



EMCI Graz Assessment Seminar
5 – 6 April 2008



Conference Interpreting Assessment
"An employer's feedback - SCIC"

Presentation by B. Fox,
Director of Interpreters, DG Interpretation



CUSTOMER SATISFACTION SURVEY

Results of the survey

12 - 23 November 2007



Survey population

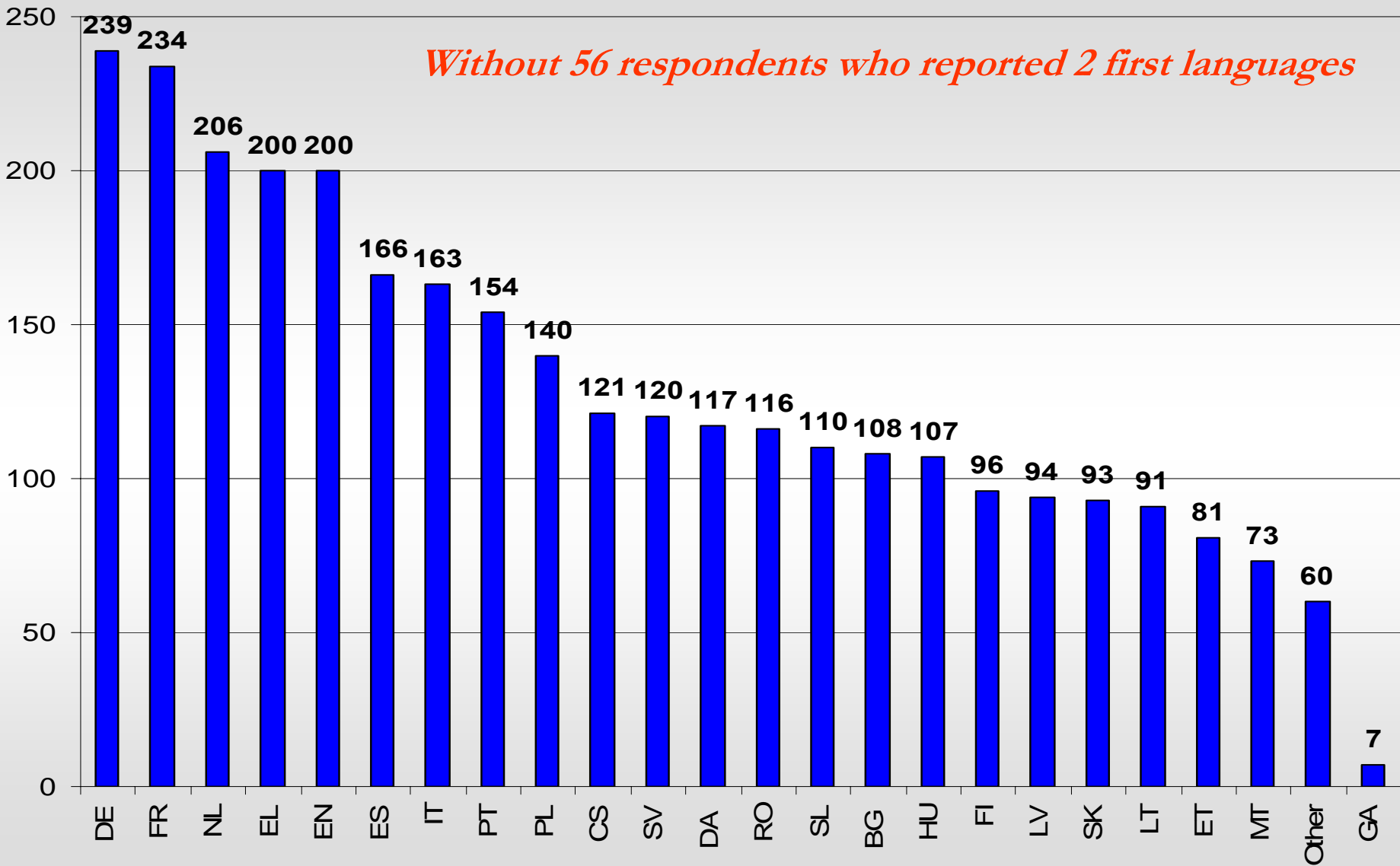


3152 respondents

- 75% attend meetings more than 5 times a year
- 81% come from the Permanent Representations and public administrations in Member States

