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SHIFT in Orality: Shaping the Interpreters of the Future Today

IO3 REPORT

Remote Interpreting Services: Future or present? Results of a market Survey in Italy, Spain and the United Kingdom

ALMA MATER STUDIORUM UNIVERSITÀ DI BOLOGNA

ugr Universidad de Granada

UNIVERSIDAD PABLO DE OLAVIDE SEVILLA

UNIVERSITY OF SURREY

dualia VAMOS A ENTENDERNOS

VEASYT

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1. Introduction

1.1 Presenting the *SHIFT in Orality* project

The *SHIFT in Orality* project: "SHIFT - Shaping the Interpreters of the Future Today" is a three-year Erasmus+ project financed by the European Commission in 2015 within the "Key Action 2: Strategic Partnership in Higher Education" framework.
The aim of the *SHIFT in Orality* project is the study, improvement and promotion of the methods of remote interpreting (telephone and video-conferencing), beginning with higher education distance learning for interpreters and of "Lifelong Learning". Thanks to a collaboration between a Europe-wide network of universities offering training courses for interpreters and companies operating in the field of remote interpreting, the project offers a pedagogical teaching solution for remote interpreting in dialogical contexts. The languages analysed in the project are: English, Italian and Spanish and their respective linguistic combinations.
The partners involved in the project are: The University of Bologna (the project coordinator), the University of Surrey, the Pablo de Olavide University of Seville, the Spanish company Dualia SL and the Italian company VEASYT srl.

The research project, in its initial phase, elaborates on the study of orality in remote monolingual communication (English, Italian, Spanish) in the OUTPUT 1 report, which is available from the project's website www.shiftinorality.eu.
In its second phase, the project studies remote communication through interpreters (Italian ↔ Spanish, English ↔ Spanish, Italian ↔ English), with the results presented in the OUTPUT 2 report, also available on the project's website.
The project's third phase, which is the subject of this OUTPUT 3 report, consists of a market analysis regarding the supply and demand, both in the present and in the future, for remote interpreting and its related sociocultural implications.
The final part of the project proposes training activities, to be undertaken by students and professionals, formulated on the basis of the results achieved in the preceding phases.

1.2 Presenting Intellectual Output 3: Market Survey

This report illustrates the work undertaken in the third phase of the *SHIFT in Orality* project. It describes the results of the market Survey investigating the needs and expectations of the linguistic services and interpreting market, with a specific focus on remote "dialogical interpreting session" services. Before proceeding with the presentation of the results, the meaning of some terms and a description of some of the aspects considered should be cleared up in order to contextualise the market Survey conducted and the analysis that followed.

By "dialogical interpreting sessions" we mean dialogues, interviews, meetings or sessions involving two or more speakers of different languages. The main characteristic of these contexts is that we are exclusively talking about dialogic sessions; in other words conversations between speakers of two languages, and not a monologue (a conference, for example). The interpreter, therefore, is required to change the directionality of interpretation, turn by conversational turn (i.e. English>Italian/Italian>English). Interviews can be business, socio-medical or legal and administrative in nature.

Linguistic interpreting services for dialogic meetings may be:

- face-to face: the interpreter is physically present at the place the event is taking place and actively participates in the meeting alongside the interlocutors;

- over-the-phone interpreting: the interpreter is remotely connected to the event by telephone; the participants in the conversation share the event location and can be located in either the same place or two different places, communicating by telephone. The interpreter also participates remotely, by telephone;
- video remote interpreting: the interpreter is remotely connected to the event by video call; those participating in the meeting may either be in the same room or in separate locations, connected by video call. The interpreter also participates in the event via video call (either the interlocutors are in the same location and the interpreter connects via video call, or a group video call involving three or more participants, if the interlocutors are in different locations).

"Linguistic services", in the context of this Survey and the report, means the practices and actions employed by professional interpreters or cultural and linguistic mediators in support of the participants dialogue in a specific communicative context.

"Technology" in support of remote linguistic services takes the following into account:
- type of connection: telephony, internet;
- hardware: telephone, a laptop with a webcam, microphone and speakers;
- software: switchboard, VOIP, video calling software;
- Machinery: CAT TOOL – AI – MACHINE LEARNING.

The Survey analyses the market from both sides:
- demand: represented by those employing interpreting services (i.e. public administration, socio-medical companies, freelancers, businesses or corporations);
- supply: represented by the LSPs offering interpreting and cultural and linguistic mediation services (i.e. freelance interpreters, agencies, cooperatives, businesses).

The countries involved in the market Survey are:
- Italy;
- Spain;
- United Kingdom.

The intended recipients and beneficiaries of this report are:
- trainers, teachers and university lecturers involved with student training or the further training of professional interpreters or cultural and linguistic mediators who, as a result of this Survey, can have a complete and up-to-date overview of the needs of the interpreting market, focused on the remote services currently offered, consequently ensuring cutting edge teaching and training;
- LSPs of interpreting services (relevant professional associations, freelance interpreters, agencies, cooperatives, language service providers): as a result of this Survey, they have another tool to help them become acquainted with future trends in the interpreting industry and to, therefore, successfully meet the needs of those who require these services;
- public administration (councils, educational institutions, law enforcement, etc.) and socio-medical companies: as a result of this Survey, the above public services can gain an understanding of the emerging needs and difficulties in the various countries from the contexts covered by the Survey. Contexts where speakers of different languages come into contact with each other on a daily basis and where, consequently, the implementation of the most appropriate and flexible services needs to be developed in order to facilitate the work of those employed in those contexts;
- businesses: similar to public administrations, businesses and large corporations will have a Survey on linguistic services available aimed at helping them optimise their client-focused activities and international relations.

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The results of the market Survey have been collected in this document using graphs and diagrams to quickly and clearly illustrate the data obtained by the Survey. A concluding analysis summarising the main points can be found at the end of each chapter.

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2. The Survey

2.1 Presentation of the market Survey

The *SHIFT in Orality* project market Survey is a questionnaire designed to identify the characteristics, choices and activities of two target groups: the users and the providers of interpreting services. The results of the questionnaire have been collected in an anonymous and aggregated manner, in order to respect individual privacy.

This market Survey, proposed for the *SHIFT in Orality* project and described for this report as OUTPUT 3, has the following objectives:

- To investigate the interpreting services market to understand its current and future needs, who benefits from the use of interpreting services, both face-to-face and remote (via telephone or video call);
- to investigate the current and future needs of providers of interpreting services, both face-to-face and remote (via telephone or video call);
- to verify the educational approach proposed by the *SHIFT in Orality* project towards the training and further training of interpreters/future interpreters or cultural and linguistic mediators.

Two distinct Surveys were carried for this part of the project; one aimed at the service users, and one aimed at interpreters. The Survey was carried out in 3 different countries: Italy, Spain and the United Kingdom. In order to encourage as many people as possible to participate in the Survey, it was translated and distributed in the three respective languages: English, Italian and Spanish.
Some terminological and sociological adjustments were required prior to its distribution. By way of an example, the LSP questionnaire distributed in Italy and Spain distinguishes between the terms “interpreter” and “cultural and linguistic mediator”, whereas there is no such distinction in the version distributed in the UK. In the Italian and Spanish markets the term “interpreter” is used primarily in commercial and conferencing contexts, while the term “mediator” is used in the socio-medical and personal care contexts. Additionally, in Italy there often is a further distinction in the cost of the service and professional training: generally, the cost of a professional interpreter is higher and they will have followed a five-year academic course of study, whereas the average market price for a cultural and linguistic mediator is generally lower and they may or may not have any academic training; they often come from a bilingual background, having lived in Italy for many years with a good knowledge of Italian, and a variety of training in mediation. In the English market, however, the term “interpreter” means any professional who can work in different fields, with no distinction in salary and training.

The questionnaire was distributed and the data collected in the period between December 2016 and July 2017. The questionnaires were digitally created using Google Form.
For greater ease in sharing the link to the Google Form Survey, an abbreviated, personalised and easy to remember link was created using the online Bitly tool (www.bitly.com). Bitly allows long and complex URLs, which are difficult to write and remember, to be abbreviated and to record each time that someone clicks on it. By cross-referencing the information obtained from Google Form and Bitly, we were also possible to track the times that the questionnaires were viewed and actually completed.
A complete list of the links for the Survey, abbreviated using Bitly, follows:

- The questionnaire sent to service users:
  ENG - http://bit.ly/SHIFT_user_ENG
  ITA - http://bit.ly/SHIFT_utente_ITA
  SPA - http://bit.ly/SHIFT_usuario_SPA
- The questionnaire sent to LSPs:

ENG - http://bit.ly/SHIFT_interpreter_ENG
ITA - http://bit.ly/SHIFT_interprete_ITA
SPA - http://bit.ly/SHIFT_intérprete_SPA

For the two questionnaires, the greatest participation in terms of the service users was in Spanish, while for the LSPs, the greatest participation was from the questionnaires distributed in Italian.
The diversity adopted in the inclusion of the sample respondents from the different countries, and the heterogeneity in the number of respondents, suggests that any data must be commented upon with caution, taking into account the underlying bias that this may cause.
In the majority of the subjects analysed, however, it was possible to draw accurate results, of particular relevance, especially in cases where there was obvious evidence and several converging elements.

2.2 Recipients

The recipients of the Survey can be identified in two target groups:

- the users, or beneficiaries, of interpreting services: private businesses, public administrations, freelancers or individuals requiring an interpreter in order to communicate more readily with a speaker of a foreign language; hereinafter referred to as the “user”;
- the providers of interpreting services: professional interpreters, agencies, cooperatives and businesses; hereinafter referred to as the “LSP”.

2.3 The structure of the two Surveys

The design and realisation of the Survey, coordinated by our OUTPUT 3 supervisory partner VEASYT srl, saw the active involvement of all partners, both in terms of revising the content and the language of VEASYT’s proposal, and in the distribution of the Survey in the country from which the respective partners come.
It was decided to focus the Survey on the project’s areas of greatest interest:

- business (i.e. professional discussions with a consultant, meetings with foreign partners or suppliers, discussions with clients, etc.);
- administrative (i.e. discussions with government departments, such as the registry office, contact centres, etc.);
- socio-medical (i.e. doctor’s appointments, examinations, phone calls to emergency services, etc.).

The two questionnaires comprised of approximately sixty closed or open-ended questions which took about 10 minutes to complete.

The Survey was developed from two distinct logical paths for each of the identified target recipients.
The two target recipient groups were analysed according to their characteristics and differences through focus group and brainstorming activities conducted both individually and in groups by our partner VEASYT, using a reduced number of potential recipients, in order to define the principal characteristics of each category and the main information to be investigated.
Following this, the two Surveys were drafted using a tree diagram to anticipate possible “crossovers” in the questionnaire, so that questions that were not relevant to a particular group of respondents could be excluded.
Following the review and reorganisation phase of both of the developed drafts, the project progressed to the digital creation of the questionnaires using an online tool, Google Form, to ensure the most efficient online distribution and gathering of the Survey’s aggregated data.

2.4 Survey aimed at users

The user Survey was first and foremost aimed at investigating some fundamental characteristics and opinions:

1. user profile;
2. the linguistic needs of the organisation, business or professional and the possible linguistic solutions used;
3. opinions on the quality and cost of interpreting services, both face-to-face and remote.

1. The questions asked in the first part of the questionnaire allowed the detailed definition of a user, or potential user, profile of those to whom the Survey was made available. In this stage, we were able to identify the types of users and clients most commonly involved (freelancers, businesses, public administrations) as well as some details regarding their economic activity and the roles of the user within the business or organisation. For this purpose, questions relating to the type of organisation they belonged to (public authority/private sector), the scope of operations (agriculture, industry, business, education, etc.) and the role of the person completing the questionnaire were included.
In this way, the characteristics of the users and clients taking the Survey could be profiled, in order to better understand the possible existence of direct correlations between the roles of the outsourcer and the requirements and uses of interpreting services within organisations.
2. In the second sub-section, the accent was placed on analysis of the potential actual need for interpreting services in the scope of their respective economic activities. The objective was to examine the "problem" of communicating with speakers of other languages and the measures eventually adopted in order to do so, going into detail regarding the need for linguistic services and the parameters of user satisfaction regarding the respective method employed.
Questions regarding the most widely used languages within the organisation when engaging with speakers of other languages, or the level of internal linguistic competence have allowed an analysis, from a linguistic perspective, of the state of the organisations to which they belong.
Subsequently, the questionnaire goes into detail regarding the need for interpreting services, including some follow-up questions on the use and the potential need for services of this nature, either face-to-face or remote. The objective of this phase is to learn, in comparison to the previously analysed need, how many organisations effectively use professional interpreting services (either face-to-face or remote) to communicate more fully and how important linguistic services are perceived to be by the participant, in the performance of the organisation's activities.
3. In the Survey's last part the user's satisfaction with the interpreting services (face-to-face or remote) employed, and the features considered to be essential by the user when using these services, are analysed. The objective of this stage is to collect feedback and impressions based both on any prior experience and any ideas acquired in relation to interpreting services, with a specific focus on methods of remote interpreting. With this in mind, a series of questions follows relating to preferences on the use of these services, examining the characteristics of remote methods and their potential advantages and disadvantages in comparison to face-to-face methods. Finally, their opinion is asked regarding what they consider to be an appropriate fee for the provision of the different types of face-to-face or remote services, so that a comparison can be formed between the response of the market and the expectations of professional interpreters.
This last subsection completes the analysis of the users and potential clients, collecting information on the need for, and significant use of, interpreting services in addition to providing a more accurate understanding of the market's response in relation to face-to-face and, particularly, remote interpreting services.

2.5 Survey aimed at Language Service Providers (LSP)

The Survey designed for LSPs is structured into following 3 subsections:

1. the profile of the professional or the organisation they work for;

2. the service offering and the interpreting market;
3. opinions relating to face-to-face and remote interpreting

1. In the **first part**, it is essential to define the professional framework of those participating in the Survey in detail. This section provides an understanding of the types of professionals most widely involved (sole-trader/freelance professional, agency, cooperative) and some important details regarding their training and professional activity. For this purpose, there are questions relating to the languages offered by their own business, the course of study undertaken and the importance of completing it, the importance of trade association membership and gaining experience “in the field” in order to be able to work professionally in this domain, for example. This has led to the profiling of the characteristics of the professionals involved.
2. In the **second part**, attention was focused on the various activities provided by professionals. The objective was to examine the market, by going into detail regarding the characteristics of the activities carried out by interpreters and mediators.
Through questions relating to the types of clients most often served (public or private sectors), their field of work (socio-medical, business, legal, training, etc.) and how frequently the services are provided for each individual field, a general overview of the market covered by professionals could be constructed.
Subsequently, the Survey goes into more detail regarding the services provided, with some follow-up questions relating to face-to-face and remote interpreting services. The intention is to understand how many professionals work face-to-face, how many remotely, or how many work using both methods, and to analyse the characteristics of the services supplied using these different methods.
3. In the **last part** of the Survey, the awareness of the professionals is analysed in relation to the need for, and supply of, face-to-face and remote interpreting services. After the professionals and the market in which they operate have been profiled, this section enables the collection of their impressions and ideas relating to the need, use and necessity for these two types of service, with a particular focus on remote services. In this regard, specific questions are asked relating to their preferences on how the services are delivered, also taking into consideration the advantages and disadvantages in relation to face-to-face interpreting, as well as what they consider to be an appropriate fee for the provision of these two services.
This last sub-section also enables the analysis of the roles of the professional interpreters/mediators to be completed, collecting information and remarks essential to analysing the context and to understanding the views of the professionals about the present and future state of interpreting services.

2.6 Expected results

In order to collect the greatest amount of feedback possible, to help provide a comprehensive overview of the current landscape that interpreting services are operating in, and to provide an indication of the future direction that the market is heading in, it was considered useful to impose some targets in terms of the numbers and timeframes for the collection of data.

The data was collected by the partners over an eight-month period, approximately, between 5/12/2016 and 31/07/2017 and included some periods where submission was “delayed”, such as the Christmas and Easter holidays. The following targets were set by the project partners before the Survey was distributed:

- users: a total of at least 200 responses in each of the three languages, from each of the countries in which it was distributed;
- LSP: a total of at least 300 responses collected in each of the three languages, from each of the countries in which it was distributed;
- completion of the Survey by at least 25% of those contacted.

2.7 Distribution of the Surveys

The distribution of the Survey was a very important phase of the OUTPUT 3 project, requiring detailed planning in order to reach, and exceed, the established targets.
After the Surveys were submitted to the project partners for any revisions, in terms of lexicon and/or terminology, the partners actively collaborated in the final online publication and distribution of the Surveys through the various channels:

- directly distributed to preferred, institutional and professional contacts of the project partners;
- general marketing email campaigns and newsletters;
- direct email campaigns using automated mailing software;
- Facebook, Twitter and LinkedIn industry groups;
- industry blogs and professional forums.

In detail:

- **direct distribution to preferred, institutional and professional contacts** of the project partners: the universities and companies that were partners in the project distributed personalised invitations to participate in the Survey directly to their institutional and professional contacts. This initial communication was followed up by a reminder one week later: a reminder email and, eventually, a subsequent direct phone call to the email's recipient, were proven to be strategic in increasing the response rate. This method, based on direct contact with trusted parties, was the most successful from the point of view of the number of respondents, even if it did involve a significant commitment of time;
- **general marketing email campaigns and newsletters:** a more generic email prepared and agreed upon in advance, using a standard template, by all of the projects partners. Below is an example of a newsletter sent to contacts:

> Dear Aalla,
> I am writing to request your participation in a **brief, but important, collaboration in an Erasmus+ research project funded by the European Community, "SHIFT in Orality",** coordinated by the University of Bologna/Forlì in conjunction with 5 other European partners.
> **If I could ask you to take a few minutes of your time to complete a Survey regarding your occupation** as an interpreter or cultural and linguistic mediator in relation to face-to-face or, in the event that you have had any experience in this regard, remote interpreting (i.e. via telephone or video conferencing).
> *Completion of the Survey will take 10 minutes of your time:*
> http://bit.ly/SHIFT_interprete_ITA
> Any information provided will be used exclusively in an aggregated manner and can in no way be traced back to you.
>
> One **further contribution that you could make to the project would be to distribute a second questionnaire to your possible clients and trusted contacts** who professionally employ the linguistic services of interpreters or mediators.
> *In the event that you can help with this, the client Survey can be found at the following link:* http://bit.ly/SHIFT_utente_ITA.
>
> The final results will provide an analysis focused on the European **"Shift in Orality"** project **aimed at developing advanced training modules for remote interpreting.**
>
> For further information on the project: www.shftinorality.eu
> Here is a blog post on the launch of the project:
> http://bit.ly/blog_progetto_SHIFT
> For more information, please contact info@veasyt.com or info@shift-

Template newsletter

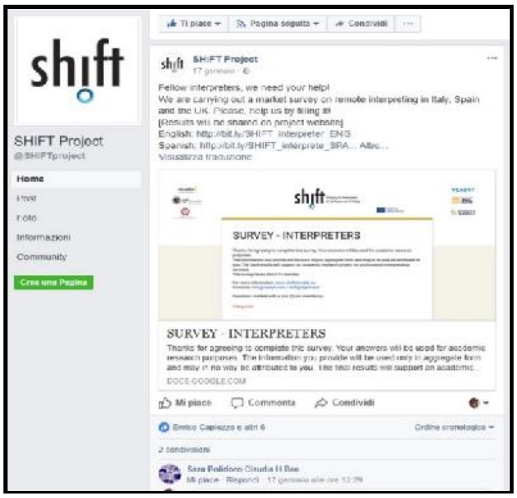
- **direct email campaign using direct mailing software:** this method was selected and adopted by one partner in particular, the University of Granada, who prepared an automated email campaign inviting Spanish hospitals to participate in the Survey. This mass automated distribution was carefully designed and implemented through a technical collaboration aimed at minimising the risk of bulk emails being redirected to the recipients spam folder by their mailbox filters.
  The procedure in detail:
  - Preparation of a list of 899 generic email addresses for both private and public hospitals throughout Spain:

CODCNH	NOMBRE	PROVINCIA	CODAUTO	COMUNIDAD	CODPAT	DEPENDENCIA PATRIMON
430228	Pius Hospital de Valls	TARRAGONA	09	CATALUÑA	9	ENTIDADES PÚBLICAS
430234	Residència Alt Camp	TARRAGONA	09	CATALUÑA	9	ENTIDADES PÚBLICAS
430249	Centre Sociosanitari Ciutat de Reus	TARRAGONA	09	CATALUÑA	14	PRIVADO NO BENÉFICO
430252	Hospital Comarcal d'Amposta	TARRAGONA	09	CATALUÑA	8	MUNICIPIO
430265	Centre Sociosanitari Llevant	TARRAGONA	09	CATALUÑA	6	COMUNIDAD AUTÓNOMA
430276	Residència Vila-seca	TARRAGONA	09	CATALUÑA	8	MUNICIPIO
430287	Unitat Polivalent en Salut Mental d'Amposta	TARRAGONA	09	CATALUÑA	13	OTRO PRIVADO BENÉFICO
430298	Hospital del Vendrell	TARRAGONA	09	CATALUÑA	13	OTRO PRIVADO BENÉFICO
430300	Centre Sociosanitari i Residència Assistida Salou	TARRAGONA	09	CATALUÑA	14	PRIVADO NO BENÉFICO
430322	Residència Santa Tecla Ponent	TARRAGONA	09	CATALUÑA	13	OTRO PRIVADO BENÉFICO
440012	HOSPITAL OBISPO POLANCO DE TERUEL	TERUEL	02	ARAGÓN	1	SEGURIDAD SOCIAL
440027	HOSPITAL SAN JOSÉ	TERUEL	02	ARAGÓN	6	COMUNIDAD AUTÓNOMA
440033	CENTRO DE REHABILITACION PSICOSOCIAL SAN JUAN DE DIOS	TERUEL	02	ARAGÓN	6	COMUNIDAD AUTÓNOMA
440048	HOSPITAL DE ALCAÑIZ	TERUEL	02	ARAGÓN	1	SEGURIDAD SOCIAL
450015	HOSPITAL VIRGEN DE LA SALUD	TOLEDO	08	CASTILLA-LA MANCHA	1	SEGURIDAD SOCIAL
450020	HOSPITAL GERIÁTRICO VIRGEN DEL VALLE	TOLEDO	08	CASTILLA-LA MANCHA	1	SEGURIDAD SOCIAL
450036	HOSPITAL NACIONAL DE PARAPLÉJICOS	TOLEDO	08	CASTILLA-LA MANCHA	1	SEGURIDAD SOCIAL
450041	HOSPITAL PROVINCIAL NUESTRA SEÑORA DE LA MISERICORDIA	TOLEDO	08	CASTILLA-LA MANCHA	7	DIPUTACIÓN O CABILDO
450067	HOSPITAL GENERAL NUESTRA SEÑORA DEL PRADO	TOLEDO	08	CASTILLA-LA MANCHA	1	SEGURIDAD SOCIAL
450089	CLÍNICA MARAZUELA, S.A.	TOLEDO	08	CASTILLA-LA MANCHA	14	PRIVADO NO BENÉFICO
450092	COMPLEJO HOSPITALARIO DE TOLEDO	TOLEDO	08	CASTILLA-LA MANCHA	1	SEGURIDAD SOCIAL
450113	HOSPITAL LABORAL SOLIMAT MUTUA COLABORADORA CON LA SS Nº 72	TOLEDO	08	CASTILLA-LA MANCHA	10	MATEP
450122	QUIRON SALUD TOLEDO	TOLEDO	08	CASTILLA-LA MANCHA	14	PRIVADO NO BENÉFICO

Example of the Spanish hospitals contacted to participate in the Survey

- bearing in mind that many hospitals have several sites but just one first point of contact email address, to avoid repeatedly sending the same message to the incorrect address, a filter was inserted to remove repeated email addresses. This left 609 unique email addresses;
- the drafting of a covering letter requesting completion of the Survey, based on the communication described in the previous points;
- the design of an algorithm and customised software (with the assistance of an IT technician) that allowed 10 emails to be sent every 10 minutes; this helped to avoid the possibility of bulk emails being identified as spam by mailbox filters. The email's subject field "Colaboración con Proyecto Europeo para mejorar la asistencia a pacientes extranjeros" was designed with two main objectives in mind: to attract the reader's attention and invite them to open the email, and to avoid the possibility of it being redirected to the spam folder. As a result of this careful preparation, only a small number of invites did not reach their intended recipients;

– **industry Facebook groups**: from the start of the project, it was decided that social media (Facebook, Twitter and LinkedIn in particular) should be used to distribute the project. Specifically, with regards to this report, for it to reach professional interpreters and trade associations active on social networks. An example of a post on the SHIFT project's Facebook page:

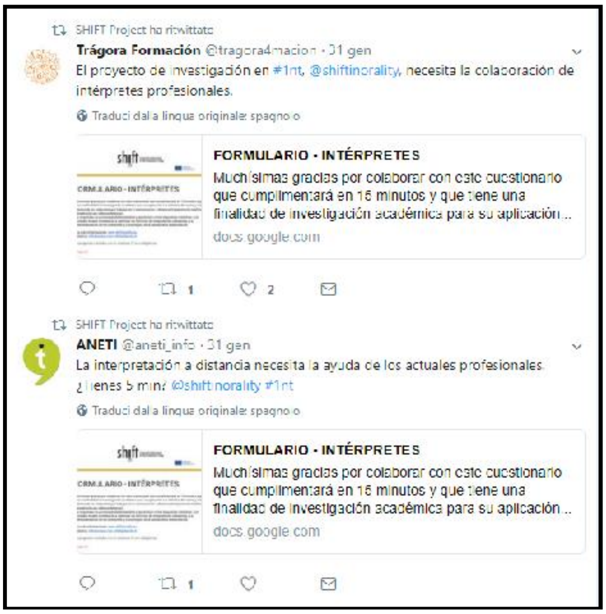


A Facebook post

A list of the Facebook groups who were invited to complete the interpreters Survey:
- "Linguria: the world of translators/interpreters" www.facebook.com/groups/linguria/permalink/1797911973868855/;
- "Interpreting+": www.facebook.com/groups/InterpretingPlus/permalink/1192170380897458/;

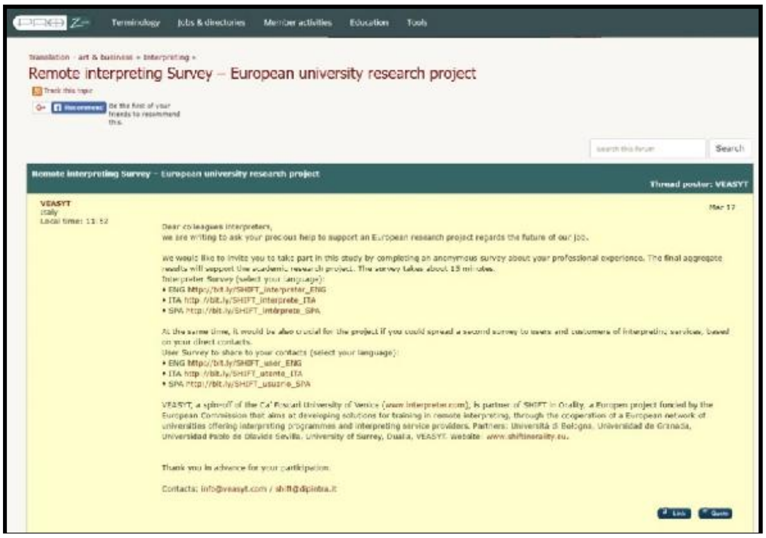
- "Interpreters Network": www.facebook.com/groups/interpretersnetwork/permalink/1258383524231438/;
- "Interpreters and translators looking for work": www.facebook.com/groups/329981653715456/;
- "Interpreters and translators": www.facebook.com/groups/32717018790/?ref=br_rs;
- "INTERPRETERS AND TRANSLATORS": https://www.facebook.com/groups/interpretietraduttoripressmia/.

