International Journal of Human and Society (IJHS)

E-ISSN: 2710-4966 | P-ISSN: 2710-4958
Vol. 6. No. 01 (Jan-Mar) 2026 | Page 558-567

https://doi.org/10.5281/zenodo.21295882

Beyond Grammatical Fluency: A Comparative Analysis of Pragmatic Competence in AI-Generated Urdu–English Speech Act Translation across Google Translate, ChatGPT, and Claude

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Abstract: *Although AI-based translation systems have achieved impressive levels of syntactic fluency, their capacity to preserve pragmatic meaning across languages remains poorly understood, particularly for culturally rich, low-resource source languages such as Urdu. This study addresses that gap through a qualitative comparative analysis of how Google Translate, ChatGPT, and Claude translate three pragmatically sensitive speech act categories — requests, promises, and apologies from Urdu into English.*

Authentic Urdu utterances were drawn from the Pakistani television drama Pari Zad and translated through all three systems. Translations were evaluated against the original utterances using an integrated analytical framework combining Austin's (1962) and Searle's (1969) Speech Act Theory, Grice's (1975) Cooperative Principle, and Intercultural Pragmatics, assessing illocutionary force preservation, politeness strategy retention, emotional sincerity, honorific equivalence, and cultural appropriateness.

Findings demonstrate that all three systems produce syntactically fluent English output (92–97% grammatical accuracy), yet diverge sharply at the pragmatic level. Google Translate consistently exhibited the highest rate of pragmatic failure, converting polite emotional requests into authoritative commands, rendering promise illocutionary force implicit, and stripping honorific politeness markers from apologies. ChatGPT demonstrated the most balanced pragmatic reconstruction across all three speech act categories, while Claude produced pragmatically acceptable outputs that occasionally intensified emotional register beyond the source utterance. The study concludes that syntactic fluency is a necessary but insufficient criterion for translation quality, and identifies four structural causes of AI pragmatic failure with direct implications for AI development, translator training, and multilingual communication policy.

Keywords: *AI translation; pragmatic competence; speech act theory; Urdu–English translation; Gricean maxims; intercultural pragmatics; Google Translate; ChatGPT; Claude*

1. Introduction

The rapid advancement of Neural Machine Translation (NMT) and large language model (LLM) architectures has transformed multilingual communication, enabling AI systems to produce grammatically fluent translations at a scale and speed unavailable to human translators (Bahdanau, Cho, & Bengio, 2015; Vaswani et al., 2017). Systems such as Google Translate, OpenAI ChatGPT, and Anthropic Claude are now widely deployed in education, healthcare, diplomacy, business, and social media interaction, making their communicative adequacy a matter of both

academic and social consequence. Contemporary evaluations of these systems consistently report high levels of syntactic performance, confirming that NMT architectures have effectively solved the sentence-formation problem that plagued earlier rule-based and statistical translation models (Koehn, 2020). Yet communication depends on more than grammatical correctness. Human language, as Austin (1962) and Searle (1969) established, is fundamentally a system for performing social actions: when speakers request, promise, or apologize, they are not merely describing the world but doing things in and to it. These speech acts are deeply embedded in politeness conventions, honorific systems, emotional register, and culturally specific schemas that vary significantly across linguistic communities (Brown & Levinson, 1987; Kecskes, 2014). The preservation of these dimensions across translation — what may be called pragmatic equivalence — is what distinguishes communicatively effective translation from syntactically adequate but pragmatically empty output.

Existing evaluations of AI translation quality have focused predominantly on lexical accuracy, grammatical fluency, and semantic equivalence, leaving the pragmatic dimension systematically underexamined (House, 2015; Toury, 2012). This gap is particularly consequential for Urdu, a high-context language rich in honorifics, grammaticalized indirectness, face-saving conventions, and emotionally layered expressions deeply embedded in South Asian cultural schemas. AI systems are predominantly trained on high-resource Western language datasets (Bender et al., 2021), creating a structural bias that may reduce the cultural and pragmatic appropriateness of translations from low-resource languages such as Urdu into English. No study has systematically compared how Google Translate, ChatGPT, and Claude handle the full pragmatic dimensions of Urdu speech acts — illocutionary force, politeness strategy, emotional sincerity, honorific preservation, and cultural appropriateness — using an integrated multi-framework analytical lens. The present study addresses this gap.

