

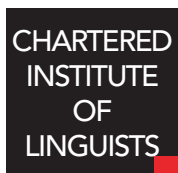
2016/17

# UK Translator Survey

## Final Report

May 2017

Results of a survey of UK translation sector professionals conducted in Autumn 2016 by the European Commission Representation in the UK, the Chartered Institute of Linguists (CIOL) and the Institute of Translation and Interpreting (ITI).



## CONTENTS

INTRODUCTION.....	2
PART ONE – GENERAL QUESTIONS .....	4
CHAPTER 1 – VITAL STATISTICS .....	5
CHAPTER 2 – MEMBERSHIPS, QUALIFICATIONS, TRAINING, NETWORKING, SKILLS .....	12
CHAPTER 3 – REMUNERATION, OPTIMISM, COMMENTS ON THE PROFESSION .....	21
PART TWO – SPECIFIC QUESTIONS – TRANSLATION TOOLS & TECHNOLOGIES .....	26
CHAPTER 4 – USE OF PARTICULAR TOOLS & TECHNOLOGIES .....	27
CHAPTER 5 – THE IMPACT OF TECHNOLOGY ON TRANSLATORS .....	38
CHAPTER 6 – COMMENTS ON TRANSLATION TOOLS & TECHNOLOGY .....	41
THE FUTURE OF THE SURVEY .....	43
APPENDIX: FREE TEXT RESPONSES.....	44

This document and the information contained within it are free to use for non-commercial purposes only, provided they are credited as originating from the 2016 UK Translator Survey organised by the three organisations below.

© 2016/17 [European Commission Representation in the UK](#),  
the [Chartered Institute of Linguists \(CIOL\)](#)  
and the [Institute of Translation and Interpreting \(ITI\)](#).

## INTRODUCTION

In Autumn 2016 the European Commission Representation in the UK, the Chartered Institute of Linguists (CIOL) and the Institute of Translation and Interpreting (ITI) conducted a survey of professionals working in the UK's translation sector. The survey aimed to paint a collective portrait of the translation scene and to canvass translators' views about the profession.

The initiative sprang from a tradition of cooperation among the three bodies under the banner of *#TranslatingEurope*, an outreach initiative launched by the European Commission's [Directorate-General for Translation](#) (DG Translation) to engage with the professional translation community in Europe. Translating Europe consists of national workshops organised in the EU member states and an annual Forum in Brussels. The Translating Europe Forum gathers translation professionals from around Europe to discuss a different aspect of the sector each year and has evolved into a continental translation summit.

In July 2014 a national Translating Europe event was organised at Europe House in London to discuss the 'future-proofing' of the translation sector. That event led to the organising of a [survey](#) the same year, focussing on translator training and professional development. The three organisations decided to follow this survey up two years later to investigate whether opinions on the issue had changed. However, it was soon clear that this new survey could be used to address a more comprehensive set of issues among the community of translators in the UK.

The survey was compiled by DG Translation staff based at the European Commission Representation in the UK, together with staff at the CIOL and ITI. A rough first set of draft questions was put together and a pre-survey questionnaire circulated, inviting the translating public to suggest improvements and additions. The aim was to produce a survey with content shaped by active translators, to ensure it would be as useful and valuable as possible, and to increase the number of potential respondents.

After reviewing the responses to the questionnaire the survey team decided to divide the survey into two parts. The first part would elicit general information about translators' working situations, covering job descriptions, contractual position, length of experience and level of qualification. It would also ask how well equipped respondents felt across a number of skills and what activities they undertook to develop these. Finally it would find out how optimistic they felt about their future as translators, and solicited their opinion on any aspect of the profession. If the survey were ever to be repeated, the intention was that this set of questions would remain constant in future editions, enabling the plotting of trends in the findings over time.

The aim of the second part of the survey was to ask detailed questions about a specific aspect of the profession. If the survey were to be repeated, future editions could focus on a different area of interest each time. The survey team decided that the 'specific' part of this survey would be the use of translation tools and technologies. The choice was heavily influenced by the fact that this was the theme of the 2016 Translating Europe Forum.

The survey is far from the first carried out in the translation sector. However, others concentrate on the economic aspects of the sector, or are aimed at business entities or associations, or focus on rates and salaries, or are carried out within the membership of particular professional groups. We wanted this survey to address individuals rather than organisations, working across the broad spectrum of translation activity, and to focus on a wider set of more 'human' questions covering the full range of the translator experience.

We also wanted the survey to cover both those who spend their time directly translating and those who have moved into related roles but who still consider their primary vocation to be that of translator. To capture this wider constituency we settled on the rather ugly term 'translation professional'. We deliberately excluded the allied profession of interpreting, as interpreters have a different set of skills and concerns meriting a separate survey of their own. And so we asked respondents to complete the survey:

*"if you consider yourself to be a translation professional; you make (or expect to make) some or all of your living from translation; and you are mainly based in the UK."*

Respondents had from 9 September to 20 October 2016 to reply; this period straddled 30 September, the feast day of St Jerome, patron saint of translators, also dubbed International Translation Day. A total of 588 respondents answered the questions, exceeding the expectations of the survey team. The survey was anonymous but respondents were given the option of leaving an email address if they wanted to be sent a copy of the findings in the form of the final report.

The survey yielded a mix of quantitative results expressed in graphic format and text responses to open questions giving respondents the opportunity to expand on their answers and to address any subject of concern to them. The findings are presented in a sequence that differs slightly from the survey, so some questions appear out of their original numerical order. The written responses reveal a rich and fascinating variety of preoccupations. This report contains some of the most representative and thought-provoking of these comments, edited for length and clarity and reproduced where they best illustrate different points of the survey. The full set of text responses is reproduced in the [Appendix](#). We strongly urge readers to dive into these as there is much of further interest and value in them.

The survey has some significant shortcomings: it was compiled without any expert help in conducting surveys or analysing their results, and with no assessment of the statistical significance of the findings. It relied on respondents to determine for themselves whether or not they fell in the target group. (Some respondents admit in their comments that they didn't, but completed the survey anyway; we take this as a compliment). It is merely a snapshot of the situation and the views of those who happened to respond to it.

The survey was publicised primarily through the communication channels of the European Commission, CIOL, the ITI, the Translators Association, Cymdeithas Cyfieithwyr Cymru (the association of Welsh translators and interpreters) and the Association of Translation Companies (ATC); this must have skewed the respondent base towards members and associates of these organisations, who may not be representative of the full range of people working in translation in the UK.

For all these reasons we present the findings of the survey with brief, tentative commentary but no analysis and an appeal for caution in interpreting its results. Since the survey has turned into a very different exercise from the 2014 'future-proofing' survey, we make no comparison between the results of the two. Instead the current survey could serve as a baseline for future similar surveys which could be more methodologically and analytically rigorous.

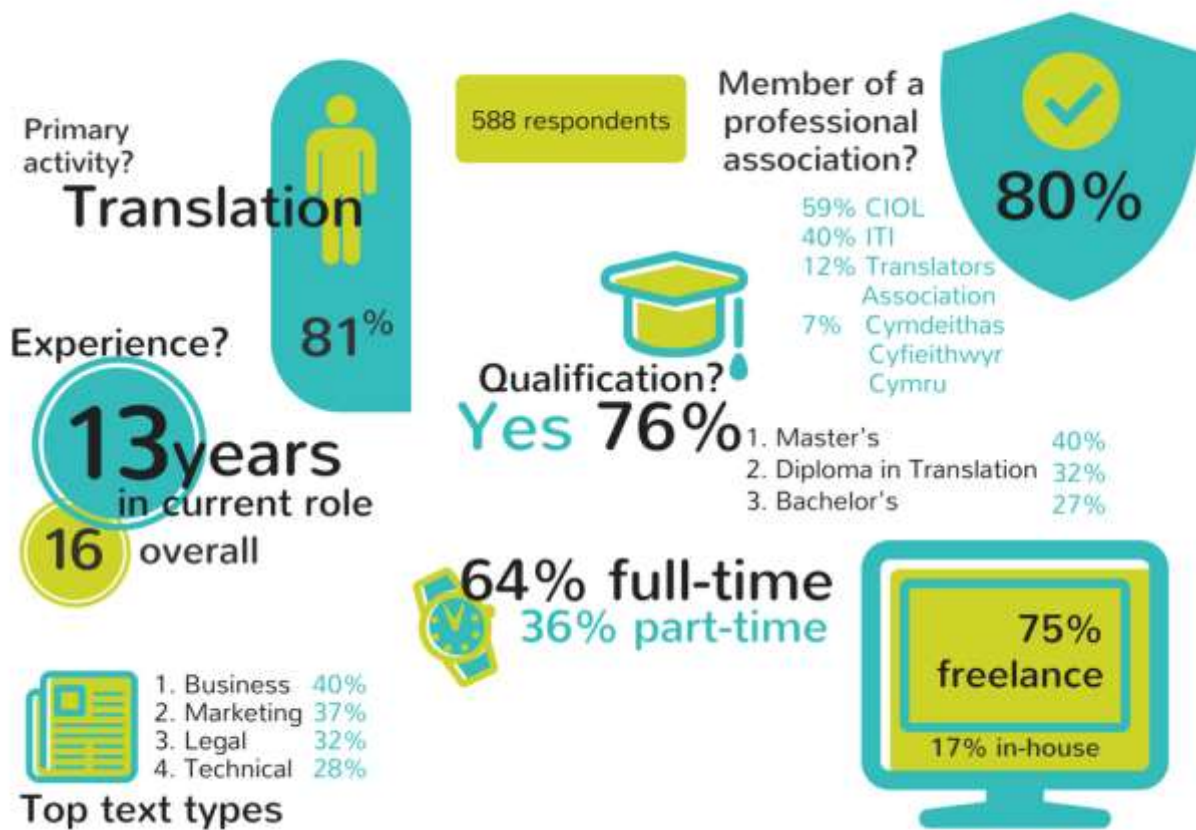
In the final section of the report we ask what respondents felt about the survey itself. Is it worth repeating? How frequently? How can it be improved? Should the two-part structure remain? Which questions should be refined, added or removed? If the survey is repeated, it is our hope that it could come to belong to the whole spectrum of translation professionals in the UK, not just those associated with the organisations which have originated it. If it can grow to have wide visibility and appeal within the sector, it could provide an accurate picture of the state of the profession across all its guises and become an authoritative barometer of opinion among the people that constitute it.

[European Commission Representation in the UK](#)  
[Chartered Institute of Linguists](#)  
[Institute of Translation and Interpreting](#)

## PART ONE GENERAL QUESTIONS

The intention of the first part of the survey was to build up as accurate a picture as possible of the nature of the translation profession in the UK. It tries to get the measure of some basic aspects of working life in the sector and deals with perennial concerns such as training, skills, professional standing, qualifications and the type of the material being translated. It also gave respondents the opportunity to raise any issues of concern to them.

The infographic below summarises some of the key findings from this first part of the survey:

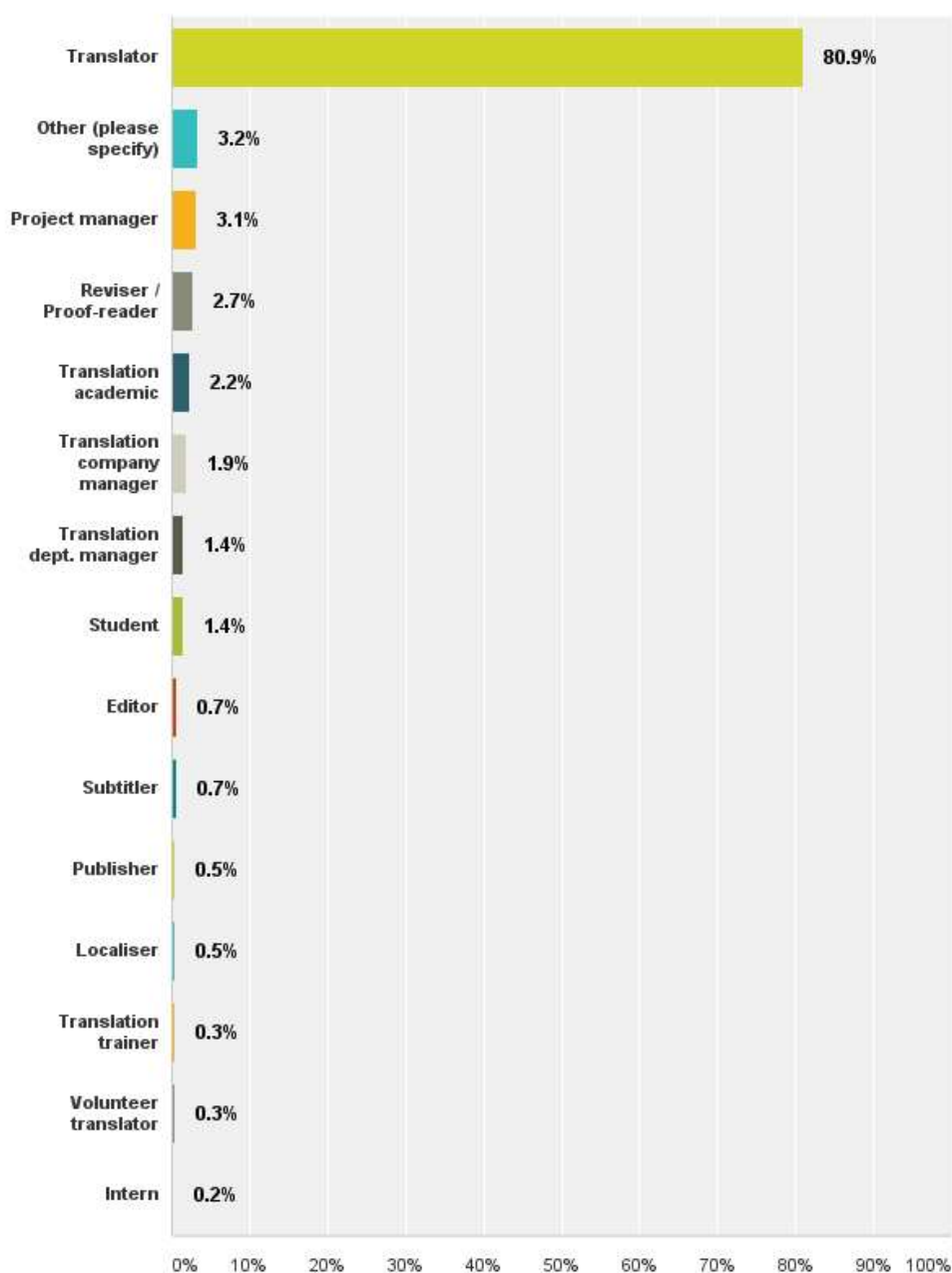


## CHAPTER 1 – VITAL STATISTICS

The opening questions of the survey aimed to outline the basic contours of the UK's translation community. Which roles do respondents perform, how long have they been in the field, on what employment basis, and what kind of material do they deal with? The first questions asked which title best described respondents' current role and how long they had been in this role.

**Q1 Which of the following best describes your current role in the translation profession? (select one option; if roles equally split, select the one you have spent most time on in practice over last six months)**

Answered: 587 Skipped: 1



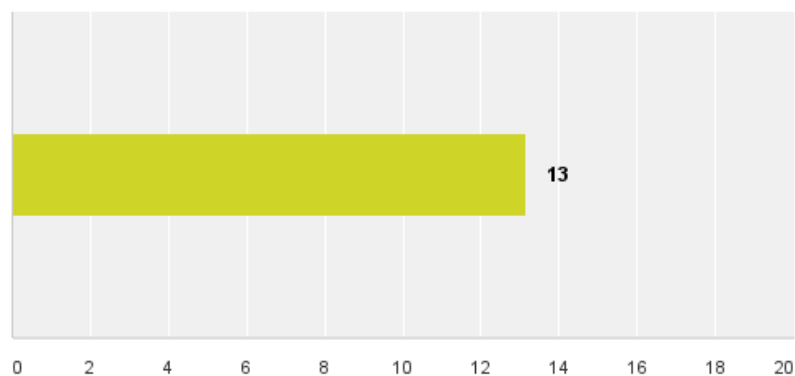


The vast majority of respondents—over four-fifths—described their working role as translator. All other options were very far behind—the next most common roles being *project manager*, *reviser or proofreader*, and *translation academic*. This overwhelming self-identification as ‘translator’ may have been partly influenced by the preamble to the survey, which suggested that individuals working in a different but related role might still consider themselves to be translators by vocation. After reading this, respondents may have been unsure which option to select when faced with the first question.

A number of respondents listed other roles not in the list of options. Among these were *bilingual lexicographer*, *producer of CPD for translators and interpreters*, *language planner*, *translation editor—a journalist working exclusively by translation from source texts*, and *translation salesperson*.

## Q2 How many years have you been in this role? (please round to nearest year)

Answered: 582 Skipped: 6

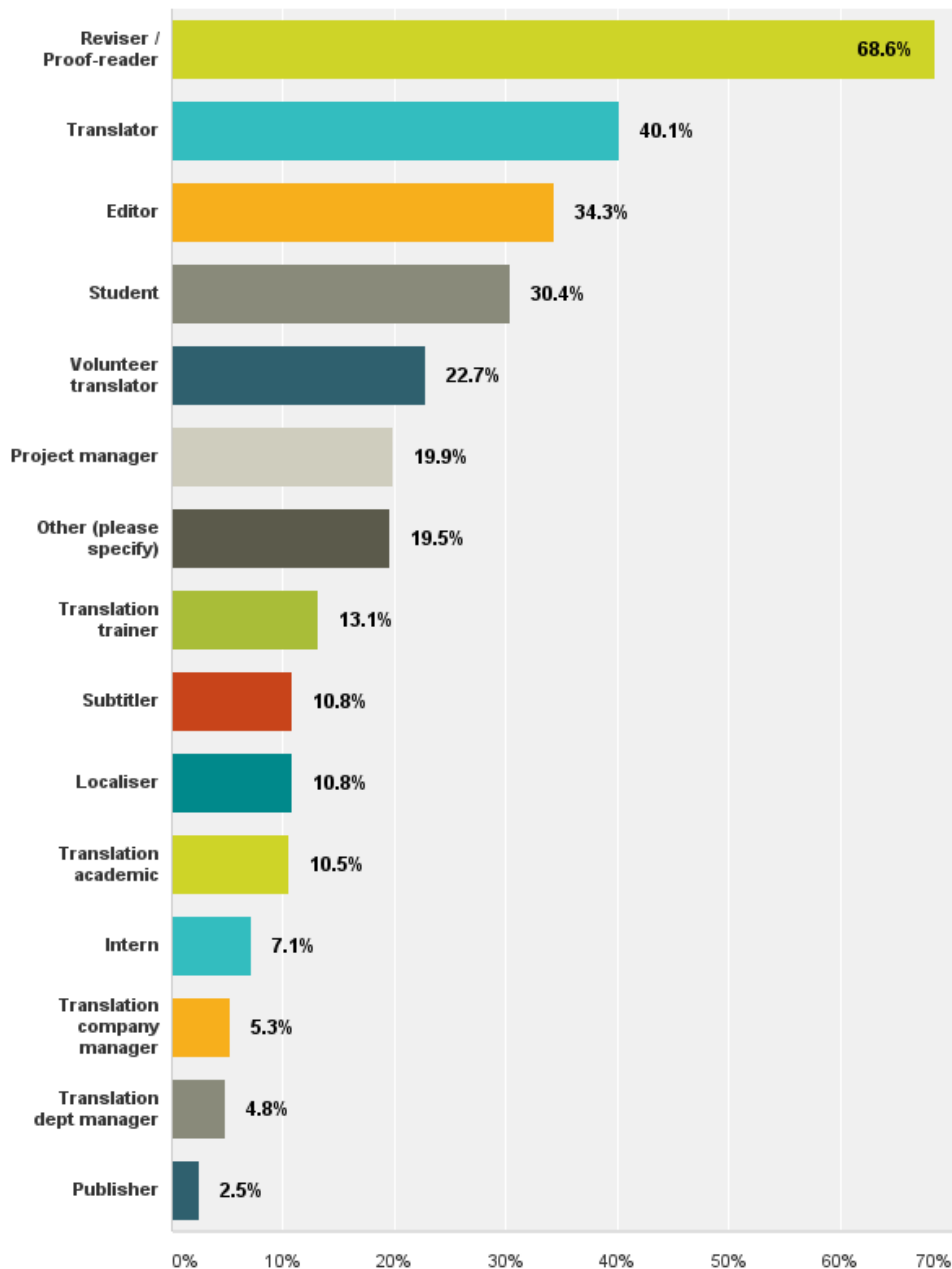


The average respondent turned out to have been in their current role for an inauspicious number of years.

We next asked which other roles respondents had performed earlier in their translation career, or which roles they fulfilled alongside the principal one in the first question.

**Q3 Which of these roles have you had in the past, or do you currently have in addition to the main role in Question 1 above? (please select all that apply)**

Answered: 563 Skipped: 25

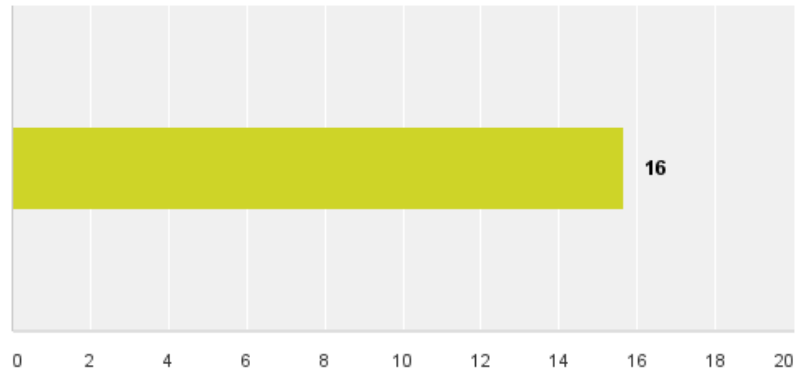


As with Question 1, respondents outlined a variety of other roles undertaken across their translation careers. These included *multilingual secretary*, *parliamentary substantially verbatim reporter*, *literary reviewer*, *multilingual IT support*, and *mother*. And another who told us: ‘*I’m a rhyming translator-poet*’.



**Q4 How many years in total have you spent in the translation profession? (please round to nearest year)**

Answered: 578 Skipped: 10



The average respondent to the survey had spent over a decade and a half working in the translation sector. Some of the comments reflected the thoughts of individuals at different ends of their translation careers:

*'It's good to see a younger generation of keen, active translators.'*

*'I am of retirement age and fear for the future of translation professionals.'*

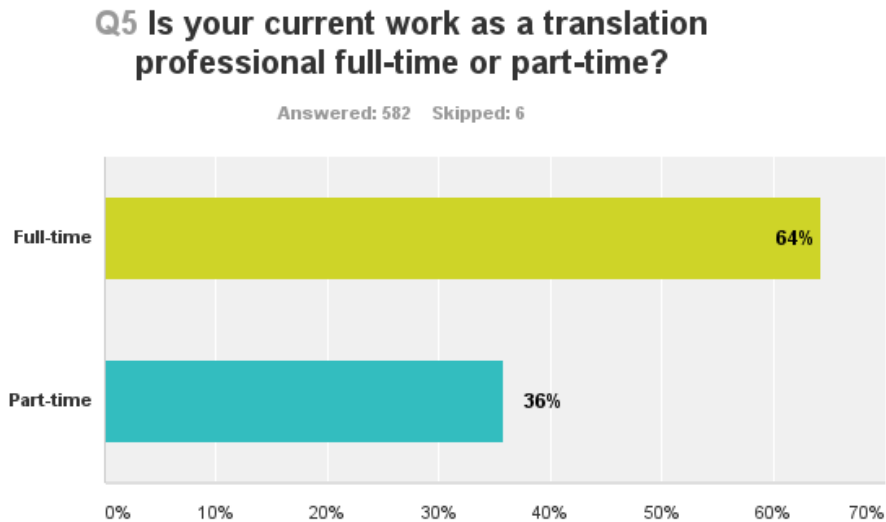
*'The predominant trend in the translation industry is to minimise its reliance on translators' skills. This will not affect those of us who have been working as a translator for many years, but those starting now are entering a very different industry from that I have known.'*

*'It's difficult starting out, but after about three years I'm getting there slowly.'*

*'Very hard for novices to gain experience; so much information, negotiations, business skills etc. to acquire. Feels very unstable for a long time before you start feeling a little bit successful.'*

*'It can be slow and difficult to start, before you have built up a good network and base of clients.'*

Next we asked whether respondents worked full- or part-time, and what their employment status was.



Many respondents commented on the difficulty of making a full-time career in translation, or on the flexibility it offers to enable part-time work:

*'I would find it difficult to rely solely on the proceeds from translations for a living. I have to mix this with other activities such as teaching languages or assessing the languages skills of others. In fact, I must spend 50% of my time teaching and 50% translating to earn a reasonable living.'*

*'Too unpredictable to rely on.'*

*'I'm an ad hoc translator working full-time as a bilingual PA as the translation profession is too unpredictable.'*

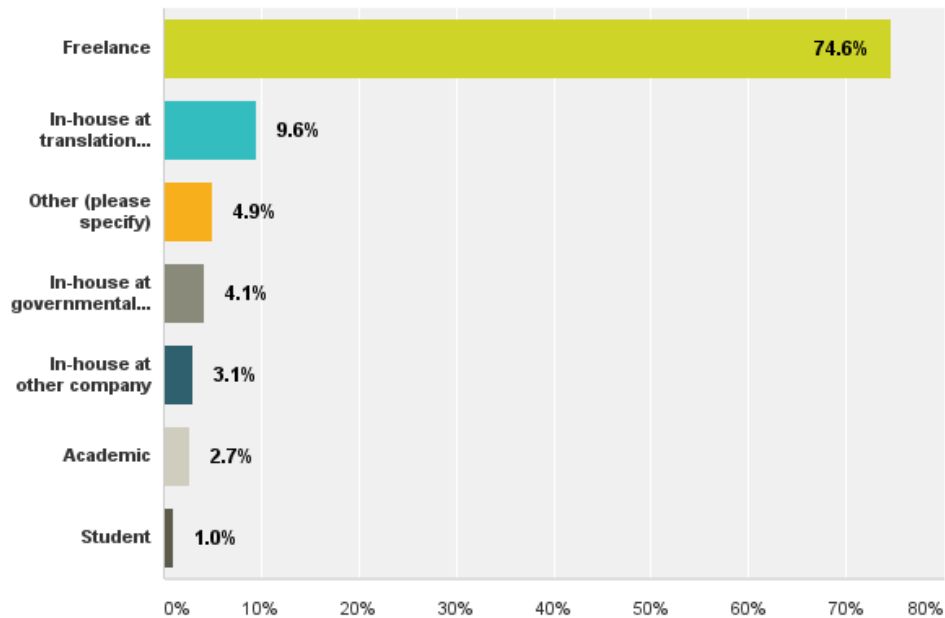
*'I'm a part-time translation academic and full-time lawyer.'*

*'I do not feel I could support myself financially from literary translation, which is the only type of translation I am interested in pursuing. Translation is my second career and is likely to remain so; I am certainly not planning to quit my full-time job.'*

*'I love my job as a translator and I love the fact I can work part-time around my family life.'*

### Q7 Which of the following best describes your current employment status?(select one option)

Answered: 586 Skipped: 2



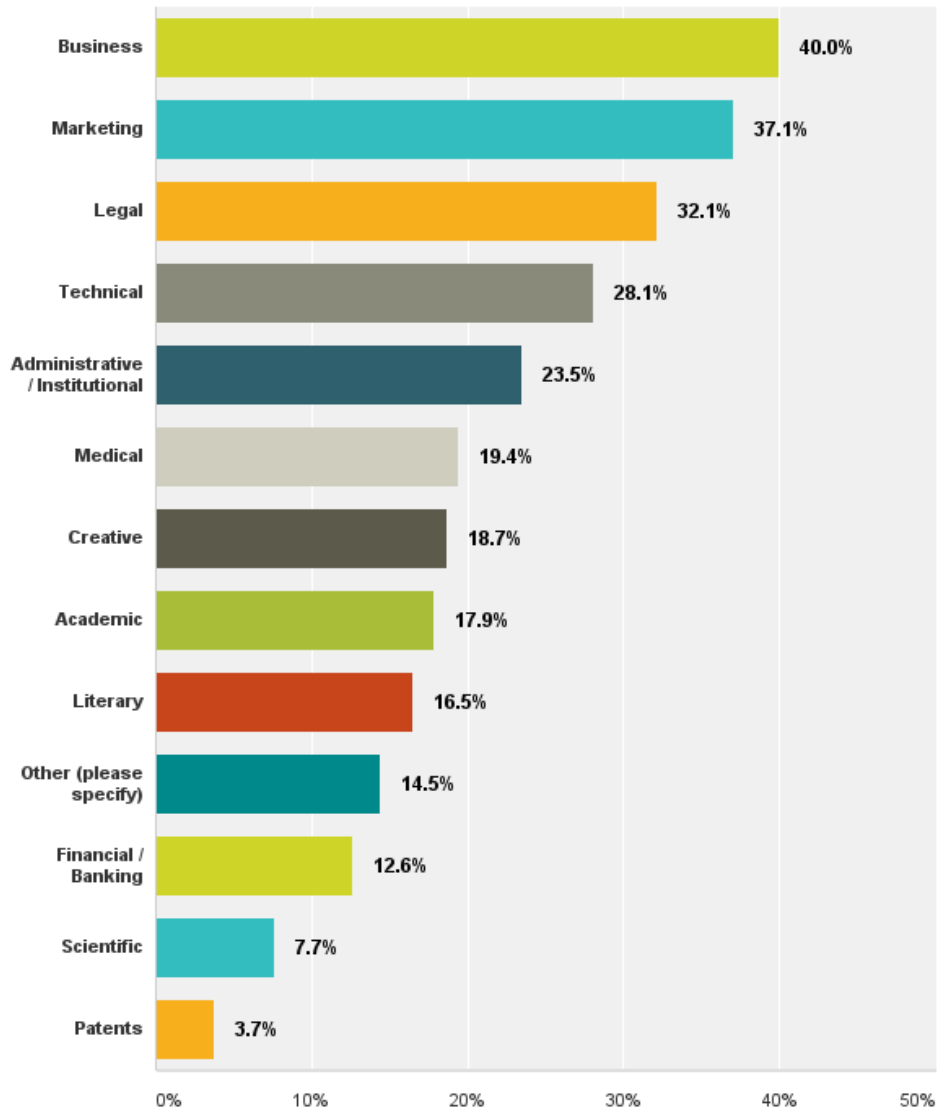
Answer options	Response percent	Response count
Freelance	74.6%	437
In-house at translation company	9.6%	56
Other (please specify)	4.9%	29
In-house at governmental organisation	4.1%	24
In-house at other company	3.1%	18
Academic	2.7%	16
Student	1.0%	6

Again respondents listed other employment situations not featuring in our list of options. These included individuals working *in-house at international organisation* or as a *translation company owner*.

Finally in this part of the survey, we asked respondents to indicate which three types of text they most frequently worked on.