Following, an example of a Twitter post sharing the Survey:



A Twitter post

– **industry blogs and professional forums:** an invitation to complete the Survey was also published on online blogs and professional forums aimed at professional interpreters and those working in the interpreting industry. One of the industry forums most widely used by language professionals in Europe is ProZ.com. The post published on ProZ.com can be found at the following link: www.proz.com/forum/interpreting/313067-remote_interpreting_survey_%E2%80%93_european_university_research_project.html.



The post published on the industry forum ProZ.com

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2.8 Distribution partners for the Surveys

To achieve the greatest response and Survey completion rate, the project partners established that each university and company should primarily focus on distributing the Survey within their own country. This was for two main reasons:

– Within their own countries, the partners (especially those with an academic focus) represent a trusted touchstone, and therefore the likelihood of getting a reply would be greater if the invite was directly tailored and personalised by a university point of contact;
– the partners have an awareness of the characteristics of the organisations within their own country and how to identify those most active and available to participate in a market Survey.

Additionally, partners from the same country were able to agree among themselves on who the invitations should be sent to in order to avoid “overlapping” contacts and ensure a higher number of potential participants in the Survey.

The successful distribution of the Survey was possible with thanks to the valuable contribution of the following:

– for the Italian version:
  - The Chambers of Commerce of Romagna - Forlì-Cesena and Rimini – Internationalisation Sector;
  - Local Health Authority of Romagna - Department of Organisational Development, Training and Assessment;
  - AITI - Italian Association of Translators and Interpreters;
  - AssoInterpreti, Emilia Romagna;
  - AIIC – International Association of Conference Interpreters, Italy;
  - ANIOS - Italian Association of Sign Language Interpreters;
  - General Confederation of Italian Industry of Venice and Rovigo;
  - Association for the Alumni of Ca’ Foscari University, Venice;
  - Tradinfo - Association of Translators and Interpreters;
  - Cristina Ramolacci and Flavia Vecchione - Ministry of the Interior linguistic officials;
  - AIM Association (Analysis of Interaction and Mediation)

– for the Spanish version:
  - APTIJ - Asociación Profesional de Traductores e Intérpretes Judiciales y Jurados;
  - AIETI - Asociación Ibérica de Estudios de Traducción e Interpretación;
  - University of Cordoba;
  - ASETRAD - Asociación Española de Traductores, Correctores e Intérprete;
  - AICE - Asociación de Intérpretes de España;
  - AFIPTISP - Asociación de Formadores, Investigadores y Profesionales de la Traducción e Interpretación en los Servicios Públicos;
  - Basque Country Chamber of Commerce;
  - Seville Chamber of Commerce;
  Asociacion Colegio de médicos de la provincia de Sevilla;
  - FITIPos - grupo de Investigación “Formación e Investigación en Traducción e Interpretación en los Servicios Públicos” de Univ Alcalá de Henares

– for the English version:
  - Chartered Institute of Linguists;
  - AIIC UK & Ireland;
  - VERTICE – interpreter association federation.

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3. Information on the collection of the questionnaires

As already stated, the Survey consists of two questionnaires aimed at analysing both sides of the interpreting services market, each according to their expertise: those who use the services and those providing them. The targets identified at the start of the Survey's distribution were:

- users: a total of at least 200 responses in each of the three languages, from each of the countries in which it was distributed;
- LSP: a total of at least 300 responses collected in each of the three languages, from each of the countries in which it was distributed;
- completion of the Survey by at least 25% of those contacted.

Thanks to the involvement, also on a personal level, of all partners in using their network of contacts to ensure the widest possible distribution, the Survey reached a significant pool of participants: the minimum requirements specified were partly achieved for LSPs, and widely exceeded with regards to users. Data was received from a total of 532 participants, divided among the three countries where the Survey was distributed (Italy, Spain and the United Kingdom):

- 270 service users;
- 262 service providers.

Through the implementation of digital tools, we could see that 30% of those who viewed the Survey proceeded to respond to all of the questions.
This is, qualitatively and quantitatively, a very significant percentage: in terms of quantity, the number of participants allowed a sufficiently representative analysis to be made; in terms of quality, we are referring to participants who responded to all of the Survey's questions and completed it, illustrating that they are therefore motivated and personally interested in the subject matter.

3.1 Information on the collection of user questionnaires

The user's Survey was completed in its entirety by 262 participants from the three countries being studied: Italy, Spain and the United Kingdom. The participants, as we will see in detail in the section dedicated to the analysis of the results, relate to many different situations, from public administration, to healthcare companies, private businesses, freelancers, etc.
The number of responses, sub-divided by country, are:

- Italy: 75 entirely completed Surveys (from 355 opened and viewed);
- Spain: 191 Surveys entirely completed Surveys (from 640 opened and viewed);
- United Kingdom: 4 entirely completed Surveys (from 35 opened and viewed).

3.2 Information on the collection of the LSP questionnaires

The Survey for LSPs was completed by 272 participants from the three countries: Italy, Spain and the United Kingdom. Among the participants were professional freelance interpreters, cultural and linguistic mediators, cooperatives and language service and localisation companies.
The number of responses, sub-divided by country, are:

- Italy: 149 entirely completed Surveys (from 301 opened and viewed);
- Spain: 63 Surveys entirely completed Surveys (from 215 opened and viewed);
- United Kingdom: 49 entirely completed Surveys (from 150 opened and viewed).

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4. Analysis of user data

In this section the most significant results will be presented with regard to demand, represented by the users of interpreting services.

In presenting the data, the results and the analysis are shown at both an overall level where possible, including all the results from the three different languages, and separately for the data collected from Italy and Spain, in order to identify specific features relating to each country.
Given the limited number of user Surveys received from the English language users, it is not possible to present any findings relating exclusively to the United Kingdom.

The user Survey was focused on investigating:

- the characteristics of the organisation or company using interpreting services, the type of organisation, the scope and the sector in which they carry out their activity, the size of the companies and their presence overseas;
- the features of the individual participant and their role within the organisation;
- the organisation's linguistic needs, both now and in the future, identifying the languages most commonly used, the language skills available within the organisation and the communication problems that may arise;
- which linguistic services they use, an analysis of the experience they have gained in terms of satisfaction and the time required to acquire the availability of an interpreter or a cultural and linguistic mediator, the work contexts where the involvement of a professional is considered necessary;
- the possibility of remote interpreting as a way of accessing professional linguistic services, taking account of the use of this method, and evaluating its success and the degree of user satisfaction;
- opinions relating to the quality and cost of linguistic services, the latter specifically in regard to the duration of the service and the method of delivery (face-to-face, over-the-phone, video remote interpreting).

For an improved understanding of the analysis, the term "organisation" will be used hereinafter to refer to the entities responding to the Survey, including public administrations, healthcare organisations, private businesses, freelancers and other participants.

In total, 270 users participated in the Survey: 70.7% in Spanish, 27.8% in Italian and 1.5% in English (figure 1).

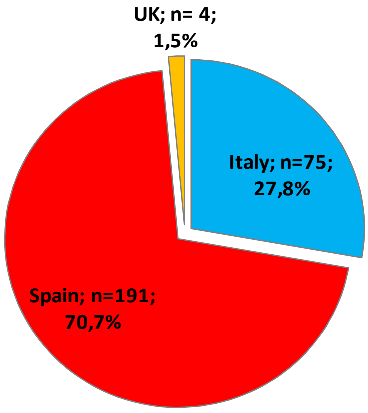

Figure 1. Distribution by country

4.1 The features of the organisations using the service

4.1.1 Type of organisation

The organisations responding to the questions *"Your organisation is?"* (figure 2) are, in general, primarily public companies or public authorities (50.7%), followed by private companies (33.7%). The 15.6% under the "other" option are primarily freelancers, with the remainder being trade associations, hotel groups and other varieties of users.
On a country by country basis, the Survey was mainly completed by organisations in the public sector in Spain (62.8%), whereas in Italy, over 60% or respondents belonged to the private sector. You are reminded that specific data relating the United Kingdom is not reported in the user analysis, but is included in the "Total" column.

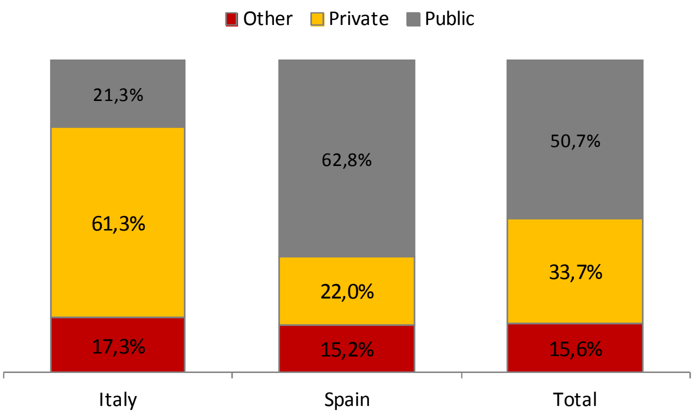

Figure 2. Your organization is? (n=270)

From the respondents, only those organisations identified as businesses or authorities (excluding, therefore individual freelancers, individual users and those classified as "other") were queried for further characteristics; such as their main business sector, the size of the organisation, whether they are defined as multinational, and their possible presence overseas. Overall, the number of respondents in this part amounted to 233 users from a total of 270.

4.1.2 Business sector

Respondents were able to provide more answers in relation to business sector (figure 3). However, in many instances, respondents did not answer this specific question. The most represented industry in the Survey is healthcare, followed by services, and then by industry. Lower percentages were also recorded in other sectors such as agriculture, catering and legal/tax advice.

Healthcare	30.5%
Services	18.9%
Industry	9.4%
Commercial	6.4%
Educational (school/university/training organisation)	3.9%
Culture / Tourism	2.1%
Agriculture	1.7%
Hospitality / Catering	1.7%
Trade association	1.3%
Tax consulting	0.9%
Privatised public company	0.4%
Other	6.0%

Figure 3. Main activity sector (n=233)

4.1.3 Size of the organisation

In relation to the size of the organisation (*"number of people in your organisation per country"*)(figure 4), a little under half of the respondents worked in a large organisation of over 250 employees or associates. On the other hand, approximately 15% are working in medium-sized organisations, with between 50 and 249 staff, 21.9% in small-to-medium sized companies (10-49 staff), and 13% in small companies with fewer than 10 members of staff.
The respondents that classified themselves as small companies were especially present in Italy, where the total is a little under a third of all respondents. In Spain, on the other hand, over 60% of respondents were large businesses, whereas the percentage in this category for Italy was around 17%.
These first results are already showing a wide variety in the composition of the respondents by country.

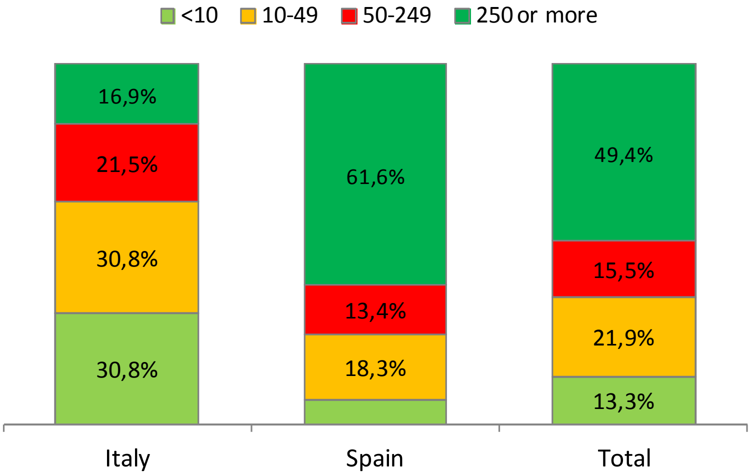

Figure 4. Number of people in your organization by Country (n=233)

4.1.4 Classification of organisation

Observing company size by the type of organisation (public/private) *("Number of employees or collaborators in the organisation you work for"*)(figure 5), a marked difference can be seen between the public sector, where the majority of organisations (71.5%) have more than 250 staff (whereas only a small amount are classified as small companies - just 4%) and the private sector, where the composition is, instead, remarkably different; more than 60% are small-to-medium companies and just 17.6% are large businesses.

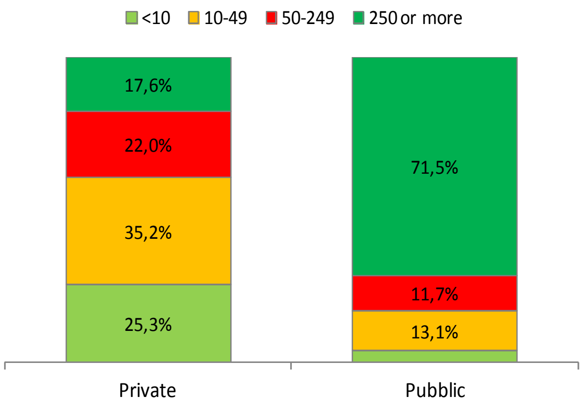

Figure 5. Number of people by type of organisation (n=233)

4.1.5 Degree of internationalisation

When observing the degree of internationalisation of the responding businesses or organisations (figures 6a and 6b), approximately 10% of organisations classify themselves as multinational: the percentage of multinationals is 10.4% in Spain and 6.2% in Italy. Overall, 13% of the organisations involved (multinational or not) have sites abroad (it must be remembered that the overall data also includes that of the English speaking respondents) with, again, a slightly higher percentage in Spain (12.2%) in relation to Italy (10.8%). 22% of private businesses have foreign sites while this percentage is, obviously, much lower in relation to public businesses or authorities (7%).

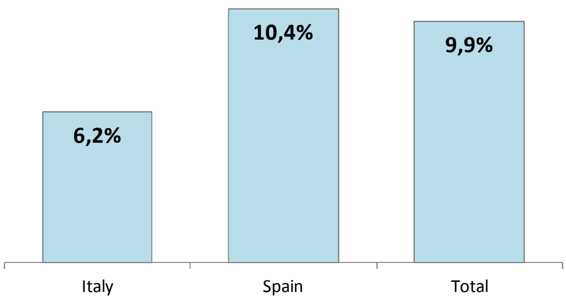

Figure 6.a Is your organisation a multinational? (n=233)

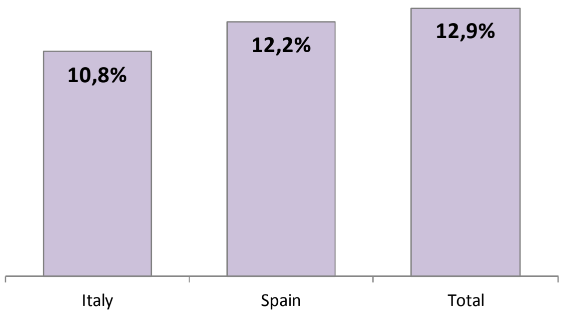

Figure 6.b Has your organisation foreign branches? (n=233)

4.1.6 Roles covered by the Survey's respondents

Moving on to consider the position of the individual responding to the Survey within the organisation (*"What is your role within the company/organisation?"*) (figure 7), it is worth noting that more than half occupied a directors or management role, followed by 40% who are employees. A lesser percentage of external associates have responded on behalf of a company, been a name partner or fulfilled other roles (i.e. administrative, marketing, etc.).

	Italy	Spain	Total
Executive / Manager	29%	62%	53%
Employees / Worker	52%	37%	40%
External consultant	3%	0%	1%
Entrepreneur / partner / owner / legal representative	12%	0%	3%
Other	3%	2%	3%

Figure 7. What is your role within the company/organisation? (n=233)

4.2 The linguistic needs of the organisation

4.2.1 Current and future linguistic needs

This section enables the observation of how communication in languages other than the "official" language of the country in which the organisation operates occurs, investigating the linguistic necessities both now and in the future, identifying the languages most frequently used, providing an evaluation of the linguistic skills available within the organisation, reporting on any difficulties in communication with those speaking other languages that occur during business activities and finally, specifying how these communication difficulties are overcome.

There is a high percentage (66%) of respondents to the question "*Do you need to communicate with foreign languages, now or in the future?*" (figure 8) who state that they are currently required to communicate with people, organisations or businesses in a foreign language in relation to their work. 7.8% of respondents do not currently have this need but believe that they will in the future, while 1 in 4 respondents (26.3%) does not believe that, even in the future, they will be required to communicate in a foreign language. The latter were not required to answer any further questions. The total respondents for the following analysis was therefore reduced to 199.

In relation to the country of origin, there is currently shown to be a greater need to communicate in a foreign language in Italy (73%) than there is in Spain (62.8%). The future necessity, on the other hand, is higher in Spain (9.4% v 4.0% in Italy), as is similarly the case for those who declare to not having the need, neither now nor in the future, to communicate in a foreign language (27.7% in Spain v 22.7% in Italy).

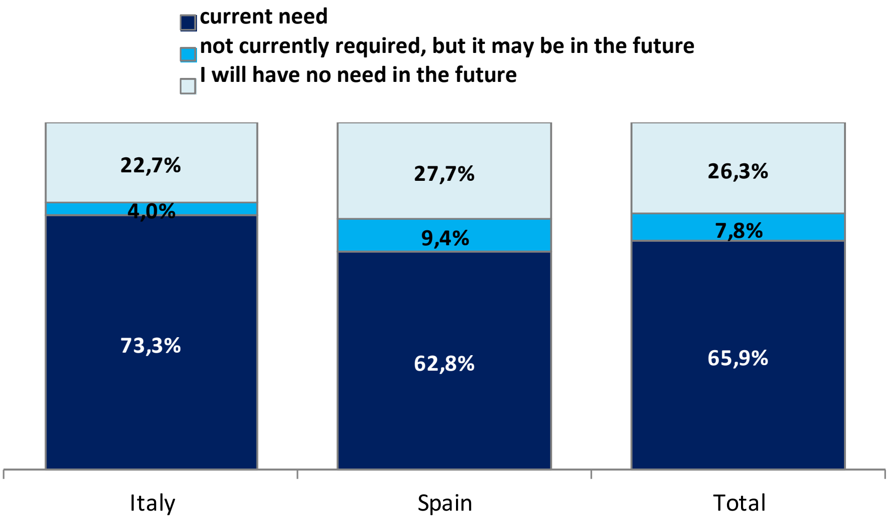

Figure 8. Do you need to communicate in foreign languages, now or in the future?(n=270)

By cross-referencing the data relating to the question *"Do you need to communicate in foreign languages, now or in the future, for people in the organisation?"* (figure 9), the organisations with the fewest staff or associates state that they currently have a greater need to communicate in a foreign language in comparison to medium-large sized companies (74.2% in organisations with fewer than 10 staff v 63.9% in organisations with 50-249 staff and 65.2% in those with more than 250 staff), a result probably connected to the public organisations responding which are, on average (as seen previously), larger than private companies.

One point of interest is how 12.2% of large organisations have no need to communicate with individuals, organisations or other businesses in a foreign language at this time, but believe that they may need to in future, probably from the perspective of market growth.

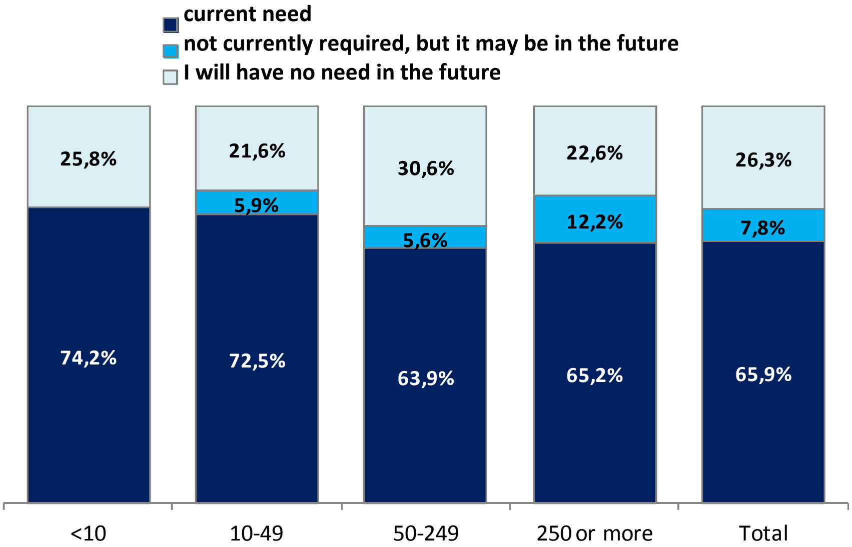

Figure 9. Do you need to communicate with foreign languages, now or in the future, for people in the organisation? (n=270)

4.2.2 The frequency with which foreign languages are used

Those who stated that there is a current or future need to interact in a foreign language were asked to specify how frequently and what the main languages used were. In order to provide a more accurate comparison of the results, those who responded in their own language were excluded from the Survey relating to that language (i.e. those responding in Italian were removed from "Italian", those responding in Spanish from "Spanish" and those respondents in English from "English").
As can be seen from the following graph relating to the question *"how frequently does your organisation need to interact in the following languages?"* (figure 10), the language used most frequently for interactions in a work context is English: 11% of respondents stated that they always had this need, 32.7% responded often, and 34.7% sometimes. Overall, therefore, more than 78% use English for work communications to varying degrees. The second most frequently used language is French, used "always" or at least "sometimes" by half of all respondents. Then follows Spanish, which 15% of respondents said they regularly use with people, organisations or businesses. Arabic and German are used "always" or "often" by 11% and 8%, respectively, of those questioned.

Less used are Italian, Chinese and Russian, and lastly, sign language.
Among the other languages less frequently used, in relation to work, are the following: Bambara, Basque and Catalan (particularly by those responding in Spanish), Polish, Portuguese, Romanian, Syrian, Urdu and Wolof.