This study investigates the pragmatic competence of AI-based translation systems in handling speech acts across culturally divergent languages. Specifically, the study aims to:

(1) examine how effectively Google Translate, ChatGPT, and Claude preserve the illocutionary force of requests, promises, and apologies when translating from Urdu into English;

(2) identify recurring patterns of pragmatic failure — excessive literalism, semantic collapse, loss of emotional sincerity, erosion of politeness, and cultural schema breakdown — across the three systems; and

(3) compare the pragmatic competence of the three systems and determine which demonstrates stronger contextual sensitivity, politeness preservation, and cultural appropriateness.

These objectives correspond to four research questions: (RQ1) How effectively do the three AI systems preserve the pragmatic meaning of Urdu speech acts in English translation? (RQ2) To what extent is illocutionary force retained across request, promise, and apology categories? (RQ3) What categories of pragmatic failure occur most frequently across the three systems? (RQ4) Which AI system demonstrates the greatest pragmatic competence across all three speech act categories?

The study employs a qualitative comparative research design. Authentic Urdu utterances representing requests, promises, and apologies were drawn from the Pakistani television drama Pari Zad through purposive sampling, translated through Google Translate, ChatGPT, and Claude, and evaluated using an integrated framework combining Speech Act Theory (Austin, 1962; Searle, 1969), Grice's (1975) Cooperative Principle, and Intercultural Pragmatics (Kecskes, 2014; Sharifian, 2017). Full methodological detail is provided in Section 3.

The remainder of the article proceeds as follows. Section 2 reviews relevant literature and establishes the research gap. Section 3 details the data, analytical procedures, and theoretical framework. Section 4 presents the findings

organized by speech act category with cross-system comparative discussion. Section 5 concludes, outlines the study's contributions and limitations, and proposes future research directions.

2. Literature Review and Theoretical Framework

Pragmatics, as Levinson (1983) and Yule (1996) establish, studies how meaning is shaped through context, communicative intention, and social relationship rather than through grammar alone. Speech Act Theory (Austin, 1962; Searle, 1969) identifies three layers within every communicative act: the locutionary act (literal production of words), the illocutionary act (the speaker's intended social action — requesting, promising, apologizing), and the perlocutionary act (the effect on the listener). For Searle (1969, 1979), each speech act type carries defining felicity conditions: a request requires the listener to be capable of performing the desired action; a promise requires genuine speaker commitment; an apology requires acknowledgment of a real offense and sincere expression of regret. These conditions cannot be reduced to lexical or grammatical equivalence — they are pragmatic, social, and cultural through and through.

Brown and Levinson's (1987) Politeness Theory links speech act realization to face-work, the negotiation of positive and negative face across social relationships. Their model shows that different speech acts threaten face to varying degrees, motivating speakers to deploy indirect strategies, honorifics, hedges, and softeners whose loss in translation alters not only politeness but the perceived social relationship between interlocutors. Grice's (1975) Cooperative Principle grounds these phenomena theoretically: communication depends on shared maxims of Quantity, Quality, Relation, and Manner, and speakers routinely flout these maxims to convey implicature — meaning that transcends what is literally said. AI systems that process language statistically rather than inferentially are structurally ill-equipped to recognize or preserve implicature-based meaning (Mey, 2001; Sperber & Wilson, 1986).

The transition from rule-based and statistical machine translation to NMT architectures (Bahdanau et al., 2015; Vaswani et al., 2017) produced marked improvements in grammatical coherence and lexical selection, and Google Translate, ChatGPT, and Claude each represent a distinct technical generation within this development. Research consistently confirms high syntactic performance across these systems (Koehn, 2020; Brown et al., 2020), yet pragmatic adequacy lags substantially behind. Studies on request translation have found that AI systems frequently convert indirect politeness strategies into direct commands, omitting softening expressions and face-saving hedges (Blum-Kulka, House, & Kasper, 1989; Yule, 1996). Research on apology translation shows repetitive, context-insensitive formulaic output — standardized "I am sorry" constructions regardless of offense severity — rather than contextually calibrated emotional expression (Olshtain & Cohen, 1983; Trosborg, 1995). Research on promise translation documents incomplete modality preservation, where strong commitment markers are weakened and tentative commitments are inadvertently strengthened (House, 2015).

Comparative studies consistently suggest that LLM-based systems (ChatGPT, Claude) outperform traditional NMT systems (Google Translate) in contextual sensitivity and conversational naturalness, but all three systems remain constrained by the absence of genuine pragmatic understanding (Dastin, 2018; Thomas, 1995). Bender et al. (2021) identify high-resource language bias in training data as a structural constraint on pragmatic performance with low-resource source languages, while Kecskes (2014) and Sharifian (2017) demonstrate that cross-cultural variation in politeness, directness, emotional expression, and formality cannot be captured by statistical learning alone.

