Translation technologies in humanitarian work: expectations and challenges among NGOs in Jordan

Lubna A. Abdul-Hadi
Khetam Shraideh

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Lubna A. Abdul-Hadi
Mutah University;
lubna.abdulhadi@mutah.edu.jo;
ORCID: 0009-0007-9198-5800

Khetam Shraideh
Al-Balqa Applied University;
khetam.sh@bau.edu.jo;
ORCID: 0000-0001-9087-5895

Abstract

This paper investigates the use of translation technology within NGOs. A survey was distributed to local and international NGOs operating in different sectors in Jordan. The survey results identify translation technology challenges NGOs face, and the study recommends ethical and sensible use of translation technology to support inclusive humanitarian work.

Keywords: humanitarian sector; Jordan; machine translation; translation technology; NGOs.

Resumen

Este artículo investiga el uso de las tecnologías de la traducción en las ONG. Se distribuyó una encuesta a ONG jordanas, tanto locales como internacionales, que operan en distintos sectores. Los resultados de la encuesta identifican los desafíos relacionados con las tecnologías de la traducción a los que se enfrentan las ONG, y el estudio recomienda un uso ético y sensato de estas tecnologías para apoyar un trabajo humanitario inclusivo.

Palabras clave: sector humanitario; Jordania; traducción automática; tecnologías de la traducción; ONG.

Resum

Aquest article investiga l'ús de les tecnologies de la traducció a les ONG. S'ha distribuït una enquesta a ONG jordanes, tant locals com internacionals, que operen en diversos sectors. Els resultats de l'enquesta identifiquen els reptes relacionats amb les tecnologies de la traducció als quals s'enfronten les ONG, i l'estudi recomana un ús ètic i assenyat d'aquestes tecnologies per donar suport a un treball humanitari inclusiu.

Paraules clau: sector humanitari; Jordània; traducció automàtica; tecnologies de la traducció; ONG.

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1. Introduction

Jordan has emerged as a regional humanitarian centre that hosts local and international non-governmental organizations (NGOs). These organizations cover areas that range from education and human rights to gender equality and healthcare. According to Jordan's Ministry of Social Development, there are 1,197 NGOs registered in the country (Abu-Serdaneh et al., 2022), and they are located in cities like Zarqa, Irbid, and, above all, the capital, Amman. Local and international NGOs vary in their scope: while local NGOs tend to focus on regional issues, such as women's rights in parliament or economic growth in rural areas, international NGOs manage a wider range of issues, including environmental protection and food security. Both local and international NGOs play a role in sustaining community development in Jordan (Al Zyoud, 2019). With that role in mind, the NGOs are expected to work in an efficient manner and respond to complex and multilingual settings; this, in turn, increases the demand for inclusive translation services, including localization.

With the rise of translation technologies, many NGOs now have new means to support multilingual services and carry out their mission of promoting social and sustainable development. This raises important questions: To what extent do NGOs in Jordan rely on these translation technologies? How do these tools support or hinder achievement of the organizations' goals? With these questions in mind, this paper aims to explore the translation difficulties that NGOs encounter in Jordan, with special focus on the role of translation technologies and on that of NGOs as mediators between their beneficiaries and the wider public (Tesseur, 2022). In addition, the paper investigates common translation technologies adopted by NGOs in Jordan and the purpose that they serve in their workflow. Towards the end, the paper will attempt to offer recommendations for NGOs in Jordan regarding translation practices and the adoption of translation technologies.

2. Translation technology and NGOs

The intersection of translation policies and humanitarian work has been examined by Wine Tesseur (2017; 2021; 2022; 2023). Employing theories of social justice in translation, she has investigated the way in which communication in multilingual settings is shaped by language support and power dynamics, highlighting the concept of 'translation-as-empowerment' as part of NGO operations. Tesseur (2022; 2023) notes that despite the crucial role of translation and interpreting, both receive minimal attention within these organizations. Moreover, Nirvin Sidhu (2021) suggests that NGOs require translators to be mindful of sensitive issues or terminology when translating, as well as thoroughly invested in the context of humanitarian texts to produce well-grounded translations. The challenge facing the translator here is responding to an NGO's needs by rendering the linguistic and cultural nuances of a text within the limited resources offered by the NGO. However, NGOs' lack of sufficient funding would place burdens on professional translators who feel marginalized when such organizations assign translation work to non-professional

translators, including bilingual staff or volunteers (Tesseur, 2017; 2021; 2022; 2023). This is echoed by Todorova & Liu (2024), who conducted a study in Hong Kong and found that while translation represents an integral part of NGO's work, most translations are primarily done by bilingual staff, with professional translators representing only 20% of total staff members. They further added that the lack of specialized translation units or departments leads to overreliance on online dictionaries and machine translation (MT) tools. This tendency, which is often explained by the lack of sustainable financial resources, raises major concerns regarding translation quality and data security, all of which would jeopardize the NGO's reputation and question its credibility.

The United States had been a prominent financial supporter of NGOs around the world. However, a major 90% cut was implemented in February 2025 under Donald Trump's administration, which has affected the aid distributed to international NGOs worldwide, primarily through the United States Agency for International Development (USAID). The justification for the cut is prioritizing domestic needs over international contributions, which aligns with the administration's broader "Make America Great Again" policy. Furthermore, the growth of authoritarianism worldwide and unfair official social frameworks, primarily heightened censorship, have hindered NGOs' access to funding and complicated their immense efforts to empower local communities.

As a solution in addressing these issues, NGOs partner with global organizations of volunteer translators and interpreters, such as Translators without Borders (TWB). There are currently 53 NGOs registered with TWB, which has the capacity to take on up to 100 additional organizations. Another example of NGO collaboration, particularly focusing on refugee support, is through digital platforms for meeting virtually with translators and interpreters. A common platform in humanitarian work is the mobile application Tarjimly (Translate for Me). Developed during the Syrian refugee crisis in 2016, Tarjimly offers translation in 60 language pairs. It provides translations and connects refugees/staff with translators/interpreters through instant virtual meetings. However, translation from or into some languages still needs additional support to ensure the availability of translators/interpreters, especially for asylum seekers, whose asylum cases could otherwise be rejected due to invalid applications.

In addition to Tarjimly, other translation and interpreting tools were released to offer accessible communication support during periods of displacement and humanitarian response during the Syrian refugee crisis. Balkul (2018) notes that most of the tools (for example, Translator-Pool, ETCall, RefuChat Bridge, We Talk, and Merhaba Umut) launched between 2015 and 2017 offer a limited set of language pairs, primarily Arabic with English, Turkish, German, French, Spanish, Greek, Persian, or Kurdish. Although these tools provide free and instant online translation and interpreting services, they rely on volunteer networks and translators. A similar mobile application called Jeenie was launched later in 2018, Jeenie is widely used in the health sector, where users can access health services through immediate connection with interpreters/translators specialized in the area of healthcare.

