

# Survey on NCB / NCA Language Policies

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# Who we are

- NCBs are the National Central Banks: the banks of banks in EU Member States
- NCAs are the National Competent Authorities: the supervisors of banks in EU Member States
- An NCB can also be an NCA.

# Banks in Europe

- 6,088 credit institutions with 174,000 branches;
- Banks in Europe employ 2.7 million people;

High level of interaction and intense communication

# Objective of the survey

A combination of curiosity and necessity

- Where do we (NCBs/NCAs) stand?
- Do we have concrete language policies?
- Do we outsource?
- Do we share language data?
- Do we use eTranslation?
- Do we use the same language?

Country profiles ⇒ “sectoral profile”

# N.B.

- These are the results of an informal survey, not the product of a scientific procedure.
- In a couple of cases, the official policy of an NCB/NCA may differ from the work practice of their language/translation department.
- I am here in my personal capacity and the views I express are my own, not those of the respondents.

# Identity of the survey

- A questionnaire was sent to 31 NCBs and NCAs, addressed to translators / language specialists
- It consisted of 16 closed and 3 open questions
- We received 24 replies
- The results were presented internally\* and comments taken into account

# Language policies

Does your NCB/NCA have a concrete/written language policy?



# Dedicated translation departments

**22/24 have in-house language services or translation sections**

... proving the importance NCBs/NCAs attribute to good, timely communication, which is in line with the “house rules” ...

... which contradicts the previous finding that most NCBs/NCAs do not have a concrete/written language policy.



# Outsourcing

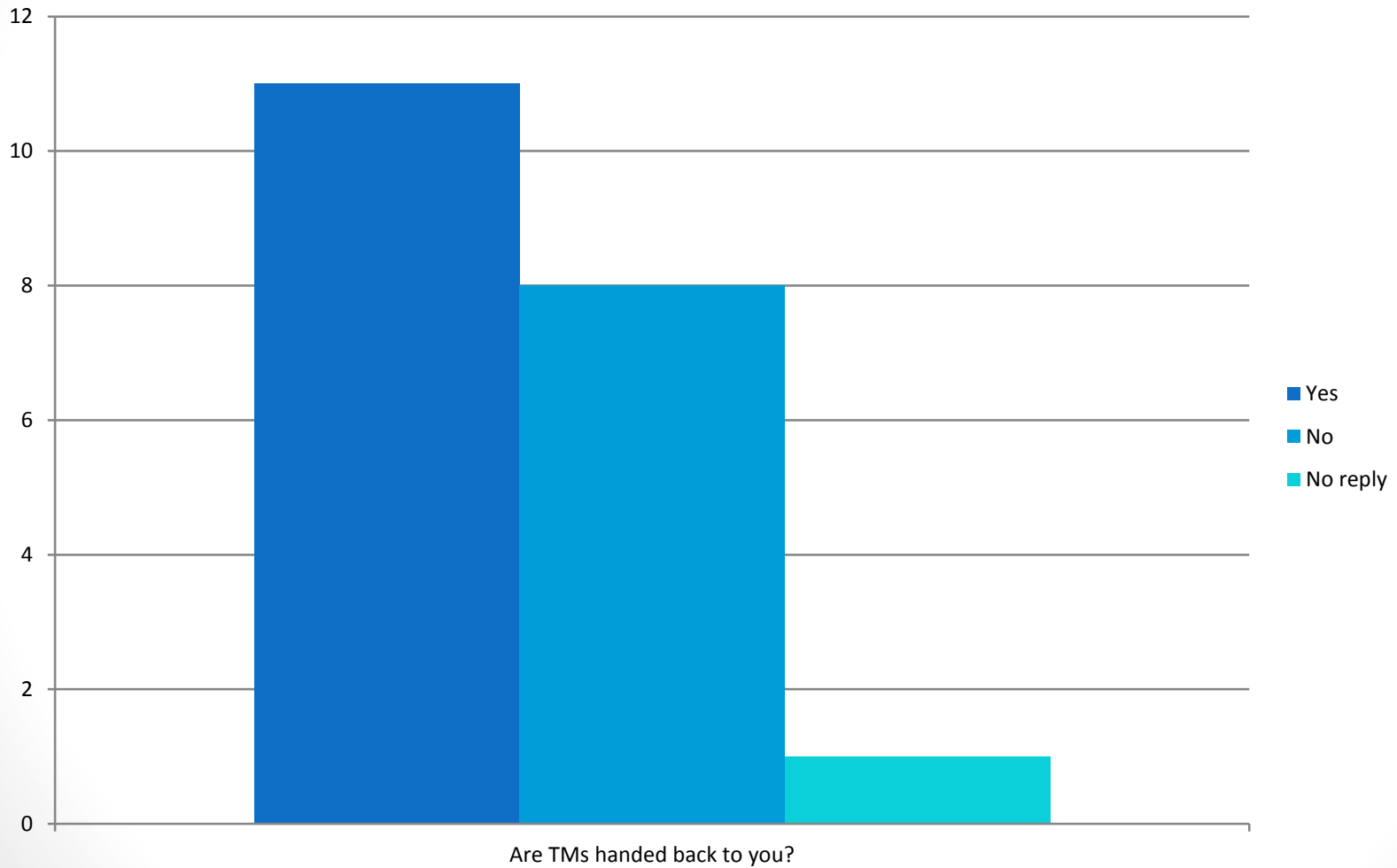
**The majority of NCB/NCAs (20/24) outsource translation work**