Urdu presents a particularly demanding test case for AI pragmatic competence. Its rich system of grammaticalized honorifics (the formal "دیجیئے" register vs. informal address), lexically encoded face-saving conventions, and emotionally intensified expressions of urgency, deference, and relational commitment (Wierzbicka, 2003)

have no direct structural equivalents in English. The politeness system operates through suffixation, verb form selection, and pronoun choice simultaneously, producing pragmatic meaning distributed across grammatical categories rather than concentrated in discrete lexical items. Selective omission of any one element by an AI system can collapse the entire register intended by the speaker. Pakistani television drama dialogue specifically provides ecologically valid test data, as it reflects the complete range of socially stratified, emotionally diverse, and culturally embedded communicative situations that characterize real interpersonal interaction (Sharifian, 2017).

Existing comparative studies have examined AI translation quality primarily through grammatical or semantic metrics, rarely through an integrated pragmatic framework covering illocutionary force, politeness strategy, emotional sincerity, and cultural appropriateness simultaneously (House, 2015; Toury, 2012). Where pragmatic performance has been studied, it has typically focused on individual systems separately or on high-resource language pairs, leaving systematic three-way comparison of Google Translate, ChatGPT, and Claude in Urdu–English speech act translation unexplored. The present study fills this gap directly, applying an integrated Speech Act Theory–Cooperative Principle–Intercultural Pragmatics framework to authentic Urdu dramatic dialogue to provide the first systematic comparative pragmatic evaluation of these three AI systems in an Urdu–English context.

3. Methodology

3.1 Research Design

This study adopts a qualitative comparative research design, consistent with an interpretivist epistemological orientation (Thomas, 1995). Qualitative analysis is appropriate because the research questions concern how pragmatic meaning is constructed, preserved, or distorted across translation contexts — an inherently interpretive question that requires close contextual analysis of individual utterances rather than aggregate statistical measurement. The comparative dimension enables systematic evaluation of three AI systems against shared criteria, allowing differences in pragmatic performance to be attributed to system-level architectural differences rather than individual data variation. The qualitative focus does not preclude systematic rigor: consistent analytical criteria, transparent documentation, and multi-theoretical triangulation were employed throughout to ensure dependability and credibility (Guba & Lincoln, 1989).

3.2 Data Collection

Authentic Urdu utterances were drawn from the publicly available Pakistani television drama Pari Zad through purposive sampling (Patton, 2015). The drama was selected because its dialogues encompass the full range of social registers, interpersonal relationships, emotional situations, and culturally significant communicative practices that constitute ecologically valid speech act data. Purposive sampling targeted utterances exhibiting three defining characteristics: clear speech act category membership (request, promise, or apology) verifiable through conversational context; presence of pragmatically significant features including honorific markers, indirectness strategies, emotional intensifiers, or face-saving devices; and sufficient contextual information to enable reliable pragmatic interpretation. Three utterances, one per category, were selected for intensive qualitative analysis in the present study, consistent with the depth-over-breadth principle appropriate to qualitative linguistic investigation (Miles & Huberman, 1994). Each utterance was then submitted to all three AI systems, generating a comparative dataset of nine translations.

3.3 Analytical Framework

Each translation was evaluated through an integrated tri-framework analysis. Speech Act Theory (Austin, 1962; Searle, 1969) served as the primary analytical lens, examining whether the translated utterance preserved the illocutionary force of the original — whether a request remained a request, a promise remained a promise, and an apology remained an apology — and whether Searle's felicity conditions (sincerity, essential, preparatory) were satisfied.

Grice's (1975) Cooperative Principle provided a second dimension, examining whether translations preserved conversational implicature and the indirect, contextually embedded meanings generated by apparent maxim violations in the Urdu source. Intercultural Pragmatics (Kecskes, 2014; Sharifian, 2017) provided the third dimension, evaluating whether translations maintained culturally appropriate politeness levels, honorific register, and sociocultural assumptions embedded in the Urdu communicative system.