These communication tools narrow the linguistic gap, nonetheless, they raise significant concerns pertaining to the professionalization of humanitarian translation. Piróth and Baker (2020) critique these volunteer-based platforms and argue that they operate on the notion of charity, and not solidarity, in delivering free translation and interpreting work. This practice, they note, escapes the ethical and social implications associated with free labour which potentially harms the professionality of translation. Furthermore, volunteer translators, especially within NGO settings, as Sánchez Ramos (2024) emphasizes, are often discursively positioned as good citizens and are driven more by a social responsibility and a commitment towards the community. This discursive positioning, she further argues, shapes public perceptions of translation by compromising the visibility of professional translators. To advance the quality of translation and boost the consistency of ethically and culturally relevant translations, NGOs' translation practices need to be reconsidered, and a diligent and rigorous systemized use of translation technological systems needs to be maintained.

Alsaleem (2020) investigated the use of translation technology in Jordanian governmental and non-governmental organizations and translation agencies. Most of the Jordanian bodies (65%) she surveyed indicated that they did not use any electronic tools for their translations, due to mistrust, poor quality, and cultural term mismatches. However, some of the survey respondents (40%) reported using digital dictionaries, while a few responses reflected reluctance to use technology in translation due to its limitations at the time when the study was conducted (2020). Since then, there has been a rise in the use of artificial intelligence (AI) and MT tools in various humanitarian sectors. Given the risks entailed by accessible generative AI tools such as ChatGPT-3.5, mainly related to data security, privacy, and confidentiality, especially when dealing with sensitive information, guidance on the sensible and ethical use of those tools is essential to better contribute to NGOs' operations and the achievement of their ultimate goals.

3. Methodology

To explore the challenges Jordanian NGOs face in using translation technology and the tools involved, a digital survey was designed, using Google Forms, and distributed among 33 individuals (males and females) working for 15 NGOs in Jordan. While it could be argued that those numbers are modest for depicting valid results, the NGOs in question are specialized in a variety of fields, including gender equality and environmental issues, and are spread across different cities in Jordan.

The survey included a total of 25 questions: 23 multiple-choice questions and two short-answer questions. Multiple-choice and Linkert scale questions were used to save the participants' time, and a single open-ended question was included to allow them to share any comments and remarks they deemed necessary. It was divided into three sections: first, questions related to each NGO, such as its area of expertise and organizational structure; second, subjective questions to obtain data on each respondent, including their years of experience, work position, and their expectations; and third,

questions referred to translation technologies and challenges involved. To focus on translation visibility, participants were asked whether their NGOs have translation units or departments and whether they had received any formal training on the use of technological tools for translation. These were all multiple-choice questions that participants were required to answer.

To represent the survey findings, the results are presented visually in graphs and clearly outlined in a narrative form, then, they are thoroughly discussed in the subsequent section. The 'Results' is divided into five subsections: 1. Participant profile; 2. Organization profile; 3. Use of MT and AI tools in the translation workflow; 4. Challenges and implications of using MT and AI in translation; 5. Future expectations regarding MT and AI in NGO translation work. Certain limitations were observed, particularly in terms of the data set comprising 33 responses. Future studies could include more NGOs and participants, although NGOs usually have small numbers of employees. Another issue concerning data collection arose from many individuals expressing misgivings about participating in the study. To assure them that their responses were only for research purposes, giving the name of their NGO was made optional.

4. Results

This 'Results' section presents the survey findings in the same order the questions were asked in the survey. Most survey questions are analysed here, the exceptions being those not directly related to the core of the discussion. The 'Results' section first addresses participant profile, followed by organization profile, the use of MT and AI, and then challenges and future expectations.

4.1 Participant profile

The respondents reported being employed primarily as translators and interpreters (13) and communication officers (10), which reinforces the idea that the available positions are predominantly focused on language and communication. Fewer respondents reported being employed as managers (7), advisers/consultants (2) or gender and inclusion specialists (1), reflecting the minimal representation of respondents in more advanced positions (see Figure 1). The responses indicate that the bulk of participants are involved in direct communication and translation activities, as opposed to leadership and advisory positions.

Figure 1: Responses to question 1

The respondents appear to be NGO sector professionals: 14 participants (42.4%) reported having more than 10 years of experience, while an additional 9 participants (27.3%) have between 6 and 10 years. A further 8 participants (24.2%) possess 3 to 5 years of experience, whereas only 2 participants (6.1%) report having 0 to 2 years (see Figure 2).

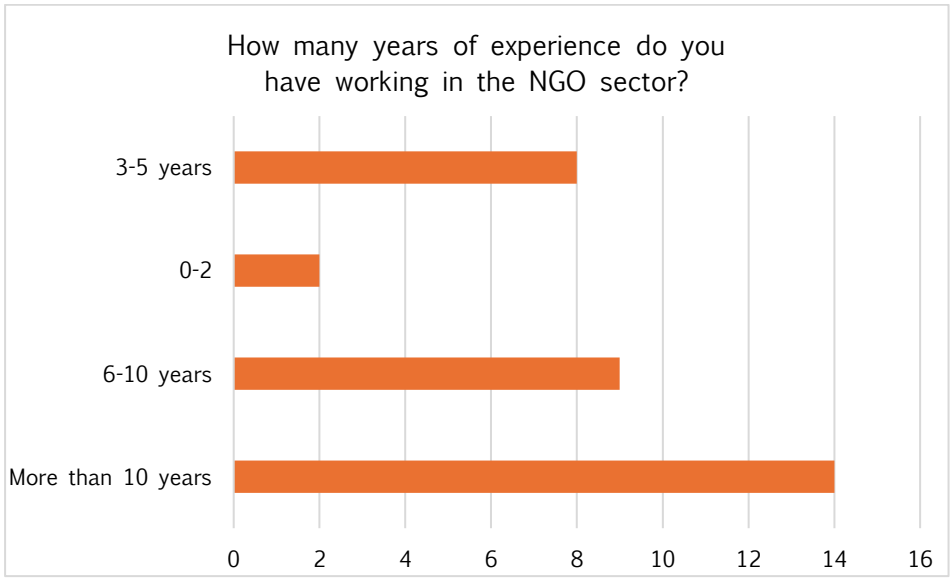

Figure 2: Responses to question 2

4.2 Organization profile

Most respondents (26 participants: 78.8%) reported working for international NGOs and a few (7 participants: 22.2%) indicated working for local NGOs in Jordan (see Figure 3).

