

# Consultation Behaviour with Online Resources in English-Chinese Translation: An Eye-tracking, Screen-recording and Retrospective Study

**Binghan Zheng**

Yixiao Cui

*Durham University*

Online consultation resources which support translators in their workplace in the digital age, have received rapid development in both their variety and efficiency. However, most existing research on translation consultation focus on improving consultation resources (Lew & Pajkowska, 2007) and searching strategies (Lew, 2013; Nesi, 1999), leaving studies on process of consultation inconclusive. This research investigates the online consultation behaviours in translation from English into Chinese by triangulating eye-tracking, screen-recording and retrospective interview data. Wilson's (1999) Information Behaviour Model is applied to analyse the behaviour with three steps: information need, information-seeking behaviour, information use behaviour. We aim to answer following three questions: (1) What is the effect of translation difficulty on consultation behaviour? (2) How does the type of translation problem relate to information-searching behaviour and the evaluation of information relevance? (3) How does consultation behaviour affect the acceptability of translation solutions?

In this study, 38 MA translation students were recruited as subjects. There were asked to translate two 100-word texts from English (L2) into Chinese (L1), with their translation (at Translog II interface) and consultation processes being registered by a Tobii TX300 eye-tracker. The main findings are as follows: (1) both the length (in time) and the complexity of consultation increase with an increase in translation difficulty; (2) a longer time is spent on consultation for general translation problems, and they involve more resource types and longer searching times than specific translation problems; (3) consultation behaviour is generally target-oriented, and information relevance evaluation is consistent with the information required by the different types of translation problem, and (4) a longer time spent on consultation results in higher acceptability of individual translation solutions, while a higher complexity does not.

**Keywords:** information behaviour, online consultation, eye-tracking, retrospection, English-Chinese translation

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