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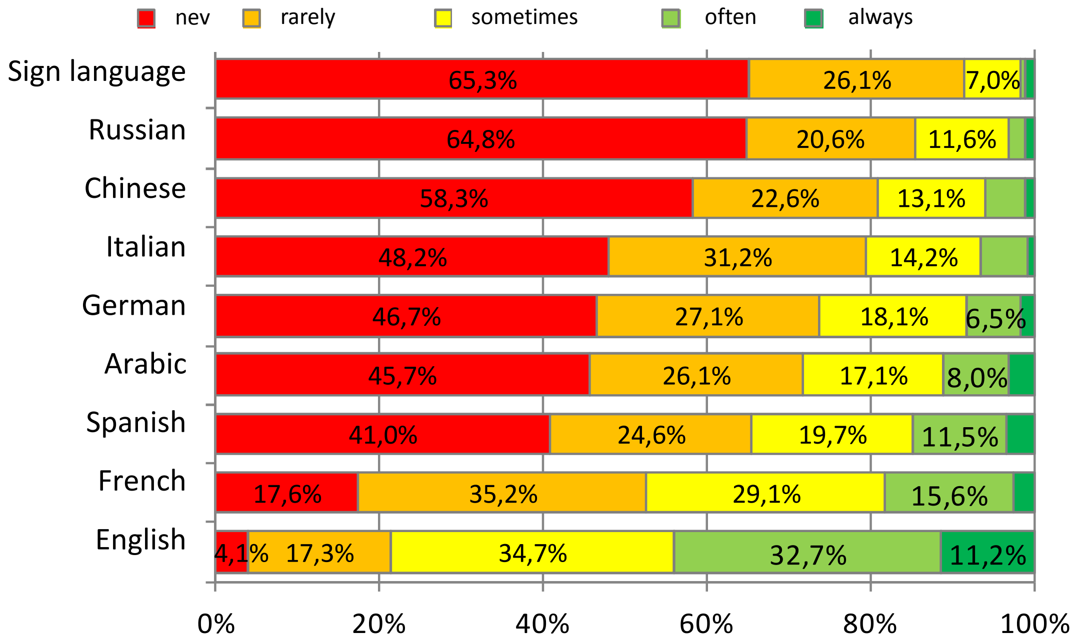

Figure 10. How frequently does your organisation need to interact in the following languages? (n=199)

4.2.3 Language skills within the organisation

The responses to the question *"How do you evaluate the language skills in your organisation?"* (figure 11) illustrate how critically the respondents judge the linguistic skills within their organisation to be: practically 1 in 2 people (49%) consider them to be "quite" or "totally" inadequate, whereas 1 in 4 (25%) consider them "perfectly" or "quite" adequate.
Respondents from Italy believe that their internal linguistic skills are better, in relation to the total number of respondents: more than 40% consider the linguistic knowledge within their organisation to be adequate, whereas for Spanish respondents, this is reduced to 12%. Also, the percentage of those who express no judgement in this regard presents a marked difference in terms of area: in Spain, the figure is double that of the Italians (30.4% v 15.5%). If we look at those who say that internal language skills are totally or partially inadequate, also in this case, for respondents in Spanish companies the percentage is twice that of the Italian respondents.
It is important to point out, though, that this is not an actual assessment of the linguistic capabilities within the organisations, but merely the perception that those working there have of themselves.

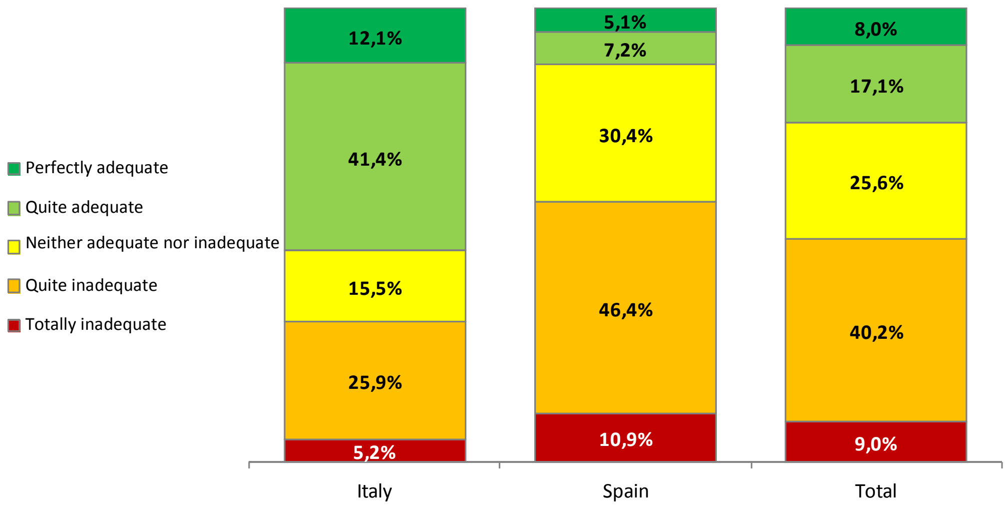

Figure 11. How do you evaluate the language skills in your organisation? (n=199)

The most positive assessments on the linguistic skills within their organisation were expressed by those working in private companies (37.5% of those who stated that they were either “perfectly” or “quite” adequate) compared to those working in public authorities/businesses (12.8%). Predictably, the most positive responses came from multinationals (33.3%) and organisations with other sites abroad (29.1%).

The greater or lesser linguistic capability within an organisation can clearly affect the potential for difficulties in communication to occur with speakers of other languages during professional activity, as shown by the results drawn from the responses to the question *“How frequently do you experience linguistic difficulties in your organisation?”* (figure 12). For 34% of respondents, these situations occur with remarkable frequency (always or often), for 40% only occasionally, and for 25.6% never or almost never. Consistent with the previously reported greater linguistic skills within the organisation (referred to above), respondents from Italy are also revealed to have a more positive opinion in this case, with approximately 34% stating that they have not experienced any particular communication difficulties up to now.

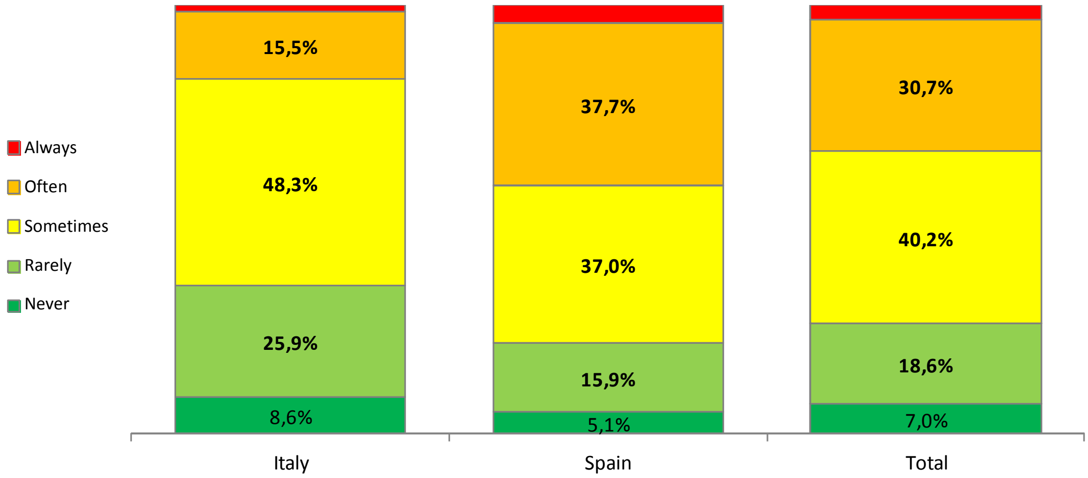

Figure 12. How frequently do you experience linguistic difficulties in your organisation? (n=199)

By specifically examining those who claim to always or often have communication difficulties with speakers of other languages during professional activities, we can see that there are differences in relation to the type of business: the greatest critical issues are seen in public companies or public administrations (38.5%) in comparison to private businesses (25.0%), whereas when referring to the size of the organisation, the greatest doubt is shown to be in large companies (47.2%) in comparison to medium-small companies (15% for companies with between 10 and 49 employees).

4.2.4 Strategies for overcoming communication difficulties

Potential communication difficulties with speakers of foreign languages can be overcome by implementing different strategies. The most frequently used is the recourse to appropriate staff within the company, a solution that is habitually employed by more than 40% of respondents, as shown by the results to the question *“How does your organisation solve linguistic problems?”* (figure 13). Using friends, acquaintances and relatives not directly involved in the business activity, who have a little ability in the required language follows. With a similar percentage (often or always), is the use of professional interpreters or cultural and linguistic mediators.
Finally, 14% of respondents state that they have not systematically resorted to any support, even if it might present some communication issues.

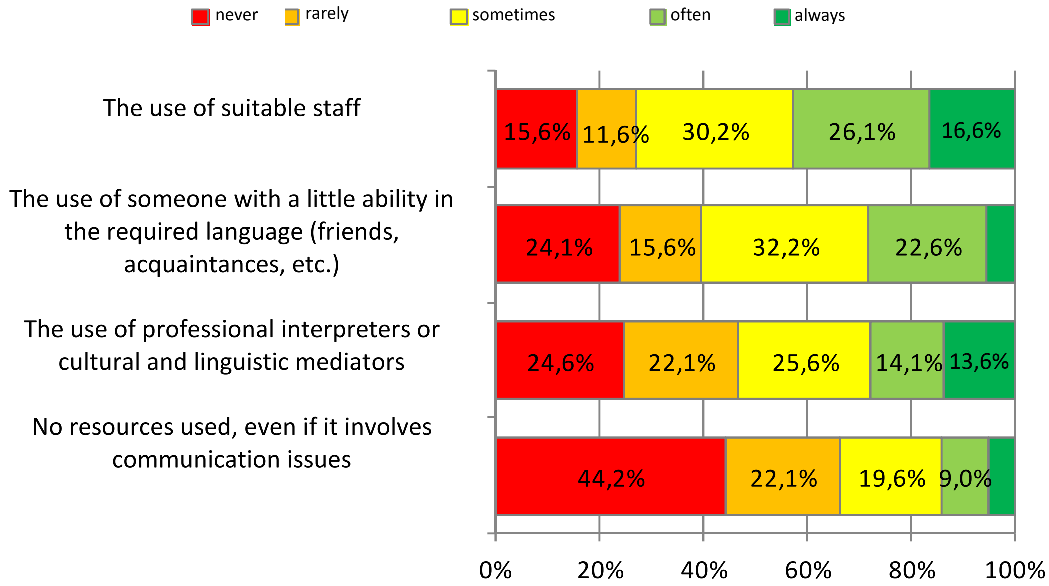

Figure 13. How does your organisation solve linguistic problems? (n=199)

In relation to the first two types of support, the main difference between Italy and Spain is observed in relation to the frequency with which they are used: in Italy, the percentage of those who always make use of appropriate staff or friends and acquaintances with linguistic abilities is greater in comparison to their Spanish counterparts, who declare a higher percentage for "often".
In relation to the use of professional interpreters or cultural and linguistic mediators, on the other hand, there is a greater use on the part of Spanish organisations (31%) in comparison to Italian organisations (19%), as shown by the data in the next section.

4.3 Linguistic services employed by users

4.3.1 Frequency with which linguistic services are actually used

According to the specific question "*In your professional activity, how often do you use interpreters?" (*figure 14), 18.6% of users responded that they use professional interpreting services, or cultural and linguistic mediators, with a specified regularity ("always" or "often"), while 46.2% used them only frequently ("sometimes" or "rarely"). And finally, a significant percentage (35.2%) never used them.
The percentage answering "never" to this question was a little higher and in contrast to figure 13, in which the percentage of those who never use interpreters or mediators stands at 24.6%.
In terms of country, the Survey showed that Spanish organisations used professionals more frequently (21.7%) than Italians (12.1%).

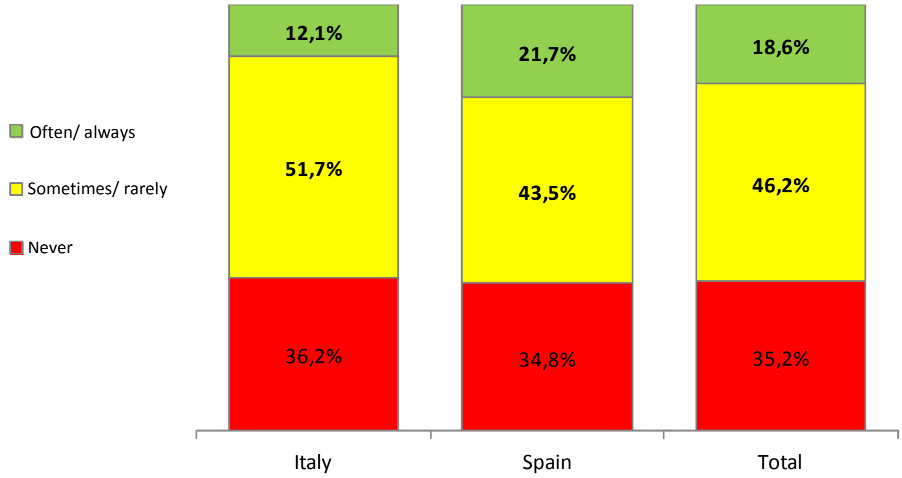

Figure 14. In your professional activity, how often do you use interpreters? (n=199)

Public companies and public administrations used professional interpreters and mediators (23.9%, "always" or "often") more than private companies (9.4%). The percentage of those who contacted professionals sporadically (51.6%) or never (39.1%) is higher in private companies than in public authorities (45.9% - sometimes or rarely, and 30.3% never).

The frequency with which professionals were engaged, according to the question *"In your professional activity, how often do you use interpreters?"* (figure 15), changes in relation to the size of the company: large companies use professional interpreters or mediators more than smaller companies, also due to their higher degree of internationalisation.
Sporadic use, on the other hand, is almost equivalent in the various size classifications, while the percentage of those who do not contact interpreters changes: in small or small-to-medium companies, the percentage of those who do not use a professional service amounts to 42%-43% in comparison to 27% in larger companies.

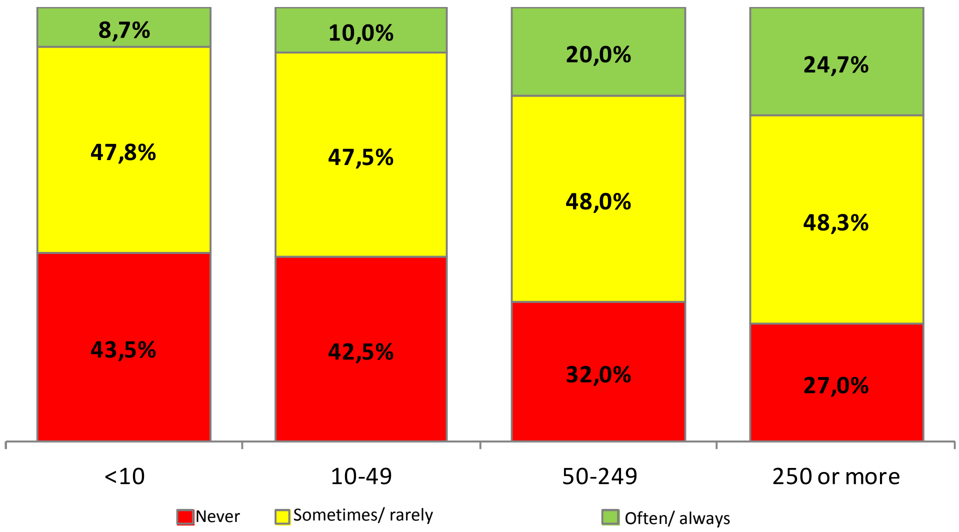

Figure 15. In your professional activity, how often do you use interpreters? (people/organization) (n=199)

4.3.2 Degree of satisfaction with linguistic services

According to the responses to the question *"How would you rate your experience with interpreters?"* (figure 16), from those who have used a linguistic service provided by a third party on at least one

occasion, the professional experience with the interpreter or cultural and linguistic mediator was adjudged to be overall satisfactory, in terms of the quality of the service offered, the locating of a professional and the price/quality ratio, with approximately half of the respondents declaring themselves to be satisfied or very satisfied.
The percentage of subjects not providing a judgment is equal to about a third of each of the three aspects considered, while those who were not satisfied make up 18% (for the quality of the service) and 23% (for the ease in locating a professional).

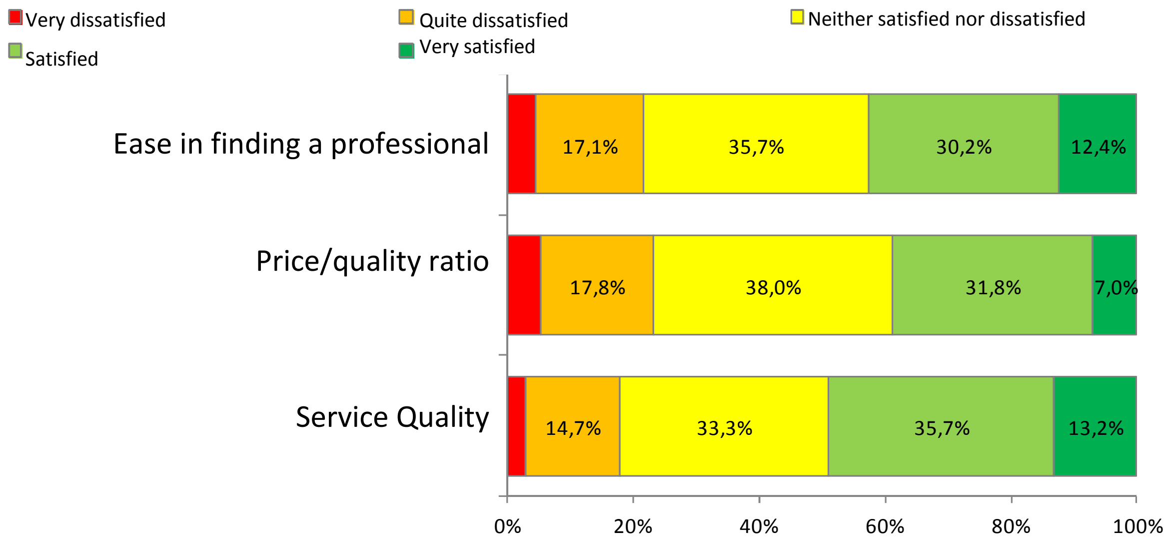

Figure 16. How would you rate your experience with interpreters? (n=129)

Respondents belonging private companies and to the residual category "other" (comprised mainly of freelancers) declared themselves more satisfied than those working in public companies or public administration in terms of the three aspects Surveyed.
In relation to service quality, 61.5% of private individuals were satisfied compared to 38.2% of public authorities. In terms of price/quality ratio, this ranged from 56.4% in private bodies to 26.3% in the public sector and, lastly, in relation to the ease in locating a professional over half of respondents from the private sector (56.4%) were satisfied in comparison to 31.6% of public respondents.

Differences in the level of satisfaction were also found, even if less than previously, in relation to the degree of internationalisation of the responding organisation: multinational organisations were more satisfied than others with all of the aspects Surveyed, particularly in relation to service quality, in which 54.5% of the participating multinationals said that they were satisfied, compared to 45.8% in the other organisations. In relation to the price/quality ratio, 45.5% of multinationals were satisfied (compared to 36.4% in other organisations), while with regards to the ease in finding a professional the difference is smaller: 45.5% were more positive in the multinationals in comparison to 40.2% in other companies/organisations.

4.3.3 Difficulties encountered when using linguistic services

Overall, 77% of the respondents who have used a third party linguistic service on at least one occasion said that they had not had any issues in using the services of an interpreter or cultural and linguistic mediator in their professional activity. On the other hand, the difficulties encountered by the remaining 23% related to the cost, the linguist's awareness of the technical jargon, availability, the delay in ensuring the services of an interpreter and other residual factors. For each of the issues mentioned above, some brief reasons are provided by the respondents in support of their assessments:

- Price

  – *"Very high prices"*
  – *"For some languages, the agencies had to transfer interpreters from Madrid, increasing the cost of the service"*
  – *"High cost"*
  – *"Changes in the price"*
  – *"Too expensive"*
- Technical language
  – *"They had difficulty getting used to medical jargon"*
  – *"Lack of knowledge of technical jargon"*
  – *"Lack of knowledge of technical terms, specific to our industry"*
  – *"Mistranslation of technical terms can lead to misunderstanding in negotiations. It's rare, but it happens"*
  – *"Sometimes they were not aware of the economic issue that there were talking about and did not give the correct importance to some aspects of the problems"*
- Availability
  – *"Difficulty in sourcing qualified interpreters for the less used languages"*
  – *"The speed in sourcing an interpreter can sometimes create problems"*
  – *"They are not always available or reliable"*
  – *"Difficult to find"*
  – *"I wasn't able to find an interpreter on most of the occasions that I've needed one"*
  – *"Limited availability"*
  – *"They are not available on the internet/by telephone"*
  – *"Little availability"*
- Delay
  – *"Slowness"*
  – *"Late in replying"*
- Other
  – *"Trust"*
  – *"Professional insecurity"*
  – *"Difficulties in interpretation"*
  – *"Sometimes the translation from the native Italian is inadequate or approximative"*
  – *"Insufficient knowledge of Italian"*
  – *"Lack of service quality"*
  – *"Little inclination for sales (for commercial activities)"*
  – *"They work with other groups"*

4.3.4 Time taken to locate linguistic services

The times given in answer to the question *"How long does it take for the company/organisation to find an available interpreter?"* (figure 17) were also quite close, with 20% of respondents saying it took a maximum of 15 minutes, and 33% saying it took an hour at most.
A further 20% needed half a day while 16% said it took longer. On a country by country basis, the time required was less in Spain than in Italy: approximately 60% of Spanish organisations managed to reach an interpreter within one hour, while this percentage was just 35% in Italy. Consequently, the results show that it took 24% of Italian respondents more than half a day to locate a professional language service, while in Spain only 13% of organisations participating in the Survey found themselves in such a critical situation.

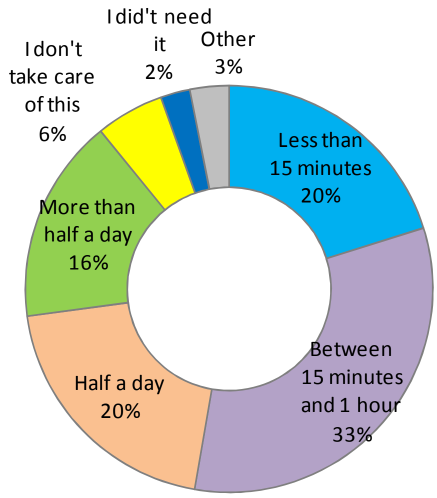

Figure 17. How long does it take for the company/organisation to find an available interpreter? (n=129)

Still on the subject of time, participants were asked *"How long do you think the meetings where you might need a conference interpreter or community/business liaison interpreter should last on average?"* (figure 18). It was found that the situation that required the longest presence of an interpreter was conferences, which accounted for 38% of the cases where the services of an interpreter was required for the entire day. This duration was extremely varied in the other sectors, insofar as it depended on the type of event for which the services were required.
In the context of healthcare, for example, 31.7% of respondents stated an average duration of less than half an hour while, on the other hand, 25.2% required an interpreter for a whole day.

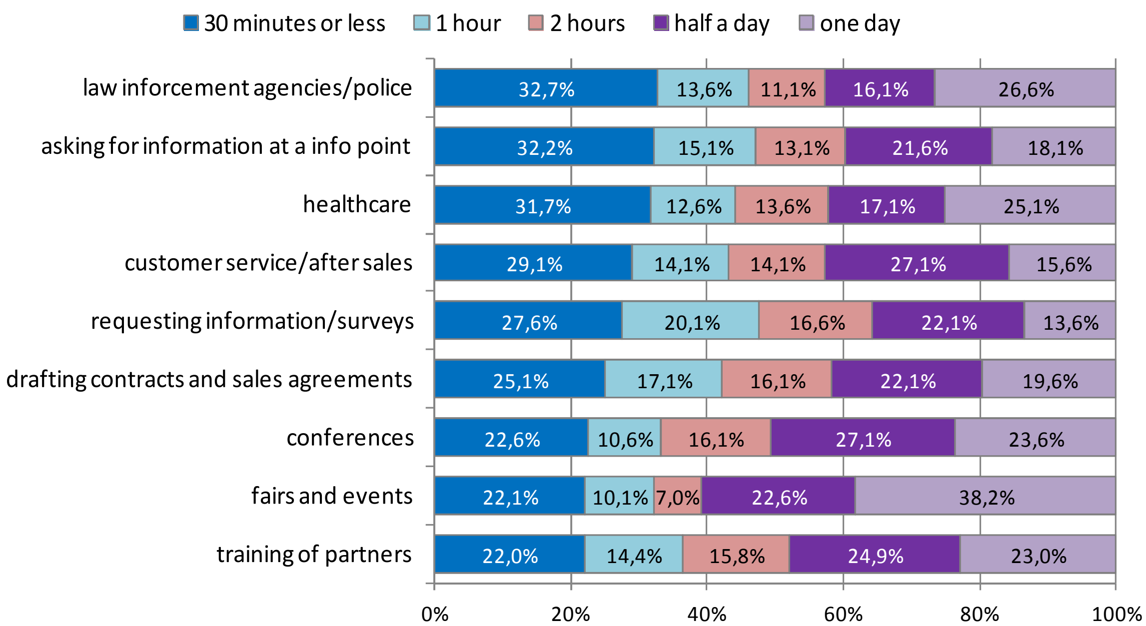

Figure 18. How long do you think the meetings where you might need a conference interpreter or community/business liaison interpreter should last on average? (n=199)

4.3.5 Frequency with which linguistic services are considered necessary

According to the type of business (public/private) and the sector in which they operate, respondents were asked *"Based on your professional experience, how often do you think the presence of an interpreter would be needed in the following situations?"* (figure 19).

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Some situations and options where respondents can specify a frequency are listed in the table below, for example a meeting with a foreign client, a meeting with a foreign colleague or foreign national or a medical appointment with a foreign patient. The cells with a grey background represent the highest percentages specified by respondents. In the administrative, communications and *customer care* sectors of public administrations, approximately 70% of respondents considered the presence of an interpreter necessary when meeting with speakers of foreign languages at information points or public offices, while not considering the presence of an interpreter necessary for a medical appointment.
In the other sectors, respondents only considered the presence of an interpreter necessary in rare instances, or at most once a month. When considering the table, the low number of respondents in the public administration and self-employed categories should be considered.