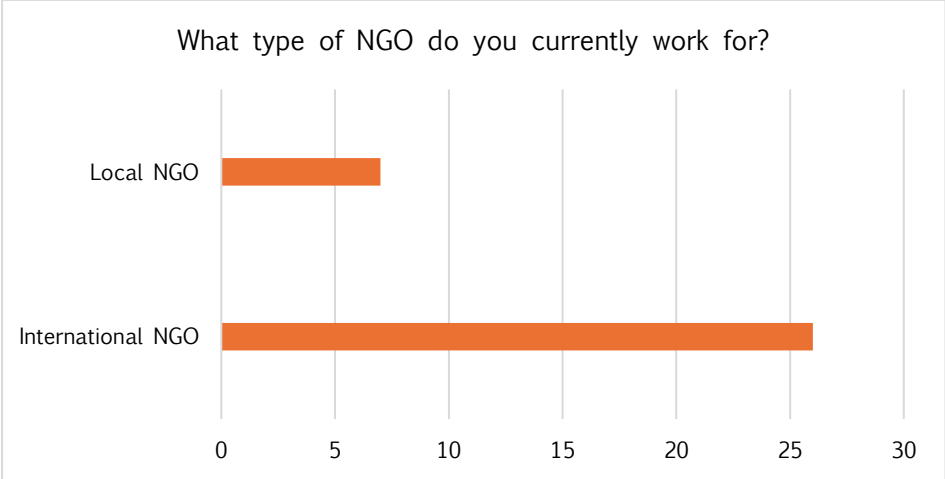

Figure 3: Responses to question 3

The international NGOs handle a diverse range of documents, with the largest percentage (16 participants: 48.5%) mainly involved in work on education and youth empowerment. This is followed by community development (13 participants: 39.4%), then environmental protection and sustainability, humanitarian aid and refugee support, and women's rights and gender equality (all selected by 12 participants: 36.4%). The smallest percentage (8 participants: 24.2%) corresponds to human rights. Additionally, a small portion of responses reflected individual inputs from participants, pointing to a broader spectrum of sectoral engagement beyond the predefined categories (see Figure 4).

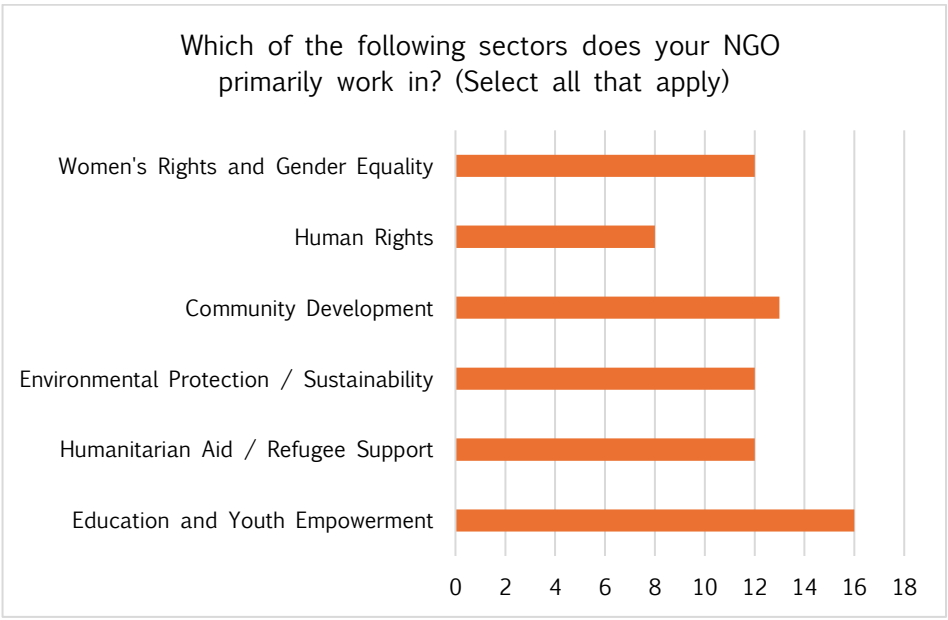

Figure 4: Responses to question 4

Regarding language pairs, the majority (28 participants: 84.8%) reported working in an Arabic-English environment. Only 5 participants (15.2%) listed other languages along with Arabic, primarily German, Spanish, and Italian (see Figure 5).

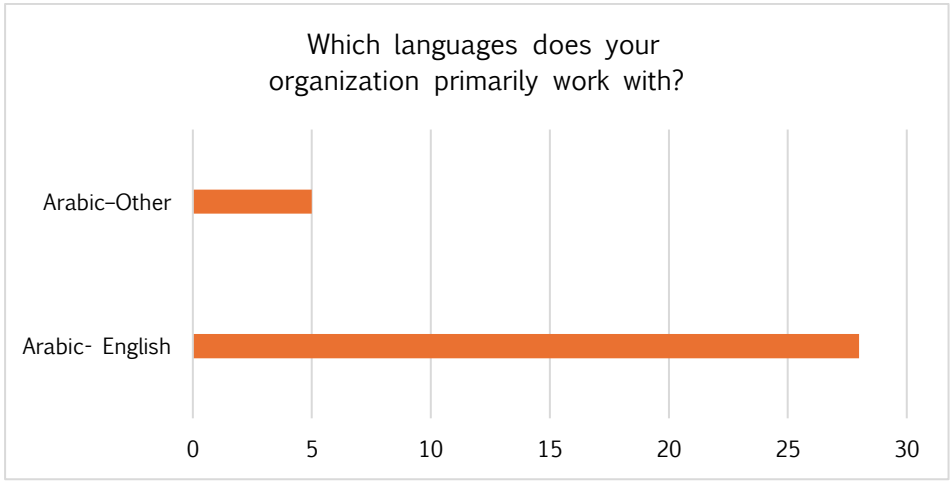

Figure 5: Responses to question 5

When asked whether their NGOs have a translation department, 28 participants (84.8%) chose "No" as an answer (see Figure 6). This could be explained by the lack of funding, a point that is thoroughly discussed in the subsequent section.

Figure 6: Responses to question 6

4.3 Use of MT and AI tools in the translation workflow

The average rate that emerges from the participants' responses to question 7 on the frequency of using translation technology is high (3.42) (see Figure 7).

Figure 7: Responses to question 7

Regarding translation technology NGOs use, the survey results show that 20 participants (60.6%) reported exclusively using free tools, including Google Translate and DeepL, while only 3 participants (9.1%) communicated that they do not use any translation tools at all in their workflow. Another 10 participants (30.3%) reported the use of both free and paid tools. No participants indicated relying only on paid tools (see Figure 8).

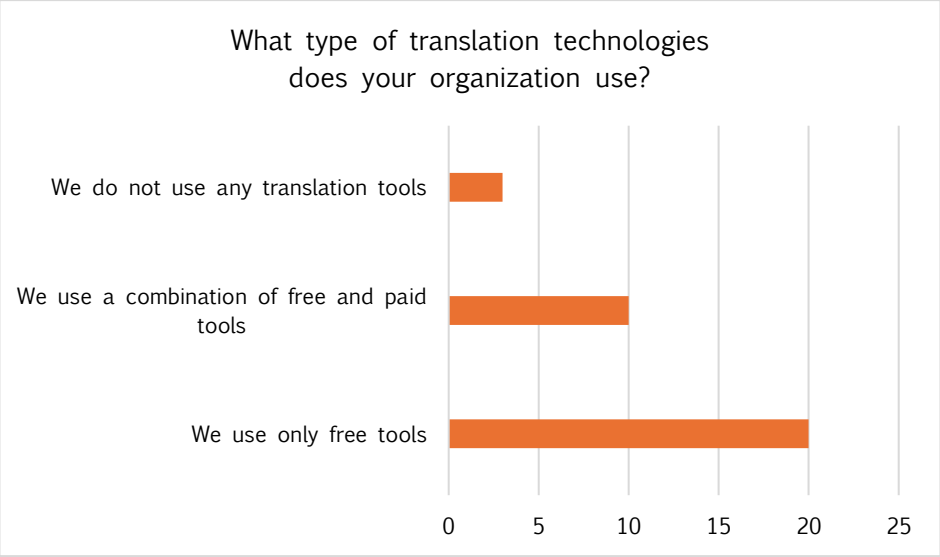

Figure 8: Responses to question 8

To determine which AI tool is most widely used for translation, participants were asked to indicate those they employ. ChatGPT was selected by 28 participants (84.8%), Gemini by 8 participants (24.2%), and DeepSeek by 7 participants (21.2%). In the survey, besides the options listed above, there was an "Other" option for participants to mention any additional tools they use. However, these inputs have not been included in the

discussion because they are mainly lexicographical resources (see Figure 9). The preference for ChatGPT could be due to its accessibility and user-friendly interface.