**Q6 Which of the following best describe the three kinds of text you most commonly work with? (select up to three options)**

Answered: 588 Skipped: 0

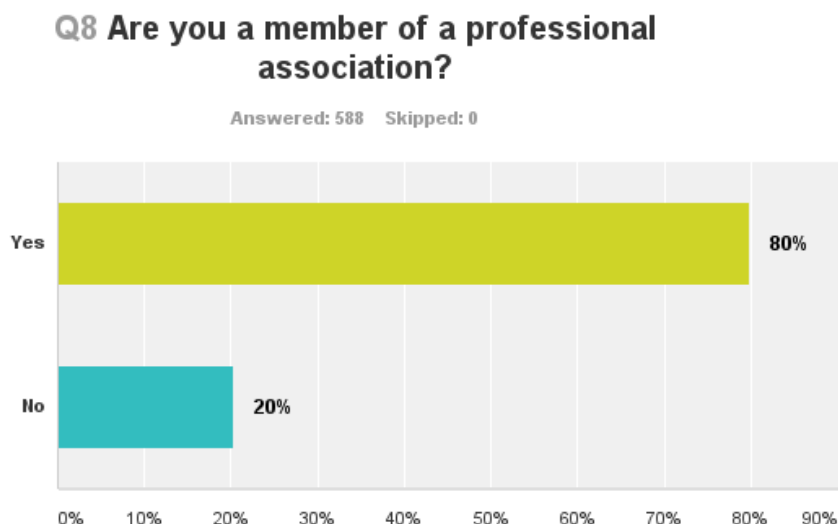


The aggregated result of this question gives an approximation of the most common types of texts dealt with by the sector; it is not surprising to see *business*, *marketing*, *legal* and *technical* topping the list. Respondents added many other types of text to the initial list suggested. The most common among these were texts in the *pharmaceutical*, *political*, *environmental*, *market research*, *tourism* and *journalism* fields.

## CHAPTER 2 – MEMBERSHIPS, QUALIFICATIONS, TRAINING, NETWORKING, SKILLS

The second group of questions asked respondents about their professional affiliations and qualifications, about the steps they take to develop their knowledge and skills, and about their networking practices. It also asked them to assess their proficiency across a range of relevant skills.

We first asked whether respondents belonged to any kind of translation-related professional association.



Four in five respondents were members of a professional association, a figure that initially seemed very high. However, since publicity for the survey was done very heavily through various professional associations, it should have been no surprise that the bulk of those who responded would be their members.

Some of the comments collected in various parts of the survey addressed different aspects of the work of professional bodies:

*'Professional associations in the UK could support the interests of translators more as this is still an undervalued profession (low fees, "hobby" image).'*

*'It is up to us to adapt to the ever-changing environment and to make sure that our professional bodies work pro-actively to improve the standing of language professionals to ensure recognition where recognition is due.'*

*'It would be very helpful for the associations and institutions to merge. Having so many reduces the influence and value of membership of each, and puts extra cost onto us.'*

*'Clients need to be provided with information from professional bodies so that they understand the benefits of working with professional translators, rather than just being led by price and selecting "translators" who are not fluent in the target language, or worse still, use something like Google Translate.'*

*'UK translators now also have competitors from outside the UK, though many do not seem to want to make the effort to become qualified members of the ITI or CIOL.'*

*'There is still work to be done in terms of persuading colleagues to join a professional body.'*

*'We have to be collectively aware of the need to educate the public about issues of quality and manage expectations. That's the business of associations and individual translators.'*

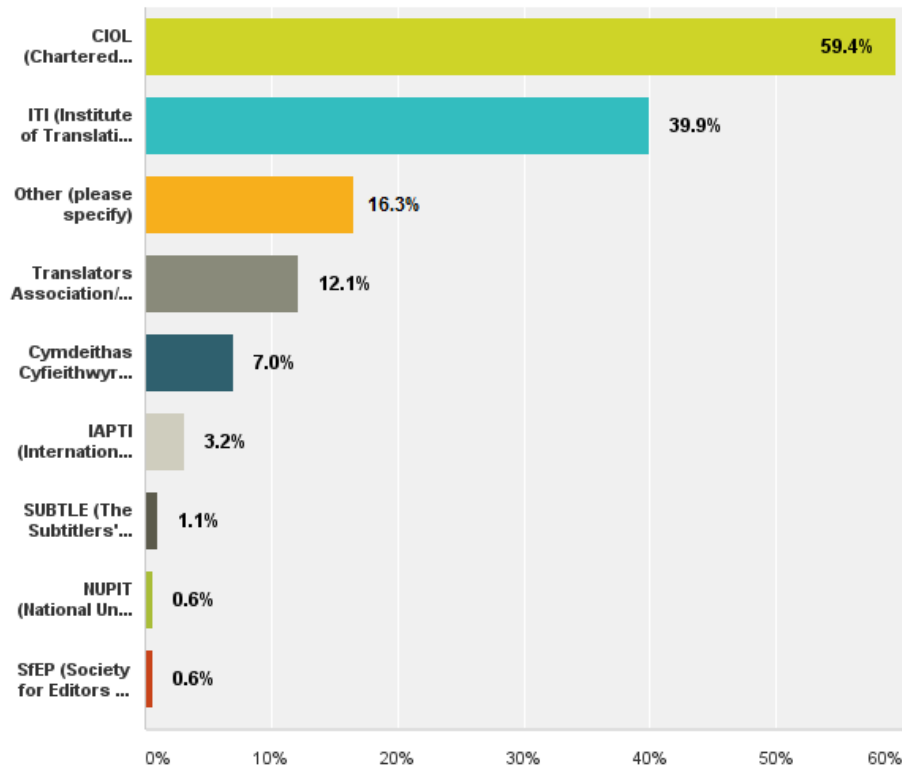
*'As an entrant into the profession, it is clear that there is a gap in being able to transition into paid work after MA graduation. If new entrants cannot get pro bono work due to lack of experience the professional bodies should provide and encourage mentoring from experienced translators.'*

*"It is good there is more networking between professional bodies now."*

We asked respondents to tell us which groups they belonged to.

### Q9 If Yes, which one? (select all that apply)

Answered: 471 Skipped: 117



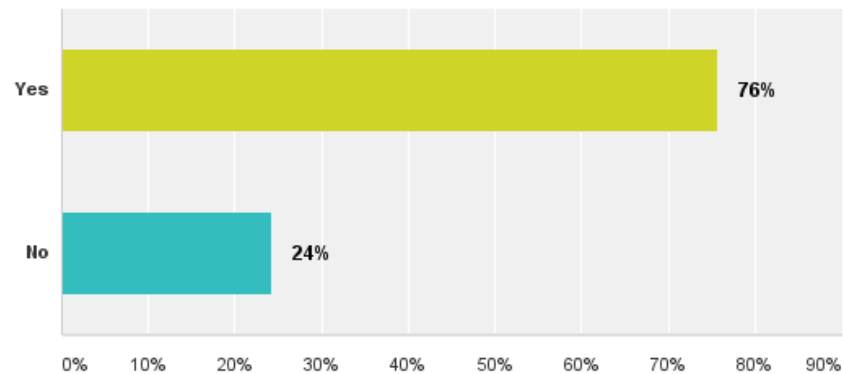
The four highest scoring organisations—the Chartered Institute of Linguists, the Institute of Translation and Interpreting, the Translators Association and Cymdeithas Cyfieithwyr Cymru—were the organisations which (to our knowledge) were most active in promoting the survey among their members.

Respondents indicated membership of a very wide variety of other bodies. These included the *Society for Editors and Proofreaders (SfEP)*, the *Law Society* and the *Association of Independent Professionals and the Self-Employed (IPSE)*. Many respondents were members of national translator associations in other countries, including those of Japan, Sweden, Hungary, Finland, China, the USA, Spain, France, Germany, Ireland, Italy and Brazil. Also represented were supranational organisations such as the *Mediterranean Editors and Translators* and the *European Medical Writing Association*. A large number of respondents were also members of the *National Register for Public Service Interpreters*, despite interpreting not being covered by the survey, and some respondents indicated a membership of the *Association of Translation Companies (ATC)*, although membership of that organisation is limited to companies rather than individuals.

We next asked whether respondents held a formal qualification in translation.

### Q10 Do you have a formal qualification in translation?

Answered: 581 Skipped: 7



Again, the proportion of those indicating that they had a qualification—over three-quarters—was higher than we expected. The most common qualification was a master's degree of some kind, followed by the Diploma in Translation (DipTrans) offered by CIOL. Respondents listed several other qualifications with varying direct relevance to translation, many of them awarded outside the UK. One respondent cited the translation prizes they had won, including the John Dryden literary translation prize, as equivalent to a qualification.

Some of the comments collected by the survey touched on the question of qualifications:

*'The current UK university training for translators appears inadequate, judging from the quality of placement students with a UK MA in Translation whom I have supervised in my capacity as a company translation manager.'*

*'I deplore the modern idea of becoming freelance immediately after qualifying, with no experience whatsoever. I see far too many queries from aspiring freelancers about what specialism to choose when they should have a specialism before even thinking about going freelance.'*

*'Anyone considering studying to qualify as a translator should do thorough research first on what the demand might be for their specific language combination for translators expecting UK rates.'*

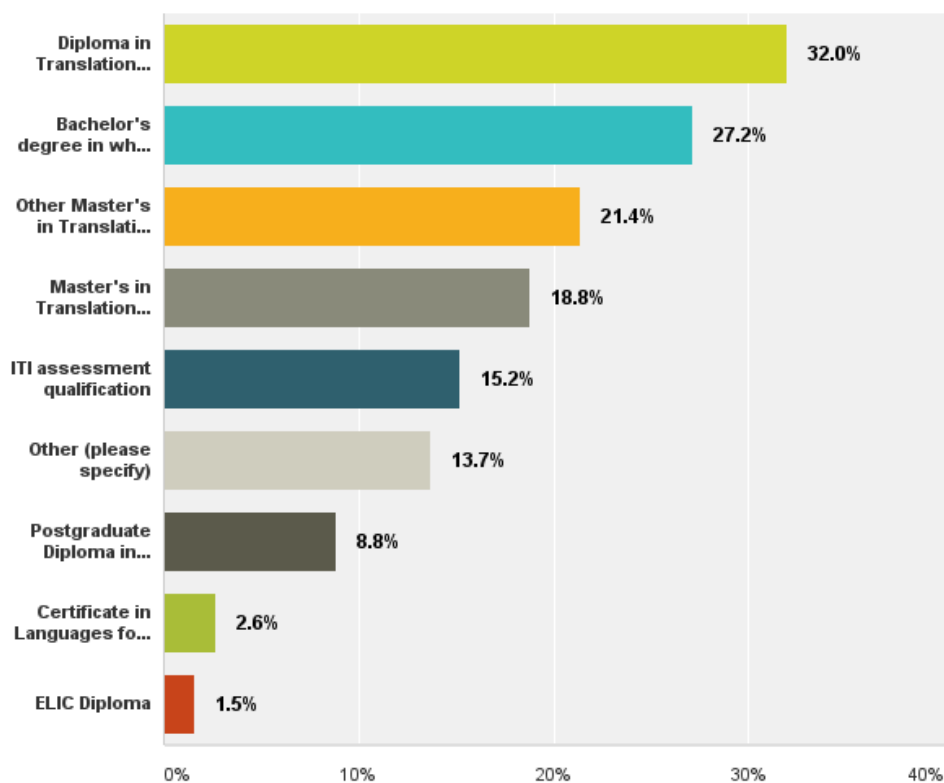
One commenter indicated that the lack of qualifications is not necessarily a barrier to gaining enough work in translation:

*'I never finished my translation MA because I ended working too much!'*



**Q11 If Yes, which? (select all that apply)**

Answered: 453 Skipped: 135

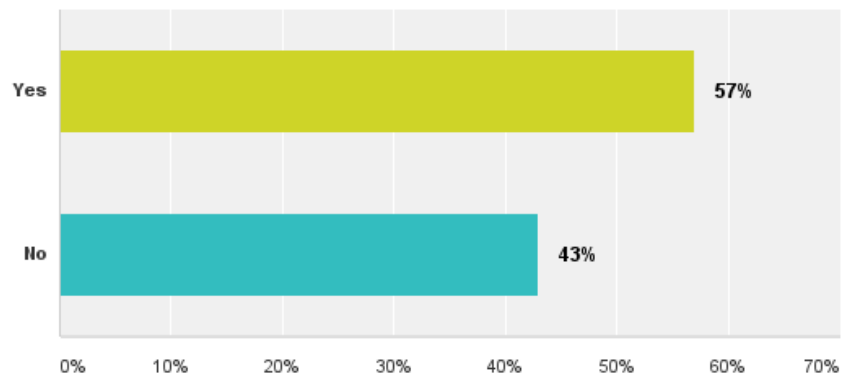


Answer options	Response percent	Response count
Diploma in Translation (DipTrans)	32.0%	145
Bachelor's degree in which translation was a significant component of study	27.2%	123
Other Master's in Translation or Translation/Interpreting	21.4%	97
Master's in Translation from an institution in the EU's European Master's in Translation (EMT) network	18.8%	85
ITI assessment qualification	15.2%	69
Other (please specify)	13.7%	62
Postgraduate Diploma in Translation or Translation/Interpreting	8.8%	40
Certificate in Languages for Business	2.6%	12
ELIC Diploma	1.5%	7

The next set of questions asked what our respondents did to address any skills deficits with continuing professional development (CPD). We asked whether they had attended a CPD event, either online or in the physical world, over the previous year, and whether they had undertaken their own independent CPD activity over the same period.

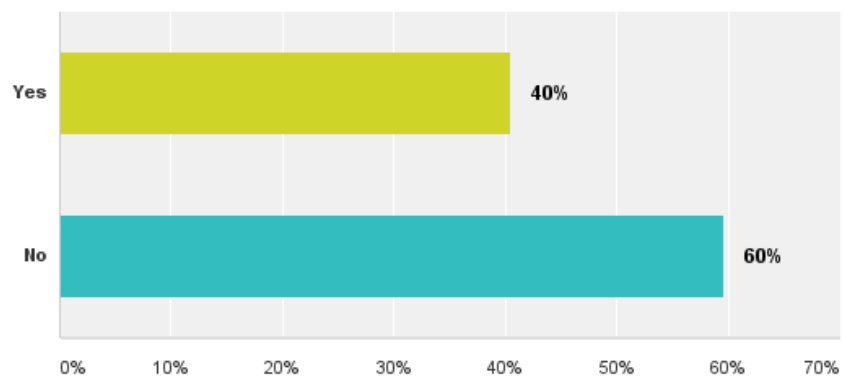
**Q13 Have you attended a continuing professional development (CPD) event in the last 12 months?**

Answered: 581 Skipped: 7



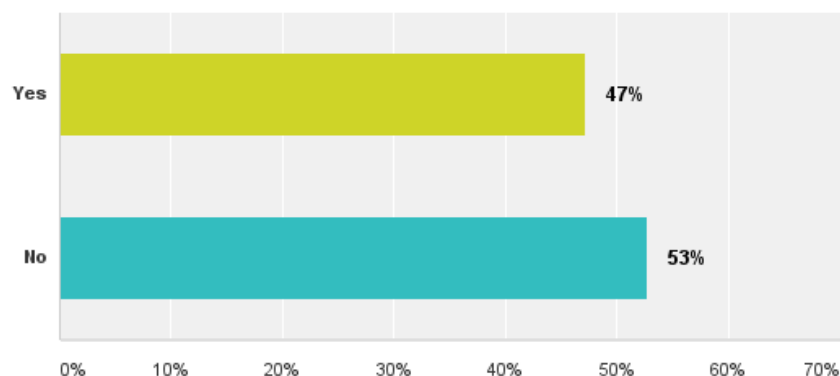
**Q14 Have you participated in an online CPD event in the last 12 months?**

Answered: 584 Skipped: 4



### Q15 Have you undertaken your own independent CPD activity in the last 12 months?

Answered: 580 Skipped: 8



Respondents were then given the opportunity to write about their CPD activities over the last year. This question generated more responses than any other in the survey, indicating that translators have a strong sense of professional duty to improve their skills.

The contributions revealed that respondents undertook many activities to maintain command of their source languages and to add new ones: they attended language classes, watched television and films, listened to radio, read, spent time in the countries of their languages, studied grammar, and attended conversation classes, social events and book clubs. They kept up their subject area knowledge by reading professional and subject area journals and attending industry conferences. They kept their target language fresh by reading quality press such as *The Economist* and the *Financial Times* and by attending creative writing classes. They attended language trade exhibitions such as *Language Show Live*.

Many participated in training events organised by their professional association, and attended real-world and online seminars and courses, using platforms such as *Coursera* and *FutureLearn* to study areas as diverse as the microbiology of the beverage processing industry, illicit trade in art and antiquities, forensic science and the history of costume.

Respondents topped their up translation skills by reading about translation theory, attending translation workshops, studying the published work of other translators against originals, and by training in specific aspects of the translation profession, including subtitling, dubbing and voice-over translation. They studied for various qualifications, from the DipTrans to doctorates; they did training courses in the use of translation tools and entered literary translation competitions.

Translators also addressed the commercial foundation of their activities by undergoing business coaching, studying search engine optimisation and marketing, learning about the publishing industry, and studying the Six Sigma business process improvement method. See the [Appendix](#) for the full range of CPD activities listed by respondents.

*'In this first year as a freelance translator, every day has been full of CPD as I read and learn...'*

*'I regularly carry out my own independent CPD work. It is a highly effective way of learning (rather than "doled out teaching").'*

*'We need to encourage young linguists to seek advice and continue to update their skills through targeted CPD from the very beginning of their careers.'*

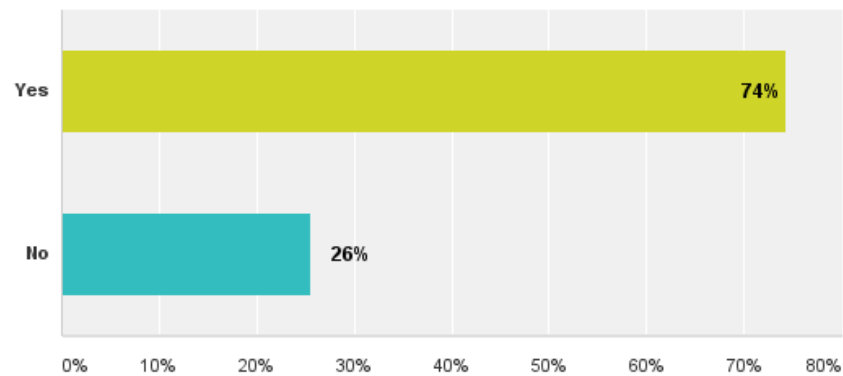
Some felt overwhelmed by the need to keep up training while attending to more basic tasks:

*'We are constantly exhorted to carry out CPD, network, blog, vlog, tweet, etc. I have to work every hour God sends to keep my head above water, so I've no idea when I'm supposed to fit all this in and care for my family/have some kind of life too.'*

The next set of questions in this section asked translators about their online networking: do they engage in it, which forums do they use, and how important is it to their work?

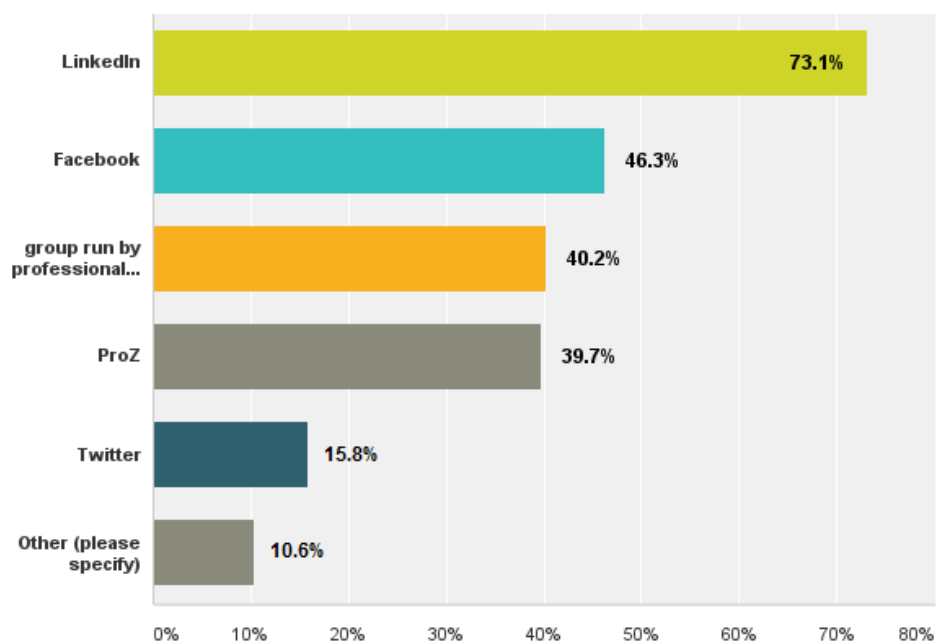
### Q17 Do you network online for professional purposes, beyond the use of email?

Answered: 586 Skipped: 2



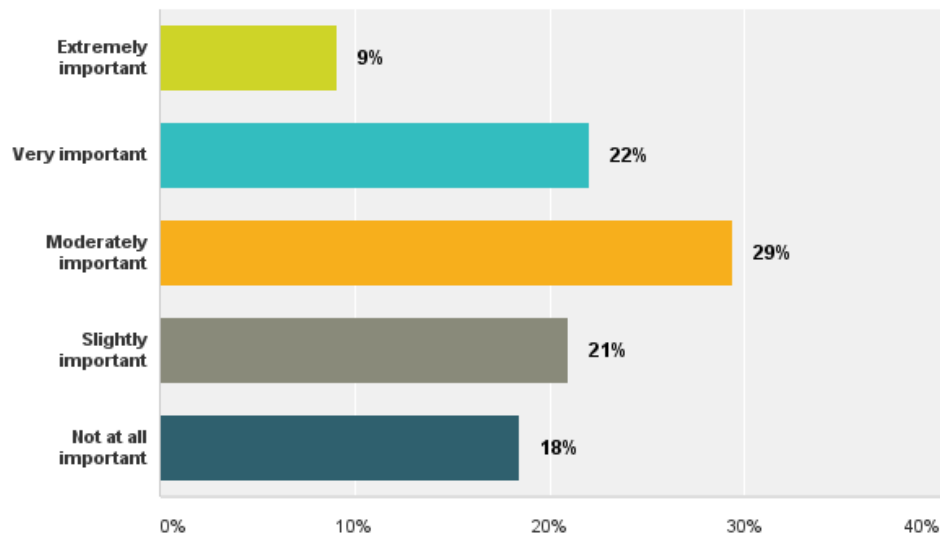
### Q18 If Yes, which forums do you use? (select all that apply)

Answered: 443 Skipped: 145



### Q19 How important is online networking to your work?

Answered: 581 Skipped: 7



Almost three-quarters of respondents are active in networking online, but fewer than one-fifth thought online networking was 'very' or 'extremely' important to them. The well-known general platforms Facebook, Twitter and LinkedIn, alongside specialist forums run by professional associations and the translation website Proz.com, were the most common tools for online exchange. Among the significant other channels listed by respondents were the *Emerging Translators Network (ETN)*, the website *TranslatorsCafé* and the business networking platform *XING*. Comments on networking were mixed. Many pointed to the positives of contact with fellow professionals in an often solitary occupation:

*'As a freelancer, it can be very isolated, so networking and social events are essential.'*

*'I love that translation professionals are so supportive of each other—it makes it so much more appealing when you're starting out!'*

*'We remain isolated, though online networking helps.'*

*'I work almost exclusively in the literary field, and personal contact and networking is vital to this.'*

But some were not convinced of the benefits or had had negative experiences networking online:

*'There are a lot of poor translators out there, most of them busy networking not translating.'*

*'The attitude on forums from well-established translators toward new translators, to whom they often refer as "bottom-feeders", is often condescending and unpleasant. Everyone has to start somewhere, no?'*

*'There seems to be a great deal of hostility between translators online, which saddens me.'*

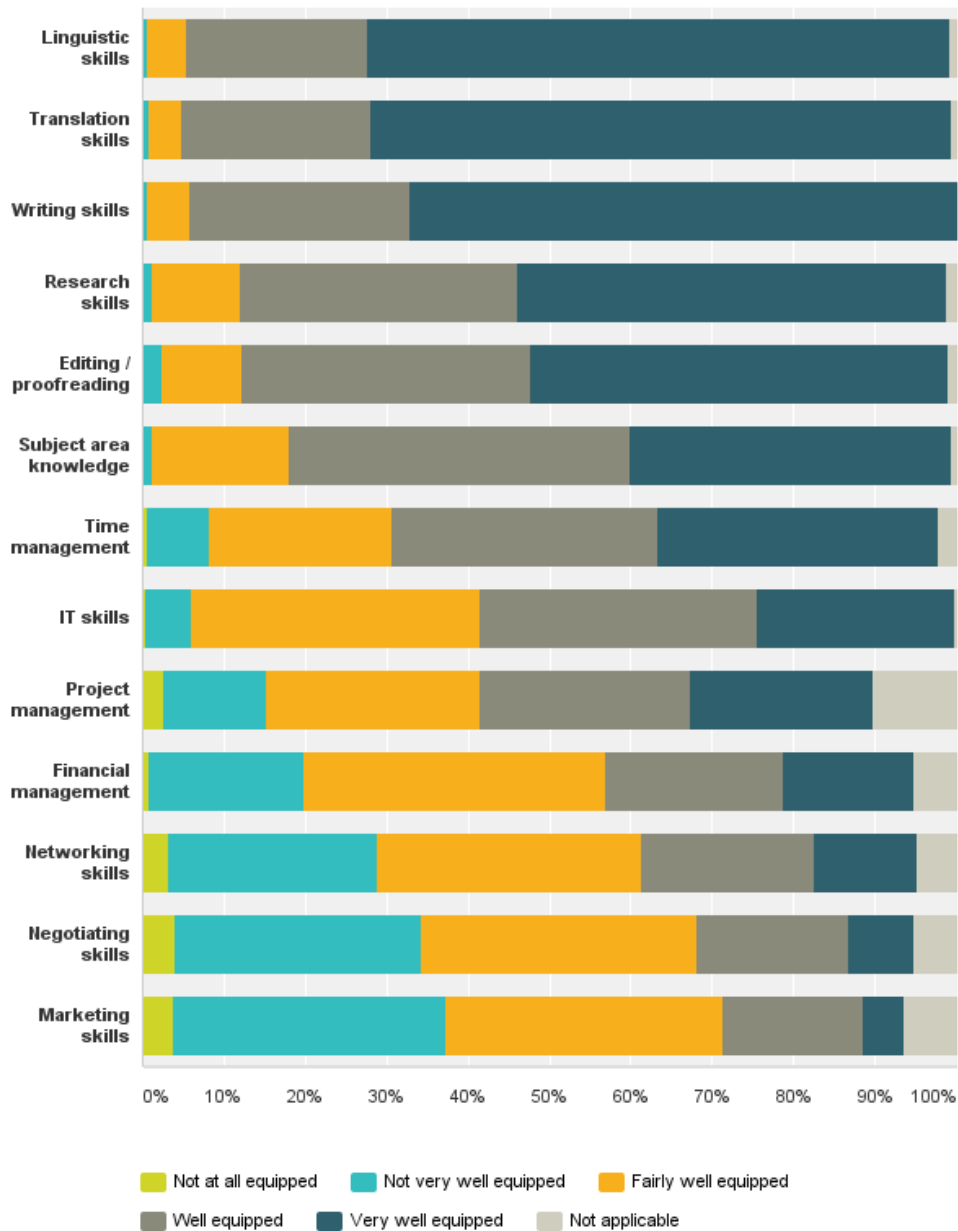
*'My networking is very low and I have found it often not very useful. In my particular experience colleagues seem keener on crushing you (when possible) than in helping you.'*

*'In online forums/blogs the profession often feels like it is "talking to itself" and not very outward looking or well networked with other professionals and clients.'*

We then asked respondents to evaluate the skills they had accumulated in the course of their studies, their professional development activity and their networking. How well equipped did they feel to do their job across a wide variety of tasks, from essential linguistic, translation and writing skills to the abilities needed to operate commercially?

### Q12 How well equipped do you feel in the following areas?

Answered: 587 Skipped: 1



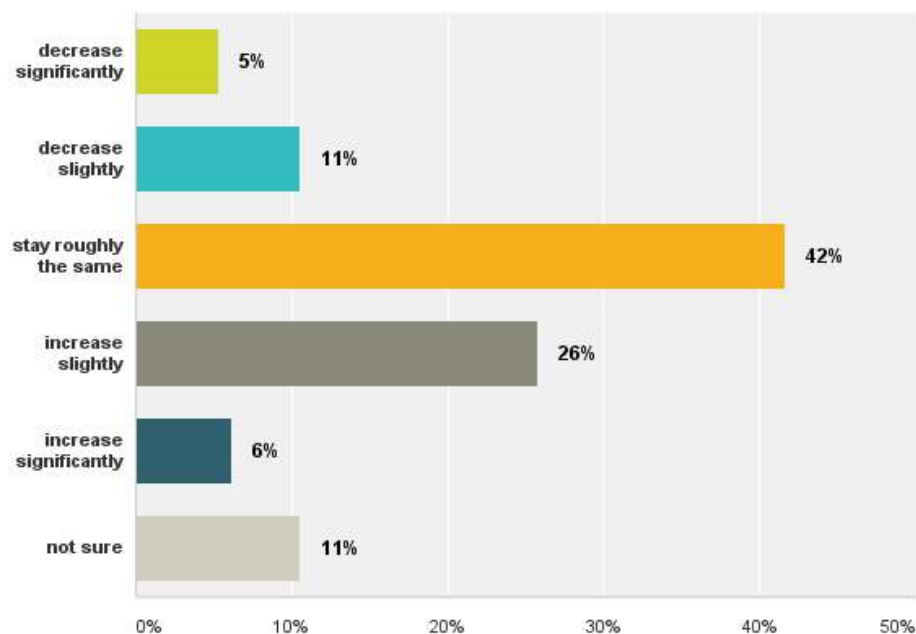
The results show clearly that translators are much more comfortable exercising the core skills at the foundation of their translation activity. They feel far less sure of their ability to deal with business and organisational tasks.

## CHAPTER 3 – REMUNERATION, OPTIMISM, COMMENTS ON THE PROFESSION

The final section of this first part of the survey asked respondents how they expected their remuneration levels to change and how optimistic they felt about their future as translators. It then gave them the opportunity to air any issue they chose about the profession.

**Q20 In your view, how will remuneration levels for your translation activity change over the next three years?**

Answered: 586 Skipped: 2



Only sixteen per cent of respondents expect their pay to decrease; a big majority expect it to stay the same or to change slightly. Unsurprisingly, the issue of remuneration generated a lot of comment:

*'Same rates of pay for the last 10 years.'*

*'We earned more money 20 years ago and we were respected.'*

*'The pressure on pricing is acute.'*

*'Rates are being pushed down in commercial translation. I'm glad I'm not entering the profession now.'*

*'Too many amateurs undercutting prices (and delivering disgraceful translations).'*

*'In the UK the fees have decreased and in the legal sector the profession has been diluted as a consequence of government policies.'*

*'We need better protection from the race to the bottom and low rates to ensure professional translators can earn a dignified living.'*

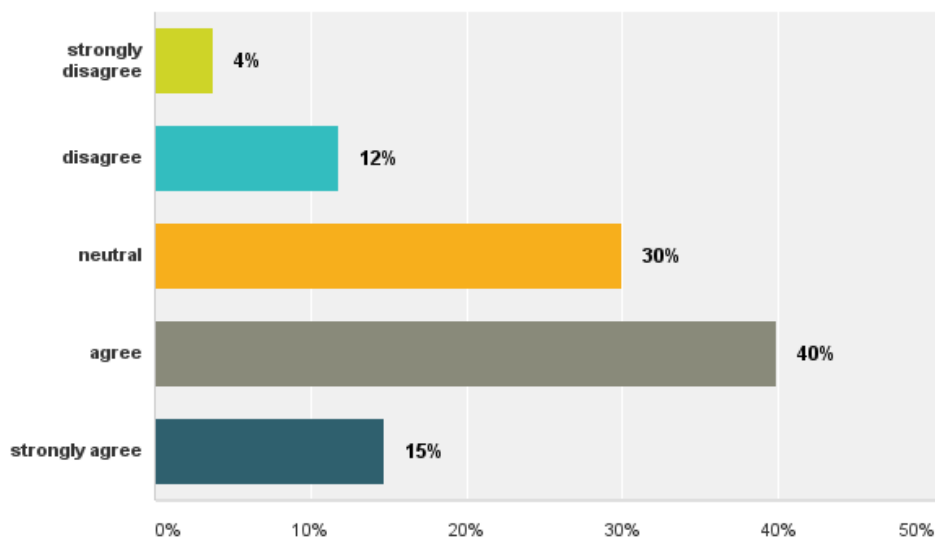
*"Translation is what you make it: you can earn a lot or very little."*



We then asked how optimistic respondents felt about their future as a translation professional.