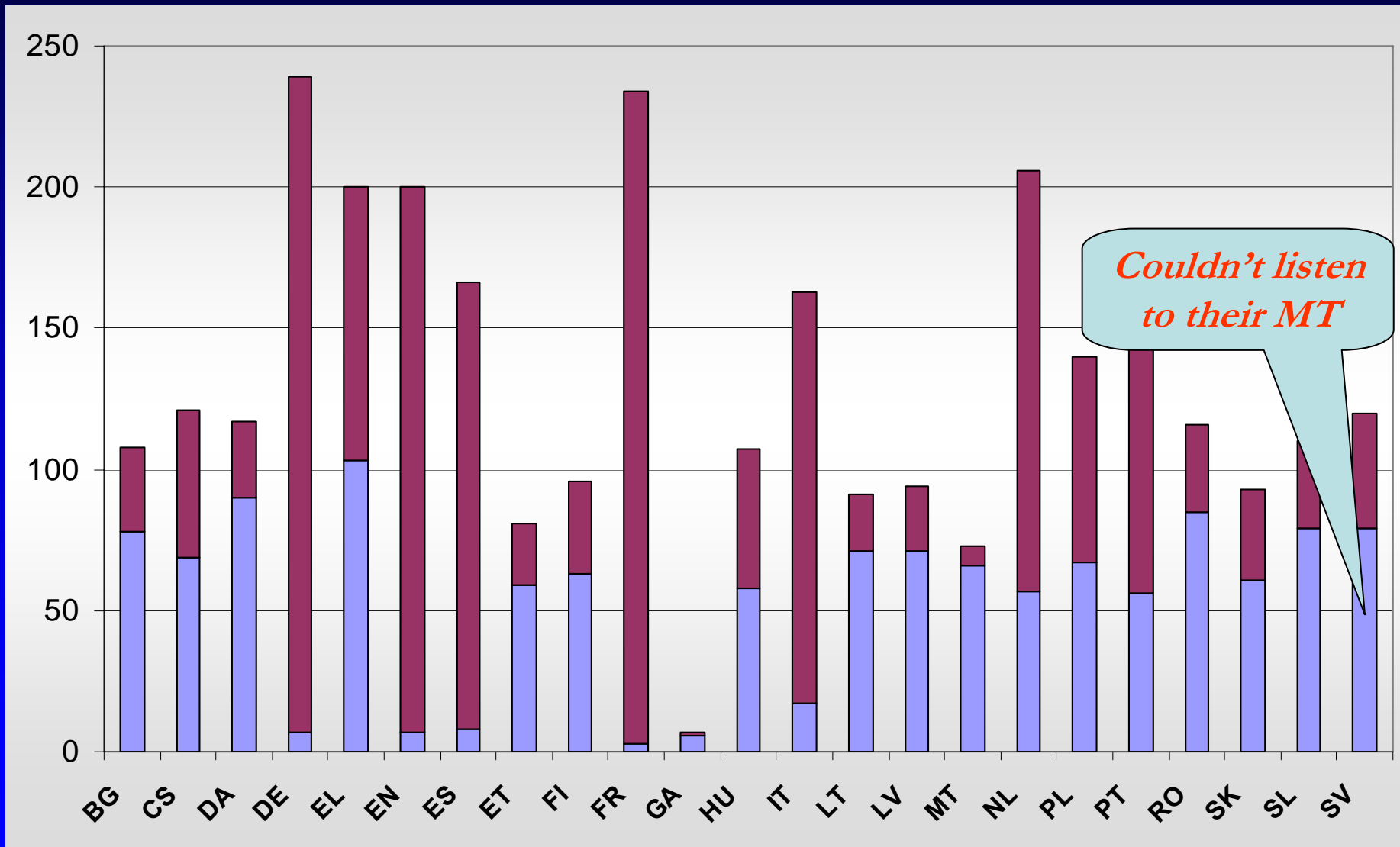



By mother tongue/first language






58% of respondents could listen to the interpretation into their mother tongue





Did they listen to the interpretation into their mother tongue if they could?



- An average of 5% of respondents listened only to some other language(s)...
- ... and 31% listened to their mother tongue *and* other language(s)...
- ➔ ... of the above, 66% listened to EN, 33% to FR, 22% to DE
- Only native English-speakers relied heavily on their own interpretation
- For 11 languages, more than 5% of native speakers didn't listen to their language when they could



