consistently rendered in the TT. This is particularly significant in translating formal and official texts where precision is fundamental to avoid misunderstanding.

House (2015) asserts that the social role and relationship between the addresser and the addressee can be either equivalent or non-equivalent. This occurs between a minister and his employees (or vice versa), or between multiple institutions where different social roles are well defined. The difference at the social or structural level of correspondence leads to diversity in language use in terms of style, tone, lexical choice, and even linguistic structure, depending on the social status or relationship between speakers. In this case, tenor identifies “who is communicating and to whom” (Munday, 2016, p. 144), which is vital to demonstrate the relationship between two parties – in the context of formality or informality. By using this variable, the researcher can determine whether rendered texts maintain the appropriate level of formality that exists in the ST.

Some of the selected data will be presented in separate tables and they will be examined in light of thematically relevant headings which address the core concepts in the study such as lexical challenges, level of formality and cultural filter. Thus, the researcher examines the mismatches by analyzing the data in light of the previous concept along with the register variables to decide whether the translated texts by GT and ChatGPT-4o achieve the functional equivalence accurately. Moreover, the researcher examines the selected data to determine whether tools of translation such as GT and ChatGPT-4o render the formal texts in a compatible way that accommodates the TT reader with a sense of ST’s function and meaning. This is characterized by ST’s solidity in providing the level of formality in each sample by using particular expressions such as “معالى الوزير” (*ma‘ālī*

al-wazīr) which is used in the opening of the letter as a form of address, and “تفضلوا بقبول” (*tafaḍḍalū bi-qabul fā'iq al-iḥtirām wa-t-taqdīr*) which is used at the end of the letter as a closing formula. Likewise, the researcher analyzes the selected data to evaluate whether the translation by specific tools such as GT and ChatGPT-4o are capable of rendering formal texts in a coherent manner, thus enabling the target audience to comprehend and assimilate the meaning of the ST effectively. This also ensures whether the functional equivalence is achieved through rendering Arabic formal texts by GT and ChatGPT-4o.

Accordingly, the study ends the chapter of data analysis with the statement of quality which includes a detailed evaluation. House (1997) illustrates that the statement of quality provides the reader with a detailed comparison between the ST and TT according to situational dimensions such as register dimensions. This statement encompasses several issues such as the accuracy which refers to the faithful transfer of the original meaning in the ST. Moreover, it includes the pragmatic adequacy which demonstrates whether the translated texts transfer the functional equivalence effectively in terms of cultural and communicative context.

3.2 Lexical Choices in Rendering Arabic Formal Correspondence in Relation to Field Variable

Lexical choices play a crucial role in rendering texts, especially institutional formal texts due to their sensitivity and precision. Formal discourse is characterized by particular terminologies and abbreviations which convey the formality and authority tone. House states in light of TQA model (1997, pp. 43-44) that all situational dimensions such as lexical, syntactic and textual means are not necessarily effective in a particular dimension. Thus, the selected data refer to the significant role of lexical and textual means through rendering formal texts by using GT and ChatGPT-4o regardless of the syntactic one. Newmark (1988, p. 236) points out that “lexical ambiguity is both more common and more difficult to clear up than grammatical ambiguity”. This means that the lexical ambiguity is more complicated to clarify than grammatical ambiguity due to the nature of the language functions. In other words, lexical ambiguity emerges when a word or phrase has more than one possible meaning. Therefore, precise identification depends on the culture, social or textual context regardless of the grammatical rules.

For instance, the word “عريب” (*gharīb*) which is extracted from figure (7) (attached in appendix A) is rendered by GT as “strange”; however, it is rendered to TT as “guzzy” by ChatGPT-4o. The variation of lexical choices here plays a crucial role in distorting the original meaning. The word “guzzy” does not convey the appropriate meaning as it originally appears in the ST within the formal context. This word gives the reader frivolous and trivial impression which is unacceptable and inappropriate within the formal nature of textual correspondence that must be distinguished by neutrality, clarity and authority. Therefore, such lexical choice serves as a key to construct the register variables such as field and tenor.

Indeed, the lexical issue contributes to the overall register of the text regardless of the mode dimension due to its stability throughout investigating and analyzing the collected data. Furthermore, lexical issues include field variable (field) which refers to subject matter and social action along with tenor which outlines the relationship between the addresser and the addressee. These dimensions ensure that the reader perceives the text as it is distinguished by authoritativeness and reliability. In addition, they contribute to the reader’s perception of the text as a formal text. Hence, the researcher examines the following selected data considering register variables in terms of thematic concepts such as lexical choices, level of formality and cultural filter. The selected data are shown clearly in table (1) below, referring to lexical choices which emerge in field variable through rendering STs to TTs by using GT and ChatGPT-4o.

Table (1)*Lexical Choices in Light of Field*

ST	TT1 (GT)	TT2 (ChatGPT-4o)	Back Translation
1. ننتقدم لحضرتكم بطلب منحه تغطية طباعة الديوان الشعري الخاص بي والذي يحمل عنوان (مواطن غريب).	1. we submit a request for a grant to cover the printing of my poetry collection, titled "Strange Citizen."	1. we would like to kindly request your support to cover the printing costs of my poetry collection titled "Gruzy Citizen".	1. We would like to request a grant to cover printing costs of my own collection of poetry entitled "Strange Citizen".
2. الموضوع بيان آلية ترجمة كتاب تفصيل ظلامه فلسطين.	2. The subject is a statement of the mechanism for translating the book "Details of the Injustice of Palestine".	2. Subject: Outline of the Translation Process for the Book "Details of the Palestine Grievance".	2. Subject: A Statement of the Mechanism for Translating the Book Entitled "Details of Palestine Injustice".
3. الموضوع: ترجمة فيلم الخيال العربية الاصلية.	3. Subject: Translation of the Film "Purebred Arabian Horses."	3. Subject: Translation of the Film on Purebred Arabian Horses.	3. Subject: Translation of Purebred Arabian Horses Film.
4. يلغى كل ما يتعارض مع هذا القرار.	4. All provisions that conflict with this resolution are hereby repealed.	4. All provisions contrary to this decision are hereby annulled.	4. All provisions contrary to this decision Are hereby annulled.

The researcher investigates subject matter and social action by utilizing House's register variable (field) along with lexical choices to assess the translation quality of formal texts in accordance with House's (2015) model. House affirms that field variable "refers to the nature of the social action that is taking place, it captures "what is going on", i.e., the field of activity, the topic, the content of the text or its subject matter" (House, 1997, p. 108). This means that the investigation of field variable allows the researcher to determine if GT and ChatGPT-4o render the Arabic formal texts to the TL in a way that preserves the subject matter and the social action in the TTs. House (2015, p. 64) argues that the social action and subject matter are divided into two levels: the level of generality and the level of specificity in terms of lexical items. These items determine whether the topic of the text and its context are general (talks about general topic and information) or specific which goes in depth in a particular subject. This is recognized through examining the selected data in light of field dimensions that are mentioned before, such as the subject matter and social action.

Initially, the first ST example in the table above, particularly the noun phrase "مواطن غريب" (*muwāṭin gharīb*), is regarded as the name of a book. It comes within a formal request from an employee to the minister to have a grant from the ministry budget to cover the printing costs of this book. This noun phrase means a strange citizen who does not belong to a specific region where he resides. This strangeness may include strangeness in norms, traditions and places; however, in the context where it is first mentioned, it is regarded as a name of a collection of poetry. Meanwhile, GT renders this noun phrase as a Strange Citizen while ChatGPT-4o translates it into a "Gruzy Citizen" which is not defined in English dictionaries. In other words, the word "gruzzy" seems to be meaningless which may mislead or confuse the recipient or the target audience. Therefore, using the word "gruzzy" within the context leads to a loss of coherence and cohesion and eventually results in misunderstanding and confusion. Thus, the field variable shows some inconsistencies in ChatGPT-4o's rendition of the word "*mowaten gharīb*" to "gruzzy citizen" as a free translation. On the other hand, "citizenship is intimately linked to ideas of individual entitlement on the one hand and of attachment to a particular community on the other" (Kymlicka & Norman, 1994, p. 352). This means that the word citizen refers to a person who has rights within his/ her state along with his/ her close connection with the community where he belongs.

In some cases, the word "strange" comes with the word citizen to express that the person (citizen) no longer identifies with where he/she stays or lives in terms of ideas, traditions, relationships or something else. For instance, Ismail (2023) argues that the word "غريب" (*gharīb*) is translated into "stranger" instead of foreign to express the "feeling of estrangement and loneliness" (Ismail, 2023, p. 1). This means that the word "stranger" is deemed an agent noun which conveys the feeling of alienation within the homeland or a specific place where a person stays. It comes here as a name of poem which means "For I'm stranger", which explains the subject's feeling of a sense of unfamiliarity in a specific place like homeland. In this regard, (Novikova & Ivanova, 2018, p. 2) argue that some vocabulary such as "unusual" and "odd" refer semantically to the word "strange", which may be regarded as identical in a semantic domain. This means that the word "strange" is characterised by numerous synonyms, although each synonym aligns with a specific context. This ensures that the use of synonym remains appropriate to the communicative purpose and the intended meaning.

However, the word “gruzy” is unfamiliar to use as a unified or coherent expression alongside the word “citizen”, instead of “strange”. In the TL, the word “gruzy” is used as a creator name or username in the scope of video games on YouTube application entitled ““Sightseeing” | by Gruzy, Adrift & Galaxxyss | Geometry Dash 2.206”. This name does not refer to a specific meaning; it is just an absurd name. House contends that “the translator cannot strive for simple functional equivalence in the TC, which would involve the undertaking of adjustments of cultural presuppositions” (House, 2015, p. 60). This justifies the translation of ChatGPT-4o through rendering the word “غريب” (*gharīb*) to “gruzy” which implies that the tool takes the TC into account regardless of the context such as the title of a book which is mentioned within a formal communication.

Hence, the word “gruzy” here is unacceptable in the context of formal letters which does not reflect the original meaning to the target audience. In other words, when ChatGPT-4o renders the word “*gharīb*” to “gruzy”, it takes the TC into consideration through using adaptation procedure which is regarded as one of translation procedures, as classified by (Vinay & Darbelnet, 1995). However, this adaptation in lexical choice causes a dilemma because it does not have a particular meaning in the TL, which is regarded as a bizarre meaning. This alters the subject matter in light of field variable by deviating from the original meaning intended by the ST. As the title represents a name of book, generative AI tool such as ChatGPT-4o is expected to handle its translation with the utmost attention to meaning, tone and context.

ChatGPT-4o here transfers the word “*gharīb*” to “gruzy”, merely to satisfy the reader in TL, regardless of preserving the original meaning of the ST as a whole. This leads to numerous negative outcomes such as the distortion of the ST message, contextual nuances and a reduction of the authenticity of the translated version. Therefore, register variable such as field advocates the analysis of ST in depth to fathom it before evaluating the translated texts. Hence, the lexical combination here is not only weird and unnatural, but it is also semantically incompatible and culturally unfamiliar which does not reflect a commonly shared metaphor or idiom.

