

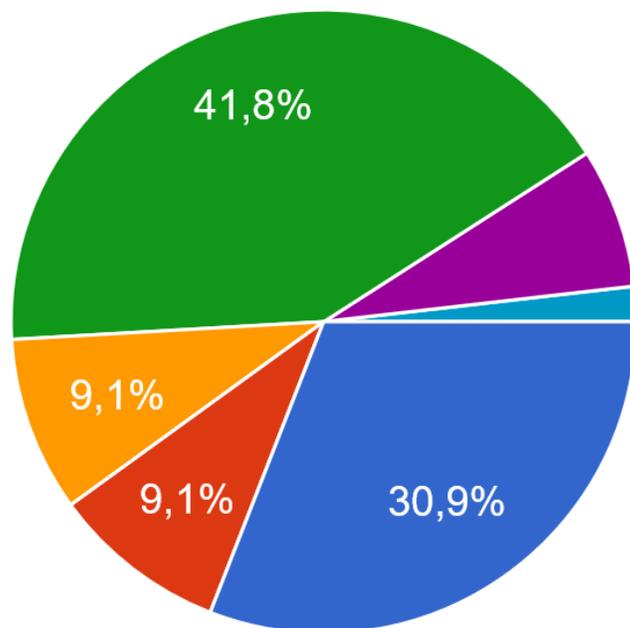


Questionnaire on Terminology Work Processes and Tools: Results

TERM-COL Project
January 2026

1. Which type of organisation do you work for?

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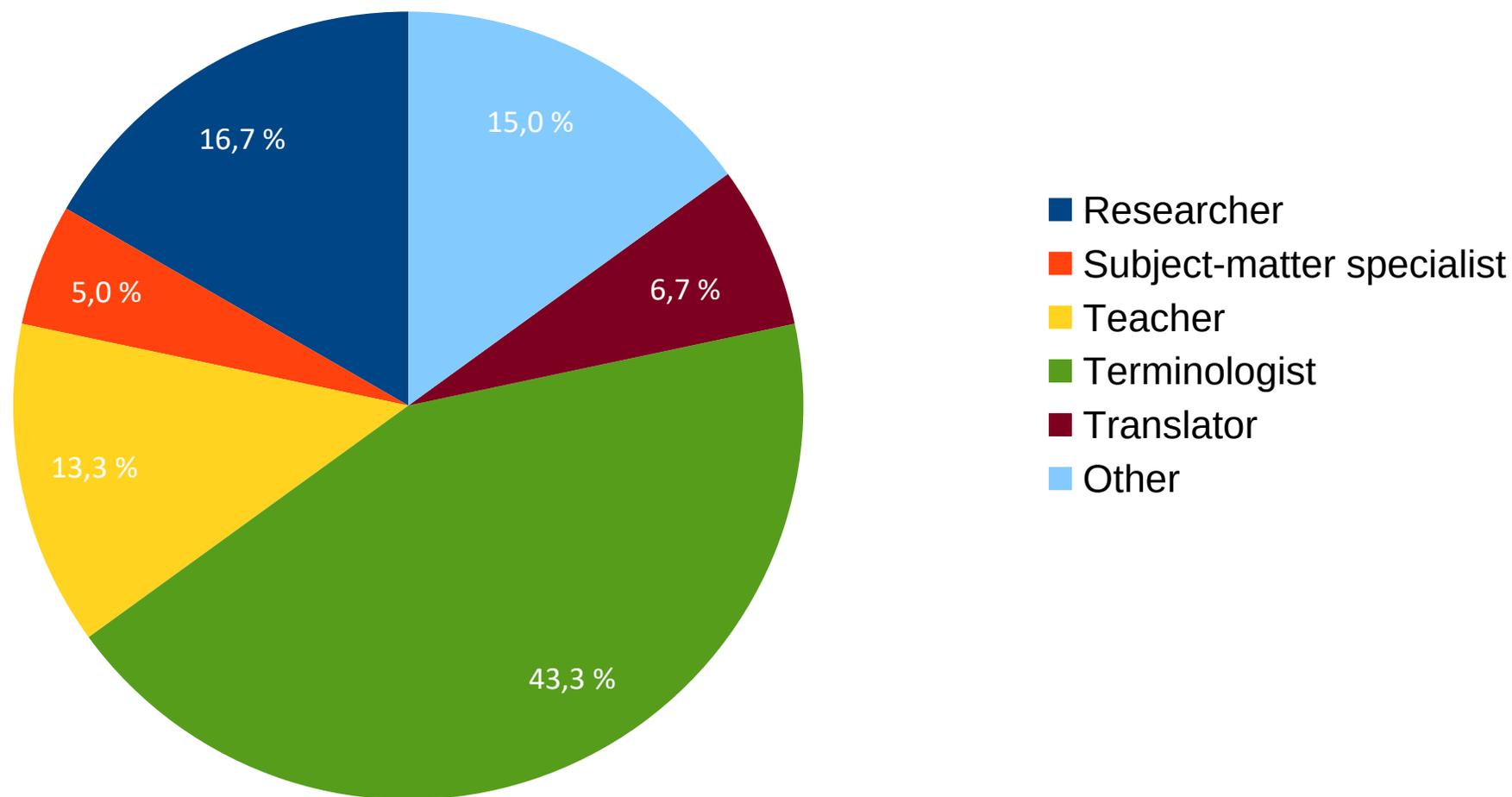
-  Public sector
-  Private company
-  Non-governmental organisation
-  University or research institution
-  Self-employed or freelance
-  Public university

3. Country (in total 19)

- Basque Country (2)
- Belgium (2)
- Canada (2)
- Denmark (2)
- Estonia (13)
- Faroe Islands (1)
- Finland (7)
- Germany (4)
- Greenland (1)
- Italy (3)
- Latvia (1)
- Luxembourg (2)
- Malta (1)
- Netherlands (2)
- Norway (3)
- Slovenia (2)
- Spain (3)
- Sweden (2)
- Switzerland (1)