	Never	Rarely	At least once a month	At least once a week	Every day
Public administration, sectors: commercial, management, legal, research and development, human resources, IT (N=20)					
Meeting with a foreign client	30%	25%	15%	15%	15%
Meeting with a foreign colleague	15%	45%	25%	10%	5%
Meeting with a foreign consultant/supplier	25%	35%	15%	15%	10%
Public administration, sectors: administration, communications, customer care (N=18)					
Interview at a public window (i.e. information point, registry office window) with a foreign citizen	-	17%	17%	28%	39%
Meeting in a public office with a speaker of a foreign language	-	22%	6%	33%	39%
Meeting with a foreign operator	6%	28%	11%	22%	33%
Public administration, healthcare sector (N=32)					
Medical appointment with a speaker of a foreign language	6%	31%	31%	16%	16%
Meeting with a foreign colleague	25%	50%	13%	6%	6%
Public/private companies (N=96)					
Meeting with a foreign supplier	26%	50%	17%	5%	2%
Meeting with a foreign client	18%	50%	23%	6%	2%
Board meeting with foreign shareholders/partners	36%	38%	18%	6%	1%
Customer care for a foreign client	24%	28%	27%	17%	4%
Self-employed (N=33)					
Meeting with a foreign client	24%	39%	18%	12%	6%
Meeting with a foreign colleague	33%	30%	18%	15%	3%
Meeting with a foreign consultant/supplier	24%	33%	24%	15%	3%

Figure 19. Based on your professional experience, how often do you think the presence of an interpreter would be needed in the situations below?

4.3.6 The economic perception of additional services to linguistic services

One additional item of interest was economic in scope. Respondents were asked to specify how much more, as a percentage, their organisation would be willing to spend in relation to the average cost for engaging the services of an interpreter, depending on specific availability and additional services. The following options were available:

- the physical presence of the interpreter at the meeting;
- the possession of a certificate of professional training;
- proof that the professional is officially *endorsed* by other clients;
- availability at short notice;
- the possibility of having a recording of the conversation at the conclusion of the session;
- the possibility of having the services of the same professional for the entirety of a specific meeting cycle.

By studying the following graph relating to the question *"How much more would you pay, as a percentage, to receive the following service?*" (figure 20), we can see that organisations are willing to invest more resources in linguistic services in order to ensure a continuity of the professional relationship, namely ensuring the presence of the same interpreter or mediator throughout an entire meeting cycle: 17% were willing to pay over 50% more than the average cost for this extra service, and 35% were willing to pay between 31-50% more.
Other options that were considered important, and which clients said that they would be willing to spend more on was the possession of a certificate of professional training and the fact that the professional was *officially endorsed* by other clients. From the other options offered, more than 60% of respondents would not be willing to pay more than 30% of the average cost.

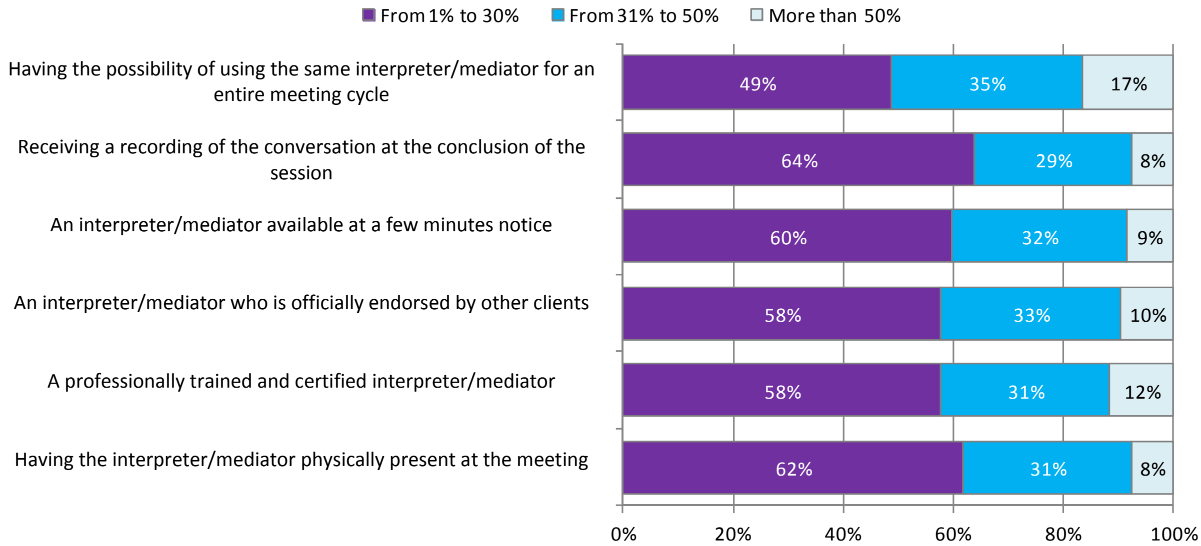

Figure 20. How much more would you pay, as a percentage, to receive the following service? (n=199)

4.4 Remote interpreting

Before specifically analysing the particular characteristics of remote interpreting, this section will illustrate some information on the degree of use that organisations participating in the Survey have made of the different varieties of interpreting: face-to-face, over-the-phone or video remote interpreting.
Then, some characteristics of these varieties have been analysed.

4.4.1 Frequency with which the various types of interpreting (face-to-face, over-the-phone, video remote interpreting) are used

In asking the question *"How often during business hours does the company/organisation you work for use the following:"* (figure 21), we wanted to Survey how frequently the different types of interpreting were used. From the three countries that are the subject of the Survey (Italy, Spain and the United

Kingdom), the participating organisations primarily used over-the-phone interpreting: 15.5% made frequent use of it ("always" or "often"), followed by 29.6% who said they used it occasionally ("sometimes"). Only 31% said that they had never used it.
Face-to-face interpreting is consistently used by 12.5% of respondents, while video calls were only used frequently used by 3% of respondents. The latter is, for the most part, less widespread: 53.3% said that they had never used video remote interpreting, and 26.6% only rarely.

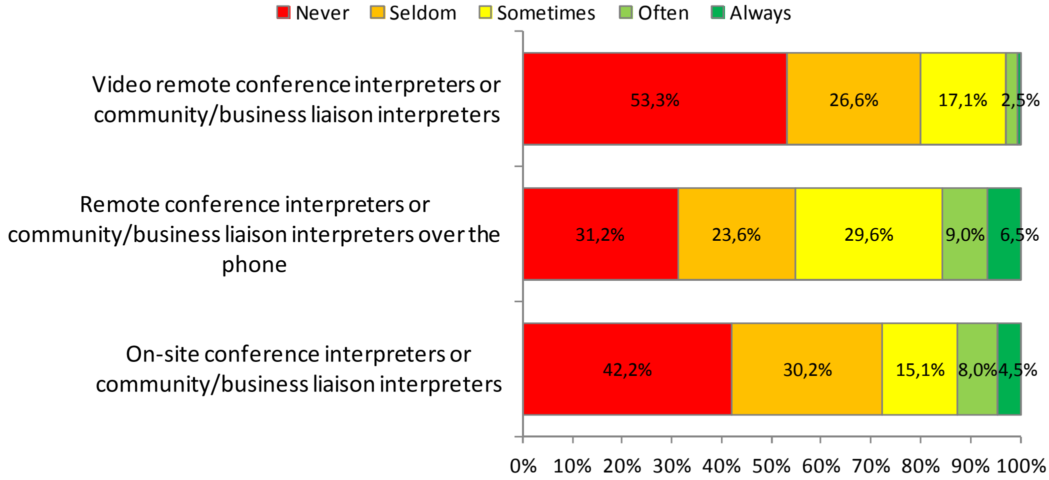

Figure 21. How often during business hours does the company/organisation you work for use the following: (n=199)

The use of over-the-phone interpreting is greater among public companies (19.3% use this service always or often) compared to private companies (12.5%), who use face-to-face interpreting (14.1%) and video remote interpreting (4.7%) more.
On the other hand, public companies use face-to-face linguistic services only (10.1%), and video remote interpreting (0.9%).

There is a higher use of both over-the-phone interpreting (22.2% "always" or "often") among multinationals compared to organisations with no overseas sites (15.7%), and face-to-face (16.7% among multinationals v 9.4% of the other organisations).
Organisations (both public and private) with overseas sites use all three methods of interpreting service delivery with greater frequency. In particular, among the "internationalised" organisations, 20.8% frequently use over-the-phone interpreting, 12.5% use face-to-face and 4.2% use video remote interpreting. From those with no sites overseas, on the other hand, 15.7% "always" or "often" use over-the-phone interpreting, 9.8% face-to-face and 2% video remote.

Overall, **more than half of the responding organisations (55%) consider face-to-face interpreting to be more practical in their professional context, while 30% prefer over-the-phone interpreting from the three available options, and the remaining 15% prefer video remote interpreting. The fact that this last figure is 5 times greater than the percentage of those who say that they currently use video remote interpreting with a specific regularity shows the real potential for growth for this method.** Further confirmation of this is also testified by the fact that the similar percentage of those who preferred over-the-phone interpreting is a little less than two times greater than the percentage of those who already currently use it regularly.

In general, the reasons for face-to-face interpreting to be considered more practical can be traced back to various aspects which can be summarised as follows:

- there is greater comprehension;
- communication flows better;

- errors are avoided and the risk of misunderstandings are reduced, and can be immediately resolved;
- there is greater "harmony" and more interaction between the parties in the meeting;
- additionally, the interpreter's presence can facilitate decision making;
- in a healthcare context, it facilitates patient/doctor interaction;
- meetings often involve discussions of complex subject matter and/or are personal or private nature, or relate to business or health, therefore the physical presence of a translator helps to establish mutual trust;
- non-verbal communication is very important; in medicine, for example, non-verbal communication allows a patient's symptoms to be understood more clearly;
- risks related technical failures are avoided (i.e. an issue with the internet causing an interruption to a meeting).

<u>Over-the-phone</u> interpreting is currently the most widely used remote method. It has many characteristics considered positive, such as: it can be used for brief interpreting sessions, allows a wider variety of languages to be covered and is quicker, more immediate and, particularly, cheaper compared to face-to-face. It also allows the user's anonymity to be maintained and, in a medical context, patient privacy.

<u>Video remote interpreting</u>, on the other hand, is more practical for those with a need for more brief/timely and quick responses, but still consider it important to be able to see the person with whom they are talking.

4.4.2 Difficulties in using linguistic services

In relation to the available methods and the difficulties in managing the interpreting service, more than half of the respondents in this case (56%) also consider a physically present interpreter to be more manageable, while 25% consider an over-the-phone interpreting service more manageable and, finally, the remaining 19% believe this to be the case for video remote interpreting.
The reasons leading the respondents to consider face-to-face interpreting to be the more manageable solution are more or less equal to the previous ones, to which the following can be added:

- its more effective;
- its simultaneous approach is quicker;
- interference is limited;
- All the nuances and expressions of the participants are captured;
- when the interpreter is present, it can be assessed whether interpreters are only fulfilling the interests of the client;
- The possibility for immediate feedback from the participants;
- a personal relationship is established with the interpreter.

The reasons for preferring over-the-phone interpreting are the same as those previously specified for face-to-face, from a management point of view, insofar as it is considered the most practical in terms of the activity being carried out.

With regards to video remote interpreting, the following reasons are added to those stated previously:

- Economic reasons (the service is considered cheaper);
- the availability of an interpreter who is "*practically physically present*" at very short notice";
- no need to for either party to relocate;
- the ability to see the other party and observe their non-verbal communication;
- video calls facilitate the participation of more people.

Overall, 44% of responding organisations have had the opportunity to use remote interpreting in their business activities.
In terms of the characteristics of the organisations, public companies and public administrations were shown to have made greater use of it (approximately half), compared to private companies (36%) and the other varieties of clients involved in the Survey (freelancers and others).
With regards to the size of the company, it was used more by medium and large-sized organisations: a little under half of companies with between 10 and 49 staff or companies with between 50-249 staff use remote interpreting, while this figure is reduced to 39% for smaller companies (with less than 10 employees) and to 36% of very large companies (with more than 250 employees).

4.4.3 Methods of linguistic services used: face-to-face or remote

In observing how remote interpreting sessions are carried out (figure 22), the most typical scenario is that the interpreter/mediator "connects" to the interlocutors (who are in the same place) from another location (literally "remotely") compared to instances where all of the interlocutors are in separate locations. Approximately 30% of respondents who have used a remote interpreting service have never used the latter, it has been used "rarely" by 25.3% and "sometimes" by 26.4%. Just 18.4% said they used it "often" or "always".

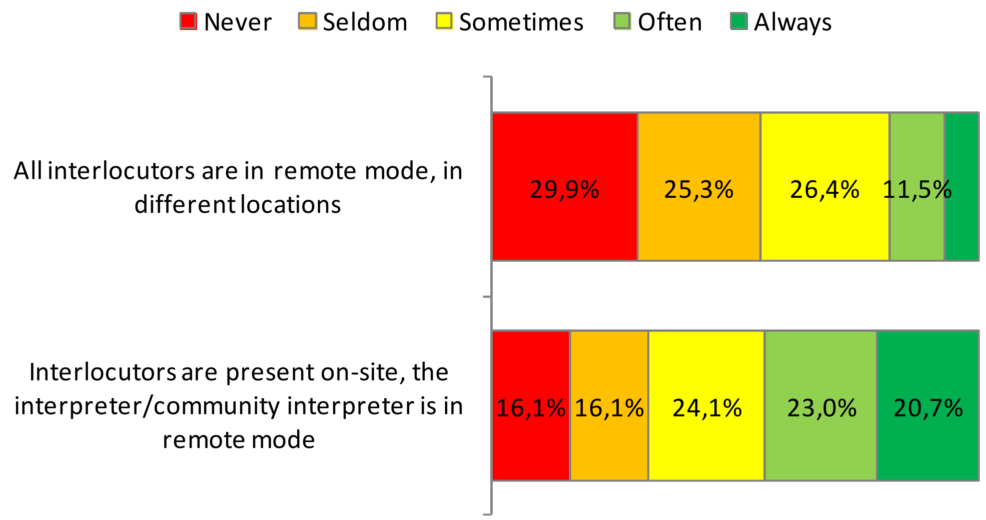

Figure 22. In your professional experience with remote conference interpreters or community/business liaison interpreters, how are the parties involved distributed during the interpreting session and how frequently? (n=87)

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4.4.4 Degree of satisfaction with linguistic services by type: face-to-face, over-the-phone or video remote interpreting

Participants who had used remote interpreting services were asked to evaluate certain features in relation to communication using a “negative - indifferent - positive” scale: *“How would you rate the following communicative features in remote interpreting?”* (figure 23):

- Over 80% of those who had used a remote interpreting service considered the immediacy in locating an interpreter, the use of a telephone and phone line, and/or computer or mobile device and the internet to be able to successfully use an interpreting service a positive;
- 74.7% judged the fact that the interpreter could work from home a positive;
- there were less positive responses, however, in relation to the physical distance and lack of visual contact between the parties (in the case of over-the-phone interpreting) with respect to which 37.9% and 56.3% respectively, provided a negative assessment. The percentage of those who were “indifferent” in relation to these two aspects is not insignificant, especially in relation to the physical distance between the participants, which amounted to 47.1%.

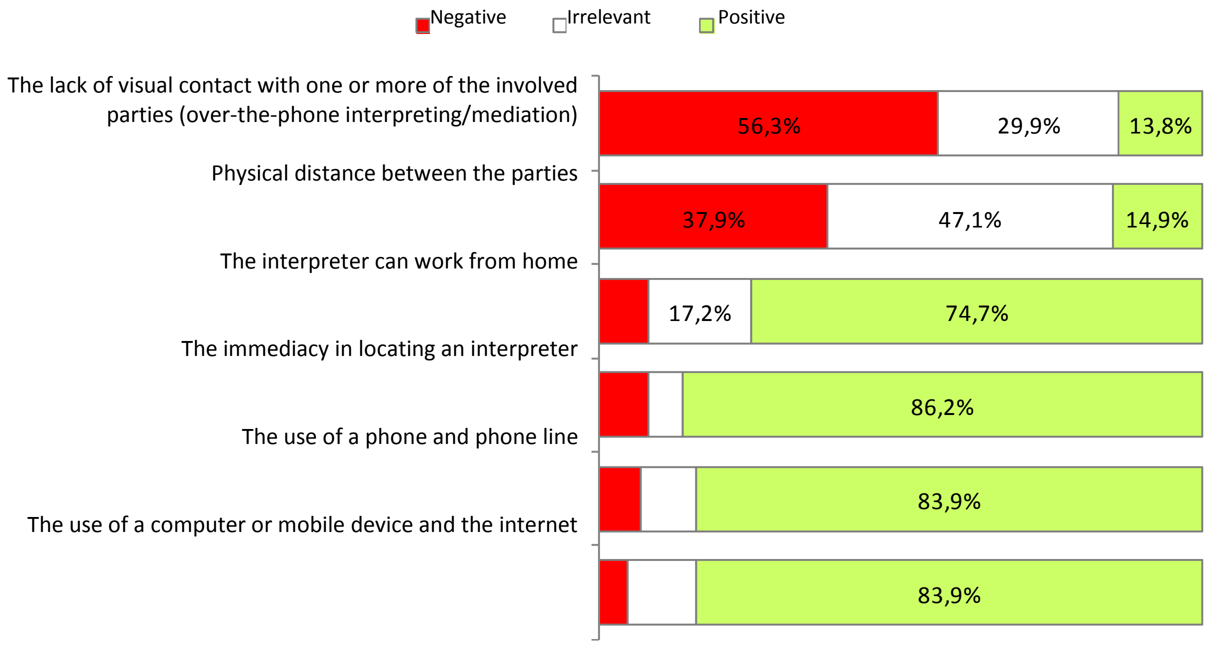

Figure 23. How would you rate the following communicative features in remote interpreting?(n=87)

In general, those with experience of using a remote interpreting/mediating service (79%) were satisfied.
The service was considered good, optimal, excellent and satisfactory but also fast and efficient.
Just 11.3% expressed a negative opinion, whereas 10% expressed no opinion, either because they did not have sufficient experience to provide an assessment or because they have had both positive and negative experiences.

More than 75% said they would recommend remote interpreting to colleagues and /or acquaintances, or to businesses and organisations for meetings with speakers of foreign languages.
The reasons given were the most varied, ranging from availability, the speed and effectiveness of the service, the speed in response times and in resolving minor misunderstandings, to the possibility of reaching a new foreign client base in a short time, the availability of a wide range of languages at short notice, and its practicality and benefits in terms of cost.
Negative responses (10%) related to those with negative experiences or those who considered it of no benefit to their scope of activity. For the remaining 15% of respondents, it depended much on the

subject in question and the type of service required (some also said that they had insufficient experience to be able to provide an opinion).

4.5 Opinions on the quality and cost of linguistic services

The last section of the user Survey was focused on gathering the assessments and opinions of the respondents in relation to the quality and cost of interpreting services.

4.5.1 Notable factors in the quality of interpreting service

The possibility of having interpreters available based on their area of specialisation, studies and specific experience (figure 24) represents an important element in ensuring service quality for 74.3% of respondents, followed by significant professional experience (73.4%).
Other elements considered important by more than 60% of respondents were the first-hand knowledge of the foreign culture (native speaker), and higher education training. The feature that is of least significance in ensuring service quality, in the eyes of respondents, was the interpreter's enrolment in trade associations, an aspect that 13.6% of respondents considered of no importance, and 19.6% of little importance.

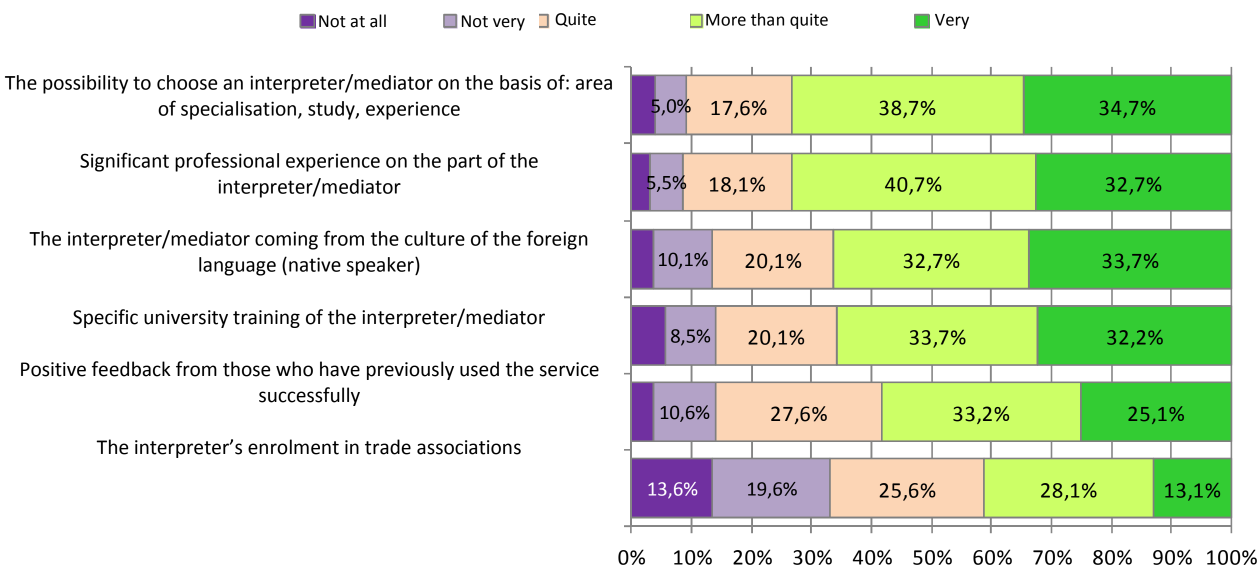

Figure 24. How important do you think the following factors are in assuring the quality of the interpreting service (both face-to-face and remote)? (n=199)

Participants were asked to provide their own assessment of interpreting services in relation to some statements using the following scale: "positive - acceptable - indifferent - unacceptable - negative" (figure 25).
More than half of the respondents considered the physical presence of the interpreter/mediator at the interaction, the possibility of using the same linguist throughout an entire meeting cycle and the possibility of being able to book them for short sessions (even if only a few minutes in duration), as positives. Their availability at short-notice, even if remotely, was considered a positive factor by 43.7% of respondents, and positive on average by a further 45.7%. The possibility of receiving a recording of the conversation at the end of the session was considered, overall, as a positive but 24.6% were indifferent to this opportunity.

Congruently with the results obtained, the fact of not being able to rely on over-the-phone or online interpreters always being available in the required language at a few minutes notice, and the fact that they would not be present during the interaction mainly scored negatively. 16.6% expressed a

strongly negative response to the first statement, and 40.2% a negative response on average, but 14% also evaluated this aspect positively.
In assessing the results to these last two aspects, we must take into account the fact that the question itself presented a negation which may have led to it being misinterpreted.

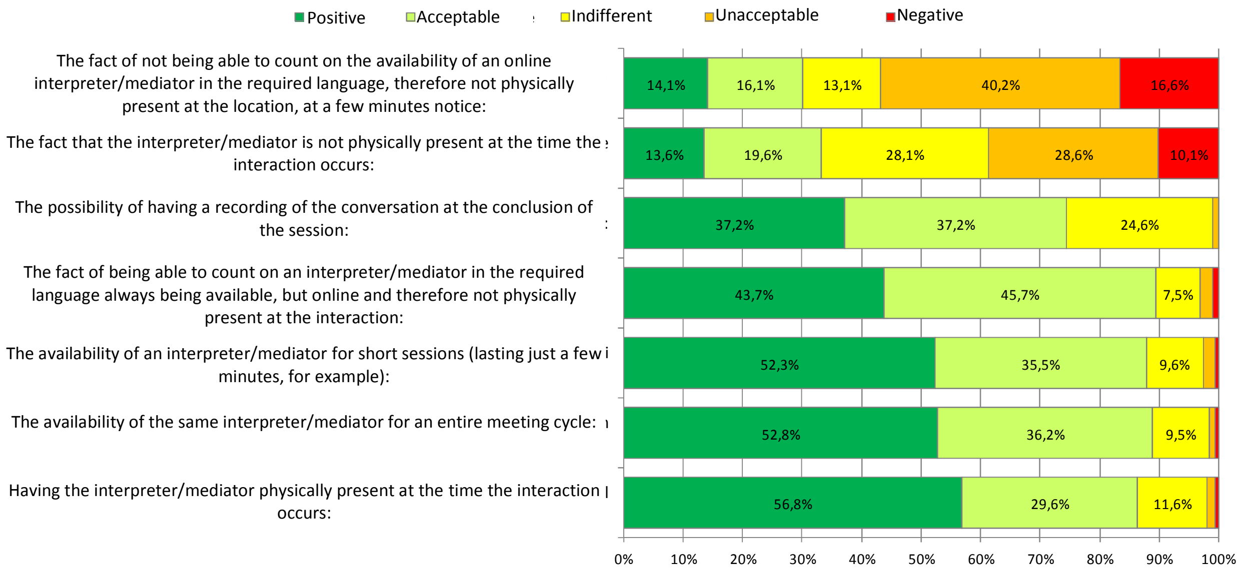

Figure 25. Opinions on the interpreting service (n=199)

Those interviewed were also asked to respond to another three statements to which they were asked to give an opinion which would help to understand the general awareness of the interpreter's profession.
For 78.9% of those interviewed, professional interpreters associations exist, 65.3% considered that interpreters generally have a higher professional cost, and 63.8% believe that, generally, interpreters are not much used in a public/administrative context. Among those who currently have a need for interpreters, the percentage of those who believe that interpreters are not used much in a public/administrative context and those who generally considered the cost of hiring a professional to be high, is greater in comparison to those who believe that they will require linguistic services in the future. From those with no current need, 85.7% believed that professional associations do exist compared to 78.1% that currently use the service of an interpreter.