In the second data, the word “ظلامه” (*ẓalāmah*) in its context comes as a name of book. The formal correspondence here is requested to explore the mechanism of translating the

book entitled “تفصيل ظلامه فلسطين” (*tafṣīl ḡalāmah Filasṭīn*) which embodies the meaning of injustice that Palestinians have experienced. Thus, the subject matter here is a specific one which is deeply centered on a particular subject. In GT, it is rendered as “Details of the Injustice of Palestine”. Here the word “ḡalāmah” which means “injustice” demonstrates the Palestinians’ suffering by the Israeli occupation. Whereas the ST shows a serious issue within a name of book which GT renders it to “injustice” to invoke a sense of moral and social urgency, ChatGPT-4o translates it to “grievance”. The word “grievance” is regarded as more administrative and institutional in terms of tone, although it does not render the original meaning accurately. In other words, the translation of ChatGPT-4o seeks to be neutral, especially in governmental formal texts regardless of what Palestinians are suffering from in terms of oppression. This shift in lexical choices by ChatGPT-4o alters the field variable from a human right context to a bureaucratic case or matter. Thus, the subject matter and social action is altered when the text is rendered from the ST to TT, which is regarded as a specific issue. To clarify, rendering “ظلامه” (*ḡalāmah*) to “grievance” by AI tool, i.e. ChatGPT-4o is meant to stay within the bounds of neutrality.

In the third data, “الموضوع: ترجمة فيلم الخيل العربية الاصلية” (*al-mawḡū’: tarjamah film al-khayl al-‘Arabīyah al-aṣīlah*) is translated by GT to “Subject: Translation of the film “Purebred Arabian Horses” literally. This example is extracted from figure (5) (attached in appendix A) of formal correspondence which is a formal request to translate a film entitled “Purebred Arabian Horses”. This translated version by GT renders the same subject matter and transfers the same social action. It clarifies what comes exactly in the formal document without deviating from the context itself. GT conveys the intended meaning accurately where “Subject: Translation of the film “Purebred Arabian Horses”” is the core subject which is being transferred.

However, the statement “Subject: Translation of the Film on Purebred Arabian Horses” which is rendered by ChatGPT-4o represents a descriptive translation which slightly deviates from the original meaning (ST). The use of preposition “on” here implies the name of the film as a theme rather than a proper title. This means that the subject is not purebred Arabian horses itself but rather a topic that embodies a certain meaning and relates to it. This makes a fundamental shift from directly transferring the subject which

is translation of the film itself to transferring a subject matter that is about it generally. This shift in field leads to a serious dilemma in misinterpretation of the intended request as in the original text, thereby hindering its appropriate completion and potentially causing problems between the addresser and the addressee.

The fourth data is extracted from the formal correspondence figure (8) (attached in appendix A), which is “يلغى كل ما يتعارض مع هذا القرار” (*yulghā kull mā yata‘āraḍ ma‘a hādhā al-qarār*). This statement is translated by GT as “All provisions that conflict with this resolution are hereby repealed” which transfers the same level of formality of ST through adding specific terminologies such as provisions and hereby. However, ChatGPT-4o renders the statement as “All provisions contrary to this decision are hereby annulled”. It also transfers it in a certain degree of formality to the TL and audience which conveys the intended meaning especially in rendering the word “*qarār*”. Emphasis is laid on the word “القرار” (*qarār*) which is a significant word due to its sensitivity. The word “*qarār*” has numerous meanings such as decision, resolution, decree, sentence and judgment. Due to the nature of governmental formal texts, which are exchanged within the governmental institution, laws and legal provisions here are issued within the institution itself. Thus, the word “resolution” which is rendered by GT can be differentiated from the word “decision” which is rendered by ChatGPT-4o. The word “decision” indicates a formal administrative expression issued or acknowledged by an individual within an institution such as the minister or manager as shown in the formal text in sample (I2) (attached in appendix B).

In contrast, the word resolution is a more official and general one which is issued by high level administrative councils or ministerial councils which are not necessarily used in an obligatory sense like the word decision. Thus, the lexical difference here alters the subject matter and social action which leads to serious trouble through dealing with this sensitive issue. For instance, the word “decision” informs the employees within the ministry to take this decision seriously and implement it. However, the word “resolution” conveys a sense of non-commitment to this issue on the part of the employees. Accordingly, the synonyms of the word “*qarār*” do not necessarily transfer the same meaning especially in formal and official situations, as pointed out in the last set of data. This enhances the role of lexical choices in conveying the register variable (field) in rendering the ST to TT which

aligns with House's (2015) model which focuses on lexical means in evaluating STs and TTs.

3.3 Employing the Level of Formality in Transferring Arabic Institutional Formal Correspondence to English

The selected data which are related to formal correspondence are characterized by a high degree of institutional formality. They are written in modern standard Arabic (MSA) language which are used in formal communication within governmental institutions. Even though “there is an abundance of Arabic dialects (ADs) in the Arabic world” (Abudalfa, Abdu, & Alowaifeer, 2024, p. 1), the formal dialect which is exchanged within institutions such as the Palestinian Ministry of Culture refers to (MSA). In other words, the dominant dialect which is used by the parties in all governmental and non-governmental institutions within formal correspondence exchanged is (MSA). This dialect and its use reveal some concerns to the reader or recipient which play an essential role through rendering texts of formal correspondence; such concerns relate to politeness, authority, neutrality, and the level of formality. These issues illustrate the relationship between the addresser and the addressee and their social role, social distance and social attitude, especially in the work domain.

Indeed, the formality level can be noted in particular expressions such as the word “السادة” (*al-sādah*) in Arabic, which is extracted from the figure (6) (attached in appendix A) and is translated to “esteemed” by ChatGPT-4o. The word “السادة” (*al-sādah*) defines the nature of the relationship between the addresser and the addressee, the social role and the social distance along with the social attitude between the parties within the context, which is known tenor. When the researcher examines this particular example of formal correspondence, it becomes clear that the level of formality plays a significant role in establishing authority, power and impersonal tone characteristic of such discourse. The word itself within the text determines whether the text is formal or informal. For instance, the concluding sentence – “تقبلوا فائق الاحترام” (*taqabbalū fā'iq al-iḥtirām*) – is extracted from figure (9) (attached in appendix A) which is rendered by GT to “Please accept our highest respect”. The sentence here which is rendered to TT1 maintains the formality level within the institutional correspondence regardless of its appropriateness in TL and

TC. Moreover, it transfers the same social distance and social role and enhances the respectful communication within the formal discourse which achieves the functional equivalence of the ST, as emphasized by House's model (2015).

However, ChatGPT-4o renders the same sentence as "We appreciate your consideration and respect", thus altering the meaning in the original text. This illustrates that the translation of ChatGPT-4o tends to use the procedure of adaptation which is mentioned before. Using this procedure enables the reader in SL and TL to accommodate the TT clearly especially through adding the subject personal pronoun "we" and the possessive pronoun "your". These pronouns reflect the social distance between the addresser and the addressee as in the ST which achieves the level of formality appropriately. This indicates that tenor variable here is preserved in TT by ChatGPT-4o appropriately.

In addition, some expressions in selected data are expressed by using different terminologies such as "Excellency", "Mr.", and "Professor" in GT's and ChatGPT-4o's renditions of formal correspondence. These terms serve to convey authority of governmental institutions and its precision in formal communication between parties, thus enhancing the text's function as a formal instrument. In addition, the absence of linguistic markers of subjectivity such as interjection and other effective elements preserve the rigor of the text due to its sensitivity and precision as an institutional formal one. Therefore, this absence ensures that the rendered text is neutral, direct and clear which are essential qualities in exchanging formal texts. By looking into these data, the study concentrates on the level of formality through rendering Arabic formal texts by using GT and ChatGPT-4o to examine the tenor variable. This variable is related to specific dimensions such as the nature of the relationship between the addresser and the addressee, the social distance, the social role and the social attitude, as demonstrated in the following set of examples and their translations in table (2) below.

Table (2)*Level of Formality in Light of Tenor*

ST	TT1 (GT)	TT2 (ChatGPT-4o)	Back Translation
1. معالي الأخ عماد حمدان حفظه الله.	1. His Excellency Imad Hamdan, may God protect him.	1. His Excellency Brother Imad Hamdan, may Allah preserve him.	1. His Excellency Mr. Imad Hamdan, may Allah preserve him.
2. السادة في وزارة الثقافة الفلسطينية.	2. Dear Members of the Palestinian Ministry of Culture,	2. To the esteemed Ministry of Culture of Palestine,	2. To the Esteemed in the Palestinian Ministry of Culture.
3. الموضوع: مرفق قوائم الزملاء الناشرين الفلسطينيين.	3. Attached are lists of Palestinian publisher colleagues	3. Attached are the lists of our fellow Palestinian publishers.	3. Subject: List of Palestinian Publishers colleagues

In light of House’s (2015) model, tenor is the relationship between the addresser and the addressee “in terms of social power and social distance, as well as the degree of ‘emotional charge’” (House, 2015, p. 64). Tenor seeks to examine and evaluate the nature of parties’ relationship which includes social power and social distance whether it is symmetrical or asymmetrical between the addresser and the addressee. Moreover, tenor sheds light on the level of emotional charge as the interpersonal dimension. Munday (2016, pp. 146-147) adds that “social attitude refers to formal consultative or informal style”. Thus, tenor here examines both the STs and TTs which are rendered by GT and ChatGPT-4o to determine whether the TTs preserve the level of formality and the social distance as they exist in the STs. House (1997, p. 109) affirms that tenor deals with “the addressers temporal, geographical, social provenance as well as his intellectual, emotional or affective stance”. When the researcher examines the STs and TTs in light of register variable (tenor), s/he focuses on numerous dimensions. Moreover, Yusuf et al. (2020) argue that tenor “has four elements covering formality, status, contact, and affective involvement” (Yusuf, Humaizi, & Hazzah, 2020, p. 2). This indicates that the level of formality and the other elements enable the researcher to determine the tenor variable through analyzing the selected data.

These dimensions refer to the addresser’s emotional attitude toward the addressee either formal or informal such as social distance and social role. The social distance within the tenor variable “is divided into symmetrical and asymmetrical” (Ghafouripour & Eslamieh, 2018, p. 5). This means that the tone which is used by the addresser such as the

employee determines whether his/her speech demonstrates the same equal social power or not. This aligns with House's (2015) argument that the role relationship between the addresser and the addressee "may be either symmetrical (marked by the existence of solidarity or equality) or asymmetrical (marked by the presence of some kind of authority)" (p. 29). This illustrates that asymmetrical relationship implies a non-equivalent relationship between the addresser and the addressee, especially in formal communication, where one party holds more power and authority than the other. However, symmetrical one shows the equivalent relationship between the parties (the addresser and the addressee) who have the same social distance during communication.

In the first data, "معالي الأخ عماد حمدان حفظه الله" (*ma'ālī al-'akh 'Imād Hamdān ḥafẓahullāh*) is regarded as an honored expression to introduce the formal correspondence which is written to the minister. This expression is rendered by GT as "His Excellency Imad Hamdan, may God protect him". GT here demonstrates that the relationship between the addresser (the employee) and the addressee (the minister) is completely formal. This is demonstrated in the omission of the word "الأخ" (*al-'akh*) in the TT1 which conveys a sense of formality level to the reader. This indicates that the social role relationship between them is asymmetrical which shows a high level of formality.

Moreover, the formal expression "His Excellency" in the previous sentence conveys the institutional authority along with politeness formulas which lead to use a formal vocabulary in the TT. Brown & Levinson (1987) state that the honorific terms such as "excellency" or "majesty" identify the social status and social distance between the parties in a formal communication (p. 291). Thus, the use of a formal vocative "His Excellency" before the name of the addressee (the minister) indicates that the social distance between the employee and the minister is asymmetrical within the same institution. The addresser here holds a lower degree of power and authority than the addressee which is manifested in the act of rendering the word "Excellency" as it appears in the ST by GT.