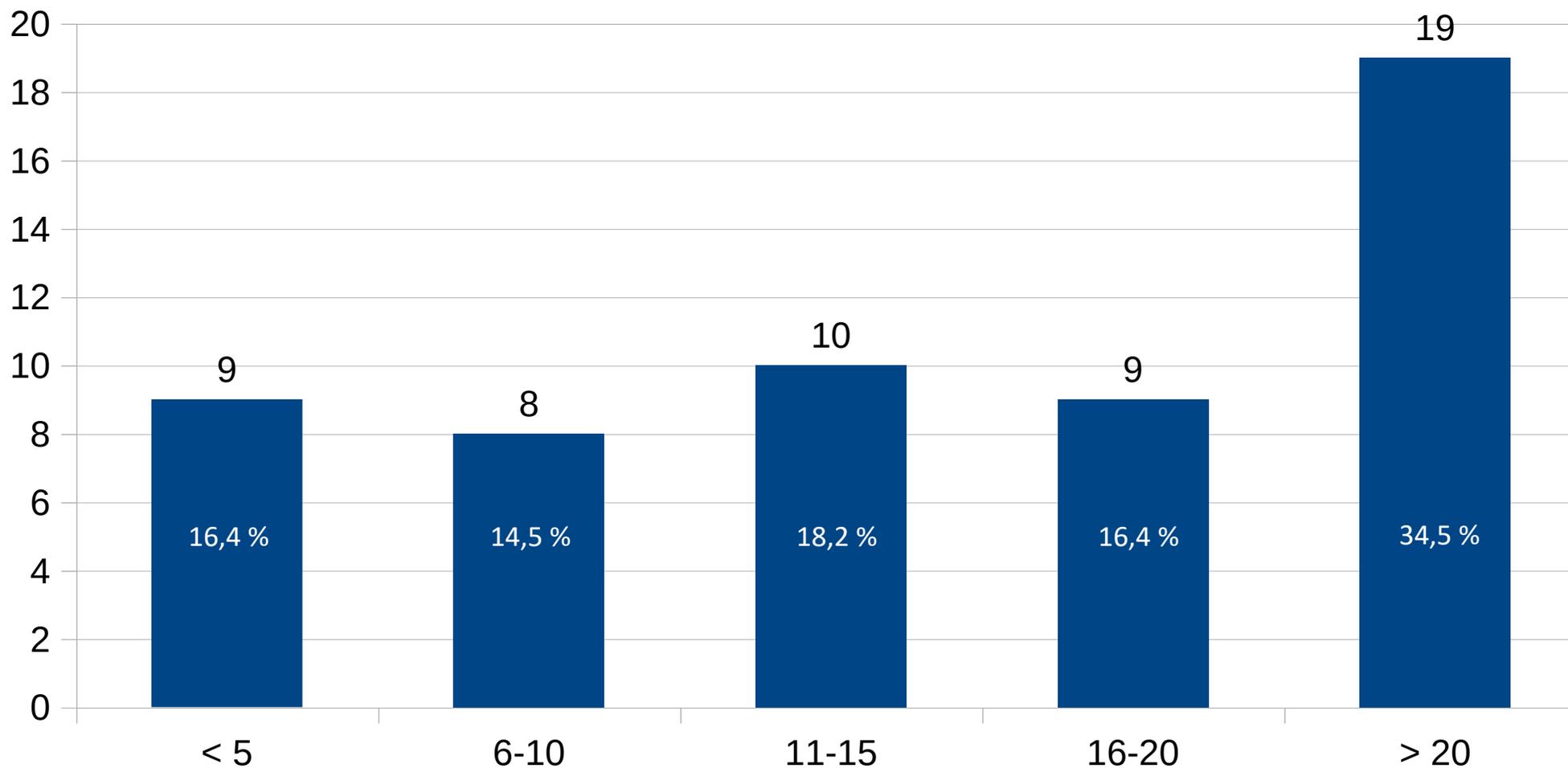
55 answers

4. How does your work relate to terminology work?



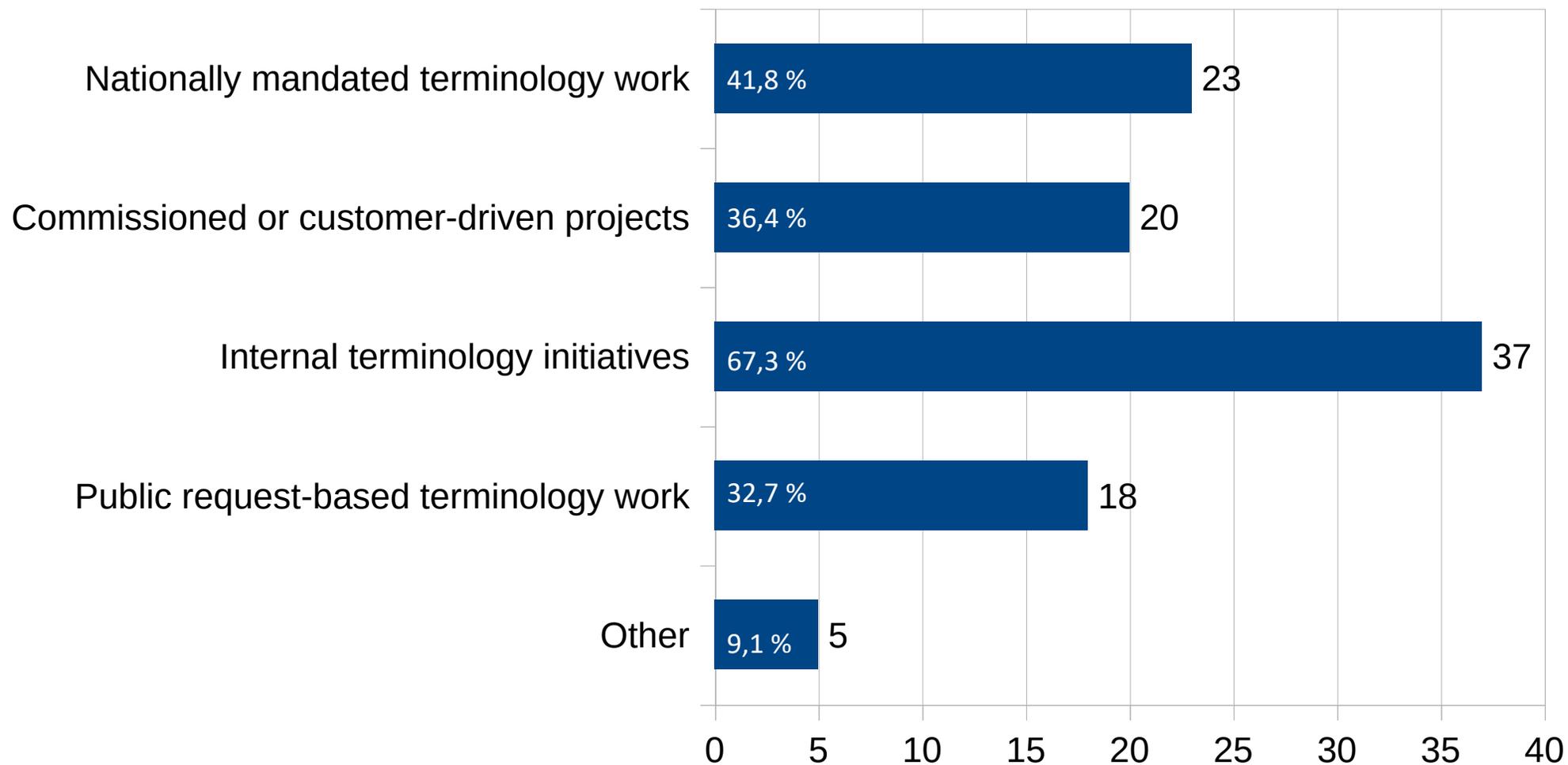
55 answers

5. Years of experience in terminology work



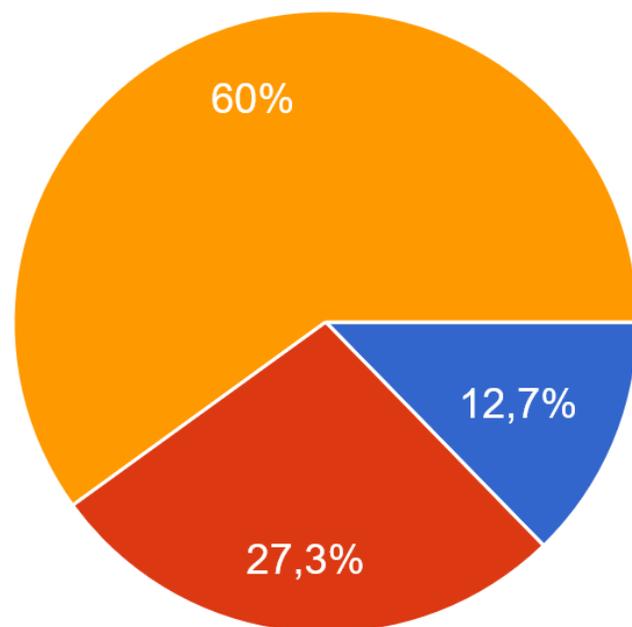
55 answers

6. On what basis is terminology work carried out in your organisation?