**Q21 Please indicate how much you agree with the following statement: 'I am optimistic about my future as a translation professional'**

Answered: 585 Skipped: 3



All but sixteen per cent of respondents were positive or neutral about their future. Some of the comments made in the survey backed up this finding:

*'It is a good time to be translating, particularly literature, as the profession is gaining more recognition, and we need to reach out to other cultures more than ever.'*

*'Sector growing at all levels, but growth at bottom end is most noticeable. Plenty of money to be made out there.'*

*'Outlook for translation profession: excellent for translators who are expert at their craft and open to interacting with demanding clients.'*

*'Many people are happy to talk down the profession as though it has no prospects. That is not my experience.'*

*'There have been huge improvements for professional translators in the past decade, largely thanks to the efforts of translators themselves to empower each other.'*

But there was a significant amount of pessimism:

*'The industry is clearly going down the drain, in a very quick way too.'*

*'Translators seem more positive than I feel.'*

*'On one hand I'm optimistic because the demand for professional translation services seems bound to increase; on the other hand I'm worried that the market will be flooded even more by low-cost, low-quality providers'*

*'It has deteriorated considerably in a short period. In less than ten years rates have been eroded. The profession has also been cannibalised by inexperienced translators.'*

*'I tell students NOT to waste time or money on becoming translators—unless they really have the urge and a solid financial income from somewhere else.'*

*'There are no in-house positions in my language combination and I can't stand freelancing any more so I am looking for work in a different field.'*

*'I am new to the profession, and would like to be optimistic, but the Brexit vote, and the difficulty of breaking out of the low-rate paying agencies, make me unsure.'*

In the final question of the first part of the survey we gave respondents free rein to raise any issue related to the translation sector. The resulting comments touched on various aspects of the profession.

Many addressed the nature of the translation profession itself. Among the most common adjectives used to describe it were *enjoyable, satisfying, flexible, demanding, underpaid, undervalued* and *misunderstood*:

*'Extremely interesting but badly remunerated and not taken seriously by a large number of laymen.'*

*'In the UK it does not seem to be well understood or valued, whereas in mainland Europe it is considered a serious profession.'*

*'As a profession is very interesting and challenging at times but very hard to keep it going as a main income.'*

*'Intellectually challenging, varied job with a lot of opportunities. No one day is the same.'*

*'I don't think it is valued as much as other professionals, such as doctors.'*

*'Catch 22: to do it properly you have to be a genius. Why, then, would you want to do such a poorly valued job?'*

*"Very rewarding from the intellectual viewpoint, not so rewarding financially."*

One respondent had an entertaining simile for the vocation:

*'The translation profession is a lifelong career and entering it is like signing a marriage contract where divorce is not an option. In the event of unlikely divorce, your mind will still process translation even if your hands do not put down the words on paper.'*

Others questioned whether translation is a profession at all:

*'WHAT translation profession? WHAT translation? We are supposed to substitute segments (decided by software) by other segments (equally decided by software). Someone, somewhere, or more likely, another software somewhere else will then decide whether the result is satisfactory. It rarely is. What I am confronted with now is a conveyor belt job. It has nothing to do with intelligence, coherence or passing on the message.'*

*'It lacks the barriers to entry and accountability to be viewed as a "profession" in general.'*

*'Translation is not a profession anymore, it's a cheap trade. Fees are comparable to cleaning, gardening, babysitting, etc.'*

Many returned to the issue of rates of pay for translators' services:

*'Globalisation and the Internet are exerting significant downward pressure on prices. Over time, I have become confident enough to hold firm on prices and not drop my rates. However, more inexperienced translation professionals are perhaps too quick to drop their rates, which has a negative domino effect throughout the profession. Perhaps further education is needed here?'*

*'As technical translation becomes increasingly automated, technical translators move into marketing translation and push down prices. So marketing translators (like myself) are moving into literary translation and are shocked how bad the pay is.'*

Reflections on rates of pay were often associated with comments about translation agencies:

*'Agency rates are getting impossibly low; difficult to compete with colleagues in countries where it's cheaper to live.'*

*'It's important not to sell yourself short. Agencies will always try to get the lowest price possible but be confident in your abilities and remain professional at all times. Accepting low rates does the entire industry a disservice. We are professionals and deserve to be paid as such.'*

*'Translation agencies, particularly the mega-agencies, are fuelling the race to the bottom. Speed and cheapness are the prime requisites, not quality or development of a long-term relationship with the translator.'*

*'Too many agencies around at present, employing translators and paying them half of the money they charge their clients.'*

*'I've had agencies pass my details directly to a client if there's any issue with a translation and still, I assume, collect their fee. They don't seem to have any commitment to ethics. It's utter madness.'*

*'In Australia, which has a more protected market, rates are double what I earn in Europe. Which is why I get spammed by agencies in India in the middle of the night asking if I'm still awake to translate 250 words for my "best rate".'*

*'Agencies will happily email me back (if they do at all) asking not for my already-cited rate, but for my "best rate". After a couple of years of fighting to stand my ground, while desperate to earn a living, now my answer to this is: That is my best rate. My best rate for my best work.'*

Though some called for mutual understanding between translators and language service providers:

*'There is definitely a need for greater transparency between translators and translation agencies and for there to be a greater sense of support and teamwork.'*

*'We need to work in much closer union with translation companies, to help those who need translation work to understand what we are being asked to do, the time we need to do it, the fact that we need to be paid properly for doing a highly-skilled job.'*

*'Solidarity, interaction and cooperation in the translation profession are vital.'*

Others tackled the issue of quality of translation work:

*'Quality is not appreciated; most companies and agencies decide on the basis of price, which makes it difficult to compete and earn your keep.'*

*'It is very unregulated and too many non-native speakers translate into English, with often dubious results!'*

*'I am proofreading translations into English frequently where the translator has no grasp of English grammar at all. In short, they can't write English and should not be translating into English, even if it is their mother tongue. I am told this is beginning to happen in other languages and it is down to poor standards in schools and universities.'*

*'In the 16 years I've been in the profession I've seen a shift from quality-based criteria for clients to pick a translator to an exclusively monetary basis. Clients seem to think all translations are equal so they simply buy the cheapest.'*

*'In an age where sacking people is near impossible (in the public sector in the UK), inferior translators are also a problem.'*

*'Editing or revising is becoming problematic because so many would-be translators are working without any training or expertise.'*

*'I've taken "proof-reading" work in the past that could not possibly have been translated by a native speaker. And yet, the same "translation agency" never asked me to translate into English and asserted that they don't use machine translation. Well, I said, it's either that, or your translators are neither qualified nor experienced.'*

*"There are many poor-quality translators, often with inadequate understanding of both source and target languages."*

Some commenters emphasised the challenges that translators will need to rise to:

*'The sector needs to respond better and in a more agile way to changing client requirements and expectations, and to acknowledge the host of other skills now required to carry out translation work.'*

*'There seems to be a widespread lack of business skills and negotiating skills among new freelancers and pessimism about rates and rights of translators. On the other hand there are increasingly prominent campaigns to raise the profile and remuneration of translators. It's up to translators to present themselves as a profession and command respect.'*

*'The profession feels as if it is going through a major transformation, and being more widely recognised and validated as an 'essential' component of global business.'*

*'Translation flourished like a mushroom in an autumn forest with the internet and will implode as a MASS occupation in the same way as technology races ahead in the coming five to ten years. Only the MOST qualified/experienced ("high end operators") will exist at a level which can secure them a good/reasonable income.'*

*'With the rise of Google Translate and other translation aids, translators must highlight the cultural and intercultural aspects they bring to their work over and beyond the purely linguistic.'*

*'Translators do need to be aware of changes in the profession. It's no good burying our heads in the sand. Change is happening and we must embrace it.'*

Some commented on the outlook for the sector:

*'I think it will change significantly over the next 10-15 years but there will always be a need for qualified, specialised linguists.'*

*'To me, it appears that "high-end" translation has a great future ahead, whereas translators of fairly routine texts will continue to suffer increasing competition from MT, crowdsourcing, and amateur translators.'*

*'The sector is highly fragmented—generalists are in the mire, specialists can thrive in certain areas.'*

The UK's decision to leave the European Union in the referendum held a few months before the survey prompted many, mainly pessimistic, responses:

*'Most of my work in the last financial year was for customers in the Euro zone. With "hard Brexit" I think this is unlikely to continue.'*

*'There is significant uncertainty surrounding the future of being able to operate as a freelance business in UK. It is already difficult enough to get paid interstate in the EU and be outside the single currency; outside of the Union it will presumably be hugely problematic.'*

*'My EU customers will be more likely to look for EU-based translators. This already seems to be happening to some extent.'*

*'Brexit, if it happens, will make my business unviable in UK.'*

*'Depending on the outcome of the Brexit negotiations, I will either feel mildly pessimistic or very pessimistic. The same applies regarding my income levels, which I'd previously expected to increase significantly.'*

*"The prospect of Brexit casts a large shadow over my work, which is mainly EU-related."*

But some respondents tried to draw positives following the vote:

*'The fall in sterling seems to have made UK-based freelancers more attractive to overseas editors looking to commission work.'*

*'We are all worried about the impact Brexit may have on our industry but hopefully as European-minded individuals we will not be tarred with the same brush by EU clients and colleagues.'*

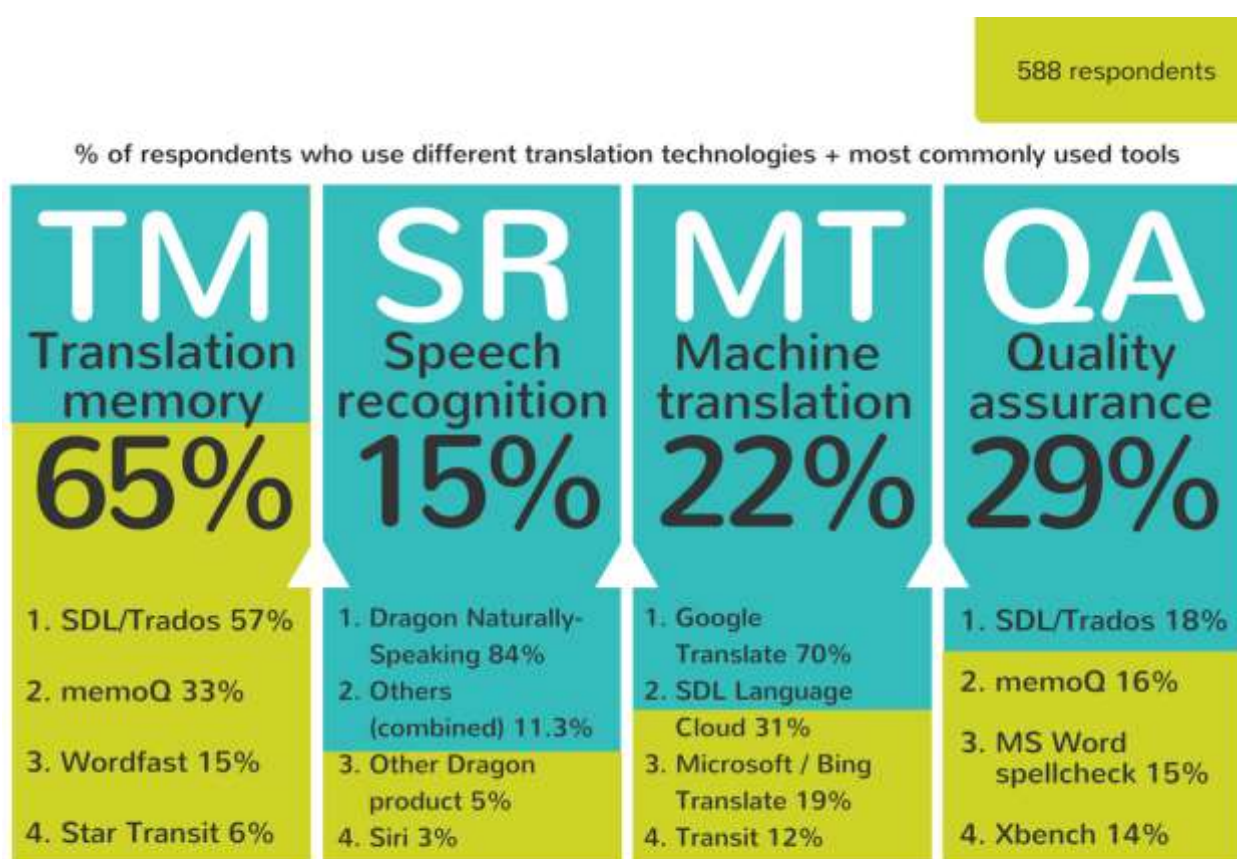
Finally, at least one respondent had reached a position that most would aspire to:

*'I love this profession and feel part of a supportive community.'*

## PART TWO SPECIFIC QUESTIONS – TRANSLATION TOOLS & TECHNOLOGIES

In the second part of the survey, focussing on a specific aspect of the profession, we asked respondents about their application of computer-based tools and technologies beyond standard word processing software: what has become known as computer-assisted or computer-aided translation (CAT). The adoption and development of CAT tools has revolutionised many parts of the sector. Our questions aimed to discover to what extent translators have assimilated different tools, what they make of them, and what they will mean for the human role within the translation process.

The infographic below summarises some of the key findings from this part of the survey:

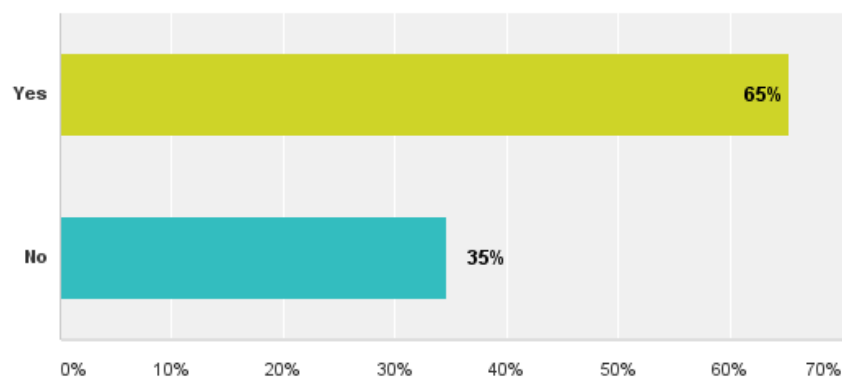


## CHAPTER 4 – USE OF PARTICULAR TOOLS AND TECHNOLOGIES

In this set of questions we asked respondents about their use of particular types of translation tool. Firstly, whether they use translation memory software.

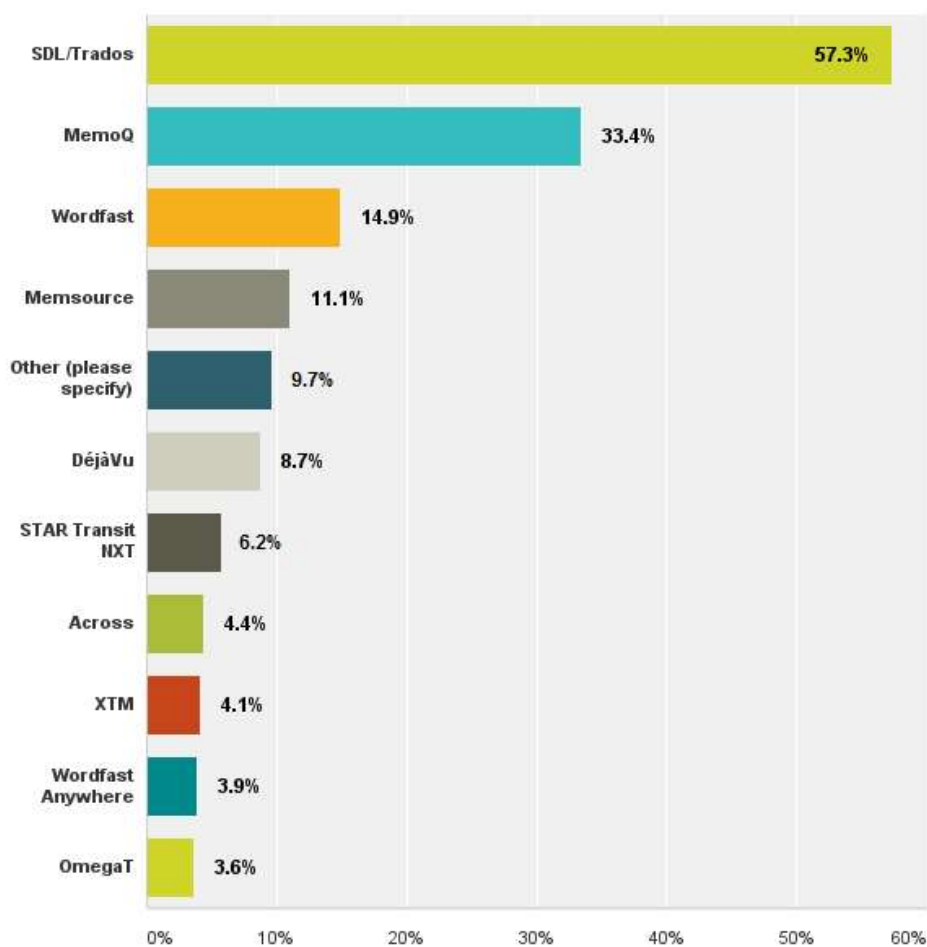
### Q24 Do you use translation memory software?

Answered: 585 Skipped: 3



### Q25 If Yes, which software do you use?

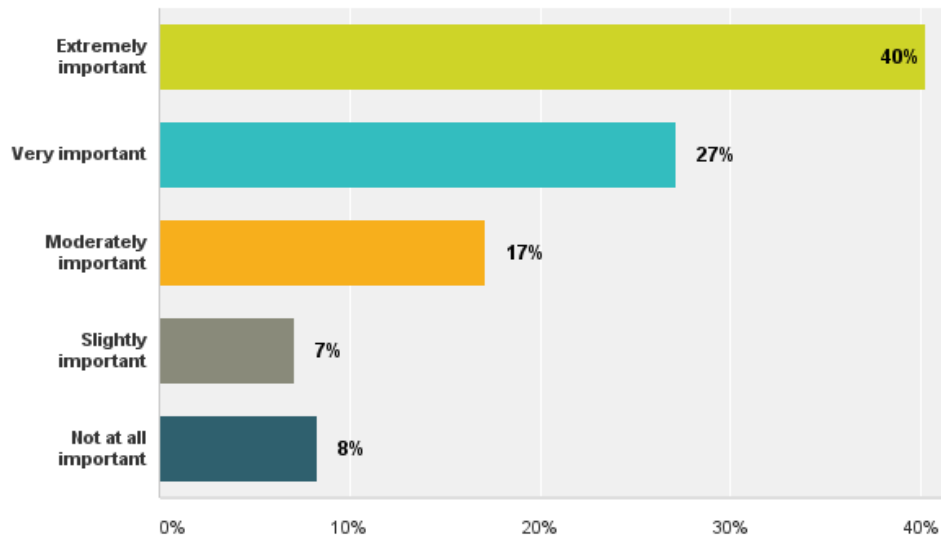
Answered: 389 Skipped: 199





### Q26 If Yes, how important is your use of translation memory software to your work?

Answered: 420 Skipped: 168



Among the other translation memory systems used by respondents were *Virtaal*, *Alchemy Catalyst*, *ApSIC Xbench*, *Translation Workspace*, *Worldserver*, *smartCAT*, *MateCat*, *Smartling*, *Swordfish*, *Felix*, *CafeTran*, *WordBee* and *TStream Editor*.

Translation memory software is by far the most pervasive type of translation tool, with almost two-thirds of translators using it and over two-thirds assessing it as of high importance to their work. Nevertheless, some respondents were less than enthusiastic about them:

*'I use translation memories when required to do so by clients, but find them of little benefit.'*

*'Frequently I have to sort out bad translations that are based on poor translation memories.'*

*'They are useful for consistency but I don't have a gain from it.'*

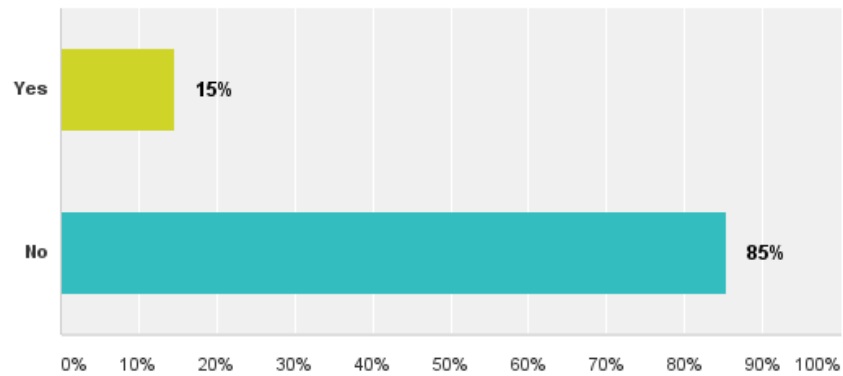
*'Over the past decade I've been shifting my business more towards the creative side where I can charge a premium for my writing/copywriting skills rather than being asked to edit files cobbled together from translation memories created by several different people for a pittance.'*



We then asked whether respondents use voice recognition technology. Several pointed out that we should more correctly have used the term *speech* recognition technology, since voice recognition is an identification and authentication technique, not the term for dictation software of the kind this question is aimed at.

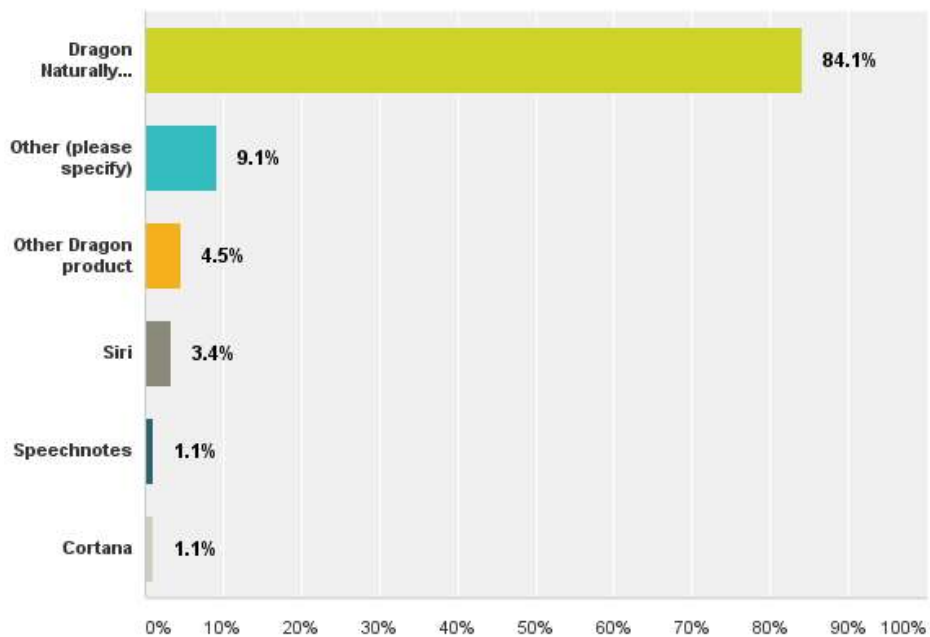
### Q27 Do you use voice recognition technology in your work?

Answered: 586 Skipped: 2



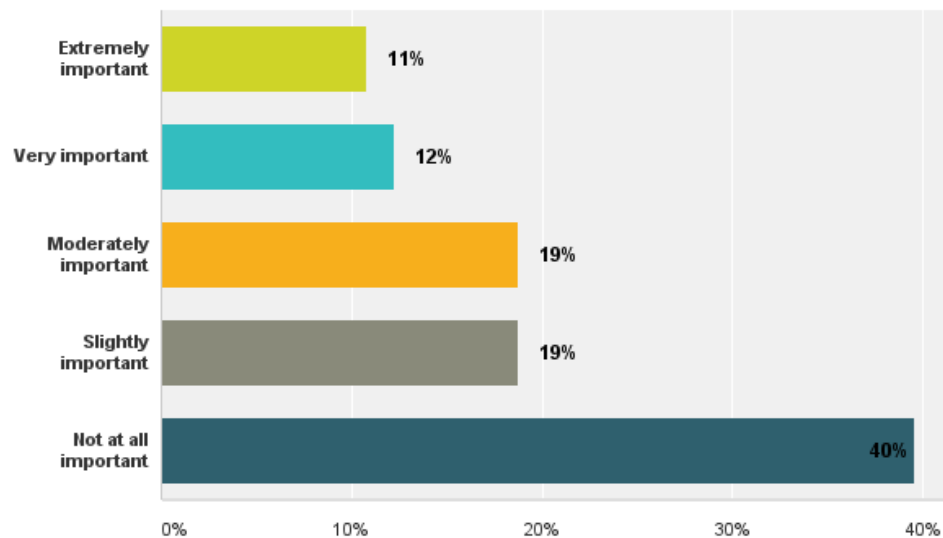
### Q28 If Yes, which software do you use?

Answered: 88 Skipped: 500



### Q29 If Yes, how important is your use of voice recognition software to your work?

Answered: 139 Skipped: 449

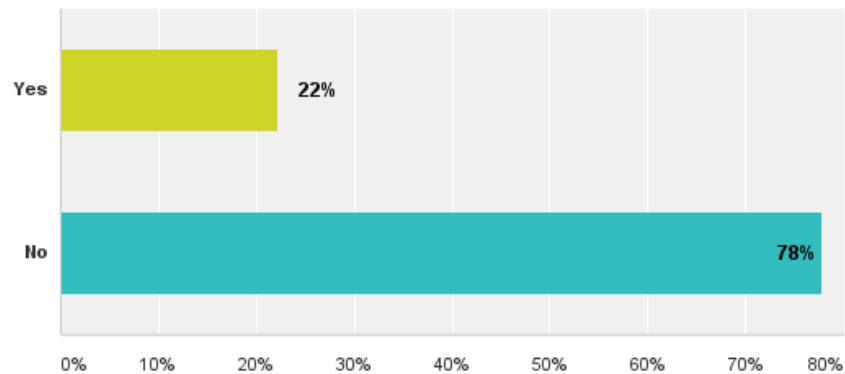


Assuming that respondents understood that we were asking about speech recognition technology, rather than voice recognition in the narrower authentication/identification use, then a very low proportion of respondents use technology to speak their translation, despite this now being a very mature and accurate technology. Among the other products cited by respondents were *Google Voice*, *Apple Dictation* and Microsoft Windows's built-in dictation feature.

We then asked whether respondents make any use of machine translation (MT) in their work:

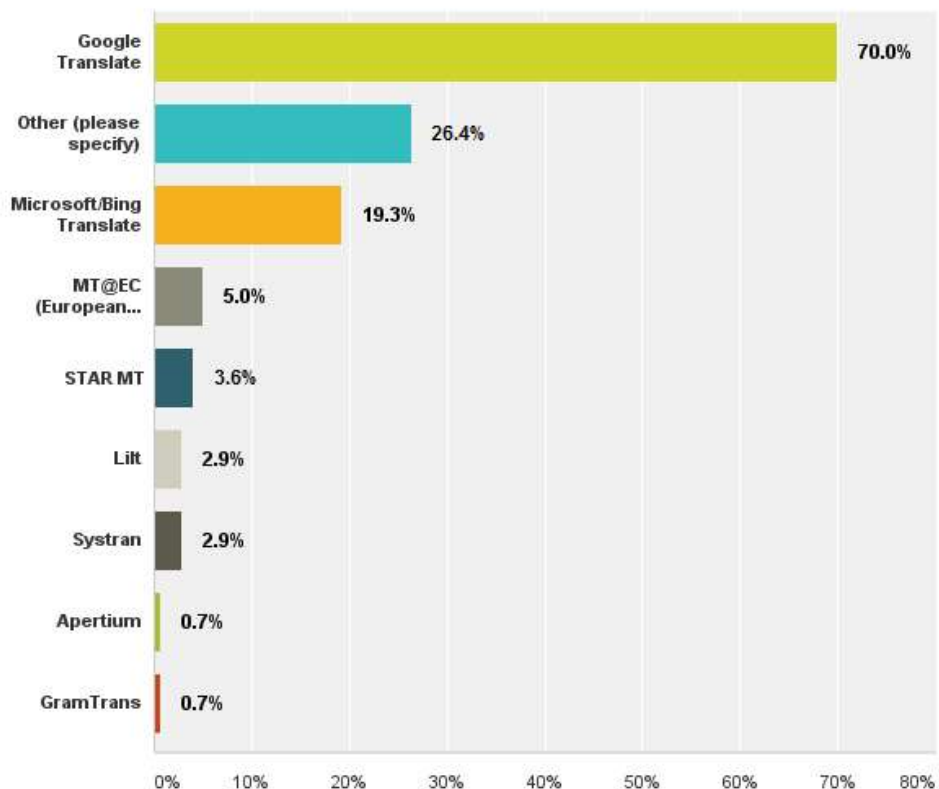
### Q30 Do you use machine translation (MT) in your work?

Answered: 578 Skipped: 10



### Q31 If Yes, which software/services do you use? (select all that apply)

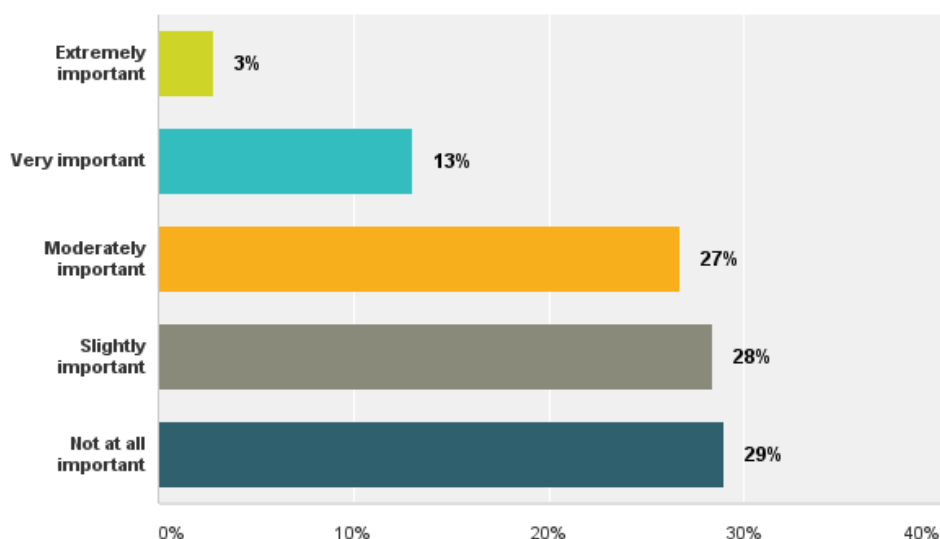
Answered: 140 Skipped: 448



Other technologies cited by respondents were *sdlfreetranslation.com*, *Tauyou*, *Language Cloud*, *MyMemory*, *Cysill*, *Moses standalone*, *SDL Language Weaver*, *SDL Language Cloud*, *Baidu Translation*, and 'own engine running on Microsoft Translation Hub'.