- Understaffed translation departments
- Non-standard/unscheduled work
- Cost considerations
- Quality considerations

# Among the 20 that outsource

- 16 require external providers to sign a non-disclosure agreement
- only 11 ask external providers to hand them back translation memories or bilingual files

# Outsourcing and TMs (total 20)



# TMs + copyright (total 20)

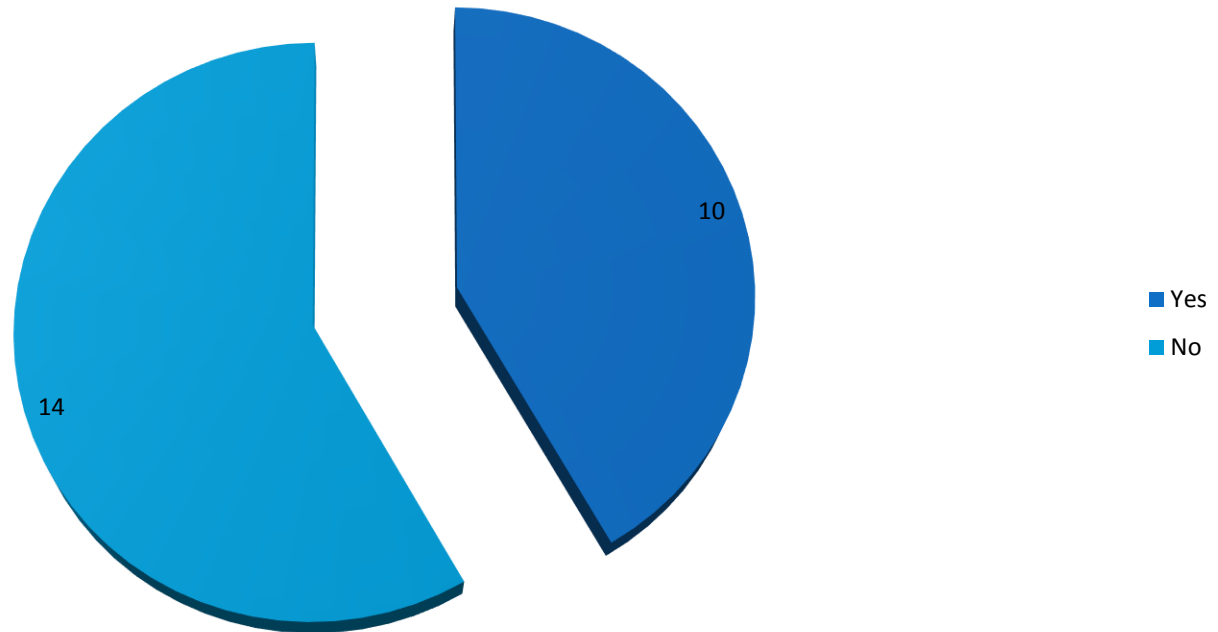
- 11/20 hold copyright
- 2/20 share it with the provider
- 7/20 did not reply (or did not know)
  
- Out of the 11 who hold copyright, only 8 cases overlap with the 11 respondents who ask external providers to hand them back translation memories.

# CAT, LR and eTranslation

- 22/24 use CAT tools – perfect match with dedicated translation services
- 18 create language resources
- 12 of which share them internally
- 5 have an eTranslation strategy

# Bilingual data sharing

Do you participate in bilingual data sharing initiatives?