7. How would you describe the nature of terminology work in your organisation?

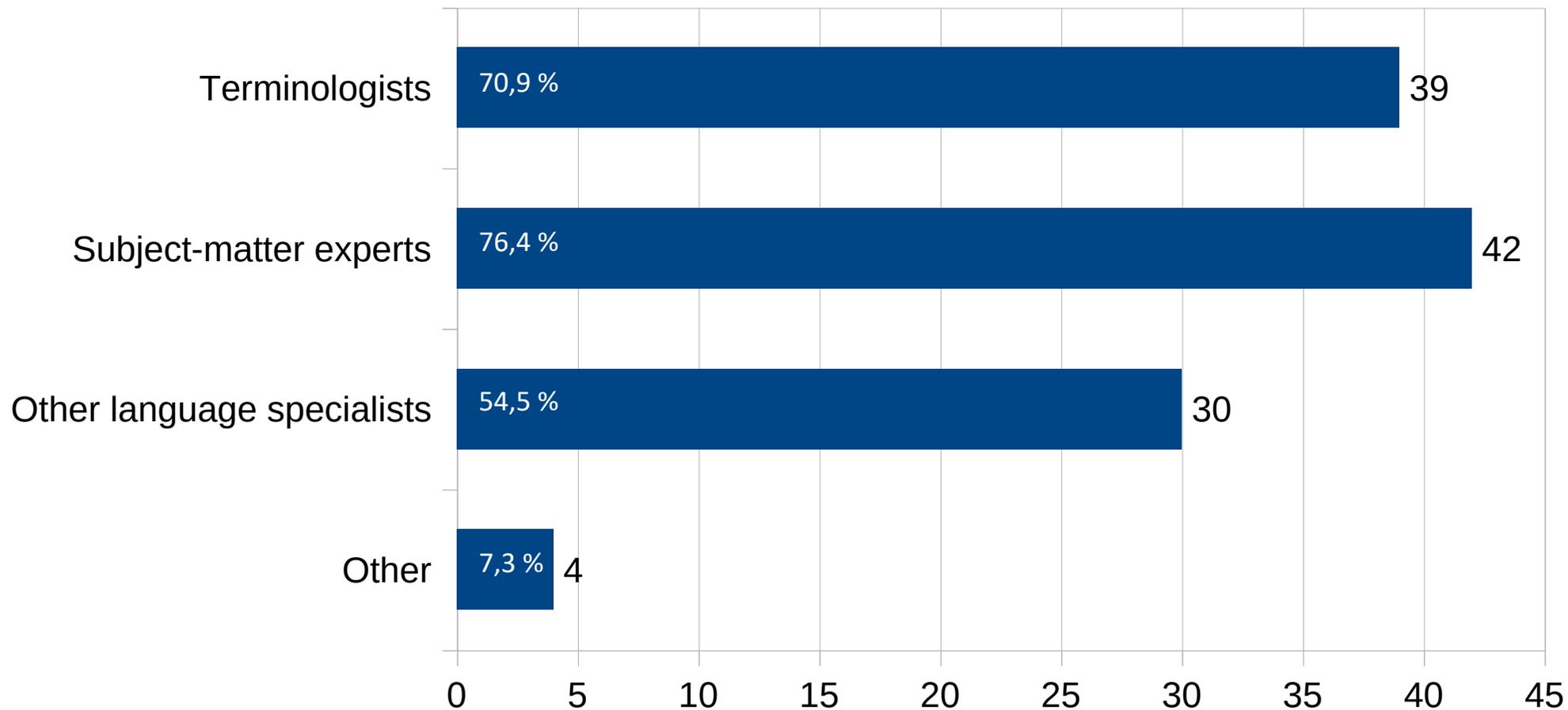
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-  Ad hoc terminology work addressing individual concepts (e.g. translation-driven work)
-  Systematic terminology development involving larger sets of concepts
-  A mix of both