However, ChatGPT-4o renders the formal expression as "His Excellency Brother Imad Hamdan, may Allah preserve him". In Arabic culture, some people or employees in institutions use the word "الأخ" (*al-'akh*) which means "brother" before the name of the

addressee to enhance the affection and respect between the addresser and the addressee. Farghal & Shakir (1994 [2010]) state that kin vocatives and social honorifics such as “brother” and “sister” have two different ways to strengthen the sense of closeness among acquaintances in Jordanian Arabic, which is close to Palestinian Arabic (p. 246). These ways are utilized in formal and informal speech regardless of whether the addresser knows the addressee or not. On the other hand, Al-Sahlany & Al-Husseini (2010) argue that “in Western societies there is only one way to express relationship with one's brother (brother- parent's son)” (Al-Sahlany & Al-Husseini, 2010, p. 2). This illustrates that the word “brother” is not appropriate to render in the TT, particularly in formal contexts.

Although the context here introduces a high level of formality, ChatGPT-4o's translation attempts to create a sense of familiarity between the addresser and the addressee which is regarded as unacceptable performance, especially in the formal communication. Hence, ChatGPT-4o conveys the relationship between them as formal and informal at the same time due to the integrated use of both words “excellency” and “brother” in the same expression. This may reduce the formality level and formal tone between the addresser and the addressee. This corresponds with House's claim that:

“translation criticism will always have to move from a macro-analytical focus to a micro-analytical one, from considerations of Ideology, function, genre, register to the communicative value of individual linguistic units in order to enable the reconstruction of the translator's choices and his decision processes in as objective a manner as possible” (p. 129).

House's model (2015) (TQA) plays a significant role in investigating the ST and TT in light of micro level and macro level in a hierarchical way, focusing on lexical choices and level of formality along with register variables (field and tenor). This approach enables the researcher to evaluate ST and TT then provides a comprehensive and objective critique. For instance, ChatGPT-4o transfers the culture of the SL regardless the culture of TL, thus causing a serious misinterpretation by the target audience or the reader in the TL. Indeed, the word “brother” is absent in Standard English institutional formal draft due to its preferences for providing impersonal tone. However, in Arabic language, it serves a culturally embedded function aligning with formal authority among parties (the addresser and the addressee). Therefore, the translation of ChatGPT-4o reduces the social

distance and the social role between the addresser and the addressee which is regarded as an inappropriate issue within the environment of governmental institutions.

Regarding the third set of data, “السادة في وزارة الثقافة الفلسطينية” (*al-sādah fī wizārah ath-thaqāfa al-Filasṭīniyyah*) is a type of official call which is used in formal communication in institutions or ministries. GT renders this example to “Dear Members of the Palestinian Ministry of Culture”, which shows that GT here distorts the emotional tone by shifting it to a different tone through rendering the word “السادة” (*al-sādah*) to “dear”. Indeed, “terms of salutation differ according to social status and class, as well as profession” (Hassan, Mitchell, & Buriro, 2020, p. 4). This means that the lexical choices here play a significant role in the interpersonal function (the relationship between the addresser and the addressee). This becomes clearly noted in rendering the word “السادة” (*al-sādah*) in the sentence “To the Esteemed Ministry of Culture of Palestine” by ChatGPT-4o which conveys the same high level of formality in the SL (Arabic language). However, the meaning of the sentence as a whole is not rendered as it originally exists in the ST by both ChatGPT-4o and GT.

Thus, this produces a direct impact on the relationship between the addresser and the addressee along with the emotional tone in order to transfer the same level of formality. Indeed, the SL (Arabic language) is distinguished by a high level of honor and formality, especially in official institutions among the parties. However, in English language and culture, there are limited expressions in this domain which are commonly used such as “dear”. Thus, the translation of GT by using the word “dear” does not render the same level and tone of formal correspondence in the ST as carried out by ChatGPT-4o’s translation even though it takes the TT culture into account.

The sentence in the fourth data “الموضوع: مرفق قوائم الزملاء الناشرين الفلسطينيين” (*al-mawdū': murfaq qawā'im al-zumalā' al-nāshirīn*) refers to the subject of formal correspondence which is exchanged between the Palestinian Publishers Association and the Palestinian Ministry of Culture. This sentence is rendered as “Attached are lists of Palestinian publisher colleagues” by GT which conveys the same meaning in the ST. The word “colleague” elucidates the nature of the relationship between the association (the addresser) and the ministry (the addressee) which is asymmetrical due to the use of the

word “colleague”. The word colleague is formal and neutral which implies that the parties collaborate or deal with each other in the same mission but they have different positions. In addition, the word “colleague” is used to show the mutual respect among each other. Thus, the addresser and the addressee have different social roles, social distance and emotional tone with a degree of respect.

However, ChatGPT-4o renders this sentence as “Attached are the lists of our fellow Palestinian publishers”. The use of “our” and “fellow” mitigate the social distance between the addresser and the addressee. In addition, these words transfer the same emotional tone, social distance and social role. This illustrates that the parties here have a symmetrical relationship. In other words, using “our” and “fellow” distorts the emotional tone in the ST by shifting it to a different emotive expression. This indicates that the determiner “our” plays a significant role in tenor variable which “is concerned with the efforts to keep a close relationship with the audience” (Darong, 2022, p. 8). Thus, ChatGPT-4o does not convey the same tone in the ST as it attempts to reduce the level of formality along with social distance between the addresser and the addressee.

3.4 Implying Cultural Filter in Rendering Governmental Institutional Texts by Using GT and ChatGPT-4o

Cultural filter is a concept which is suggested by Juliane (House, 2015). It implies a necessary consideration of the cultural variation through rendering the texts from one language to another. House says that cultural filter “is a means of capturing socio-cultural differences in expectation norms and stylistic conventions between the source and target linguistic-cultural communities” (House, 2015, p. 68). This means that the cultural filter is a core concept in translation quality assessment which renders the culture of the ST by compromising it with the culture of the TT. In other words, cultural filter means the adoption of the cultural values, norms and expectations through which people perceive or evaluate a particular text. This affects how a ST is recognized to a TC.

Newmark defines the concept of culture as “the way of life and its manifestations that are peculiar to a community that uses a particular language as its means of expression” (Newmark, 1988, p. 98). Rendering a specific text from one language to another is not limited to conveying abstract meaning; it requires a deep understanding of the cultural contexts which form the language itself. Hence, in some cases, the translator or the

translation tool becomes a cultural mediator, seeking to convey the meaning in a way that preserves the spirit and authenticity of the text. In addition, Loogus (2012) states that “translation involves mediation between different languages as well as cultures” (Loogus, 2012, p. 3). This indicates that the translation process requires the cultural element through rendering texts from one language to another which is regarded as a fundamental issue that faces translators or translation tools. Thus, cultural filter is essential to consider due to its impact on conveying the accurate meaning even in formal texts.

Indeed, cultural filter is related to the process of modifying specific elements culturally from the ST. Some expressions or terms become familiar or appropriate to the reader in TL. Through House’s cultural filter, the text is rendered in a way that is compatible with the reader which leads to either overt or covert translations as proposed by House (1977, 2015). She confirms that overt translation is achieved when the translator maintains the content of the ST along with taking cultural filter into account through rendering particular expressions regardless of the text. Conversely, covert translation occurs when the translator renders the ST to TT in such a way that carries a similar function to the original version. For instance, the researcher observes from the selected data figure (2) (attached in appendix A) that GT tends to translate the expression “تحية طيبة وبعد” (*tahiyah tayyibah wa-ba’d*) literally to “Greetings and after” in order to make as close as possible to the ST disregarding the smoothness and readability of the text.

This formal expression is a type of formal greetings or salutations in official institutions, especially in Arabic societies. It is used to convey an “expressing politeness and friendship” (Halomoan, 2022, p. 2). The word “Greetings” is overused in formal letters which expresses a high level of formality and politeness to show the value of social distance and social role among parties such as the employees and the minister within the same institution or ministry. Furthermore, greetings “play an important role in defining the nature of social relationships, interlocutors’ social status or rank and their social identities” (Migge, 2008, p. 2). This means that the greeting’s section determines the nature of the letter in light of the level of formality as well as the nature of the relationship between the addresser and the addressee. In this context, the word “after” here is translated literally by GT which means to move from the salutation section to the content of correspondence. This word is not used within the context of the TL and TC. Therefore, GT must omit the word “after” due to general considerations of the English language and

its cultural nuances. This facilitates the transference of the intended meaning to the reader or recipient in an appropriate and clear way.

However, ChatGPT-4o here renders the previous sentence to “Greetings” regardless of the word “after” which allows the reader to accommodate it appropriately. Therefore, the researcher concentrates on how cultural filter plays a pivotal role in tenor variable which emphasizes the aspect of social distance and the relationship between the addresser and the addressee. This is manifested in the process of transferring some expressions in the STs into TTs, which are considered inappropriate in the TC, particularly in highly formal contexts of communication. This leads to confusion in comprehending the text and the nature of the relationship between the parties involved effectively.

When the reader in the TL reads the expression “greetings and after”, he/she does not necessarily perceive the matter as serious. This is related to how greetings “create a sense of connection and warmth between individuals, fostering a positive and friendly atmosphere” (Toshmatov & Qizi, 2024, p. 1). This means that the greeting or salutation is regarded as a fundamental section to introduce the topic which provides the reader with an overview of the nature of the topic. Hence, the expression “greetings and after” does not transfer the salutation in TL precisely due its absence in the TL. Therefore, it can be noted that ChatGPT-4o maintains the sense of the ST appropriately while taking cultural nuances into account, which enhances the functional nature of the ST, whereas GT renders the expression by using literal translation which results in a loss of meaning in TT. Cultural filter also plays a significant role in tenor variable which affects the relationship between the addresser and the addressee. Thus, the collected data in Table (3) bellow demonstrate the translations of GT and ChatGPT-4o which show mismatches in tenor variable, distorting the original meaning in the ST.

Table (3)

Cultural Filter in Light of Tenor

ST	TT ₁ (GT)	TT ₂ (ChatGPT-4o)	Back Translation
1. الأخ ... رئيسًا.	1. Brother ...Chairman.	1. Brother ...Chairman.	1. Mr. ...as a Head.
2. معالي أ. عماد عبدالله حمدان.	2. His Excellency Mr. Imad Abdallah Hamdan.	2. His Excellency A. Imad Abdallah Hamdan.	2. His Excellency Mr. Imad Abdallah Hamdan.

The second data in the table (3) “الأخ ... رئيسًا” (*al-`akh ... ra`īsun*) is extracted from figure (8) (attached in appendix A) which is related to an internal decision issued from Minister’s Bureau in the Palestinian Ministry of Culture. This sample of Arabic formal correspondence addresses particular employees within the Ministry of Culture to constitute an internal committee for the purchase of books and the selection of titles. In so doing, the expression “الأخ ... رئيسًا” (*al-`akh ... ra`īsun*) is rendered to “brother” by GT and ChatGPT-4o, demonstrating the extent to which these tools adhere to the culture of the ST regardless of the culture of TT. This means that the word “أخ” (*al-`akh*) is commonly used in governmental institutions in Arabic culture as a vocative particle, which reflects the kind and formal relationship simultaneously; however, it is not familiar in English culture in formal communication. In this particular translational context, as pointed out by Newmark, “the linguistic and cultural level of the SL text has to be reviewed before it is given a pragmatic impact” (Newmark, 1988, p. 42). The translator or the translation tools such as GT and ChatGPT-4o must investigate whether the culture of the ST is compatible with the TC in a way that makes the reader accommodate the function of the text along with its formality.

The use of the vocative particle here embodies the relationship between the addresser and the addressee which identifies whether the relationship between them is symmetrical or unsymmetrical. Zwicky (1974, p. 791) argues that the word “brother” is regarded as a kin title which is used as a vocative particle within familial relationships in TL. This illustrates that the GT and ChatGPT-4o do not accommodate effectively the connotative meaning of the word “brother” in the ST as a formal institutional text. Accordingly, the use of the word “brother” is translated literally by both GT and ChatGPT-4o which do not transfer the intended meaning in the ST, reflecting a sense of mutual respect between the addresser and the addressee. Thus, the word “brother” in TT refers to a symmetrical relationship between the addresser and the addressee in the TT which is not provided in the ST. This means that the tenor variable in the ST is not preserved in a way that is shown in the ST which confuses the reader in the TL.

