

MELINCO

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Report:

Linguistic
mediation

for

development
cooperation

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Table of contents

1. Introduction	1
2. Methodology	3
2.1 Survey	4
2.1.1 Characteristics of participants in the survey of non-governmental development organisations (NGDOs) working with translators and interpreters	6
2.1.2 Characteristics of participants in the survey of translators and interpreters working within the scope of NGDOs	11
2.2 Focus groups	14
3. Main results: comparative analysis	16
3.1 Current state of communications between NGDO staff and the persons assisted	16
3.2 Training needs detected in professional linguistic mediation	27
4. Conclusions	35
5. Bibliography	39

1. Introduction

The "Linguistic mediation for development cooperation" (MELINCO: 2019-2020) project is focussed on protecting linguistic rights in development cooperation through quality linguistic mediation between non-governmental development cooperation organisations (hereinafter referred to as NGDO) and users and recipients of their social cooperation activities. MELINCO is funded by the Xunta de Galicia's Directorate-General for External Relations and the European Union through its call for research in development cooperation within the framework of the UN's 2030 Agenda. It is coordinated by the University of Vigo (multidisciplinary academic research team: translation and interpreting, sociology, anthropology and pedagogy), with participation from the universities of A Coruña, Alicante, Granada, Jaume I (Castellón) and Trás-os-Montes e Alto Douro (Portugal).

MELINCO firstly aims to identify any linguistic and cultural barriers that may exist between the NGDO staff and the foreign migrant population they assist, by paying special attention to standard practices and possible linguistic rights violation of the persons assisted and thereafter identify the training needs in interpreter-mediated professional linguistic mediation. The plan was to create the following resources after the (oral and written) translation needs had been detected:

- 1) Specialised training in oral linguistic mediation (interpreting) for NGDO staff by taking into account the research findings in this report;
- 2) A good practices guide for working with interpreters in the third sector, taking into account previous experiences: research findings and experience in development of relevant training; and
- 3) Culturally adapted translations of texts provided by participating NGDOs, mostly used in their social projects to assist people.

This research project therefore has a clear applicability: the elimination of linguistic and cultural barriers experienced (during NGDO assistance) by these most vulnerable persons.

The report provides a **comparative analysis** of the results obtained after analysing the activity carried out by the following two connected groups: NGDO technical staff, and translators & interpreters. To this end, we proceeded as follows:

- Methodology (section 2): explanation of the methodological approach used and its techniques. In this case, it involved two surveys and two focus groups. This section describes the fieldwork and the sample selected: characteristics of profile, level of participation, advantages and limitations.
- Main results (section 3): comparative analysis of the data obtained with the techniques used. It involves establishing the differences and similarities of the results obtained by applying two different tools to try and explain (and not just describe) the subject matter studied (Ibáñez, 1986). As Durkheim (1965: 99) points out: "comparative sociology is not a special branch of sociology; it is sociology itself, in so far as it ceases to be purely descriptive and aspires to account for facts". Hence, it is a matter of providing a scientifically reasoned assessment linked to research objectives, which in our case include: detection of language barriers that exist between NGDO staff and the immigrant population they assist, and identification of the training needs for professional linguistic mediation through qualified interpreters.
- Conclusions (section 4).

2. Methodology

A mixed methodology was used to address the two aspects analysed, i.e., on the one hand, the nature of the work performed by NGDO staff working with translators & interpreters, and the work performed by translators & interpreters in such NGDOs, and, on the other hand, their assessments and considerations.

These two aspects require us to use different techniques due to the nature of the information sought. Thus, in the first case, we need to collect comprehensive and systematic data on professional practices related to language use, for which a survey is the most appropriate tool. The second case involves opinions and perceptions in which some reasoned argumentation via professional practice and experiences is required, and hence an approach to discourse content is needed. Therefore, the qualitative technique selected is the focus group, since it fully agglutinates the "common ground" of any sample used. Both approaches complement each other and significant data and assessments have been obtained. A comparison between them permits the possibility of verifying certain patterns and possible inferences, in order to offer explanations that help us to better understand the subject matter studied.

A survey is an extensive social research technique and a systematic way of collecting data on concepts derived from a previously constructed research subject. This data is collected through a questionnaire containing a set of thematically distributed variables to facilitate measurement within a sample. The survey was performed via the Internet and telephone as applicable.

The use of the focus group technique, on the other hand, responds to the search for the so-called conversational ideology, that is, to find an essentially social discourse. This implies that, upon confrontation of ideas and assessments, people with more or less homogeneous characteristics tend to agree on common grounds that arise as a result of dialectical tension-relaxation in group communication. Therefore, an indispensable requirement for inclusion in this focus group was that they practice the same profession and have experienced potentially similar situations. Thus, a collective discourse is established through language, making it a particularly useful technique for obtaining a worldview on the subject matter.

The results of the implementation of these two techniques are presented below.

2.1 Survey

Geographic scope: Galicia

Target population: 1) NGDO staff working with translators & interpreters and 2) translators & interpreters working with NGDOs.

Estimated initial sample: it represents the study population and corresponds to:

- 1) Non-governmental development cooperation organisations (the 99 entities listed in the corresponding register of the Xunta de Galicia in December 2019) and
- 2) Translators and interpreters from the autonomous region (497 persons listed in the official register of the Ministry of Foreign Affairs, European Union and Cooperation, as well as those listed in other sources, mainly the Galician Association of Translation and Interpreting Professionals (AGPTI)).

Field work: Personalised contact was made with each group in the mentioned official list to verify that they complied with the requirements needed for inclusion in the sample.

In the case of NGDOs, the profile sought was that they currently assist foreign migrants who speak a language other than Spanish and Galician in our territory, Galicia. This was the main reason why 43 of the 99 entities on the official list were excluded from the sample. The excluded group contains NGDOs that were not active at the time of study and also those that only operate abroad, that is, those that provide direct assistance to the target population in their territory of origin and, hence, only carry out management and awareness/fund raising actions and social projects in Galicia and/or Spain. Twenty-two ($n=22$) of the remaining fifty-six NGDOs ($n=56$) participated in the survey. This percentage (39.3 % of the study population) is lower than that initially defined, and we needed to reach 87.5 % to obtain reasonable representativeness. The above was probably due to several reasons: a) the survey was conducted online in a self-administered manner (response rate is usually lower); b) the planned time was too short for field work (barely 3 months in which holiday periods hindered follow-up);

and c) the simultaneous preparation of focus groups (all done by a single research assistant hired 10 hours/week: limited human resources to carry out the planned tasks on such scale).

Despite the important sample limitation, we consider the results as valuable since they are uncharted and novel. They point to a possible trend and to situations that have been substantiated by the focus groups; an instrument that effectively complemented the project surveys.

Design: The questionnaire was divided into the following thematic blocks:

NGOs	INTERPRETERS TRANSLATORS
Basic data: type of programmes, staf and languages used	Basic data: type of training, experience and languages
Socio-demographic characteristics of the persons assisted	
Translation considerations (written texts)	
Interpreting considerations (oral exchanges)	
Training	Final considerations

2.1.1 Characteristics of participants in the survey of non-governmental development organisations (NGDOs) working with translators and interpreters

Worth highlighting is the great variability that exists in implementation of programmes that span several action fields, many of which involve communication activities with potential participation of interpreters (e.g. socio-occupational integration, socio-healthcare integration, legal advice...).

Figure 1. Number of participating and non-participating NGDO entities, as well as the main reasons for (self) exclusion

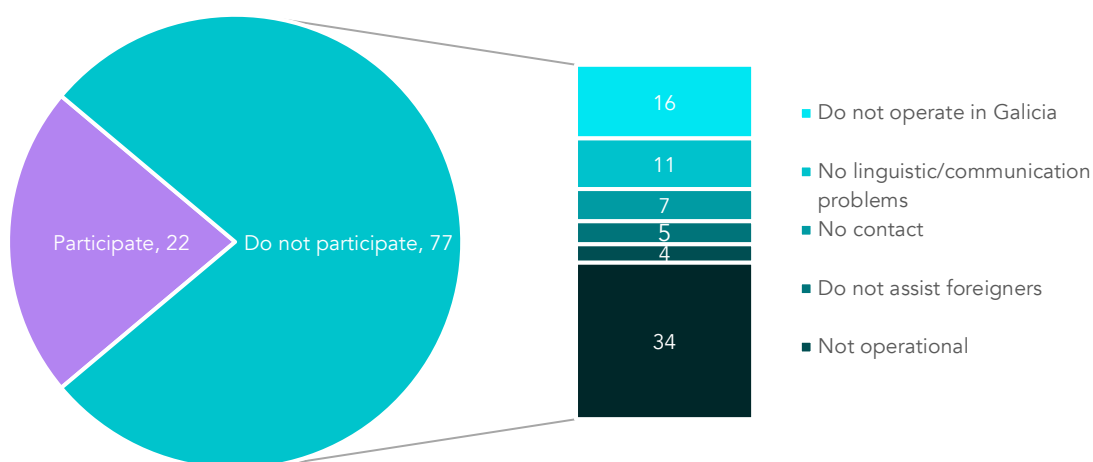
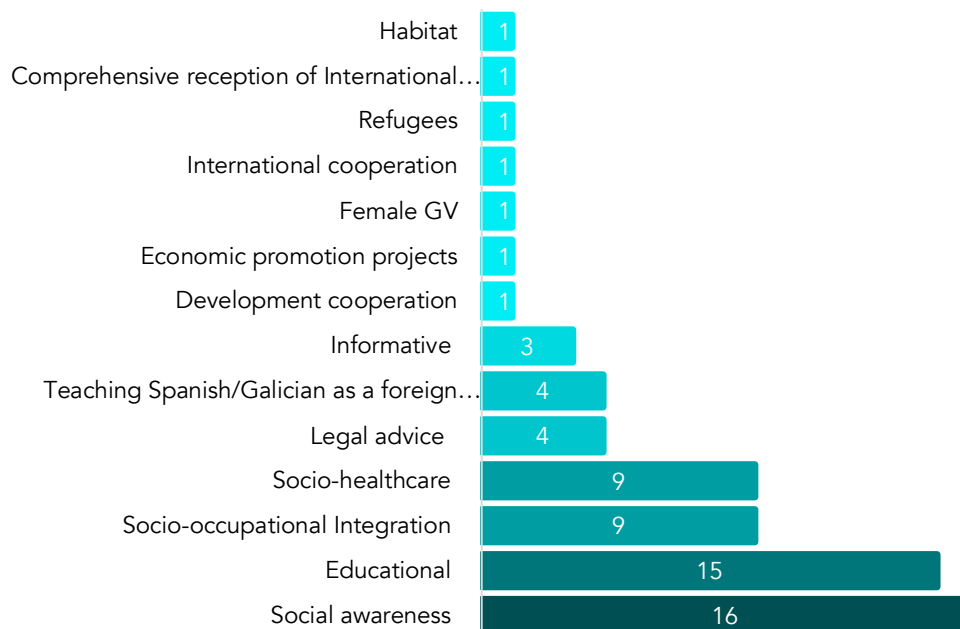


Figure 2 shows the different types of programmes and the number of entities in each programme. Programmes with the greatest weight are those related to social and educational awareness (16 and 15 entities in these categories, respectively), followed by the ones in socio-healthcare and socio-occupational integration (9 entities). The legal advice, Spanish/Galician language teaching and dissemination programmes have a lower weight in the sample (4, 4, and 3 entities, respectively). And lastly, there are seven work areas in which only one entity is present.

Figure 2. Type of intervention programmes carried out by NGOs and number of entities in each of them



The second main characteristic is related to the distribution of NGO staff in Galicia (Figures 3 and 4). We observe that most entities have few staff working in the region (most have just 1 staff member), except one, which reported 200 male and 350 female staff. As regards the overall proportion of men and women in Galicia, the number of female staff exceeds that of male staff ($n=404$ women vs $n=213$ men). However, the trend reverses in projects carried out abroad (Figures 5 and 6), where male staff numbers [25] predominate over female staff [19]. The number of staff members working abroad differs slightly, where in the case of women it stands at 2 workers, and it is 1 worker in the case of men.