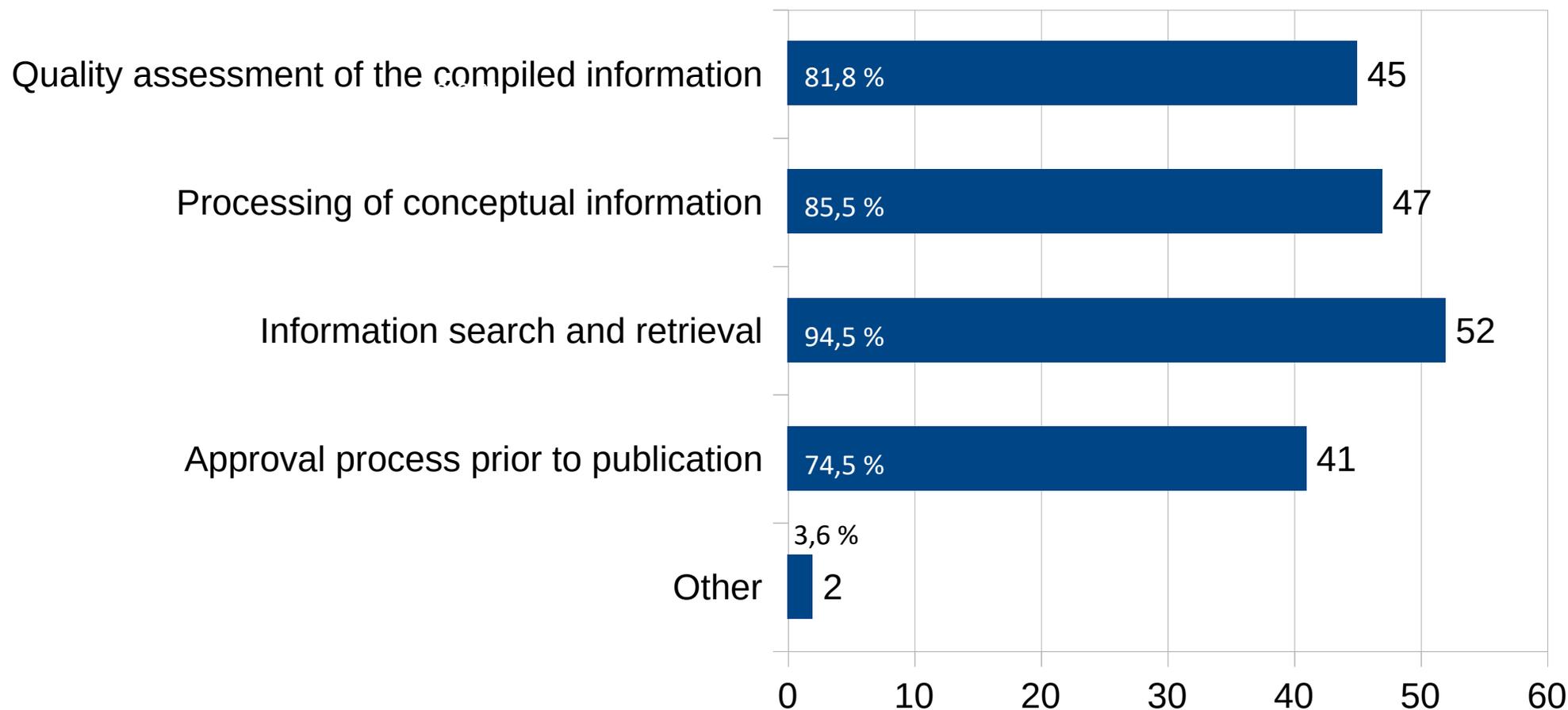
55 answers

8. Who usually takes part in terminology work carried out by your organisation?



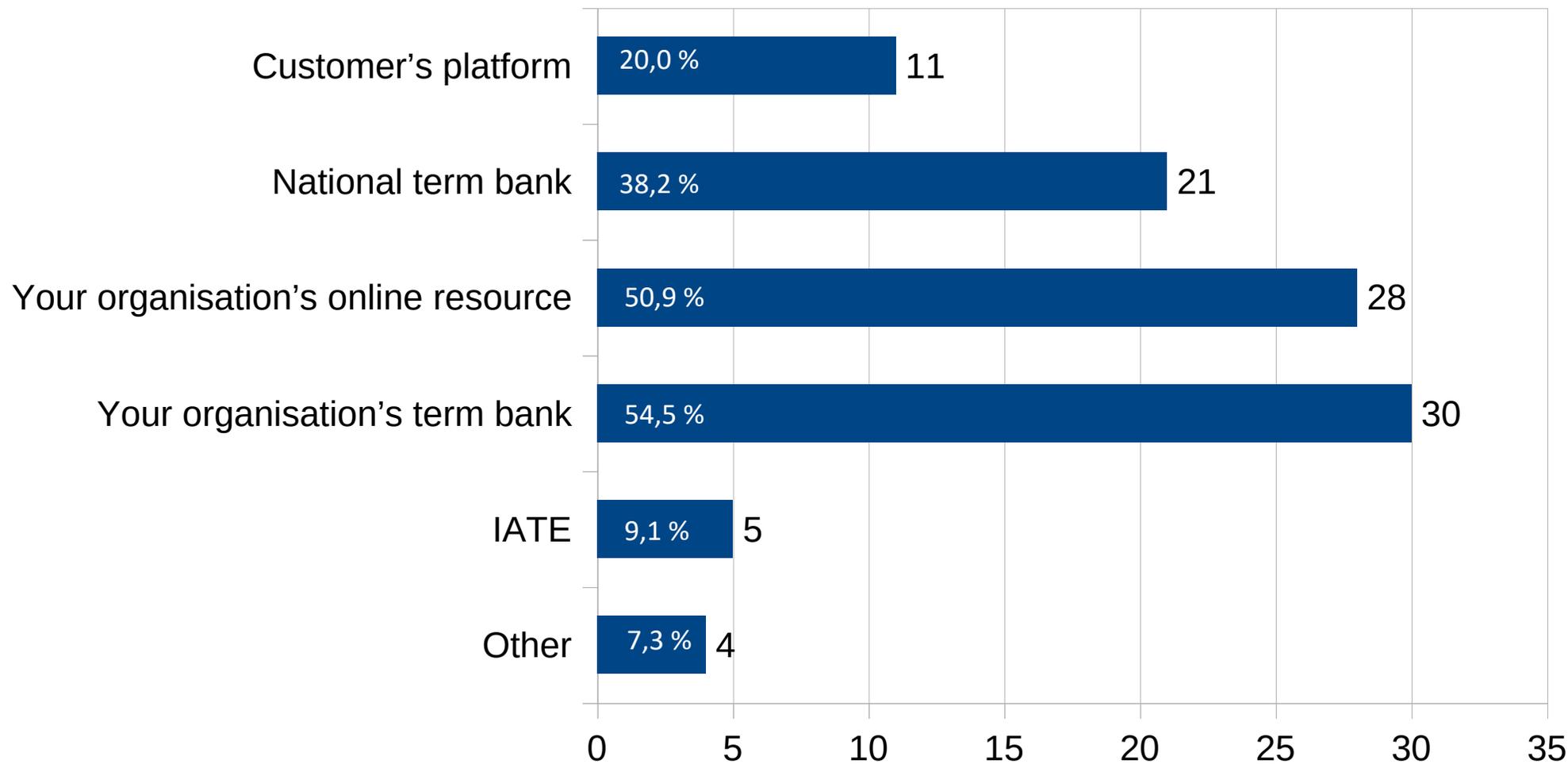
55 answers

9. Which of the following steps are part of the terminology work process in your organisation?



55 answers

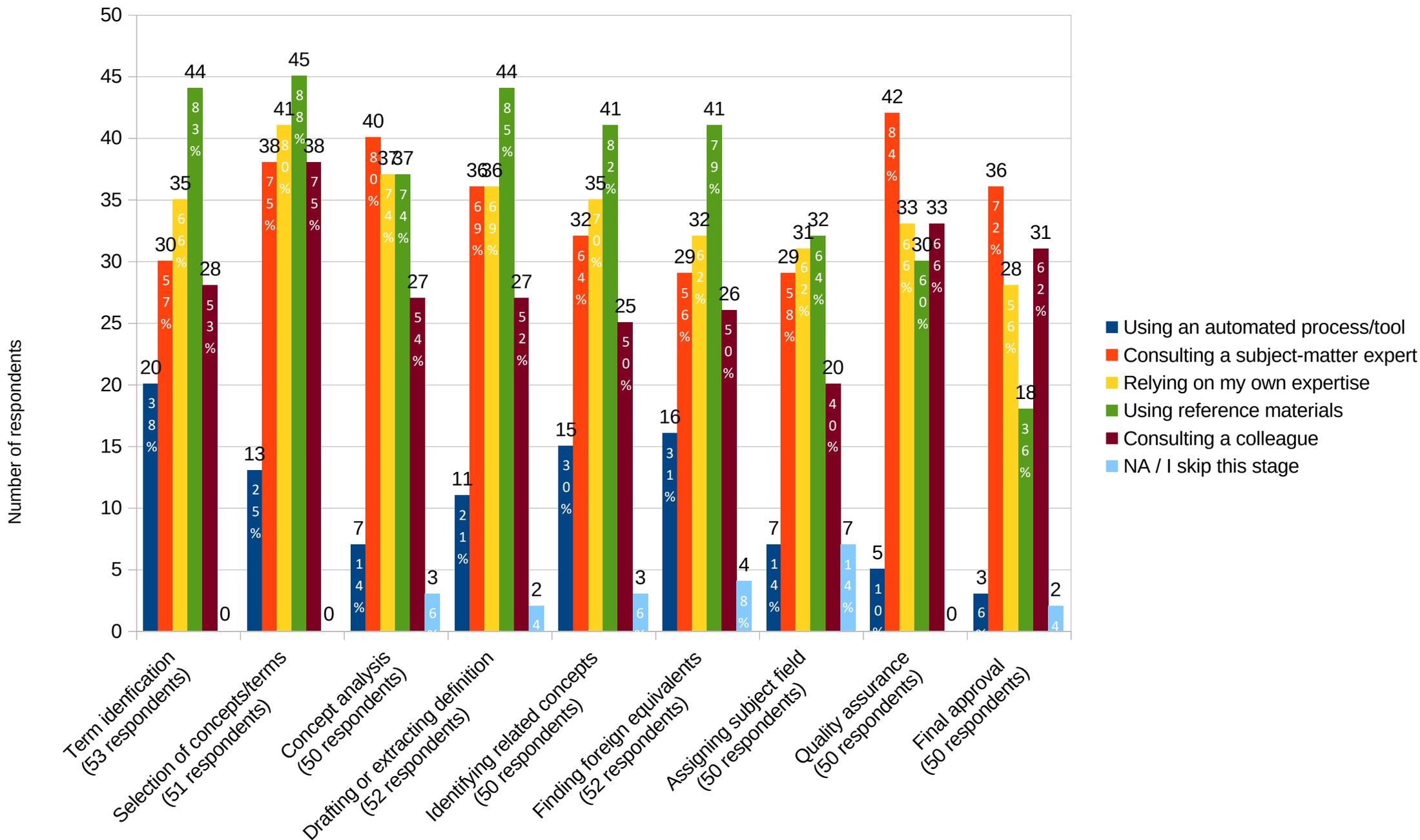
10. Where are the results of terminology work distributed?



11. Please describe in more detail the work process and the organisation of terminology work in your organisation

- 39 respondents, the majority from public sector organisations (13 respondents / 33%)
- Great variation in the precision of the answers; however, most respondents seem to follow some kind of defined process
 - At least in most public sector organisations, the processes for terminology work seem to be well structured
 - Some also claimed they had different kinds of processes for different types of terminology work (e.g. for compiling large vocabularies and translation-driven work done as need arises) or depending on clients' wishes
- *We have two processes for terminology work, one for external terminology and another for internal-only terminology. Naturally the former is more detailed, including term collection by SMEs and review of the definitions/descriptions. Latter is more straight-forward.* (public sector organisation)
- *Very variable, depending on clients' requirements.* (self-employed)
- *Unfortunately, a process is yet to be defined. Currently, terminology work is done sporadically when the need arises. As a trained translator and terminologist, I have identified many terminology-related problems within the company, but we are lacking the time and resources to address them properly.* (private company)