However, in the third data, the most sensitive issue in exchanging and rendering the formal correspondence is transferring the forms of address (honorific titles) within the governmental institutions. This becomes particular case in addressing a minister within a

ministry which is considered a significant issue to consider due to its sensitivity and authority. Brown & Levinson (1978, p. 276) state that the honorific term is regarded as “grammatical encodings of relative social status between participants and persons or things referred to in the communicative events”. This indicates that the honorific term is used by official parties within a specific position as a linguistic means to show the social relation or social status between the addresser and the addressee in the formal speech or letter. According to Verschueren (1999, p. 21), honorific terms consist of vocative particles, pronouns and titles of address which are employed to declare the social distance of the interlocutors. Indeed, honorific terms are employed in several forms such as “your majesty”, “your excellency”, “Mr.”, “Miss” and etc.

The third data in the ST “*معالي أ. عماد عبد الله حمدان*” (*ma‘ālī. ‘Imād ‘Abd Allāh Ḥamdān*) is extracted from figure (9) (attached in appendix A) which is rendered to “His Excellency Mr. Imad Abdallah Hamdan” by GT. The letter “*أ.*” (A) is an abbreviation for the word “*ustath*” which means (professor) in English. Speakers of Arabic use this word in numerous situations such as when they show respect or when they are uncertain of the name of the recipient. Ethelb (2015, p. 4) elaborates that “if the Arabic term “*أستاذ*” (*‘ustādh*) -Professor- is used to address someone who is really a professor and the addressee has the right to be called by this title, then he is under the ‘absolute’ category”. He also adds that the word “*أستاذ*” (*‘ustādh*) is widely used to call or mention any person in the Arabic community to express and show the respect; however, it can be used ironically in particular situations (2015, p. 4). Thus, the “*أ.*” (.), which functions as an abbreviation of the word “*ustādh*” (professor), plays a crucial role in determining the relationship between the addresser and the addressee (tenor) in light of the cultural variation between the SL and TL.

In this regard, ChatGPT translates the abbreviation “*أ.*” of the word “*أستاذ*” (*‘ustādh*) to “A.” before the name of the minister as “His Excellency A. Imad Abdallah Hamdan”. When the reader reads this expression, s/he cannot guess or determine what the letter “*أ.*” (A.) stands for, thus leading to misunderstanding in the TT and TL. In so doing, ChatGPT-

4o renders the letter “A.” into TT literally, which is not compatible with the original meaning in the ST. Thus, the reader in the TL becomes unable to demonstrate the nature of the relationship between the addresser and the addressee in the formal context. This illustrates that ChatGPT-4o does not transfer the original meaning in the ST accurately and precisely which results in a loss of meaning. Accordingly, ChatGPT-4o distorts the meaning of the ST by shifting the letter “.” to “A” in TT, while GT preserves the original meaning as much as possible, taking the cultural nuances into account. Hence, the translation of GT demonstrates that the relationship between the addresser and the addressee is asymmetrical.

3.5 Statement of Quality

The analysis of selected data (Arabic formal correspondence) demonstrates a high level of formality along with stylistic and linguistic quality, taking register variables (field and tenor), and cultural filter into account. Regarding linguistic quality, some words were rendered to the TT ambiguously. They have lost their accurate meaning by ChatGPT-4o such as translation of the word “غريب” (*gharīb*) which is rendered to “gruddy” by using adaptation procedure which does not convey the intended meaning in TT. Thus, this incompatible word leads to change the name of the book “strange citizen” completely, showing a mismatch in field variable in light of lexical choices.

However, lexical choices such as “His Excellency” and “To the esteem” convey the authority and the formality level along with politeness. This ensures that the original meaning in the ST is transferred in a respectful and culturally appropriate manner. In light of field variable, there are some mismatches in transferring the subject matter such as rendering the word “قرار” (*qarār*) to “resolution” instead of “decision” by GT. This shift distorts the subject matter as it changes it from specific to general, which becomes problematic in the TT and the audience. However, ChatGPT-4o renders this word appropriately taking the context into consideration which transfers the same subject matter.

In relation to the tenor dimension, GT and ChatGPT-4o preserve the nature of the relationship between the addresser and the addressee such as between the employee and the minister within the same ministry. However, ChatGPT-4o distorts the relationship

between the addresser and the addressee by shifting it from formal to informal. This is represented by using “brother” instead of “Mr.” and the word “fellow” instead of “colleague” by ChatGPT-4o. This illustrates that ChatGPT-4o here renders the previous words literally without taking the cultural filter into account which alters the relationship between parties from asymmetrical to symmetrical. In this regard, in tenor variable, there are mismatches in transferring the relationship between the addresser and the addressee within the same formal correspondence. This leads to erroneous interpretation and misunderstanding of the nature of the relationship between the parties which is a significant issue due to its sensitivity and authority.

In terms of the mode, the overall style of the TT1 and TT2 is formal and written which is regarded as a constant variable in this study. Thus, according to House’s model (2015), the translation of GT and ChatGPT-4o tends to provide an overt translation overall, especially in translating Arabic formal institutional texts into English by applying literal translation. However, in some cases, ChatGPT-4o distorts the original meaning of the ST in the TT due to the use of adaptation procedure. This procedure leads to a dilemma because of the translation process such as rendering the word “غريب” (*gharīb*) to “gruzzzy”, which eventually causes confusion for the reader.

Chapter Four

Conclusion and Recommendations

4.1 Introduction

This study was thoroughly examined the rendition of GT and ChatGPT-4o in rendering samples of Arabic formal correspondence to English which are extracted from Palestinian Ministry of Culture. These samples are exchanged between the minister and the employees or between the ministry and another institutional which represents the formal communication within the domain of Palestinian governmental institutions. The researcher transfers Arabic formal texts into English by using GT and ChatGPT-4o in order to investigate whether these tools render the functional equivalence of the ST in the TT appropriately. This is conducted by adopting House (2015) model (TQA) along with register variables (field and tenor) to evaluate both STs and TTs in light of three main concepts such as lexical choices, level of formality and cultural filter.

This study has been emerged from three questions (section 1.4). Initially, the first research question highlights translation strategies which have been used by GT and ChatGPT-4o which can transfer the functional equivalence of the ST in the TT in a way that complies with TC. This has been noted by comparing TT1 and TT2 with the original text accurately to determine the most adopted strategy which is used by mentioned tools. The researcher demonstrates that the most prominent and dominant strategy is literal translation which has been employed to preserve the form of the ST as a formal text. However, ChatGPT-4o tends to use adaptation procedure along literal translation in rendering Arabic formal texts to English which causes inconsistency and confusion in the TTs.

Regarding the second research question, the researcher elaborates differences and similarities that may emerge between translation of GT & ChatGPT-4o. This represents in rendering formal correspondence in light of core concepts; lexical choices, level of formality and cultural filter. These key concepts have been clarified through a thoroughly examination of selected data in terms of register variables especially field and tenor. This is conducted by investigating the field dimension (subject matter and social action) in the context of lexical choices through rendering Arabic formal texts to English by using GT and ChatGPT-4o. In addition, it is conducted by examining the tenor dimension (the relationship between parties, social distance and role) in terms of level of formality and

cultural filter which leads to distort the meaning of the ST by shifting the emotional tone to another tone in TT in particular situations.

According to the third question, the researcher wonders whether translation of Arabic formal texts by using GT and ChatGPT-4o achieves the functional equivalence in the TT. By examining the ST, TT1 and TT2 in light of register variables especially field and tenor, it can be argued that the translation of GT and ChatGPT-4o achieves functional equivalence to a certain extent. This is due to the rendition of the original meaning in TT which affects the overall functional equivalence. In other words, GT and ChatGPT-4o success in preserving the field, tenor and mode of the ST overall, however the field and tenor show partial shifts in particular data, and mode is fixed. This leads to arise overt and covert translations in rendering texts which indicate a partial rather than a complete functional equivalence.

4.2 Recommendations

Based on the analytical study of the translation governmental formal correspondence by GT and ChatGPT-4o, the researcher recommends the following:

1. Conducting more contrastive analysis of institutional formal correspondence translation into another languages, in order to provide a more comprehensive understanding of the influence of languages by using GT and ChatGPT-4o.
2. It is suggested that the same model (House's model 2015) can be used in other domains such as legal texts.
3. GT and ChatGPT-4o are expected to have enough experience in the field of institutional formal texts translation. Therefore, they need to acquire enough awareness in rendering formal texts, especially in lexical choices, level of formality and cultural filter.
4. Employees in institutions must avoid relying on MT tools such as GT and generative AI such as ChatGPT-4o. These tools often fail to capture the cultural and contextual nuances of the ST. Accordingly, employees are advised to seek professional translators who provide an accurate meaning of the original text.

List of Abbreviations

Abbreviation	Meaning
GT	Google Translate
AI	Artificial Intelligence
ChatGPT	Chat Generative Pre-Trained Transformer
MT	Machine Translation
NMT	Neural Machine Translation
LTM	Long Term Memory
STM	Short Term Memory
NLP	Natural Language Processing
SMT	Statistical Machine Translation
TQA	Translation Quality Assessment
SYSTRAN	Systems Analysis Translators
ST	Source Text
TT	Target Text
SL	Source Language
TL	Target Language
SC	Source Culture
TC	Target Culture
TT1	Target Text 1 (Google Translate's translation)
TT2	Target Text 2 (ChatGPT-4o's translation)
MSA	Modern Standard Arabic
Ads	Arabic Dialects

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Appendices

Appendix (A)

Arabic Formal Correspondence Obtained from the Palestinian Ministry of Culture

State Of Palestine
Ministry of Culture
Minister's Bureau

دولة فلسطين
وزارة الثقافة
ديوان الوزير

التاريخ: 2025/1/20

الاخوة والاحوات / المدراء العامون المحترمون
الاخوة والاحوات / رؤساء الوحدات المحترمون

تحية طيبة وبعد،

الموضوع : توفير مواد ثقافية وإعلامية لسفاراتنا الفلسطينية

أتقدم إليكم بأطيب التحيات والأمنيات، وبالإشارة إلى الموضوع أعلاه، وبناءً على تعليمات معالي الوزير، نأمل منكم تسليم دائرة المكتبات المواد الثقافية كلاً في مجال اختصاصه الخاصة بالوزارة وهي عبارة عن (كتيبات الفعاليات الثقافية، بروشورات، أفلام وثائقية وثقافية وتراثية، أو أي مواد إعلامية بالخصوص، مواد أو كتب مترجمة، منشورات الوزارة pdf) حتى أسبوع من تاريخه، وذلك بهدف توفير هذه المواد لسفاراتنا في الخارج.

وتفضلوا بقبول فائق الاحترام والتقدير

بشير زاهر
مدير عام ديوان الوزير

البيرة/ فلسطين، تلفون: 2413859 / 2413860 (2) 970 Tel: فاكس: 2413852 (2) 970 Fax:
ص.ب. 147، رام الله Ramallah P.o.Box 147 Al Bireh/Palestine
www.moc.pna.ps minister@moc.pna.ps moc@moc.pna.ps
الرمز البريدي
P6140166



التاريخ: 2024/10/30

الأخ عبد السلام عطاري المحترم
مدير عام الإدارة العامة للآداب والنشر والمكتبات
تحية طيبة وبعد،،،

الأخ عبد السلام عطاري المحترم
مدير عام الإدارة العامة للآداب والنشر والمكتبات
تحية طيبة وبعد،،،

الموضوع: بيان آلية ترجمة كتاب تفصيل ظلامه فلسطين ومقتطفات هامة من موسوعة
الثقافة الفلسطينية قبل النكبة

بالإشارة إلى الموضوع أعلاه، وعطفًا على الكتابين المؤرخين في السابع والعشرين من أكتوبر/تشرين
الأول حول الموضوع ذاته، وبيانًا للآلية التي ستتم الترجمة من خلالها بناءً على طلب معالي الأستاذ عماد
الدين حمدان، فإنني أرفق لكم الآلية المطلوبة.