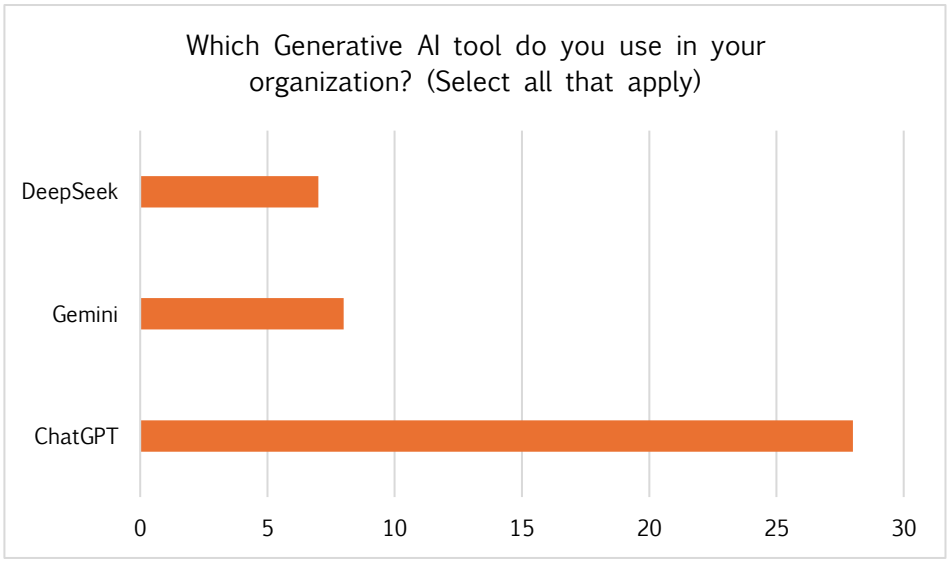

Figure 9: Responses to question 9

Participants were asked about what they most commonly use AI tools for. Translating texts into their own language, creating summaries, and explaining specialized terminology were each selected by 17 participants (51.5%), while generating material for training was mentioned by 7 (21.2%) (see Figure 10). Other usages, as listed by 7 participants (21.2%) in response to the short-answer question, are proofreading texts (the main additional use identified), writing reports and emails, and improving writing skills.

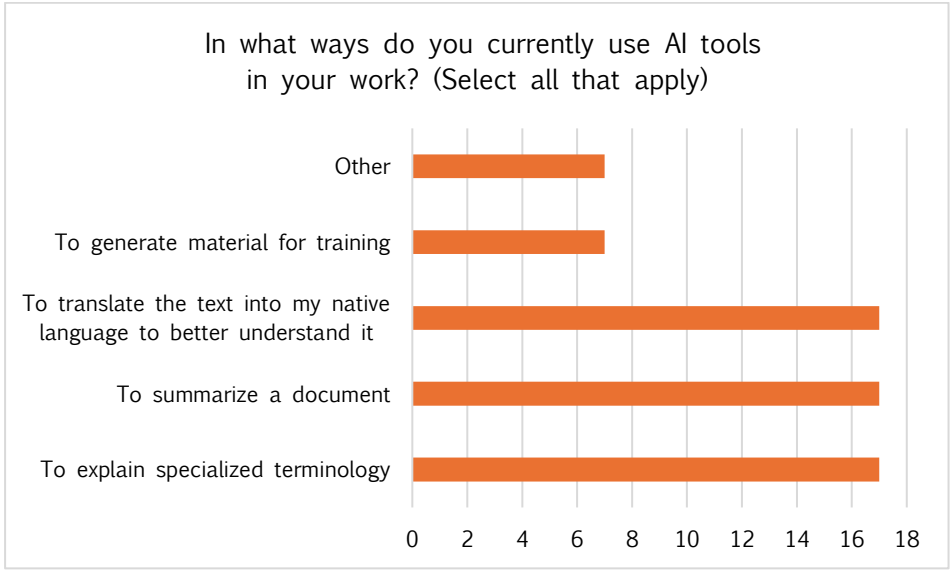

Figure 10: Responses to question 10

A similar approach was used to gather information about preferred MT tools. The most commonly used is Google Translate, as selected by 24 participants (72.7%), followed by DeepL (9 participants: 27.3%) and Microsoft Translator (4 participants: 12.1%) (see Figure 11). Some respondents mentioned other tools, such as Amazon Translate, in

response to the short-answer question. The preference for Google Translate could be attributable to its convenience and language support.

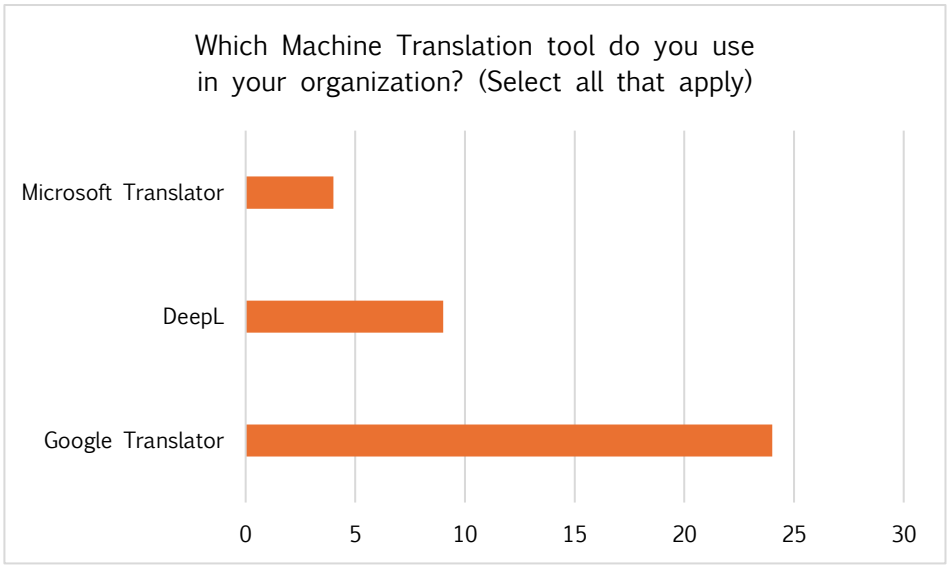

Figure 11: Responses to question 11

In terms of technology support, participants were asked whether their organization provides staff with paid tools or translation software. The top response was "No" (31 participants: 93.9%) (see Figure 12).