	I always listened to the interpretation into some other language(s)	I listened to interpretation into my mother tongue, but also into some other language(s)	I listened to the interpretation only into my mother tongue
MT - Malti	14,3%	57,1%	28,6%
SV - Svenska	13,5%	40,5%	45,9%
SK - slovenčina	12,5%	40,6%	46,9%
LT - lietuvių kalba	10,0%	15,0%	75,0%
PL - polski	9,9%	29,6%	60,6%
NL - Nederlands	8,3%	37,9%	53,8%
BG - български език	7,4%	44,4%	48,1%
IT - Italiano	6,9%	25,7%	67,4%
SL - slovenščina	6,9%	48,3%	44,8%
DE - Deutsch	6,3%	39,6%	54,1%
EL - Ελληνικά	5,4%	28,0%	66,7%
LV - latviešu valoda	4,8%	28,6%	66,7%
ET - Eesti keel	4,5%	27,3%	68,2%
ES - castellano	4,5%	19,4%	76,1%
PT - Português	4,2%	27,1%	68,8%
FR - français	4,1%	27,9%	68,0%
DA - dansk	3,8%	23,1%	73,1%
FI - suomen kieli	3,4%	55,2%	41,4%
RO - română	3,2%	48,4%	48,4%
CS - čeština	2,0%	44,0%	54,0%
EN - English	0,5%	12,2%	87,3%
HU - Magyar	0,0%	61,9%	38,1%
Total	5,3%	30,8%	63,9%



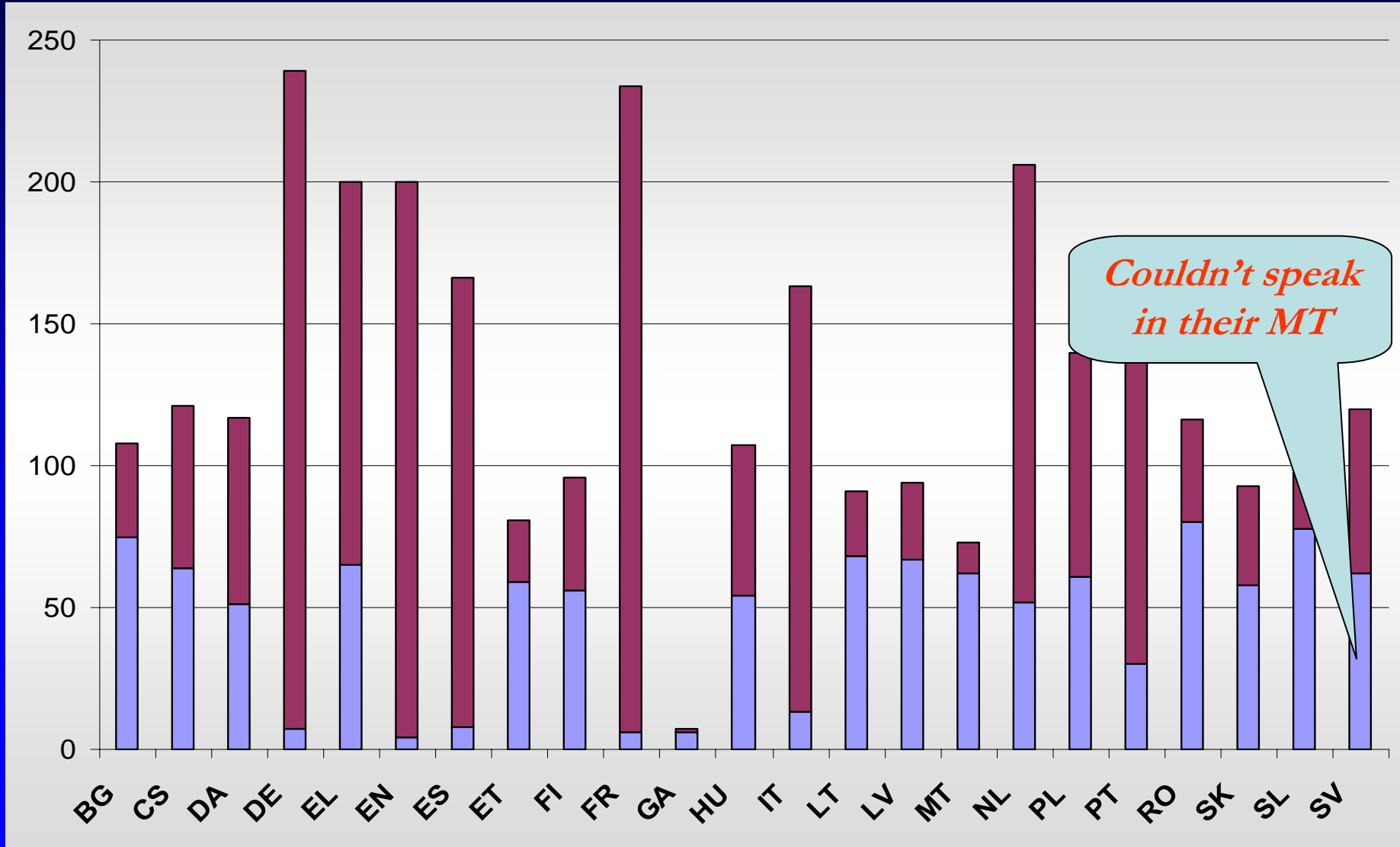
The "Read-out speeches" issue



- Read-out speeches evenly distributed across clients
- 17% of respondents didn't reply to this question
- 33% reported "no opinion"
- Only 8% noticed a deterioration in the quality of interpretation when speeches were read
- 59% didn't notice any drop in quality