12. If you work with a termbase and create concept entries, how do you usually handle each stage?

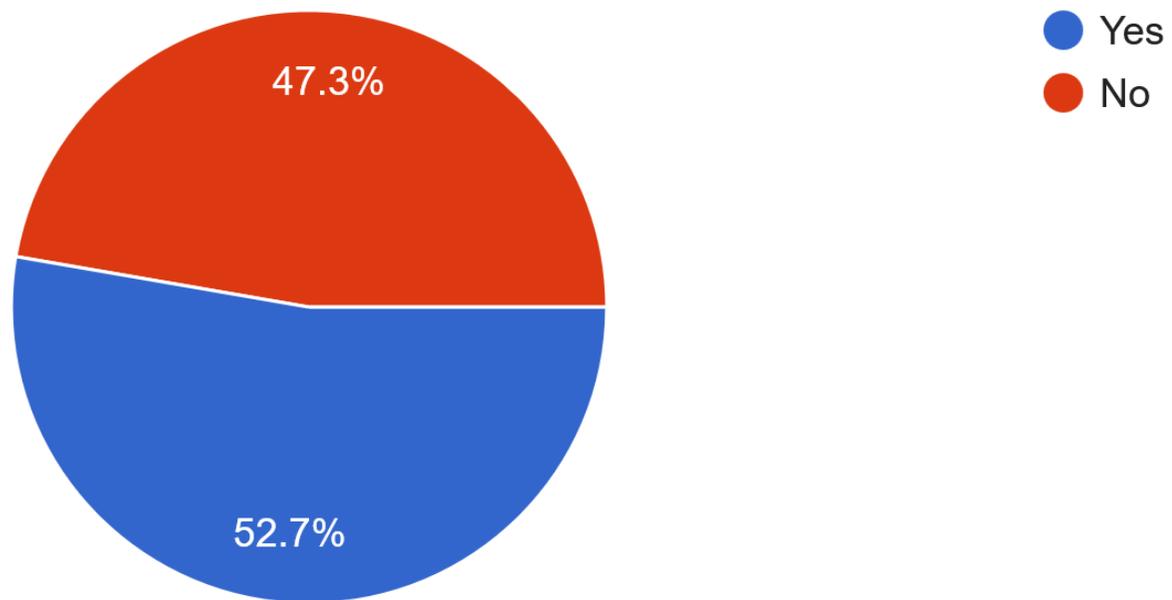


13. Which linguistic or terminology tools do you use?

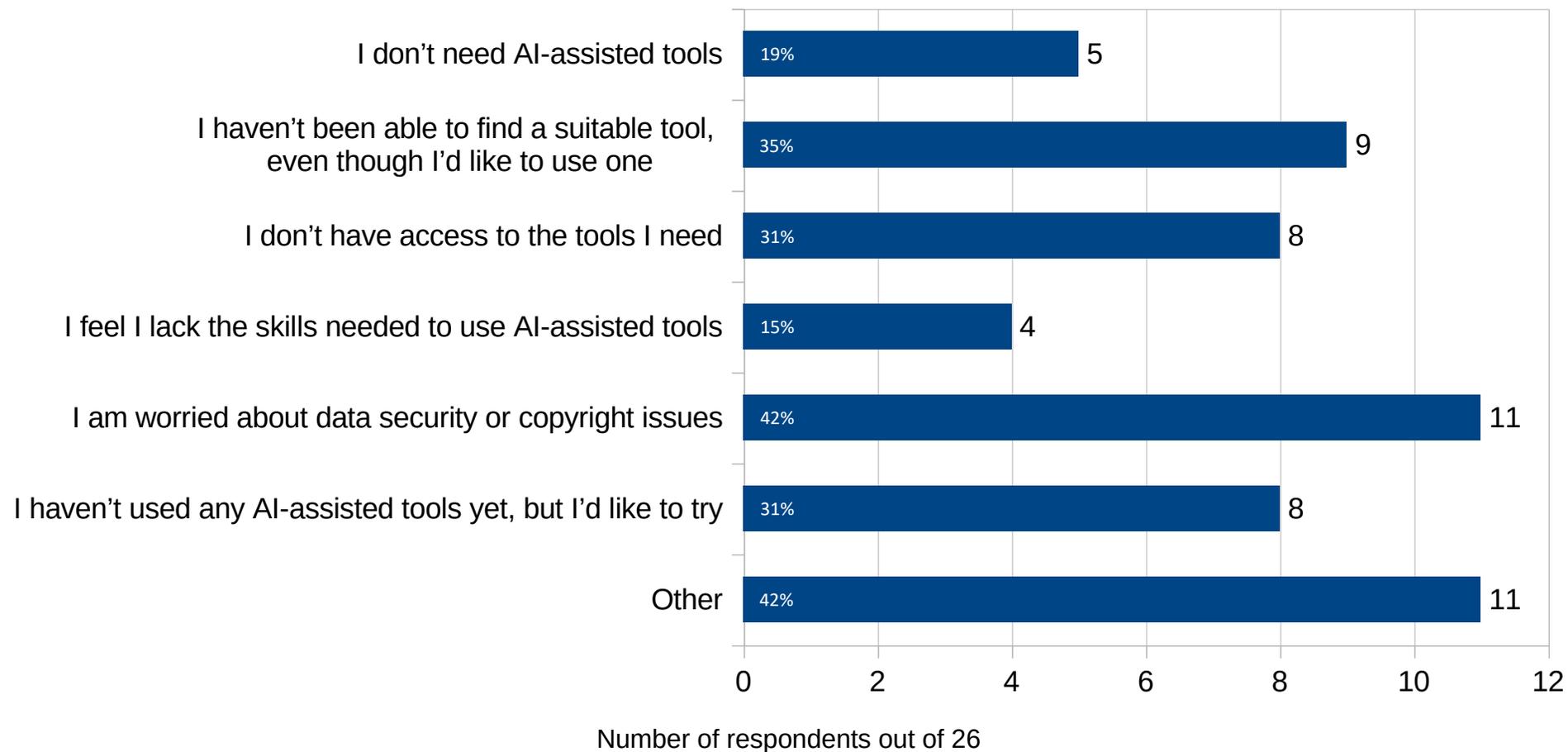
- 47 respondents
- Almost 70 different tools mentioned by name (e.g. different software, termbases, LLMs, generative AIs)
 - Most frequently mentioned: ChatGPT (6 respondents), Microsoft Copilot (6) MultiTerm (6); Ekilex (5); IATE, with or without special features (4)
 - 13 respondents use in-house tools (e.g. custom/modified software, proprietary termbases, own corpora)
- Tools mentioned are used for a wide variety of purposes
 - Main tasks: terminology management, term extraction and translation

14. Do you use AI-assisted tools in terminology work?

55 responses



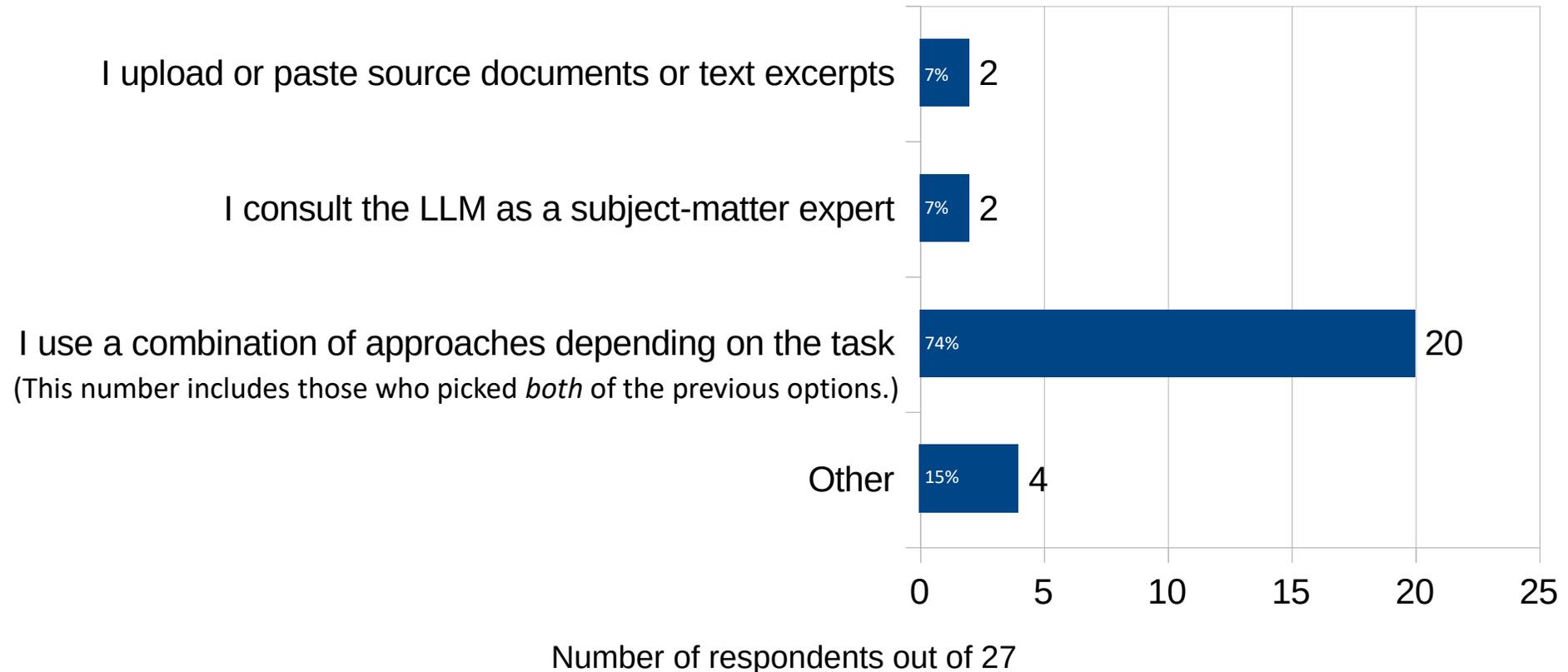
15. Why don't you use AI-assisted tools?



