The practice of translation from one language to other languages has occurred for more than centuries. Nowadays, translation becomes an important part in human daily life since it can improve cultural exchanges of nations all over the world. Not many people can do translation easily, so people use translation agency to help them in doing such translation. Talking about translation agency, a problem comes up whether the translation products have a good quality.

Based on the background above, this study focuses on two research questions. The first is to know how the quality (accuracy, clarity and naturalness) of translation agencies based on Larson’s theory; the second is to know whether the translation agencies use certain methods in doing their works. Descriptive qualitative method was used in this research. It was used in understanding what lies behind the existing phenomenon of the use of words and languages in the translation. The data resource in this research were the translation products of three translation agencies, the experts’ judgment about the quality of translation products of translation agencies, and the answer of questionnaire that was given to translation agencies.

The findings show that from the three respondents (translation agencies), one of them is considered as having better quality than the others. Meanwhile, all of the translation agencies were able to differentiate the translation methods, and the most frequent method found in the process of translation is word for word translation (Newmark, 1988) or what Larson called as a very literal translation method (1984).