Figure 3. Number of women hired by NGOs in Galicia vs number of entities reporting

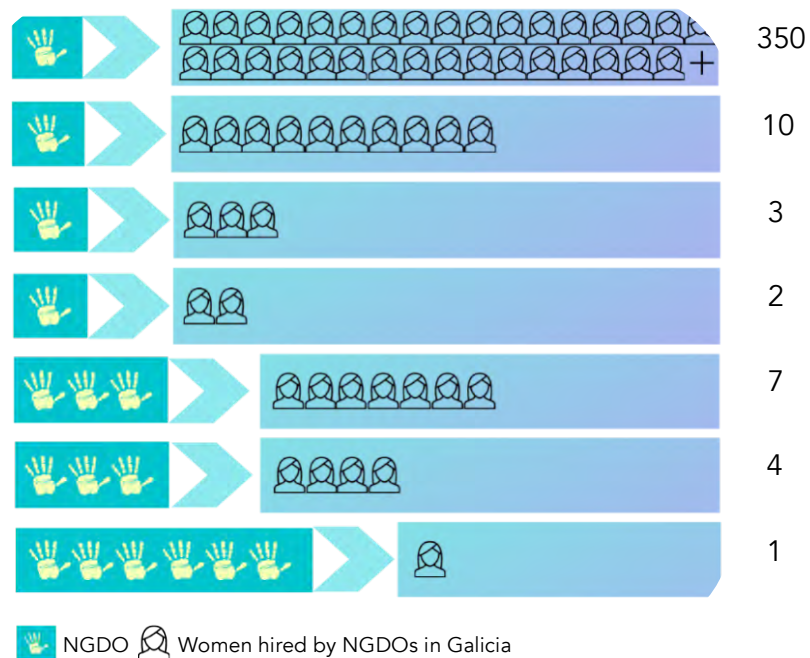


Figure 4. Number of men hired by NGOs in Galicia vs number of entities reporting

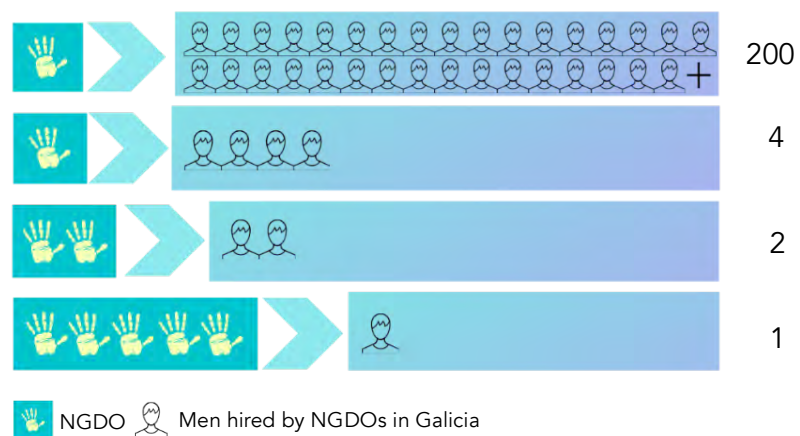
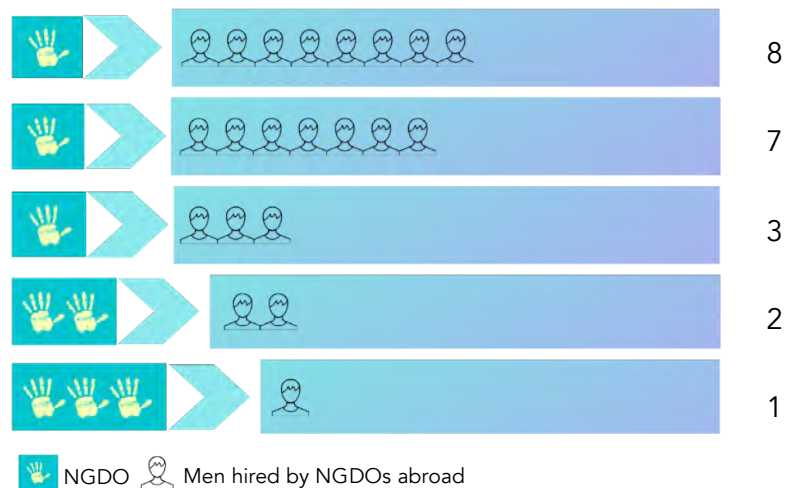


Figure 5. Number of women hired by NGOs abroad vs number of entities reporting



Figure 6. Number of men hired by NGOs abroad vs number of entities reporting



Lastly, besides the official languages (Spanish and Galician), the languages most frequently spoken by organisation staff are English (n=18), French (n=12), Portuguese (n=10) and Arabic (n=6). Other languages spoken, with a frequency of 3 or less, include: Italian, Russian, Tigrigna, Bulgarian, Nepali, Romanian, Swahili, Ukrainian and Wolof (Figure 7).

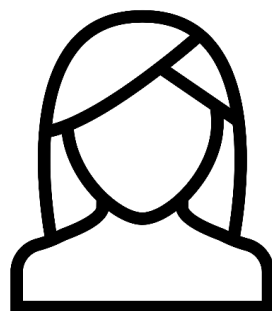
Figure 7. Languages spoken by NGDO staff (frequency)

- | | |
|--------------------|-------------------|
| 1. English (18) | 8. Bulgarian (1) |
| 2. French (12) | 9. Nepali (1) |
| 3. Portuguese (10) | 10. Romanian (1) |
| 4. Arabic (6) | 11. Swahili (1) |
| 5. Italian (3) | 12. Ukrainian (1) |
| 6. Russian (3) | 13. Wolof (1) |
| 7. Tigrigna (2) | |



Based on the information reported, the main profile of staff hired by NGDOs is that of a (Figure 8): female who works in Galicia on social awareness projects and who speaks English, in addition to the official languages.

Figure 8. Standard profile of staff hired by NGDOs



Sex: Female

Language: English

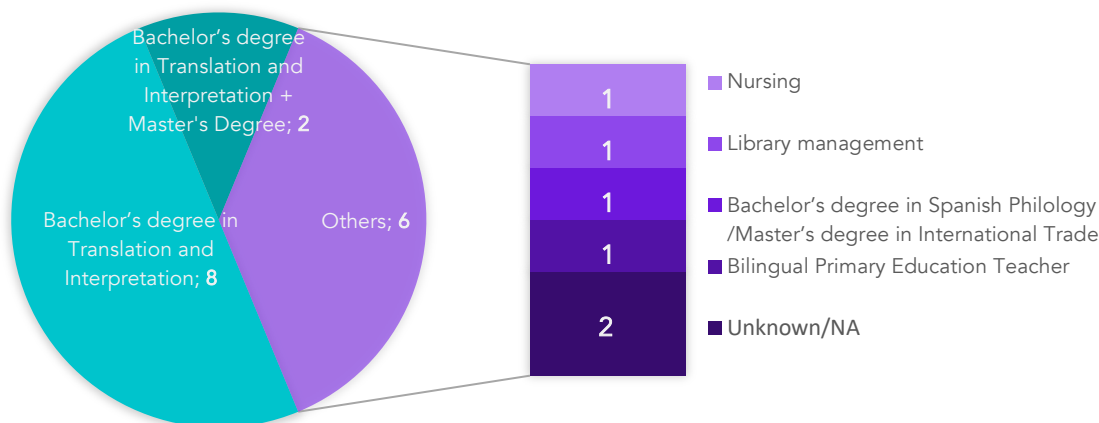
Workplace: Galicia

Project: Social awareness

2.1.2 Characteristics of participants in the survey of translators and interpreters working within the scope of NGOs

With regard to the profile of the translators and interpreters sample, it should be noted that 10 of the 16 participants have a degree in Translation & Interpreting and, moreover, two have postgraduate qualifications: Master's degree in Institutional Translation and Master's degree in Translation (Figure 9).

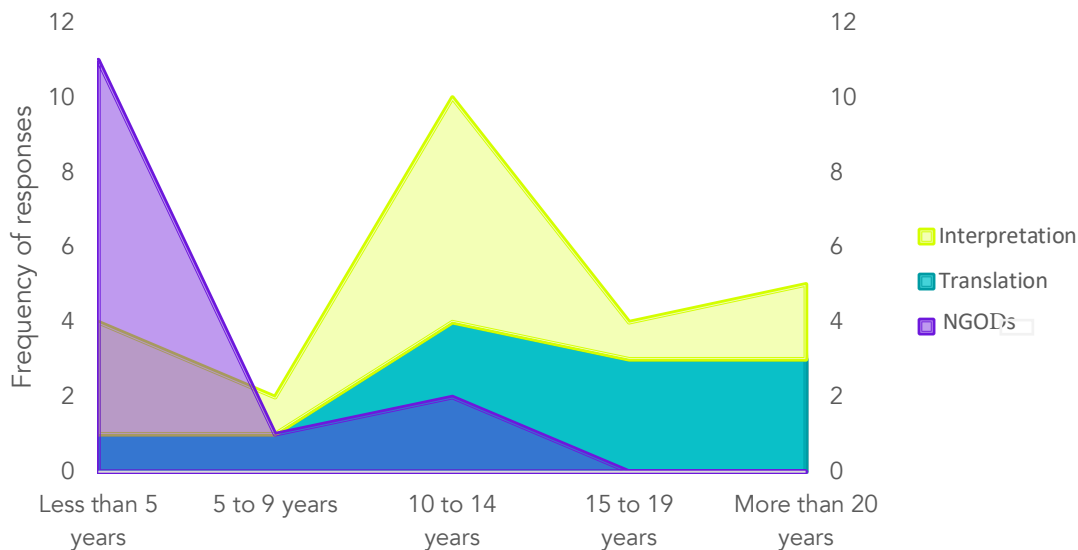
Figure 9. Studies pursued by participants in the sample of translators and interpreters



The Ministry of Foreign Affairs, the European Union and Cooperation grants the title of Sworn Interpreter-Translator in Spain, and thus confers an official status to the translations/interpretations done by sworn translators and interpreters. The sample studied contained 11 persons who claimed to have this qualification.

In terms of practicing professional activity, there is a predominance of self-employed activity (7) and >10 years of professional experience (Figure 10) in both translation (10) and interpreting (9). However, most report <5 years of experience in the context of NGOs (11).

Figure 10. Cumulative professional experience of persons in relation to translation and interpreting in the NGDO context



English is the most frequent language both in translation (11) and interpreting (7). It is followed by other languages in translation (5), and by French (3), Russian (3) and others (3) in interpreting.

Figure 11. Languages translated and interpreted by the sample, sorted by frequency

Translation



1. English (11)
2. Others (5)
3. Arabic (1)
4. Russian (1)
5. Romanian (1)
6. Portuguese (1)

Interpretation



1. English (7)
2. French (3)
3. Russian (3)
4. Others (3)
5. Romanian (1)
6. Portuguese (1)
7. Arabic (1)

To sum up, the answers obtained indicate the following profile of the persons providing translation and interpreting services: they are mainly professionals with a degree in Translation and Interpreting and usually have the qualification of Sworn Interpreter-Translator. They are self-employed and most have more than 10 years of professional experience. The most translated and interpreted language is English.

Figure 12. Profile of translators and interpreters



With regard to the frequency of translation/interpreting work, it should be noted that only 5 of the 16 participants stated they had done translations (31.25 %) while only 4 stated they had done interpreting work (25 %) in the last year.

2.2 Focus groups

Geographic scope: Galicia.

Target population: NGOs and translators & interpreters with professional experience in the third sector field linked to development.

Initial estimated sample: 6-9 persons representing each target population. Given the potential difficulty of holding face-to-face meetings, priority was given to the NGOs and translators & interpreters that confirmed the greatest availability and geographical proximity.

Design: A focus group is aimed at creating a synergistic effect among participants to produce not only opinions but also multiple response stimuli to reactions offered by other group members. The focus group questions covered the following theme blocks:

- Presentation of entities/professionals and cases (profiles of persons assisted: case studies).
- Communicative demands: situations and resources used (situations, solutions, documents used and assessments).
- Difficulties and assessment of interpreting and translation work: type of difficulties, positive highlights and needs identified.
- Proposals for improvement and expectations: contributions and future prospects.

These questions were sent to the focus groups participants prior to the meeting, in order to stimulate debate and, above all, foster mutual trust so that they would express themselves freely and spontaneously.

Field work: Applying the same sample characteristics as in the survey, only those persons located nearby and available were invited to be part of the groups. The session was preceded by a project presentation, where not only the focus group participants and the academic coordination team were present but also two students doing their end-of-degree dissertation on the subject. A local NGO whose participation was not initially planned also participated in the focus group because of its experience in the subject matter.