4.5.2 Economic perception of linguistic services: face-to-face, over-the-phone, video remote interpreting

The last aspect to be Surveyed were the fees paid for interpreting services, depending on the method of the service's delivery and its duration.
While for face-to-face interpreting services the duration is expressed in hours or days, for remote interpreting (over-the-phone or video remote) there is the option to specify fees based on the number of minutes for which interpreting in is carried out.
In all three of the graphs for *"In your opinion, what would be a fair price for a session of video remote/over-the-phone/face-to-face interpreting:".* From the following, we can see that there is a highly varied evaluation regarding the fees that should be paid for an interpreting session. For face-to-face interpreting, 40% or respondents believe that more than 200 Euros should be paid one day's work, while 24.1% think it should be less than half of that.
There is more agreement regarding the fees for an hour's service: over 65% considered a fee of between 10 and 50 Euros to be adequate, 30% thought between 50 and 100 Euros, while there was a minimal percentage who thought more should be paid.

Also, for over-the-phone interpreting and video remote interpreting, there was a wide range of variability in the assessment of how much should be paid for a day's work. In terms of payment by the minute, from the responses received, video remote interpreting seemed to have a slightly higher cost in relation to over-the-phone interpreting.

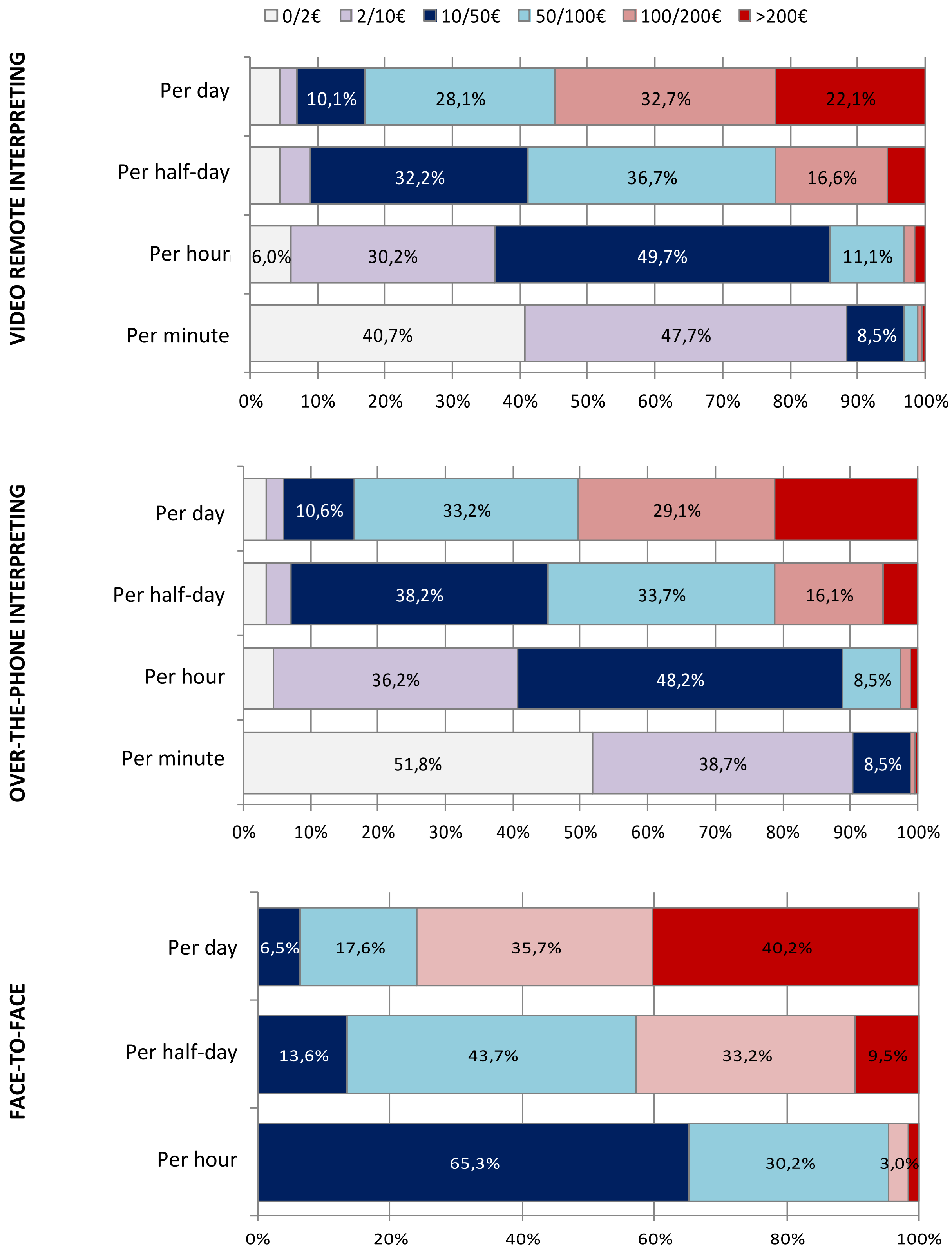

Figure 26. In your opinion, what would be a fair price for a session of video remote/over-the-phone/face-to-face interpreting: (n=199)

4.6 Conclusions

Approximately 2/3 of organisations that participated from across the three countries that are the subject of the Survey expressed a current need to communicate with individuals, companies or organisations in a foreign language and, overall, 3/4 currently have this need or believe that they will have in the near future.
The most used language with speakers of foreign languages is preponderantly English, which 80% of respondents said that they had to use at least sometimes. There is also widespread, even if substantially less than that of English, use of French and Spanish. It is interesting to point out that 30% of respondents said that they had, at least sometimes, the need to interact in Arabic.

In relation to the characteristics of the businesses, only 1 organisation in 4 considered that their internal linguistic capabilities were adequate, with a significant difference between private businesses (36.6%) and public authorities (12.9%) who, consequently, experienced communication difficulties more frequently with speakers of foreign languages when carrying out their activity.
More positive assessments were revealed for multinationals or those with a greater international calling (sites overseas).
In more than 4 out of every 10 cases, they respond to any communication difficulties mostly through appropriate staffing. Only in 1 in 4 cases are the services of professional interpreters/mediators used with any regularity, for the most part by public authorities and larger companies.

Based on previous experience, 4 out of 10 interviewed praised interpreting services for the ease in finding a professional, the quality/price ratio and the service quality. There were interesting differences between the more critical assessments by public authorities compared to private businesses, in relation to the individual assessment criteria. The reasons for this dissatisfaction (which almost 1 in 4 complained about) lie in the difficulty of using specialist jargon and in the availability of interpreters trained in specific areas.

In relation to the cost of the service, 3 out of 10 would be willing to pay over 30% more for an interpreter/mediator in order to have a more prompt response time, the continuity of a professional in meetings, certification from a third party or other users attesting to their quality, and the recording of the conversation at the end of the session.

On the subject of remote interpreting, a low prevalence was observed currently for video remote interpreting, since fewer than 3% regularly used it compared to over-the-phone (15.5%) or face-to-face (12.5%).
Video remote interpreting, although less widespread, is used primarily by private businesses (4.7%) and less by public authorities (0.9%), who prefer to use over-the-phone in 19.3% of instances.
Generally, the preferred method is still face-to-face (more than 55%), followed by over-the-phone (25%) and then video remote (15%).
The greatest margins of growth, however, are in regard to the latter: the data specifying it as the preferred method is 5 times greater than the percentage of those who are currently using remote interpreting with any regularity, demonstrating the growth potential of the offering.

A little under half of the total respondents (44%) had used remote interpreting at least once for business activity. The most typical situation is the presence of the foreign language speakers in the same location with the interpreter connected remotely, while situations where all participants were in separate locations were less frequent.
A little under 60% of respondents negatively evaluated the lack of visual contact with interpreter, and fewer than 40% the physical distance between the interlocutors.
The immediacy in finding an interpreter and the fact that the interpreter can work from home were highly praised.

The elements ensuring service quality, evaluated as “very” or “quite” important in more than 90% of cases were:

- the possibility to select an interpreter based on their specialist area;
- professional experience;
- being a native speaker;
- the positive evaluation made by previous users of the service;
- specific university training.

On the other hand, the interpreter’s enrolment in trade associations was considered less important.
Additional elements Surveyed that enabled service quality to be determined which received positive evaluation by over 85% of respondents were:

- promptness of response;
- continuity in having the same linguist always available for a meeting cycle;
- the possibility to also book an interpreter for short sessions (an option judged more positively by users than interpreters);
- physical presence.

In conclusion, with regards to economics, 2 out 3 view the cost of professional interpreting to be high. In relation to face-to-face interpreting, according to the majority of respondents (65%), one hour of face-to-face interpreting should cost no more than €50, 57% said that the cost for a half-day should not be more than €100, while 6 out of 10 said it should be no more than €200 for an entire day.
There is not much to distinguish the between the evaluations relating to the cost of video remote or over-the-phone interpreting, and they are lower in relation to face-to-face interpreting.

5. Analysis of LSP data

The second target group for the Survey is those who provide interpreting services (hereinafter LSP): individual interpreters or cultural and linguistic mediators, agency associates or service cooperatives and businesses. An online digital questionnaire was distributed, as it was for the service users, aimed at investigating the following aspects:

- the characteristics of the agency or the freelancer supplying the interpreting service and, in the case of businesses or service cooperatives, the existing network of collaborators and the role played by the respondent within the business;
- the characteristics of the responding interpreter, the type professional (linguistic expert, interpreter, bilingual, mediator, translator), the languages used and the level of competence in each, current qualifications and any other studies that they intend to take or complete in the near future, an evaluation on the aspect considered most important in selecting an interpreter, an evaluation of how much interpreting activity represents of their main occupation and, finally the number of years of experience;
- the interpreting services offered, an examination of the type of clients and the fields of work they encounter the most and, specifically, the methods of providing interpreting/mediation services both face-to-face or remote, over-the-phone or video remote interpreting. With regard to face-to-face service, the languages requested and the duration of the engagement were Surveyed, while in relation to remote interpreting services, a specific broadening of knowledge is provided, which will be examined in the relevant chapter;
- a comparison between face-to-face and remote interpreting and the opinions on service quality and cost, the latter distinctly in terms of duration and method used (face-to-face, over-the-phone or video remote).

Overall, 262 interpreters/cultural and linguistic mediators participated in the Survey, of which 57% responded to the Italian language Survey, 24% to the Spanish Survey and the remaining 19% in English as specified in graph 27, “Distribution by language”.

The individual aspects will be analysed overall in the following sections and, where it proves to be of particular interest, by individual country. The number of respondents in each of the individual languages has enabled an analysis of all three markets: Italian, Spanish and British.

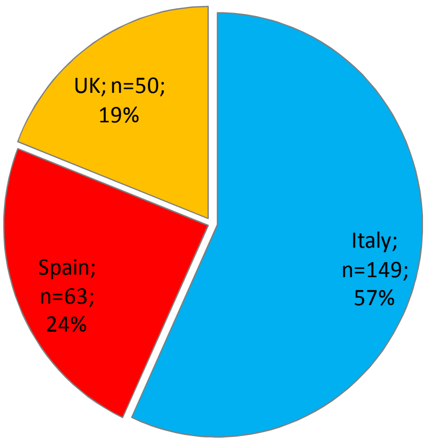

Figure 27. Distribution by country (n=262)

5.1 The characteristics of LSPs

The Survey's respondents are, by a large majority, freelancers or sole traders (89.3%). Based on country, a slight heterogeneity was observed in the composition of the respondents. Particularly, it is interesting to see the share of agencies or private businesses responding in Spanish, equal to approximately a quarter of the Spanish samples (figure 28.a).
The private agencies or service cooperatives interviewed, amounting to 29 out of a total of 262 respondents, are for the most part SMEs, with approximately 60% having less than 50 colleagues.
In particular, 14% were very small companies operating with only one co-worker (figure 28.b). With regards to agencies and cooperatives (figure 28.c), employees have mainly responded to the Survey (47%) followed by management (28%) and external collaborators (24%).

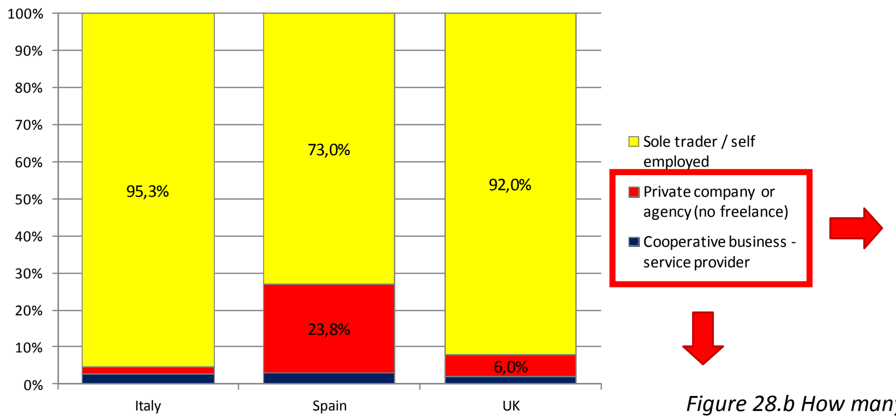

Figure 28.a Your organisation is: (n=262)

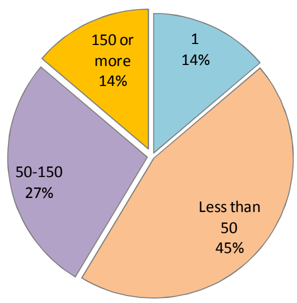

Figure 28.b How many conference interpreters and public service/business liaison interpreters work with you? (n=29)

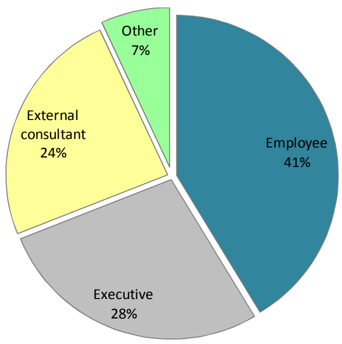

Figure 28.c What is your role within the company/organisation:(n=29)

The languages most commonly covered and in which the respondents had a good level of knowledge were English, French, Spanish and Italian.
It's worth pointing out that Russian and Arabic are covered to a smaller degree, which 17% and 14% respectively have as their native language within the organisation. The interpreters within the organisation are mostly in possession of a bachelor's or master's university degree.

The aspects considered most important by businesses and agencies when selecting an interpreter/cultural and linguistic mediator are their professional experience in the industry, a proven track record in interpreting and, subsequently, the possession of a university qualification or a vocational training course in interpreting/mediation and membership of a trade association. Less interest is placed on oral or written tests in languages.

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5.2 The characteristics of freelance interpreters

In the following section, the main characteristics of just those interviewed who carry out their activity as freelancers or sole traders (a total of 238 samples).

5.2.1 Main activities

The profession of interpreter or cultural and linguistic mediator is the primary occupation for 66% of respondents (figure 29.a), with notable diversity depending on country: for Italian respondents, the percentage amounts to 78.2%, while in Spain only 1 in 3 considers interpreting as their main occupation. As far as this aspect is concerned, it must be reiterated that the Spanish respondents are characterised by a greater amount of companies at the expense of sole traders.
In figure 29.b, it can be seen that more than half (56%) of respondents have substantial interpreting experience, specifying 10 or more years experience.

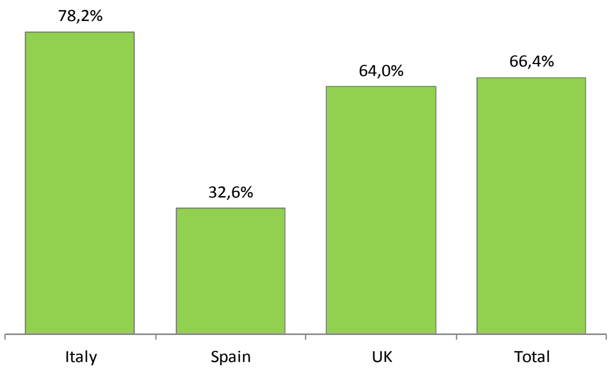

Figure 29.a Activity as an interpreter is your main occupation? (n=262)

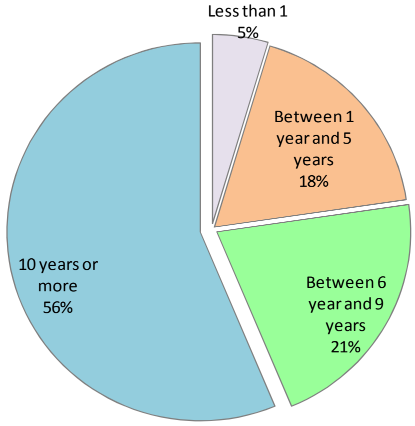

Figure 29.b Please state the number of years of experience you have as an interpreter (n=238)

From a professional point of view, the respondents do not define themselves solely as interpreters insofar as they consider their profession to be broader, as can be seen from the responses to the question *"How would you define your professional position? (multiple answers allowed)".*
Almost all (88.2%) defined themselves, professionally, as an interpreter and, when given the possibility to specify more than one option, 6 out of 10 considered themselves translators. There are also not insignificant percentages who qualify themselves as cultural and linguistic mediators, linguistics experts and bilingual individual.
There was also a minimal amount of respondents (2.9%) who identified themselves primarily as teachers.

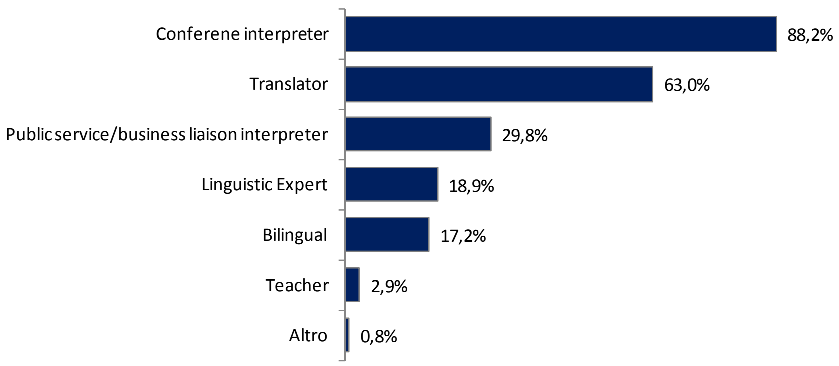

Figure 30. How would you define your professional position? (multiple answers allowed) (n=238)

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5.2.2 Linguistic offering

The major language covered, and with the highest level of competence, is English: 6% are native speakers, 65.4% have a professional knowledge and 25% have at least a basic knowledge. Only 3.7% said they had no knowledge of it.
In order to analyse the data correctly, those who responded in their own language were excluded from the Survey relating to that language (i.e. those responding in Italian were removed from "Italian", those responding in Spanish from "Spanish" and those responding in English from "English").

As seen in the following graph (figure 31, *"What languages do you interpret and at what level?"*), the second language with a good level of expertise is French, which is covered to at least a basic level by 7 out of 10 respondents. Next is Spanish, in which over half of the respondents have a basic or professional knowledge, or are a native speaker.
German is also seen to be well covered overall, with a little under 40% of respondents having at least a minimal knowledge. Arabic, Russian and Chinese are covered to a lesser extent, and mainly by native speakers.

Among the other languages used in a professional context were Portuguese, Romanian, Polish, Slovakian, Greek, Dutch, Croatian, Serbian, Czech and Catalan.
Other languages in which a competence was specified, but in less significant numbers were: Berber, Hungarian, Albanian, Bulgarian, Japanese, Ukrainian, Swedish, Wolof, Afrikaans, Arabic, Azerbaijani, Bambara, Basque, Bosnian, Brazilian, Flemish, Hindi, Latvian, Luxembourgish, Montenegran, Norwegian, Pashto, Persian, Turkish and Urdu.

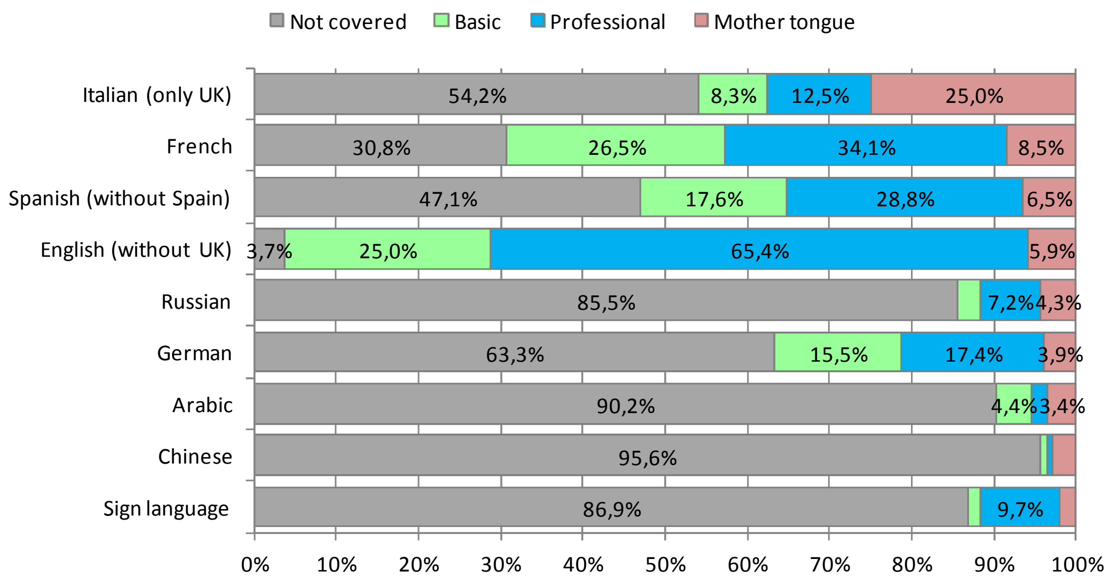

Figure 31. What languages do you interpret and at what level?

5.2.3 Training

The majority of those interviewed possessed a university qualification, primarily a master's degree, followed by a bachelor's degree and then by postgraduate courses. Some had also additionally, or instead of, taken professionalization courses or vocational training courses. On the other hand, a very small percentage had obtained a doctorate.
Half of the respondents (54%) didn't think they would undertake or complete further study in the short term. Those who did anticipate continuing their training favoured a master's degree, a postgraduate or professionalising course. To a minimal extent, professional refresher courses, a degree, further education courses or specific language courses were to be undertaken.

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To be able to work as an interpreter or cultural and linguistic mediator, gaining practical experience was the activity considered most important by 7 out of 10 respondents.
In response to the question *"Which of these activities do you consider important for working as an interpreter"* (figure 32), more than half of respondents (58.4%) considered the training aspect, namely following a professional refresher course, obtaining a university or professional qualification, very important.
Only 29% said that enrolling in a trade association was important.

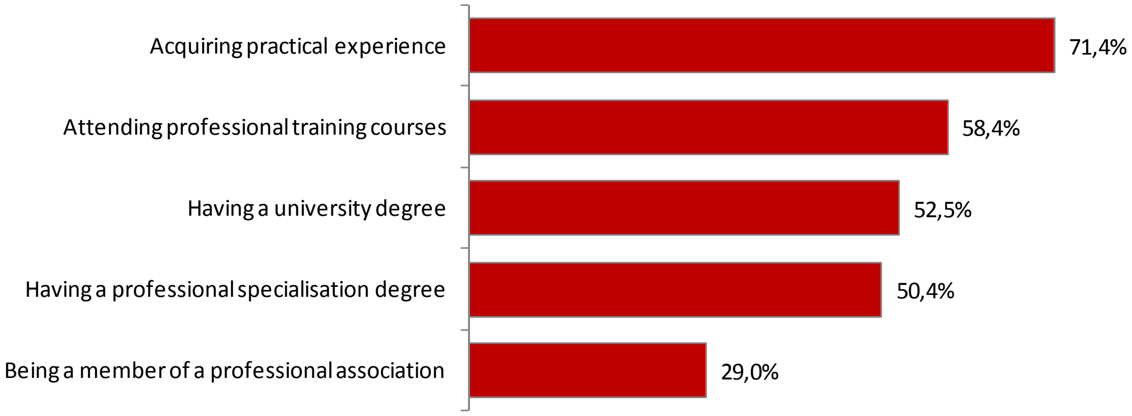

Figure 32. Which of these activities do you consider important for working as an interpreter: (multiple answers allowed) (n=238)

In relation to professional experience, both overall and by country, most of those interviewed had a long experience as an interpreter or cultural and linguistic mediator: 56% have been working for over 10 years in the industry and 24% for less than 5 years (only 5% have been working as an interpreter for less than a year).

5.2.4 Services offered (face-to-face or remote)

The LSPs Surveyed generally offer their interpreting services for the most part to clients in the private sector (67%), although with remarkable diversity depending on the country of origin (figure 33).
In Italy and the United Kingdom, interpreting is provided to primarily private businesses, while in Spain more than half of respondents offer their services to companies and organisations in the public sector.