# Who do you share with? (total 10)

- The ECB;
- The national Parliament;
- Other EU institutions;
- Another NCB within the Eurosystem;
- The external provider;
- Native language-speaking institutions;
- ECB / NCBs / NCAs

# More on sharing (total 10)

## Has it been ...

- 4 The fruit of your institution's initiative
- 1 Mandated
- 6 Other (specify)

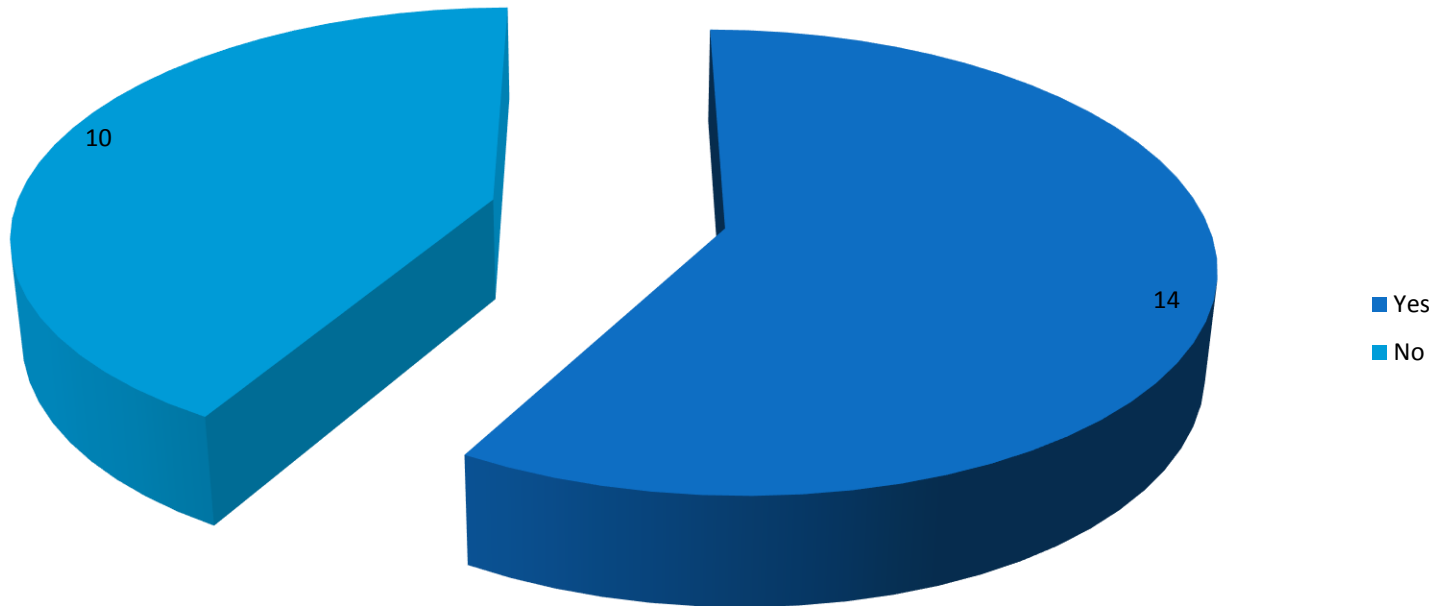
One NCB gave two answers, and most of the "Other" responses were explained as "Both"

In only 3 cases is the sharing under an official agreement



# Access to CEF eTranslation

Does your NCB/NCA have access to CEF eTranslation?



# Why not?

- Inadequate resources;
- Major challenges as to the feasibility of using MT in specific language pairs (post-editing is not enough);
- No urgent need;
- Still gathering information;
- Pilot tested MT@EC in 2014 and found it unsuitable;
- All translation is outsourced;
- One NCB has access but doesn't use it (security considerations);
- 4 respondents are not “public”.

# In short

(a)

- Our LRs could be better documented;
  - Our LRs are not always readily available;
  - Our LRs are not always shared – not even within individual institutions;
  - We are often not fully aware of our LRs.
- 
- The framework for sharing our LRs deserves more attention.

# In short

(b)

- We do not always speak the same language
- Copyright considerations
- Security considerations
- What about the non-public?
- Huge amounts of outsourced work doesn't return as LR to the NCB/NCA
- Almost all such work is outsourced to non-public entities.

# Next steps

- Need for information, starting from a more basic level.
- Familiarisation: why would “inadequate resources” be an issue?
- Define terms of collaboration.
- Standardised official agreements for sharing LR

**Thank you for your attention!**