Table 1. Profile of participants in focus groups

	<i>NGDOs Group (FG-O)¹</i>	<i>Interpreters Group (FG-I)</i>
<i>Duration:</i>	1h:13m:04s	76m:58s
<i>Participants by gender:</i>	3 males and 6 females	2 males and 6 females
<i>Nationalities:</i>	Spanish	Syrian, Russian, Bulgarian, Romanian, Lebanese, Ukrainian and Spanish
<i>Training:</i>	Social work, psychology and political sciences	Translation or interpreting (2) With and without higher education in other areas
<i>Language competencies:</i>	No language competence in foreign languages	Arabic, Russian, English, French, Bulgarian, Romanian and Portuguese
<i>Professional relationship:</i>	Employed by NGDO	Self-employed and volunteers (1)
<i>Scope of action:</i>	Health and social services	Judicial and police
<i>Problems, cases:</i>	Applicants and beneficiaries of international protection (refuge/asylum), human trafficking and gender-based violence	Gender-based violence, human trafficking, asylum-seeking, family mediation (minors), psychological therapy

Results of participation: The final composition of the focus groups sample is shown below.

¹ The transcripts provide reference to the groups: FG-O and FG-I followed by the participant's number.

3. Main results: Comparative analysis

The main results obtained after analysing the survey responses and contents of the focus groups, in relation to the study objectives, are shown below. The current state of communications between NGDO staff and the foreign immigrants assisted who do not speak Spanish/Galician is first described, which is then followed by the description of the training needs identified in professional linguistic mediation.

3.1 Current state of communications between NGDO staff and the persons assisted

16

The results show a **great diversity of languages demanded by the NGDOs**, but a limited supply (mostly English), which can potentially hinder access to communication, especially of those who speak less common languages in our environment.

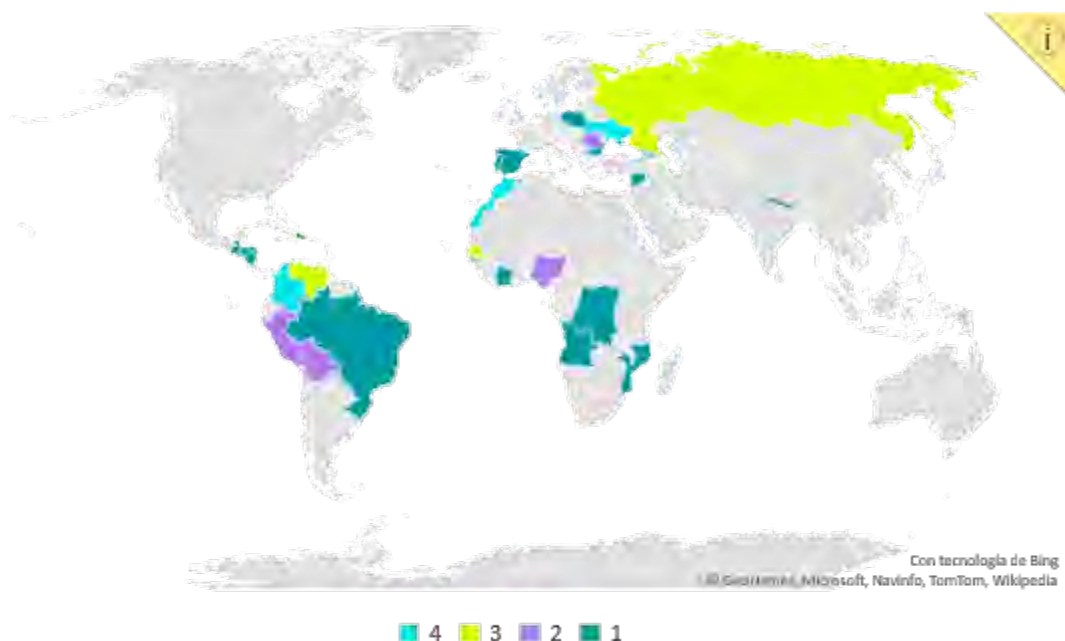
The questionnaire replies received indicate that the most frequent countries of origin of the persons assisted by NGDOs (Figure 13) are, firstly, Colombia (4), Morocco (4) and Ukraine (4), followed by Russia (3), Senegal (3), Venezuela (3), Bolivia (2), Nigeria (2), Peru (2) and Romania (2). Another 20 countries reported by a single organisation need to be added to this list. There is therefore a high diversity in terms of origin of persons assisted. The difficulties generated by this variable demand are manifested in the NGDOs group, where special mention is made of the different Arabic dialects:

FG-O8²: em ...em true, that is to say, even impossible, because one needs to speak at dialect level, because obviously classical Arabic as

² The Spanish version of this report contains the original transcript in Spanish and Galician, and translation is kept as faithful as possible to the original transcribed speech.

such is not a language used because there are the different dialects... for example in Arabic, Moroccan and Algerian are more or less similar, but Syrian is different. If a Moroccan person is not fluent in for example Syrian, he/she will not understand many words... em... and hence it is quite complex (...)

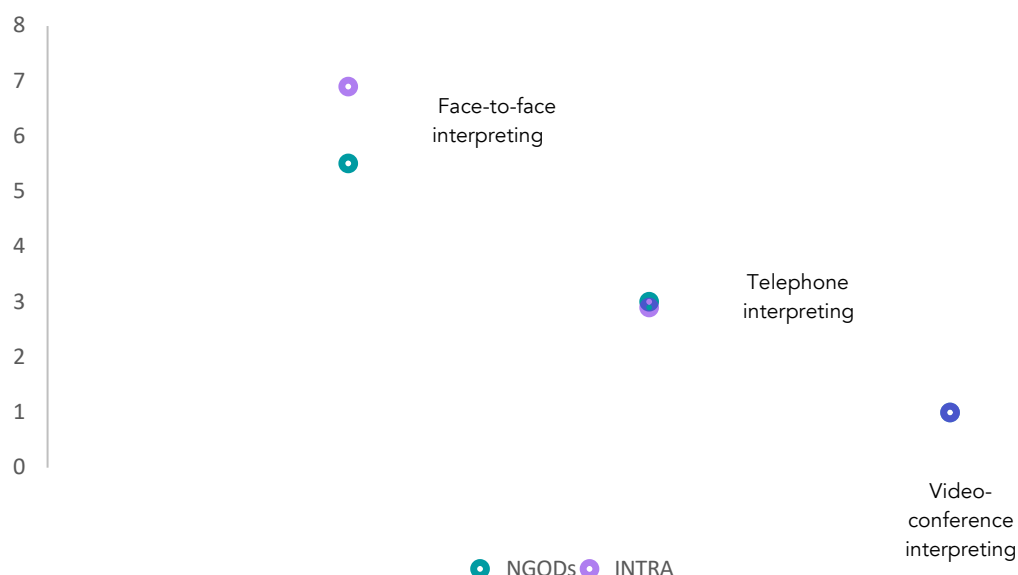
Figure 13. Country of origin of persons assisted by NGOs



Country: Colombia (4), Morocco (4), Ukraine (4), Russia (3), Senegal (3), Venezuela (3), Bolivia (2), Nigeria (2), Peru (2), Romania (2), Angola (1), Brazil (1), Bulgaria (1), Ivory Coast (1), El Salvador (1), Spain (1), Georgia (1), Guatemala (1), Guinea-Bissau (1), Honduras (1), Mozambique (1), Nepal (1), Nicaragua (1), Palestine (1), Poland (1), Portugal (1), the Democratic Republic of the Congo (1), the Dominican Republic (1) and Syria (1).

With regard to **interpreting services**, the NGDO survey results indicate a predominance of demand for face-to-face interpreting, in accordance with the responses of the interpreters (Figure 14). Face-to-face interpreting is highlighted by the interpreters' focus group as a facilitator of communication, as opposed to telephone interpreting. With regard to translation of documentation, the NGDOs group stated that its use is limited to documentation considered most relevant such as that necessary to carry out administrative procedures.

Figure 14. Requests for interpretation by NGOs and services provided by interpreters



18

There appears to be a consensus on the higher demand for face-to-face interpreting (score: 5.5) between NGOs and the services provided by interpreters (score: 6.9), as against demand for telephone interpreting services (score 3.0 and 2.9 respectively) and videoconference (score 1.0 by both groups).

X: But at translation level for example of documentation

FG-O7: it would have to be sworn translation, we mostly demand sworn translations

FG-O2: yes

FG-O7: Something that obviously you, you couldn't get involved in translation of official documentation at a level of...of

FG-O4: legislation concerning...

FG-O7: Validation of high school diploma normally requested from individuals

FG-O4: Not the Immigration legislation, for example

FG-O7: yes, yes, yes

FG-I3: Especially legal things. And other things [coughs] like, for example, in Voze, you have two options, you can have em telephone interpreting or you can have face-to-face, there are some cases when you go and do telephone interpreting, and a lot of info is lost

FG-I2: The emotion

FG-I3: The meaning, everything, everything is lost, and the person at the other end of the line does not feel good either, she feels like there is no one that understands her, who sees her

On the subject of **problems detected when working with interpreters/NGDOs** (Figure 15), the entities surveyed most frequently state: (1) lack of interpreters in certain languages (score 5.8)³ as covered in the previous point; 2) interpreter converses with the person assisted but does not translate later (score 3.8); 3) interpreter gets involved by providing advice or counselling (score 3.0); 4) interpreter modifies message (score 2.8); and 5) interpreter lacks terminology (score 2.7). Interpreters (Figure 16) frequently acknowledge that sometimes when interpreting: (1) they find it difficult to control emotions (score 5.0); (2) find it difficult to reproduce the original message including pauses or hesitations (score 4.6); 3) are unaware of the subject matter (score 4.0); 4) adapt the message culturally (score 4.0); and 5) are unsure about the terminology used (score 3.5). After comparing the responses from both groups, a discrepancy is observed in the score for involvement through provision of advice or counselling, which is perceived by the NGDOs as the second most frequent problem while it is barely recognised as a problem by interpreters (score 1.0).

³ The score is a value that permits immediate display of bundling of frequencies, degrees of agreement, importance... on a scale of 0 to 10, where 10 is the highest value. It is calculated by assigning a reference value to each of the five degrees on the Likert scale (in this case: 0; 2.5; 5; 7.5, and 10) from least to most, divided by the number of responses obtained.

Figure 15. Problems working with interpreters (NGDOs)