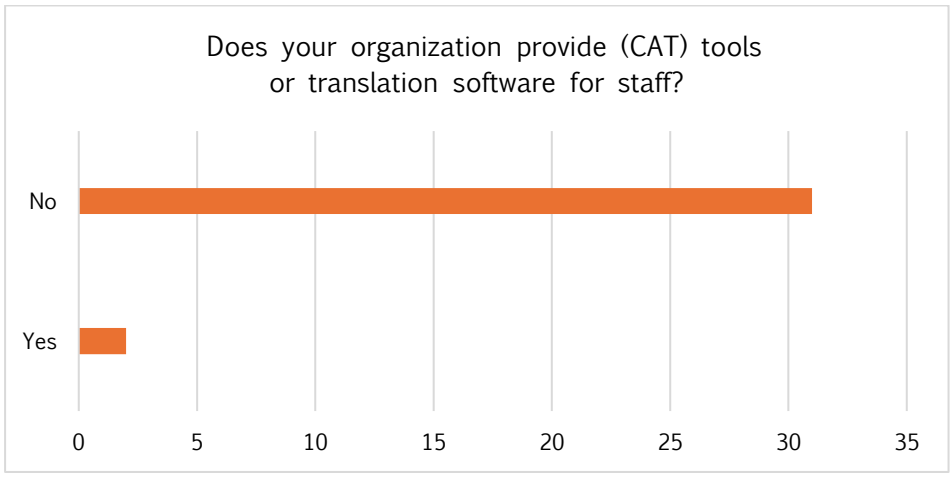

Figure 12: Responses to question 12

It is evident that technology is used in various stages of the translation process. However, those in which it is used most frequently are review and proofreading (27 participants: 81.8%). Next, 17 participants (51.5%) reported using tools for drafting translations, while another group (12 participants: 36.4%) highlighted using them for post-editing machine/AI-generated content. A smaller group (11 participants: 33.3%) mentioned using them for completing informal tasks, and the lowest level of usage (6 participants: 18.2%) is for subtitling, localizing, and interpreting (see Figure 13).

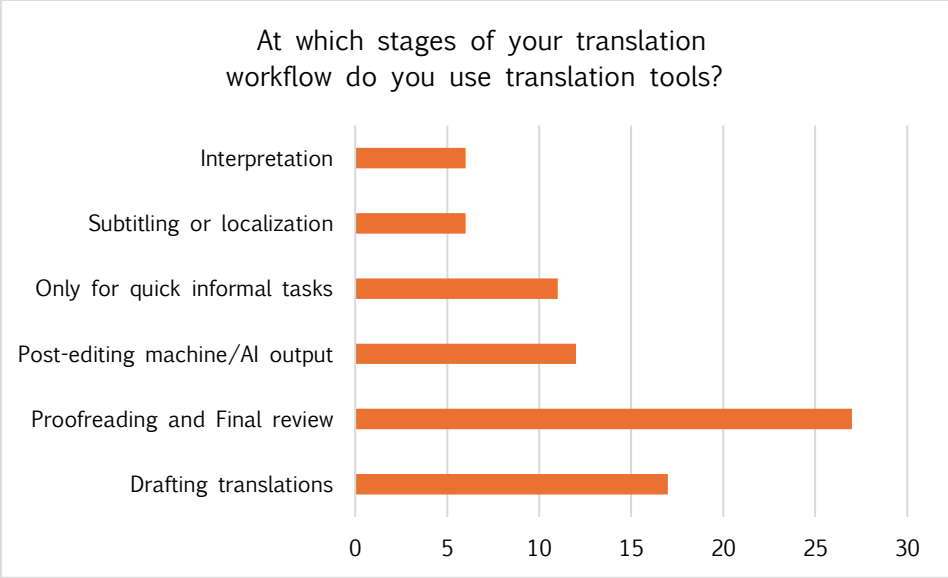

Figure 13: Responses to question 13

When the participants were asked about their level of confidence in using MT and AI in translation tasks, 24 (72.7%) reported feeling somewhat confident, despite not having received any formal training within their NGOs (see Figure 14). This leads in to our discussion of the challenges involved in and expectations regarding the use of those technological tools in translation.

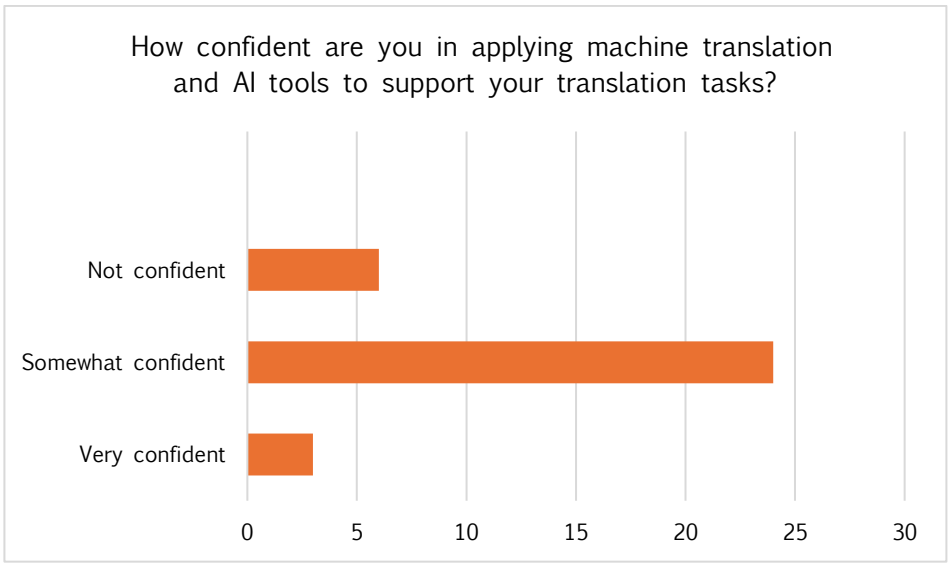

Figure 14: Responses to question 15

4.4 Challenges and implications of using AI and MT in translation

Following the question on confidence levels, participants were asked about the challenges using technology in translation poses them. The main challenge (23 participants: 69.7%) is the mistranslation of technical language or sensitive cultural content. The second-ranked challenge (20 participants: 60.6%) is poor-quality Arabic translation. This is

followed by a lack of customization (15 participants: 45.5%), and then accuracy issues when translating dialects and data privacy concerns (both selected by 14 participants: 42.4%) (see Figure 15).