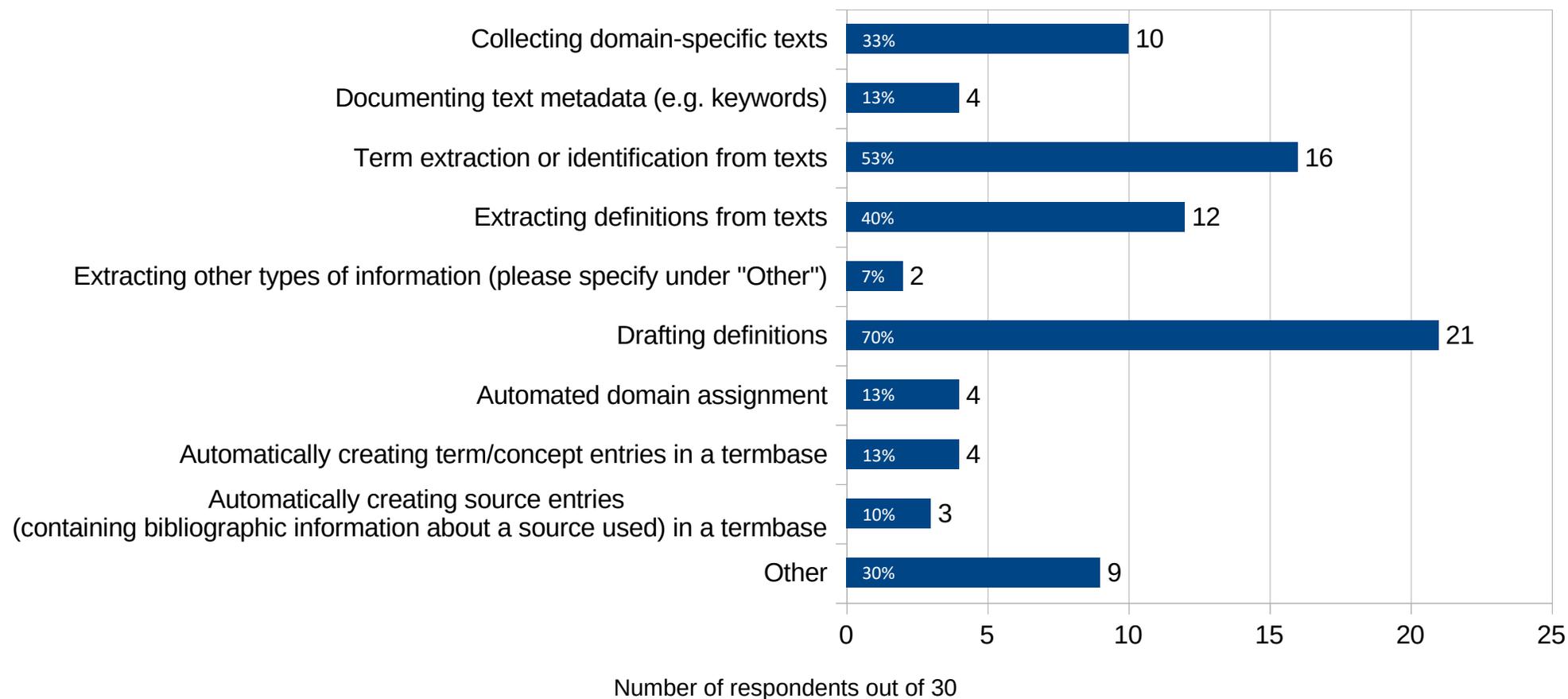
15. Why don't you use AI-assisted tools? / Option: Other

- Most of the respondents who picked "Other" had doubts about the reliability of the tools and the quality of the content produced
- *I have tried to explore using it for smaller tasks, but I don't trust the quality of it, as it often can make mistakes and you have to do quality assurance anyway.*
- *The output is not reliable and doesn't match the quality expectation of my clients. It is not possible to track the source of the answers, so they are not usable at all.*

16. If you use general LLMs (ChatGPT, Claude etc.), how do you usually work with them for terminology tasks?



17. Please specify the tasks you use AI-based solutions for (incl. LLMs, custom-built tools and other AI-assisted tools).

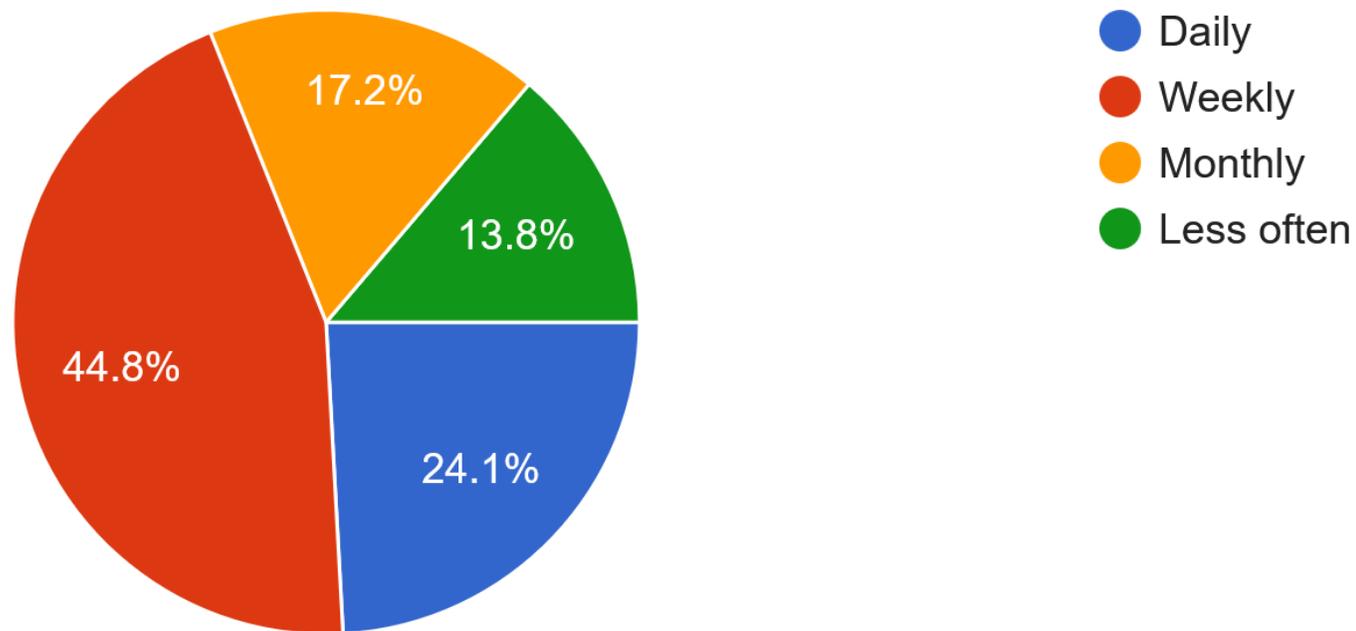


Other types of tasks the respondents mentioned in 17:

- Searching for foreign language equivalents
- Identifying related concepts
- Clarifying concepts / comparing different concepts

19. How often do you use AI-assisted tools in terminology work?

29 responses



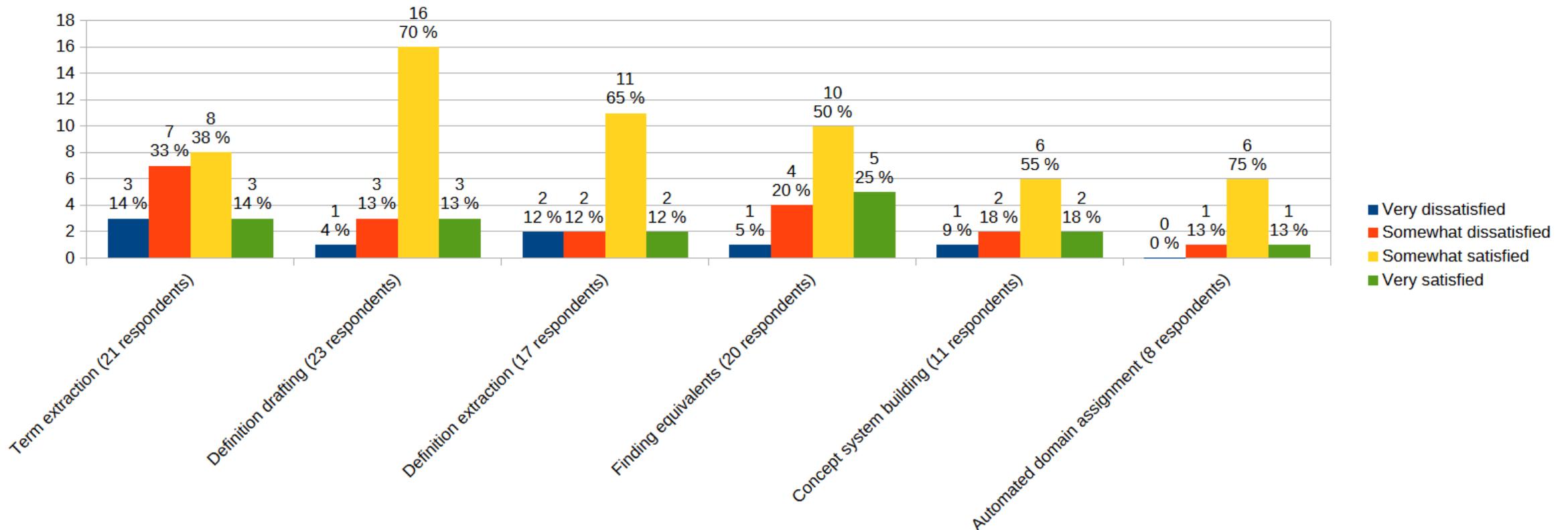
20. For which languages do you use AI-assisted tools? (28 respondents in total)