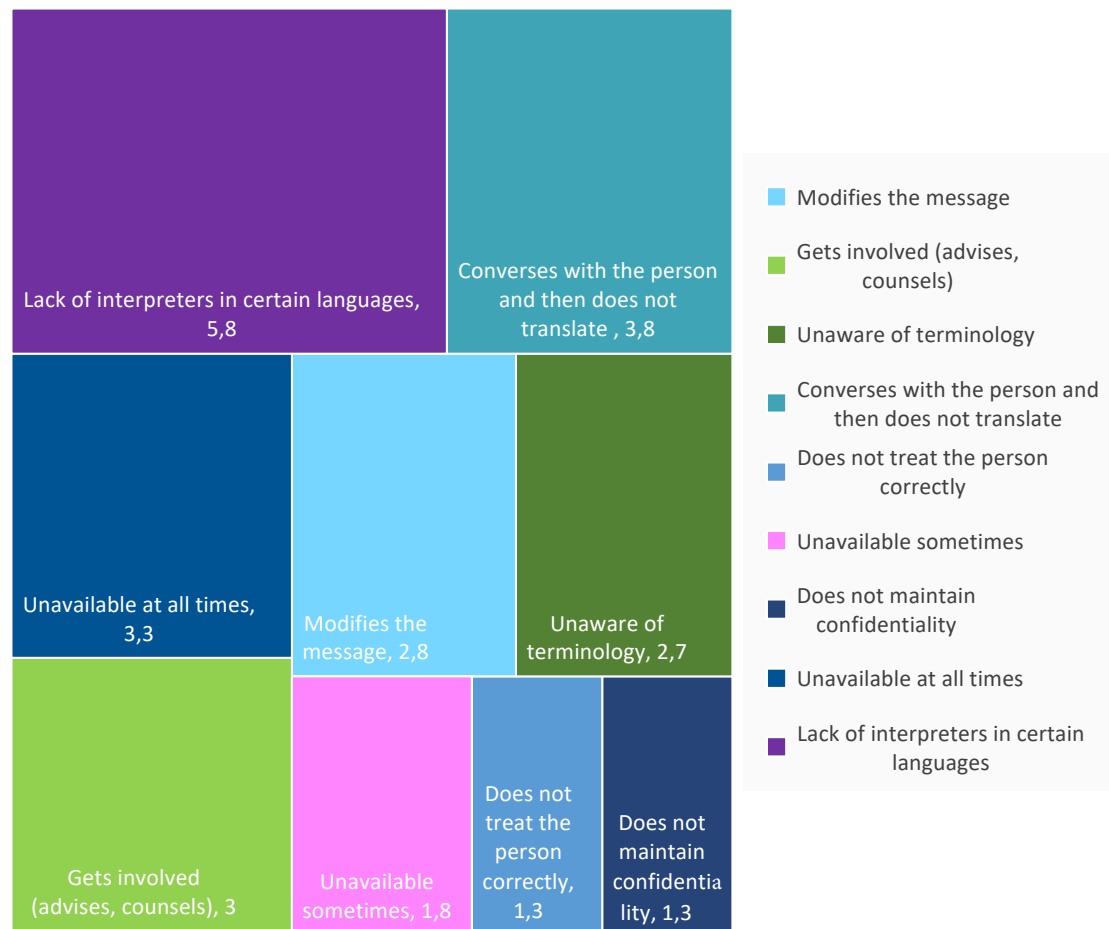
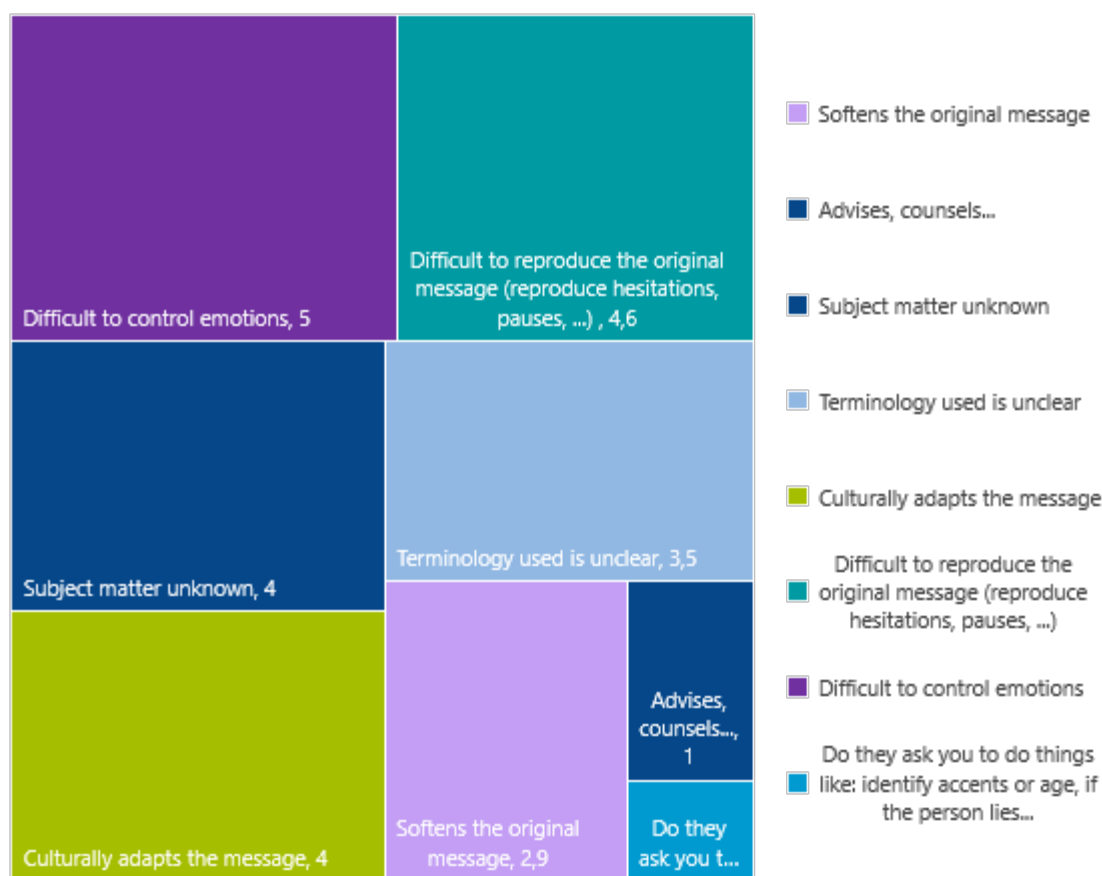


Figure 16. Practices and difficulties in interpreting (interpreters)



21

The interpreters' focus group explained adaptation of message by stating that they sometimes reformulate the content based, for example, on the person's evasive responses. However, this can lead to mistrust as well as the NGDO staff losing valuable information, since the evasive response itself offers relevant information. It may also involve a loss of opportunity for the NGDO staff to adapt their own language to the cultural and personal characteristics of the person assisted, which is normal in any communicative act. Therefore, in these cases, the interpreter would be taking on functions that go beyond interpreting and taking responsibility for the intervention itself.

FG-I5: Me too, like what you just said (name of person), em, I have had to adapt it to the circumstances because, well, these are things that, hmm, that maybe are dealt with during the open discussion later, but,

em, I have come across people, em, that is [a metallic object falls] when working with (name of company), who, who are so traumatised, that is, I have done many psychological sessions, right, with the psychologist and there were [mobile tone] and there were [coughs] [unintelligible] people present [mobile tone], whom you asked a direct, simple question and the answer was evasion, evasion, evasion, evasion, that is he/she never answered, then of course I was lowering the register of English, right, I was lowering, lowering, until it was childish English, it was almost, hmm, as if, that is, I am already, [clears throat] at the minimum expression level, and, and they were not able, that is to say, and they were not able, and then of course reached the point, of lack of communication, and of course I had to tell the psychologist: look, I no longer spoke in the first person, because what she was saying, the person,

X: Yes

FG-I5: The one I was interpreting for, had no connection with the question, that is, like we say in Spanish, well

X: Beat around the bush

FG-I5: Exactly, [clears throat] and has no idea, or tells a story that has no relation to the question.

FG-O1: That intercultural base or of interpreting itself, not making moral judgements, or even, many a time, you ask... you ask a question and... and he/she will take five minutes

FG-O5: Yes

[Laughter 00:04:18]

FG-O1: Even if you do not understand the language, you know that...

FG-O1: Because in one of them the...the interpreter would make moral judgements to the police: "that is a lie, that doesn't happen in my country".

FG-O2: Yes, yes.

On the other hand, the lack of knowledge about the interpreter figure sometimes raises expectations and demands from interpreter beyond the scope of interpreter's role:

FG-I3: Truly, on some occasions it does make life so much easier for you, that you explain to the person, to the two of them, the two parties you are interpreting for, and the NGO, for example, that they have to follow some guidelines, and that's when you tell them, well, em, you talk to them in the first person, tell him/her directly, em, everything

FG-I5: Yes

FG-I3: These things make life easier for you, so that you can only focus on interpreting, right, right, ch, because sometimes it seems like, right they are attacking you, but, tell him this, tell him that, speak to him directly, leave me aside, that sometimes seems difficult for me

FG-I6: This happened to me during a court hearing, em I was, well, [clears throat] but no, that one was not about gender-based violence, it was a trial of, I think about violence but family violence, but between

men, no women involved, It was not sexist violence, and, and he was asked how did this happen? And he began to tell stories, well, from the time he was born until... and he spoke and spoke and spoke, and I and the judge waited for me to translate what was being said and I started translating, and he says to me: what does it have to do with the question? I am just translating what is being said, but ask him that, I reply, man, I have translated what was said, but then he tells me what he, what he wants him to hear, all this is impossible

All this, coupled with the difficulty of managing emotions, can explain such over-involvement:

FG-I6: In the end, what you say in the first person about the other person, you feel it

FG-I5: True.

FG-I6: And it is very hard, and so, em, I was glad to read in the proposals you sent us with the questions, I had included this, that NGOs should hire, like tch, choose the same interpreter for the same case.

X: Hmm

FG-I6: Because it is very difficult, it is not about me, since you are going to pay me, or because, because perhaps, it is not voluntary, but, but to have the same person

FG-I5: To, to continue with the story

FG-I6: When you have gained the confidence of, of both, the two parties, it is a lot easier to get what you want, in a meeting [dishes clattering] of this kind, right?

These situations also lead to a relationship with the persons assisted that goes beyond the limits of professional environment:

FG-I4: Lawyer, and I am not her lawyer, I am no one's lawyer in those circumstances, uh, and, uh, I made the mistake, for example, when I started working with refugees, for young children at the time

X: Hmhm

FG-I4: I felt sorry, for a mother who says, she has no interpreter, is unable to then explain to the doctor in case of an emergency at night

X: Hmhm

FG-I4: and she calls me, you can't do this

These situations also lead the interpreter to defend the position of one of the parties:

FG-I3 [woman with Arabic accent]: Well in my case, there were many issues that were very important, that maybe I, I would fail at, for example, not to take, em, ch, when you are in an interpretation perhaps

and you know the cultural situation and the situation of this person you would take sides with the person who speaks your language, as you want to defend him/her

X: Hmhm

FG-I3: And, encourage excuses [another speaker talking in the background]

However, there are strategies to control these situations such as asking the service provider to simplify discourse, because the person cannot understand the message:

FG-I6: And in family therapy I had the same experience, but also like the (name of company) said, when you want to say something that is not connected with the interpretation, you should say: this is the interpreter speaking, and I said to her, please find another way to ask the question, and the therapist understood and took some dolls, that this represents the father, this the child, but that is the other person, em, but it is true that you are in a situation in which you want to do your best, but you cannot, until in, you in, ch, uh, you, you get involved in, in the discussion so that the two can finally, em understand each other.

There are also strategies to avoid meeting persons assisted outside the professional environment:

24

FG-I8: Yes aia, and the NGO representative said to me, well tell him to stop, please, we are here for a specific reason and it has to stop now, because it was too much, and it is more like harassment than anything else, and on top of that, I had to talk to the NGO, tell them look, em, I can wait here if you do not mind, hm, for half an hour and then leave, because I am travelling on foot since I do not have a car and em we leave together, there is always contact, there is look, give me your telephone, your phone number, where do you work, where do you live, and it gets uncomfortable, that is what we are told in (name of company), that we do not want [unintelligible].

Significant lack of funding is evident both in the case of NGOs and the interpreting services. This means that in the former, in the absence of funding for translation/interpreting services, ineffective communication measures are taken such as the use of Google Translate, as well as the abuse of volunteers (often without training or those personally related to the assisted person or his/her situation).

FG-O7: with, with the system because we can be in other organisations those of us who are not part of the asylum reception system right, there is no possibility of having this service or funding it, and so we work with migrants now, many of whom are from international protection but they obligatorily, well, the huge Venezuelan community obligatorily speaks Spanish.

FG-O4: Yes, but Brazilians

FG-O7: when we find situations in which there is a need for translation interpreting , we just cannot afford them, directly.

FG-O4: Well, this week for example, I had an interview em... where a friend of ... of the person who did not speak Spanish came, it was a Nigerian man who spoke English em... well sort of English...

[Laughter]

FG-O4: And...

FG-O2: Spoke in English

FG-O5: Well, then they bring their own translators em... and what happens is that, it is always biased, there is a filter.

FG-O2: Hmm

FG-O4: Hence, I don't know if I am being told the entire story, I was not being told the story, there are parts not fully transmitted, right. And he was a person who got involved, he seemed honest to me, but, of course, it is information

FG-O2: Uhum

FG-O4: A friend who has willingly come to translate.

FG-O2: Uhum

FG-O4: I don't know if there is anything behind the scenes.

25

FG-O6: Right and, and it comes and comes from that part because sometimes, and I understand that in the end, this is not, I mean, well it depends, and then there are other professionals and I am even aware of doctors who are there: "Well I downloaded this App because I see you using Google Translator

FG-O2: Yes, it depends on who you have to deal with

FG-O6: Because I want to try..." I mean, they are not the proper tools but there seems to be an intention, right?

On the other hand, interpreters (mostly self-employed and on a service delivery basis) are subject to temporary contracts and low remuneration that does not cover travel allowance, waiting and/or preparation times for interpreting. This precariousness has become evident ever since the service ceased to be one provided directly by the Xunta and became a service subcontracted to companies. The situation makes interpreters feel undervalued and creates an overload that sometimes makes them withdraw from providing services.

FG-I4: And as soon as I started searching for (name of person), but when I started to search, because of course, as soon as it appears (company name) and then the invoice, send the rates and conditions and waiting times, and whatever else, right, right, right.