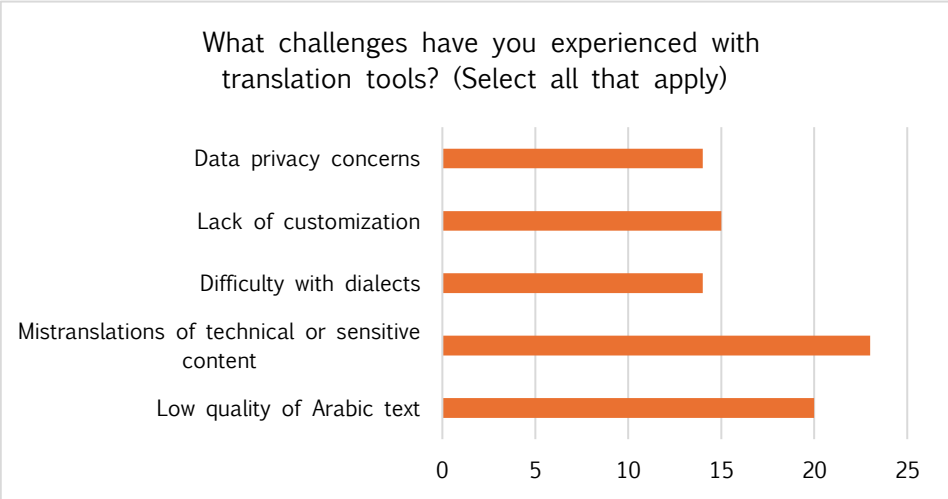

Figure 15: Responses to question 18

Despite all the challenges, the decision to use technology is generally an individual choice. The majority (23 participants: 69.7%) reported that this decision is left to them as employees. However, 5 participants (15.2%) stated that management makes decisions on whether to use technology or not, as well as on tool selection. Another 3 participants (9.1%) reported that it is their IT and communication departments that make the call, while only one participant (3%) mentioned international partners or donors making such decisions for the purpose of work consistency (see Figure 16).

Figure 16: Responses to question 19

Regarding translation training, 20 participants (60.6%) confirmed that they have not received any professional training on the use of translation technology. In contrast, 6 participants (18.2%) reported having taken some online self-learning courses, yet they

remain interested in developing their skills through professional training (see Figure 17). The gap between the type of support provided by NGOs and what is expected of staff emphasizes the need for institutional reconceptualization of the approach taken to translation technology in the NGO sector.

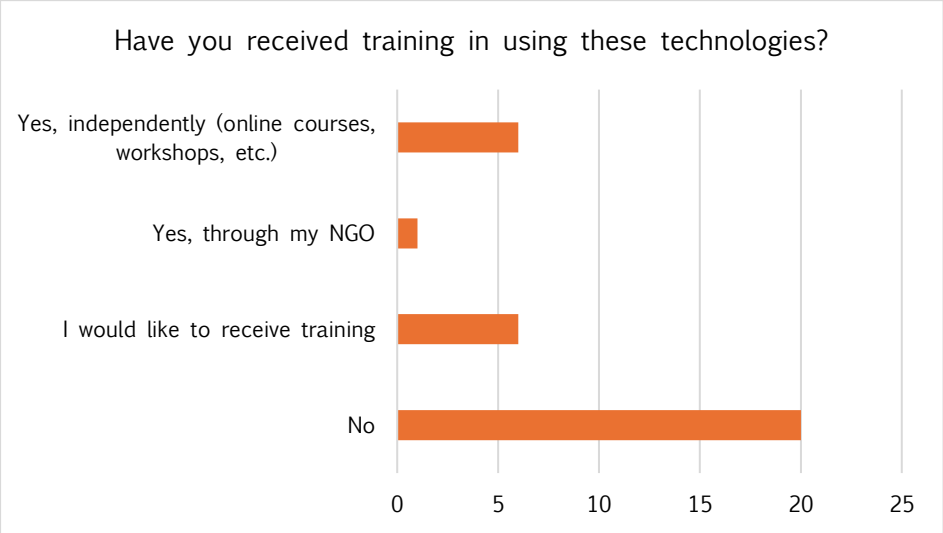

Figure 17: Responses to question 20

In reference to the challenges of using translation technology, concerns are widespread among the participants, except for 6 (18.2%) who reported none. The primary concern is accuracy in sensitive contexts (20 participants: 60.6%), followed by confidentiality and data security (19 participants: 57.6%). Other serious concerns are ethical responsibility in relation to automatically generated content (17 participants: 51.5%) and excessive dependence on AI technology (16 participants: 48.5%) (see Figure 18).

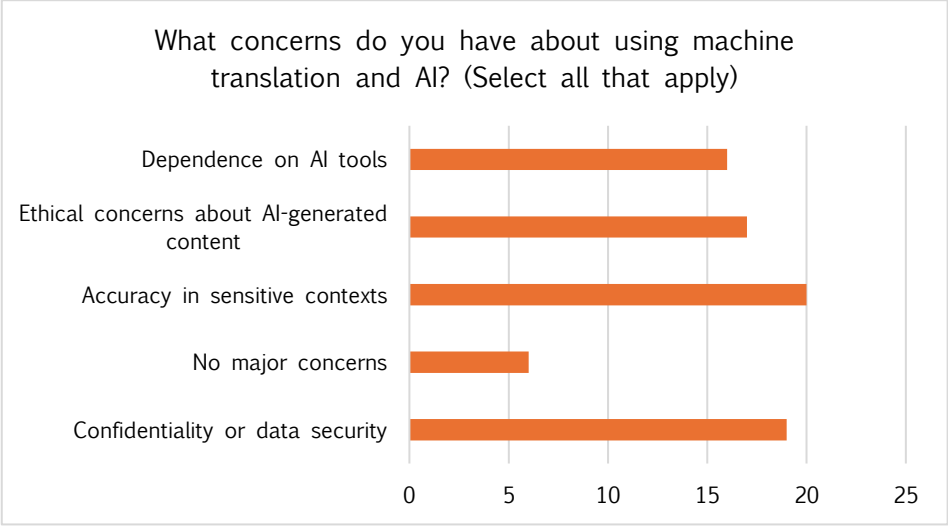

Figure 18: Responses to question 21

4.5 Future expectations regarding MT and AI in NGO translation work

The final multiple-choice question elicited data on expectations regarding the future of MT and AI in the translation industry, primarily in the humanitarian field. The most prevalent views among the respondents are that MT and AI will make human intervention less necessary (13 participants: 39.4%) and that technology augmentation will enhance translation quality and boost translation services (13 participants: 39.4%). However, 7 participants (21.3%) anticipate the technology only being useful for translating in informal tasks (see Figure 19).

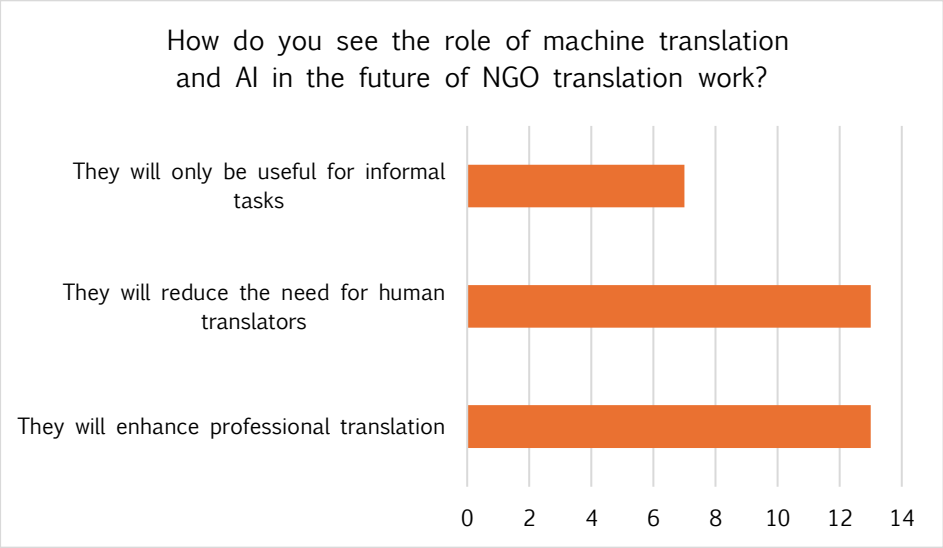

Figure 19: Responses to question 22

Given the answers to the previous question on the future of technology in translation, it comes as no surprise that 11 participants (33.3%) rate the probability of utilizing AI and MT in the NGO sector as 3 out of 5, which means that they have moderate expectations regarding the future of these technologies in the humanitarian sector. While 9 participants (27.3%) chose the highest probability (5), a few (5 participants: 15.2%) selected 1 or 2, showing uncertainty regarding the extent of AI utilization within the scope of NGOs' work. Overall, most participants see this as a thriving, promising industry (see Figure 20).