مع فائق الاحترام والتقدير،،،

رشيد عناية

موظف في دائرة البرامج والأنشطة الثقافية

ملاحظة: مرفق آلية الترجمة.
نسخة لعمونة الوثائق



التاريخ: 2024/12/18



معالي الأخ عماد حمدان حفظه الله

وزير الثقافة

تحية طيبة وبعد،

الأخ عماد حمدان
القطري
رجاء تلبية الأعداد المطلوبة
والإسراع المسترغم .

الموضوع: دعم مكتبات الأطفال والناشئة

بالإشارة الى الموضوع أعلاه، انأمل من معاليكم الموافقة على طلب دعم مكتبات الأطفال والناشئة، وذلك بشراء مجموعة من الكتب المناسبة من مختلف دور النشر الفلسطينية، والتي تلبي احتياجاتهم التعليمية والثقافية .

إن مكتبات الأطفال والناشئة تلعب دوراً محورياً في تنمية مهارات القراءة وتعزيز الإبداع وبناء أجيال واعية ومثقفة. لذا فإن دائرة المكتبات وضمن خطة واستراتيجية الوزارة، تسعى الى تطوير ودعم مكتبات الأطفال والناشئة في مختلف محافظات الوطن، حيث تعاني العديد من هذه المكتبات وخاصة في المناطق المهمشة والمهددة بالصادرة من نقص في الموارد والكتب التي تناسب أعمار الأطفال واهتماماتهم.

نأمل من معاليكم الموافقة على إمكانية تخصيص دعم مالي لتوفير كتب حديثة ومتميزة، تشمل قصصاً هادفة وكتباً علمية وثقافية، بحيث تواكب احتياجات هذا الجيل وتثري معارفه، بما يعزز دوره كجزء فعال في المجتمع الثقافي. شاكرين اهتمام معاليكم ودعمكم المستمر للقراءة والمكتبات.

وتفضلوا بقبول وافر الاحترام والتقدير،

- مرفق لمعاليكم مقترح اسماء دور النشر التي يمكن الشراء منها.

لما الفقيه
قائد مدير دائرة المكتبات

عماد حمدان
وزير الثقافة



التاريخ : 2024/11/25

معالي أ. عماد حمدان حفظه الله
وزير الثقافة
تحية طيبة وبعد ،،،

الموضوع : مقترح مؤتمر الترجمة

بالإشارة الى الموضوع اعلاه ، فإنني أتقدم لمعاليتكم بمقترح لمؤتمر يخص الترجمة، بحيث يكون عنوانه
المُقترح مبدئياً "مؤتمر عادل زعبيتر للترجمة"، وتنفيذه خلال شهر شباط/فبراير؛ وذلك من أجل الحفاظ على
الذاكرة الوطنية، وفتح آفاق النشر باللغات الدولية المختلفة، وإبراز السردية التاريخية الفلسطينية.

وبناءً عليه، فإنني أتقدم لمعاليتكم من خلال مرفقات هذا الكتاب بموازنة المؤتمر، ورويته وسيرورته وجدوله.

مع الاحترام والتقدير ،،،

رشيد عناية
دائرة البرامج والأنشطة الثقافية

مناقشة الموازنة
على بركة الله
مناقشة الموضوع مع الامانة
2024/11/25

- المرفقات: الموازنة والروية وسيرورة المؤتمر وجدوله.



2024/12/22
الرقم: (ا.ت. 17 / 2024/61)

معالي / أ. عماد عبدالله حمدان حفظه الله.

وزير الثقافة

تحية واحتراماً وبعد،،،

الموضوع: ترجمة فيلم الخيل العربية الاصيلية.

نهدبكم أطيب التحيات، لاحقاً لموافقتكم على استكمال متطلبات التسجيل حول العنصر الثقافي الخيل العربية لتسجيله على القائمة التمثيلية لعناصر التراث الثقافي غير المادي في اليونيسكو كملف عربي مشترك، وبعد اعداد فيلم بالتعاون مع الاخ احمد بدوي من دائرة العلاقات العامة ومن متطلبات التسجيل ترجمة الفيلم إلى اللغة الانجليزية، وعليه نرجو موافقتكم على شراء خدمة والتعاقد المباشر مع من ترونه مناسباً لترجمة الفيلم.

مع فائق الاحترام والتقدير،،،

ابراهيم علوان
مدير عام الادارة العامة للتراث
22-12-2024

الأخ ابراهيم /
مجال الملف للأخ /
للترجمة .
22-12-2024



السادة في وزارة الثقافة الفلسطينية

الموضوع: مرفق قوائم الزملاء الناشرين الفلسطينيين

تحية طيبة وبعد،،،

بناءً على طلب تزويدكم بقوائم بأسماء الكتب المتوفرة، وأسعارها لدى دور النشر الفلسطينية، وذلك بغرض
الشراء منهم، فأنا نرفق لكم القوائم من السادة أعضاء الجمعية.

وتفضلوا بقبول فائق الاحترام والتقدير

جمعية الناشرين الفلسطينيين

أمين الهدير / بكر محمد زيدان



الأمين
الهدير بكر محمد زيدان
2015 11 14



المقر المؤقت: وزارة الثقافة الفلسطينية، رام الله، فلسطين، هاتف: 00970592557755

www.palpa.ps | info@palpa.ps

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ
معالي الأستاذ عماد عبدالله حمدان حفظه الله
وزير الثقافة
تحية طيبة وبعد :

عطفة الأخت الروائي
بسم الله الرحمن الرحيم
الاستاذ
10/10/2024

الموضوع : منحة ديوان شعري

بالإشارة الى الموضوع أعلاه نتقدم لحضرتكم بطلب منحه تغطية طباعة الديوان الشعري الخاص بي والذي يحمل عنوان (مواطن غريب) يحوي هذا الكتاب على قصائد متنوعة منظومة و نثرية وغنائية بحدود مئتان و ثلاثون صفحة يصف الكتاب عن معاناة المواطن الفلسطيني وعن علاقة الشخص بذاته وعلاقته بالمجتمع المحيط ومشاعر مكنونه في النفس البشرية ومعاناتها مع العقل الأنفعالي وأثرها على قراراته الشخصية وتأثير الفرد على المجتمع

تمت كتابة النصوص من الكاتب عاصم دويكات بعد عدة مخاض مع الحياة وعدة دراسات مختلفة فقد درست الرياضه ودرست التناغم الحركي الجسدي (الرقص) والمسرح و الدراما و الأنيميشن و المنتج و اسست معهد موسيقى و خضت تجربة التدريس لمدة 14 عام

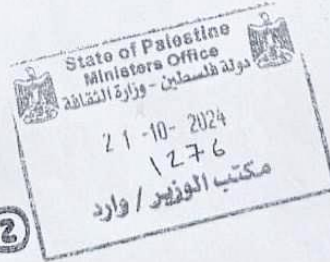
راجياً من حضرتكم أن يلاقي طلبي الأهتمام والأذان الصاغية شاكراً لكم حسن الاستقبال

مع فائق الاحترام

الكاتب والروائي :

عاصم دويكات

معالي السيد الوزير حضرتكم
تم التواصل بـ وارث مل
②





قرار

(ق/33/2024)

وبناءً على الصلاحيات المخولة لنا قانوناً، ولمقتضيات العمل والمصلحة العامة، قررنا ما يلي:

أولاً: تشكيل لجنة داخلية لشراء الكتب واختيار العناوين من التالية أسماؤهم:

- | | |
|---------|----------------------------|
| رئيساً. | 1- الأخ عبد السلام العطاري |
| عضواً. | 2- الأخت شذى أبو حنيش |
| عضواً. | 3- الأخت نور عرفات |

ثانياً: يلغى كل ما يتعارض مع هذا القرار وعلى جميع الجهات تنفيذ ما جاء أعلاه، ويعمل به من تاريخه

2024/ 10/14.

وزير الثقافة

عبد الستور
انتاح للثقافة



2024/11/10

معالي أ. عماد عبد الله حمدان حفظه الله

وزير الثقافة

تحية طيبة وبعد،

الموضوع شراء كتب من دور النشر والمكتبات الفلسطينية

بالإشارة إلى كتاب تكليفكم لنا بالشراء من دور النشر والمكتبات العاملة بحقل النشر، وتوجه معاليكم بدعم حركة النشر والتأليف نرجو التكرم بالموافقة على توصيات اللجنة بالشراء من دور النشر والمكتبات المرفق قوائم اختيارنا بالشراء منها.

وتقبلوا فائق الاحترام،

شذى أبو حنيش

عضو اللجنة

نور عرفات

عضو اللجنة

عبد السلام عطاري

رئيس اللجنة

استمع
2024 / 11 / 10



2025/2/5

الأخ عبد السلام العطاري المحترم
مدير عام النشر والمكتبات والبرامج الثقافية
تحية وبعد،

الموضوع : مؤتمر النقد الأدبي
" دورة الناقد احساس عباس "

بالإشارة إلى الموضوع أعلاه أرفق لكم خطة عمل عقد مؤتمر النقد الأدبي المقرر عقده أواخر نيسان، وفق خطة دائرة البرامج والأنشطة الثقافية لعام 2025.

مع فائق الاحترام والتقدير،،

عواطف أسعد
مدير دائرة البرامج والأنشطة الثقافية

عواطف

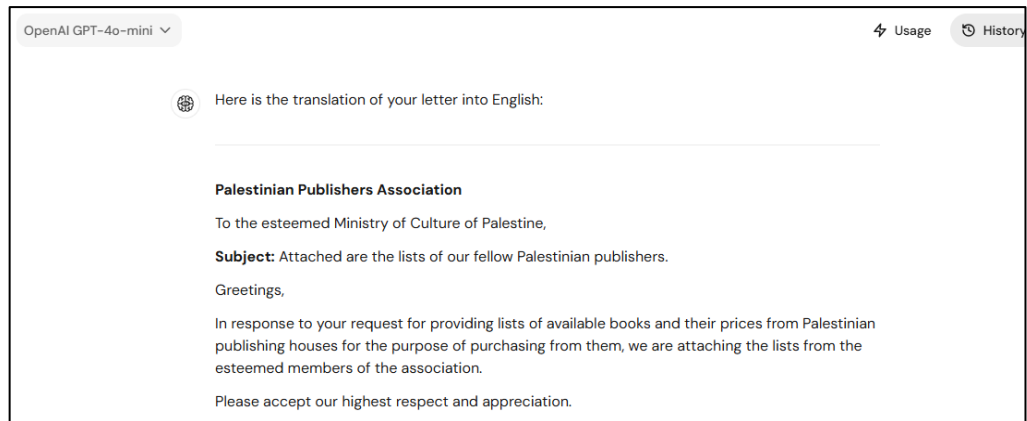
Appendix (B)