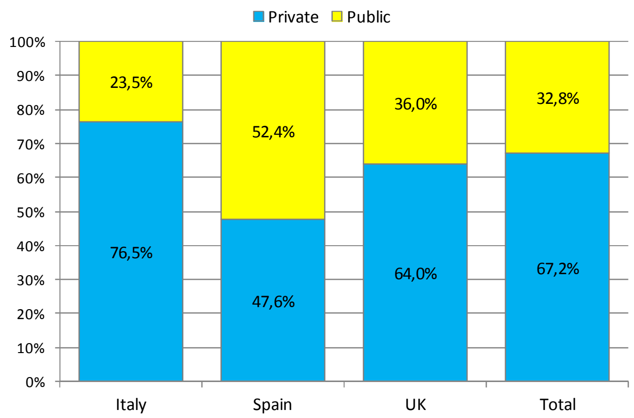

Figure 33. Which type of clients do you most regularly provide interpreting services for? (n=262)

The areas of greatest activity for respondents (figure 34) were conferences (scope not analysed in detail by this Survey) and business-related activities, in which more than half of those interviewed were regularly occupied.

Following that, less frequently, was participation in healthcare and public services, where a little less than 40% were employed quite frequently. Participation in the legal sector and training was more sporadic.

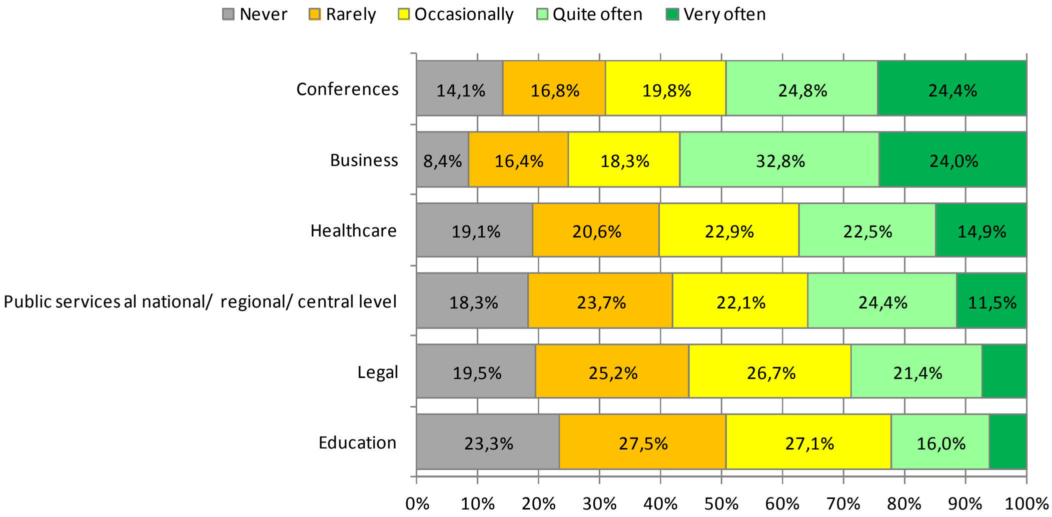

Figure 34. In what areas do you work the most and how frequently?

5.2.5 Method of delivery for the services offered

In the scope of interpreting services, the method of delivering the service is of considerable interest, namely face-to-face rather than remotely.

In response to the question *"Do you offer face-to-face interpreting services / remote interpreting services?"* (figure 35), 6 out of 10 of those Surveyed overall offer both types of interpreting service, while 1 in 3 only offer face-to-face, and the remaining 5% only offer remote.
In terms of individual country, increased heterogeneity was observed, especially in relation to the implementation of remote interpreting: in Spain, only 4.8% of respondents do not provide this possibility, while in Italy and the United Kingdom, the percentage is higher: 40%.

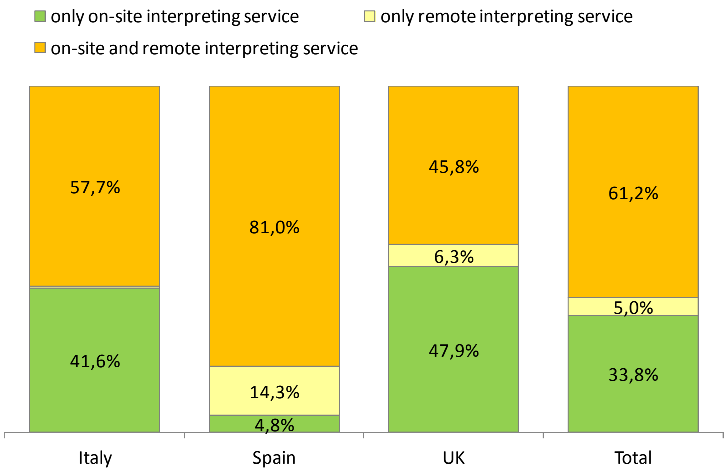

Figure 35. Do you offer face-to-face interpreting services / remote interpreting services? (n=260)

Deepening our analysis, we can see from the following graph (figure 36) how face-to-face interpreting services are offered more frequently, with over 65% of respondents performing it consistently.
In relation to the method of interpreting service delivery, approximately 1 in 3 respondents often offer over-the-phone interpreting and 1 in 4 use video remote interpreting.

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With regards to mediation services (more frequent in the social and healthcare field), the same trend can be observed, with face-to-face prevalent, then over-the-phone followed by video remote interpreting. It should be reiterated that the latter service, in particular, has been Surveyed only for those responding in Italian. In the Italian market, there is a marked differentiation between and interpreters and cultural and linguistic mediators, which does not exist in other countries.

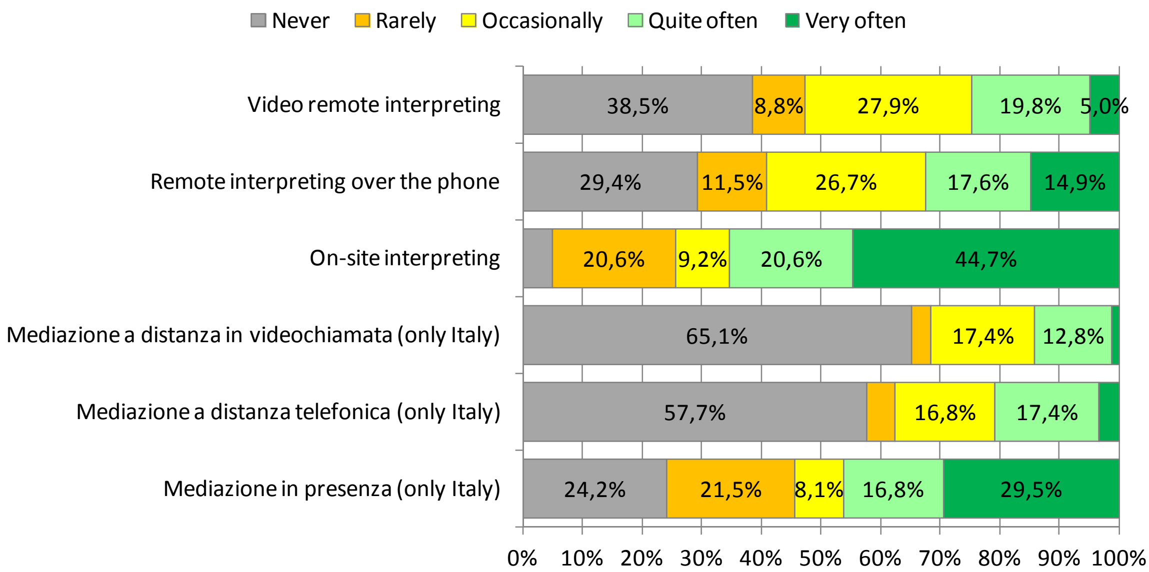

Figure 36. How often do you work in the following settings? (n=262)

For those who work face-to-face, the language most requested by clients is English, confirming what was revealed in the Survey of service users. This is followed by French, Spanish and German. Sign language was significantly represented, where the use of face-to-face is necessary, or possibly by video (being a visual gestural means of communication, it cannot be interpreted over-the-phone). Less offered by face-to-face were Italian, Russian, Chinese and Arabic. Other languages which were offered face-to-face were Serbian, Croatian, Romanian and Bosnian.

In response to the question *"When you provide face-to-face services, on what basis do you offer these services: (multiple answers allowed)"* (figure 37), the majority of respondents (77.8%) working face-to-face usually offer the service for the entire day, but there are also professionals who offer a half-day work, per hour, or a very small minority who work by the minute. This last variety, when referring to the face-to-face service, which requires the relocation and physical presence of the interpreter, is performed by a very minimal number of respondents (2.2%).

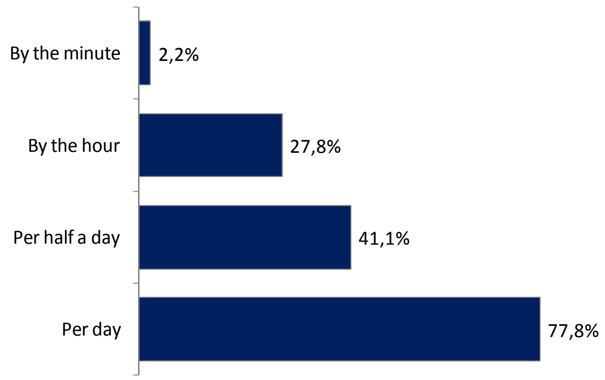

Figure 37. When you provide face-to-face services, on what basis do you offer these services: (multiple answers allowed) (n=90)

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Remote interpreting services (both over-the-phone and video remote) were analysed in relation to numerous aspects and compared to face-to-face interpreting with regard to the frequency and preference for its use.
The first aspect Surveyed, as seen previously for face-to-face interpreting, regards the most frequently requested languages by service users. The most requested in English, followed by Spanish, French and German. There also is a not insignificant use of interpreting from Russian, Italian, Arabic, Sign language and Chinese. Other languages for which remote interpreting was offered were: Albanian, Berber, Czech, Dutch, Polish, Portuguese, Slovakian, Romanian and Ukrainian.

In relation to the presence of the participants during a remote interpreting session (figure 38), the engagements where each of the interlocutors were in separate remote locations was equivalent to those where the foreign language interlocutors were in the same location and the interpreter or mediator, on the other hand, connected remotely. In terms of country, there was some diversity, particularly in the United Kingdom, where the prevailing situation is for each of the interlocutors to be in separate locations.
This data contrasts in part with that of the users who claimed that they participated primarily in remote sessions where the interlocutors were in the same location and the interpreter/mediator connected remotely (see Figure 22).

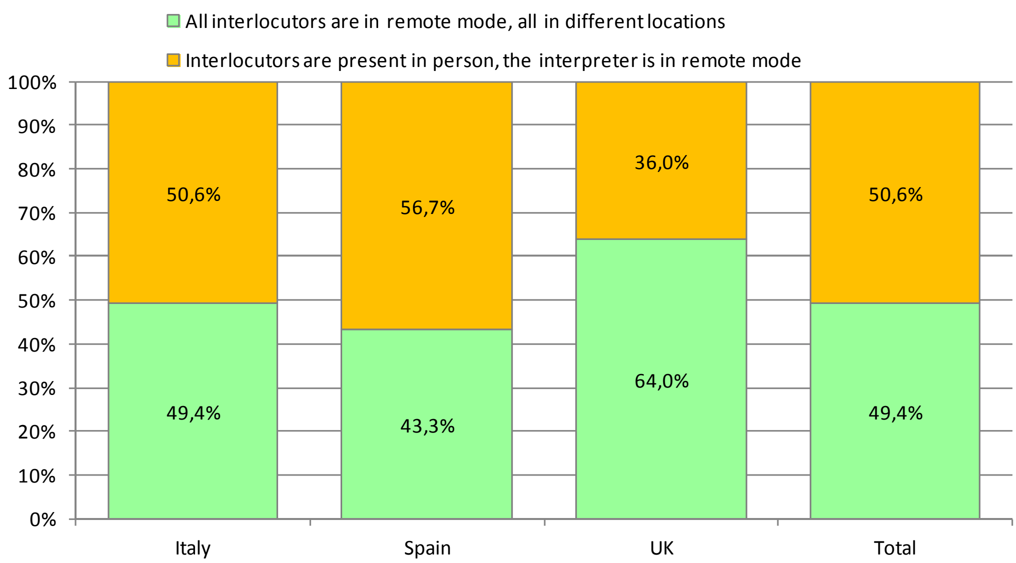

Figure 38. Generally speaking, how are the parties distributed during remote interpreting sessions? (n=172)

At the end of the remote interpreting session, in 58.7% of cases the clients have the possibility to express feedback on the quality of the service provided (figure 39), with a pronounced heterogeneity between the countries: in Italy, this possibility is offered by 71.3% of respondents while in Spain this service is offered by only 40% of those Surveyed.

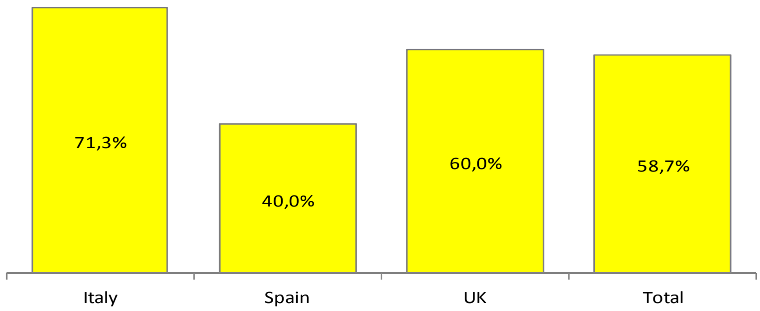

Figure 39. At the end of the remote interpreting session, your clients are able to provide feedback on the service provided (n=172)

5.2.6 Range of services offered

In figure 40, it is shown that the area of greatest use of remote interpreting is healthcare, in which more than 40% frequently work remotely. The business and public service sectors also make frequent use of remote interpreting. In contrast, the fields in which a substantial amount of respondents have never, or only sporadically, used a remote interpreting service are conferences and education.

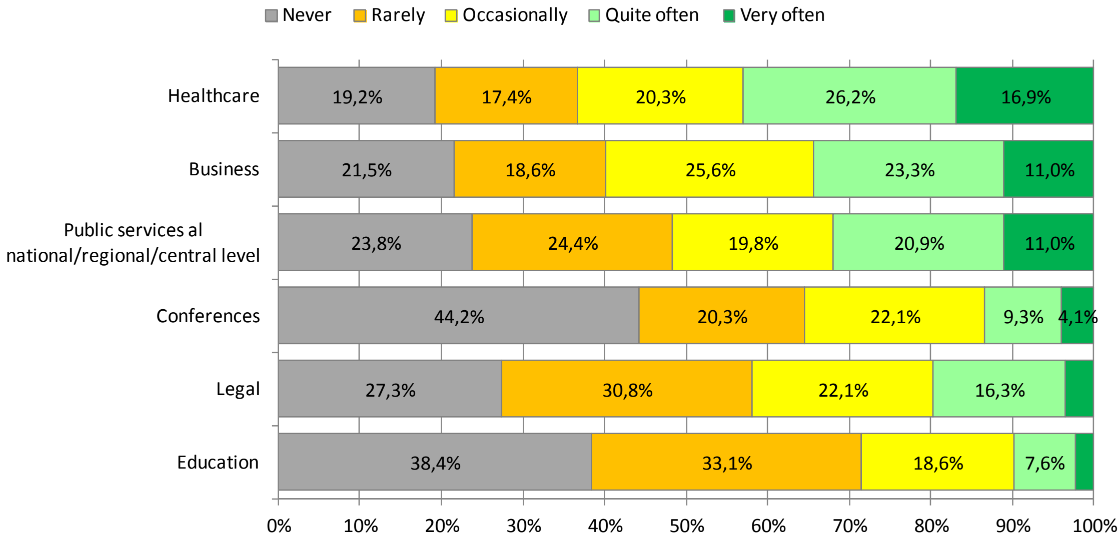

Figure 40. In what fields is remote interpreting used the most and how frequently? (n=172)

By comparing the percentage of engagements in which remote interpreting or cultural and linguistic mediation were requested in comparison to face-to-face, overall the use of remote services is lower: in only 1 in 4 cases, the percentage of remote requests is higher compared to that of face-to-face requests. Additionally, as shown in the graph below *"The percentage of the total of your requests for remote interpreting services:"* (figure 41), for more than half of the respondents, the requests for face-to-face interpreting are three times greater than those for remote interpreting, confirming the picture than emerged from the Survey of the clients/service users.

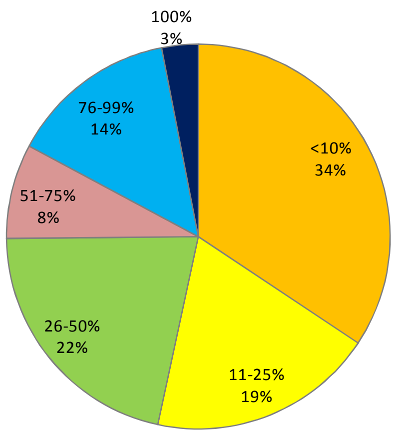

Figure 41. The percentage of the total of your requests for remote interpreting services: (n=163)

Still with regard to remote interpreting services, the majority of respondents (80%) work predominantly from home or from their office, while 19% also travel to dedicated *call centres*. Only 1% of those Surveyed work exclusively in a *call centre*.

5.3 The characteristics of agencies, companies or interpreters networks

The next section analyses LSPs in organisations such as agencies, businesses and interpreters networks.

5.3.1 Recruitment and training

62.2% of respondents overall said that they provide testing or have specific criteria when selecting interpreters of cultural and linguistic mediators who work remotely (figure 42), particularly in Spain where the percentage stands at 78% in comparison to Italy and the United Kingdom where a little over half of the respondents said that they employ testing and recruitment requirements.

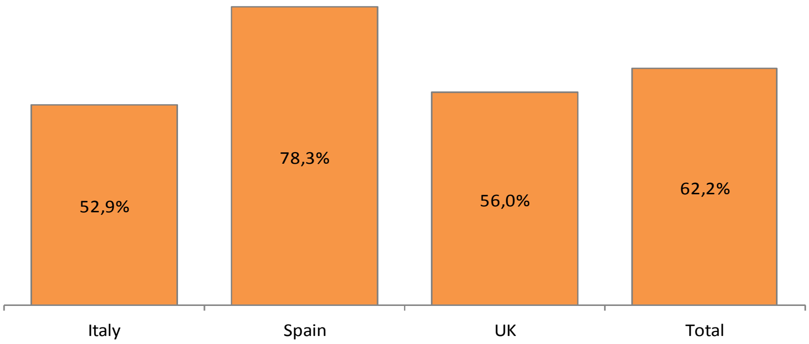

Figure 42. Require specific tests or compliance with specific criteria to select interpreters who work remotely: (n=172)

For agencies and businesses, or professionals collaborating with them, only 37.8% of respondents said that they provided training sessions (either online or offline) for interpreters or mediators working remotely, in response to the question *"After selection, do you offer training sessions (online or offline) to interpreters who will work remotely:"* (figure 43).

As before, there was greater attention placed on this aspect in Spain where the percentage was more than double that of the other countries in the Survey. From these results, it could be deduced that there is a greater investment in Spain in both the selection and continuous training of interpreters in comparison to the other countries.

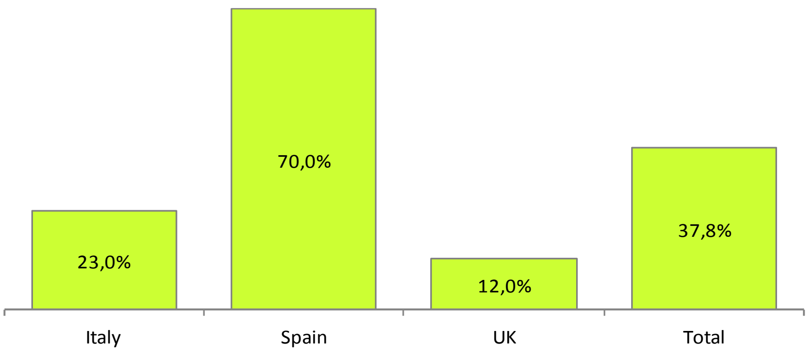

Figure 43. After selection, do you offer training sessions (online or offline) to interpreters who will work remotely: (n=172)

Staying on the subject of training, almost all respondents (89.5%) believed offering specific, possibly even higher education, training courses relating to remote interpreting could be useful in offering a higher quality of service.

Further training in this area was considered useful by respondents in all three participating countries, with a slightly higher percentage for English (96%) and Spanish (95%) speaking interpreters, in comparison to their Italian counterparts (83.9%).

5.3.2 Method of delivery for the services offered

The final aspect Surveyed, in relation to the delivery of remote interpreting, was the duration of service performance (figure 44). In contrast to the results obtained from the results regarding face-to-face services, 60% of respondents offer remote interpreting services on a per hour basis, and 44% per minute. Without the need for the physical presence of the interpreter, remote interpreting is used most frequently for quicker sessions. Remote interpreting is also used, although to a lesser extent, for carrying out day or half-day engagements.

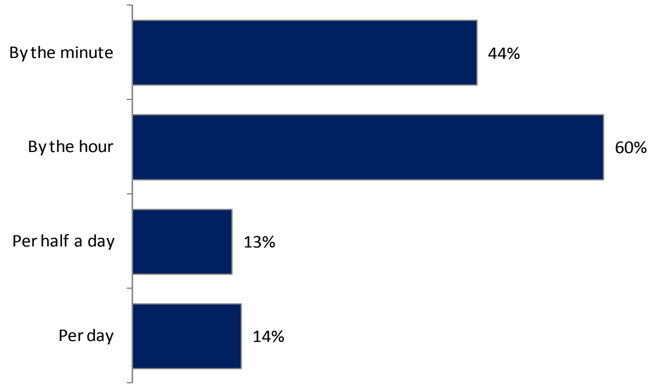

Figure 44. When you provide remote services, on what basis do you offer these services: (n=172)

5.3.3 Opinions relating to the services offered

The last section of the questionnaire focused on the use of remote interpreting services (figure 45) and observing the feedback and opinions of the respondents in relation to the quality and cost of interpreting services.

Depending on the business sector, remote interpreting is considered very important, particularly in the fields of healthcare, business and public services.
Contexts where it was considered less useful were conferences, training and the legal setting, where the physical presence of the interpreter was preferred when providing the service.

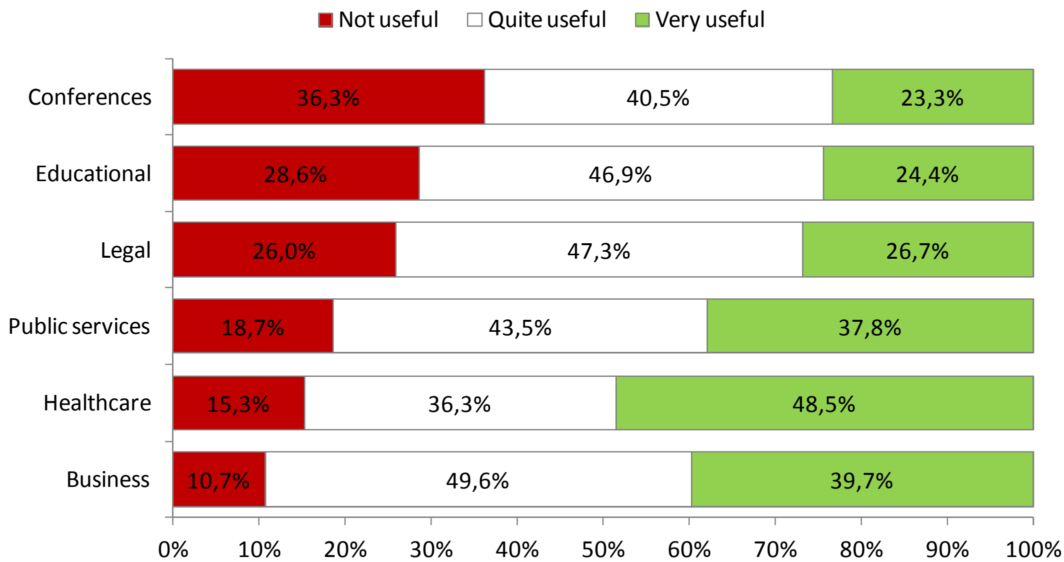

Figure 45. How useful do you think remote interpreting can be in the following areas? (n=262)

Overall, 84.7% of those Surveyed believe that a need for remote interpreting currently exists, to slightly varying degrees between the countries.
Spanish respondents showed a greater need (93.7%) in comparison to their English (82.0%) and Italian (81.9%) speaking counterparts.