### Q32 If Yes, how important is your use of machine translation to your work?

Answered: 176 Skipped: 412



The advent of increasingly sophisticated machine-generated translation prompted many comments from respondents:

*'Machine translation is taking over in some fields but it's just not good enough. I'm not sure it will ever be.'*

*'We should be exposing MT companies for the snake oil companies that they are!'*

*'MT will have less of an impact on creative translation than on legal translation or financial reports where terminology is more repetitive.'*

*'Machine translation will be the natural evolution of the translation industry, to a certain extent. By fearing MT, we can make it worse. It should be embraced, but sold to clients as a different service to human translators. The industry does itself a disservice by suggesting to clients that they can get a full human, native-speaker translation for the price of MT with post-editing, thereby making the market undervalued for all.'*

*'I see an increasing trend towards post-editing of machine translations.'*

*'Post-editing, which some agencies use a lot, is not improving quality, just reducing what the translator is paid.'*

*'I do see the advance of machine translation as critical and worry that it might be used more and more in technical translation, for example. In my main field of literary translation, fortunately neither CAT tools nor MT are of any use as MT can translate words, but not meaning.'*

*'Clients overestimate the accuracy and usefulness of machine translation.'* [sic]

*'No professional translator should use Bing or Google or similar online tools.'*

*'One of our employees tested machine translation as part of her MA. We'd say: it's coming, but not quite ready yet.'*

*"No machine can replace or replicate human judgement."*

One respondent picked out potential positives from the increasing penetration of automated translation:

*'I look forward to the day that automation, at least in part, makes services more accessible to language minority groups and vulnerable people, in particular. I look forward finding out how it can help maintain language diversity and support smaller communities' place in the world.'*

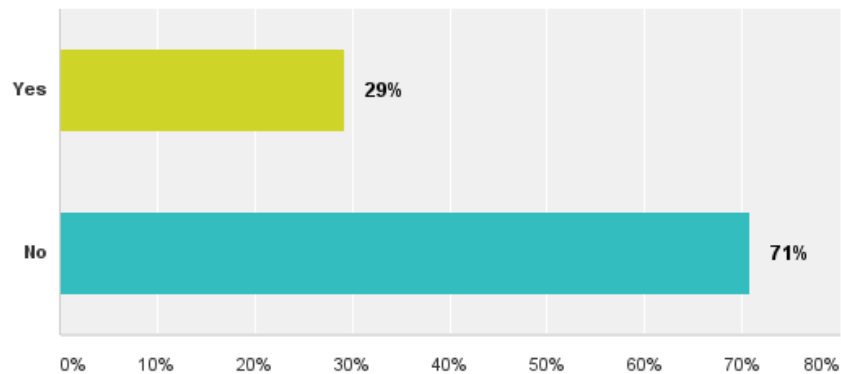
And one MT-sceptic outlined an alternative route to the best translation solutions:

*'Brain, brain, brain, common sense and eclectic interests!'*

We then asked whether translators used quality assurance tools in their work.

### Q33 Do you use quality assurance tools in your work?

Answered: 575 Skipped: 13



The list of quality assurance tools listed by respondents included the inbuilt tools of translation software packages, and also *Verifika*, *XBench*, *Déjà Vu*, *QAdistiller*, *PerfectIt*, *Grammarly*, *Antidote*, *Lionbridge Linguistic Toolbox*, *Cysill/Cysgair* Welsh spell check software, plus various functions of *Microsoft Word*, such as grammar and spell checks and ‘use of the “reading out loud” function.’

*‘We have a comprehensive set of in-house work instructions and procedures and are certified to ISO 17100:2015: Translation Services – Requirements for Translation Services.’*

Many respondents said that having their work read over by a second translator was part of their quality assurance:

*‘Another translator, usually my line manager but occasionally a translator at the same level, always reads my work before it is sent to the client. I read my own work thoroughly before giving it to my colleague to read’*

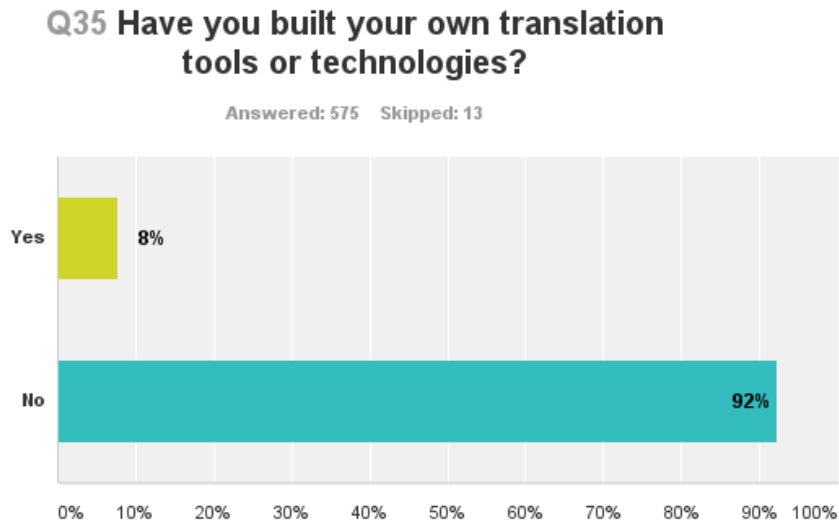
*‘All work checked by independent third party prior to delivery.’*

*‘People!! Not blooming tools. If a job is urgent, I ask a colleague to read through. As I do for her if she has an urgent job. There is NOTHING like a second pair of human eyes.’*

Some prefer to keep quality assurance within the family:

*‘Pre-editing and proof-reading by my wife and/or my daughter.’*

We also asked how many of our respondents had gone beyond off-the-peg tools to develop their own tools and technologies.



Less than a tenth of the population of translators had created their own tools and technologies. This figure would be no surprise to one commenter:

*'I don't know a single translator who has even discussed this. Computer skills isn't something that we're considered as needing, which is clearly daft, but I'd argue that it's still a stretch to a trained translator and a software designer as well. I doubt that breed exists or certain debates wouldn't.'*

Others have been forced into making their own:

*'We had to develop our own project management software, as nothing on the market did everything we need.'*

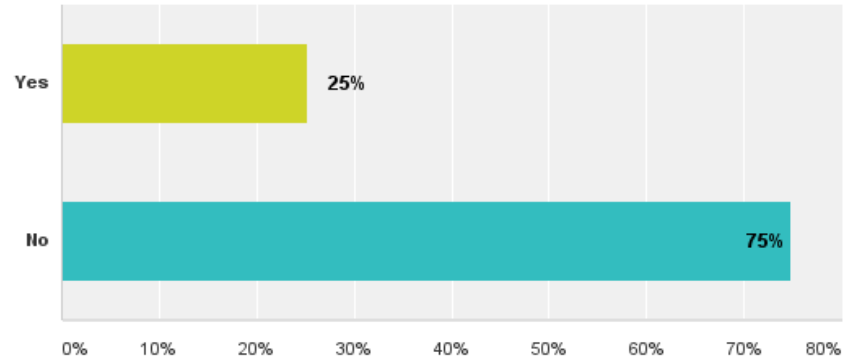
Another respondent had their own domestic technology factory:

*'Husband is a software architect and translator has created own tools and terminology databases.'*

We then asked whether respondents use corpus gathering techniques to help their work:

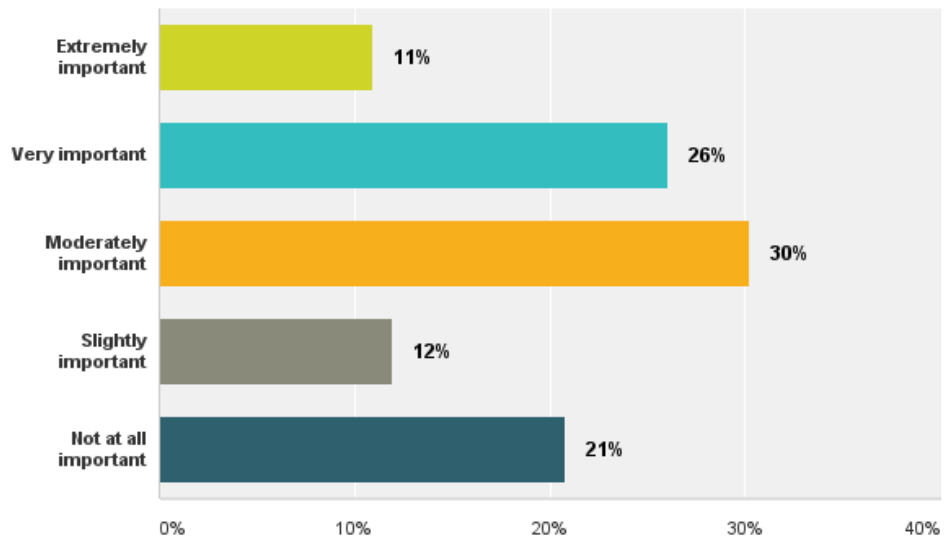
**Q37 Do you do your own corpus gathering and data mining to improve your work?**

Answered: 568 Skipped: 20



**Q39 If Yes, how important is the use of corpus gathering and data mining to your work?**

Answered: 192 Skipped: 396





Among the tools and techniques cited by the one-quarter of respondents that use corpora and data-mining were *Archivarius*, *SketchEngine*, *AntConc*, *TextSTAT* and *ISYS Search*.

*'I do the research and then use AntConc and Archivarius to mine my findings.'*

*'I use AntConc to analyse the source text and TextSTAT to crawl the internet, especially the client's own website.'*

*'Just gathering information on an Excel spreadsheet.'*

*'I have done some corpus creation (after completing a Lancaster University MOOC) but don't feel I use it enough.'*

But the application of such tools always comes down to resources of time and money:

*'Time pressure is a problem; I'm starting to gather texts for learning a new specialty, but not got any further than that yet!'*

*'Data mining? Sure! I have a huge budget to hand over to Searchmetrics and Google...'*

Finally, we asked respondents if they used any tools and technologies other than the ones outlined in the previous questions. Among those listed were subtitling software such as *Avid Media Composer*, *Spot*, *Swift* and *Isis*; *IntelliWebSearch*; online dictionaries and dictionary-style sites with characteristics of translation memories, such as *Linguee*; the EU's *IATE* terminology site; *Reverso*; *Total Assistant*; *Google Docs*, *Infix*, the *Babylon 10* reference tool; and *Translation Office 3000* for project management, scheduling and invoicing.

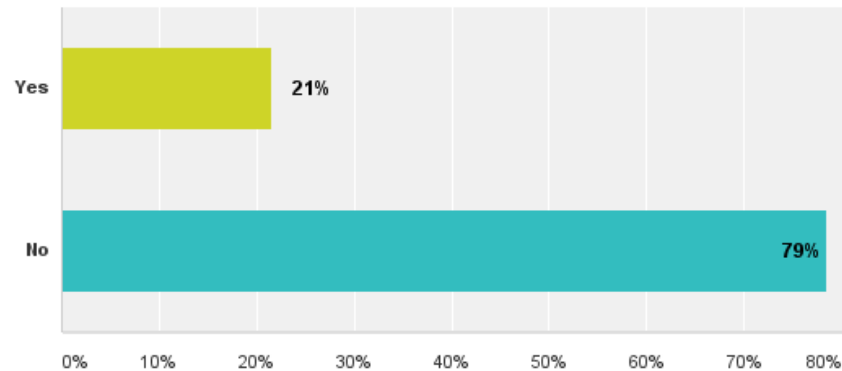
One respondent confessed they resorted to a free, timeless tool we hadn't listed in the questions:

*'I use my brain. So far it works fine. But I appreciate that technical translators may find the tools listed here useful.'*

We next asked what measures translators took to protect data.

**Q42 Do you take any measures, beyond standard computer and internet security software, to protect your and your clients' data?**

Answered: 582 Skipped: 6



Among the most common data-protection measures taken by respondents were non-disclosure agreements, electronic file encryption, physical document destruction by shredding or burning, two-factor identification, fireproof cabinets for hard-disks and back-ups on external hard drives.

*'I collect clients' texts in print from their office. I produce my translations on a computer that has never been linked up to the internet and the back-up goes into the safe in the bank. The digital version plus the paper version, I take back to the client in person. In my contracts I provide that the ONLY version that binds me is the print out of my translation. I have had to add this clause after a client tried to sue me for a text that had been interfered with digitally by one of his own juniors.'*

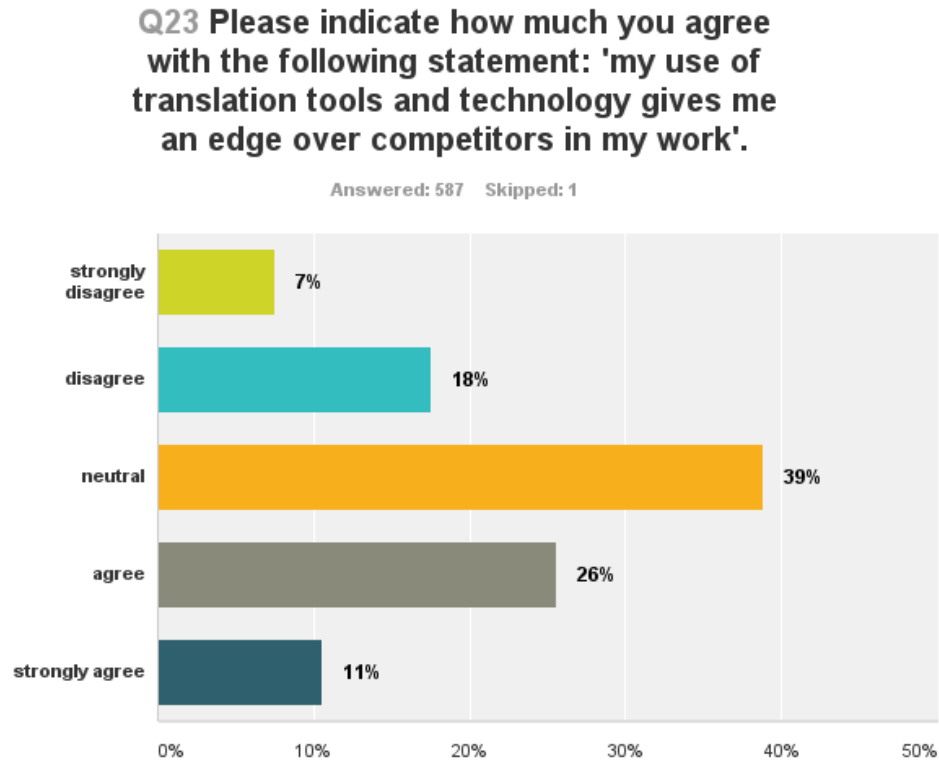
*'Secure offices, covered by a monitored alarm system with security response. It amazes me how many translators don't have basic "physical security" such as a burglar alarm on their premises.'*

*'Keeping all translations and originals under lock and key, and not talking about work done on behalf of clients other than in the most general terms.'*

*'Weekly backups to an external hard drive, never use cloud storage, never use Google Translate to translate text that contains any confidential data or identifiable details.'*

## CHAPTER 5 – THE IMPACT OF TECHNOLOGY ON TRANSLATORS

We asked respondents whether they felt their use of tools and technology gave them an edge over competitors.



Only slightly more than one-third of respondents said their use of translation tools and technologies gave them an advantage in the translation marketplace. The biggest proportion said their effect was neutral.

*'Question 23 is curious and I cannot really answer it. A translation tool or technology can never "give the edge" over others as nearly everyone uses them. How exactly the translator uses them makes all the difference.'*

*'Their importance is vastly over-rated. For obvious reasons they are used, but they do not give me an edge. It is my translation skills (wetware, human) that give me an edge.'*

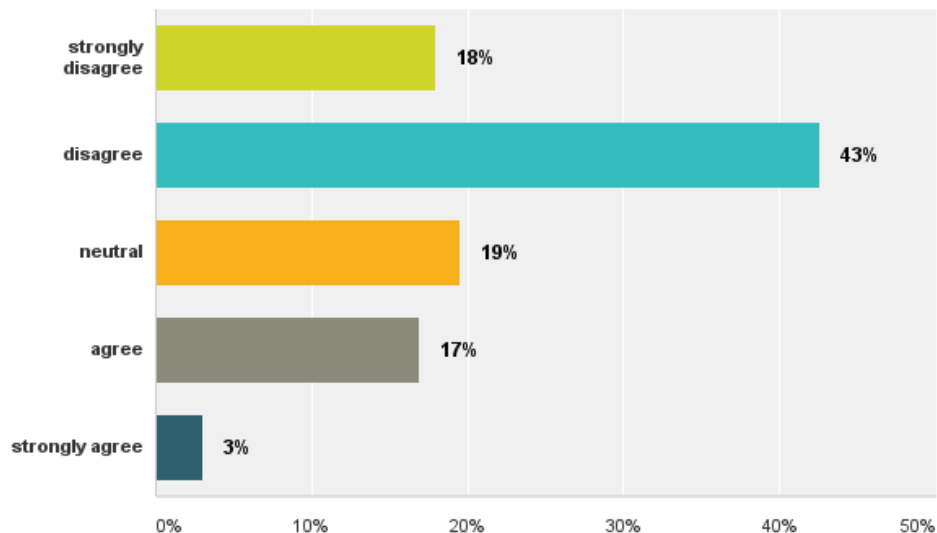
*'I think so many translators use CAT tools now they're no longer a way to differentiate your services from that of others.'*

*'Many agencies prefer me not to use any translation tool at all.'*

Woman versus machine: do respondents think the rise of CAT tools will make human translators less important in the future?

**Q41 Please indicate how much you agree with the following statement: 'Developments in technology will make human translators less important in the future'**

Answered: 585 Skipped: 3



Only one-fifth felt machines would reduce the importance of flesh-and-blood translation professionals:

*'Humans will always have the edge over machines in terms of natural and intuitive use of words but we must prepare to adapt to more of an editorial role.'*

*'I think they are likely to transform the profession out of all recognition 5-10 years from now.'*

*'For some kinds of document these technologies will be helpful (where this is a lot of repetition or standard phrasing), but nothing can compare to human translation, and my agency uses the fact that we do not use MT as a USP.'*

*'They're useful but will never replace the human brain.'*

*'I'm not threatened by computerised translation as my clients value the quality of English and lateral thought exercised.'*

*'They do not take into account the cultural element and its significance.'*

*'Translation depends as much on linguistic skills as it does on cultural education and human empathy. The near-obsession with translation tools and technologies will only result in wooden, mechanical linguistic products, bereft of meaning or beauty. They are tools, not absolute masters...'*

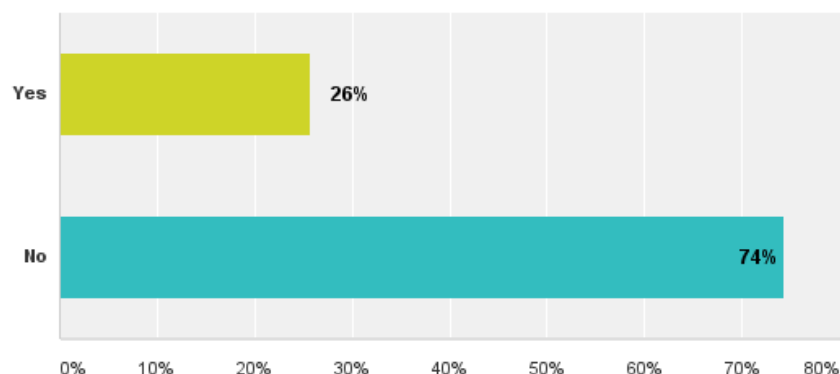
*'There is no substitute for a well-written text read critically by an interested person with the appropriate language and subject knowledge. But then, how many people can still write?'*

*"They are tools and cannot replace experience and expertise."*

We next asked whether using computer tools and technologies had had any health impacts on translators.

#### Q44 Have you been affected by computer-related health problems?

Answered: 581 Skipped: 7



More than one-quarter of our respondents had suffered some form of ailment brought on by the use of modern life's basic working tool, the personal computer. Among the most common maladies reported were repetitive strain injury (RSI), backaches, headaches, migraines, neck and shoulder pain, and eye strain. The most common responses were physical therapies such as yoga, Pilates, physiotherapy, massage and osteopathy; behavioural changes such as more breaks, different sitting and standing positions and the use of dictation software; and the use of ergonomic devices and furniture. The full set of responses is in the [Appendix](#). A significant number of respondents misread the question to be about computer problems rather than health concerns. This accounted for the large number of virus and worm infections reported.

*'Three years of debilitating carpal tunnel in both hands. Saved by my physiotherapist. No surgery, better quality print-outs and a decent keyboard.'*

*'Back, neck and shoulder pain and migraines. I take regular breaks and exercise.'*

*'Have bought a desk to stand at and it has drastically improved my health.'*

*'Stiff neck and shoulders, strain on the eyes. Taking regular breaks, walking, using eye drops. Avoid—if possible—working late at night.'*

*'I occasionally revert to paper translation as I take too much information in from the internet.'*

*'I have to be very careful about the number of hours spent at a stretch. A big job with time constraints is particularly problematic and can lead to tendonitis.'*

*'The cure was to invest in a proper chair and an ergonomic keyboard.'*

*'Neck and back pain, migraines, wrist pain, dry eyes, weight gain. More breaks and exercise and more holidays.'*

*'I regularly see an osteopath, use a tablet and pen rather than a mouse, and dictation software.'*

*'Sticking to my advertised office hours. I now only have a problem if I forget to take breaks.'*

*'Now more eyesight and headache problems mainly due to having to work longer hours to earn the same money that I used to be able to earn a decade ago.'*

*"This sort of survey is torture to my eyes"*

The cause of some afflictions was clear, but apparently harder to treat:

*'Tingling feeling in the left side of my brain ever since I spent a whole summer working on a literary translation project. Still suffering from it to this day and don't know how to get rid of it!'*

## CHAPTER 6 – COMMENTS ON TRANSLATION TOOLS AND TECHNOLOGY

In the final section of this part of the survey, respondents were asked for their views on any aspect of translation tools and technologies.

Several said the cost of adopting tools—in terms of initial purchase and the training and support required—was often too high:

*'I find it hard to warrant investing in one while the amount of translation work I undertake is quite low and sporadic.'*

*'Very expensive to get started with these and very expensive to get training on how to use them.'*

*'Sadly the software is extremely expensive—almost prohibitively so for freelancers.'*

*'There is a lot out there, and it can be difficult to work out what will become essential, and what is merely nice to have.'*

*'How much training can I do, when I need to pay rent first?'*

One pointed to a gap opening up in the increasing complexity of technology and the practical needs of translators:

*'Tools are also becoming too complicated for the average translator—fine if you want to play with all the new features and can get them to work, but the average translator is too busy.'*

There were opposing views on how much attention should be put on learning new tools:

*'More should be taught in university courses. My MA rushed through CAT tools. No mention of advanced techniques or functions in these tools, nobody ever mentioned voice recognition software or OCR software—which have been game changers for me.'*

*'There is too much emphasis in CPD and conferences on tools and not enough on the craft of writing, which is what ultimately makes a good translator.'*

Many respondents have a positive attitude to translation tools and technologies:

*'They are magnificent for ensuring cohesion and coherence.'*

*'Very useful if used properly and for the right texts and purposes.'*

*'My tools are invaluable as my work involves a lot of repetition and specialised terminology.'*

*'I'm slightly intimidated by my CAT tool, but it's great and I couldn't earn a living without it.'*

Others had a more pragmatic view in acknowledging their importance and potential impact:

*'Translation tools will shape the future of the translation profession and translators who are not willing to learn them will be left behind.'*

*'Human translators will just need to adapt so we harness new technologies to our advantage rather than being replaced by them.'*

*'Every translator should know how to use them but they are not suitable for all texts.'*

*'Keeping up to date with technology that can help us in our work is part of a professional's role.'*

*'Clients these days require the use of CAT tools and memories. It would be difficult to operate as a translator in the current market without them.'*

*'Many of my (agency) clients would not work with me if I did not use a CAT tool, it is therefore an essential skill to learn.'*

*"They are becoming increasingly necessary in order to remain competitive."*

Yet others have a more plainly hostile attitude to them:

*'They are hugely overrated, in my experience over the past several decades.'*

*'Overrated for high-end, up-scale work to professional standards.'*

*'I am rather sceptical about them as they often provide inaccurate and confusing results.'*

For some translators—often those working with more creative texts—they do not enter the picture:

*'I find CAT tools useful for general commercial translation, but for creative work and literature they are irrelevant.'*

*'I find these sorts of things decidedly 'foreign' and I avoid them where I can; since I'm largely involved in literary translation from small/exotic languages, where these technologies have not yet made big inroads, I hope I'll be able to work for another 20-30 years without having to worry too much about this sort of shit (sorry!).'*

*'They're of limited value—other than for highly repetitious work which is not the kind of work I want to do.'*

*'I'm not very interested in technology and see myself more as a writer than someone who stays up to date with the latest translation tools.'*

But at least one respondent found that translation software could be beneficial even in this field of translation:

*'I find MemoQ useful as a framework for creative and literary translation. You just need to set it up and use it differently from a translator working with more mundane or technical texts.'*

For some the proliferation of different translation tools has led to a reduction in working efficiency and the quality of their output:

*'I'm concerned that more agencies want you to use their tools instead of ones the translator may own; it can make it harder to be effective.'*

*'It can be frustrating when a client wants you to use tools you're not familiar with, which can have a detrimental effect on your efficiency work-wise.'*

*'For one major client, the client's strictures and the data they supply have actually led to a decrease in the quality of the final product I'm able to deliver.'*

*'When CAT tools first came in useful in improving consistency and quality and enabling the translator to draw on experience from previous jobs, They are now compulsory, imposed by translation clients, and in some cases in fact slowing them down and lowering quality.'*

Many respondents pointed again to the implications of increased use of technology on pay rates:

*'More and more clients are trying to save money by Google translating documents themselves and then asking us to "proofread" the results (insulting!).'*

*'They are largely used by agencies to cut rates to an unacceptable level, while not being particularly useful for many language combinations.'*

*'They are used to force rates downwards. I am trying to move towards a sector of the market where this does not apply.'*

*'Tools and technologies seem to be mainly used to reduce translators' remuneration. I think they might be useful when properly managed. But most agencies just seem to send out unedited, bad-quality TMs for the sake of saving money and expecting translators to take responsibility.'*

*"CAT tools are being used by some agencies as a pretext for forcing rates of payment down."*

One used a musical analogy to encourage resistance to this trend:

*'Insist on being paid for each and every word and not just new words or strings. Bach was paid for every note that he wrote, every variation, not just for the very first time a particular set or pattern of notes was used.'*

And one final comment led us to reflect on the journey that translation has been on since its patron saint translated the bible from Hebrew into Latin in the fourth and fifth centuries:

*'I don't believe St Jerome would have asked questions related to machine translation.'*

## THE FUTURE OF THE SURVEY

The final question of the survey asked for feedback on the exercise itself, with a view to improving it for any future editions. Responses ranged from *'the best survey that I have filled in for years'*, through *'not bad'*, to *'not very professional and unaware of the real situation'*.

Many respondents said the survey could have been used to probe more deeply into questions of pricing and income:

*'A question on how translators research current market rates and set their own would be useful.'*

*'Pity there wasn't something on pricing, although I understand that could be tricky.'*

*'Questions on pay and customer expectations would be interesting.'*

*'It might have been a good opportunity to gauge what the average earnings of a translator are.'*

*'The single most important aspect: level of income, was not included.'*

*"Translation is a joyful activity; you could ask about the pleasure translators derive from the different cerebral exercises required."*

Several people questioned the emphasis in the second part of the survey on translation tools and technology:

*'Preponderance of questions on IT, too little about pricing, about client expectations, about working with translation companies, about deadlines, about quality of the original document.'*

*'Marketing, negotiation and finances are extremely important. Technical side is irrelevant to me.'*

*'Please place more emphasis on meaning, less on technology.'*

Indeed, one respondent felt that attention should not be drawn to the technological aspects of the profession.

*'The survey should not encourage machine translation or any tools as this would encourage linguists to rely on them other than using their own skills.'*

Some felt more questions on the wider health impacts of the profession—not just those from using computers, but also those relating to *'working hours and work-life balance'*—would be interesting:

*'A lot of us work from home, which might also have a negative impact on emotional well-being.'*

The responses drew out several other suggestions for areas to investigate in future surveys. These included *copyright, marketing, 'the adequacy and standard of current UK university training for our future translators', 'how other translators are being affected by Brexit', and 'a question about why you do or do not use CAT tools'*.

*'Which translation qualifications are regarded as the most apt for professional translation work.'*

*'Try to get at how good, professional and legitimate translators deal with scammers.'*

*'Perhaps questions on international aspects, such as interaction among translators from different countries and client range.'*

*'It would be interesting to see what people think we can do to raise awareness about translation as a profession.'*

For others, completing the survey made them reflect on their own working routines or drew their attention to useful information:

*'I didn't know there was a union—thanks, I am about to check it out.'*

*'Interesting survey, called some of my practices into question.'*

Unfortunately, for one person,

*'The survey questions made me look more Luddite than I am.'*

For the full set of reactions to the survey, see the [Appendix](#). Please send us further comments or suggestions on the survey and potential future editions to: [dgt-london@ec.europa.eu](mailto:dgt-london@ec.europa.eu).