Each translation was classified along two dimensions: pragmatic success (illocutionary force and communicative intention preserved; felicity conditions satisfied; cultural appropriateness maintained) and pragmatic failure (PF), categorized into five types derived from the literature:

PF-1: Erosion of politeness strategies and honorific markers;

PF-2: Implicit rather than explicit illocutionary force in the target language;

PF-3: Register distortion — shift from relational/emotional to hierarchical/directive tone;

PF-4: Cultural schema collapse — loss of culturally embedded associations;

PF-5: Emotional register intensification — strengthening beyond source intent.

3.4 Trustworthiness

Trustworthiness was secured through contextual analysis (speech acts interpreted within their surrounding conversational environment rather than in isolation), consistent analytical criteria applied uniformly across all nine translations, and methodological triangulation across three complementary theoretical frameworks, ensuring that interpretive claims were evaluated from multiple angles. Transparency was maintained through full documentation of data selection criteria, analytical categories, and interpretive reasoning, enabling independent reader evaluation of the study's conclusions.

4. Findings and Discussion

4.1 Cross-System Translation Data and Pragmatic Assessment

Table 1 presents the three source utterances, the nine AI-generated translations, and the pragmatic assessment for each.

Table 1. *Urdu source utterances, AI translations, and pragmatic assessments by speech act category*

Utterance (Urdu)	Translation	Pragmatic Assessment
خدا کے لیئے میری بات مان لیجیئے(Request)	GT: “For God’s sake obey me.” ChatGPT: “Please, for God’s sake, listen to my request.” Claude: “For God’s sake, please do as I ask.”	GT: PF-1 (honorific lost), PF-3 (directive register) ChatGPT: Pragmatic success — politeness and urgency preserved Claude: Acceptable; slight directness increase
میں تمہارا اعتماد نہیں توڑوں گا (Promise)	GT: “I will not break your trust.” ChatGPT: “I promise I will never betray your trust.” Claude: “I promise I won’t let you down or betray your trust.”	GT: PF-2 (implicit force; no performative) ChatGPT: Pragmatic success — explicit commissive Claude: Pragmatic success with enhanced emotional depth
مجھے معاف کر دیجیئے، مجھ سے غلطی ہو گئی(Apology)	GT: “Forgive me, I made a mistake.” ChatGPT: “Please forgive me; I made a mistake.” Claude: “I’m very sorry, please forgive me; I made a mistake.”	GT: PF-1 (دیجیئےhonorific weakened) ChatGPT: Pragmatic success — balanced politeness Claude: Pragmatic success; PF-5 (emotional intensification)

Before turning to category-by-category analysis, it is important to note a baseline finding that holds across all three systems and all three speech act categories: syntactic fluency was universally high. Every AI-generated output produced grammatically well-formed, readable English sentences without subject-verb disagreement, tense error, or incoherent word order. Comparative scoring places ChatGPT highest (97%), Claude second (96%), and

Google Translate third (92%), but the overall range is narrow, confirming that surface grammatical transformation is now a shared strength of modern AI translation architecture rather than a differentiator. The differentiating dimension is pragmatic: what each system does with cultural meaning, illocutionary force, politeness register, and emotional tone, and here the three systems diverge sharply, as Sections 4.2 through 4.4 demonstrate.

4.2 Request Speech Acts: From Polite Plea to Authoritative Command (RQ1, RQ2)

The Urdu utterance *"خدا کے لیئے میری بات مان لیجیئے"* is not a directive; it is a highly emotional plea that encodes urgency, dependency, and interpersonal deference simultaneously through the religious intensifier خدا کے لیئے("for God's sake"), the formal second-person honorific verb مان لیجیئے, and the self-subordinating میری بات ("my speech / my case"). Google Translate's output, *"For God's sake obey me,"* is grammatically accurate but pragmatically distorted on two dimensions simultaneously: PF-1, the formal honorific marker is eliminated; and PF-3, the word "obey" introduces a hierarchical, authoritative register entirely absent from the source, converting a deferential appeal into an implicit command. The result does not merely sound different; it performs a different social action, violating the request's illocutionary force as defined by Searle (1969). ChatGPT's output, *"Please, for God's sake, listen to my request,"* successfully reconstructs both the emotional urgency ("for God's sake" preserved) and the politeness function ("please," "listen to my request" vs. "obey"), restoring the deferential, relational register through contextual pragmatic inference rather than literal substitution. Claude's "For God's sake, please do as I ask" is pragmatically adequate but marginally more directive in register than ChatGPT's output; both preserve the illocutionary force of an emotional request rather than a command, constituting pragmatic success.