Collection of Translated Formal Correspondence by GT and ChatGPT-4o

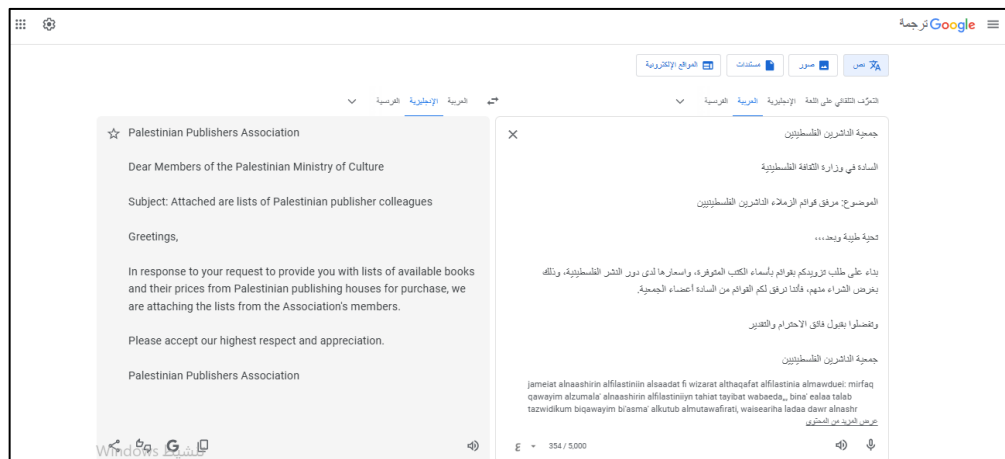
Sample A1



Sample A2



Sample A3



Sample B1

GPT-4o

دولة فلسطين
وزارة الثقافة
وزير الثقافة معالي أ. إمام عبد الله حمدان حفظه الله
تحية طيبة وبعد
الموضوع شراء كتب من دور النشر والمكتبات الفلسطينية
بالإشارة إلى كتاب تكتيكم لنا بالشراء من دور النشر والمكتبات العاملة بحقل النشر، وتوجه معاليكم بدعم حركة
النشر والتأليف نرجو التكرم بالموافقة على توصيات اللجنة بالشراء من دور النشر والمكتبات المرفق فوائدهم
اختيارنا بالشراء منها
وتغلبوا فائق الاحترام. نرجم إلى الإنجليزية

Sample B2

GPT-4o

Certainly! Here is the translation of your text into English:

State of Palestine
Ministry of Culture
Minister of Culture, His Excellency A. Imad Abdullah Hamdan, may God protect him

Greetings,

Subject: Purchase of Books from Palestinian Publishers and Libraries

In reference to your letter assigning us to purchase from publishing houses and libraries operating in the field of publishing, and in light of your support for the publishing and authorship movement, we kindly request your approval of the committee's recommendations for purchasing from the attached lists of our selected publishers and libraries.

We appreciate your consideration and respect.
If you need any further assistance, feel free to ask!

Write your message

0/10000

Sample B3

Google ترجمة

المواقع الإلكترونية مستندات صور نص

الترجمة التلقائية على اللغة الإنجليزية العربية الفرنسية

State of Palestine
Ministry of Culture
Minister of Culture, His Excellency Mr. Imad Abdullah Hamdan, may God protect him
Greetings and after
Subject: Purchasing Books from Palestinian Publishing Houses and Libraries
With reference to your letter instructing us to purchase from publishing houses and libraries operating in the publishing field, and Your Excellency's directive to support the publishing and authorship movement, we kindly request your approval of the committee's recommendations to purchase from the publishing houses and libraries listed below.
Please accept our highest respect.

دولة فلسطين
وزارة الثقافة
وزير الثقافة معالي أ. إمام عبد الله حمدان حفظه الله
تحية طيبة وبعد
الموضوع شراء كتب من دور النشر والمكتبات الفلسطينية
بالإشارة إلى كتاب تكتيكم لنا بالشراء من دور النشر والمكتبات العاملة بحقل النشر، وتوجه معاليكم بدعم حركة
النشر والتأليف نرجو التكرم بالموافقة على توصيات اللجنة بالشراء من دور النشر
والمكتبات المرفق فوائدهم اختيارنا بالشراء منها.
وتغلبوا فائق الاحترام

dawlat filastin wizerat althaqafa wazir althaqafat ma'ali 'a. imad eabd allah hamdan hafzah allah tahiat tayyibat wabead almawdue shira' kutub min dawr alnashr walmaktabat alfilastinia bialishahar 'ilaa kitab taklifukum lana bialshira' min dawr alnashr walmaktabat aleamliat bihaqj alnashri, watawajah maealikum bidaem harakat alnashr waltaalfat narju altakarum biilmuafaqat ealaa tawsiat alajnat bialshira' min dawr alnashr walmaktabat almiifaq qawayim alkitiama bialshira' minha. wataqabalu fayiq alahitram

396 / 5000

Sample C1

Go Pro OpenAI GPT-4o mini

الأخ المحترم
مدير عام الإدارة العامة للكتاب والنشر والمكتبات
...شعبة طيبة وبعد
الموضوع بيان آلية ترجمة كتاب تفصيل ظلمة فلسطين ومتطلبات هامة من موسوعة الثقافة الفلسطينية هل الذكاء
بالإشارة إلى الموضوع أعلاه، وعطفًا على الكتيلين المؤرخين في السبع والثلاثين من أكتوبر/ تشرين الأول حول الموضوع ذاته، وبنينا
إذلية التي ستم الترجمة من خلالها بناء على طلب مهالي الأستاذ عماد الدين حمدان، فإني أرفق لكم الآلية المطلوبة
...مع فائق الاحترام والتقدير
ترجم إلى الإنجليزية

Dear Mr.
Director General of the Department of Literature, Publishing, and Libraries,
Greetings,
Subject: Outline of the Translation Process for the Book "Details of the Palestine Grievance" and
Selected Excerpts from the Encyclopaedia of Palestinian Culture Before the Nakba
Referring to the above-mentioned subject, and following the two related documents dated
October 27th, as well as to clarify the translation methodology to be employed upon the request
of His Excellency Mr. Imad Ad Din Hamdan, I am attaching the required outline for your reference.
With utmost respect and appreciation,

Type a message...

OpenAI GPT-4o mini

Sample C2

Google ترجمة

الترجمة التلقائية على اللغة الإنجليزية العربية الفرنسية

العربية الإنجليزية الإسبانية

Dear Brother
Director General of the General Administration of Literature, Publishing,
and Libraries
Greetings,
The subject is a statement of the mechanism for translating the book
"Details of the injustice of Palestine" and important excerpts from the
Encyclopedia of Palestinian Culture Before the Nakba
With reference to the above subject, and in reference to the two letters
dated October 27th on the same subject, and a statement of the
mechanism by which the translation will be carried out, based on the
request of His Excellency Professor Imad al-Din Hamdan, I am
attaching the requested mechanism.
With the utmost respect and appreciation,

الأخ المحترم
مدير عام الإدارة العامة للكتاب والنشر والمكتبات
...شعبة طيبة وبعد
الموضوع بيان آلية ترجمة كتاب تفصيل ظلمة فلسطين ومتطلبات هامة من موسوعة الثقافة
الفلسطينية هل الذكاء
بالإشارة إلى الموضوع أعلاه، وعطفًا على الكتيلين المؤرخين في السبع والثلاثين من أكتوبر/
تشرين الأول حول الموضوع ذاته، وبنينا لآلية التي ستم الترجمة من خلالها بناء على طلب مهالي
الأستاذ عماد الدين حمدان، فإني أرفق لكم الآلية المطلوبة.
...مع فائق الاحترام والتقدير
afakh almuhtaram mudir eamni al'idarat aleamat ililadab walnashr
walmaktabat tahiat tayibat wabeeda, almawduce beyan allat tarjamat kitab tafsil zalamat
filastin warnuqatfat hamat min mawsu'at alhaqaaqat alfalastinat qabl alhaqaba
عوض العزيز المحترم

ع = 471 / 5.000

أرسلنا ملاحظات

Sample D1

GPT-4o

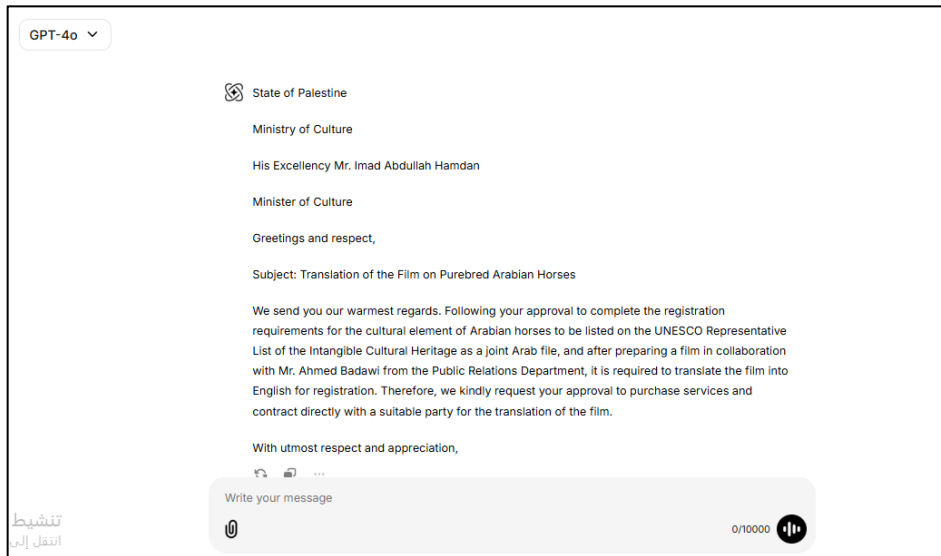
دولة فلسطين
وزارة الثقافة
مهالي / أ. عماد عبد الله حمدان
محطه الله
وزير الثقافة
...شعبة واحتراماً وبعد
الموضوع: ترجمة فيلم العيل العربية الاصيلة
فهذاكم أعتيب التحيات، لاحقا لموافقكم على استكمال متطلبات التسجيل حول الحضور الثقافي الجليل العربية
لتسجيله على القائمة التمهيلية لمتاحس التراث الثقافي عبر المهادي في اليوبيسكو كلف عربي مشترك، وبعد اعداد
فيلم بالتعاون مع الاخ احمد بدوي من دائرة العلاقات العامة ومن متطلبات التسجيل ترجمة الفيلم إلى اللغة
الانجليزية، وعليه نرجو موافقتكم على حراء خدمة والتعهد المتاحس مع من قروه مداسيا لترجمة الفيلم
...مع فائق الاحترام والتقدير