FG-I6: Well, the difference between €90 that used to get paid directly by the Xunta

FG-I4: True

FG-I6: and €12 or €14

FG-I3: €12

FG-I9: The rate is €12

FG-I4: Gross

FG-I6: It is, it is ruthless

FG-I4: And you also have VAT on top, meaning further deduction

FG-I6: But they didn't pay just €90, they also paid for travel expenses

FG-I6: And they work, but at the same time [background noise] they are greatly devaluing us, in the way we get paid, in the way that, but not the way they treat us because they treat us with respect [cough], they should not treat us in any other way, but, somehow they always seek an almost legal way to take advantage of you and get everything they can from you, but without giving you what you deserve, because I can expect to be asked tomorrow, or for example, are you available now for a job? because there is a person in the emergency room, okay, should I go to the hospital since I'm near?, no, no, no, no, you have to wait silently beside the phone, sitting in a place, waiting until this person calls you, then I am waiting, I'm fine, but, from 10 in the morning when the person entered the hospital, to 1 am, only to get paid for 2 hours work, but I have already left my children unattended, I have left everything, and am sitting by the phone waiting for them to call me

FG-I6: That was complicated, in fact, hm, I was sent, like you said, but I chose to only travel to Pontevedra, Vigo and places nearer home, I had very young children and, but then they stopped paying the waiting time, em stopped paying what is the, the the travel allowance, it is no longer worth my while, I also used to work, [clears throat] I had this and I had children, I want to help, but I can't, it is then I decided not to go to courts or to police stations [clears throat] unless [clears throat] it is gender-based violence, that is, I myself have chosen only these cases

Moreover, female interpreters must deal with cultural discrimination by persons they interpret for, when they are from a culture where hostile forms of sexism still remain. This sometimes hinders interpreters from doing some of their work due to refusal to interact with them.

FG-I3: That happened to me when I worked with (name of entity) that we went to, em, we used to go to prisons, right, and in prison, of course and as I'm a woman, that's the first thing, em, we were still, em they were Moroccan men, I think that for them a woman coming to interpret

FG-I5: No [unintelligible] [laughter]

FG-I3: Well, I am superior, then they were attacking me and saying, you work outside and we, I said to them look I am here to help you, well, not them, I'm here to help you so that you can sign this paper and leave, or not leave, well I am not going to speak to you, not to you, I do not speak to a woman.

3.2 Training needs detected in professional linguistic mediation

Although the questionnaire results of the interpreters and translators sample mostly indicate degrees in Translation and Interpreting (62.5 %), we do need to take into account the translation/interpreting services performed by persons without academic training or professional experience (37.5%). This is also evident in the focus group with interpreters and translators.

FG-I3: Well, my name is (name), I am an interpreter of Arabic and em, as said before, I do not have real training, I mean that I don't have a degree or anything [...]

FG-I6: Em, I am (name), I am an interpreter of Romanian, em, [coughs] no, I do not have a degree in Translation, in fact I have a degree in Environmental Sciences [...]

FG-I8: I am (name), I am from Lebanon, em, I am an Arabic-Spanish interpreter, I have lived here for 5 years, em, well, I studied journalism, and I am doing a Master's degree in International Studies at the university

FG-I9: Well, I am (name), I was born in Ukraine, but I was a professional athlete [...]

In these cases, this is not a profession that was planned, but arose as a result of the personal experience of migration, initially as a volunteer:

FG-I2: I speak English, Arabic, the, the dialects of Syria, those around Syria, but in the end, I go to, to an NGO and you are then a volunteer

X: Hmhm

FG-I2: Work for free

FG-I3: When I worked with a friend, well, I worked as a volunteer, I had a female medical doctor friend, who was working in a refugee camp in Greece [...]

FG-I4: And I had been with the Red Cross for two years, but I haven't done it [volunteering] in many years

Such voluntary actions, performed by persons who had been assisted in NGDO programs, are reflected in the following testimonies:

FG-O5: And then we sometimes, what we did, was to avail of people who often have passed through our immigrant services and who then have become volunteers and then do mediations [...]

FG-O8: [...] there we always support promotion of intercultural mediators of

FG-O3: Sure

FG-O8: Different origins. We also have Ukrainians, for example, in Coruña, a good number of them from Ukraine lately, from... and well, we have one person from there, a girl, who is also well being trained on the topic... and this allows us to, but... and... and... and allows us to provide solutions because otherwise it is true, it is nonsensical talk in the end [...]

However, there is no agreement on the use of this practice. Risks associated with service users, such as involvement in human trafficking networks or reinterpreting the message by adapting it to their own beliefs are highlighted, thus distorting the reality that the person seeking help intends to transmit:

28

FG-O6: But these are people one should be careful about, em

FG-O7: Yes, of course

FG-O5: But

FG-O2: I disagree

FG-O1: Establish illegal networks

FG-O2: Yes, I disagree

FG-O5: But

FG-O6: True

FG-O1: In no time

FG-O5: No, it depends, let me see

FG-O2: And they work from their mental maps and although they are from the same culture, they do not have to actually follow the

FG-O6: Sure

FG-O2: Point of view and they will speak from their own beliefs

FG-O7: Em...

FG-O4: Yes, they are not aligned

Specialised training and professional supervision appear to be measures aimed at integrating these agents into quality service provision:

FG-O5: And that...and that they receive training

FG-O8: Specialised

FG-O5: To do this kind of work

FG-O7: Oh OK. Training and professional supervision because FG-O5: Sure

And, if this were not possible, it would be better to opt for partial communication based on non-verbal language:

FG-O1: At times, it is best to sign with hands rather than (unintelligible)

FG-O2: Yes, yes and several pictograms

FG-O1: Because pain, etc. is not verbal language

Training is also an important element from the interpreters' point of view. However, they stated that they did not receive adequate training for the work they performed during their volunteering experience. Several persons mentioned that their only formal training was acquired through an 80-hour online introductory course offered by a translation/interpreting company, that they had to pass to qualify for work, which they valued positively:

FG-I9: [...] and then, I now also work for (name of company), and as my colleague here said before, we were given a training course that I loved, which was very short so to say, just a few hours long, [...] right, so I loved that training course in (name of company), I felt that none of the other companies are keen on offering one

FG-I3: [Voices overlap and only one participant is understood] One is provided with many videos, many experiences, well, they are, just imagine

X: Is, is it the only training you received?

FG-I3: Yes, very, very professional, it was the only one

FG-I6: Me, too, and I have been interpreting for years

Technical issues of interpreting such as use of the first person, triangular seating arrangement, the initiation protocol where information is provided and rules of interpreting are established, the warning about refraining from (over)involvement that would impair objectivity, among others, are issues addressed in the mentioned training and well appreciated by interpreters:

FG-I6: In my case, I didn't know where to sit at the table when interpreting, I was always uncomfortable, I didn't know whether I should put myself in the middle, on one side, [...]

FG-I5: Triangle

FG-I6: Yes

FG-I5: You have to be in a,

FG-I6: I did not know then, I do now

FG-I5. In a sort of like neutral space

FG-I6: But I think I was being placed em, inside the triangle, and I had the impression that it was good, but well I didn't, I did not know that

FG-I3: You know? I didn't know you can't do that. Then one thing em, very important ch, they have an initiation protocol

X: Hmhm

FG-I3: Truly, on some occasions it does make life so much easier for you, that you explain to the person, to the two of them, the two parties you are interpreting for and the NGO, for example, that they have to enforce some guidelines, and that's when you tell them, well, em, you talk to them in the first person, speak to him/her directly, em, all of them

FG-I4: I felt sorry, for a mother who says, she has no interpreter, is unable to then explain to the doctor in case of an emergency at night

X: Hmhm

FG-I4: And she calls me, you can't do this

Moreover, the NGDOs focus group is keen on intercultural training for translators and interpreters, even though it sometimes appears that this concept is referred to in a wider sense, as reference is also made to the knowledge of the different violence contexts. Such violence is often linked, but not necessarily, to migratory processes or vice-versa, such as human trafficking, and is obviously not linked to the culture of any country but is a result of global domination factors between rich and poor countries (north-south) as well as specific factors such as abuse of economic-social and gender vulnerability.

FG-O1: Aside from interpreting, because we did have a case of a Nigerian human trafficking victim who had a mobile phone and we had to accompany her, said: "But she is not interested, she is speaking on the mobile phone all the time". So we carried out a session of intercultural insights, of our own free will with the healthcare staff, and she... she felt bad, that doctor, because she was prejudging that person because she had to answer the phone and of course and we explained to her that many a time they have to answer because it is a method of control of the... the... the human trafficking network, so she said: "well then maybe" hence, many a time, besides interpreting, there are intercultural insights missing on... on... on... topics of... of migrations.

FG-O8: [...] The...the cultural insights are also essential, aren't they? In this sense, this is not just a mere... merely a translation process, but it is also about working those cultural insights because there are times when there are words that do not exist in the target language, right?

Those who participated in the translators & interpreters focus group opined that NGOs should be trained on how to work with interpreters, especially in relation to knowledge of their work, limits of interpretation and good collaboration practices:

FG-I6: the NGO I contacted the previous day [noise of liquid] em to have a, a, like to meet with the therapist so that the therapist also understands, em, what the interpreter will be doing, because, em, as I was saying, there are people with a poor level of education and anything, that he/she asks, in the end you need to speak like to a little child, because they do not understand you even when you speak his/her language [...] and the therapist understood me, and used the dolls to, to make her understand [...]

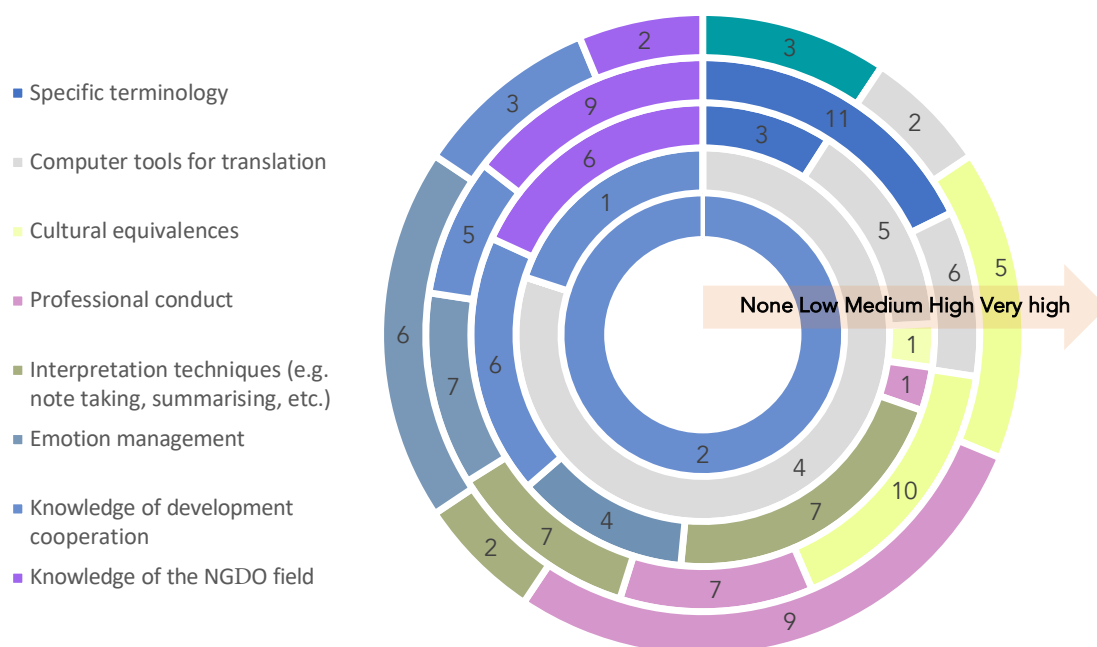
FG-I5: [...] The NGOs do not know, what it is to be an interpreter, that is, the requirements, of the interpreter

In addition to everything covered by the focus groups, the responses to the training needs in the questionnaire (question 32 in NGO questionnaire and question 35 in interpreters & translators questionnaire) also throw light on the thematic areas that are of interest to the NGO and the translators and interpreters groups.