63% of respondents could speak in their mother tongue





65% used their mother tongue whenever they could



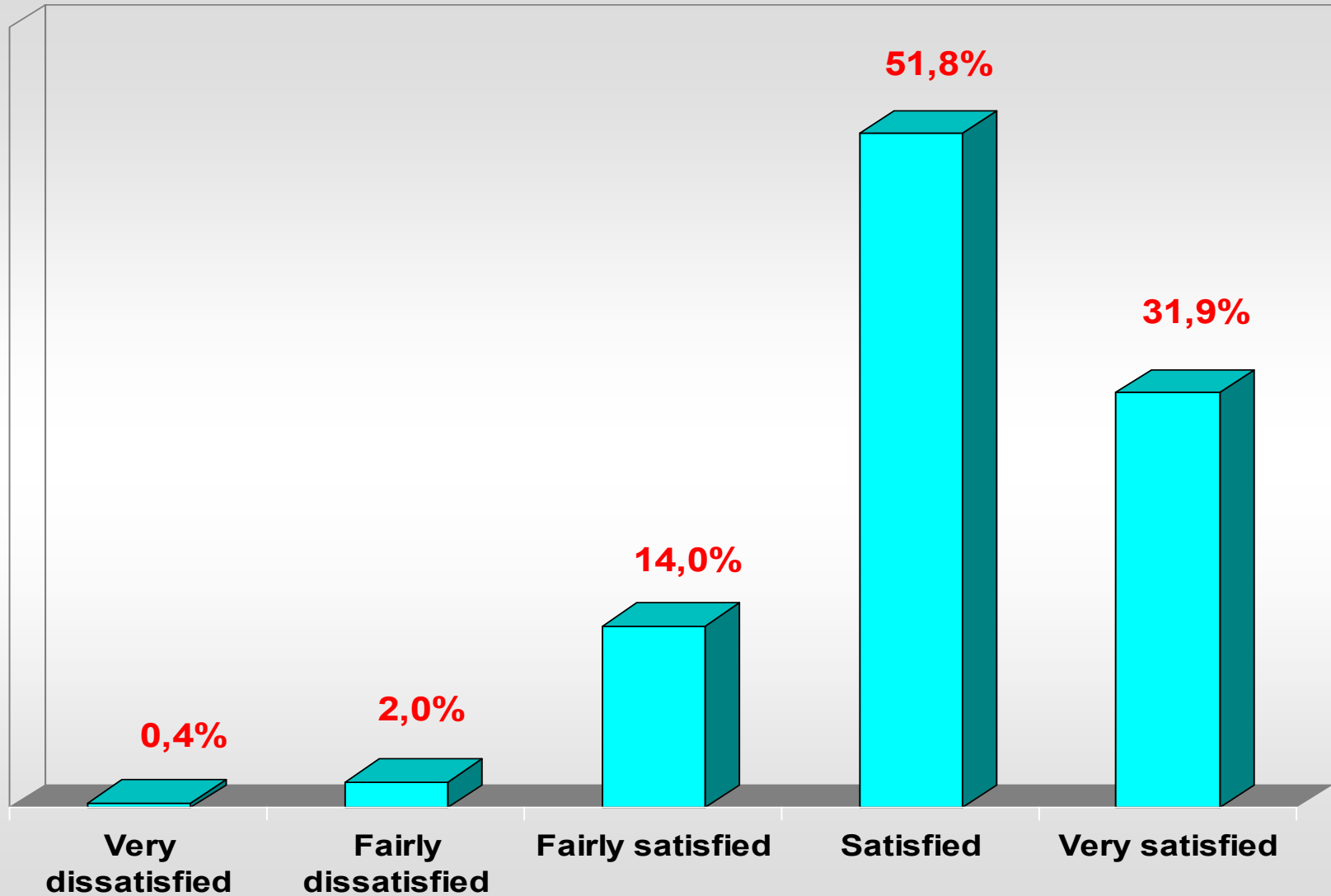
- 7% of respondents didn't always speak in their mother tongue, 3.5% never did
- The "**Danish paradox**": high satisfaction rate towards interpretation, but 22% of Danes don't use the interpretation from their mother tongue
- 19% of respondents who didn't always speak in their mother tongue reported that they were "*worried that interpreters would not convey their message accurately*" (40% of Danes)