## APPENDIX: FREE TEXT RESPONSES

Table of contents		
Question no.	Question	Page no.
<b>Q1</b>	Which of the following best describes your current role in the translation profession? (select one option; if roles equally split, select the one you have spent most time on in practice over last six months)	45
<b>Q3</b>	Which of these roles have you had in the past, or do you currently have in addition to the main role in Question 1 above? (please select all that apply)	45
<b>Q6</b>	Which of the following best describe the three kinds of text you most commonly work with? (select up to three options)	48
<b>Q7</b>	Which of the following best describes your current employment status? (select one option)	50
<b>Q9</b>	[Are you a member of a professional association?] If Yes, which one? (select all that apply)	51
<b>Q11</b>	[Do you have a formal qualification in translation?] If Yes, which? (select all that apply)	52
<b>Q16</b>	[Have you undertaken your own independent CPD activity in the last 12 months?] If Yes, please give details.	54
<b>Q18</b>	[Do you network online for professional purposes, beyond the use of email?] If Yes, which forums do you use? (select all that apply)	62
<b>Q22</b>	Do you have any comments or observations about the translation profession?	64
<b>Q25</b>	[Do you use translation memory software?] If Yes, which software do you use?	75
<b>Q28</b>	[Do you use voice recognition technology in your work?] If Yes, which software do you use?	76
<b>Q31</b>	[Do you use machine translation (MT) in your work?] If Yes, which software/services do you use? (select all that apply)	77
<b>Q34</b>	[Do you use quality assurance tools in your work?] If Yes, which ones?	78
<b>Q36</b>	[Have you built your own translation tools or technologies?] If Yes, please provide details.	81
<b>Q38</b>	[Do you do your own corpus gathering and data mining to improve your work?] If Yes, please give details.	83
<b>Q40</b>	Do you use any other translation tools and technologies not mentioned above? Please give details.	86
<b>Q43</b>	[Do you take any measures, beyond standard computer and internet security software, to protect your and your clients' data?] If Yes, please give details.	88
<b>Q45</b>	[Have you been affected by computer-related health problems?] If Yes, and you are happy to divulge, please give details of condition and measures taken to treat it.	92
<b>Q46</b>	Do you have any comments or observations relating to translation tools and technologies?	96
<b>Q47</b>	Finally, do you have any comments or observations relating to this survey? Please suggest improvements or indicate which aspects of the translation profession could be addressed in detail in future surveys.	103

<b>Q1</b>	<b>Which of the following best describes your current role in the translation profession? (select one option; if roles equally split, select the one you have spent most time on in practice over last six months)</b>		
<b>Answered:</b>	<b>587</b>	<b>Skipped:</b>	<b>1</b>
<b>#</b>	<b>Other (please specify)</b>		
1	Language Technology Specialist		
2	Director of LSP, ex owner, now part time & due to retire		
3	Translation company owner		
4	Just finished MA Translation Studies (now looking for a translation job)		
5	Interpreter		
6	translator		
7	Owner, LSP		
8	I am a musician who speaks German and so I read German articles and books frequently. I also to practice some Spanish. When I work in Germany I will speak German much more often and practicing now will help those planned days.		
9	Bilingual lexicographer		
10	Interpreter		
11	Producer of CPD for translators and interpreters (not the actual trainer, but the producer)		
12	Language planning		
13	Interpreter		
14	interpreter		
15	I do some translation but interpret mainly		
16	Transeditor: journalist who works exclusively by translation from source texts, not original reporting activity.		
17	currently retired		
18	Translation Salesperson		
19	university lecturer in Translation		

<b>Q3</b>	<b>Which of these roles have you had in the past, or do you currently have in addition to the main role in Question 1 above? (please select all that apply)</b>		
<b>Answered:</b>	<b>563</b>	<b>Skipped:</b>	<b>25</b>
<b>#</b>	<b>Other (please specify)</b>		
1	teaching		
2	interpreter		
3	Languages teacher		
4	Mother		
5	Copywriter		
6	Multi-lingual secretary		
7	Engineer		
8	Marketing Manager/ Research Executive		
9	Medical Writer		
10	Finance, accounts, HR, marketing and sales		
11	Bilingual lexicographer		
12	parliamentary substantially verbatim reporter (Hansard)		

13	B2B marketing, research and business analysis
14	International Development Specialist
15	FE lecturer in Mod Langs, AE tutor in Mod Langs, secondary teacher
16	Language Teacher
17	tesol teacher
18	Researcher
19	Customer Service Advisor (DACH Region)
20	Mentor
21	Assessor and Interlocutor
22	Administrator
23	Chartered Accountant
24	Interpreter
25	Language teacher, interpreter
26	foreign language teacher
27	none
28	Interpreter
29	QA technician
30	Language teacher, author
31	Reviewer
32	I worked in the role of luggage manager in Bavaria in 1993 and 1994. Speaking German in German society was part of my job description.
33	literary reviewer
34	Bi-lingual PA
35	Interpreter, linguistic adviser/coach
36	Interpreter
37	Interpreter
38	I'm a rhyming translator-poet. Occasional online publisher of own work
39	Translation network coordinator
40	Linguistic Abstractor
41	researcher in biology
42	interpreter and accountant
43	Multilingual secretary in banks
44	Interpreter
45	Operations manager for international company
46	Academic, schoolteacher
47	language teacher
48	Secretary
49	Teaching (language)
50	Content Writer
51	Engineer working in France language
52	Teacher French and ESL
53	Interpreter
54	Public Services interpreter
55	Bilingual administrator
56	interpreter
57	Dictionary Assistant
58	Academic
59	Interpreter
60	Interpreter
61	interpreter
62	Construction Project Manager
63	Interpreter, local government manager
64	PA

65	broadcasting executive
66	Senior Project Manager
67	Mentor
68	Interpreter
69	Interpreter, Project Manager
70	Interpreter
71	Translation exam written market; language tutor
72	administrator and librarian
73	Solicitor
74	Teacher, Academic
75	TV drama Script Editor and Story/Script Producer
76	International railway manager, then consultant
77	copy writer
78	Teacher
79	Office Administrator and University Lecturer
80	Journalist who uses languages daily
81	Sub-editor
82	Lawyer
83	Interpreter and language trainer
84	Interpreter
85	Interpreter
86	Precis-writer
87	Copywriter
88	Taught legal translation on the University of Surrey MA 1996-98. Was an "associate lecturer" (part time) not an academic
89	copywriter
90	Teacher
91	Promotor, Researcher
92	File engineer
93	Multilingual IT support and multilingual sales and marketing support
94	Transcriber (from Suetterlin)
95	Translation supervisor
96	language teacher
97	Copy editor
98	Writer
99	Teacher of languages
100	In-house Translator
101	Chair of Translation Company
102	interpreter
103	Translator in Residence
104	language teacher
105	Interpreter
106	Librarian, documentalist, information officer, trainer, database entry
107	Linguistic quality manager (for a translation company)
108	interpreter
109	Terminologist
110	Illustrator, literary critic, independent scholar

Q6	Which of the following best describe the three kinds of text you most commonly work with? (select up to three options)		
Answered:	588	Skipped:	0
#	Other (please specify)		
1	market research		
2	Market research		
3	pharmaceutical		
4	environmental		
5	Education; training		
6	EU, NGO and World Bank documentation		
7	political		
8	software		
9	Media		
10	journalism		
11	local government (social work, advice shops, housing etc.)		
12	speeches, news articles, press releases, web content, social media posts		
13	ideological (faith-based)		
14	clinical trials including administration and medical reports		
15	politics		
16	communications design		
17	international NGO, EU		
18	genre fiction		
19	Technology		
20	oceanography and fisheries		
21	tourism		
22	general cultural		
23	School textbooks		
24	Market Research		
25	Overseas development		
26	tourism		
27	Geographical		
28	Policy, social policy , third sector		
29	general		
30	real estate		
31	Publisher's rights catalogues		
32	Agricultural/agrifoods		
33	Birth, death & marriage certificates		
34	All sorts		
35	Market Research		
36	Political		
37	Humanitarian		
38	Health & safety		
39	International Development		
40	travel		
41	Tourism		
42	sociological		
43	academic		
44	History		

45	Luxury goods
46	sport, psychology
47	Audio scripts (Voice-over)
48	Video games content
49	social sciences
50	Religious
51	Market Research
52	News
53	current affairs
54	educational
55	tourism
56	political/cultural
57	News
58	technical
59	political affairs, international relations
60	psychoanalytic
61	environmental
62	audiovisual texts
63	horticulture
64	NGOs
65	pharmaceutical
66	insurance
67	Health and fitness, nutrition, sports psychology
68	non-fiction literary
69	Public Services, Education
70	human rights
71	defence/military, politics/Government, international development/cooperation
72	government, official documents
73	International cooperation & development
74	Drama
75	translation technology
76	pharmaceutical
77	Journalism
78	audiovisual
79	personal documents and letters
80	Audiovisual, entertainment
81	Journalistic (current affairs and arts)
82	Occasionally non-fiction on the visual and performing arts.
83	political
84	Tourism
85	Commercial

<b>Q7</b>	<b>Which of the following best describes your current employment status? (select one option)</b>		
<b>Answered:</b>	<b>586</b>	<b>Skipped:</b>	<b>2</b>
<b>#</b>	<b>Other (please specify)</b>		
1	Retired academic		
2	Content and marketing specialist		
3	in-house at international organisation		
4	Freelance and employed by two universities		
5	translation company owner		
6	Just finished MA Translation Studies (now looking for a translation job)		
7	in-house at international organisation		
8	Full-time (not translation related)		
9	retired, part-time		
10	LSP Director		
11	I am looking to work in the role of recording artist for a music company. My translation is something that I do when I listen to German music lyrics, read German books or inter-act with Germans.		
12	Part-time translation academic and full-time lawyer		
13	ad hoc translator working full-time as a bilingual PA as translation profession is too unpredictable		
14	Company owner/director		
15	freelance and part time employed		
16	Part time freelance, part time in house at other company		
17	Employed by own translation business		
18	News		
19	Freelance as a translator, but I also have a full-time job in addition to that.		
20	Part-time freelance translator and full-time worker in another field (libraries)		
21	Long-term contractor with freelance on the side. Not an employee.		
22	Full-time CSA		
23	part time freelance and full time in-house project manager		
24	In-house in intergovernmental organisation		
25	semi-freelance and starting a Master's in Translation in a European Context at Aston University (September 2016)		
26	retired now		
27	In residence at Free Word Centre + freelance		
28	Semi-retired		
29	Full time in company		

Q9	[Are you a member of a professional association?] If Yes, which one? (select all that apply)			
Answered:		471	Skipped:	117
#	Other (please specify)			
1	FCO Association			
2	Tremédica			
3	SFT, ATA, AITC			
4	SfEP			
5	Verband deutschsprachiger übersetzer			
6	ATC			
7	Association of Translation Companies. NB, we are Corporate ITI members			
8	YTI			
9	Former Member of Italian Translators Association (AITI)			
10	ATC			
11	BDÜ (Germany)			
12	ATLF (Association des Traducteurs Littéraires de France)			
13	SELTA Swedish-English Literary Translators Association			
14	Society of Authors			
15	HPI - association of Indonesian translators			
16	APCI, NRPSI			
17	Mediterranean Editors and Translators			
18	Chartered Institue of Library and Information Professionals (CILIP)			
19	Asetrad			
20	ATC			
21	AITI, MET			
22	NRPSI			
23	Law Society			
24	ASETRAD Asociación Española de Traductores, Correctores e Intérpretes			
25	Sintra brazil			
26	CMI, CIPD, Industrial Law Society			
27	NRPSI			
28	Irish Translators and Interpreters Association			
29	National register of public service interpreters			
30	APCI			
31	British Comparative Literature Association			
32	Chartered Insurance Institute			
33	American Translators Association (ATA), (German) Bundesverband der Dolmetscher und Übersetzer (BDÜ)er			
34	NRPSI			
35	Society for Editors and Proofreaders			
36	German Association of Translators and Interpreters (BDÜ)			
37	ATAA (French audiovisual translators' association)			
38	EMWA European Medical Writing Association			
39	Energy Institute			
40	Bundesverband der Dolmetscher und Übersetzer e.V.			
41	IPSE			
42	I don't belong to other but the tick keeps appearing!			
43	NGTV			



44	NRPSI
45	NRPSi registered
46	NRPSI
47	National Register
48	BDU Germany
49	Société Française des Traducteurs
50	Mediterranean Editors and Translators
51	SFT
52	Student Member ITI
53	Asetrad (Translators Association) / Acett (Spanish Literary Translators Association)
54	Law Society
55	Yorkshire Translators and Interpreters
56	IPSE
57	Swedish-English Literary Translators' Association
58	ATRAE (Spanish Association of Audiovisual Translators)
59	Subtle, The UK Association of Subtitlers
60	Mediterranean Editors and Translators
61	IAPTI
62	American Translators Association
63	Japan Association of Translators (JAT)
64	Mediterranean Editors and Translators (MET)
65	ATA
66	SFÖ (Swedish Professional Translators' Association)
67	ATA, SFT
68	Sktl (Finnish association)
69	Chinese Translator Association
70	The Finnish Association of Translators and Interpreters (SKTL)
71	Japan Association of Translators (JAT)
72	None
73	Hungarian institute if translators and interpreters
74	Swedish-English Literary Translators' Association
75	Japan Association of Translators (I live in Japan, but am undertaking work for British publishers.)
76	NRPSI
77	SfEP
78	NRPSI
79	MET
80	SELTA

<b>Q11</b>	<b>[Do you have a formal qualification in translation?] If Yes, which? (select all that apply)</b>		
<b>Answered:</b>	<b>453</b>	<b>Skipped:</b>	<b>135</b>
<b>#</b>	<b>Other (please specify)</b>		
1	PhD in which translation was significant component of study		
2	MA Linguistics		
3	Assocaiton Membership		
4	Postgraduate Certificate in Translation Studies		

5	Membership of CIOL
6	PhD Translation Studies from an institution in the EMT network
7	Statsautorisert translator (Norway)
8	IOL Translators Guild examination (1986) converted into MITI in 1989
9	Postgraduate certificate in technical and specialised translation
10	postgraduate qualification in technical translation
11	DPSI (translation component included)
12	IoL Final Diploma, technical translation option in Part V
13	Civil Service Commission
14	Dpsi
15	Equivalent to Diploma in translation
16	I hold two Dip Trans
17	PhD in translation
18	Chartered Linguist
19	PhD in which translation was a significant component of study and practice
20	DPSI
21	College Certificate in Literary Translation from Dutch into English (UCL)
22	PG Cert in Translation
23	DPSI Law
24	MA (Hons) Modern European Languages
25	Some awards, notably John Dryden Prize and TLS Premio Valle-Inclán Prize
26	State certification from the ministry of culture in Germany
27	Fellow translator (IOL)
28	Experience, linguistics degree
29	Masters in English/German language and literature
30	Bachelor's degree in Legal Translation
31	EU equivalent to BA+MA in Translation and Interpreting
32	Polytechnic of Central London - Postgrad. Dip Legal Translation. I am also a lawyer
33	Diploma in Public Service Interpreting English Law
34	DPSI
35	MA Conference Interpreting
36	Diplom-Dolmetscher
37	Master's in which translation was a significant component of study
38	Postgraduate Certificate in Translation
39	DPSI - includes translation
40	I studied my degree in Spain, so the Diploma is really a Licenciatura.
41	Metropolitan Police Exam
42	Member of professional assoc by examination
43	Final Diploma with Chartered Institute of Linguists
44	PhD Translation Studies
45	NAATI accreditation
46	Currently year two of an EMT network Masters in Translation
47	Certificate for Translating and Interpreting (1977) - I think
48	IPSE
49	DPSI (included written legal translation)
50	Final diploma of the IOL with translation option
51	Master's in which translation was a significant component of study
52	Postgraduate Certificate in Translation
53	Not sure if my MA is EMT or not. Surrey 1995.
54	Certificate in Foreign Language and Applied Linguistics
55	I never finished my translation MA because I ended up working too much!
56	BA Hons in Japanese, MA in Advanced Japanese Studies, and regular participation in BCLT summer schools and master translation workshops

57	PhD in Translation Studies
58	DPSI
59	certificates of the National Accreditation Authority for Translators and Interpreters (Australia)
60	Diploma in translation and European studies
61	BA, 2 MAs and a PhD in all of which translation was a significant component
62	PhD Translation Studies

<b>Q16</b>	<b>[Have you undertaken your own independent CPD activity in the last 12 months?]</b> <b>If Yes, please give details.</b>		
<b>Answered:</b>	<b>252</b>	<b>Skipped:</b>	<b>336</b>
<b>#</b>	<b>Response Text</b>		
1	Participation in several MOOC courses to research work topics and extend specialised knowledge in both English and French		
2	spent time in country of one of my languages		
3	reading professional and subject area journals and newspapers		
4	In this first year as a freelance translator, every day has been full of CPD as I read and learn...		
5	CPD is an integral part of working for the organisation.		
6	I attend 2-hour advanced Spanish classes weekly in term-time		
7	I have read translation and field related publications.		
8	Visited source language country. Reading widely in source and target languages.		
9	ITI workshop, a couple of online seminars - one subject specific the other marketing skills and my own glossary building and keeping up language skills.		
10	I conducted a CPD webinar in Legal Translation, June 2016		
11	Language practice every weekend plus reading and watching films in my second and third languages.		
12	Preparation for the CIOL Diploma in Translation.		
13	Learning about publishing.		
	Improving knowledge in my third foreign language.		
14	Contributing to establishment and accreditation of new postgraduate translation course. Developing translation coaching skills by teaching elements of university postgraduate course in translation.		
15	Webinars; workshops; conversation classes, book club, social events and watching television in source language		
16	Private tuition, reading, visiting countries		
17	Reading professional publications, including books and online resources		
18	Monthly translation workshop		
19	Country visits (of working languages, source and target)		
20	Travel to the country of origin to immerse myself in language		
21	Entered a literary translation competition		
22	Language Show Live in London and Glasgow, various webinars, independent reading.		
23	Webinars on our translation software Transit		
24	Member of YTI; attend events at local universities		
25	Started learning how to use Dragon Professional; watching foreign-lang shows and reading foreign-lang books		
26	Watching TV in my target language (German), reading subject-specific material		

27	Events, enhancing skills, networking
28	I have taken part on a long online course regarding SEO and how it can be handled from a translation perspective, for about 25 hours in total.
29	Travel/management of own French property. Weekly French newspaper (Le Monde Hebdo). Family living in France.
30	Creative writing courses (poetry)
31	Reading, listening to the radio in French
32	Reading FT/Economist to keep abreast of all the latest financial news
33	Researching terminology/keeping abreast of developments in my field by reading publications such as The Economist on a daily basis
34	ITI legal translation workshop/ financial online course/ reading and listening in foreign language
35	Quarterly in-house team training days are held within my company
36	Conference at a partner university, international theatre festival where translation was a key element
37	FutureLearn online courses
38	Reading foreign language texts on specialist subjects.
39	Kent Adult Education Advanced French, Italian and Greek courses with associated homework and private study
40	Future Learn courses
41	subject specific seminars; research workshop; conference; professional meetings; Companies House seminar
42	travelling back to the native country
43	City University of London - prep course for Dip/Trans
44	A conference and further reading in my main subject specialism.  Study in a new subject area in which I have now started to translate.
45	language skills, CAT tools,
46	Ongoing maintenance of knowledge of source language and specialist areas
47	MOOCs, reading in source language, attending trade fairs/events in subject areas
48	Continuous reading of relevant texts.
49	Studied Polish
50	Translate in Cambridge  BCLT Summer School  London Book Fair seminar programme  General reading in source languages  Attending related exhibitions etc
51	preparation for interpreting exam  period of time spent working abroad  learning new topic in specialist field
52	Presented a paper at Critical Link 8 in Edinburgh
53	Launched a translation-related project (in the form of a website and YouTube channel) which involved a significant amount of research
54	Powwows, networking events, attending a CIOL conference etc.
55	lots of webinars and self -study courses (also reading specialised journals)
56	I constantly update my knowledge by revising my grammar knowledge, extending vocabulary, doing research on the matters I am specialised in, and by reading books.
57	Reading accountancy journals and financial press

58	TV series on The brain - subject knowledge. Reading in source languages.
59	5 weeks in Sweden enhancing fluency in spoken Swedish
60	Independent Research online on specific topics. Reading. Travelling
61	Exhibitions, reading journals
62	Reading professional journals in target and source languages
63	Continual reading of newspaper in target language
64	Articles, research on development in industry
65	MOOC
66	Building of termbases, using emea documentation
67	Adding new languages
68	Bespoke business coaching
69	Too much to specify: contributions to the profession, updating of language skills, webinars in relevant areas.
70	Reading subject-specific publications, reading books/watching movies in source language
71	Reading foreign language books and frequent communication with foreign nationals
72	Preparing articles on subjects related to translation for publication in academic journals
73	Attendance (2 hrs/week) at Advanced Spanish classes. Attendance (1h45/week) at Advanced Italian classes
74	I read a hard-back German book about Geography on a frequent basis. I listen to German music lyrics. I read articles written in German using the internet. At times I write letters in German, in order to publicize my international work in music. I take part in Duo-lingo online, to increase my knowledge of German.
75	researching self-publishing options  learning a new language  teaching translation workshops
76	visits to the country, source language literature, news press, journals, radio programmes, podcasts, TV programmes and films
77	Reading research material in each of my source languages. Attending seminars and conferences in literary translation in one of my language pairs.
78	Private Italian lessons
79	I am currently studying for a part-time PhD in translation
80	I am always swapping languages, doing extra courses, but I've concentrated more on interpretation of late.
81	Law conferences + PhD in law
82	Proz.com webinars
83	I have researched new developments and read publications on the subject.
84	Online linguistic courses.
85	By being a member of a Translation Committee, I have been able to participate in various translation events.
86	Research into various technical subject areas for better understanding of subject matter
87	Reading about how to run a business
88	Reading online: translation studies, translation-related articles.
89	Internet research
90	general reading
91	Several on-site and on-line courses on different subjects
92	Constantly keeping up with the changes in both languages by reading and researching relevant material
93	software webinars
94	Constant ongoing informal and formal CPD.

95	Working professionally every day and research in the course of that work.
96	Professional qualifications in my special interest field (agriculture/agrifoods)
97	Learning to use software
98	Use of online training materials and webinars for Across translation software. Keeping up to date with the latest news stories in Germany by reading "Spiegel Online".
99	I have been learning about cardiology but also more translation theory (, seminars in Germany, books by Christine Nord and Christina Schäffner)
100	attended a trade show, a lot of reading, lots of training on marketing (essential for my CPD business)
101	Attendance at lectures and seminars
102	PhD Research for doctoral thesis at Nottingham University
103	I am always developing my Linguistic skill and knowledge.
104	Reading newspapers/watching TV in both source and target language, expanding knowledge of languages I do not yet offer, visiting my home country (the country of my source language), speaking to people in my source language
105	Learnt about biogas plants. Learnt about biochemistry/microbiology of the beverage processing industry.
106	Committee Management Member (Treasurer) for CIOL Division TD and BPG
107	Reading foreign magazines/newspapers
108	MOOCs and online training.  Learning to use a new software.
109	One to one dubbing course on Skype with a professional
110	Language Show London
111	Was signed up for workshop but missed it because of illness. Studied the materials afterwards.
112	- Final year studies towards MA in Translation Studies - research and practical translation  - Visit to country of source language translation  - Subject-area reading
113	Read a wide range of books, magazines, articles, TV, videos etc. on relevant topics.
114	Study of journals, literature etc plus exposure to source language via internet etc.
115	Use of non-English-language in nearly 100% of private life
116	Reading relevant publications, language improvement practice, learning about use of new software
117	Reading, videos, online
118	Ongoing research into industry trends and practices, plus ongoing study of my source languages.
119	Reading up on the translation industry and my specialist areas
120	Terminology research and creation of glossaries / Reading in Spanish & English / Trips to Spain
121	MOOCs, films, books, private webinars.
122	Coursera courses  Self-study  Short writing course at Oxford University
123	Several months of year in source language country, reading source language publications daily and occasionally watching TV in source language.
124	No
125	private lessons to acquire/improve third working language skills, practised translating EU SDS

126	Report submitted annually to CIOL
127	DPI course
128	Travel in France - target language
129	SEO, web design to improve find ability of my website
130	Online tutorials to learn new CAT tools
131	Trips to Germany and Poland for leisure and language practice, reading and listening online to those languages.
132	Taking part in free webinars for translators and interpreters
133	Forensic Science and Illicit trade in Art and Antiquities with Future Learn
134	Research into specialist subject areas
135	For half an hour each day I study Welsh grammar
136	Residential french course
137	Too many to list!
138	Researching medical subjects
139	Specialist area course. Source language studying (various means).
140	Online seminars, conferences, online course in subject area
141	I have watched French and German films, met up with other French and German speakers for conversation practice, attended webinars on medical subjects
142	Visit to clients in Germany
143	Conferences, trade fairs, time management course, chemistry for translators, biotech for translators ...
144	Reading relevant materials
145	Constantly read about languages and have started the study of a new language (Swedish)
146	Keeping up to date with academic research
147	I organised and delivered a couple of CPD sessions, plus made an input for colleagues helping with theirs
148	Research into medical topics. Regularly read relevant journals and source language newspapers etc. Listen to source language podcasts and watch source language films and TV programmes.
149	Reading translation-related materials
150	- Brushing up on ancient Greek and Latin grammar  - Informal Russian-French conversation group
151	Language immersion through travel, reading, practice.
152	Independent online research into a subject area relevant to my next project
153	In-country language practise for my second and third foreign languages.
154	Only in terms of some research regarding developments in translation technologies and terminology management.
155	Language improvement, research of subjects. Also attended event 13 months ago
156	Regularly attend SDL training events, attended the MOOC terminology training, attending subject specific technical training at the offices of the customer, independently studying Prince2 in project management
157	ITI MedNet workshop; eCPD webinars; subject area reading materials.
158	Examples of all three? (13-15?). Université d'été de la traduction financière (UETF, SFT event); Translate in Cambridge; Webinars on Productivity; Leadership Workshop with Seth Godin
159	Acquiring new skills to support appointment as a lecturer in translation.
160	Workshops and seminars from the CIOL or other institutions
161	MA Translation Studies, conference on costume history
162	Run an online language news hub.

163	Regular ongoing study at home: glossary building and memorising, consulting style guides/grammar books; reading materials in both of my languages on my fields; the usual...
164	Independent comparison of other translators' work against the original text; studying a new language and further linguistic development in other languages; reading about translation; etc.
165	Buying & using new books on translation, interpreting, collocations. Practising simultaneous interpreting regularly by interpreting the news.
166	Reading blogs, message boards, reports  Networking
167	Preparing legal translation training materials. Researching legal translation theory.
168	Reading list from university courses from the francophone areas I am starting to translate from (i.e. not just France).
169	Training provided by Welsh Association of Translators
170	Online courses
171	In-house annual CPD
172	Language skills in source languages: speaking, reading, viewing films and TV.  Reading to gain subject matter knowledge.
173	Attended a local industry event related to the texts I translate.
174	Listening to foreign-language radio every day, reading in my foreign languages, and taking MOOCs in my areas of interest.
175	ITI Translate in Cambridge (2.5 day event for Fr/En translators), Distance Study Diploma in Copy-editing, Future Learn MOOC on renewable energy
176	Working on getting ISO 17100.
177	I got AdWords certified to explore a new ground
178	I've gone back to university to take some part-time courses in linguistics.
179	Translate in Cambridge  Medical Translation with eCPD  MOOC on biotechnology
180	Reading journals in specialist fields  Revising notes from CPD events
181	Formal professional qualification to complement my area of translation expertise (ICSA CSQS)
182	I read around my specialist fields, and recently completed a professional legal qualification. I also network with colleagues in a local translation group that I co-founded and work to maintain my source languages.
183	Did a short (3 hours) online course about the fashion industry via FutureLearn
184	Viewing seminars online
185	Reading appropriate material, professional journals, listening to radio, TV in my languages, corresponding with other translators in my languages, exchanging, writing glossaries, visiting countries where my languages are spoken, etc.
186	Translation conferences; webinars in translation/business-related fields; MOOCs; subject matter CPD
187	Films, music and social media in the target language.
188	Watching German television programmes, reading German literature
189	1-day Trados course. On-line training on typing skills and translating contracts. Working through a Trados manual; researching aspects of English and Spanish law; 1:1 sessions to maintain fluency in Spanish.
190	Several MOOCs, memoQ webinar, source language book club.
191	Learnt another language.



192	Reading in relevant subjects  Regular attendance at Bristol Stammtisch (monthly meeting for German speakers which I organise).
193	Conferences and trade fairs; specialisation-related activities
194	Learning Italian in the form of self-study.
195	MA in Buddhist Studies, Mentoring MA-students, Marketing improvement
196	I have applied for Chartered Linguist status with the CIOL and have a long list of CPD activities (events, reading, ideas for future learning).
197	A course at university.
198	Continuous background reading in my legal / academic specialist subject areas.
199	Attended an ITI London Regional Group event (talk about terminology management  Self-study German law and legal language, in preparation of a course I will take in Germany
200	Attended event on Financial Translation
201	Voice-over translation course
202	Six Sigma Black Belt
203	MOOCs related to translation specialisms  Webinars (eCPD, memoQ, Proz.com)  Third party course for a qualification related to translation specialism
204	Online university courses, industry events, industry reading, online language learning.
205	Use of target language 100% of time in the home and also in activities outside the home
206	I regularly read Bank of France and BCE reports + IASB reports - EU directives relating to Finance - also reports from Banks. I make my own glossaries and notes.
207	Coursera course in my subject area
208	Translating in the City  CIOL courses on setting up as a translator  Online legal translation
209	Future Learn course online; conference.
210	Copywriting course
211	Constant reading, listening to radio and watching subject language films as well as visits to the country
212	Attempting to break into literary translation - attending book fairs, applying for mentorships, attending meetings of literary translation organisations
213	I undertake my own CPD. I have attended several workshops, seminars and events within 2016 including a workshop in Digital Marketing and Social Media, webinars on how to go freelance, Oxford translation day and much more.
214	Reading journal articles on translation and books in my area of specialisation
215	Reading source language newspapers  Improving IT skills
216	Learning Spanish and spending time in our house in Spain.
217	Constant reading, trips to France to update language skills, conferences
218	I've done a lot of research into website development, SEO etc.
219	I was a postdoctoral researcher in translation technology from July 2013 to Feb 2016.
220	-
221	Read relevant journals + online / websites

222	Reading relevant literature in target language MemoQ online course
223	Preparation course for the Dip Trans exam
224	Mainly online courses
225	attending seminars, London Book Fair, reading books on translation, reading foreign language books, watching foreign language films, etc
226	I joined SfEP and am doing their training courses towards achieving professional SfEP status
227	Attended conferences
228	Practising translation of governmental texts and having them reviewed by a more experienced colleague.
229	Reading material, internet, media, travel
230	Reading related literature, visiting subject-related trade fair, learning a new language.
231	eCPD events
232	Books on marketing, etc.
233	I have run translation workshops, which for me is CPD in relation to my own translation work, because I learn working with the students.
234	Teaching a dip trans class, reading translation text books, attendance at CioL training and proz webinars
235	Literary Translation and Creative Writing Summer School, innumerable events in London, reading (online and print publications)
236	Attendance at ITI events, cpd in patent field, ITI assessment training, reading journals.
237	Travel abroad, adding new languages and improving knowledge of working languages, extensive reading and networking to get to know the publishing industry
238	attending discussions and meetings at a number of bookfairs; acting as an informal literary agent (neither of these probably count as 'classic' CPD, but I feel I'm continually doing a lot to develop my skills and insights)
239	Writing about translation, talks to postgraduate translation students, visits to SL country, reading/TV/films in SL countries, reading about my special subjects in newspapers, journals and online
240	Webinars on various topics
241	Ongoing research into subject area; site visits, etc
242	research; attending talks, conferences on translation, linguistics, and my language of origin. Also on international financial and socio-political talks at various international companies; as well translating poetry and children's books.
243	ITI South West Workshop
244	reading, courses, language study, visits to relevant events and exhibitions
245	Trade fair attendance in a source language country
246	Many industry events
247	Reading about my fields of specialism in my three working languages, finishing a part time MA in translation degree
248	I regularly carry out my own independent CPD work. For me, it is a highly effective way of learning (rather than "doled out teaching")
249	studied Japanese
250	Source language conversation classes
251	Workshops, conferences, and seminars.  Webinars and online training courses.  Research.
252	Independent language study

<b>Q18</b>	<b>[Do you network online for professional purposes, beyond the use of email?] If Yes, which forums do you use? (select all that apply)</b>		
<b>Answered:</b>	<b>443</b>	<b>Skipped:</b>	<b>145</b>
#	<b>Other (please specify)</b>		
1	IoLTransnet_general, TM and FTSN		
2	Twitter		
3	ResearchGate, Academia.edu, Kudos		
4	Literary translation mailing group		
5	Twitter		
6	ETN		
7	Twitter		
8	Viadeo		
9	Twitter		
10	twitter		
11	twitter		
12	blog		
13	Translatorscafe		
14	twitter		
15	Twitter		
16	Twitter		
17	Twitter - not a forum, but great platform!		
18	Twitter		
19	Twitter		
20	Twitter, Instagram		
21	Kent Translators and Interpreters Network		
22	Capita, Cintra, other agencies		
23	Twitter		
24	Twitter		
25	I am not really active on them, I only have a profile		
26	Twitter		
27	Twitter		
28	Yahoo group concerned with CAT tool		
29	Sound Cloud, MySpace, University of Bristol Alumni.		
30	twitter		
31	Face to face, meet up with colleagues		
32	N/A		
33	Emerging Translators Network		
34	interpretnet		
35	Twitter		
36	translatorscafé		
37	Twitter		
38	Twitter		
39	Twitter		
40	Xing		
41	Twitter		
42	3 private, invitation-only e-groups.		
43	Twitter		
44	Transnet		

45	Twitter
46	Twitter
47	Twitter
48	Twitter
49	Xing
50	WeChat
51	Standing Out
52	mailing lists
53	Twitter
54	Attended Language Live
55	XING
56	Private groups
57	Twitter
58	Twitter; ITI and CIOL forums.
59	Twitter
60	my networking is very low though and I have found it often not very useful. In my particular experience colleagues seem keener in crushing you (when possible) than in helping you
61	Twitter, Skype
62	Twitter
63	TranslatorsCafe
64	ETN
65	Twitter
66	xing
67	Twitter
68	Twitter
69	Google groups
70	Twitter
71	Twitter
72	Meeting professional translators for lunch, tea, etc
73	Emerging Translators Network
74	Emerging Translators' Network
75	Twitter
76	Twitter, but only passively
77	Twitter
78	Twitter, Academia.edu
79	Twitter
80	Twitter
81	Twitter
82	Twitter
83	Twitter
84	CIOL translator's group
85	Twitter
86	twitter
87	academic editors' group
88	Twitter
89	Translators' café
90	Emerging Translators' Network; Biblit
91	Emerging Translators Network forum
92	Twitter
93	Standing Out groups for FR-EN
94	Twitter
95	Twitter