31

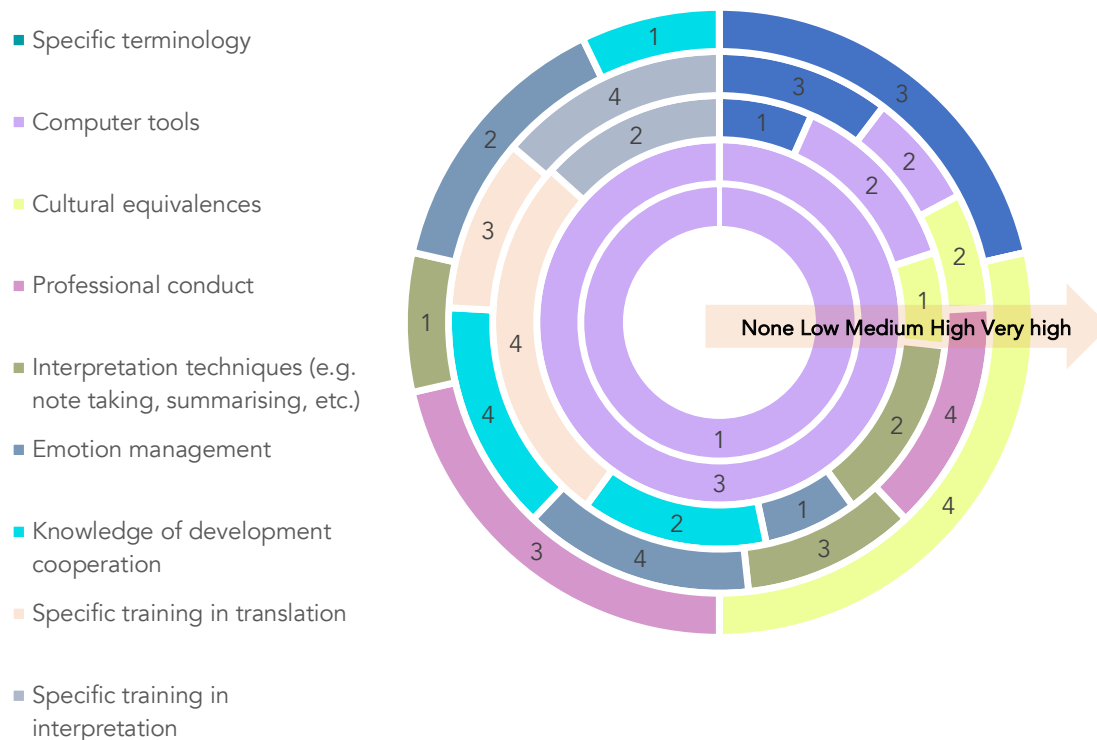
Thus, as shown in Figure 17, the NGOs have placed most points discussed in the "medium-very high" importance range, where the most valued aspect is professional conduct, while the least valued aspects are knowledge of IT translation tools and knowledge of development cooperation, which are also the only ones that obtained "low" score categories. In the case of knowledge of development cooperation, the importance given was "none". The specific aspect for this group, that is, knowledge in the field of NGOs, is mainly given "high" importance.

Figure 17. Level of importance of the different training aspects from the point of view of NGOs



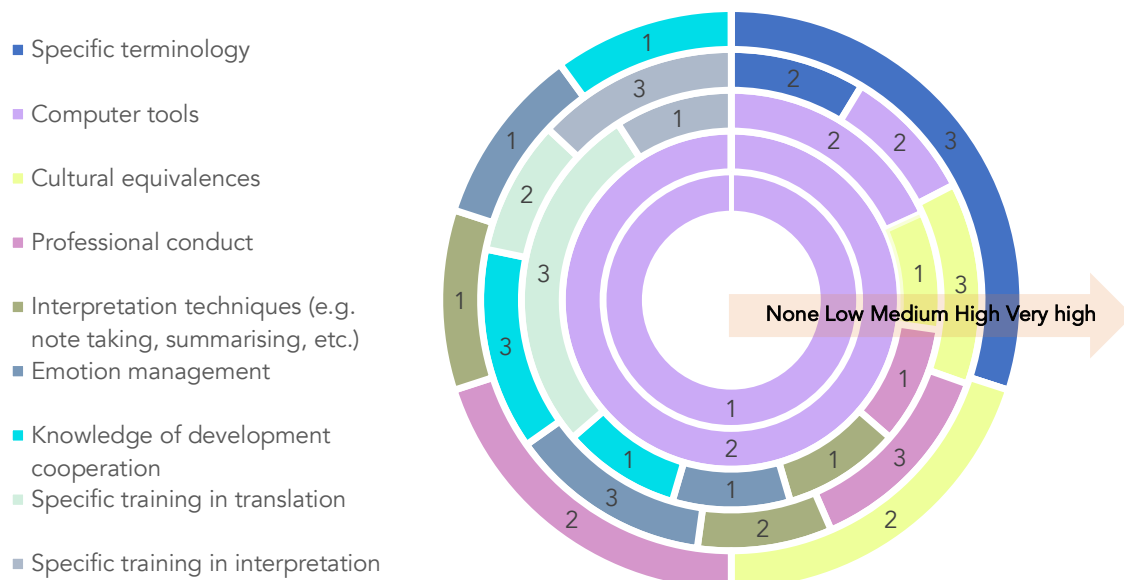
Translators (Figure 18) gave more discrete overall assessments and awarded the category of "very high" importance to 6 of the 9 training aspects [cultural equivalences (4), specific terminology (3), professional conduct (3), emotion management (2), interpreting techniques (1) and knowledge of development cooperation (1)]. All training aspects are scored at the "high" level. The aspects most valued by this group are cultural equivalences and professional conduct. Translators coincide with the NGOs in the score for professional conduct, as well as in the least score for computer tools, which is the only one in this case in the "low-none" range. On the subject of specific aspects for this group, specific training in translation and specific training in interpreting mostly obtained a score of "medium" importance for translation: 4, and "high" for interpreting: 4.

Figure 18. Level of importance of the different training aspects from the point of view of translators



And lastly, with regard to the replies from the interpreters group (Figure 19), the overall distribution of replies in the different categories is similar to that of the translators group. Thus, the same training aspects are given a "very high" level score as those indicated in the previous group, but with a different number of responses for each of them: cultural equivalences (4), specific terminology (3), professional conduct (3), emotion management (2), interpreting techniques (1) and knowledge of development cooperation (1). Just like in the previous case, all training aspects are given "high" level of importance. Computer tools are again the least valued aspect and the only one that receives scores of "low" and "none" importance. In contrast, the most valued aspect is specific terminology, which differentiates this group from the others. However, there is agreement on the assessment of specific training in translation and interpreting where, just like in the translation group, both receive a score of "medium" importance (translation: 3) and "high" importance (interpretation: 3).

Figure 19. Level of importance of the different training aspects from the point of view of interpreters



Lastly, Figure 20 shows the overall importance of the various training aspects in the three groups (NGDOs, translators and interpreters) according to the answers provided in the questionnaire. To obtain these results, the weight of the responses was calculated on a score of 10, where 10 is the highest value (degree of very high importance), 0 is the lowest value (no importance) and 5 is the acceptance value. This index is an indicator of the overall results and provides an immediate and general idea but does not replace disaggregated values or the analysis focused on different weights and differences. It only indicates a trend and facilitates comparison of the responses provided by the three samples.

Figure 20. Level of importance of the different training aspects after cross-group comparison



ST (Specific Terminology), ITT (IT Tools for Translation); CE (Cultural Equivalences); PC (Professional Conduct); IT (Interpreting Techniques: note taking, summarising...); EM (Emotion Management); KCD (Knowledge of Development Cooperation); KNGDO (Knowledge in the Field of Action of the NGDO); STT (Specific Training in Translation); STI (specific training in interpreting).

As can be seen, most training aspects are given scores above 5 (acceptance value) by the three groups, with the exception of the IT tools for translation, where there is discrepancy between the NGDOs sample (score of 5.9) and the translators & interpreters samples (scores of 4.1 and 4.3, respectively). Other aspects showing discrete divergences are: specific terminology and knowledge of development cooperation. In both cases, the NGDOs sample displays lower scores than the translators and interpreters sample. Thus, the NGDOs score in specific terminology was 7.5 as against 8.2 and 9 for translators and interpreters, respectively. The NGDOs score for knowledge of development cooperation was 5.9, while that of translators and interpreters was 7.1 and 7.5 respectively. There is much coincidence in scores in the remaining aspects but with slight discrepancies between samples. As mentioned earlier, professional conduct is the most valued training aspect by the NGDOs (8.7), however,

the most valued aspects by the translators group are cultural equivalences and professional conduct both with scores of 8.6, while that for the interpreters group is specific terminology (9.0).

4. Conclusions

The following conclusions can be drawn after comparing results from the surveys and focus groups held with NGOs, translators, and interpreters from Galicia who collaborated in the MELINCO project:

- The language needs of NGOs are diverse and not adequately satisfied by the translation/interpreting services available.
- Both NGOs and interpreters highlight the advantages and suitability of face-to-face interpreting as against telephone interpreting (too much information is lost).
- Each sector perceives problems associated with professional practice differently: while the NGOs mention modification of message transmitted and inadequate advice (trait not perceived by interpreters), the interpreters highlight difficulty in controlling emotions during communication and complexity of messages. NGOs do not consider messages to be complex. This clearly indicates interpreters' lack of knowledge about the role of social intervention in social services, and NGOs' lack of knowledge about interpreter-mediated communications.
- Job insecurity is evident in both sectors, making it quite difficult to provide quality communication and to guarantee a comprehensive social intervention (where confusion, improvisation, unjustified delays, etc. are common). The widespread use of volunteers aggravates this situation and can violate the inherent rights of the persons assisted.
- Both professional groups demand specialised training that would enable them to offer a coordinated quality service to the persons assisted. This would firstly involve receiving basic training about each other's professional fields (the basis of social intervention and interpreter-mediated communication) and cover appropriate professional conduct, emotion management, interpreting techniques and their needs, in order to act responsibly with certain guarantees (prior knowledge of subject matter would be one of them), as well as notions of development cooperation. This would be followed by an introduction to the sociocultural context of the countries of origin of the largest communities assisted (intercultural insights) and, finally, the study of specific terminology appropriate to the action to be carried out in the scheduled communication.

Receptivity and willingness of both groups to perform their work with professionalism and rigour are the main assets for overcoming the language barriers and needs detected. The MELINCO project has implemented a number of actions, including a training course for NGDO staff on how to work effectively with interpreters, a good practices guide and culturally adapted translation of materials widely used by NGDOs, with a view to addressing these shortcomings.

5. Bibliography

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- ÍBAÑEZ, J. (1986). *Beyond sociology*. Madrid: Twenty-first century.

Annexes

- a. Tables showing results of the questionnaire addressed to NGDOs working with translators and interpreters
- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGDOs
- c. Tables showing results of the focus groups: contents transferred

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

0. Survey participants	
Total in Xunta list	99
Valid participants	22
Justification of non-participation TOTAL (reason):	43
- Do not operate in/from Galicia	16
- No linguistic/communication problems	11
-No contact	7
- Do not assist foreigners	5
-Not operational	4
Unknown/NA	34

1. Type of programs carried out (choose ones that apply):	
Social awareness	16
Educational	15
Socio-occupational Integration	9
Socio-healthcare	9
Legal advice	4
Teaching Spanish/Galician as a foreign language	4
Informative	3
Development cooperation	1
Economic promotion projects	1
Female GBV	1
International cooperation	1
Refugees	1
Comprehensive reception of international protection applicants and beneficiaries	1
Habitat	1

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

2. How many staff members do you have working in Galicia and in projects abroad managed from Galicia?

Number of women in Galicia	Cases
350	1
10	1
7	3
4	3
3	1
2	1
1	6

2. How many staff members do you have working in Galicia and in projects managed abroad from Galicia?

Number of women in projects abroad	Cases
4	2
3	1
2	4

2. How many staff members do you have working in Galicia and in projects managed abroad from Galicia?

Number of men in Galicia	Cases
200	1
4	1
2	2
1	5

2. How many staff members do you have working in Galicia and projects managed abroad from Galicia?

Number of men in projects abroad	Cases
8	1
7	1
3	1
2	2
1	3

- a. Tables showing results of the questionnaire addressed to NGDOs working with translators and interpreters

3. What languages do your NGDO staff speak? (besides official languages)	
English	18
French	12
Portuguese	10
Arabic	6
Italian	3
Russian	3
Tigrigna	2
Bulgarian	1
Nepali	1
Romanian	1
Swahili	1
Ukrainian	1
Wolof	1

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

4. Countries of origin:	
Angola	1
Bolivia	2
Brazil	1
Bulgaria	1
Central America	1
Colombia	4
Ivory Coast	1
El Salvador	1
Spain	1
Georgia	1
Guatemala	5
Guinea-Bissau	2
Honduras	1
Latin America	3
Morocco	4
Mozambique	1
Nepal	1
Nicaragua	1
Nigeria	2
Palestine	1
Peru	2
Poland	1
Portugal	1
The Democratic Republic of Congo	1
Dominican Republic	1
Romania	2
Russia	3
Senegal	3
Syria	1
Ukraine	4
Others	3
Venezuela	3

5. Gender:	
More men than women	1
Equal number of men and women	6
More women than men	14

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

6. Age:	
0 to 12 years old	14
13 to 17 years old	13
18 to 30 years old	16
31 to 50 years old	18
50 years and older	7

7. Mother tongues spoken by persons assisted:	
Awajún	1
Arabic dialect	7
Standard Arabic	8
Aymara	1
Berber	3
Creole	2
Spanish	2
Farsi	3
French	1
Fulupe	1
Georgian	1
Guarani	1
Hindi	4
Mayan languages: Man, K'iche', Ixil, Q'eqchi' Quetchi	2
English	1
K'iche'	1
Mongolian	1
Nepali	1
Other	3
Portuguese	1
Quechua	4
Rohingya	1
Russian	7
Shangaan	1
Turkish	1
Ukrainian	6