	I always spoke in another language	I didn't have to speak	Yes, I used my MT sometimes	Yes, every time I took the floor
DA - dansk	21,2%	22,7%	3,0%	53,0%
LT - lietuvių kalba	8,7%	47,8%	0,0%	43,5%
FI - suomen kieli	8,3%	33,3%	5,6%	52,8%
SL - slovenščina	6,7%	36,7%	3,3%	53,3%
RO - română	5,7%	54,3%	11,4%	28,6%
SV - Svenska	5,6%	25,9%	7,4%	61,1%
EL - Ελληνικά	4,6%	24,6%	4,6%	66,2%
DE - Deutsch	4,5%	19,6%	4,0%	71,9%
LV - latviešu valoda	4,0%	32,0%	8,0%	56,0%
NL – Nederlands	3,4%	31,1%	5,4%	60,1%
BG - български език	3,2%	38,7%	3,2%	54,8%
IT – Italiano	2,7%	17,6%	4,1%	75,7%
PL – polski	2,6%	47,4%	3,8%	46,2%
FR - français	2,3%	21,6%	3,2%	72,9%
ES – castellano	1,9%	15,3%	3,2%	79,6%
CS - čeština	1,8%	30,9%	3,6%	63,6%
PT - Português	1,6%	48,4%	0,8%	49,2%
EN - English	1,0%	25,9%	0,0%	73,1%
HU - Magyar	0,0%	33,3%	8,9%	57,8%
SK - slovenčina	0,0%	38,2%	5,9%	55,9%
ET - Eesti keel	0,0%	54,5%	0,0%	45,5%
MT - Malti	0,0%	27,3%	9,1%	63,6%
Total	3,6%	28,0%	3,7%	64,7%



Overall satisfaction





Satisfaction on the content



	Very satisfied	Satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
Understanding of subject	29.6%	53%	15.1%	1.8%	0.4%
Clarity and accuracy of the message	29.6%	48.2%	18.8%	2.8%	0.6%
Command of language	43.5%	46.6%	8.7%	1.0%	0.2%
Use of appropriate terminology	27%	46.4%	22.9%	3.2%	0.5%



Use of terminology: EUR12 vs EUR15



Satisfaction lower with EUR12 respondents:
69% against 78.5% for EUR15 respondents
(only those who listened only to their mother tongue)



Presentation



Overall satisfaction is high

	Very dissatisfied	Fairly dissatisfied	Fairly satisfied	Satisfied	Very satisfied
Tone of voice	0,2%	1,3%	9,6%	50%	39.2%
Clarity of diction	0,1%	1,0%	10%	46%	42.8%
Liveliness	0,3%	2%	15%	47.3%	35.3%
Pace	0,3%	2,3%	13,9%	48.1%	35.3%



Disturbing factors



	Yes	No	No opinion
Background noise	5%	90.1%	5%
Mics being switched on and off	9.3%	85%	5.7%
Difference in volume between interpreters	19.8%	73.9%	6.2%
and between interpreters and meeting room	20.6%	72.5%	7%

- Significant level of reported disturbance for all questions
- Differences in volume seem to be an important issue



And English ... ?



- Amongst respondents who couldn't listen to their MT...
- 86% listened to EN and other language(s)
- 66% listened to EN only
- Amongst respondents who could listen to their MT...
- 25% listened to EN and other language(s)
- 5% listened to EN only

Native English speakers account for only 12% of the respondents who listened into the interpretation in English



"Pointers for an action plan"



- ☑ A new agenda for training (technical knowledge)
- ☑ Terminology
- ☑ "Disturbing factors"
- ☑ ...

➔ Next survey in 2009





Some highlights



- Only 2,4% of clients dissatisfied
- High satisfaction with command of language (90%)
- Lower satisfaction with "terminology" (73%)
- High overall satisfaction with presentation (tone, pace, liveliness, articulation)
- Some disturbing factors



Could/couldn't listen: a 10-points gap



- Delegates who could listen to the interpretation into their mother tongue: **86.5%** "satisfied" or "very satisfied"
- Delegates who couldn't: **77%**
- Gap applies to all questions
- Delegates without their interpretation are **much more sensitive** to disturbing factors like background noise in the booth,...



Interpreting makes you
10 % happier!