96	Xing, Twitter
97	ETN, Twitter
98	Xing, Elance
99	Twitter
100	Emerging Translators Network
101	Emerging Translators Network
102	Twitter
103	Emerging Translators Network (ETN)
104	Twitter
105	Twitter
106	Twitter
107	I founded and co-run a group for TA members and I participate in and moderate another online forum on translation from and into French.
108	Twitter
109	Twitter
110	a monthly informal meeting with other translators from my main source language
111	Twitter, blog
112	Twitter
113	Twitter
114	Twitter - not a "forum" in the sense of threads with replies, etc., but surely one in the broader sense
115	Twitter
116	Twitter
117	Twitter

<b>Q22</b>	<b>Do you have any comments or observations about the translation profession?</b>		
<b>Answered:</b>	<b>197</b>	<b>Skipped:</b>	<b>391</b>
<b>#</b>	<b>Response Text</b>		
1	The attitude on forums on sites like ProZ from well-established translators toward new translators, to whom they often refer as "bottom-feeders" is often condescending and unpleasant. Everyone has to start somewhere, no?		
2	I love my job as a Translator and I love the fact I can work part-time around my family life.		
3	On 30 September 2016 (International Translation Day) we were encouraged by ec.europa.eu to pray to Saint Jerome for the future of our profession...		
4	As a profession is very interesting and challenging at times but very hard to keep it going as a main income		
5	Very rewarding from the intellectual viewpoint, not so rewarding financially, unless you are a translator of books or a European Commission employee.		
6	As technical translation becomes increasingly automated, technical translators move into marketing translation and push down prices. So marketing translators (like myself) are moving into literary translation and are shocked how bad the pay is.		
7	The prospect of Brexit casts a large shadow over my work, which is mainly EU-related.		
8	Deadlines are becoming increasingly tighter. Strong downward pressure on prices paid for translations. Less appreciation of good translators.		
9	Translation has often been an "afterthought" in an organisation, with not enough planning, resources and appreciation given to it. As a translator, you learn to live and cope with this. But there is also the problem of the poor quality of many source texts: reports full of jargon, incomprehensible to the uninitiated (and not only to the		

	translator), written by people who don't master grammar or don't write in their native language and no longer edited by competent linguists. In addition, many reports are not produced out of a desire to present clear information, but in order to fulfill a requirement or (this might be slightly cynical) to give so much unstructured information that the recipients get overloaded and don't ask any more questions. How do you respond as the translator? Feedback and suggested corrections often provoke a defensive reaction. Does a bad source text deserve the time and effort of a good translation? I am not sure if this column is intended for such comments, but these are important issues I am struggling with in my work.
10	Increasingly undervalued
11	Google Translate is a pest, and in an age where sacking people is near impossible (in the public sector in the UK), inferior translators are also a problem.
12	Collaborative translation has been very enjoyable and productive.
13	I am new to the profession, and would like to be optimistic, but the Brexit vote, and the difficulty of breaking out of the low-rate paying agencies, make me unsure. I love translation, however, and I am determined to be the best I can be - it's just a pity that several factors combine to erode the reputation and integrity of the industry.
14	I find that clients find it difficult to judge the quality of a translation when they do not have the knowledge to make a judgement of it, ie. they cannot understand the source/target language and therefore are reluctant to appreciate its value.
15	It is very unregulated and too many non-native speakers translate into English, with often dubious results!
16	It is largely underrated by the outside world, and regularly undermined by the industry itself by selling "professional" translation services at MT prices.
17	Clients don't understand what is involved and expect excessively short turnaround times and excessively low prices
18	It is generally underpaid, particularly if you have an in-house role.
19	Technology advances are leaving technophobes like me behind
20	The profession is changing rapidly, with the emphasis on increased use of IT and TM software. This may put freelance translators at a disadvantage.
21	The industry is clearly going down the drain, in a very quick way too. Massive LSPs are squeezing rates to a point where it's not feasible, yet scammers still work with those rates. Eventually most "middle men"-like companies are bound to disappear, as they are simply an added cost for clients and freelance translators will stop working for them in favour of direct clients.
22	I work as a copywriter for localisations from English into Slovak language and can see that rates go down and nowadays mainly online tools and translation memories are being used which reduce the word count and rates too
23	A demanding and highly skilled process which is poorly paid and poorly represented.
24	catch 22: to do it properly you have to be a genius.  Why, then, would you want to do such a poorly valued job?
25	As a languages graduate (BA French/German) who wanted to become a full-time translator, there were very few attractive options. I applied for the EU concours several times but didn't make it through (very bureaucratic process). I started the IoL diploma but the exams were very expensive for a new graduate. I ended up (rather by chance) working as a local recruit at a foreign embassy in London and have now worked at 4 different embassies using my language skills. I advise language graduates to broaden their skill set to beyond pure translation, as the opportunities for in-house translators are very few and freelance work seems unlikely to provide financial security.
26	More courses related to languages and specific translation skills are needed.
27	The work is generally underpaid. Some companies set completely unrealistic deadlines - you wonder how much they know about the process of translation (I don't

	even consider such job offers, but I wonder who does). I also object to the practice of having to submit ever-longer "samples" for free.
28	In my opinion, times are pretty tough for LSPs, and certainly far tougher than when I bought the business in 1980. I would have thought the same might apply to translators themselves but they seem more positive than I feel.
29	Pressure on pricing is acute. It's essential we do not get dragged into a race to the bottom. There isn't sufficient recognition of the advanced skills set that translators must be equipped with.
30	The translation profession is a lifelong career and entering it is like signing a marriage contract where divorce is not an option. In the event of unlikely divorce, your mind will still process translation even if your hands do not put down the words on paper.
31	I despair working with translation agencies who's only aim seem to try and cut on translator's fee.
32	The profession is rather fragmented in the sense of wide disparities in rates of pay, with some international organisations and some national markets (e.g. Switzerland) paying very well but also with low rates of pay in some areas of the international market (e.g. via Proz). It is difficult to assert a middle ground and be confident about what reasonable rates are in the UK market, even after years of experience.
33	The current UK university training for translators appears inadequate, judging from the quality of placement students with a UK MA in Translation whom I have supervised in my capacity as a company Translation Manager
34	Still has to come to terms with automation
35	Widely undervalued.
36	the MOJ contractors ask me to work for £0.03 per word!  this is insulting not only for me but for you as a professional body too
37	As a profession in the UK it does not seem to be well understood or valued, whereas in mainland Europe it is considered a serious profession. I think it is generally well represented and served by the Chartered Institute of Linguists. I am less sure about the role of the ITI. The Translators Association is useful for translators who work mainly for publishers and authors as I do.
38	We're expected to be IT experts on top of everything else.  I deplore the modern idea of becoming freelance immediately after qualifying, with no experience whatsoever. I see far too many queries from aspiring freelances about what specialism to choose when they should have a specialism before even thinking about going freelance.
39	Too many amateurs undercutting prices (and delivering disgraceful translations)
40	Many poor-quality translators, often with inadequate understanding of both source and target languages.
41	I feel that the profession is undervalued and, based on my current situation, poorly paid. This observation may, however, change with further experience (I have only just attained my Master's qualification but do also have some prior experience).
42	very hard for novices, gaining experience, so much information, negotiations, business skills etc. to acquire. Feels very unstable for a long time before you start feeling a little bit successful. Intellectually challenging, flexible, varied job with a lot of opportunities. No one day is the same.
43	Lack of regulation. Clients need to be provided with information from professional bodies so that they understand the benefits of working with professional translators, rather than just being led by price and selecting 'translators' who are not fluent in the target language, or worse still, use something like 'google translate'.
44	Professional associations in the UK could support the interests of translators more as this is still an undervalued profession (low fees, "hobby" image). Sites like ProZ.com unfortunately contribute to the bottom-rate payments of agencies.

45	It is up to us to adapt to the ever-changing environment, make sure that our professional bodies work pro-actively to improve the standing of language professionals to ensure recognition where recognition is due and to encourage young linguists to seek advice and continue to update their skills through targeted CPD from the very beginning of their careers.
46	Competition drives down quality and rates
47	Needs to respond better and in a more agile way to changing client requirements and expectations in line with technological developments, and also to acknowledge the host of other skills now required to carry out translation work, e.g. high IT skills
48	Future prospects poor
49	Most of my work in the last financial year was for customers in the Euro zone. With "hard Brexit" I think this is unlikely to continue.
50	The music industry in Berlin is still an untapped area for me. That is where most of my translating will occur. My observations about working in music in England are that it is about networking. My translation skills are used often when I am not trying to obtain my first job in the role of recording artist.
51	too many sub-standard translators who succeed on the basis of social engineering
52	On one hand I'm optimistic because the demand for professional translation services seems bound to increase in future; on the other hand I'm worried that the market will be flooded even more by low-cost, low-quality providers or translation might be done by non-professionals who have just basic knowledge of the source language in order to save costs on hiring proper translators (especially in small to medium businesses)
53	It has become more competitive over the years.
54	Brexit was a disaster.
55	Need more F to F CPD
56	It is extremely underpaid.
57	Extremely interesting but badly remunerated and not taken seriously by a large number of laymen.
58	The skill involved is still generally underappreciated
59	The profession needs to raise its status and popular perception. This is vitally important for remuneration and conditions and will enhance the anglophone publishing scene as a whole.
60	It has further lost status
61	Same rates of pay for the last 10 years
62	There are a lot of poor translators out there, most of them busy networking not translating
63	Currently, the profession feels as if it is going through a major transformation, and being more widely recognised and validated as an 'essential' component of global business.
64	I was just involved in a huge project done with CAT tools. The amount of post-editing is immense and I think the human factor will always stay important.
65	Translators do need to be aware of changes in the profession. It's no good burying our heads in the sand. Change is happening, and we must embrace it
66	As a freelancer, it can be very isolated, so networking and social events are essential.
67	Personally I consider it a very satisfying profession.
68	Extremely poor remuneration from agencies, which then add a large fee to charge the client
69	The advent of Internet is very good, but has a double edge because agencies in third world countries can set up a telephone centre in this country and undercut our fees considerably.
70	I noticed a concentration process, i.e. larger translation agencies buying smaller ones (e.g. Lionbridge buying CLS Communication), and larger agencies increasingly streamlining and automating administrative processes (translators accepting jobs via clicking yes or no, issuing invoices via systems on the client's server etc).



71	Research time required constantly underrated
72	Translation agencies, particularly the mega-agencies, are fuelling the race to the bottom. Speed and cheapness are the prime requisites, not quality or development of a long-term relationship with the translator. CAT tools, which were designed to increase consistency and reliability, have been used to drive down prices. We are constantly exhorted to carry out CPD, network, blog, vlog, tweet, etc. Personally I have to work every hour God sends to keep my head above water (because of the aforementioned pressure on prices, etc.), so I've no idea when I'm supposed to fit all this in and care for my family/have some kind of life too.
73	I am of retirement age and fear for the future of translation professionals
74	It's very hard to make a decent living as a literary translator.
75	worried about bad machine translations
76	I appreciate the fact that there are diverse routes to becoming a translator and that all of them can produce effective translators
77	Rates declining, time scales reducing more weekend work expected.
78	Translation flourished like a mushroom in an autumn forest with the internet (email etc.) and will implode as a MASS occupation in the same way as technology races ahead in the coming five-ten years. Only the MOST qualified/experienced ("high end operators") will exist at a level which can secure them a good/reasonable income.
79	It is being done over by the agencies
80	Yes automation like post-editing either reduces quality or lengthens working time for less remuneration.  I am proofreading translations into English frequently where the translator has not grasp of English grammar at all, no idea about letter writing rules, accepted typography, etc. In short, they can't write English and should not be translating into English even if it is their mother tongue. I am told this is beginning to happen in other languages and it is down to poor standards in schools and universities.
81	I feel some uncertainty about how automatic translation programs will affect the role of human translators
82	For a living, I would find it difficult to rely solely on the proceeds from translations. I have to mix this with other activities such as teaching languages or assessing the languages skills of others. In fact, I must spend 50% of my time teaching and 50% translating to earn a reasonable living.
83	Yes, it has deteriorated considerably in a short period. In less than ten years rates have been eroded by agencies and long-chains of brokers subcontracting to one another. The profession has also been cannibalised by inexperienced translators diversifying and selling their dubious training services to other translators.
84	In the 16 years I've been in the profession I've seen a shift from quality- based criteria for clients to pick a translator to an exclusively monetary basis. Clients seem to think all translations are equal so they simply buy the cheapest. In my language combination (EN>ES) that spells bad news for professional European translators, as we can't compete in price with south American translators or cheap inexperienced translators elsewhere.
85	It has always been competitive, but will be even more so as new technologies become available.
86	There is significant uncertainty surrounding the future of being able to operate as a freelance business in UK. It is already difficult enough to get paid interstate in the EU and be outside the single currency, outside of the Union it will presumably be hugely problematic.
87	I think it is essential to use translation technology
88	For us working with European languages in Britain much will depend on how Brexit works out.
89	Yes - the impact of Brexit on business. My EU customers will be more likely to look for EU-based translators. This already seems to be happening to some extent.

90	it's a good profession
91	It is hard to ensure a steady flow of work; there are definite peaks and troughs.
92	WHAT translation profession? WHAT translation? We are supposed to substitute segments (decided by software) by other segments (equally decided by software). Someone, somewhere, or more likely, another software somewhere else will then decide, whether the result is satisfactory. It rarely is - in my experience as a revisor (now re-christened "proofreader", in order to lower the hourly rate payable). What I am confronted with now is a conveyor belt job. It has nothing to do with intelligence, coherence or passing on the message. I feel like Hannah Arendt's hapless worker. Why should I care any longer? And when I negotiate time, money, contact, background, all I get is "Well, if you can't do the job, there's always Google". Fine, let them blooming feed their texts to Google. I'll learn how to prune my olive trees. Pays better in the long run. I'll learn how to lay extensions to my current electrical circuits. Saves money on (well-paid) electricians. And I tell students NOT to waste time or money on becoming translators - unless they really have the urge and a solid financial income from somewhere else.
93	No
94	It is a changing industry and it seems that the role of the translator is changing, or will change, with increased use of machine translation/post-editing work. I have not experienced this much in my own work but this seems to be the message from the translation technology industry.
95	too unpredictable to rely on
96	Technology is becoming increasingly important for the profession.  Good marketing is essential for translation professionals.
97	In the UK the fees have decreased and in legal sector the profession has been diluted as a consequence of government' policies.
98	There are some very large companies who managed to penetrate the translation and interpreting field over the last decade who treat translators and interpreters as cheap commodity.
99	It is not well regulated
100	It can be slow and difficult to start, before you have built up a good network and base of clients. It does pay too to take the initiative and just offer a translation of, say, a book and send it in - you never know what may come of it!
101	There have been huge improvements for professional translators in the past decade, largely thanks to the efforts of translators themselves to empower each other with knowledge of eg contracts and other practical advice. But I can only speak for literary translation.
102	The client is, slowly, being educated.
103	I love that translation professionals are so supportive of each other - it makes it so much more appealing when you're starting out!
104	It would be very helpful for the associations and institutions to merge (e.g. ITI and CIOL). Having so many reduces the influence and value of membership of each, and puts extra cost onto us.
105	I'm now the part-time owner/translator of a vibrant business employing some 8 full time and many freelance linguists. Marketing/sales are taken care of by our MD. Change in our industry is on-going and inevitable. Our industrial client (99%) have been highly price increase-resistant for the past 10 years. We have to employ ever more advanced soft-/hardware to compete in a market characterised by decreasing margins. Increasing turnover without raising personnel costs (i.e. raising output per head) whilst maintaining a healthy life/work balance is the critical challenge of our time.
106	Continued efforts required with regard to professional status, especially to differentiate human from machine translation and translation professionals from individuals with language skills but no formal translation training/experience.

107	I wish DGT and EC would commission more thorough "research" (the "Status of Translators in the EU" report was painfully, embarrassingly amateur, based on flawed statistics and methods). Outlook for translation profession: excellent for translators who are expert at their craft and open to interacting with demanding clients.
108	Agencies push translator's too far in what they expect either in terms of £/1000 words or how much you can do in a day. Quite possible at the detriment to quality.
109	Translation is not a profession anymore, is a cheap trade. Fees are comparable to cleaning, gardening, babysitting, etc.
110	It is undervalued. The number of translators offering their services and undercutting prices is growing, which is worrying as it is without a doubt affecting the quality of translation work.
111	There is definitely a need for greater transparency between translators and translation agencies and for there to be a greater sense of support and teamwork. One area that would definitely benefit from greater transparency would be surrounding the processes that a translation undergoes post-delivery since some agencies offer their clients three different "quality levels". The translator should be told what is being offered to the client at the start of the project so they can plan accordingly, e.g. by employing their own reviser if they follow the "four eyes principle"
112	So far I have found serious reluctance to pay! As I am a retired academic, I have done some work free - and I don't think is good for me or the profession. Other input: I ran translation training for 3 years, until my employer (Birkbeck College) took the money from our account; then an academic translation project I had planned had to close.
113	The only reason I expect my remuneration to decrease is that I am gradually winding down my work levels.
114	Since the internet, it has become more competitive in that UK translators now also have competitors from outside the UK, though many do not seem to want to make the effort to become qualified members of the ITI or CioL.
115	Any one considering studying to qualify as a translator, should do a thorough research first on what the demand might be for their specific language combination for translators expecting UK rates
116	I do not feel I could support myself financially from literary translation, which is the only type of translation I am interested in pursuing. Translation is my second career and is likely to remain so; I am certainly not planning to quit my full-time job.
117	Editing or revising is becoming problematic because so many would-be translators are working without any training or expertise.
118	There is substantial demand for translation services in my specialist areas (law, finance, banking, business). However, globalisation and the Internet are exerting significant downward pressure on prices. Clients often do not appreciate the specialist skills and knowledge required to translate these types of text and the importance of using specialist translators. Over time, I have become confident enough to hold firm on prices and not drop my rates. However, more inexperienced translation professionals are perhaps too quick to drop their rates, which has a negative domino effect throughout the profession. Perhaps further education is needed here?
119	I do freelance work for the university and feel that they don't want to pay me enough for the work.
120	There are no in-house positions in my language combination and I can't stand freelancing any more so I am looking for work in a different field.
121	It is underpaid and undervalued
122	Needs better protection from race to the bottom and low rates to ensure professional translators can earn a dignified living.
123	I am afraid that Brexit may affect the amount of work available
124	Growth in the sector following Welsh language standards

125	Very enjoyable and flexible.
126	The Welsh language translators need to agree on standard terminology in certain areas, so many different interpretations exist.
127	It is good there is more networking between professional bodies now.  There is still work to be done in terms of persuading colleagues to join a professional body.
128	Quality is not appreciated; most companies and agencies decide on the basis of price, which makes it difficult to compete and earn your keep.
129	Growing at all levels, but growth at bottom end is most noticeable. Plenty of money to be made out there.
130	The translation profession is going to be even more influenced by technology.
131	<p>I'd like to note that I don't belong to a union currently because I didn't get much benefit from the ITI when I was living in Bath, and I can't currently afford their fees. Other notes:</p> <p>There is no education in the public about what constitutes a good translation or what 'language services' are and why they're necessary. 80% of my professional time I spend doing this, essentially through discussing my role and what I will do, as a preamble to the job. All before deadline.</p> <p>Agencies are also predatory in their practices and drive rates down. Translators are more and more educated, with young people coming in and fighting for scraps. I have had to have a second job, always, to get close to paying off that education. Meanwhile an agency will happily email me back (if they do at all) asking not for my already-cited rate, but for my "best rate". After a couple of years of fighting to stand my ground, while desperate to earn a living, now my answer to this is:</p> <p>That is my best rate. My best rate for my best work.</p> <p>These companies operate for profit only, driving down the value of the work to translators/prices and quality in one go. I've taken 'proof-reading' work in the past that could not possibly have been translated by a native speaker. And yet, the same 'translation agency' never asked me to translate into English and asserted that they don't use machine translation. Well, I said, it's either that, or your translators are neither qualified, nor experienced.</p> <p>I've had agencies pass my details directly to a client if there's any issue with a translation and still, I assume collect their fee. They don't seem to have any commitment to ethics. It's utter madness.</p> <p>I imagine that if I weren't in the position of justifying my existence to every client and agency, I would have more time to translate and become more efficient. Collaboration with other translators is typically great. I've never had a bad experience there. But the very linguistically-explainable reasons why the public has the impression- and that's all it is- that Google is at the vanguard of translation, when it is only at the vanguard of machine translation, means that they are unaware that these are still quite different things. I look forward to the day that automation, at least in part, makes services more accessible to language minority groups and vulnerable people, in particular. I look forward finding out how it can help maintain language diversity and support smaller communities' place in the world. I look forward to machine translating helping us work out things we don't know about Universal Grammar.</p>

	<p>In the meantime, you have an industry of valuable, available people being starved out. Google will do what Google wants. But the agencies are taking direct advantage. They should be regulated, and the EU could play an important role in that. In Australia, which has a more protected market, rates are double what I earn in Europe. Which is why I get spammed by agencies in India in the middle of the night asking if I'm still awake to translate 250 words for my "best rate".</p> <p>Thanks.</p>
132	It's difficult starting out, but after about 3 years I'm getting there slowly.
133	Governments need to make an effort to streamline bureaucracy and make it easier for professional translators to be freelancers. For example, the monthly tariff implemented in Spain is exorbitant, and encourages those looking for a freelancer career to live (and pay taxes) elsewhere.
134	Recently done some MT post-editing for a client and envisage this becoming increasingly common. I can see a gap developing between client expectations and the time a translator will take to complete this kind of work.
135	Highly fragmented - generalists are in the mire, specialists can thrive in certain areas
136	I love this profession and feel as though I am part of a supportive community thanks to Facebook groups such as Standing Out. There is always room to grow and improve, and I relish the opportunity to hone my craft.
137	Depending on the outcome of Brexit negotiations, I will either feel mildly pessimistic or very pessimistic. The same applies regarding my income levels, which I'd previously expected to increase significantly.
138	As an entrant into the profession, it is clear that there is a gap in being able to transition into paid work after MA graduation. If new entrants cannot get pro bono work due to lack of experience the professional bodies should provide and encourage mentoring from experienced translators.
139	Seems very difficult to increase your fees without slowing down business
140	The important task a translator has should be valued in public institutions and media.
141	We all have a passion for languages, inquisitive mind and problem solving skills I believe.
142	To me, it appears that 'high-end' translation has a great future ahead, whereas translators of fairly routine texts will continue to suffer increasing competition from MT, crowdsourcing, and amateur translators.
143	The fall in sterling seems to have made UK-based freelancers more attractive to overseas editors looking to commission work.
144	no
145	There seems to be an increasing tendency from at least some purchasers of translation services towards valuing price/speed over quality.
146	likely to be disrupted thanks to Brexit
147	Brexit if it happens will make my business unviable in UK
148	Difficult to drum up steady work
149	With the rise of Google Translate and other translation aids, translators must highlight the cultural and intercultural aspects they bring to their work over and beyond the purely linguistic
150	It is often misunderstood and undervalued.
151	We have to be collectively aware of the need to educate the public about issues of quality and manage expectations. That's the business of associations and individual translators.
152	Yes, I love translating!
153	I will have to give up working for agencies soon, due to increasing in paper work (ISO certification), and decreasing remuneration, especially pressure to give discounts for fuzzy matches etc.

154	I see more emphasis on marketing and business skills with the goal of getting better paid work, direct clients etc. but this is still an area that I feel I could improve on
155	It is generally quite badly paid, especially if you're working with publishers or institutions that have to tender for the cheapest supplier.
156	I feel that the predominant trend in the translation industry is to minimise its reliance on translators' skills (CAT tools, MT+PE, etc. being part of this trend). This will not affect those of us who have been working as a translator for many years, but those starting now are entering a very different industry from that I have known.
157	Clients set tighter and tighter deadlines. Technology is becoming increasingly important - requires quite a lot of time to learn
158	Agency rates are getting impossibly low; difficult to compete with colleagues in countries where it's cheaper to live.
159	Solidarity, interaction and cooperation in the translation profession are vital to combat the negative impact of the 'bottom-feeder' large translation agencies who pay 'peanuts' and damage the reputation of the profession.
160	I think it will change significantly over the next 10-15 years but there will always be a need for qualified, specialised linguists.
161	Rates are being pushed down in commercial translation. I'm glad I'm not entering the profession now. Over the past decade I've been shifting my business more towards the creative side where I can charge a premium for my writing/copywriting skills rather than being asked to edit files cobbled together from translation memories created by several different people for a pittance. The move towards online translation environments (Memsources) by some of my longstanding agency clients is making me feel like a cog in a machine rather than a trusted professional business owner and partner.
162	I think it needs a lot more standardisation and recognition.
163	Not valued by customers or business owners.
164	I don't think it is valued as much as other professionals, such as doctors.
165	Online forums/blogs often feel like it is "talking to itself" and not very outward looking or well networked with other professionals/clients
166	Still not well enough recognized by business: too many people think they can translate just because they "speak a bit of x language". Not being appreciated equates to not being paid enough.
167	It is essential to maintain professional status of UK-based translators
168	Translation agencies are charging less to the client - am told rates have dropped by 30 % over the last 10 years so I have only had a price increase of 1/2 pence (6.5 p Arabic - English) in the last nearly four years since I began working freelance taking on more challenging texts and reading a lot of terrible handwriting.
169	It's important not to sell yourself short. Agencies will always try to get the lowest price possible but you have to be confident in your abilities and remain professional at all times. Accepting low rates does the entire industry a disservice. We are professionals and deserve to be paid as such.
170	It tends to be underestimated in its importance both by clients and the wider public.
171	There are many people who are happy to talk down the profession as though it has no prospects. That is not my experience.
172	easier, quicker than before with more technology
173	Brexit-no idea how this will affect my work.
174	Should be monitored and structured as solicitors' or barristers' or doctors'.
175	Literary translators should be better paid, and should always be credited properly for their work. Perhaps more importantly, we need to work with publishers to ensure that translators always retain their copyright, and that royalty clauses in contracts are fair.
176	It's good to see a younger generation of keen, active translators.
177	We are all worried about the impact Brexit may have on our industry but I am hopefully as European-minded individuals we will not be tarred with the same brush by EU clients and colleagues.

178	A level of secondary proof reading has been built into the translation process to accommodate a perceived lack of either skill or knowledge at the translation stage. The translator should provide a finished text and not rely on secondary reading. This requires immersion in special subject areas on the translator's part and recognition of these level of expertise by those providing the contract. It is a professional task and should demand the respect that accords. Translators need to be valued for the human interface they provide and the benefits they have over machine translation tools in terms of nuance and linguistic flexibility.
179	I work almost exclusively in the literary field, and I'd say that personal contact and networking is vital to this. Having worked in publishing definitely helps.
180	I feel it is a good time to be translating, particularly literature, as the profession is gaining more recognition, and we need to reach out to mother cultures more than ever.
181	I believe it is absolutely essential to educate people outside the profession as to what our work entails and that Google Translate and similar do NOT provide an acceptable alternative.
182	Many of the larger agencies are very detrimental to 1) translator working conditions and 2) the quality of the product.
183	There seems to be a great deal of hostility between translators online which saddens me
184	We remain isolated, though online networking helps. The rise of epublications is changing the kind of work that is available - I am doing far more work for authors, which means I do not have a relationship with the subsequent publisher. This makes things more difficult.
185	It is intellectually stimulating but not well paid.
186	I suffer from a lot more stress than I used to. Deadlines are increasingly tight, as ever greater priority is given to pre and postprocessing, and translation becomes an ever tinier part of a large overall process.
187	Need to raise our profile & explain what we do more.
188	There seems to be a widespread lack of business skills and negotiating skills among new freelancers and pessimism about rates and rights of translators. On the other hand there are increasingly prominent campaigns to raise the profile and remuneration of translators. It's up to translators to present themselves as a profession and command respect.
189	largely ignored and underpaid; I would never actively encourage anyone to try and make a living as a translator
190	If you mean people who do the translation work, as opposed to those who commission freelance translators, I think we need to work in much closer union with translation companies, to help those who need translation work to understand what we are being asked to do, the time we need to do it, the fact that we need to be paid properly for doing a highly-skilled job. And that using cheap solutions, whether human or IT-based, will ultimately damage their business or professional prospects or other aims and goals.
191	We earned more money 20 years ago and we were respected. Too many agencies around at present, employing translators and paying them half of the money they charge their clients. Do we need agents?
192	it is important for incomers to the profession to stay current with new developments in language processing of all kinds.
193	It lacks the barriers to entry and accountability to be viewed as a "profession" in general.
194	quality is less important, profession has been degraded, companies want you to invest in new software and ask for discounts
195	Translation is what you make it: you can earn a lot or very little.
196	it is very rewarding and also very difficult, as far as entering the marketplace is concerned

197	I'm nervous about the effects of Brexit on the profession and on fellow translators, although I suppose it could increase the amount of translation that is required. Separately, I think we also need to put effort into raising the profile of translation as a profession.
-----	---

<b>Q25</b>	<b>[Do you use translation memory software?] If Yes, which software do you use?</b>		
<b>Answered:</b>	<b>389</b>	<b>Skipped:</b>	<b>199</b>
<b>#</b>	<b>Other (please specify)</b>		
1	I've used two required by clients but forgotten their names		
2	Transit NXT		
3	Star Transit Nxt		
4	Transit		
5	Transit NXT		
6	Transit NXT		
7	Transit NXT		
8	TRANSIT		
9	Transit		
10	Transit		
11	STAR Transit NXT		
12	Transit NXT		
13	Star Transit		
14	Star Transit		
15	Virtaal		
16	Alchemy Catalyst, Apsichs Xbench		
17	The freelancers we work with use various tools. We never impose one in particular, they are free to choose.		
18	Translation Workspace (Lionbridge)		
19	Worldserver 10		
20	Transit		
21	Translation Workspace		
22	cloud-based CAT tools (ie: SMARTcat, MateCat)		
23	Star Transit		
24	none		
25	Smartling		
26	Star Transit.NXT		
27	Duo-lingo, Google translate.		
28	Swordfish		
29	N/A		
30	Transit		
31	Transit NXT		
32	smartling		
33	Online portals, or client CAT tool		
34	In-house translation memory software		
35	my own (client specific, fully documented glossaries, which also enable me to retrace a translation decision, should such be queried) and then ... my brain		
36	MateCat		



37	I would rather not say.
38	TMS
39	WordBee
40	CafeTrans Espresso
41	Lilt
42	We can also use MemoQ, Across, Wordfast, but prefer SDL/Trados
43	Use this indirectly -- outsource to a specialized provider
44	CafeTran
45	Cyfieithu Cymru
46	MateCat
47	Transit NXT
48	Wordbee
49	Transit NXT
50	Catalyst
51	Transit
52	Smartling
53	MateCat
54	CafeTran
55	Cafetran
56	Transit
57	Lionbridge's TWS.
58	Transit, Trados 2007
59	In-house software
60	Transit, Felix, Lionbridge Translation Workspace
61	TStream Editor (Xplanation proprietary CAT tool)
62	Swordfish

<b>Q28</b>	<b>[Do you use voice recognition technology in your work?] If Yes, which software do you use?</b>		
<b>Answered:</b>	<b>88</b>	<b>Skipped:</b>	<b>500</b>
<b>#</b>	<b>Other (please specify)</b>		
1	Some of our freelance translators do		
2	Google Voice		
3	Microsoft		
4	Duo-lingo.		
5	Apple Dictation		
6	I used Dragon for a while. It's too time consuming, particularly if you work in different environments (the programme needs to be trained up every time) and even several languages!!		
7	Apple's own		
8	The one that is part of Windows. Note "voice recognition" is an identification and authentication technique. I suspect you mean speech recognition.		