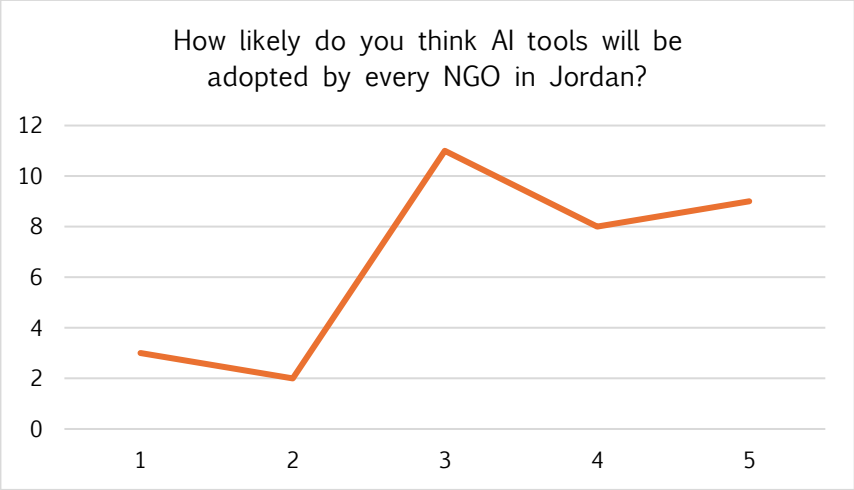

Figure 20: Responses to question 23

The last question in the survey asked participants to provide the name of the organization they work in. The organization mentioned most frequently is the European Union (EU), followed by the MENA Scholarship Programme (MSP), funded by Nuffic, and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ). Other listed NGOs are Medair, the International Union for the Conservation of Nature (IUCN), Alsholah Club, Tkiyet Um Ali, Dar Abu Abduallah, the United Nations Children's Fund (UNICEF), the Jordan River Foundation, the Spanish Agency for International Development Cooperation (AECID), the United States Agency for International Development (USAID), Médecins Sans Frontières (MSF), the United Nations Development Programme (UNDP), and EarthEcho. This shows a broad spectrum of NGOs operating in an extensive range of fields, such as human rights, international cooperation, healthcare, and environmental protection, among others. This question was made optional so participants would not feel pressured if uncomfortable about revealing their institution's name (see Figure 21).

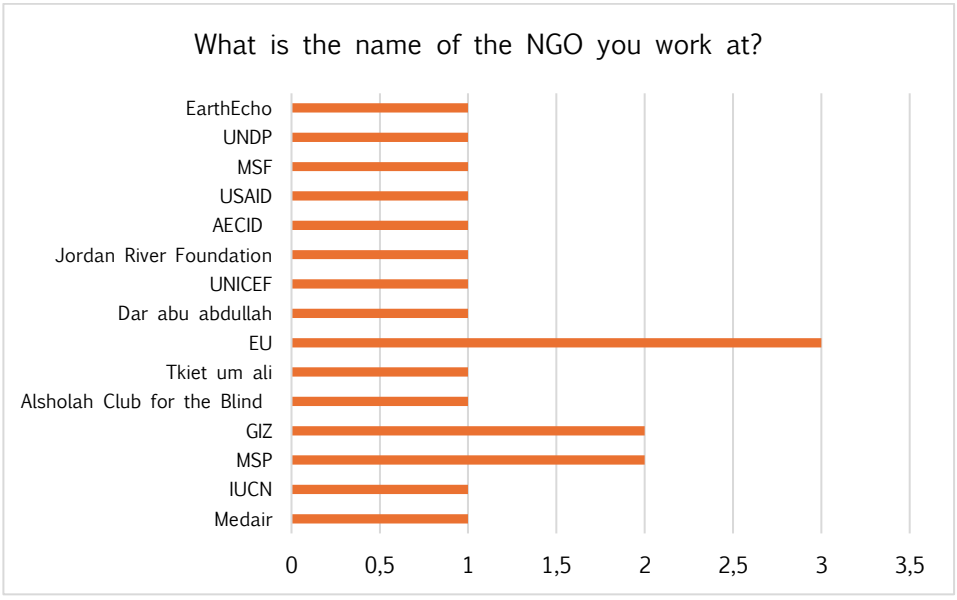

Figure 21: Responses to question 24

This section has shown the results of the survey, using graphs to concisely represent the data obtained. All results and findings are discussed thoroughly in the next section, which highlights the implications of the study and looks more closely at the significance of its findings.

5. Discussion

5.1 Key findings

This section starts with a discussion of the main survey findings. First, most NGOs in Jordan do not have translation departments and rely on bilingual communication staff rather than on professional translators to perform translation. Out of 33 NGOs indicated in the survey results, only five (one local and four international) have a dedicated unit for translation. In terms of years of experience, the largest proportion of participants (42.4%) are senior staff (+10 years of experience). Regarding the type of organization itself, most participants work in international NGOs (78.8%) whereas the others (21.2%) work in local NGOs. As far as sectoral distribution is concerned, the largest proportion of participants work in education and youth leadership (48.5%), followed by community development (39.4%), then environmental protection, humanitarian aid, and gender equality (36.4%). The least represented field is human rights (24.2%). Second, NGOs experience a number of challenges, primarily insufficient funding, organizational structure, shortage of staff, lack of professional translators, and uneven support among NGOs in various sectors. Third, there is a decent level of implementation of translation technologies within NGOs' workflow. Survey results demonstrate an average rate (3.42 out of 5) of technology use. Fourth, English and Arabic are the most dominant language pair. Other languages, including European languages, such as Spanish, German, and French, are used less. Fifth, there is excessive use of free MT and AI tools, as most participants (60.6%) opt for free tools, mainly Google Translate and DeepL, while a few participants (30.3%) choose both paid and free tools. The tendency towards free and accessible tools is explained by NGOs' work-related needs, especially when available resources are limited. Sixth, ChatGPT appears to be the most frequent AI tool used (84.4%), followed by Gemini (24.2%) and DeepSeek (21.2%). Seventh, Google Translate ranks first as the most frequently used MT tool (72.7%), while DeepL ranks second (27.3%).