The primary and most interesting "open-ended" responses covering different, interconnected aspects given by LSPs from the three countries, are presented below. The main reasons that became apparent are:

- Cost saving: because there are no travel expenses, this results in a reduction in the overall cost to the client:
  – *"The need is related to a reduction in economic resources which make the remote solution an ideal compromise for both parties, in addition to optimising an increasingly fragmented and less well-paid liberal profession, where transport costs are often not refunded"*
  – *"At times it can be difficult for a client to locate an available interpreter for negotiations which may involve a long journey for only a short working duration, which is inconvenient from an economic point of view for the both the interpreter and the user, who would be required to pay a lot more for their services"*
  – *"It results in a saving of money (but not of time!), and for this reason is more appealing to the client"*
  – *"Clients are less inclined to pay for travel expenses, and so technology can help in this regard, especially in a remote context and where there is an urgent need"*
  – *"Expenses for travel and overnight accommodation could be saved, which is good for those offering translation services for rarer languages"*
  – *"I think it will lead to an inevitable change from the way the interpreting industry currently operates, as businesses are always looking for ways to reduce costs"*

- A reduction in the need to travel:
  – *"The speed of communication often requires an interpreter's immediate availability, and there is no time for them to physically travel"*
  – *"For reducing travel"*
  – *"There is a need for communication without the need to deal with travelling"*
  – *Professionals are less disposed to travel, to company meetings for example, in order to reduce costs"*
  – *" For travel reasons and dealing with urgent commitments"*
  – *"Meeting client needs and avoiding a large amount of travel"*

- Greater efficiency in dealing with instances where only a short-term engagement is required:
  – *"There is a need for very brief meetings (lasting less than an hour) between two people speaking different languages. In these cases, a remote service is, in my opinion, preferable to face-to-face, and the fields in which this method can be applied would be in healthcare (routine medical appointments or certificates of competence) and public administration (requests for residency permits, for example)"*
  – *"For brief and ad-hoc interactions"*
  – *Especially in short business and introductory meetings"*
  – *"There may be services where it takes more time to travel to the specified location than it does to carry out the work itself"*
  – *It's especially useful when the interlocutors are in different countries and are making short calls to discuss something that both they and the interpreter are well aware of. In this way, expensive travel is avoided and the interpreter, although not present in person, avoids the risk of committing the errors that often occur from being unfamiliar with the context"*

- The reduced availability of professionals in the region and/or difficulty reaching the client:

– *"The spread of the deaf community throughout Italy"*
– *"There are areas or fields where there are no professional interpreters available"*
– *"many deaf people live in rural areas and have difficulty sourcing interpreters willing to work face-to-face"*
– *"There are not always qualified interpreters available in the immediate surroundings where the service would be required"*
– *"The distribution of professionals in the area shows that there is a concentration of skills only in certain areas"*
– *"For languages such as Chinese, there are not always interpreters near to those who need them"*
– *"In South Africa, especially, it can be easier to offer remote interpreting in some cases, since some rural areas are physically difficult to get to"*

- The speed of service, especially in emergency/urgent situations or when there is short notice, especially in the field of healthcare:
  – *"It would increase the possibility of finding available interpreters at short notice in urgent cases (i.e. medical, legal, etc.)"*
  – *"The immediate availability of an interpreter, at any time in any place"*
  – *"Often, interpreters are required immediately, and in these cases remote interpreting is the only available solution"*
  – *"In cases where an interpreter is required at short notice (principally in emergencies),remote interpreting could save somebody's life"*
  – *"To meet urgent requests"*
  – *"I think it's useful in urgent cases where it's necessary to act as soon as possible to resolve situations where there isn't the time to wait for the interpreter to arrive on the scene"*
  – *"Since it is not always possible to intervene promptly in person, it is helpful to have remote interpreters that can be hired on an emergency basis"*

- Access to an interpreter:
  – *"It's the only way to have an interpreter available around the clock in any language"*
  – *"Immediate availability, around the clock"*
  – *"Because it isn't possible to get a face-to-face interpreter immediately"*

- The fast response time:
  – *"Quicker, more immediate, communication"*
  – *"It's a service offering an immediate response to communication needs"*
  – *"Swift response to demand"*
  – *"Speed and efficiency"*
  – *"On many occasions, remote interpreting facilitates management and saves time. The availability of a remote interpreter ensures that the service a client requires will be met"*
  – *"Businesses are expanding their frontiers and need to find an immediate answer to their communication needs. Mobility and new technology have made it so that remote interpreting is the quickest and most effective solution to difficulties in verbal communication"*

- An interpreter's qualifications and the possibility to cover a wider range of languages, even those that are less common:
  – *"To be able to choose a qualified interpreter who may live elsewhere"*
  – *"It's essential to have some less common languages covered"*
  – *"The difficulty in finding qualified interpreters in all locations for all language pairs"*
  – *"It's not possible for there to be interpreters for all languages to be present for the whole day for all the required services"*
  – *"Greater availability of languages and professionals"*
  – *"It's not always possible to have a person there who speaks and little-known language in extreme situations (emergencies. for example)"*

– *"Especially for finding interpreters for the less widely-used languages"*
– *"Because there are not enough interpreters that cover all subjects in all languages"*
– *"It's useful in some cases, for example rare language combinations"*

- The availability of advanced technology:
  – *"Thanks to advanced communication technology, communication over long distances is fast and convenient"*
  – *"The technology is available"*
  – *"New technologies facilitate professional performance and make it more cost-effective"*
  – *"Technology is making it possible, so demand will increase"*
  – *"Why shouldn't we use such an important option, participants and interpreters cannot always be present where the event is taking place and this technology provides the ideal solution"*

- Globalisation, internationalisation and the increasing need to communicate in different languages:
  – *"We are living in an increasingly globalised world and our need to communicate in different languages is becoming increasingly essential to interacting and understanding each other and to help us understand each other better"*
  – *"Globalisation calls for us to interact with people over long distances and it is not always possible to travel"*
  – *"It is due to the increase in our foreign customers"*
  – *"People are increasingly scattered across the world and it would be too complicated and expensive to get them all together in the same room"*
  – *"People travel and move about on a global level, so to have a professional interpreter at the other end of the line has proven to be very useful in all kinds of situations".*

- Additionally, respondents recorded an overall increase in requests for remote interpreting services:
  – *"There are increasingly more people working online in all sectors, this is causing demand for remote interpreters to increase more and more"*
  – *"It's a service that is requested"*
  – *"Bearing in mind globalisation and mobility, it's becoming an increasingly necessary service"*
  – *"There has always been a need. Right now, technology is enabling it to be used reliably and cheaply"*
  – *"Clients are always requesting this service"*
  – *Requests received and simplification in general"*

In addition to the above elements, the effectiveness, ease of access, flexibility and practicality in using this kind of interpreting service is reiterated.
One further element which to bear in mind, in certain contexts, is represented by the possibility of ensuring greater confidentiality for those involved (for example *"there are particularly delicate situations that can benefit from the physical distance of the interpreter, as they are less involved"*).

It should be noted, however, that approximately 15% of those interviewed do not believe that a need for remote interpreting services exists as yet. Also in this case, the reasons are varied. The first is linked to the lack of legitimacy of the professional interpreter. Below are some responses in support of this:
– *"You can easily travel, being present is essential to translating what people are saying, with the rare exception. If we accept that an interpreter can work from home in front of a screen, we can imagine that the same also applies for a lawyer. He can study a file at home and make his summation via videoconference... does that seem normal to you? Can you imagine a lawyer shooting themselves in the foot in this way and belittling their work and that of their colleagues in this way? But for us translators, it's ok!"*
– *"The soul of an interpretation would be lost using a remote interpreting service"*
– *"This should only be permitted in the field of radio and television and videoconferences, it's counter-productive for the professional interpreter in other circumstances and lends itself to the lowering of*

quality in our profession because it adds a method and a route into the profession for those who are unqualified and inclined to unfair competition in terms of rates, as the scope of this questionnaire relating to remuneration already seems to suggest. Our profession doesn't work in this way"

One further element to the detriment of remote interpreting services is the fact that verbal or non-verbal nuances may not always be picked up. Also specified are difficulties of a technological nature that could lead to doubt or uncertainty:
– *"I don't think its practice is sufficiently widespread. Clients often prefer to have the interpreter to themselves. Additionally, technical problems that could occur during remote interpreting need to be considered"*
– *"Technical support is not yet developed enough to ensure quality service"*
– *"The platforms are not yet developed enough to enable regular over-the-phone/video remote interpreting"*
– *"There are too many risks (internet connectivity issues, the inability to discuss any doubts with the parties, etc.)"*
– *"The quality of the interpretation could be compromised by a poor connection, the parties may not be able to understand how it works or could be under stress from not being able to bring attention to what they are saying. Constantly having to repeat themselves would irritate the participants, who would not feel that they are being adequately understood"*
– *"Audio quality is terrible 99% of the time, which could compromise the service provided. The need for high quality audio is not completely understood by clients and this can create problems. Additionally, interpreting is made easier if you can lip read"*
– *On the other hand, it could be absolutely detrimental in instances where both people are in the same place (and the interpreter connects remotely), speaking about a new subject and are getting to know the interpreter for the first time during the call. The risk of errors and misunderstandings is too great, in addition to the difficulty of establishing an atmosphere of understanding and friendship between the speakers, which is often essential".*

Also specified as important are the lack of protocols to be followed, which could generate confusion in performing the service.

Method of delivery

In comparing the methods for carrying out remote interpreting services, the responding LSPs preferred video remote interpreting to over-the-phone interpreting from a professional point of view, insofar as its visual aspect facilitates interpreting, allowing the reading of non-verbal communication, body language and the interaction between the parties involved, as well as allowing the *setting* in which the meeting is taking place to be seen, if only in part.
The visual "presence", even if only virtual, also facilitates the building of trust and establishes a better relationship between the interlocutors. In contrast to a phone call, the presence of video is essential for interpreting sign language insofar as the process of communicating with deaf clients necessarily involves a visual element. Finally, on a technical level, video remote interpreting is preferred for its generally improved sound quality.

Over-the-phone interpreting is, in contrast, preferred for short sessions or where there are technological difficulties (i.e. poor internet connection, etc.) that might compromise the use of video. This kind of service can also be carried out in any location, without necessarily following a dress code. Finally, the stress that can be created in business meetings is reduced via telephone and there is a greater protection of privacy, especially legal situations or when dealing with delicate subjects related to health.
A not insignificant number of respondents expressed no preference in favour of either of the methods, as they believe the best choice depends on the individual circumstances.

With regards to the place of work, those who offer remote interpreting services prefer to work from home or from a personal office rather than a call centre, for various reasons, including: privacy; reasons relating to organisation and independence; greater comfort, reduced travel and commuting, therefore saving travel expenses and time; greater flexibility in terms of working hours and personal freedom, allowing them to work at any time; more calm and, consequently, less noise generated by the higher number of people working in a call centre; increased concentration. Working from home allowed them to have their own space and to use their own available resources. And finally, in their spare time, the professional can take on other work.

In closing, participants were asked to provide their own assessment of interpreting services in relation to some statements using the following scale: "positive - acceptable - indifferent - unacceptable - negative" (figure 46).
Almost all respondents believed that needing to be physically present where their interpreting/mediation services were required was a positive. Additionally, over half also considered the possibility of being able to collaborate with an agency or interpreting/mediation service while working from home or their own office, without business trips or travel, and the possibility of having an audio/visual recording of the interpreting/mediation session available upon completing the service (for example, to be able to respond to any complaints made by the client), to be very positive.
Also the possibility of offering short interpreting sessions (i.e. sessions lasting a few minutes), and the fact that they were not necessarily required to be present where the service was required (providing a remote service thanks to technological solutions) were judged as acceptable by over 70% of respondents. 10%, however, provided negative feedback to this last statement. In interpreting the data, it needs to be taken into account that the proposed statement presents a negation within itself which could also lead to the question "The fact that it is not necessary to be at the place where the interpreting service is required (thus providing the service remotely through advanced technology)" being misunderstood.

In accordance with the results obtained, the need to make several business trips in order to provide interpreting services and the inability to also offer short interpreting sessions achieved less positive scores, particularly the second aspect which was evaluated as very negative by 28% of respondents.
As in the previous example, this statement also contained a negation which could lead to the question being misunderstood (Not being able to provide short interpreting sessions to customers (e.g. sessions of a few minutes).

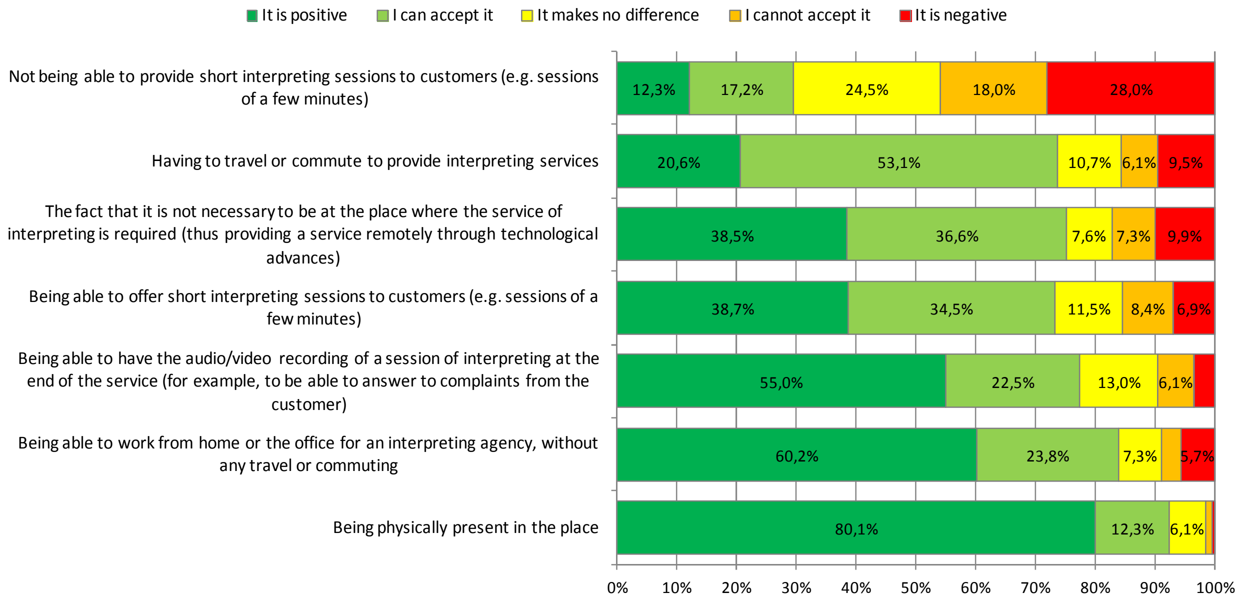

Figure 46. Opinions on the interpreting service

5.3.4 Economic perception of the services offered

In relation to the finances, the first aspect observed, shown in the table below (figure 47), is the evaluation delivered on what is considered to be a fair fee, depending on the length of the interpreting session. Interpreting charged by the minute is not provided by 43% of respondents and among those that do offer it, the majority consider a fee of less than 10 Euros per minute to be fair. The cost for an hour of dialogic interpreting should be between 10 and 100 Euros, a half-day should cost more than 100 Euros while a whole day should cost more than 200 Euros.

	0/2€	2/10€	10/50€	50/100€	100/200€	>200€	I would not offer this service
One minute	**23%**	21%	10%	2%	1%	1%	43%
One hour	0%	1%	**35%**	**39%**	5%	9%	12%
Half a day	0%	0%	1%	10%	**43%**	**38%**	8%
One day	0%	0%	1%	2%	8%	**78%**	11%

Figure 47. In your opinion, what would a fair rate be for a session of dialogue interpreting: (n=262)

The last aspect to be Surveyed were the fees for interpreting services, depending on the method of the service's delivery and its duration (figures 48a and 48b).
The table below show a homogeneity in the evaluation of the fees which professionals should be paid for interpreting sessions of a very brief (minutes) or long (whole day) duration. For face-to-face interpreting, almost all (86%) respondents believe that more than 200 Euros should be paid one day's work. The degree of agreement with regards to a half-day is slightly less: 47% believe a fee of more than 200 Euros is sufficient, while 39% would accept half that. Per hour rates also show some diversity: more than 60% consider a fee of more than 50 Euros adequate, while 31% would accept a fee of between 10 and 50 Euros. For per minute interpreting rates, it must be highlighted that little under half of respondents said that they did not want to provide this service. From those who did offer the service, however, 20% agreed on a fee of between 2-10 Euros, 17% on a fee between 10-50 Euros, while a minimal percentage considered a fee greater than 100 Euros appropriate.
A similar trend was also observed in the case of remote interpreting, with the greatest variation relating to fees corresponding to a half-day of work.

	0/2€	2/10€	10/50€	50/100€	100/200€	>200€	I would not offer this service
One minute	8%	**20%**	17%	3%	2%	3%	47%
One hour	0%	0%	**31%**	**39%**	10%	12%	8%
Half a day	0%	0%	1%	10%	**39%**	**47%**	4%
One day	0%	0%	1%	1%	8%	**86%**	4%

Figure 48.a In your opinion, what would a fair rate be for a face-to-face interpreting session: (n=262)

	0/2€	2/10€	10/50€	50/100€	100/200€	>200€	I would not offer this service
One minute	19%	**30%**	10%	4%	2%	2%	33%
One hour	0%	5%	**43%**	**30%**	6%	10%	6%

Half a day	0%	0%	4%	19%	**35%**	**33%**	9%
One day	0%	0%	1%	5%	16%	**67%**	11%

Figure 48.b In your opinion, what would be a fair rate for a remote interpreting session working from home or office: (n=262)

5.4 Conclusions

The second target group for the Survey, presented in this chapter, were language service providers (LSP); freelancers, agencies or private businesses or service cooperatives. Overall, the majority of participants in the Survey sole traders and/or freelancers (89%), with some variation depending on country: in Spain, private businesses or agencies and service cooperatives completed the Survey in greater measure (27%).

Analysing the professional profile, almost all defined themselves as interpreters (88%), 63% as translators, 30% as cultural and linguistic mediators and 19% as linguistic experts; there were an additional 17% of bilingual individuals.
Interpreting was the main occupation for 66% of respondents, with remarkable regional diversity (78% in Italy v 33% in Spain), and more than half (56%) had been in the profession for more than 10 years.

The most widely used language, with the greatest level of expertise is English (96% from basic to native speaker level), followed by Spanish, French and then Italian (only Surveyed in the United Kingdom).

The main characteristic for working as an interpreter/cultural and linguistic mediator is gaining practical experience (for 71.4% of respondents), followed by taking professional refresher courses (58.4%), higher education (52.5%) or professionalising courses (50.4%), while enrolling in a trade association is considered less important.

The market shows some regional variation: 64% of interpreters/mediators in the United Kingdom, and 77% in Italy work with private clients, whereas in Spain that percentage is less, with over 50% of their clients in the public sector. The sectors providing most employment were conferences (49%) and business (57%), followed by the healthcare sector and public services.

More than 60% of respondents offered both face-to-face and remote interpreting services, while just remote interpreting was performed by a minimal percentage (5%) of respondents. Less widespread was video remote interpreting (25%), in favour of over-the-phone interpreting (33%) and, most of all, face-to-face interpreting (65%), with a preference, however, for video remote interpreting as it is the most similar to face-to-face interpreting.

Remote interpreting services:
- are offered primarily from home or from a personal office. 19% are employed by a call centre;
- In terms of overall workload, 34% of respondents said that the amount of time they dedicated to remote interpreting was minimal (less than 10%), while for 17% remote interpreting occupied most of their time;
- the fields with the highest use are the social and health sector (43%), the business sector (33%) and healthcare services (32%). It's is worth pointing out that 20% of respondents consistently use remote interpreting in the legal-administrative field, and 10% for training;
- in 62% of cases, tests or selection criteria are required to carry out the role of an interpreter, and 38% use training sessions following selection, particularly in Spain where greater attention is placed on both the selection of professionals and in their training;
- An existing need for remote interpreting was observed (85%), especially in Spain (94%);
- Almost all respondents believed offering training courses specific to remote interpreting could be useful in offering a higher quality of interpreting service;

- Remote interpreting is considered especially useful in the business, social and health, and public service sectors. It is considered a little less relevant for conferences and training.

Generally, the service quality elements evaluated positively by more than 80% of respondents are:
- the physical presence of the interpreter where the service has been requested;
- the possibility of collaborating with agencies or interpreting services while working from home or an office, without any commute of business-related travel.

These are opposing motivations that, in the first instance, favour face-to-face interpreting and in the second, remote interpreting.

In conclusion, in relation to price, an analysis of the service costs for face-to-face interpreting, more than 70% of respondents believe that the cost for 1 hour of interpreting should be between €10-€100; for half of respondents, then, the cost for a half-day should not exceed €100, while 8 out of 10 people think it should be more than €200 for the entire day, whereas this percentage is 67% for remote interpreting.
For sessions of other durations, there is little to distinguish the costs for remote interpreting from those for face-to-face interpreting.

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6. Conclusions: clients and interpreters, comparing opinions

In this section we want to attempt to make a comparison, limited to the questions where it is possible, between the user's point of view and that of the LSP in order to detect any diversity.

6.1 Comparisons relating to brief sessions

The first comparison (figure 49a) is in relation to the following statements which relate to short interpreting sessions:

- wording of the question for clients: "Being able to book an interpreter for short sessions (e.g. a few minutes);
- wording of the question for interpreters: "Not being able to provide short interpreting sessions to customers (e.g. sessions of a few minutes)".

Both parties reacted positively to this aspect. There was, however, a greater propensity on the part of the service users compared to suppliers: 52.3% of clients view the possibility of booking an interpreter for short sessions very positively, whereas the percentage of interpreters that were well-disposed to offering this service was 38.7%. So there is a substantial difference between the possible demand for a "per minute" interpreting service and its potential supply.

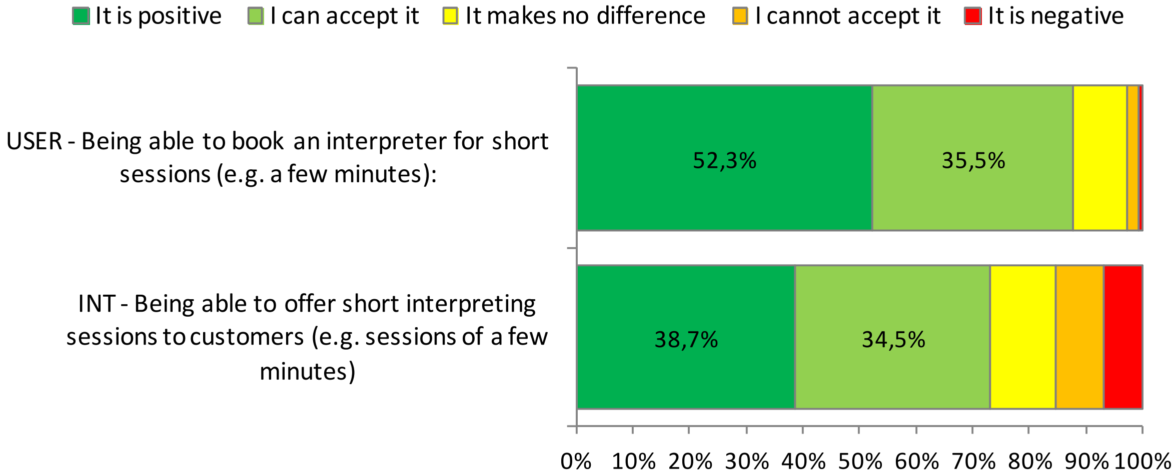

Figure 49.a Opinions of short interpreting sessions

6.2 Comparisons regarding the physical presence of the LSP when providing their services

The second comparison observed (figure 49b) is related to the interpreter's physical presence:

- wording of the question for clients: "The fact of having an interpreter physically present at the time of the interaction";
- wording of the question for interpreters: "Being physically present at the place".

Being present at the location the interaction is taking place is a positive aspect for more than 80% of interpreters, while less need was recorded on the part of the clients: even though more than half judged this positively, the physical presence was not considered an indispensable requirement for approximately half of the service users. However, negative evaluations across both target groups were virtually zero.

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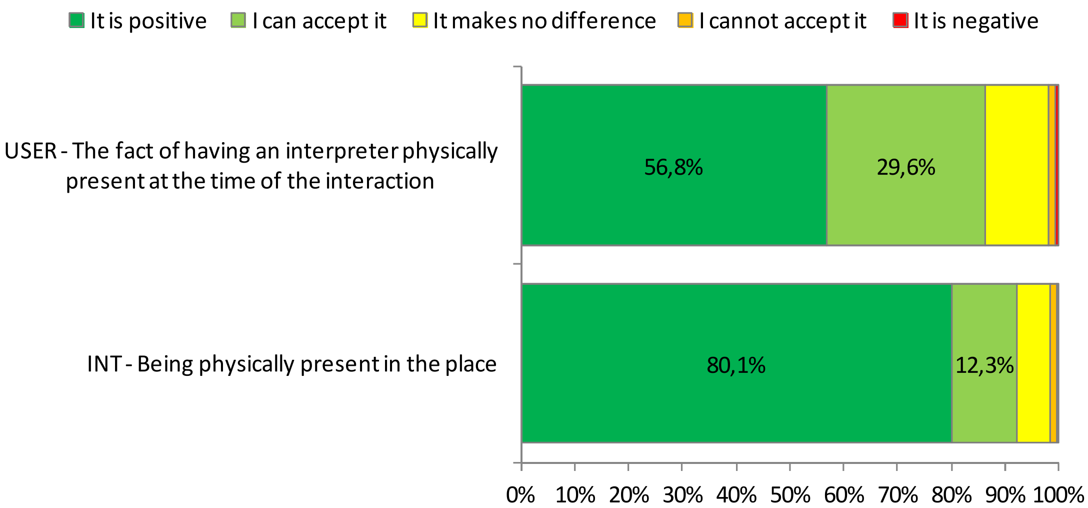

Figure 49.b Opinions on face-to-face interpreting sessions

6.3 Comparisons regarding the physical presence of the LSP when providing their services

The third aspect of comparison (figure 49.c) represents the negation of the second element presented, namely the physical absence of the interpreter at the time of the interaction:

- wording of the question for clients: "Not having an interpreter physically present at the time of the interaction";
- wording of the question for interpreters: "The fact that it is not necessary to be at the place where the service of interpreting is required (thus providing a service remotely using advanced technology)".