<b>Q31</b>	<b>[Do you use machine translation (MT) in your work?] If Yes, which software/services do you use? (select all that apply)</b>		
<b>Answered:</b>	<b>140</b>	<b>Skipped:</b>	<b>448</b>
#	<b>Other (please specify)</b>		
1	Memsources machine translation		
2	MT services are integrated into Transit		
3	MT function in Transit		
4	STAR MT		
5	Within Transit		
6	STAR MT		
7	SDL Language cloud		
8	Taoyou		
9	Contesto reverso - online tool/dictionary		
10	dict		
11	machine translation/pre-translation function in Trados Studio		
12	Targmne.ge		
13	N/A		
14	SDL		
15	I used a system for a client. I can't remember which it was. I didn't particularly enjoy working in it.		
16	SDL Language Cloud		
17	Linguee		
18	Brain, brain, brain, common sense and eclectic interests		
19	goole translate but it is poor		
20	Tauyou		
21	Language Cloud, occassionally		
22	I use Google translate as a tool only		
23	One of our employees tested SDL M/C translation as part of her MA. We'd say: it's coming, but not quite ready yet.		
24	SDL Language Cloud		
25	MyMemory		
26	Cysill		
27	MyMemory		
28	SDL Language Cloud		
29	Moses standalone		
30	agency-supplied		
31	SDL Language Weaver		
32	Tauyou		
33	sdlfreetranslation.com		
34	Mymemory plugin in studio		
35	SDL Language Cloud		
36	Baidu Translation		
37	SDL LanguageCloud		
38	Own engine running on Microsoft Translation Hub		
39	SDL Language Cloud Machine Translation, free translation.com		
40	SDL Language Cloud; XTM own MT engines		
41	MyMemory (Trados plugin, for non-literary work only)		
42	No professional translator should use Bing or Google or similar online tools.		

<b>Q34</b>	<b>[Do you use quality assurance tools in your work?] If Yes, which ones?</b>		
<b>Answered:</b>	<b>158</b>	<b>Skipped:</b>	<b>430</b>
#	<b>Response Text</b>		
1	MemoQ QA tools		
2	QA feature on Trados		
3	Another Translator, usually my line manager but occasionally a Translator at the same level, always reads my work before it is sent to the client. I read my own work thoroughly before giving it to my colleague to read. I use spell-checkers, translation memories, term bases and many other resources.		
4	Memsources QA function  MS Office spell-check		
5	SDL QA Checker		
6	Spell check		
7	cysill / cysgair Welsh spell check software		
8	MemoQ		
9	MemoQ built-in QA		
10	QA in SDL Trados and MS Word review tools		
11	MemoQ		
12	SDL Trados QA function		
13	QA tools built-in SDL Trados and memoQ		
14	Xbench, though not very often.		
15	Terminology, format, variant and spellchecks		
16	The inbuilt tools in Trados.		
17	Integrated checks and controls within Transit		
18	Format Check and Terminology Check functions in Transit		
19	In-built QA tools in Transit NXT		
20	checks built into Transit NXT		
21	Term check, format check, spellcheck		
22	Those within Transit software		
23	Inbuilt QA tools in Transit		
24	Transit in-built tools		
25	STAR Transit tools		
26	Format check, spell check, terminology check and variant check in Transit		
27	SDL Studio		
28	Trados		
29	PerfectIt		
30	Déjà Vu		
31	xbench and QAdistiller		
32	spell checkers		
33	Spelling checkers of Microsoft word and Trados Studio		
34	Various, depending on the project.		
35	XBench		
36	XBench, QA tools integrated into Studio		
37	We have a comprehensive set of in-house work instructions and procedures and are certified to ISO 17100:2015: Translation Services – Requirements for Translation Services.		
38	The dedicated functionalities in the CAT tools;		
39	The inbuilt QA check in Wordfast		

40	Antidote. I sometimes use fellow translators to check over my work.
41	Verifika
42	SDL Trados QA Checker
43	Those in MemoQ and Trados 2015
44	Only inbuilt feature of Trados
45	Trados QA, memoQ QA
46	My quality checklist
47	Spelling and grammar check.
48	Proofreading by a third party
49	PerfectIt
50	Internally developed and certified processes
51	TM program
52	Inbuilt QA tools with CAT tools
53	All work checked by independent third party prior to delivery
54	integrated QA checks in Trados Studio
55	Google translate.
56	N/A
57	Provided by client.
58	Inbuilt SDL Trados
59	Pre-editing and proof-reading by my wife and/or my daughter.
60	Spellcheck
61	QA in MemoQ
62	Trados
63	ApSIC Xbench, QA features built into Studio and MemoQ, Transit
64	antidote 9
65	Various quality assurance tools built into the translation software.
66	inbuilt MemoQ QA
67	X-Bench
68	Xbench, LTB, QA Distiller
69	Antidote
70	Xbench
71	Checking my own work before returning it to client
72	PerfectIt.
73	- Trados Studio QA tools  - proofreading
74	MemoQ internal review process
75	XBench
76	Those contained within the CAT tool + MS Office
77	Medra and other medical standards
78	Cordial
79	Transcheck
80	People!! Not blooming tools. If a job is urgent, I ask a colleague to read through. As I do for her if she has an urgent job. There is NOTHING like a second pair of human eyes.
81	QA within SDL Trados and memoQ
82	Spellchecker
83	Only the QA feature in DejaVu X
84	SDL Trados verifier
85	Built-in tools in translation memory software
86	Built-in QA in translation memories, or 'Antidote' spelling, grammer & style check.
87	Spell checker, occasionally Memsource QA tool
88	Studio QA Checker
89	Most commonly, text-to-speech function.

90	Word spelling and grammar correction, Word's "reading out loud" function
91	Cysill a Cysgair Microsoft spellchecker
92	SDL/Trados QA tools
93	XBench
94	XBench, Trados verify tool
95	Those integrated into memoQ
96	TM searches, reference books and documents, spell checker, I let my translations sleep overnight, glossaries (mine's and other's)
97	Trados Studio QA
98	Cysgair, Cysill
99	Trados native QA and plug-ins (SDL Number Verifier, MS Word Grammar Checker and others) XBench
100	xbench
101	Deja Vu, Byd Term Cymru, Cysill
102	ISO 9001
103	PerfectIT
104	Cysill, Cysgair
105	Cysgair/Cysill
106	Cysgliad
107	Cysill; Word's in-built Welsh and English dictionaries
108	All work is revised by a second translator
109	Microsoft, Cysgliad
110	Proofreading by second translator
111	SDL Trados' inbuilt QA and verification checkers (but not the TQA as yet as it's too time consuming)
112	Second proofreading by native speaker
113	Verifika, PerfectIt
114	XBench
115	I run the QAs that come with the CAT tools
116	I use spell check.
117	MemoQ's own
118	Checkers that come with Wordfast Anywhere (those that look for repetitions, discrepancies in numbers, etc).
119	Customised tools
120	PerfectIt
121	In-built QA tools in my CAT
122	Part of MemoQ
123	memoQ and Trados
124	XBench, QA functionality within SDL Trados Studio.
125	QA built into MemoQ - some benefit, but many checks inappropriate for texts I translate.
126	xBench
127	Spell-check
128	x-bench
129	memoQ QA, Xbench
130	The tools in SDL Trados Studio and MemoQ
131	PerfectIt
132	Transcheck in Wordfast Pro/Classic/Anywhere.
133	QA elements of Memoq, Memsource and DVX.

134	Grammarly, Hemingway app, MemoQ QA
135	The ones connected with SDL Freelance.
136	X-bench
137	memoQ inbuilt
138	CAT tool QA
139	MemoQ QA
140	PerfectIt
141	PerfectIT
142	SDL Verify
143	Xbench
144	Wordfast's QA + PerfectIt
145	Built in to cat tools
146	Internal software
147	Usually provided by the agency.
148	TQA in Studio, globalReview
149	PerfectIt, TransTools, memoQ
150	I'm not sure what you mean by quality assurance tools, so I have replied no. I do use spell check - I'm not sure if that counts - although I can't rely on it.
151	Integrated QA feature in MemoQ
152	QA tools integrated in the TEnT
153	Studio, Transit, Lionbridge LTB
154	Built into memoQ, Xbench, Winmerge
155	Trados, Wordfast
156	Proofing tools
157	Xbench
158	PerfectIt
	Garramarly

<b>Q36</b>	<b>[Have you built your own translation tools or technologies?] If Yes, please provide details.</b>		
<b>Answered:</b>	<b>38</b>	<b>Skipped:</b>	<b>550</b>
<b>#</b>	<b>Response Text</b>		
1	I keep different glossaries for all my clients		
2	Templates of commonly met texts		
3	STAR GROUP has done so within Transit		
4	Transit NXT is our proprietary software tool.		
5	Excel spreadsheets with tabs for contacts, sources, software info, FR/EN terminology+notes, work record, invoicing, etc.		
6	Specially set-up tool bar, including macros, in Word for QA/QM work.		
7	Paper-based glossaries built up over many years in my own specialist subject (medicine/clinical trials)		
8	spreadsheets		
9	Terminology databases.		
10	Translation memories		
11	subject matter glossaries		
12	Translation / Project Management software		
13	a wealth of dictionaries and specialised vocabulary sources		

14	Accounts spreadsheets  Terminology databases  Job archives
15	Commercially confidential
16	Termbases (initially TermStar, later converted into MultiTerm)
17	Templates for translation of marriage certificates etc
18	My own glossaries, built after over 30 years in the profession
19	customer databases for terminology
20	<p>For each client (I have never worked for agencies - a misnomer, because they are not agencies at all, they are profit making companies), I have a separate "glossary" which I build and update as I work on a text. I begin by recording the sources I have consulted. When a word/expression throws up a problem, I list it and add the initial thoughts I may have. Very important, that first reaction!</p> <p>It is also important to record client's in-house jargon.</p> <p>As I work my way through a text, the context may suggest the correct choice. That is the one I will underline. I may not be able to solve a translation question instantly, or several ideas may crop up. I list them against the entry. Again, the one I finally retain will be added/underlined. If the solution is likely to be challenged (I work mainly in law), I will add briefly where I found the answer or why I took that particular decision. Once a client (or indeed a subject) file has been opened, I may also add useful expressions to it that I read or hear in between two assignments.</p>
21	Cysill
22	I have my own glossaries of terms and context that I have used certain words. Also I note differences in legal meaning in the UK Englis, US English and EU English in legal documents.
23	glossaries
24	We had to develop our own project management software, as nothing on the market did everything we need. This is now linked to Trados and Sage accounts to automate setting up projects and enable data to be entered once only, avoiding errors and saving effort/time.
25	I am working on my own glossary. I have recently purchased SDL Trados and intend to start using it in my work.
26	Glossaries and my own styleguide
27	Another department within our organization developed Cyfieithu Cymru, which is sold commercially
28	Our company has created online glossaries and is working on further glossary projects.
29	I don't know a single translator who has even discussed this. Computer skills isn't something that we're considered as needing, which is clearly daft, however, I'd argue that it's still a stretch to a trained translator and a software designer as well. I doubt that breed exists or certain debates wouldn't. Computational linguistics never comes into contact with traditional linguistics, let alone translators and interpreters aiming for their accreditation. I am trying to teach myself HTML and Java, though, where I can, just so I can build myself a better website.
30	Term checker  Punctuation checker
31	I have built a terminology of rowing terms; it was part of my MA but I am now using it as part of my work. I'd be interested to find out if other people have similar things and how these could be shared effectively.

32	Husband, a software architect and translator has created own tools and terminology databases
33	Glossaries
34	I have my own glossaries, dictionaries, TMs and term bases.
35	Various dossiers
36	Personal glossaries
37	I was involved in developing and selling a terminology program back in the early 1990s
38	glossaries

<b>Q38</b>	<b>[Do you do your own corpus gathering and data mining to improve your work?] If Yes, please give details.</b>		
<b>Answered:</b>	<b>103</b>	<b>Skipped:</b>	<b>485</b>
<b>#</b>	<b>Response Text</b>		
1	I scan through online corpus and documents to find the right terms.		
2	By reading around the subject in the target language, or collecting reference material and searching it for terminology		
3	Archivarius 3000 to index all my corpora		
4	I record commonly used technical phrases and research new terminology for future use		
5	I compile dictionaries and glossaries within and outside Transit and greatly benefit from Transit's built-in concordance search of reference material for consistency of terminology		
6	We make working dictionaries		
7	Use ISYS Search software to build corpora		
8	Building glossaries through multilingual online resources		
9	Various medical sites on the internet, as well as original scientific publications.		
10	I do not have any tools yet and I just research as the need arises so basically I do not have a sophisticated software to store my research in.		
11	I use Sketch engine		
12	I build up my own glossary for some clients as well as consulting specialist terminological websites.		
13	not data mining, but corpus gathering for I would say personal expertise in specialist area		
14	Ad hoc		
	Document alignment		
15	SketchEngine		
16	creating a big spreadsheet corpus		
17	Online research into senses of words and their usage.		
18	Not sure about answer to Q. 37 because I'm not sure if what I do counts.		
19	Translation memories and glossaries		
20	Only glossary building using Excel		
21	just gathering information on an Excel spreadsheet		
22	I constantly update my glossary, add new topics and terms with explanations. I have collected a small library of study books and dictionaries, both in hard and digital copies.		
23	subject matter glossaries		
24	Compile glossaries		



25	Terminology and data bases
26	Own corpus gathering of current vocab for use in translating books for children & young adults
27	Collecting dictionaries/glossaries of my specialised subjects
28	I do the research and then use Antconc and Archivarius to mine my findings. I am currently trying to learn more about Sketch Engine
29	I create glossaries for specialist subject areas
30	In TM program
31	Wide background reading (source and target language) concerned with the technologies I encounter in my translations. Watching television programmes (source and target language) to extend range of technical terminology. Practice translations on contiguous subjects extend <sup>TM</sup> data
32	Currently constructing a multilingual glossary of interventional cardiology
33	I use a small Collins German dictionary. I am trying to buy a massive German dictionary for scaled-up translation work.
34	I often resort to online dictionaries, glossaries and bilingual websites, such as Linguee. I feed my own glossaries and files with key sentences and concepts.
35	Ad hoc
36	General subject knowledge picked up as I work.
37	Online glossaries
38	Commercially confidential
39	I use corpora created by my organisation.
40	I file every single document in a way that it will be easily accessible when needed again.
41	only in the sense of using Wordfast to check how I have translated things before
42	Gather past translations and extrapolate
43	I keep an index of titles and authors I have dealt with.
44	dictionaries via google
45	through MemoQ
46	Terminology research on the Internet
47	Glossaries and reference lists
48	Internet, research and online dictionaries,
49	I look for relevant texts in the language to be translated into
50	I use several methods, mainly through Internet at the different Google.coms, Yahoo, the European Union and several other
51	Building termbases in my CAT software. Compiling excel sheets with terminology that was hard to research
52	n/a
53	Built up mainly during the course of research for translation projects
54	Client specific
55	To a degree, as a I read around the subject of the translation I am working on
56	i keep records of all the new vocabulary, specific technical terms per category on my computer for future translations in the same subject.
57	Not sure what exactly this is meant to be. If building glossaries and researching terminology, yes and it is quite important
58	I maintain an extensive TM and term base from the projects I work on
59	Adding live docs to memoq even if they don't relate to current projects, adding non project related terms to TBs, keeping list of bookmarks
60	AntConc to analyse the ST and TextSTAT to crawl the internet, especially the client's own website
61	Mainly googling
62	Cf supra
63	Gathering of financial terms new/old
64	Use The Sketch Engine for new subject areas

65	Rely on long term clients to provide info/glossaries
66	Collect sources of information on legal translations
67	I make my glossaries
68	Occasionally I will download previous financial or company reports to align them and build a TM for a specific client. Important for consistency and research purposes.
69	I do it. (What kind of details are you looking for?)
70	I have translated psychoanalysis (from French); this involves quite a lot of research.
71	I create my personal glossaries for each project / client.
72	I add content from TMs I receive to my personal TMs
73	We have our own translation bible that is continually revised
74	If this means compiling local dialect glossaries, then yes.
75	Sgain, another department within our organization does this
76	Corpus yes- I build glossaries and look for articles that I feel are a good example of a particular text.  Data mining- sure! I have a huge budget to hand over to Searchmetrics and Google.
77	Time pressure is a problem, starting gathering texts for learning new specialty, but not got any further than that yet!
78	Glossaries for each specialism
79	Bilingual web site spidering
80	I use SketchEngine to identify terms and commonly used phrases in a sector.
81	Just building up and adding to a general terminology base with each project.
82	Medical glossaries, collecting technical leaflets from hospitals explaining use, effects, side effects of drugs, talking to the medical profession about treatments, internet research of medical conditions, etc
83	work on TM and TB development
84	I'm a project manager for the Welsh Government Translation Service and I align documents that were done outside the TM to feed them into a corpus that feeds into Microsoft Translator. And also we feed the aligned workfiles into TM to be shared on our online database platform.
85	Collecting terminology and articles for a particular corpus, then importing them into term bases or memoQ LiveDocs.
86	Gathering and reviewing relevant SL and TL pairs of published texts in my legal / academic specialist subject areas.
87	I compile my own client-specific lists of terms
88	I create my own glossaries.
89	I have done some corpus creation (after completing a Lancaster University MOOC) but don't feel I use it enough
90	I make my own glossaries (not using any technological tools apart from the facility in MemoQ)
91	Only to a limited degree.
92	MemoQ's Livedocs is very useful for amassing pdfs and other background material for a job, and for getting the style right. Unfortunately clients are now wanting me to use Memsource instead, which does not allow me to do this.
93	I search for articles, presentations, essays and papers on the topic that I am translating. I read those and then recycle the terminology from them I would like more access to free corpora.
94	Keep my own glossary
95	n/a
96	I have a library of bilingual and monolingual resources I have gleaned from the web that I use with desktop search tools.
97	Google, IATE, different types of encyclopaedias and dictionaries, videogames forums and wikipedias.
98	I use corpus-based glossaries like Linguee

99	I keep key texts in a translation glossary computer folder
100	Occasionally on an ad-hoc basis.
101	old-fashioned vocabulary lists and Word-based glossaries for particular fields or clusters of jobs
102	Sketch Engine for corpora building
103	I assume that by corpus gathering and data mining you mean effective and extensive knowledge and use of dictionaries and other language tools. This is one source, the other being intensive reading and language learning, so that perfect naturalness and accuracy may be achieved.

<b>Q40</b>	<b>Do you use any other translation tools and technologies not mentioned above? Please give details.</b>		
<b>Answered:</b>	<b>89</b>	<b>Skipped:</b>	<b>499</b>
<b>#</b>	<b>Response Text</b>		
1	TransTools		
2	No. Many agencies prefer me not to use any translation tool at all		
3	In-house archive system		
4	WordReference.com		
5	I ask experts in a particular field directly.		
6	Translation workflow software		
7	Proprietary client CAT tool		
8	Avid Media Composer for subtitling		
9	Online dictionaries, Cysill (Welsh spell checker)		
10	Transit		
11	linguee.com		
12	Transit NXT developed by the STAR Group		
13	SDL GroupShare 2015		
14	Subtitling tools - Spot, Swift, Isis, aegisub		
15	Paper dictionaries		
16	I use SketchEngine for corpus searches		
17	Yahoo Advanced as a multilingual search engine, plus ProZ for research into other translators' solutions to the translation of difficult terms		
18	Online dictionaries		
19	Linguee, IATE, online dictionaries, online glossaries		
20	online dictionaries		
21	Online dictionaries and abbreviation lists.		
22	no		
23	Total Assistant; IntelliWebSearch		
24	Dictionaries and internet		
25	Online reference materials		
26	n/a		
27	A range of on-line terminology databases, depending on the subject, most commonly Lingua. On-line translation memory databases.		
28	Yes - dictionaries, thesauruses, encyclopaedias, style guides.		
29	I use my own methods and practices to keep the language in my memory. It is important that I maintain that. I don't just make a good "fist!" of it : I have always thought that keeping in touch with the German language is an important part of my national identity. I don't use a double negative. This means that I try to work in areas		

	where German is bringing decent, core values to society. It also means that I don't scout for areas that won't bring profits. It also means that I don't spend time missing what is not there. I think it means that there are very good reasons for me to continue the work that I have been taught to do using German. It is of meaning to some important people that I, other students, graduates and business-people continue to use the German language for successful and evaluative reasons.
30	N/A
31	No.
32	No.
33	Online dictionaries for definition, terminology and usage: Reverso, Linguée, the OED, the Grande Dictionnaire Termonologique.
34	No
35	No.
36	NO at the moment
37	SDL Multiterm, Abbyy FineReader
38	Use online tools/glossaries
39	n/a
40	Subtitling softwares
41	Passolo, TTW
42	WfConverter to convert Trados TMs to MemoQ TMX files.
43	ABBYY PDF Transformer+ to convert PDF files
44	Linguee - online dictionary
45	I do a lot of parallel reading (the same text in several languages) - and not just of 21st century texts! There is a lot one can learn from the various French translations of Adam Smith, Blackstone or indeed Jethroe Tull. Not just the words. Translation is not just about that. It is about the reader's expectations and the many ways in which these can be met.
46	I have a large number of Dictionaries, Arabic / English & English / Arabic
47	just online dictionaries, I really like linguee.com
48	Online glossries i.e. Linguee
49	No
50	WinCaps for subtitling, British National Corpus online.
51	LF Aligner to generate TMs from existing translations (mine or the client's)
52	Dictionaries and online linguistic reference sites such as Wordreference, Linguee, etc.
53	I use my brain. So far it works fine. But I appreciate that technical translators may find the tools listed here useful.
54	PerfectIt
55	I build my own glossaries and use SDL Multiterm for terminology management
56	No
57	No
58	Since translation is a secondary activity I have not invested. I see it important for younger people joining the profession, but my current knowledge will probably last me out.
59	No
60	I use various online dictionaries, including the full version of the OED and dictionaries specific to my source language (free ones as well as ones available only by subscription). I also do a lot of internet searches to check meaning, usage, etc.
61	Converters from PDF to Word: ABBYY Finereader and Adobe tool
62	Term Cymru - Welsh Government on-line portal
63	Online and offline dictionaries, some of them specialised.
64	Cysill
65	TermCymru, the Welsh Government's translation data base.
66	PerfectIt in Word for extra checking

67	N/A
68	I regularly use Infix for editing PDFs and generating translatable XML files. This means I am able to provide an additional service to my clients as I can deliver a perfectly formatted document following translation.
69	Linguee is hugely useful in that it connects directly to a corpus and shows how language is used in native usage.
70	I also use Linguee
71	I use a mouseover dictionary for quick lookups and a text editor that includes autocomplete for faster typing. Also "define this" and "research this" function on Google Docs, with hyperlink option to annotate source texts.
72	n0
73	Online dictionaries and glossaries as well as forums
74	No
75	IntelliWebSearch.
76	Translation Office 3000 for project management, scheduling and invoicing.
77	multitrans.ru
78	Proprietary software or online portals
79	I use regularly the Smartling online translation tool
80	No
81	TO3000
82	Custom dictionaries, Excel macros for quality control
83	Internal software
84	Online dictionary subscriptions
85	Babylon 10 (reference work application)
86	Online dictionaries
87	macros, excel
88	ApSic Xbench, which can be used for QA but I use it to run searches in a number of TMs simultaneously.
89	specialist glossaries and dictionaries

<b>Q43</b>	<b>[Do you take any measures, beyond standard computer and internet security software, to protect your and your clients' data?] If Yes, please give details.</b>		
<b>Answered:</b>	<b>115</b>	<b>Skipped:</b>	<b>473</b>
<b>#</b>	<b>Response Text</b>		
1	backup procedures on dropbox		
2	Government department measures.		
3	Compliant with ISO standards		
4	Work on government secure internet.		
5	Off-site back-ups		
6	Password files on request. Do not use cloud. Shred confidential crafts.		
7	Own backup solution		
8	I use an encrypted cloud service called Tresorit for secure backups and file sharing, and I have my own data protection policy that is available on my website.		
9	This is assured by the company Star		
10	Critical data is encrypted		
11	I don't personally as an employee, but my employer will!		
12	Not personally but the company does.		
13	I use dropbox		

14	Only use secure and safe Wi-Fi at home.
15	Encryption, NDAs, no sharing of data.
16	NDAs are signed by all in-house staff.
17	2 NAS drives + three external hard drives  Symantec full system & data back-up  AVG Cloudcare
18	ISO 17100:2015 sets out applicable requirements
19	The employer provides extra fire walls
20	Firewall
21	1. Shredding all work-related paperwork  2. Professional Indemnity Insurance  3. Backing up all work-related files on a separate mobile drive
22	Client's own software
23	encryption
24	Use an external hard drive.
25	Online Cloud server +External Cloud server
26	My computer is password protected, I regularly run antiviral check. My mobile phone can only be unlocked with my fingerprint.
27	Shred any hard copy.
28	passwords limited access
29	Passwords
30	Unsure what other steps IT dep. takes but something they do...
31	ISO 27001 certification - fully secure
32	Unable to give details.
33	Following closely the instructions given when I sign the non-disclosure agreement. Avoiding cross-contamination of data (via <sup>TM</sup> ) when working for customers who are in competition with each other.
34	Burn the documents after finish working with them.
35	N?A
36	Norton
37	NDA's
38	Commercially confidential
39	Two factor authentication
40	Carbonite back-up
41	Encryption
42	Security alarm, software engineering expertise, insurance.
43	Secure office facilities
44	I do not know, I leave these matters to my IT expert
45	n/a
46	Shredding!
47	Ensuring copies not generated unnecessarily; not discussing or sharing data
48	Keep on media remote from computer.
49	NEVER use online MT
50	Fireproof cabinet for hard disks
51	Backup twice a day to off-site location
52	Backup of documents. Shredding.
53	Destroy paper documents
54	I shred all paper documents containing sensitive or personal data.

55	sometimes I enclose documents in encrypted zip files to protect the client's data, I don't store anything in the Cloud, I keep all data within my premises (with redundancy)
56	Do not print out files unless necessary and shred info if I do.
57	I operate within secure government network and security guidelines
58	Computers are synchronised. Data saved on external hard drive.
59	I collect clients' texts in print from their office. I produce my translations on a computer that has never been linked up to the internet and the back-up goes into the safe in the bank. The digital version plus the paper version, I take back to the client in person. In my contracts I provide that the ONLY version that binds me is the print out of my translation. I have had to add this clause after a client tried to sue me for a text that had been interfered with digitally by one of his own juniors.
60	My office and home are covered by an insurance.
61	High level file encryption and system firewalls
62	We only send client's documents to translators we have already approved and agreed terms with. We ask translators to delete files after use. We only exchange documents using a secure server. We do not publish client information or feedback without permission.
63	VPN when using computer in public wifi settings
64	Never dispose of any old hard drives and incinerate all working papers.
65	I do avoid imputing clients data on my PC in interpreting work.  As far as the translations are concerned I do delete files or use secure IT systems.
66	Secure network
67	I use secure email network to correspond.
68	Government security measures
69	Server backup with mirrored backup off site of all settings and data
70	Encryption is a given. Does that count as "internet security software"?
71	Antivirus, moving files out of the computer once the job is finished
72	Own server.
73	External copies of the work I have carried out for them.
74	I use a secure mail server for a specific customer
75	When a project is particularly sensitive, I password-protect files.
76	No one else has access to my computer. I am the only user of it, and no one else on my home network can 'see' it on the network.
77	Usual NDAs and confidentiality
78	Encryption software.
79	Not relevant to me.
80	Welsh Government security software and procedures
81	Online backup
82	I don't know the exact details, but we are compliant with ISO 17100 which means e.g. we have https
83	Any data stored in the cloud is zipped and encrypted before it leaves my computer, in addition to any other encryption used by cloud provider. Also remember that data on paper is still data. I shred all work-related documents with a DIN-6 shredder.
84	I don't use specific names in any other correspondence. However, I do use Gmail and I know that google mines emails and that information ends up on Linked In and Facebook. I am very careful to recognise this, and restrict my own activities so that I'm not passing any of that information any further.  I use pdfs as much as possible. I use Pay Pal often, as it restricts how much banking information needs to be passed around. Generally I'm the one taking the risk and paying the bank fees in that area, my clients shouldn't have much to worry about.

85	Regular backups
86	Encryption/double encryption; electronic document transfer
87	My smartphone is encrypted and I am looking into installing TAILS as a permanent operating system. I already run Linux on my work machine, which is a bit safer than Mac and Windows.
88	For one client work is exchanged by a secure email system and stored on a specially encrypted storage medium.
89	encrypt files if sensitive
90	I never put such data on a laptop or mobile device.
91	Usual governmental measures. IT security do that for us. We use Egress Switch to send work to our external suppliers outside our network.
92	Confidential information
93	Do not disclose client details
94	all media containing my and clients' data is kept in a fireproof cabinet when I am not working
95	I often use a password for sensitive translations.  Many of my clients have their own server accessible by a password.
96	Weekly backups to an external hard drive, never use cloud storage, never use Google Translate to translate text that contains any confidential data or identifiable details
97	Encryption in some cases. I shun Google Translate and Wordfast Anywhere for translation of sensitive/confidential/protectively marked texts.
98	cloud service
99	Whatever the client may specify
100	Common sense confidentiality
101	Offline backup, remote backup, VPN
102	NDAs
103	Regular backups on separate drive
104	Data Protection
105	Paper shredder
106	confidential
107	Keeping all translations and originals under lock and key, not talking about work done on behalf of clients other than in the most general terms.
108	Password protection, working on site if necessary
109	security and strict confidentiality.
110	Files are deleted upon request
111	Secure offices, covered by a monitored alarm system with security response. It amazes me how many translators don't have basic "physical security" such as a burglar alarm in their premises.
112	stored on a secure server
113	Secure cloud backup
114	Paper copies are locked away.  Encryption.
115	Using password protection on some confidential documents. Being careful about using private e-mail accounts in some cases.