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

Umbundu	1
Urdu	4
Vietnamese	1
Wolof	8

3-7. Languages spoken by NGDO staff (besides official languages) and mother tongues of persons assisted:	
English; French; Portuguese; Italian	Wolof; Quechua; Guarani
French	Other
English	Quechua; Awajún; Mayan languages
English; French; Portuguese; Arabic ; Italian; Swahili; Wolof	Standard Arabic; Arabic dialect ; Berber; Hindi; Urdu; Ukrainian; Russian; Wolof ; Portuguese, English; French; others
English	Arabic dialect; Berber; Russian; Wolof
English; Portuguese; Galician	Umbundu; Others
Portuguese	Creole
English; Nepali	Hindi; Nepali
English; Portuguese	Shangaan
English; French; Portuguese	Standard Arabic; Arabic dialect
English; French	Standard Arabic; Arabic dialect; Berber; Hindi; Urdu; Ukrainian; Russian; Wolof; Farsi
English; French; Portuguese	Wolof; Quechua
French	Standard Arabic; Wolof
French	—
English; French; Arabic; Italian	K'iche'; Rohingya
English; Arabic	Standard Arabic; Arabic dialect ; Ukrainian; Russian
—	Quechua; Aymara, Spanish
English	Standard Arabic; Ukrainian; Russian; Wolof
English; French; Portuguese; Arabic ; Russian ; Bulgarian	Standard Arabic; Arabic dialect ; Hindi; Urdu; Ukrainian; Russian ; Wolof; Farsi; Georgian; Turkish; Vietnamese; Mongolian; Others
English; French; Portuguese; Arabic ; Russian ; Romanian; Tigrigna; Ukrainian	Standard Arabic; Arabic dialect ; Urdu; Ukrainian; Russian ; Farsi;
English; French; Portuguese; Arabic; Russian; Tigrigna	—
English; French; Portuguese	—

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

8. Other languages known to the persons assisted:	
French	13
English	8
Portuguese	8
Spanish	2

9. Source language most translated into Spanish/Galician for NGO users this year (2019):	
German	1
Arabic	4
French	4
Georgian	1
English	1
Italian	1
K'iche'	1
None (Mayan languages have no written tradition)	1
Polish	1
Portuguese	5
Rohingya	1
Romanian	1
Russian	3
Ukrainian	3
Wolof	1
Yoruba	1

10. Target languages most translated from Spanish/Galician for NGO users this year (2019):	
Arabic	3
French	6
Georgian	1
English	4
Italian	1
K'iche'	1
Portuguese	4
Rohingya	1
Russian	2
Ukrainian	1

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

11. If a text is unavailable in Spanish or Galician, who translates it?						
	Always	Almost always	Sometimes	Almost never	Never	Index
NGDO staff	3	12	2	0	0	7.6
Acquaintances / relatives of person assisted	0	4	4	4	0	5.0
Persons known by NGDO	1	3	3	1	1	5.6
Translation professionals	1	3	2	4	0	5.3
With multilingual software (e.g.: Google Translate)	1	3	6	1	2	5.0

12. Kindly specify any other translator used:

Volunteers (1); Acquaintances of staff who speak the language (1); Programme allows only professionals to translate these documents. Other documents are read and used by NGO staff without translating them (1)

13. Is there a protocol to request assistance from translators?	
YES	4
NO	17

14. If there is a protocol, indicate which one:

We have hired a national level company with which we have a translation request and evaluation procedure in place (1); the translator's telephone (1); the translation expense must conform to the funding agency's expense eligibility requirements; internal (1)

15. If there is a protocol, is it easy to follow?					
Always	Almost always	Sometimes	Almost never	Never	Index
2	1	1	0	0	8.1

16. Please indicate HOW OFTEN you need translations:						
	Always	Almost always	Sometimes	Almost never	Never	Index
Sworn translations	1	2	5	3	3	4.1
Non-sworn translations	1	4	8	2	2	5.0

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

17. How OFTEN do you translate the following documents?						
	Always	Almost always	Always	Almost never	Never	Index
Administrative documents (e.g.: criminal record certificates, birth certificates, etc.).	2	3	4	4	5	4.0
Legal documents (e.g.: power of attorney, divorce certificates, etc.)	0	3	6	5	4	3.6
Documentary evidence (e.g.: WhatsApp, press releases, etc.)	0	1	7	5	5	3.1
Health documents (e.g.: injury reports, vaccine record book, etc.)	1	0	4	7	6	2.6
Internal NGO documents for assisting persons	6	3	3	3	3	5.8
NGO information documents on rights or other ones handed to persons	5	4	3	5	2	5.7

18. Please indicate other documents that you frequently translate:

Architectural projects and estimates (1); Certificates and academic degrees (2); Educational material (2); Projects (1); Documentary transcripts (1); Guides for municipalities and schools (1); Agreements, calls for projects, official letters, web pages (1); Programme rules (1); Projects to promote other NGOs (1)

19. Please indicate your OPINION regarding working with translators:						
	Very high	High	Medium	Low	None	Index
Implies high cost	3	10	3	0	0	7.5
Better to have someone from within the NGO	5	6	2	4	0	6.8
Lack of translation professionals in certain languages	7	1	5	2	1	6.7
Lack of cultural adaptation of translations	4	3	6	3	0	6.3
Need specific training in the NGOs field of action	3	5	3	5	0	5.9

20. Source language/s you most interpreted this year (2019) when assisting NGO users:	
Arabic	4
French	1
English	3
K'iche'	1
Portuguese	3
Rohingya	1
Russian	2

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

Ukrainian	1
Umbundu	1
Wolof	1

21. WHO does the interpreting when communication is not in Spanish or Galician?

	Always	Almost always	Sometimes	Almost never	Never	Index
NGDO staff	0	13	3	0	0	7.0
Acquaintances / relatives of person assisted	0	4	5	4	2	4.3
Persons known by NGDO	1	3	5	3	1	5.0
With multilingual software (e.g.: Google Translate)	0	3	4	1	5	3.5

22. If other person is involved, kindly specify:

Professional interpreter (1); Telephone interpreter (1); Partner entity's staff member (1)

23. Is there a protocol to request assistance from interpreters?

Yes	3
No	14

24. If there is a protocol, indicate which one:

We have hired a national level company with which we have a request and evaluation procedure in place (1); the translator's telephone (1); Initial formal interviews with content that is relevant to the insertion itinerary of the person. Interviews with psychologists and lawyers (1); Internal (1)

25. If Yes, is it easy to follow?

Always	Almost always	Sometimes	Almost never	Never
1	3	0	0	0

	Always	Almost always	Sometimes	Almost never	Never	Index
Face-to-face	2	4	5	5	0	5.5
Telephone interpreting	2	1	1	6	6	3.0
Video-conference interpreting	0	1	0	3	11	1.0

	Always	Almost always	Sometimes	Almost never	Never	Index
Through pamphlets translated in many languages	0	0	1	4	6	1.4
Simple language and body language	0	5	0	3	2	4.5
Help from person who interprets	4	3	2	4	2	5.5
Apps/Software	0	1	2	2	6	2.0
Drawings/pictograms	0	1	3	3	5	2.5

	Always	Almost always	Sometimes	Almost never	Never	Index
Brochures	0	1	10	2	6	3.3
Informed consents	3	2	5	4	4	4.4
Forms	1	3	8	1	4	4.4
Contracts	3	3	7	2	3	5.1

Projects and estimates (1); Teaching materials, PowerPoint presentations, Internet information (1); Programme norms, explanation of public services (school, health), visit to doctors (1); Administrative notifications (1)

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

30. Did you experience the following PROBLEMS when working with interpreters?						
	Always	Almost always	Sometimes	Almost never	Never	Index
Modifies message	0	1	3	8	3	2.8
Gets involved (advises, counsels)	0	1	4	6	3	3.0
Unaware of terminology	0	1	2	7	3	2.7
Converses with person and then does not translate	0	2	5	5	2	3.8
Does not treat the person correctly	0	0	0	7	7	1.3
Unavailable at all times	0	0	2	6	6	1.8
Does not maintain confidentiality	0	0	1	5	8	1.3
Lack of interpreter availability in certain time slots	0	2	2	6	2	3.3
Lack of interpreters in certain languages	2	4	2	4	0	5.8

31. Please indicate LEVEL OF AGREEMENT regarding working with interpreters:						
	Very high	High	Medium	Low	None	Index
Implies high cost	1	7	3	1	0	6.7
He/she is professional	0	7	3	2	0	6.0
An outsider who distracts	2	1	6	3	0	5.4
His/her work improves attention	1	3	3	5	0	5.0
Lacks specific training	0	3	3	6	0	4.4
Better to have someone from within the NGDO	2	5	2	3	0	6.3
Better to have someone from the community of the person assisted	2	3	4	3	0	5.8
Users do not trust interpreter	1	0	3	7	1	3.5

31b. Do you consider it important for interpreters to be trained in NGDO scope of action?					
Very important	Important	Moderately important	Slightly important	Not important	Index
5	6	5	0	0	7.5

- a. Tables showing results of the questionnaire addressed to NGOs working with translators and interpreters

32. How IMPORTANT are the following aspects in training persons who translate and interpret for NGOs?

	Very high	High	Medium	Low	None	Index
Specific terminology	3	11	3	0	0	7.5
IT tools for translation	2	6	5	4	0	5.9
Cultural equivalences	5	10	1	0	0	8.1
Professional conduct	9	7	1	0	0	8.7
Interpreting techniques (e.g.: note-taking, summarising, etc.)	2	7	7	0	0	6.7
Emotion management	6	7	4	0	0	7.8
Knowledge of development cooperation	3	5	6	1	2	5.9
Knowledge of NGOs	2	9	6	0	0	6.9

33. What other elements should be included in the training of persons who translate and/or interpret for NGOs?

Confidentiality (2); Closeness (1); Empathy (2); Knowledge of the Spanish administration (1); Human rights and gender (1)

34. Please add other information you consider relevant to translation/interpreting in NGOs or to the questionnaire:

Our work in target countries is performed through NGO partner entities. They are the ones that directly assist people who speak other local languages. Staff in these organisations must know the local language in order to work there. Many a time, they are locals and although both understand Spanish, they can get closer to project recipients by speaking to them in their own language (Quechua, Awajún in Peru, or K'iche' in Guatemala) (1).

Our NGO has never used a professional translator (1).

When the same interpreter comes repeatedly, this either creates a link with the person he/she translates for or the user may feel that the interpreter knows too many things about his/her personal life (1).

The questionnaire does not fit our reality because the Galician office does not work directly with persons of different origin, but with local social organisations (decentralised cooperation model). What we find most useful and what we use most is the translation of educational materials such as manuals or guidelines (1).

All responses are related to refugee or immigration projects in Galicia. The reality in the field is radically different (1).

It is best to have staff within the NGO and partner entities to do this type of work (1).

