

**EXPLORING THE NEEDS OF ARABIC INTERPRETERS IN
PROMOTING MEDICAL TOURISM AMONG VISITORS
FROM ARAB-SPEAKING NATIONS**

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UNIVERSITI SAINS ISLAM MALAYSIA

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ARAB-SPEAKING NATIONS**

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AUTHOR DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

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ABSTRAK

Pelancongan perubatan kini merupakan sektor utama seiring dengan pertumbuhan ekonomi sesebuah negara. Apabila mencari rawatan perubatan di Malaysia, para pengunjung yang berbahasa Arab mungkin memerlukan perkhidmatan seorang jurubahasa. Walau bagaimanapun, jurubahasa Arab untuk pelancongan perubatan di Malaysia hanya tersedia di beberapa fasiliti swasta. Oleh itu, permintaan untuk jurubahasa Arab yang menyediakan perkhidmatan berkualiti tinggi terkadang terabaikan. Oleh itu, tujuan penyelidikan ini adalah untuk mengkaji cabaran semasa yang dihadapi oleh jurubahasa perubatan dalam interpretasi bersemuka, mengkaji isu semasa yang dihadapi oleh jurubahasa Arab dalam mempromosikan pelancongan perubatan di Malaysia, dan memberikan cadangan untuk meningkatkan kualiti jurubahasa Arab di Malaysia. Kajian ini adalah penyelidikan berasaskan kualitatif kerana ia menggunakan kajian literatur sistematik dan temubual separa berstruktur dalam talian untuk pengumpulan data. Lima orang jurubahasa Arab dari hospital swasta di Lembah Klang telah diwawancara. Hasil kajian menunjukkan bahawa pertama, terdapat empat cabaran yang dihadapi oleh jurubahasa perubatan dalam tafsiran bersemuka iaitu pengetahuan antara disiplin, penglibatan dengan kakitangan perubatan, kemahiran komunikasi dua hala, dan interaksi dengan pesakit. Kedua, terdapat lima isu semasa dan keperluan jurubahasa Bahasa Arab dalam mempromosikan pelancongan perubatan di Malaysia iaitu kemahiran teknikal dan keperluan lain, memahami rutin harian, membina hubungan baik dengan pesakit, kemahiran insaniah dan kemahiran lain yang berkaitan, serta promosi untuk pihak-pihak lain. Ketiga, terdapat lima cadangan untuk penambahbaikan jurubahasa Bahasa Arab di Malaysia iaitu penguasaan kemahiran teknikal, jurubahasa Bahasa Arab untuk sektor lain, peningkatan kerjaya jurubahasa, penguasaan kemahiran insaniah, dan perkhidmatan bahasa dan komunikasi untuk Malaysia Healthcare Travel Council (MHTC). Kajian ini telah membantu dalam penambahbaikan prestasi jurubahasa perubatan di hospital untuk meningkatkan daya tarikan pelancongan perubatan Malaysia. Di samping memberi saranan supaya membangunkan latihan khusus dan kursus bahasa dalam bidang interpretasi perubatan untuk melatih jurubahasa perubatan dapat dibangunkan oleh pihak tertentu sebelum mereka bekerja dalam bidang tersebut.

ABSTRACT

Medical tourism is currently a prominent sector as a country's economy grows. When seeking medical treatment in Malaysia, Arabic-speaking visitors may require the services of an interpreter. However, Arabic interpreters for medical tourism in Malaysia are only available in a few private facilities. Consequently, the demand for an Arabic interpreter to provide high-quality services is sometimes overlooked. Thus, the goals of this research are to investigate the current challenges faced by medical interpreters in face-to-face interpretation, to investigate the current issues of Arabic interpreters in promoting medical tourism in Malaysia, and to provide recommendations on how to improve Arabic interpreters in Malaysia. This study is qualitative based research as it used systematic literature review and online semi-structured interviews for data collection. Five Arabic interpreters from private hospitals in Klang Valley were interviewed. The findings of the study showed that first, there are four challenges faced by medical interpreters in face-to-face interpretation which are interdisciplinary knowledges, engagement with medical staffs, two-way communication skills and interaction with patients. Second, there are five current issues and needs of Arabic interpreters in promoting medical tourism in Malaysia which are hard skills and other requirements, understanding daily routine, good rapport with patients, soft skills and other related skills and promotion for other parties. Third, there are five recommendations for the improvement of Arabic interpreters in Malaysia which are mastering hard skills, Arabic interpreter for other sectors, interpreter career improvement, mastering soft skills, language and communication services for Malaysia Healthcare Travel Council (MHTC). This study helped to improve the medical interpreters' performance in hospitals to boost the vibrancy of Malaysian medical tourism. This study also proposed that specific training and language courses in medical interpretation to train medical interpreters should be developed before they work in the field.

الملخص

السياحة العلاجية هي قطاع بارز مع نمو اقتصاد البلد حاليًا. عندما يبحث الزوار الناطقون باللغة العربية عن علاج طبي في ماليزيا، قد يحتاجون إلى خدمات المترجم أو الترجمان (المترجم الشفوي). ومع ذلك، فإن التراجم في اللغة العربية للسياحة العلاجية في ماليزيا متاحون فقط في بعض المرافق الخاصة. وبالتالي، يتم تجاهل طلب الترجمان في اللغة العربية لتقديم خدمات عالية الجودة في بعض الأحيان. وبذلك، يهدف هذا البحث إلى دراسة التحديات التي يواجهها التراجم الطبيون حاليًا، والكشف عن القضايا المتعلقة بالترجمان في اللغة العربية في تعزيز السياحة العلاجية في ماليزيا، وتقديم مقترحات بشأن كيفية تحسين التراجم في اللغة العربية في ماليزيا. يعتمد هذا البحث على أسلوب البحث الكيفي حيث تم استخدام استعراض منهجي للدراسات السابقة ومقابلة شبه منظمة عبر الإنترنت لجمع البيانات. تم مقابلة خمسة تراجم في اللغة العربية من المستشفيات الخاصة في لمبه كلانج. تظهر نتائج الدراسة أن هناك أربعة تحديات يواجهها التراجم الطبيون وهي المعرفة الانضباطية، والمشاركة مع العاملين في المجال الطبي، ومهارات الاتصال ثنائي الاتجاه، والتفاعل مع المرضى. إضافة إلى ذلك، هناك خمس قضايا تتعلق بتراجم في اللغة العربية في تعزيز السياحة العلاجية في ماليزيا، وهي المهارات الفنية والمتطلبات الأخرى، وفهم الروتين اليومي، وبناء علاقات جيدة مع المرضى، والمهارات الناعمة والمهارات ذات الصلة الأخرى، والترويج للأطراف الأخرى. كما أن هناك خمسة مقترحات بشأن كيفية تحسين التراجم في اللغة العربية في ماليزيا وهي اتقان المهارات الفنية، ومترجم اللغة العربية للقطاعات الأخرى، وتطوير مسار مهنة المترجم، واكتساب المهارات الناعمة، وخدمات اللغة والاتصالات لمجلس سفر الرعاية الصحية الماليزي. ساعد هذا البحث في تحسين أداء التراجم في اللغة العربية في المستشفيات لتعزيز نشاط السياحة العلاجية في ماليزيا. كما أنه يتمنى من هيئات معنية تطوير تدريبات خاصة ودورات لغوية بخصوص الترجمة الطبية لتدريب التراجم الطبيين قبل العمل في هذا المجال.

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