Write your message

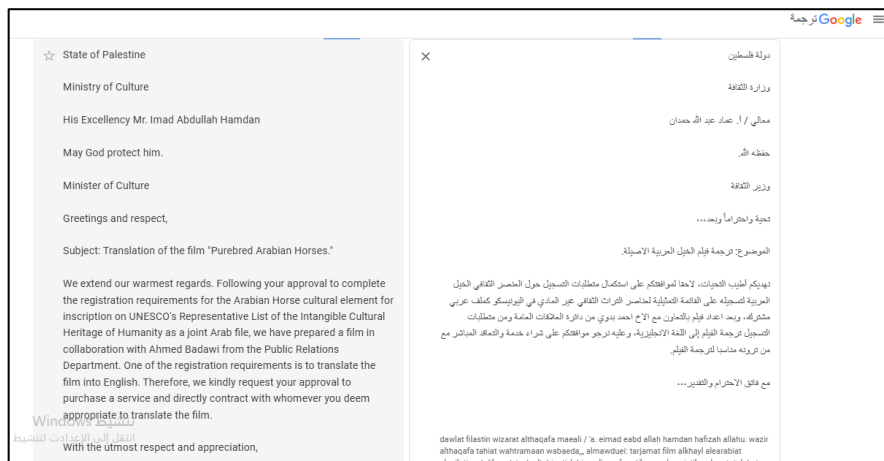
تنشيد
انتقل إلى

0/10000

Sample D2



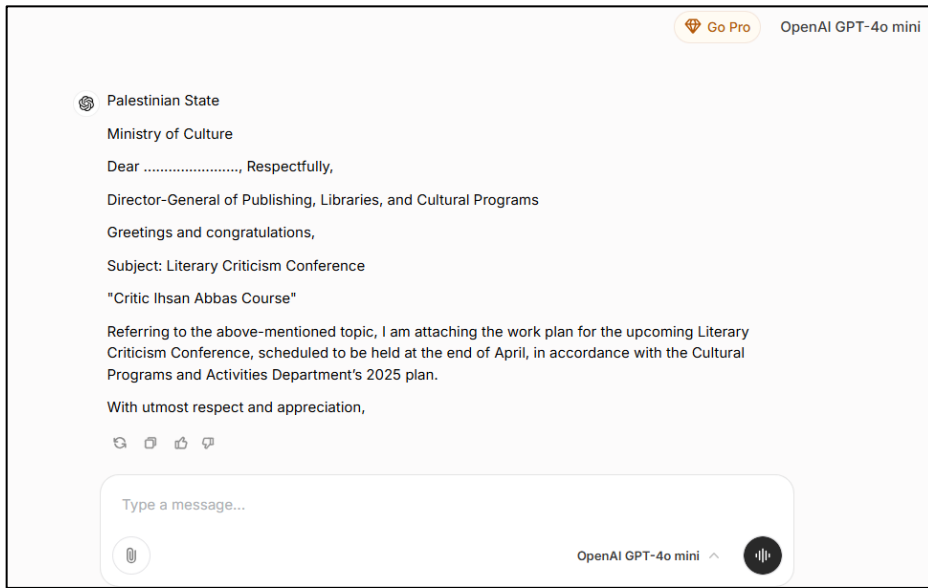
Sample D3



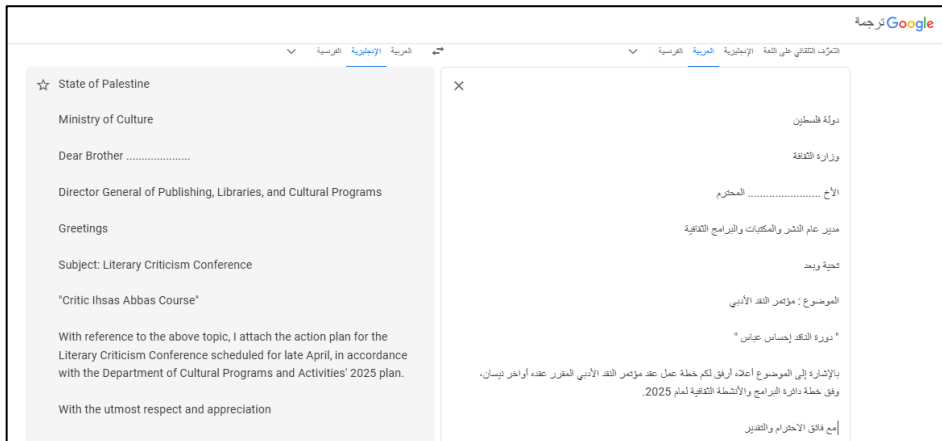
Sample E1



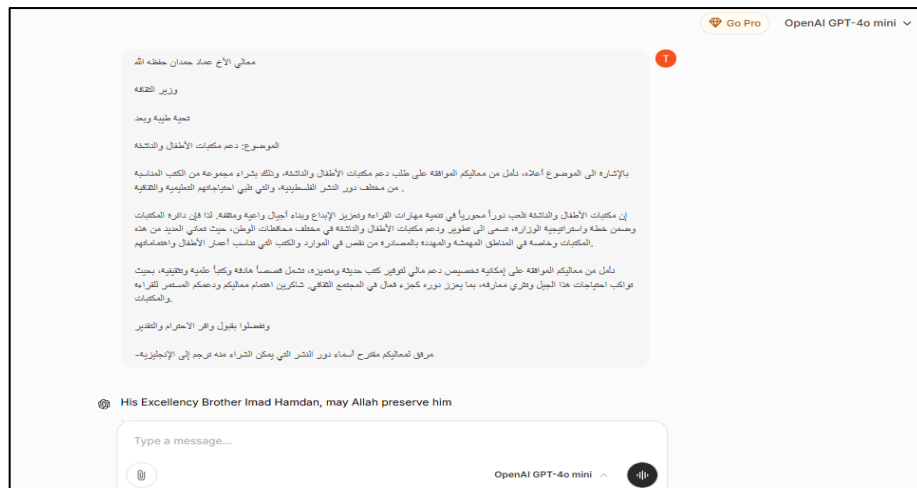
Sample A2



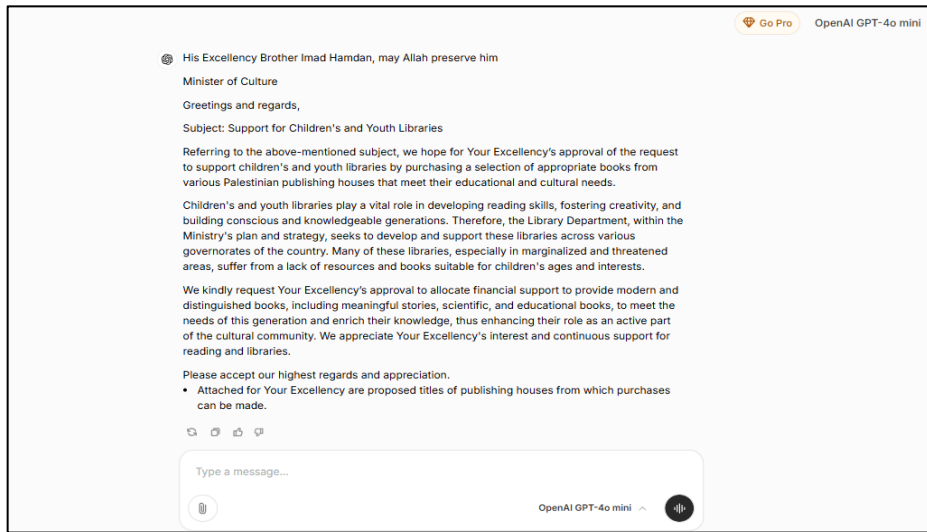
Sample E3



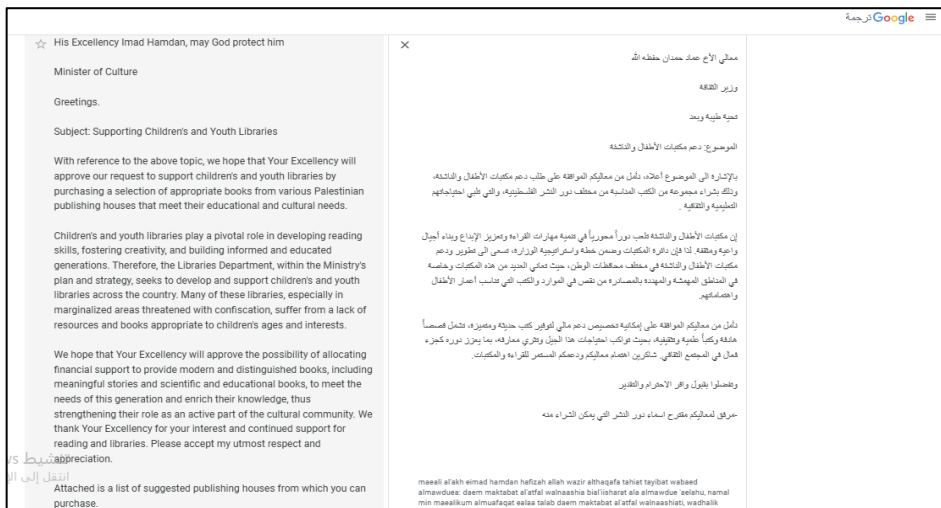
Sample F1



Sample F2



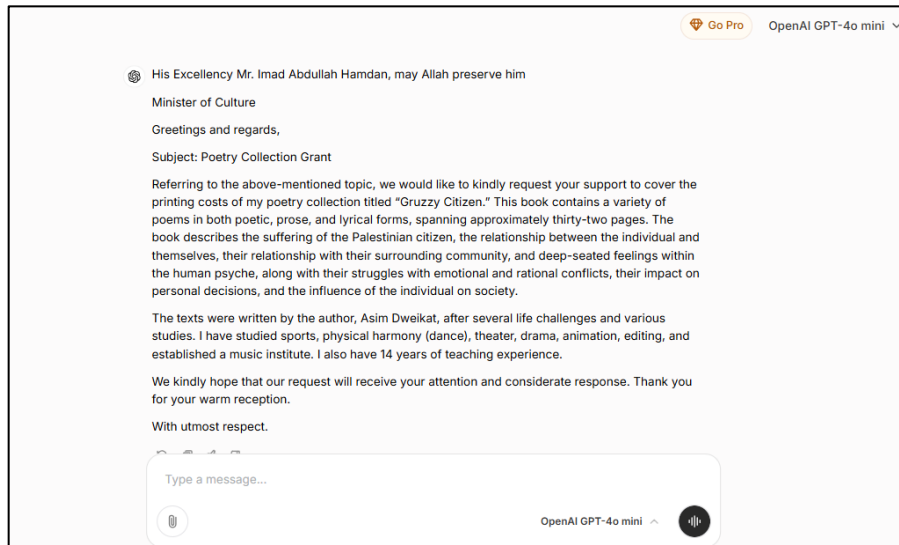
Sample F3



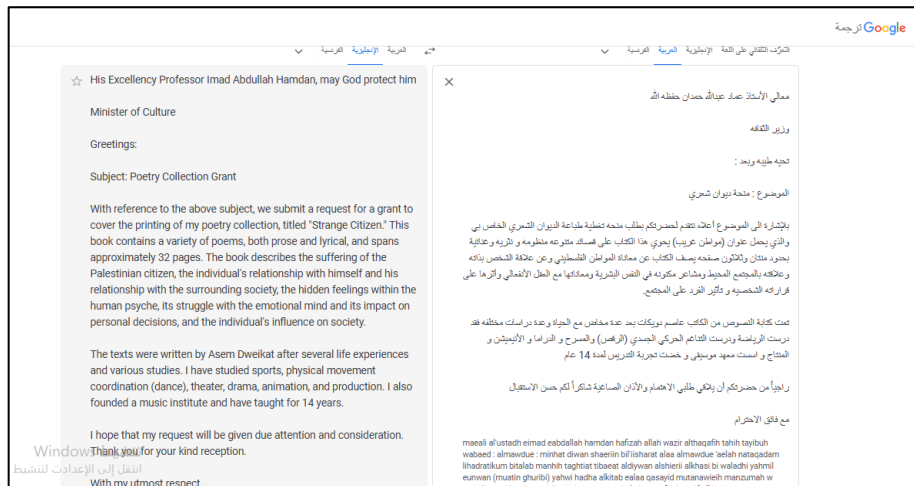
Sample G1



Sample G2



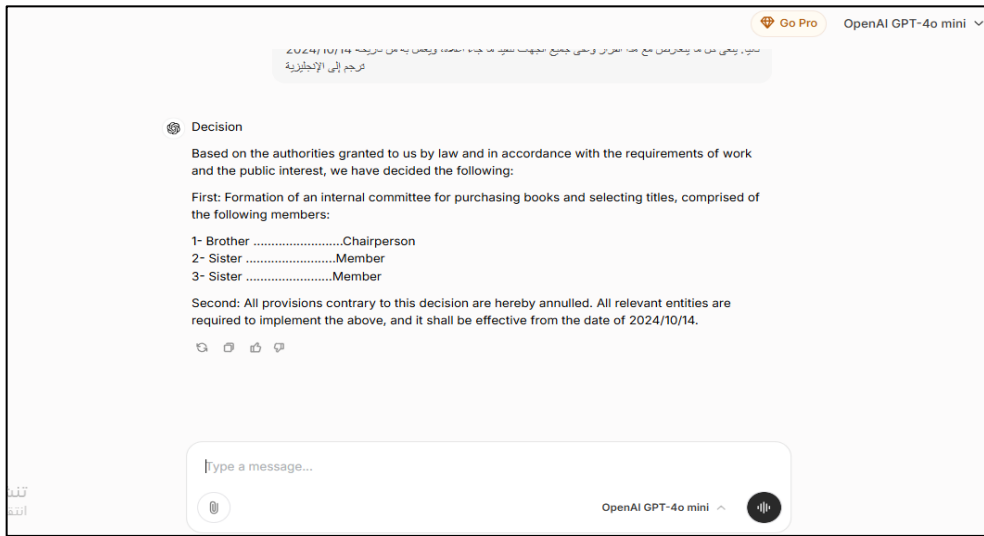
Sample G3



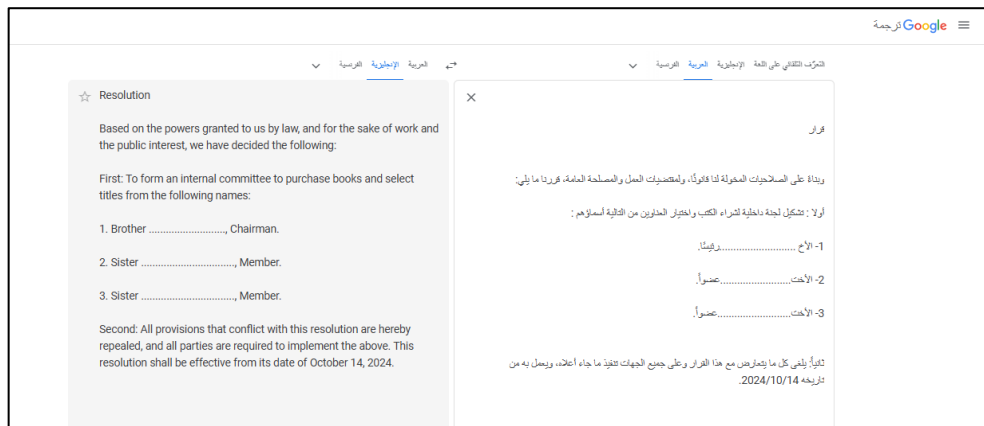
Sample H1



Sample I2



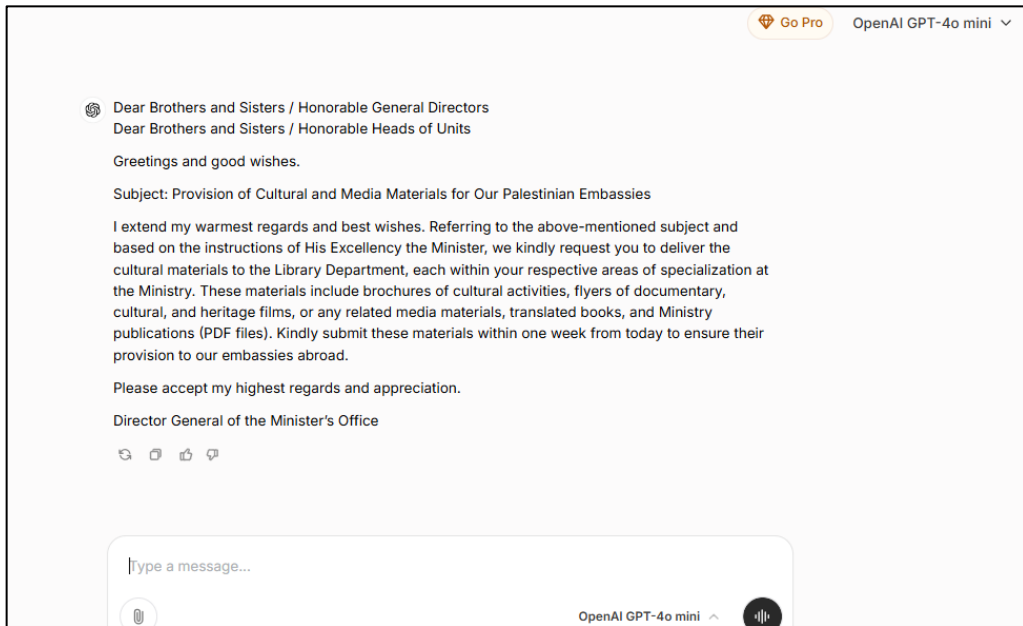
Sample I3



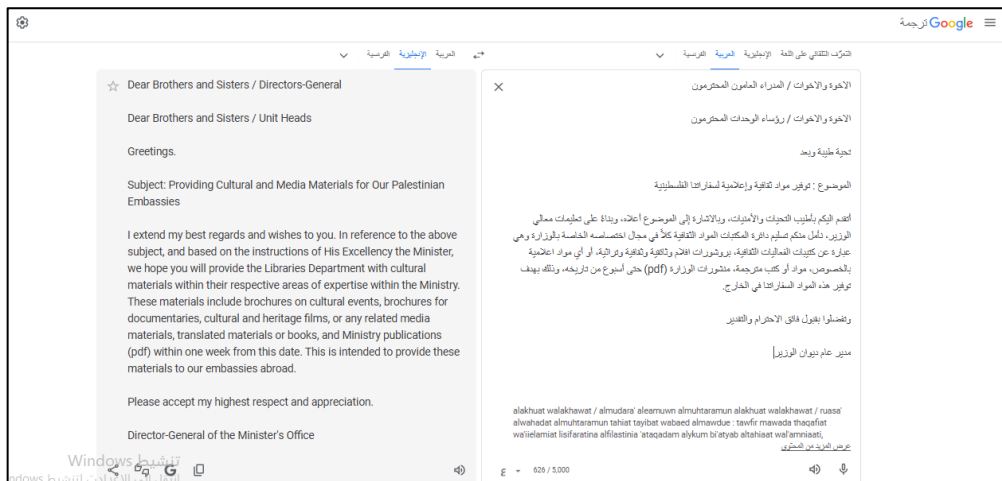
Sample J1



Sample J2



Sample I3



Appendix (C)

Official Authorization Letter

STATE OF PALESTINE
MINISTRY OF CULTURE



دولة فلسطين
وزارة الثقافة

التاريخ: 2025/07/30

الموضوع: إلى من يهمة الأمر بخصوص استكمال الطالبة تمارا إسماعيل متطلبات الأطروحة

بالإشارة إلى الموضوع أعلاه، وبناء على طلب الطالبة تمارا إسماعيل من قسم اللغويات التطبيقية والترجمة، نود إعلامكم بأننا في وزارة الثقافة قمنا بتزويدها بعشر (10) مراسلات رسمية صادرة عن وزارة الثقافة الفلسطينية، وذلك بهدف استخدامها في إعداد رسالتها واستكمال متطلبات الأطروحة.

وتقبلوا فائق التقدير والاحترام

رشيد عنابة



جامعة النّجاح الوطنيّة
كليّة الدّراسات العليا

توظيف تشات جي بي تي 4 و ترجمة جوجل في ترجمة المراسلات
الرسمية العربية في المؤسسات الحكومية إلى اللغة الإنجليزية:
وزارة الثقافة الفلسطينية كحالة دراسية

إعداد

تمارا عبد الحميد عبد الله اسماعيل

إشراف

د. محمد حمدان

قدمت هذه الرسالة استكمالاً لمتطلبات الحصول على درجة الماجستير في اللغويات التطبيقية والترجمة
بكلية الدراسات العليا في جامعة النجاح الوطنية في نابلس، فلسطين.

2025

توظيف تشات جي بي تي 4 و ترجمة جوجل في ترجمة المراسلات الرسمية العربية في المؤسسات الحكومية إلى اللغة الإنجليزية: وزارة الثقافة الفلسطينية كحالة دراسية

إعداد

تمارا عبد الحميد عبد الله اسماعيل

إشراف

د. محمد حمدان

الملخص