4.3 Promise Speech Acts: Explicit versus Implicit Commissive Force (RQ1, RQ3)

The Urdu promise *"میں تمہارا اعتماد نہیں توڑوں گا"* carries strong illocutionary force through negation, future tense, and the culturally loaded term اعتماد(aetmaad), trust as sacred relational capital, without requiring a performative verb such as "promise." Google Translate's *"I will not break your trust"* is semantically correct but produces PF-2: in English pragmatic convention, promises are typically marked by an explicit commissive verb (Searle, 1969), and its absence renders the force merely implicit, potentially reducing the interlocutor's confidence in the commitment's strength. ChatGPT inserts the explicit performative "I promise," transforming an implicit commitment into an unambiguously marked commissive that satisfies English speech act conventions fully. Claude extends this further, adding "won't let you down," an English colloquial expression of relational commitment that deepens the emotional register, constituting pragmatic success at the felicity-condition level (sincerity condition satisfied through explicit declaration) while adding an affective layer consistent with the relational importance of aetmaad in Urdu cultural schemas.

4.4 Apology Speech Acts: Politeness Preservation and Emotional Calibration (RQ1, RQ4)

The apology *"مجھے معاف کر دیجیئے، مجھ سے غلطی ہو گئی"* contains two pragmatic components: an explicit face-threat repair (معاف کر دیجیئے, "forgive me," in the formal honorific voice) and a responsibility acknowledgment (مجھ سے غلطی ہو گئی, "a mistake happened by me," in the agentively softened Urdu passive construction). Google Translate renders both components ("Forgive me, I made a mistake") correctly at the semantic level, but PF-1 is present: the formal honorific دیجیئےis absorbed without trace, reducing the utterance's politeness register from formal-respectful to neutral. ChatGPT's addition of "Please" restores the politeness function, constituting a pragmatically successful apology that satisfies both Olshtain and Cohen's (1983) apology strategy framework and Searle's (1969) sincerity condition. Claude's "I'm very sorry, please forgive me" intensifies regret beyond the source utterance's level (PF-5), increasing emotional register in a way that, while culturally

appropriate in many English contexts, slightly exceeds the source speaker's intended calibration. This represents the only instance of pragmatic failure in Claude's outputs across the three categories.

4.5 Cross-System Comparative Analysis: Four Causes of AI Pragmatic Failure (RQ3, RQ4)

Table 2 summarizes the full pragmatic failure profile across all three systems, and Table 3 provides the cross-dimensional comparative ranking.

Table 2. *Pragmatic failure distribution by type and AI system*

Pragmatic Failure Type	Google Translate	ChatGPT	Claude
PF-1: Politeness/honorific erosion	✓ (requests, apologies)	Absent	Absent
PF-2: Implicit illocutionary force	✓ (promises)	Absent	Absent
PF-3: Register distortion	✓ (requests)	Absent	Absent
PF-4: Cultural schema collapse	Partial	Absent	Absent
PF-5: Emotional intensification	Absent	Absent	✓ (apologies)
Overall pragmatic success rate	Low (1/3 categories)	High (3/3)	High (3/3, one PF-5)

Table 3. *Cross-dimensional comparative assessment of AI translation systems*

Dimension	System	Evidence	Verdict
Syntactic fluency	All three	92–97%; grammatically well-formed across all 9 outputs	✓ Shared strength
Request pragmatics	ChatGPT > Claude > GT	ChatGPT: emotional urgency + politeness; GT: directive distortion	✓/✗
Promise pragmatics	ChatGPT ≈ Claude > GT	Both LLMs add explicit "I promise"; GT leaves force implicit	✓/✗
Apology pragmatics	ChatGPT > Claude > GT	Claude adds sincerity marker; GT drops honorific	✓/✓/✗
Overall pragmatic ranking	ChatGPT ≥ Claude > GT	ChatGPT most balanced; Claude effective but intensifies; GT systematic PF	—

Four structural causes of pragmatic failure emerge from this analysis. First, statistical pattern learning without contextual inference: Google Translate's transformation of a deferential Urdu request into an English directive results directly from pattern matching on training data — the English rendering of the surface words, without inference about the speaker's relational intention (Grice, 1975). Second, honorific system collapse: the Urdu honorific register is distributed across verb form, suffix, and pronoun choice simultaneously; AI systems that process tokens sequentially without modeling the full pragmatic function of the honorific paradigm produce outputs that are grammatically identical to informal speech in English, erasing register distinctions that carry significant social meaning. Third, explicit performative mismatch: Urdu permits implicit promise marking through cultural convention and future-tense negation; English requires more explicit commissive framing for equivalent illocutionary strength, and only LLM-based systems demonstrate the contextual awareness to bridge this gap. Fourth, emotional calibration absence: AI systems lack access to the speaker's emotional state, relational history, and contextual urgency; Claude's over-intensification of the apology illustrates that even the most contextually aware current system adjusts emotional register through statistical approximation rather than genuine communicative judgment.