- English (22)
- Estonian (8)
- Finnish (6)
- German (6)
- Spanish (4)
- Swedish (4)
- French (3)
- Italian (3)
- Danish (3)
- Dutch (2)
- Russian (2)
- Basque (1)
- Latvian (1)
- Maltese (1)
- Norwegian (1)
- Portuguese (1)

21. How satisfied are you with the AI-assisted tools for each task?

23 responses

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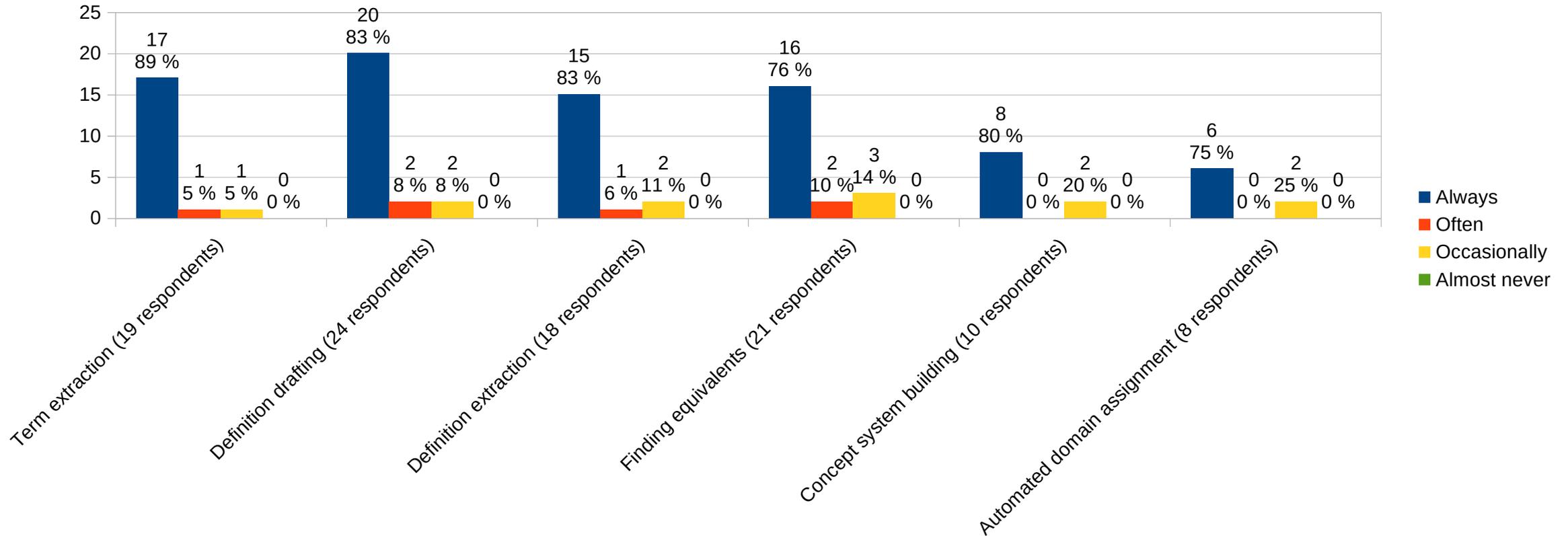
22. Were there any task-tool combinations you found particularly successful? If so, which ones?

- *10 responses*
- **Drafting and wording tasks:** LLMs support definition drafting, text editing, translation, and wording brainstorming by producing structured, easily refinable drafts.
- **Term and concept identification:** AI-assisted analysis of specialised texts helps identify term candidates, defining contexts, and previously unnoticed concepts, and supports automated search tasks.
- **Concept analysis and information extraction:** LLMs are effective in extracting definitions and structuring conceptual information from source texts, especially in early-stage terminology work.
- **Efficiency and quality strategies:** AI-assisted tools reduce manual workload but require human quality assurance; reliability improves when outputs from multiple tools are compared and cross-checked.

23. How often do you review or edit the AI-generated results?

24 responses

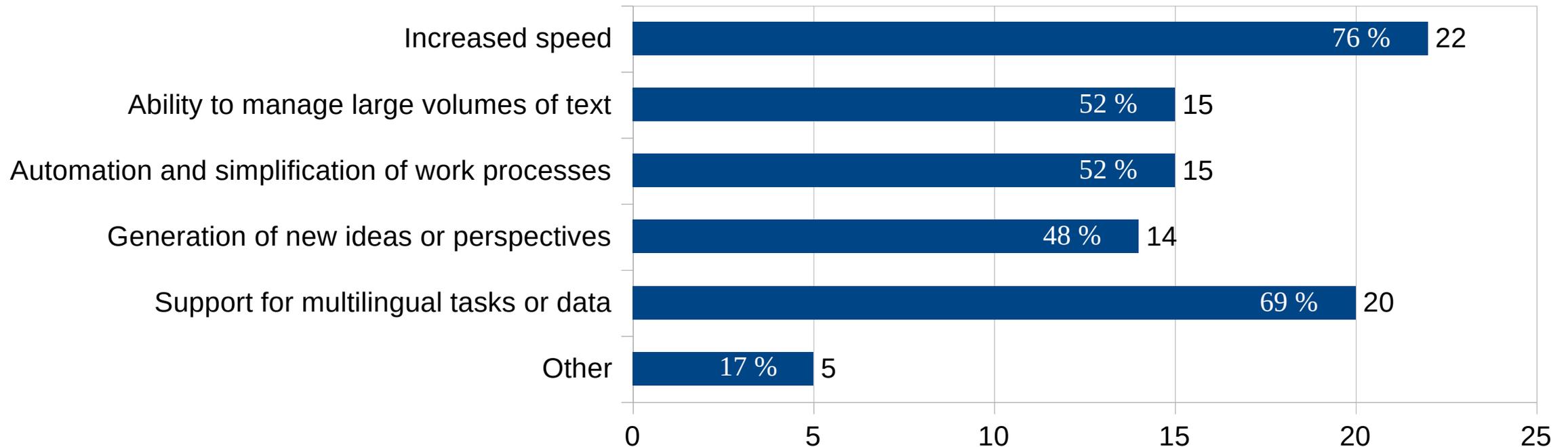
23. How often do you review or edit the AI-generated results?



24. What do you see as the main benefits of using AI-assisted tools? Select all that apply.

29 responses

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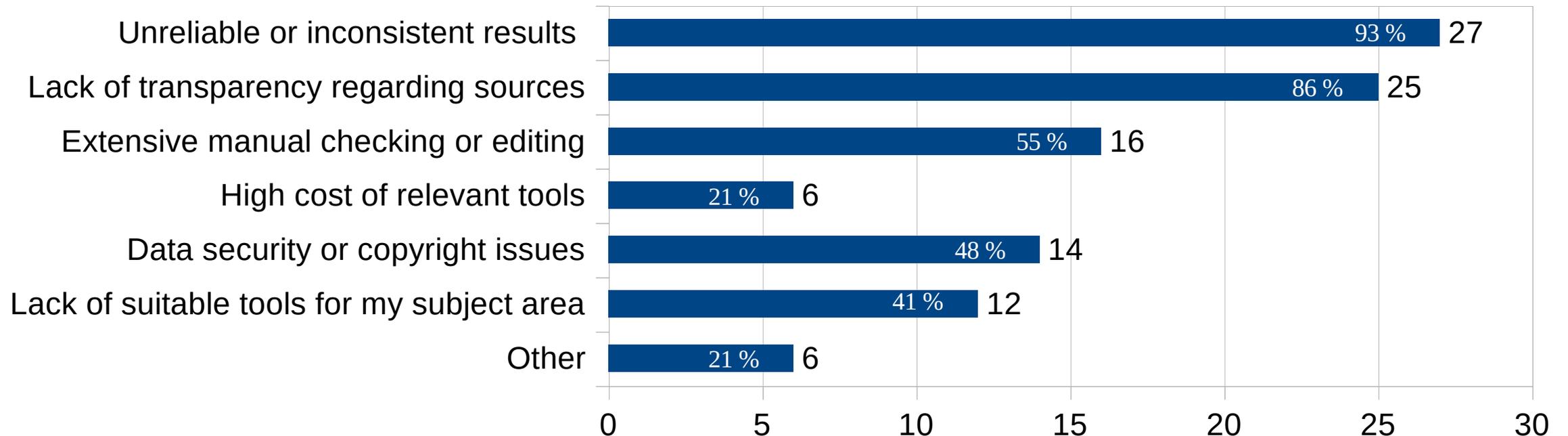
24. Other benefits the respondents mentioned:

- Support for brainstorming and gaining an initial overview of an unfamiliar subject field
- Accurate term extraction
- Help with conceptual structuring, clarifying concepts, identifying related concepts, and finding equivalents
- Assistance with references

25. What do you see as the main challenges of using AI-assisted tools? Select all that apply.

29 responses

25. What do you see as the main challenges of using AI-assisted tools?



25. Other challenges the respondents mentioned:

- Limited knowledge of which AI-assisted tools are suitable for terminology work
- Uneven support for non-English languages
- Concerns about the reliability and currency of results
- Restrictions on file sizes and the number of searches, which reduce practical usefulness
- The environmental footprint associated with LLM usage

26. Is there anything you would like to share about your experience using AI-assisted tools in terminology work (for example, useful lessons, tips, or thoughts)? (1)

- *15 responses*
- **Support, not decision-making**
 - AI-assisted tools work best as support for terminologists, not as autonomous decision-makers.
- **Efficiency in early stages of work**
 - Particularly useful for:
 - identifying candidate terms
 - summarising domain knowledge
 - drafting preliminary definitions
 - generating alternative formulations and conceptual perspectives
- **Practical applications**
 - gaining a broad understanding of concepts
 - converting content between formats (e.g. Word → Excel → termbank)
 - locating missing information in datasets
 - improving consistency via termbases in CAT tools
- **Cross-checking between tools**
 - Using one AI tool to verify the output of another can improve reliability.

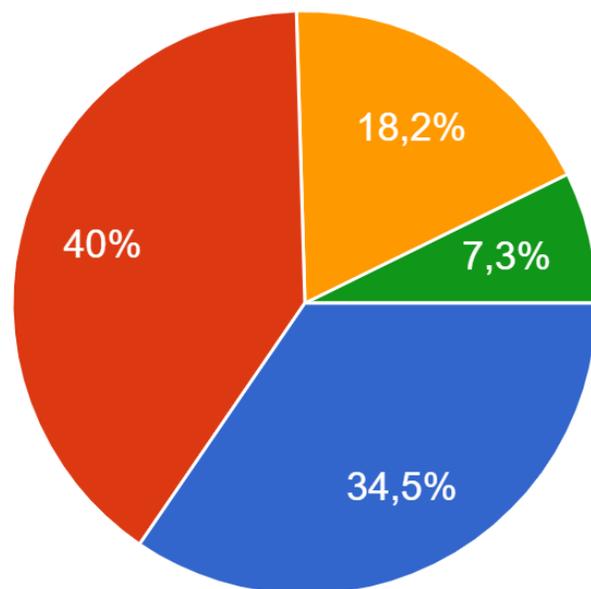
26. Is there anything you would like to share about your experience using AI-assisted tools in terminology work (for example, useful lessons, tips, or thoughts)? (2)

- **All outputs must be verified**
 - LLMs often produce confident but incorrect information
 - sources may be missing, inaccurate or fabricated
 - identical prompts may yield different results over time or across accounts
- **High risk of hallucinations**
 - AI tools are safest to use when the user already has a strong idea of the correct answer.
- **Lack of transparency and reproducibility**
 - model updates and training data are outside the user's control
 - long-term quality improvements are difficult to assess
- **Challenges for non-dominant languages and varieties**
 - under-resourced languages remain poorly supported
 - dominant varieties may overshadow others
 - need for national or language-specific LLMs
- **Open areas for further development**
 - concept analysis and concept diagrams
 - systematic definition writing
 - terminology-specific AI tools
 - environmentally responsible use of LLM-based tools

27. Does your organisation have any guidelines or policies for using AI-assisted tools in terminology work?

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-  Yes (please summarize the main principles)
-  No
-  I don't know
-  Not applicable (I work independently)

27. Please describe the main guidelines or policies (1)

- *23 responses*
- **AI as support, not authority**
 - AI-assisted tools are positioned as assistants for routine or preparatory tasks, never as decision-makers or substitutes for professional judgement.
- **Mandatory human review**
 - All AI-generated outputs must be critically reviewed and verified
 - Experts or colleagues may be required to review results
 - Automated decision-making using AI is explicitly prohibited
- **Critical thinking and accountability**
 - Users are expected to apply professional judgement
 - Errors and limitations of AI are explicitly acknowledged
 - Use of AI may need to be documented or referenced
- **Encouraged but cautious experimentation**
 - Language professionals are encouraged to test AI tools where useful
 - Sharing effective prompts internally is recommended
 - Innovation is allowed within clearly defined boundaries

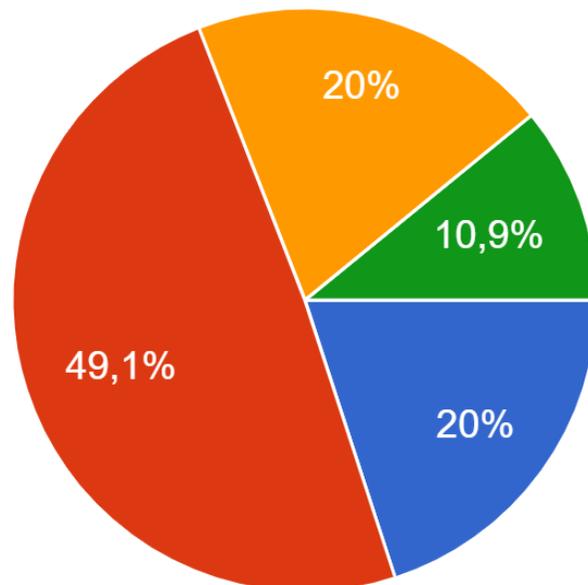
27. Please describe the main guidelines or policies (2)

- **Strict data protection requirements**
 - No personal, sensitive, confidential or non-disclosable data may be uploaded
 - Client documents or unpublished materials are excluded unless publicly available
 - Compliance with GDPR and internal information security rules is mandatory
- **Tool restrictions**
 - Use is often limited to approved or in-house solutions(e.g. Microsoft Copilot, local or government-developed LLMs)
 - Public or free online tools are restricted or prohibited
- **Copyright and legal compliance**
 - Only materials with appropriate copyright or explicit permission may be used
 - Ethical and legislative aspects must be considered in all AI use
- **Policies often general, not terminology-specific**
 - Most organisations rely on general AI policies rather than terminology-specific ones
 - Some plan to develop more detailed guidelines as AI-assisted language tools mature
 - In some cases, governance is aligned with formal standards (e.g. ISO/IEC 42001)

28. Have you received or provided training on AI-assisted tools?

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-  I have received sufficient training
-  I have received some training, but it was insufficient
-  I have not received any training
-  I have provided training to others

29. Feel free to share any additional comments or information related to the topics covered in this questionnaire (1)

- 14 responses
- Useful, but mainly in limited and early-stage roles
 - AI-assisted tools are seen as helpful complements for:
 - brainstorming
 - identifying candidate terms
 - drafting preliminary definitions
 - Their value is highest in low-risk, low-liability tasks.
- Human expertise remains indispensable
 - AI lacks judgement, self-awareness and true critical perspective
 - Often compared to an inexperienced intern that presents everything as fact
 - Cannot reliably assess its own uncertainty or limitations
- Hype vs. reality
 - Scepticism toward exaggerated claims of productivity gains
 - Time saved is often offset by the need for extensive verification
 - For some areas (e.g. term creation), AI is not considered essential
- Freedom of choice is important
 - AI should be optional, not mandatory
 - Users value being able to decide when *not* to use AI

29. Feel free to share any additional comments or information related to the topics covered in this questionnaire (2)

- Reliability and technical limitations
 - Confabulations (“hallucinations”) remain common
 - Limitations in file types, file sizes and request volumes reduce usefulness
 - Current tools often fail to deliver consistent speed or quality improvements
- Data availability and legal restrictions
 - Under-resourced languages (e.g. Greenlandic) remain poorly supported
 - Some domain text providers explicitly prohibit the use of their data in generative AI
 - Copyright and licensing constraints may affect many terminology projects
- Need for transparency and control
 - Strong demand for clearer source control and linguistic parameters
 - Lack of transparency in AI systems is a major concern
- Collaboration and standardisation as key enablers
 - International standardisation work (<https://www.iso.org/standard/91875.html>)
 - Cross-institutional collaboration, especially for smaller languages, is seen as crucial
 - Future development should prioritise responsible, language-aware AI tools