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

1. Type of training, do you have formal training in TRANSLATION?	
Yes	11
No	3

1. Type of training, do you have formal training in INTERPRETING?	
Yes	13
No	3

1. Degree in translation/interpreting		
Translation	Interpreting	Specific number
Yes	YES	10
NO	YES	2
YES	NO	0
NO	NO	3

2. What degree do you have?	
Bachelor's degree in Translation and Interpreting	8
Bachelor's degree in T&I + Master's degree in Institutional Translation	1
Bachelor's degree in T&I + Master's degree in Translation	1
Nursing	1
Library studies	1
Bachelor's degree in Spanish Philology /Master's degree in International Trade	1
Bilingual Primary Education Teacher	1
Unknown/NA	2

3. Are you a Sworn Translator/Interpreter?	
Yes	11
No	5

4. Do you have another related accreditation?	
Yes	2
No	12

5. If yes, which one?	
Official license	1
Sworn translator in Spain, Poland and New Zealand	1

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

6. Do you work as:	
A freelancer	7
An employee	5
Both	3

7. How many years of TRANSLATION experience do you have?	
<5	1
5-9	1
10-14	4
15-19	3
>20	3

7. How many years of INTERPRETING experience do you have?	
<5	3
5-9	1
10-14	6
15-19	1
>20	2

8. What languages do you interpret or translate? TRANSLATE	
English	11
French	0
Portuguese	1
Arabic	1
Russian	1
Romanian	1
Urdu	0
Bulgarian	0
Other	5

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGODs

8. What languages do you interpret or translate? INTERPRET	
English	7
French	3
Portuguese	1
Arabic	1
Russian	3
Romanian	1
Urdu	0
Bulgarian	0
Other	3

9. How many years of experience do you have in the field of translation/interpreting with NGDOs?	
<5	11
5-9	1
10-14	2
15-19	0
>20	0

10. How many NGDOs have you worked for in your years of experience?	
<5	12
5-9	1
10-14	2
15-19	0
>20	0

11. How often have you done translation work IN THE LAST MONTH?	
In the last month	5
In the last 6 months (including above)	2
In the last 12 months (including above)	5

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

11. How often have you interpreted IN THE LAST MONTH?	
In the last month	4
In the last 6 months (including above)	5
In the last 12 months (including above)	4

12. Have you done any specific training courses in translation/interpreting during the last 12 months?	
Yes	4
No	11

13. If yes, indicate the topic:	
Voze Course on Interpreting (2), ECONOMIC AND FINANCIAL TRANSLATION (1), Legal Translation and Interpreting (new Spanish regulations) (1)	

14. Countries of origin:	
Russia (3), Ukraine (2), Georgia (1), Kazakhstan (1), Tajikistan (1), Syria (2), Morocco (2), Ghana (1), Senegal (2), South Asia (1), Africa (2), Algeria (1), Spain (1)	

15. Gender:	
More men than women	3
Equal number of men and women	4
More women than men	3

16. Age:	
0-12 years	3
13-17 years	2
18-30 years	7
31-50 years	10
>50 years	1

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

17. Mother tongues spoken by persons assisted by NGOs with whom you work or collaborate:
Arabic dialect (2), Standard Arabic (1), French (1), English (1), Georgian (1), Kazakh (1), Russian (3), Tajik (1), Ukrainian (1), Wolof (1); Others (2)

18. Languages known to the persons assisted:
Arabic (1), French (6), English (7), Georgian (1), Kazakh (1), Portuguese (1), Russian (1), Tajik (1), Ukrainian (1), Other

19. Source language(s) you translated most for NGO users this year (2019):
Arabic (2); Spanish (1), French (3), English (4), Russian (2)

20. Target language(s) you translated most for NGO users this year (2019):
Arabic (2); Spanish (5), French (1), Russian (1)

21. With regard to translations for NGOs, how OFTEN:						
	Always	Almost always	Some- times	Almost never	Never	Index
Are the people you assist informed about your role or your functions as an interpreter?	2	3	2	2	0	6.4
Do NGOs request cultural adaptation of translations?	2	3	0	1	3	5.0
Do NGOs provide you with specific terminology?	2	2	0	0	4	4.4

22. Do NGOs have a protocol in place to use assistance of translators?						
	Always	Almost always	Sometimes	Almost never	Never	Index
Yes, there is a protocol	1	1	0	2	4	2.8
If yes, is it easy to apply?	1	0	1	0	2	3.8

23. If there is a protocol, indicate which one:
Phone call and then a WhatsApp message with indications, which is followed by a more specific email containing all data and terminology for interpreting (1)

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

24. How OFTEN do you translate the following documents?						
	Always	Almost always	Sometimes	Almost never	Never	Index
Administrative documents (e.g.: criminal record certificates, birth certificates, etc.)	3	3	2	2	1	6.1
Legal documents (e.g.: power of attorney, divorce certificates, etc.)	1	2	3	1	3	4.3
Documentary evidence (e.g.: WhatsApp, press releases, etc.)	0	0	2	2	6	1.5

25. Please indicate other documents that you frequently translate:
Travel permits for minors, supporting training certificates, school records (1)

26. Do you use any specific software to do translations?	
Yes	2
No	8

27. If yes, which one?	
Trados Studio 2019	2
ABBYY	1

28. Source language/s you interpreted most this year (2019) when assisting NGDO users:
Arabic (2), French (1), English (1), Russian (3), Ukrainian (1)

29. Do NGDOs have a protocol in place to use assistance of interpreters?						
	Always	Almost always	Sometimes	Almost never	Never	Index
Yes, there is a protocol	0	1	1	1	3	2.5
If yes, is it easy to apply?	0	1	1	0	1	4.2

30. If there is a protocol, indicate which one:
At the start: good morning/good afternoon, I am..., interpreter of..., I will translate all information in a faithful, neutral and confidential manner (1)

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

31. Please indicate HOW OFTEN you provide:						
	Always	Almost always	Sometimes	Almost never	Never	Index
Face-to-face interpreting	4	1	1	1	1	6.9
Telephone interpreting	0	1	2	0	3	2.9
Video-conference interpreting	0	0	1	0	4	1.0

32. HOW OFTEN do you read and sight translate the following documents?						
	Always	Almost always	Sometimes	Almost never	Never	Index
Brochures	0	4	0	0	3	4.3
Informed consents	0	2	4	0	3	3.9
Forms	0	3	1	0	3	3.9
Contracts	0	2	1	1	3	3.2

33. Please indicate other documents that you often translate orally:						
Rental contracts (1), legislation concerning administrative procedures (1)						

34. When interpreting how OFTEN do/are you						
	Always	Almost always	Sometimes	Almost never	Never	Index
Softens original message?	1	0	1	1	3	2.9
Advise, counsel...?	0	0	0	2	3	1.0
Unaware of subject matter?	0	0	3	2	0	4.0
Find terminology used is not clear?	0	0	2	3	0	3.5
Culturally adapt the message?	0	1	2	1	1	4.0
Find it difficult to reproduce the original message (reproduce hesitations, pauses...)?	0	1	4	0	1	4.6
Find it difficult to control emotions?	0	1	3	1	0	5.0
Asked to do things like: identify accents or age, if the person lies...?	0	0	0	1	4	0.5

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

35.A. How IMPORTANT are the following to train as a professional NGDO translator or interpreter ?						
	Very high	High	Medium	Low	None	Index
Specific terminology	3	3	1	0	0	8.2
IT tools	0	2	3	3	1	4.2
Cultural equivalences	4	3	2	0	0	8.1
Professional conduct	3	4	1	0	0	8.1
Interpreting techniques (e.g: note taking, summarising, etc.)	1	3	2	0	0	7.1
Emotion management	2	4	1	0	0	7.9
Knowledge of development cooperation	1	4	2	0	0	7.1
Specific training in translation	0	3	4	0	0	6.1
Specific training in interpreting	0	5	2	0	0	6.8

35.B. How IMPORTANT are the following to train as a professional NGDO translator or interpreter ?						
	Very high	High	Medium	Low	None	Index
Specific terminology	3	3	1	0	0	8.2
IT tools	0	2	2	3	1	4.1
Cultural equivalences	4	2	1	0	0	8.6
Professional conduct	3	4	0	0	0	8.6
Interpreting techniques (e.g.: note taking, summarising, etc.)	1	3	2	0	0	7.1
Emotion management	2	4	1	0	0	7.9
Knowledge of development cooperation	1	4	2	0	0	7.1
Specific training in translation	0	3	4	0	0	6.1
Specific training in interpreting	0	4	2	0	0	6.7

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

35.C. How IMPORTANT are the following to train as a professional NGDO translator or interpreter?						
	Very high	High	Medium	Low	None	Index
Specific terminology	3	2	0	0	0	9.0
IT tools	0	2	2	2	1	4.3
Cultural equivalences	2	3	1	0	0	7.9
Professional conduct	2	3	1	0	0	7.9
Interpreting techniques (e.g.: note taking, summarising, etc.)	1	2	1	0	0	7.5
Emotion management	1	3	1	0	0	7.5
Knowledge of development cooperation	1	3	1	0	0	7.5
Specific training in translation	0	2	3	0	0	6.0
Specific training in interpreting	0	3	1	0	0	6.9

35.D. How IMPORTANT are the following issues to train as a professional NGDO translator or interpreter ? Comparison			
	TOTAL	TRANS	INTERP
Specific terminology	8.2	8.2	9.0
IT tools	4.2	4.1	4.3
Cultural equivalences	8.1	8.6	7.9
Professional conduct	8.1	8.6	7.9
Interpreting techniques (e.g.: note taking, summarising, etc.)	7.1	7.1	7.5
Emotion management	7.9	7.9	7.5
Knowledge of development cooperation	7.1	7.1	7.5
Specific training in translation	6.1	6.1	6.0
Specific training in interpreting	6.8	6.7	6.9

- b. Tables showing results of the questionnaire addressed to translators & interpreters working for the NGOs

36. Please indicate overall RATING regarding working for NGOs:						
	Very high	High	Medium	Low	None	Index
Works well	2	5	1	1	0	7.2
Rates are appropriate	0	3	0	4	0	4.6
Actual interpreting work does not conform to that contracted	0	3	1	2	1	4.6
Shortage of time and urgency	2	1	0	3	2	4.4
Inadequate premises	0	1	2	1	4	2.5
Do not treat user correctly	0	0	1	1	5	1.1
Speak very fast and/or do not pause	0	1	0	2	5	1.6
Do not speak in the first person	0	2	0	0	5	2.1

37. What was the level of satisfaction with the NGOs you worked for?						
	Very high	High	Medium	Low	None	Index
Translation	2	4	0	0	0	8.3
Interpreting	1	7	1	0	0	7.5

c. Tables showing results of the focus groups: contents transferred

Summary of the most relevant aspects addressed in focus groups	
FG-1 NGOs Group	FG-2 Interpreters group
1. Profile and cases	
<p>1.1. NGDO intervention with vulnerable populations in general (migrants and/or refugees): international (n=5), national (n=3) and local (n=1).</p> <p>1.2. Human rights commitment and difficulty to put into practice (guarantee them). Cases where little information on a situation leads to inappropriate social intervention.</p>	<p>1.1. The profession arises as a professional opportunity/niche (no technical training: any available training is valued positively).</p> <p>1.2. Fragmented collective image as a result of job insecurity: defined by exploitation and undervaluation by contractors (NGDOs) and social commitment towards those assisted.</p>
2. Communicative demands: Situations and resources used	
<p>2.1. Economic crisis has stagnated unaddressed structural problems: absence of translators and interpreters in the social team.</p> <p>2.2. Interpreters hired only in complex cases.</p> <p>2.3. Persons accompanying service users are generally the ones that translate (resource).</p> <p>2.4. Non-professional communications makes performance of social work impossible (improvisation and unjustified delays).</p>	<p>2.1. Impartiality and confidentiality are at stake.</p> <p>2.2. Difficulties to refrain from emotional involvement (development of ineffective strategies): speaks in first person.</p> <p>2.3. Childish language used: use other ways to ask.</p> <p>2.4. There is a need to revise the initial introduction protocol.</p>
3. Difficulties and assessments of work done	
<p>3.1. Biases and ethical problems as a result of using non-professional interpreters: friends and acquaintances, people from the same nationality, family members, etc.</p> <p>3.2. Impossibility to provide quality comprehensive intervention, follow-up or referral during assistance.</p> <p>3.3. Undesired consequences of "professional burnout syndrome" of NGDO technicians (self-learning based on trial and errors during intervention: violation of user rights).</p>	<p>3.1. Isolation and misunderstandings due to lack of intercultural experience (internal diversity of the Arab world and linguistic and geopolitical differences not taken into account).</p> <p>3.2. Exploitation of volunteers as a free and non-professional linguistic resource.</p> <p>3.3. Bad practices arising from widespread use of dubious quality mechanisms (Google Translate). Thereby violating rights to defence and generating helplessness. Poor assessment of telephone translation system.</p>

c. Tables showing results of the focus groups: contents transferred

4. Proposals for improvement and expectations	
<p>4.1. With regard to working conditions: duty of the Public Administration to cater to the needs for translation and interpreting services.</p> <p>4.2. With regard to case handling: ensure viability of interventions and rights of immigrants and/or refugees.</p> <p>4.3. With regard to the profession: creation of a register of translators and interpreters to provide information in a direct and effective manner. Consider offering internships to interpreting students (also, in interculturalism).</p> <p>4.4. Prospects: precariousness of social services, excessive bureaucracy.</p>	<p>4.1. With regard to working conditions: increase hourly rates, include travel allowance and payment of "waiting time", besides establishing appropriate availability parameters.</p> <p>4.2. With regard to case handling: provide the relevant background information (objective, specific vocabulary and geopolitical context), attend previous sessions and provide continuity to interpretations carried out, as well as breaks during interpretations.</p> <p>4.3. With regard to the profession: creation of a translators and interpreters bank and register specialised in the third sector and with direct employment relationship to the sector. Training on interpreting targeted to interpreters, NGOs and professionals</p> <p>4.4. Volatile prospects: uncertain professional future.</p>