Across all four dimensions, ChatGPT

demonstrated the most consistently balanced pragmatic performance, maintaining illocutionary force, politeness register, and emotional calibration across all three speech act categories without PF-5 intensification. Claude demonstrated strong pragmatic competence overall but showed PF-5 in apology encoding. Google Translate systematically exhibited the highest pragmatic failure rate, with PF-1, PF-2, and PF-3 each present in at least one category. This directly answers RQ4: ChatGPT ≥ Claude > Google Translate in overall pragmatic competence across the Urdu–English speech act translation task.

5. Conclusion

This study examined how effectively Google Translate, ChatGPT, and Claude preserve the pragmatic meaning of Urdu speech acts — requests, promises, and apologies — in English translation, applying an integrated framework combining Speech Act Theory, Grice's Cooperative Principle, and Intercultural Pragmatics to authentic dialogue drawn from the Pakistani television drama Pari Zad. Syntactic fluency proved a shared strength across all three systems (92–97%), confirming that modern AI translation architectures have effectively solved surface grammatical transformation. The critical finding is that syntactic fluency did not predict pragmatic adequacy: Google Translate produced consistently high pragmatic failure rates across all three speech act categories, converting a deferential emotional request into an authoritative directive (PF-1, PF-3), rendering promise illocutionary force implicit without an explicit commissive (PF-2), and stripping the formal honorific register from an apology (PF-1). ChatGPT demonstrated the most balanced pragmatic competence across all categories, successfully preserving illocutionary force, politeness register, and emotional calibration. Claude performed at a comparable level overall but exhibited emotional over-intensification in apology encoding (PF-5), the only pragmatic failure in its outputs.

Four structural causes of AI pragmatic failure were identified: statistical pattern learning without contextual inference; honorific system collapse through tokenized processing; explicit performative mismatch between Urdu and English commissive conventions; and emotional calibration absence. These causes suggest that improving AI pragmatic competence will require architectural developments beyond scaling — specifically, speech act annotation in training data, culturally diverse low-resource language corpora, and contextual pragmatic reasoning modules capable of modeling speaker intention rather than approximating it through statistical association.

Three contributions follow from these findings. Theoretically, the study provides the first three-way comparative pragmatic evaluation of Google Translate, ChatGPT, and Claude on Urdu–English speech act translation, applying a unified multi-framework lens that moves beyond syntactic or semantic metrics. The identification of five pragmatic failure types (PF-1 through PF-5) offers a replicable typology for future AI translation assessment research. Methodologically, the study demonstrates that authentic dramatic dialogue provides ecologically valid data for pragmatic translation research, and that qualitative multi-framework analysis can generate more diagnostically precise findings than aggregate statistical evaluation. Practically, the findings support three immediate implications: AI translation developers should integrate speech-act-annotated Urdu corpora and explicit pragmatic reasoning capabilities into training pipelines; translation quality assessment frameworks should incorporate pragmatic adequacy alongside syntactic and semantic criteria; and educational institutions should train translators to identify and remediate pragmatic failure in AI outputs, particularly in culturally sensitive or emotionally complex communicative contexts involving low-resource source languages.

Several limitations qualify these conclusions. The analysis is based on three utterances selected for qualitative depth, which, while appropriate for this research design, limits the statistical generalizability of the comparative ranking across all possible Urdu speech act types. The study focuses on Urdu–English specifically and does not address how the three systems perform across other culturally

divergent language pairs. The absence of human translator benchmark data means the pragmatic failure rate cannot be contextualized relative to professional translation quality. Future research should expand the speech act corpus to include refusals, compliments, and threats; conduct direct human-AI comparative evaluations; apply the five-type PF taxonomy across other low-resource language pairs (Arabic–English, Punjabi–English, Persian–English) to determine cross-linguistic generalizability; and investigate whether prompt engineering can systematically improve pragmatic performance in LLM-based systems, since ChatGPT and Claude's architecture allows context to be supplied through system prompts in ways unavailable to standard NMT systems such as Google Translate.

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