5.1.1 Marginalization of translation professionals

The marginalization of professional services is explained by insufficient funding and the absence of professional translation departments within NGOs. While NGOs select specific documents to be translated by professional translators, the remaining documents are assigned to bilingual communication officers. This selection of documents, as Wine Tesseur (2022: 476) points out, is "strategically important to INGOs [international NGOs] to enhance their reputation and showcase their work." One participant, in our survey,

stated that "Translation and interpreting services are usually provided by bilingual staff when needed, which is why dedicated translation departments are often unnecessary." The tendency towards non-professional translation impacts translation quality and, in turn, the reliability of the NGO's framework.

5.1.2 Lack of policy and training infrastructure

The study findings indicate a fragmented technological landscape regarding institutional policies that govern the use of translation technology in Jordan's NGOs. Leaving it to employees to choose which translation technology to employ without providing clear policies, compromises translation quality and results in inconsistent use of specialized terminology. Although Tesseur (2021) acknowledges the possible challenges of reframing policies, including language imbalance as a result of standardization and the marginalization of less-represented languages given the hegemony of English, she recommends the following: first, outlining guidelines for written translation practices to maintain clarity and consistency; second, adhering to local societal frameworks to serve community needs; and third, recognizing the importance of translation as an organizational priority. The Amnesty International Language Resource Centre is a prominent example in this regard (Tesseur, 2017; 2022; 2023). In *The role of translation in the fight for human rights*, Lucio Bagnulo argues, in reference to Amnesty International's mission, that translation is a strategic and empowering tool for reframing dignity, justice, and trust, allowing communities to "take full ownership of the organization's research findings and cognitively engage with them" (2022: 354). The centre has a specific budget for translation, interpreting, and language support to meet its overall goals and commitment to diversity and inclusion, which as Tesseur (2021; 2023) notes, NGOs should be committed to inclusive translation practices as a central part of their vision. In the absence of a dedicated translation or language centre, unit, or department, policies are needed to maintain professionality, address inconsistency in translation practices, and ensure ethical use of translation technologies. Furthermore, while formal policies are central to the workflow, professional training is indispensable to systematically coherent translation.

5.1.3 Translation technology integration: concerns and challenges

Data security and ethical considerations of culturally sensitive content are the main concerns raised by most participants in the survey. One of the participants working in the refugee sector in Jordan highlighted the data bias involved with AI and MT tools, particularly in relation to the representation of Palestine. Their comment reflects the dangers of relying on tools trained on data from the Global North while disregarding the regional sociopolitical structure of texts written in the Global South. Tomasello (2019) notes that the performance of MT and AI tools depends mainly on the size of the language corpora they are trained on. The greater the volume of training data is, the more efficient and competent MT becomes. This same notion of imbalance in training data language pairs and linguistic inequalities is recently echoed by Abubakari (2025),

whose focus is primarily on the Arabic language. Hence, boosting translation quality in Arabic and other non-Latin languages necessitates using larger corpus training datasets.

Another participant in the survey described the imbalance in technology performance as a form of "soft colonialism", also drawing attention to how the dominant languages of the Global North and the epistemologies in AI and MT systems can marginalize local linguistic and social structures. Global North and Global South data could give rise to critical issues related to the ethical use of translation technologies when translating Arabic and other non-dominant language texts into English. In Jordan, a country that hosts a large refugee population, the linguistic imbalance would affect fulfilment of the objectives of NGOs. Turner (2025) points to the challenges of translating the term "vulnerability" into Arabic, given the term's implications in NGOs' humanitarian programmes. Similar challenges arise when translating other terms in culturally sensitive texts, especially when localization processes are involved.

Study findings indicate that translation technology is used by NGOs for multiple purposes, mainly to define terminology, summarize texts, proofread and edit, draft translations, and generate content for training. However, the use of these tools without proper training raises serious concerns about data insecurity and translation inadequacy. This is apparent when working with sensitive texts in the context of humanitarian aid and welfare, such as those related to refugee support, women's empowerment, political involvement, green and climate change issues, and so forth.

In addition to data insecurity and translation inadequacy, another concern is related to the limitations and effectiveness of the tools themselves. While MT and AI models are used at different stages of translation processes, it was noted that they are somehow absent in subtitling or interpreting services. A possible explanation for this tendency could be technological limitations and a lack of confidence in their performance, particularly given the type of work being performed in real-time settings, which results in low-quality AI-generated outputs. Although proofreading is necessary in all cases to ensure high-quality translation, a survey participant highlighted that reviewing translation output becomes more essential when technology is involved.

5.2 Future expectations

To predict the future of AI, participants were asked about the future of technology in translation within NGOs' operations. They were asked an open-ended question and invited to share their reflections in a text box. The participants' responses indicate that AI and MT will continue to be integrated into NGOs' translation work, although concerns regarding data security and confidentiality remain. One thought-provoking comment expressed deep concern about the long-term impact of overreliance on AI tools. The respondent remarked that "any integration of such tools will reduce human brain capabilities. It is as if you throw away your car because of a small crack to use a tortoise that looks better, while the real reason is mass belief that we are less intelligent, when in fact we only lack confidence in our writing and thinking skills. This dependency is caused by the need for speed and instant assistance at the expense of quality and

long-term impact. AI should help us recognize this, not simply solve our short-term problems." The tension between technological tools, particularly AI, posing a threat to future translators or being used as support resources is examined in the work of Ranade et al. (2018), Kirov & Malamin (2022), and Ameri (2024). Technological tools can continue to offer support in the translation of NGOs' documents if the concerns raised are addressed.

6. Conclusion

Translation is central to humanitarian communication, however, the integration of translation technology within NGOs remains fragile. Limited funding has constrained the establishment of translation units and professional language departments, which has compelled many organizations to rely on readily available technological tools and bilingual staff to carry out translation work. By focusing on the Jordanian NGO context, this study investigated how translation technologies, including machine translation, AI, and CAT tools, are currently used in both local and international NGOs. The findings indicate that although these tools offer short-term solutions, translation quality is compromised when bilingual staff are relied upon to carry out translation assignments without providing them with training and when there is heavy dependence on free translation technological tools. Beyond quality concerns, the participants emphasized issues related to confidentiality, data security, and ethical handling of culturally sensitive content. To move forward, this research study recommends setting precise criteria for the use of MT and AI tools in the translation work of Jordanian NGOs. The absence of such criteria would undermine the translation profession and lead to poor-quality translation output. Due to the ubiquity of technology, translation must be performed by trained professionals to advance quality, maintain consistency, and enhance professionality. In doing so, this sustains NGOs' workflow and protects their reputation. Although real-time multilingual interpreting applications like Tarjimly and Jeenie, among other digital tools, are widely used to overcome the language barriers, the dependence on such tools without having established translation units or professional translators within the NGOs context would negatively impact the translation profession. However, it is important to mention that these applications were intentionally excluded from the survey, as their inclusion would have expanded the scope of the study and risked shifting the focus away from our core objectives. These tools are used in various sectors, from healthcare and education to labour and human rights, further studies could include them as they promote accessibility and inclusion. As technology plays a pivotal role in translating texts related to human rights, collective efforts to diversify data sets are essential to establish inclusive and ethical translation. Ultimately, this systematic approach would address community needs and help NGOs reach their goals, which appears to be a challenging necessity.

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