As stated in the previous chapters, the negation contained within the statement may lead to interpretive errors on the part of some respondents, so the data must be analysed accordingly.
The percentages of positive and negative evaluations, in fact, do not complement those regarding the physical presence of the professional, as you would expect.
Contrary to the previously specified statement, the percentage positively rating the interpreter's non-presence in the meeting is greater among the interpreters than among clients. It is worth pointing out that 10% from both target groups rated this aspect negatively.

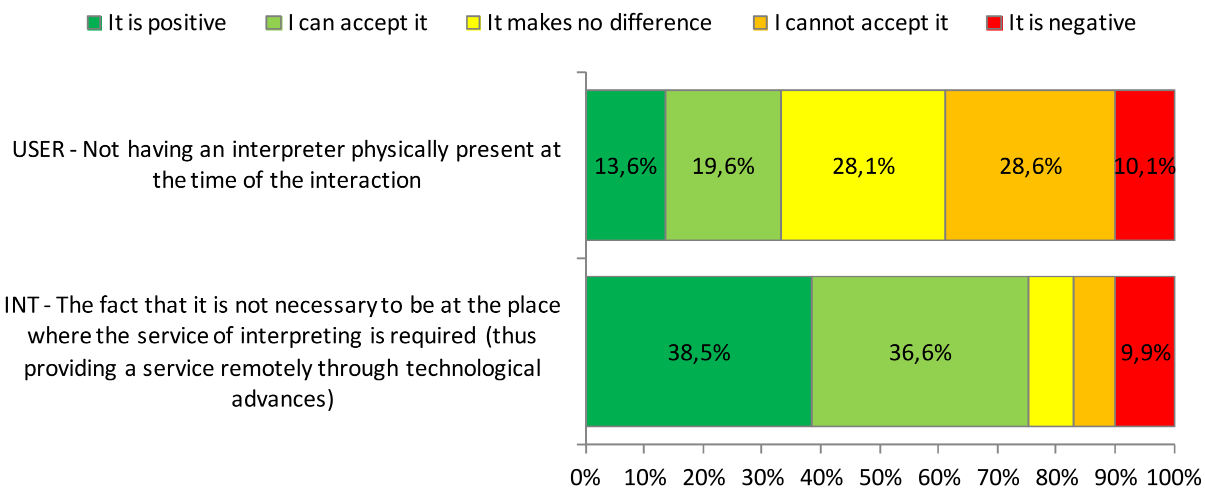

Figure 49.c. Opinions on the non-physical presence of the interpreter during interpreting sessions

6.3 Comparisons regarding the possibility of recording interpreting sessions

The fourth and final element for comparison (figure 49d) regards the possibility of receiving a recording of the interpreting session:

- wording of the question for clients: “Receiving a recording of the conversation at the end of the session”;
- wording of the question for interpreters: “Being able to have the audio/video recording at the end of an interpreting session (for example, to be able to respond to customer complaints)”.

For over half of interpreters this represents a positive element insofar as it is a form of protection, for example in any instance of complaint on the part of the client, while for clients this is less relevant: it is considered very positive by 37% of clients, and of medium importance by a further 37%.

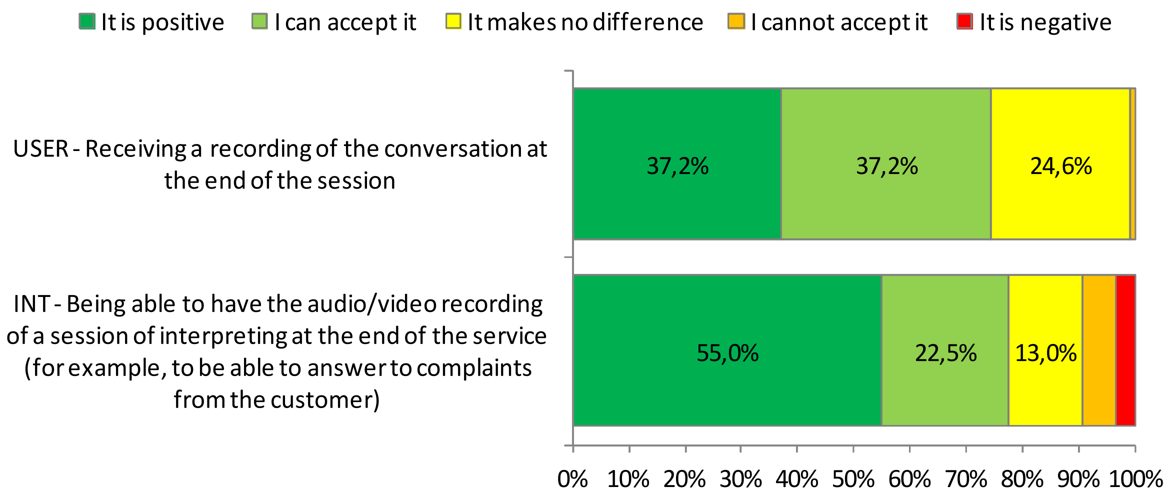

Figure 49.d Opinions on audio/video recording of interpreting sessions

A. List of graphs

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B. Customers And Users Survey

SURVEY - CUSTOMERS AND USERS

Thanks for agreeing to complete this survey. Your answers will be used for academic research purposes. The information you provide will be used only in aggregate form and may in no way be attributed to you. The final results will support an academic research project on professional interpretation services.
The survey takes about 15 minutes.

For more information: www.shiftinorality.eu
Contacts: info@veasyt.com / shift@dipintra.it

Questions marked with a star (*) are mandatory.

----

1. **The company/organisation you work for is: ***
Mark only one answer.

Self-employed professional (freelance / sole trader) *(Go to the question 12)*
Privately owned company (srl, ltd, sl) *(Go to the question 4)*
Public company (spa, sa, plc) *(Go to the question 4)*
Public administration *(Go to the question 2)*
Other: *(Go to the question 4)*

2. **The public organisation is: ***
Select all applicable entries.

State-owned
Regional
National

3. **Field of operation: ***
Select all applicable entries.

Healthcare
Justice sector and law enforcement
Legal settings
Education (school / university)
Trade association (Chamber of Commerce)
Other:
(Go to the question 5)

4. **Main activity sector (multiple answers allowed): ***
Select all applicable entries.

Agriculture Industry Commerce Services
Tax consulting
Healthcare
Culture/Tourism
Hospitality/ Catering
Educational (school / university / training organization)
Trade association
Privatized public company
Other:

5. **Number of employees or collaborators in the organization you work for: ***
Mark only one answer.

Less than 10

10-49
50-249
250 or more

6. **The company is registered in: ***
Mark only one answer.

Italy
Spain
United Kingdom
Other:

7. **Is the company a multinational? ***
Mark only one answer.

Yes
No *(Go to the question 9)*

8. **Where is the headquarters located?**
____

9. **Does the company have other offices abroad? ***
Mark only one answer.

Yes
No

10. **What is your role within the company/organisation? ***
Mark only one answer.

Executive / Manager
Employee / Worker
External consultant
Other:

11. **In what area of the company/organisation do you work? ***
Mark only one answer.

Management
Administration
Legal
Sales
Production
Communication
Design
Marketing
Logistics and Purchase Department
Human Resources
IT
Quality R&D Healthcare
Customer care
Other:
(Go to the question 13)

12. **What type of service do you provide? ***
Mark only one answer.

Administrative
Legal
Sales
Production
Communication
Design Marketing
Logistics and Procurement
Human Resource management

IT
Quality assurance
R&D
Healthcare services
Customer care
Other:

13. **In your work, do you sometimes have to communicate with people or organisations/companies who speak a foreign language? ***
Mark only one answer.

Yes *(Go to the question 15)*
No *(Go to the question 14)*

14. **Do you think you might need to do so in the future? ***
Mark only one answer.

Yes
No *(Stop filling out the form)*

15. **Please indicate how frequently the company/organisation you work for needs to interact in the following languages: ***
Mark only one answer per line.

Never / Seldom / Sometimes/ Often / Always
English
French
German
Spanish
Arabic
Chinese
Russian
Italian
Sign language

16. **Please indicate any other languages your company/organisation has to interact in, if applicable**

____
(Go to the question 19)

17. **Please indicate how frequently the company/organisation you work for expects it will need to interact in the following languages: ***
Mark only one answer per line.

Never / Seldom / Sometimes/ Often / Always
English
French
German
Spanish
Arabic
Chinese
Russian
Italian
Sign language

18. **Please indicate any other languages your company/organisation expects it will need to interact in, if applicable**

____

19. **How do you evaluate the language skills in the company/organisation you work for, in relation to the needs you have experienced so far? ***
Mark only one answer.

Completely inadequate
Quite inadequate

Neither inadequate nor adequate
Quite adequate
Completely adequate

20. **How frequently do you experience communication difficulties in your professional activity with people who speak a different language? ***
Mark only one answer.

Never
Seldom
Sometimes
Often
Always

21. **How do you solve the communication problems you encounter with people who speak a different language? ***
Mark only one answer per line.

Never / Seldom / Sometimes / Often / Always

We do not use any aid or support, even if this brings forth communication problems
We rely on anybody who has some skills in the language needed (friends, acquaintances, etc.)
We rely on specific employees
We hire conference interpreters or community/business liaison interpreters

22. **In your professional activity, how often do you use interpreters? ***
Mark only one answer.

Never *(Go to the question 26)*
Seldom
Sometimes
Often
Always

23. **How would you rate your experience at work with interpreters in relation to the parameters listed below? ***
Mark only one answer per line.

Very unsatisfactory / Quite unsatisfactory / Neither satisfactory nor unsatisfactory / Satisfactory / Very satisfactory

Quality of service
Value for money
Ease of finding available professionals

24. **Have you encountered any problems when working with conference interpreters or community/business liaison interpreters? If yes, please explain briefly ***

____

25. **How long does it take for the company / organization to find an available interpreter? ***
Mark only one answer.

Less than 15 minutes
Between 15 minutes and 1 hour
Half a day
More than half a day
Other:

26. **Below you will find a list of tasks which are often performed in work contexts. Please select those that you think may require the services of an interpreter ***
Mark only one answer.

30 minutes or less / 1 hour / 2 hour / half a day / one day

Drafting contracts and sales agreements
Fairs and events

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Customer service / After sales
Training of partners
Requesting information / surveys
Conferences
Healthcare
Asking for information at a info point
Law enforcement agencies / police

27. **How long do you think the meetings where you might need a conference interpreter or community/business liaison interpreter should last on average? ***
Mark only one answer per line.

30 minutes or less / 1 hour / 2 hour / half a day / one day

Drafting contracts and sales agreements
Fairs and events
Customer service / After sales
Training of partners
Requesting information / surveys
Conferences
Healthcare
Asking for information at a info point
Law enforcement agencies / police

28. **You are: ***
Mark only one answer.

Self employed professional *(Go to the question 35)*
Employee/Manager of a privately owned company *(Go to the question 34)*
Employee/Manager of a public company *(Go to the question 34)*
Employee/Manager of a public administration *(Go to the question 29)*

29. **Are you aware of the directives that protect foreign language citizens and guarantee them an interpreting service in situations of primary importance? ***
Mark only one answer.

No
I know they exist, but I don't know exactly what they say
Yes, I know them very well

30. **In what area of the organisation do you work? ***
Mark only one answer.

Management *(Go to the question 31)*
Administration *(Go to the question 32)*
Legal *(Go to the question 31)*
Sales *(Go to the question 31)*
Production *(Go to the question 31)*
Communication *(Go to the question 32)*
Design *(Go to the question 31)*
Marketing *(Go to the question 32)*
Logistics and Purchase Department *(Go to the question 31)*
Human Resources *(Go to the question 31)*
IT *(Go to the question 31)*
Quality assurance *(Go to the question 31)*
R&D *(Go to the question 31)*
Healthcare *(Go to the question 33)*
Customer care *(Go to the question 32)*

31. **Based on your professional experience, how often do you think the presence of an interpreter would be needed in the situations below? ***
Mark only one answer per line.

Never / Seldom / At least once a month / at least once a week / everyday

Meeting with a foreign client

Meeting with a foreign colleague
Meeting with a foreign consultant /supplier
(Go to the question 36)

32. **Based on your professional experience, how often do you think the presence of an interpreter would be needed in the situations below? ***
Mark only one answer per line.

Never / Seldom / At least once a month / at least once a week / everyday

Interaction at a public- facing desk (e.g.: info- point, public records office) with foreign citizens
Meeting in a public office with foreign citizens
Meeting with foreign operators
(Go to the question 36)

33. **Based on your professional experience, how often do you think the presence of an interpreter would be needed in the situations below? ***
Mark only one answer per line.

Never / Seldom / At least once a month / At least once a week / Everyday

Medical examinations of foreign citizens
Conversations with foreign colleagues
(Go to the question 36)

34. **Based on your professional experience, how often do you think the presence of an interpreter would be needed in the situations below?**
Mark only one answer per line.

Never / Seldom / At least once a month / at least once a week / everyday

Meetings with foreign suppliers
Meetings with foreign customers Meetings/Board meeting with foreign partners/shareholders
Customer care for foreign customers
(Go to the question 36)

35. **Based on your professional experience, how often do you think the presence of an interpreter would be needed in the situations below? ***
Mark only one answer per line.

Never / Seldom / At least once a month / at least once a week / everyday

Meeting with a foreign client
Meeting with a foreign colleague
Meeting with a foreign consultant / supplier

36. **Compared to the average costs of hiring a conference interpreter or community/business liaison interpreter, how much more would you be willing to pay, as a percentage, to receive the following services: ***
Mark only one answer per line.

From 1% to 30%/ From 31% to 50% / More than 50%

Having an interpreter physically present at the meeting location instead of having him/her remotely
Having a professionally certified interpreter
Having an interpreter who is personally recommended by other customers
Having an interpreter who is always available within minutes Receiving a recording of the conversation after the meeting Having the option to work with the same interpreter for a complete series of meetings

37. **How often during business hours does the company / organization you work for use the following: ***
Mark only one answer per line.

Never / Seldom / Sometimes/ Often / Always

On-site conference interpreters or community/business liaison interpreters
Remote conference interpreters or community/business liaison interpreters over the phone

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Video remote conference interpreters or community/business liaison interpreters

38. **Which of the three modes to manage interpreting (on-site, remote via the phone, remote on a video-call) do you find more practical for your working conditions and why? ***

____

39. **In general, which of the three modes mentioned above do you think is easier to manage and why? ***

____

40. **Have you ever used remote interpreting in your professional activity? ***
Mark only one answer.

Yes
No*(Go to the question 46)*

41. **In your professional experience with remote conference interpreters or community/business liaison interpreters, how are the parties involved distributed during the interpreting session and how frequently? ***
Mark only one answer per line.

Never / Seldom / Sometimes / Often / Always

Interlocutors are present on-site, the interpreter/community interpreter is in remote mode
All interlocutors are in remote mode, in different locations

42. **Do you think there are work situations where remote interpreting could be more effective than on-site? Please explain your answer ***

____

43. **How would you rate the following communicative features in remote interpreting? ***
Mark only one answer per line.

Negative / Positive / Irrelevant

Physical distance between the parties
Absence of eye contact with one or more of the parties involved (interpreting over the phone)
Immediate availability of the interpreter
The interpreter can work from home
Use of a telephone and a telephone line
Use of a computer or a mobile

44. **In general, how would you describe your experience using remote interpreting? Please explain your answer ***

____

45. **Would you recommend remote interpreting to a colleague/acquaintance / company / organisation if they needed to interact with foreign language speakers? Please explain your answer ***

____

46. **How important do you think the following factors are in assuring the quality of the interpreting service (both on-site and remote)? ***
Mark only one answer per line.

Not important at all / Quite unimportant / Neither important nor unimportant / Quite important / Very important

The interpreter has university-level training
The interpreter is a member of a relevant professional association
Positive feedback from people/organizations who have used the service before
The interpreter has significant professional experience
The interpreter belongs to the foreign language community (mother tongue)
You have the option to choose the interpreter based on his/her: specialization, education, experience

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47. **T/F - The costs for interpreters' professional services are generally high ***
Mark only one answer.

True
False

48. **T/F - There are specific professional associations for interpreters ***
Mark only one answer.

True
False

49. **T/F - Interpreters, in general, are not often hired by the public administration ***
Mark only one answer.

True
False

50. **The fact of having an interpreter physically present at the time of the interaction: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

51. **Having an interpreter always available within a few minutes, but "online" and therefore not physically present: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

52. **Being able to book an interpreter for short sessions (e.g. a few minutes): ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

53. **Not having an interpreter physically present at the time of the interaction: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

54. **Receiving a recording of the conversation at the end of the session: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

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55. **Being able to use the same interpreter for all meetings: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

56. **The fact the interpreter is not always available within a few minutes, but "online" and therefore not physically present: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

57. **In your opinion, how much would a fair fee be for a session of on-site interpreting of: ***
Mark only one answer per line

	10/50€	50/100€	100/200€	>200€
One hour				
Half a day				
One day				

58. **In your opinion, what would a fair rate for a session of over the phone interpreting of: ***
Mark only one answer per line

	0/2€	2/10€	10/50€	50/100€	100/200€	>200€
One minute						
One hour						
Half a day						
One day						

59. **In your opinion, what would a fair rate for a session of video remote interpreting of: ***
Mark only one answer per line

0/2€ / 2/10€ / 10/50€ / 50/100€ / 100/200€ / >200€

One minute
One hour
Half a day
One day

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C. Interpreter Survey

SURVEY - INTERPRETERS

Thanks for agreeing to complete this survey. Your answers will be used for academic research purposes.
The information you provide will be used only in aggregate form and may in no way be attributed to you. The final results will support an academic research project on professional interpretation services.
The survey takes about 15 minutes.

For more information: www.shiftinorality.eu
Contacts: info@veasyt.com / shift@dipintra.it

Questions marked with a star (*) are mandatory.

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1. **Your organization/activity is: ***
Mark only one answer.

Sole trader / self employed *(Go to the question 8)*
Private company or agency (no freelance)
Cooperative business - service provider

2. **How many conference interpreters and public service/business liaison interpreters work with you? ***
Mark only one answer.

1
Less than 50
50-150
150 or more

3. **What is your role within the company/organization: ***
Mark only one answer.

Executive
Employee
External consultant
Other:

4. **What languages do you interpret and at what level? ***
Mark only one answer per line.

Not covered / Basic/ Professional / Mother tongue

English
French
German
Spanish
Arabic
Chinese
Russian
Italian
Sign language (LIS, BSL, LSE, ecc.)

5. **Please specify further languages covered, if any, and with what levels of skills**

____

6. **What is the interpreters' level of education? ***
Select all applicable entries.

Bachelor's degree

Master's degree
Post-Master's
Education PhD
Vocational training
On-the-job training
Other:

7. **What do you think the most important factor is when selecting an interpreter? ***
Mark only one answer.

University degrees or professional diplomas in interpreting
Membership of relevant professional bodies
Previous interpreting experience
Oral language test
Written language test
Practical interpreting test
Other:

8. **How would you define your professional position? (multiple answers allowed) ***
Select all applicable entries.

Linguistic Expert
Conference interpreter
Bilingual
Public service/business liaison interpreter
Translator
Other:

9. **What languages do you interpret and at what level?**
Mark only one answer.

Not covered / Basic/ Professional / Mother tongue
English
French
German
Spanish
Arabic
Chinese
Russian
Italian
Sign language (LIS, BSL, LSE, etc.)

10. **Please specify further languages interpreted, if any, and at what levels of skills**
____

11. **What is your level of education? ***
Select all applicable entries.

Bachelor's degree
Master's degree
Post-Master's
Education PhD
Vocational training
On-the-job training
Other:

12. **Which of these activities do you consider important for working as an interpreter: ***
Select all applicable entries.

Having a university degree
Having a professional specialisation degree
Attending professional training courses
Being a member of a professional association
Acquiring practical experience
Other:

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13. **Is your activity as an interpreter your main occupation? ***
Mark only one answer.

Yes
No

14. **Please state the number of years of experience you have as an interpreter: ***
Mark only one answer.

Less than 1
Between 1 year and 5 years
Between 6 year and 9 years
10 years or more

15. **What studies are you planning to start or complete in the near future? ***
Mark only one answer.

Master's/Postgraduate/Professional training
Master-level degree
Bachelor's degree
None
Other:

16. **Which type of clients do you most regularly provide interpreting services for? ***
Mark only one answer.

Public
Private

17. **In what areas do you work the most and how frequently? ***
Mark only one answer per line.

Never / Rarely / Occasionally / Quite often / Very Often
Healthcare
Legal
Public services at national/regional/central level Education
Business
Conferences

18. **Do you offer on-site interpreting services? ***
Mark only one answer.

Yes
No

19. **Do you offer remote interpreting services (over the phone or via video call)? ***
Mark only one answer.

Yes *(After the last question in this section, go to the question 23)*
No (*After the last question in this section, go to the question 21*)

20. **How often do you work in the following settings? ***
Mark only one answer per line.

Never / Once in a month / Once in a week / Once in a day / Several times a day
On-site interpreting
Remote interpreting over the phone
Video remote interpreting

21. **For on-site services, which languages are required most? ***
Select all applicable entries.

English
French
German
Spanish

Arabic
Chinese
Russian
Italian
Sign language (LIS, BSL, LSE, etc.)
Other:

22. **When you provide on-site services, on what basis do you offer these services : ***
Select all applicable entries.

Per day
Per half a day
By the hour
By the minute
Other:
(Go to the question 33)

23. **For remote services, which languages are required most? ***
Select all applicable entries.

English
French
German
Spanish
Arabic
Chinese
Russian
Italian
Sign language (LIS, BSL, LSE, ecc.)
Other:

24. **In what fields is remote interpreting used the most and how frequently? ***
Mark only one answer per line.

Never / Once in a month / Once in a week / Once in a day / Several times a day

Healthcare
Legal
Public services
Education
Business
Conferences

25. **Write down the percentage of the total of your requests for remote interpreting services ***
____

26. **Remote interpreters work: ***
Select all applicable entries.

From home / personal office
From a call centre
Both from home and from a call centre
Other:

27. **Generally speaking, how are the parties distributed during remote interpreting sessions? ***
Mark only one answer.

Interlocutors are present in person, the interpreter is in remote mode
All interlocutors are in remote mode, all in different locations

28. **At the end of the remote interpreting session, are your clients able to provide feedback on the service provided? ***
Mark only one answer.

Yes
No

29. **Do you require specific tests or compliance with specific criteria to select interpreters who will work in remote mode? ***
Mark only one answer.

Yes
No

30. **After the selection, do you offer training sessions (online or offline) to interpreters who will work in remote mode? ***
Mark only one answer.

Yes
No

31. **Do you think that providing specific training for remote interpreting (as part of a university training programme, for example) could be useful to provide a higher-quality service? ***
Mark only one answer.

Yes
No

32. **When you provide remote services, on what basis do you offer these services: ***
Select all applicable entries.

Per day
Per half day
By the hour
By the minute
Other:

33. **How useful do you think remote interpreting can be in the following areas? ***
Select all applicable entries per line.

Not useful / Quite useful / Very useful

Healthcare
Legal
Public services Education Business Conferences

34. **In your opinion, what would a fair rate be for a session of dialogue interpreting of: ***
Select all applicable entries per line.

0/2€ / 2/10€ / 10/50€ / 50/100€ / 100/200€ / >200€ / I would not offer this service
One minute
One hour
Half a day
One day

35. **Do you think today there is a real need for remote interpreting? ***
Mark only one answer.

Yes
No

36. **Please explain your answer ***

____

37. **From a professional point of view, when working in the remote interpreting mode, do you prefer working over the phone or via video call? Please explain your answer ***

____

38. **Do you prefer working from home or in a call centre? Please explain your answer ***

____

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39. **Being physically present in the place: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

40. **Being able to offer short interpreting sessions to customers (e.g. sessions of a few minutes): ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

41. **Being able to have the audio/video recording of a session of interpreting at the end of the service (for example, to be able to answer to complaints from the customer): ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

42. **The fact that it is not necessary to be at the place where the service of interpreting is required (thus providing a service remotely through technological advances): ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

43. **Being able to work from home or the office for an interpreting agency, without any travel or commuting: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

44. **Not being able to provide short interpreting sessions to customers (e.g. sessions of a few minutes): ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

45. **Having to travel or commute to provide interpreting services: ***
Mark only one answer.

It is positive
I can accept it
It makes no difference
I cannot accept it
It is negative

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46. **In your opinion, what would a fair rate be for a session of on-site interpreting of: ***
Mark only one answer per line.

	0/2€	2/10€	10/50€	50/100€	100/200€	>200€	I would not offer this service
One minute							
One hour							
Half a day							
One day							

47. In your opinion, what would a fair rate be fora session of remote interpreting working from home or office of:*
Mark only one answer per line.

	0/2€	2/10€	10/50€	50/100€	100/200€	>200€	I would not offer this service
One minute							
One hour							
Half a day							
One day							

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