تُشكل المراسلات الرسمية الحكومية تحديًا عند ترجمتها إلى لغتين وثقافتين مختلفتين. نظرًا للانتشار الواسع للذكاء الاصطناعي التوليدي كتشات جي بي تي 4 إلى جانب الترجمة الآلية كترجمة جوجل في مجال الترجمة، تدرس هذه الأطروحة المراسلات الرسمية العربية التي ترجمت إلى الإنجليزية باستخدام ترجمة جوجل وتشات جي بي تي 4. استعين بالمراسلات من وزارة الثقافة الفلسطينية من خلال الحصول على إذن رسمي من الجهة المختصة، حيث تضم ما يقارب 10 عينات. تتكون كل عينة من 2-11 سطرًا متضمنة مواضيع مختلفة مثل الاستفسارات والطلبات والدعوات والتعليمات. يسعى الباحث إلى تقييم البيانات المختارة من خلال تبني مفاهيم رئيسية مثل الاختيارات المعجمية ومستوى الرسمية والمرشح الثقافي إلى جانب توظيف متغيرات السجل (المجال وطبيعة العلاقة بين الأطراف).

لإجراء هذه الأطروحة، يستخدم الباحث نموذج تقييم جودة الترجمة (TQA) لجوليان هاوس (2015). حيث يركز هذا النموذج على تقييم النص المصدر والنص الهدف مما يشكل تحديًا كبيرًا في ترجمتهما. تهدف هذه الأطروحة إلى دراسة ترجمات جوجل و تشات جي بي تي 4 من خلال ترجمة النصوص الرسمية العربية المؤسسية إلى الإنجليزية فيما يتعلق بمتغيرات السجل بغض النظر عن الأسلوب الذي يعد ثابتًا في تحليل البيانات. تشير النتائج إلى أن المراسلات الرسمية العربية تتطلب مستوى عاليًا من الرسمية والدقة التي تحققها ترجمة جوجل ويحافظ عليها أكثر من تشات جي بي تي 4.

يميل تشات جي بي تي 4 إلى استخدام النبرة العاطفية إلى حدٍ ما بدلاً من النبرة الرسمية كما هو الحال في ترجمة جوجل. علاوة على ذلك، فإن ترجمة تشات جي بي تي 4 تشكل عدم تطابق في متغيرات المجال وطبيعة العلاقة بين الأطراف مما يؤدي إلى تغيير الموضوع وعلاقة الدور الاجتماعي للمصدر بين المرسل والمستقبل في النص الهدف. هذه الفروقات تشوه المعنى الأصلي مما يشكل معضلة في النص واللغة الهدف. لذلك، توصي الباحثة بإجراء المزيد من التحليل المقارن لترجمة المراسلات الرسمية المؤسسية إلى لغات أخرى لتوفير فهم أشمل لتأثير اللغات من خلال استخدام ترجمة جوجل وتشات جي بي تي 4. علاوة على ذلك، توصي المترجمين والموظفين الذين يستخدمون الترجمة الآلية والذكاء الاصطناعي، وبالتحديد ترجمة جوجل وترجمة تشات جي بي تي 4 باكتساب قدر كافٍ من الوعي في ترجمة النصوص الرسمية. كما أوصت بإمكانية تطبيق نموذج هاوس (تقييم جودة الترجمة) على نصوص أخرى متنوعة كالنصوص القانونية.

الكلمات المفتاحية: المراسلات الرسمية؛ نموذج هاوس (تقييم جودة الترجمة)؛ متغيرات السجل؛ ترجمة جوجل؛ تشات جي بي تي 4.