<b>Q45</b>	<b>If Yes, and you are happy to divulge, please give details of condition and measures taken to treat it.</b>		
<b>Answered:</b>	<b>134</b>	<b>Skipped:</b>	<b>454</b>
#	<b>Response Text</b>		
1	RSI in left forearm; I joined a gym to exercise		
2	Poor posture and sitting still for long periods of time which contributes to migraines		
3	Repetitive strain injury		
4	I had back and shoulder pain. Regular practice of yoga had a great help.		
5	Back, neck and shoulder pain and migraines. I use Dragon to try and avoid having to type so much (with mixed results!) and take regular breaks and exercise.		
6	I work for an in-house company - a virus infected our system but I'm not sure how it was resolved.		
7	Condition: Virus and worm infection.  Measures taken: Antivirus and antiworm run regularly, regular backup		
8	RSI, specific exercises prescribed by a physio		
9	I use special keyboard.		
10	Back injury requiring physiotherapy and strengthening exercises.		
11	Very mild wrist problems, resolved by exercise and improved keyboard habits		
12	back problems, headaches. Dealt with physio therapy, massages, exercise (Pilates).		
13	Stiff neck/shoulders from long hours sitting at desk. Have bought a desk to stand at and it has drastically improved my health.		
14	Stiff neck and shoulders, strain on the eyes. Taking regular breaks, walking, using eye drops. Avoid - if possible - working late at night.		
15	Eye strain. Back pain.		
16	I started to suffer repetitive strain injury from touch typing for long periods on a standard keyboard so my employer supplied an ergonomic keyboard. I also use voice recognition software and this helps manage the condition.		
17	My eyesight is getting steadily worse!		
18	Lower back pain		
19	Eyesight		
20	Stiffness/shoulder problems - purchased a sit/standing desk. Wrist tenderness - actively use keyboard shortcuts. Yoag!		
21	irregular occurrences of RSI. Simply changing position, and switching between voice recognition and typing, and between a 'normal' mouse and an ergonomic one		
22	Chronic RSI - forced to use voice recognition.  Failing eyesight = glasses!		
23	failing eyesight - new glasses!		
24	Migraines - changed screen and working position  wrist problems - physio and yoga		
25	I have had constant problems with internet connectivity. I now use an ethernet cable to connect to my router but still have to reset it several times a day.		
26	back and neck pains		
27	Occasional minor bouts of RSI associated with mouse-scroll-wheel over use.		
28	I occasionally revert to paper translation as I take too much information in from the internet whilst taking breaks during work, spend too long looking at a bright screen, work erratic hours and I use a laptop which has resulted in hand problems (thickening of sinews due to cramped position of hands)		

29	Yes.  The cure was to invest in and use a proper chair (fitted, with at least three levers and proper lumbar support, and an ergonomic keyboard.
30	tendonitis. I have to be very careful about the number of hours spent at a stretch. A big job with time constraints is particularly problematic and can lead to tendonitis.
31	Trapped nerve, back and shoulder pain
32	Tingling feeling in the left side of my brain ever since I spent a whole summer working on a literary translation project to meet the deadline. Still suffering from it to this day and don't know how to get rid of it!
33	Frozen shoulder. Injection and physio. Continuing daily exercise programme.
34	RSI. Physiotherapy.
35	Stiff neck/shoulders, repetitive strain injury
36	Bad back - osteopath and Pilates.
37	Back, neck and shoulders. Trying with massage etc since difficult to get understanding/help in the NHS system for these type of things
38	shoulder pain, measure taken: gym + physio
39	Back pain
40	Dry eyes treated with drops, lid wipes and heat pad
41	Hacking of business e-mail account and insertion of SpamBot. Change password regularly and delete customers' confidential attachments from e-mails.
42	Neck pain and stiffness.
43	Repetitive strain injury (RSI) to one of my wrists, arms and shoulders
44	My back suffers after long hours on the computer. I try to keep a good posture and avoid sitting down when I am not working.
45	back problems, eyes, headaches,
46	N/A
47	Sore arms, hands and back.
48	Very mild muscle/joint pain. Have had a little physio. May not even be related to computer work.
49	Suffered from carpal tunnel syndrome twice, once 20 years ago, once this year. In both cases I had to switch to mousing left-handed for a while, and then afterwards use a different mouse to alter the position of my dominant (right) hand wrist when working.
50	Occasional back problems if I sit too long
51	sore back for a while - a new chair sorted it
52	Stuck in a restart-loop – called an expert to fix it.
53	In the past my computer has become very sluggish and sometimes lock, it seems to be fine now that I have oodles of memory, as my IT expert says
54	Collapsed veins in legs due to lack of exercise. Wear support stockings.
55	Windows update caused computer to stop working properly. Remedy was to turn it off at the wall, make a cup of tea, pray, and then turn it back on. This seemed to work.
56	n/a
57	Neck/shoulder/arm problems which seem to be mouse related,. having cut down on work and had lots of physio, I need to investigate voice recognition tools and office ergonomics
58	back pain, hand pain
59	Slow running and s/ware not accessible.
60	Viruses, etc, dealt with by my technical expert
61	RSI, TOS
62	RSI - wear a brace at night when it's bad and that works to relieve the pressure

63	Hard disk failure. Called out a computer repair service.
64	Painful periformis muscle. I now have a sit-stand desk.
65	Neck and back pain, migraines, wrist pain, dry eyes, weight gain. More breaks and exercise and more holidays.
66	Back and shoulder issues, changed ergonomics and use Dragon.
67	I spend less time in front of my computer.
68	Minor eyestrain and stiff neck after spending too many hours working intensively. Going for a walk usually clears it.
69	<p>1. Change over from WP5.1 (entirely keyboard and relatively symmetrical posture) to Word (mouse and asymmetrical posture). Three years of debilitating carpal tunnel in both hands. Saved by my physiotherapist. No surgery, better quality print outs and a return to WP5.1 on a decent keyboard.</p> <p>2. Eyesight. The glare from the screen is an absolute nightmare. So is its size. Because, despite what everyone pretends, that 17" screen offers me no greater READING surface than my old, clutter (and distraction) free MS DOS screen. My solution, and it is not a solution, only a postponement of the inevitable descent into the hell of blindness, is to print everything out, to write my drafts by hand on paper under good, even lighting and to write on screen in a legible font in an even more legible letter size. This sort of survey is torture to my eyes</p>
70	<p>Back pain and RSI</p> <p>New wrist rest helped. Also chiropractor for back pain and frequent breaks</p>
71	Aching wrists and fingers.
72	<p>RSI in wrist/elbow - usually manage with care now</p> <p>General postural problems from sitting too long at computer</p>
73	Pain and scaring in hand and elbow joints
74	<p>Dry eyes (sometimes extreme)</p> <p>Severe blefaritis</p>
75	back pain - attended physio + other fitness classes
76	Eyestrain, occasionally joint pain in wrists and fingers
77	It hurts my eyes and being sedentary affects my health. Yet another reason for preferring interpreting! (I.e. my treatment is to do less of it!)
78	RSI, backache and eyestrain .... almost permanently!
79	Back ache
80	Sore shoulders, neck, back and wrist
81	RSI in arms; frozen shoulder; slipped disc. Treated with physiotherapy, swimming and working less.
82	Dry eyes. Carpel tunnel syndrome in one finger.
83	Pain in back/shoulder. Taking regular short breaks and generally more exercise. Awaiting work station assessment.
84	RSI
85	back-ache
86	general joint pain, trying to exercise more
87	RSI - switched to a short keyboard and trackball mouse
88	Back problems. Visited an osteopath and have taken up yoga.
89	Shoulder pain. Had a few days break from the computer.
90	RSI - regularly see an osteopath, use of tablet and pen rather than a mouse, use of dictation software.
91	RSI leading to arm/wrist pain. Use an ergonomic keyboard.
92	A Java-related error prevented me from working with my CAT tool and the computer had to be reformatted after an IT specialist couldn't solve it.

93	I had an Bios issue that prompted a rebuild last year. I back all my data up frequently and now keep sensitive data off the main HD. I've had a couple of other issues endemic to the machine since I bought it, starting the week that I bought it. ('Blue screen of death' for e.g.)Toshiba was very helpful, so I kept it. Once it was past warranty, I've called on friends with the right skills to help me. I've not had a virus in several years.
94	Following a wrist injury, I developed RSI (apparently an injury can weaken the joint enough to develop problems where there were once none). I self-treated at home by resting my wrists, using Dragon Naturally Speaking where possible (i.e. on simpler projects) and sticking to my advertised office hours. I now only have a problem if I forget to take breaks, but otherwise am not in pain and have full mobility of the joint.
95	Muscle spasm
96	Physiotherapy for backache, gym workout for aching muscles, frequent breaks when working on the computer, stretching, lying on the floor, for RSI - finger movement and hand massage, proper hands-eyes alignment and distance for computer, etc.
97	Back pain - trying sit/stand desk to see if this helps
98	Back problems. Physiotherapy/osteopathy.
99	RSI
100	My eyesight has deteriorated more than would have been the case otherwise. I am also starting to experience RSI symptoms..
101	RSI (wrist) - improved ergonomic desk set-up
102	Migraine, eye problems
103	Repetitive strain injury in hands, arms, shoulders and face. Adoption of voice recognition technology to partially replace typing; use of wireless mouse to enable ambidextrous working; improved time management to reduce continuous computer use - this also influences my comparative reluctance to adopt more technology / software.
104	Intermittent back pain.
105	stiff neck, eye-strain - try to take breaks from computer screen but I like to vary my work by introducing more interpreting, to get me away from the computer screen
106	finger and elbow pain
107	Various forms of RSI. At one point I was unable to type at all and entirely relied on speech recognition to continue working. Now I manage my condition through a combination of workload management, break management, stretches and exercises.
108	Pain in right arm (mouse-using arm) and mild aches in both arms - I started using voice recognition software and bought an ergonomic keyboard and both problems greatly improved
109	Backache resolved by change of office chair
110	RSI in wrists in 1990s. Resolved by ergonomics expert who analysed working position, but more by switch to using dictation software.  Now more eyesight and headache problems mainly due to having to work longer hours to earn the same money that I used to be able to earn a decade ago.
111	neck pain
112	n/a
113	Wrist pains - use wrist supporters and an ergonomic keyboard
114	RSI, TOS
115	Muscular and tendon problems (hips, heel) linked to long hours of sitting down at the keyboard
116	RSI in my arms - have taken physio and am redesigning my workspace.
117	sight and back problems, stress
118	Sore back on occasions.
119	Lower back problem. Solution: physio exercises and swimming.

120	Computer hacked ; internet security software
121	At times have suffered from RSI. Currently have a recurring problem in my space-bar thumb (syno...something) that requires steroid injections.
122	Some minor RSI to hands and arms - attempting to mitigate through improved posture, ergonomic equipment, exercises.
123	Poor posture due to length of Tim spent at the keyboard. Osteopathy and massage as ongoing maintenance.
124	Tired, watering eyes and discomfort in my forearm.
125	Carpal tunnel syndrome, RSI in hand. Treated using ergonomic vertical mouse and ergonomic keyboard.
126	trapped nerve in cervical spine resulting in pain in my arm and shoulder and numbness in hand and fingers. Physiotherapy, regular exercises.
127	Repetitive strain injuries: frozen shoulder, "tennis elbow"... Helped by osteopathy and physiotherapy, and constantly trying to change/improve posture while working
128	Wrist pain. Rest!
129	RSI
130	Problems focussing on texts on-screen that are very small, and/or with figures and/or illustrations. Neck and back problems.
131	RSI - switched to Dragon dictation
132	many years ago, suffered from back problems unrelated to my job, but exacerbated by sitting at a desk, and also RSI in a hand. I sorted both out after taking advice by changing my position at the desk, using a back chair and a mouse mat with a cushion and a wrist rest for the keyboard
133	Virus. Solved by a computer expert
134	significant eyesight problems

<b>Q46</b>	<b>Do you have any comments or observations relating to translation tools and technologies?</b>		
<b>Answered:</b>	<b>150</b>	<b>Skipped:</b>	<b>438</b>
<b>#</b>	<b>Response Text</b>		
1	Many translator tools are not compatible with the MacBook Pro I use		
2	Clients overestimate the accuracy and usefulness of machine translation.		
3	They may be useful for translating long technical documents quickly, but I am lucky enough to do interesting work full of subtleties where the standard of English is extremely important.		
4	I think I should probably be more informed, because I may not be using something that could be useful.		
5	I'm currently studying on an EMT-accredited MA course in Applied Translation Studies at the University of Leeds and I'm just starting to learn how to use a variety of CAT tools, including SDL Trados, MemoQ and OmegaT. Although I'm only just starting out in the translation profession, I believe translation tools and technologies will be important in my work in the future and I'm glad my course provides extensive training in them.		
6	They are a nightmare when the original text is highly formatted		
7	They could be cheaper. I find it hard to warrant investing in one while the amount of translation work I undertake is quite low and sporadic.		
8	CAT tools are useful for certain types of translation but not for mine.		
	Machine translation is taking over in some fields but it's just not good enough. I'm not sure it will ever be.		

9	CAT tools are being used by some agencies as a pretext for forcing rates of payment down, and I find that QA tools I have tried using waste a lot of time needlessly.
10	It makes it harder to see the big picture.
11	I would gladly use them more, but often, I receive texts in formats that CAT tools cannot process (scanned pdfs).
12	Very useful if used properly and for the right texts and purposes
13	Translation tools are not needed for an in-house translator used to the terminology used in the factory and the content of documents usually needing translation.
14	It is very hard to judge the best products.
15	More and more clients are trying to save money by Google translating documents themselves and then asking us to "proofread" the results (insulting!)
16	Machine translation will be the natural evolution of the translation industry, to a certain extent. By fearing MT, we can make it worse. It should be embraced, but sold to clients as a different service to human translators. The industry does itself a disservice by suggesting to clients that they can get a full human, native-speaker translation for the price of MT with post-editing, thereby making the market undervalued for all.
17	These are becoming increasingly necessary in order to remain competitive
18	Transit should be included in the list above as it's leading software.
19	Although translation tools and technologies are continuing to develop and could be a viable replacement for human translation in certain areas within the next decade or so, I believe that this will only be a trend for certain text types. MT is (currently) not very good at writing marketing texts for example.
20	I feel I can work perfectly well without them. Not compatible with everyone's ways of working.
21	My experience of translation software is limited to SDL/Trados, but I find it invaluable, in particular because my clients' work involves a lot of repetition and specialised terminology.
22	I see they approve too, for example Google Translate is getting better and better
23	they have their place
24	not relevant to the literary /arts based work I do  I'm not threatened by computerised translation as my clients value the quality of English and lateral thought exercised
25	I wish I knew more about them and could afford to buy them.
26	They are largely used by agencies to cut rates to an unacceptable level. They are not particularly useful for many language combinations.
27	Translation tools help maintain consistency and reduce human-errors and man-hours, but should not be used as an excuse to reduce prices charged for projects, as clients do not cover the cost of buying the translation tools/software in the first place or pay for any upgrades.
28	At times exorbitant costs.
29	They are getting more and more important, but also the tools available are getting more user friendly too.
30	They seem to be the must-haves of translators these days - and I have to learn how to use them ASAP!
31	More integration between tools would be beneficial; platforms and resources for users (freelancers) to build their own tools should be accessible;
32	There is a very mixed picture regarding how necessary MT currently is for agencies/clients. I have not yet settled on a preferred, user-friendly application but expect to adopt one in the next year or two.
33	My main client tells me they are not essential to my translation work for its company
34	I pre-date them and I think my clients do too to some extent and I don't mix enough with others who use them to pick up new things
35	i find agency/company use of MT technologies very hidebound (choice of one).

36	no
37	They're useful but just a tool and will never replace the human brain.
38	I don't use CAT tools etc as a general rule as they don't usually fit with my work. When I do attempt them it feels complicated and non-intuitive. Possibly some training would help, but not sure of the value.
39	no
40	Regarding Trados specifically, I think an effort should be made to develop the software for the Mac platform, given that it is the leading and most often demanded TM software. I also think that the frequent updates are expensive. Having said that, I do think that it is a valuable piece of software.
41	Need to learn how to use them for my benefit. Still quite apprehensive about technology.
42	No.
43	I'm not very interested in technology and see myself more as a writer than someone who stays up to date with the latest translation tools. In the instances I need to use CAT tools for certain clients (they give me free access), they are useful for consistency but I don't have a gain from it. I do see the advance of machine translation critical and worry that it might be used more and more in technical translation for example. In my main field literary translation, fortunately neither CAT tools nor MT are of any use as MT can translate words, but not meaning.
44	Unfortunately when thou buy a TM software comes with very little or no training, therefore new translators well face a lot of learning to be done at once. Some translators learnt how to use them slowly and so they can use the new versions quite well straight away. The training for the new versions (with a fee!) are addressed to translators who already know how to use the older versions and don't cater very well for those translators who never used them before.
45	They are tools and cannot replace experience and expertise. They are magnificent for ensuring cohesion and coherence.
46	No
47	It will help for some things but like with most technologies that "help" and make it "easier", it will probably overall lower the quality of content since many tend to look at just data and be impressed with the amounts of things, rather than the quality
48	They do not take into account the cultural element and its significance
49	Constant automatic upgrading unwanted and unappreciated
50	Question 23 is curious and I cannot really answer it. A translation tool or technology can never "give the edge" over others as nearly everyone uses them. How exactly the translator uses them makes all the difference.
51	Duo-lingo and Google translate are brilliant. I praise Duo-lingo. I have found some very interesting grammar and ways to learn the grammar.
52	Very expensive to get started with these and very expensive to get training on how to use them
53	It is not my case at the moment but they are often at the service of agencies and not translators. They increase productivity dramatically but they can cause computer problems that are a source of stress.
54	Of limited value - other than for highly repetitious work which is not the kind of work I want to do. Strong GIGO risk - frequently I have to sort out bad translations that are based on poor TM.
55	They are not as accurate as human translation, therefore I don't support them
56	Yes: they are hugely overrated, in my experience over the past several decades.
57	As well as working in-house, I do some freelance translating in my spare time. I know how to use memoQ, Deja Vu and SDL Trados but don't use them at home as they're too expensive for the amount of work that I do.
58	Extremely useful but one must be careful when using them since it can be easy to oversee mistakes. Most translators are aware of their valuable (though relatively

	limited) use. On the other hand, I have seen non-linguists using Internet translation tools and relying on them 100%, with the direct consequence that users think human translators are devalued/not needed.
59	CAT tools for translation and assessment of translations undermine professional trust and interpersonal working relationships.
60	I do not like them
61	On-line dictionaries are a great help, as are search engines.
62	Nope.
63	they are now necessary; everyone has them and agency clients pay accordingly
64	There seems to be a growing over-reliance on technology, and I think this is purely down to cost. It is cheaper for a company to get something translated by a machine and then get a translator "to sort it out". The idea seems to be that if a computer has done something, then it must be right, which is not always the case...
65	Overrated for high-end, up-scale work to professional standards
66	No
67	Most translators enthuse about the system they are most familiar with. Sadly the software is extremely expensive - almost prohibitively so for freelancers.
68	They are not the answer to everybody's prayers, a language is a live tool and machines do not have a mind.
69	I read that the editing of machine translations is gaining in importance which I found worrying. You can certainly improve a machine translation but never make as good as a human translation
70	Translation tools inhibit creativity because you are limited to translating within the segment. Depending on the client you are not even permitted to join segments to make the sentence work better in the target language. Agencies do not check their TMs for accuracy. I have lost count of the number of times I have been told to use a TM which is full of appalling translations and incorrect terminology. It's not possible to "polish" the translation afterwards because the agencies want what's in the TM to be exactly the same as the text they deliver. Used to drive down prices to the detriment of the translator.
71	No
72	N/a
73	Prefer not to use them. Stick to Word.
74	<p>As mentioned before post-editing, which some agencies use a lot, is not improving quality, just reducing what the translator is paid.</p> <p>Tools are also becoming too complicated for the average translator - fine if you want to play with all the new features and can get them to work, but the average translator is too busy and just needs something that works well all the time.</p> <p>There is also a problem with online software like Memsource. If you lose your Internet connection you cannot work at all. At least with Studio you can continue to work even though you have lost your research capability whilst the Internet is down.</p>
75	Apart from using online translation services such as Google Translate or Linguee I don't use any translation device and cannot see the point in investing money on translation devices such as Trados etc. I think they are too expensive for the little use I would make of them.
76	Yes, we should be exposing MT companies for the snake oil companies that they are!
77	Not always necessary. Not everyone is good with new software.



78	It is important to remember that no machine can replace or replicate human judgement.
79	I think human translators will just need to adapt so we harness new technologies to our advantage rather than being replaced by them.
80	There is no substitute for a well-written text read critically by an interested person with the appropriate language and subject knowledge.  But then, how many people can still write?
81	No, we tend to translate creative scripts with little if any repetitions so we are still using human intelligence as opposed to AI.
82	I am rather sceptical about them as they make translators work look easy and undervalue our skills, they often provide inaccurate and confusing results.
83	Need to study and start using them.
84	Yes, because of prevailing use of pdf, it has become more cumbersome to use tools.
85	Many translation tools are good for technical documents, where information can be similar, but not so much for creative texts, which are always different.
86	When you start out no one tells you that CAT tools slow you down at first because you have to create your own termbases/dictionaries in order for them to be of any use. I have Trados but am not able to use it yet and find it very complicated for a complete beginner.
87	Many of my (agency) clients would not work with me if I did not use a CAT tool, it is therefore an essential skill to learn.
88	No
89	I think they are likely to transform the profession out of all recognition 5-10 years from now.
90	Advanced will mean more automated translations, both from M/C translation (soon) and TMs mean, that translators will be called upon more to proofread/revise than to create original translations. Voice input is now speeding up translations (I recently translated 4000 words in 6 hours without repetitive strain problems!).
91	Importance vastly over-rated. For obvious reasons they are used, but they do not give me an edge. It is my translation skills (wetware, human) that give me an edge.
92	Translation tools and technologies should only be used by translators to improve their work, not by agencies to pay less.
93	I work on a Mac computer and find it hard to run translation programs on it, they are very PC-centered.
94	Regarding the impact of technology on human translators: I think that the impact may be greater on translators working in certain fields. For instance, I believe that MT will have less of an impact on creative translation than on legal translation or financial reports where terminology is more repetitive.
95	The segmentation in TMs has adversely affected the flow of some translations.
96	I object to SDL TRADOS regularly bringing out updates for which they charge a large fee.
97	Clients these days require the use of CAT tools and memories. It would be difficult to operate as a translator in the current market without these tools.
98	Trados is excellent. Machine translation is also very helpful together with all the on-line dictionaries and the Welsh Government terminology website, TermCymru.
99	No.
100	There are issues relating to translators not using CAT tools as efficiently as they might due to lack of knowledge.
101	A good tool supports the user, but cannot replace them.
102	I am interested in MT as a kind of "super-CAT" but until providers can guarantee data security my clients will generally refuse to permit me to use it. Many of my supplier agreements explicitly forbid the use of services like Google Translate.
103	As I said above, I think translation tools will shape the future of the translation profession and translators who are not willing to learn them will be left behind.

104	<p>Trados is far too expensive for most freelancers. It should only be considered 'industry standard' when considering in-house translation.</p> <p>I bought Wordfast with part of a loan, during a bulk-buy deal on Proz. Am grateful for that.</p> <p>I would say, however, that a lot of formatting is out of the reach of my software, particularly as many clients send me pdfs for certificates etc. So I've built my own templates, which I adjust as necessary. I'm more likely to use Photoshop when processing some kinds of documents than Wordfast. I appreciate the simple formatting that it does and the layout just eliminates a lot of scrolling, but it's not very user-friendly and requires additional training. I've done some training, it's just more about pressure on your time. How much training can I do, when I need to pay rent first?</p>
105	I see an increasing trend towards post-editing of machine translations.
106	Very interesting developments (MT/TM convergence), but key issue is data confidentiality
107	More should be taught in university courses. My MA had a module which rushed through Trados and mentioned a few other CAT tools. No mention was made of advanced techniques or functions in these tools, nobody ever mentioned voice recognition software or OCR software - which have been game changers for me - how to handle 'unusual' file types, etc; it would even help to offer advice about office hardware set-up (screens, ergonomic keyboard/mouse, microphones for voice input etc. To stay competitive translators need to adopt technology and keep pace with change, and it amazes me that this isn't being covered on specialist translation courses.
108	n0
109	I use TM when required to do so by clients, but find it of little benefit. For one major client, the client's strictures and the data they supply have actually led to a decrease in the quality of the final product I'm able to deliver, as compared with the non-TM arrangements that were previously in place.
110	Translation tools and technologies can bring real benefits; however, translators must be more aware of the (inter)cultural dimension of their work, aside from the linguistic
111	I find MemoQ useful as a framework for creative and literary translation. You just need to set it up and use it differently from a translator working with more mundane or technical texts.
112	their use and importance depends on who is using them and for what purpose - LSPs, in order to squeeze rates, or translators, in order to work more efficiently
113	It can be frustrating when a client wants you to use tools you're not familiar with, which can have a detrimental effect on your efficiency work-wise
114	Not just for health reasons (see above) but more generally - there is a direct tradeoff between the time and money you need to invest in introducing and learning new technology against the time and money benefits it may bring. Freelance rates of pay have not increased significantly in 8 - 10 years, so investment in such changes has become increasingly difficult to justify.
115	Tools and technologies seem to be mainly used to reduce translators' remuneration. I think they might be useful in an in-house environment, or when they are properly managed. But most agencies just seem to send out unedited, bad-quality TMs and glossaries for the sake of saving money and expecting translators to take responsibility.
116	I think so many translators use CAT tools now they're no longer a way to differentiate your services from that of others. I'm concerned that more agencies want you to use their tools instead of ones the translator may own, it can make it harder to be effective.

117	Human translators will always be important for certain kinds of translation (e.g., literary), though I foresee machine translation (with post-editing) being used increasingly for technical translations.
118	Are quite costly to keep up to date - have to invest quite a lot of time to learn how to use them. They speed up work and help to be more consistent but many companies pay the translator a lower rate for fuzzy matches etc.
119	There is an essential need for greater interoperability and user-friendliness of computer-aided translation tools.
120	There is a lot out there, and it can be difficult to work out what will become essential, and what is merely nice to have. Also, training in many areas is still minimal and in London / SE England only, which isn't very helpful!
121	When CAT tools first came in, they were an investment by the translator and useful in improving consistency and quality and enabling the translator to draw on experience from previous jobs, build their own termbases etc. They have now become compulsory, imposed by translation clients, and in the case of Memsources, do not allow translators to use their own memories and termbases developed over years, and in fact slowing them down and lowering quality. They are also used to force rates downwards. I am trying to move towards a sector of the market where this does not apply.
122	They are useful, but they will always need that human element to enhance their performance and results.
123	Difficult to find proper training courses
124	I previously used both Trados and MemoQ and may do so again.
125	They are very expensive and I can't afford them and I am not sure how helpful they would be seeing that most of the time I get poor photocopies of documents that are scanned pdfs and often have a lot of handwriting.
126	You need to be open to new technologies. Translators who don't keep up to date will be left behind. I wouldn't have a career if I didn't use TMs.
127	I wish there was more consensus - I would like to start using one but find the cost of them very prohibitive, and I can't figure out which one would suit me best.
128	no
129	Not relevant to me as I am primarily a literary translator
130	I believe humans will always have the edge over machines in terms of natural and intuitive use of words but we must prepare to adapt to more of an editorial role.
131	See comments above.
132	Online dictionaries and glossaries, and of course using the internet for research. My translation is pretty much all literary, so many translation tools are of limited use, although I would like to try voice recognition software.
133	It's not really necessary to the type of work I do (literary, mostly fiction).
134	I find CAT tools useful for general commercial translation, but for creative work and literature they are irrelevant.
135	While I accept that for some kinds of document these technologies will be helpful (e.g. where this is a lot of repetition or standard phrasing), it is my belief that nothing can compare to human translation, and my agency uses the fact that we do not use MT as a USP.
136	There is too much emphasis in CPD and conferences on tools and not enough on the craft of writing, which is what ultimately makes a good translator.
137	I get along fine without them. I see my job as rewriting rather than cutting and pasting ideas I had earlier.
138	Used properly they take some of the drudge work away from the human translator
139	I would not like to have to work without them. They save a huge amount of time.
140	an essential part of our work
141	I was reliant on Wordfast when most of my translation work came through agencies that required it, and it certainly helped speed up my commercial translation work. Since I have been doing predominantly literary translation I have ditched it in favour

	of Office Word as I prefer to feel like I am producing a manuscript and like the simplicity of the programme for adding comments in the margin and highlighting queries in the text.
142	Born in the mid-1960s, I find these sorts of things decidedly 'foreign' and I avoid them where I can; since I'm largely involved in literary translation from small/exotic languages, where these technologies have not yet made big inroads, I hope I'll be able to work for another 20-30 years without having to worry too much about this sort of shit (sorry!)
143	We should ensure that the public, translation companies and those commissioning work understand that a tool is just that, a tool. Also insist on being paid for each and every word and not just new words or strings. Bach was paid for every note that he wrote, every variation, not just for the very first time that a particular set or pattern of notes was used.
144	It would be useful if leading bodies issued unequivocal and firm guidance on the risks of using any and all cloud-based systems.
145	I think every translator should know how to use them but they are not suitable for all texts.
146	Keeping up to date with technology that can help us in our work is part of a professional's role.
147	No.
148	I don't make full use of my CAT tool (updating TM and termbases/glossaries due to insufficient training, lack of time, and I'm slightly intimidated by it. But it's a great tool and I couldn't earn a living without it.
149	I plan to start using dictation software to increase productivity and ward off RSI.  I am learning how to use corpus tools to delve deeper into my specialism.
150	Translation depends as much on linguistic skills as it does on cultural education and human empathy. The near-obsession with translation tools and technologies will only result in wooden, mechanical linguistic products, bereft of meaning or beauty. They are tools not absolute masters...

<b>Q47</b>	<b>Finally, do you have any comments or observations relating to this survey? Please suggest improvements or indicate which aspects of the translation profession could be addressed in detail in future surveys.</b>		
<b>Answered:</b>	<b>94</b>	<b>Skipped:</b>	<b>494</b>
<b>#</b>	<b>Response Text</b>		
1	Workflow could be addressed in future.		
2	Interesting survey, called some of my practices into question		
3	I liked it		
4	1) Financial income  2) Qualification of translators when they got their first paid job		
5	I think marketing, negotiation and finances are extremely important.  The technical side is irrelevant to me. What counts is the result and if you can make a living.		
6	A question about how translators and revisers research current market rates and set their own would be useful.		

7	It would be good to include Transit as an option in your translation technologies it is excellent and is used in our 40+ offices worldwide and by our extensive freelancer network.
8	Questions relating to pay and customer expectations would be interesting (e.g. some of our clients are prepared to pay a decent price for good quality work, while others want to pay very little but don't care about quality – and, of course, some want excellent quality at rock bottom prices!)
9	Questions asking for "comments and observations" are a bit broad
10	Some questions relate more to a company than an individual (e.g. client data protection).
11	There could be more allowance for in-house translators to respond on behalf of their company (e.g. "Do you or the company you work for take any measures...") - this is more representative of our day-to-day work.
12	Might have been a good opportunity to gauge what the average earnings of a translator are. When asking about a wage increase, I am consistently told that our company pays the industry standard. If this is the case, it is extremely low.
13	I think texts with creative translating, transcreations, shouldn't be paid per word, but per slogan, script, etc.. some agencies still make this mistake. To transcreate for example Nike's "Just do it" shouldn't be charged as a translation of 3 words as it requires much more thinking and work
14	Translation is a joyful activity and you could ask translators about the pleasure they derive from engaging in the different and demanding cerebral exercises that are required.
15	<p>1) Am replying as an LSP, whereas many of these questions seem tailored more for translators themselves,</p> <p>2) In that regard it is a pity the ATC wasn't involved from the outset as regards the wording of the Qs, or was it?</p> <p>3) Unsure of the * in Q6, and why?</p> <p>4) Re Q6, our three 'kinds of texts most commonly worked with' are:</p> <p>Instructions &amp; maintenance manuals for manufacturers of agricultural &amp; gardening machinery,</p> <p>Pharmaceutical &amp; medical,</p> <p>Texts for EU bodies.</p> <p>You are welcome to edit our responses to Q6 in the light of the above.</p>
16	The adequacy and standard of current UK university training for our future translators, concerning which I have grave concerns
17	survey Qs make me look more Luddite than I am
18	I am in favour of collecting as much data as possible, Only when we have hard information can we speak with authority about our profession.
19	Not clear whether Q.16 referred to all 3 of the questions above it, or only to Q15!
20	none
21	<p>Great idea.</p> <p>Some questions difficult to answer when you work both as a literary translator and as a pragmatic translator (e.g. 'How important are translation tools in your work').</p>
22	It would be interesting to find out whether, on the whole, translators are satisfied with remuneration levels within the profession. I would also be interested to see questions about the perception of translation quality (generally within the industry, and whether

	standards are being undermined, e.g. owing to a lack of regulation, (agency) focus on time and cost savings).
23	Too broadly based?
24	No.
25	Don't forget the large body of literary translators.
26	I have taken this survey even though I am not based in the UK. I am a UK national but have spent my entire working life abroad. You might include more questions about business skills
27	No
28	I don't believe St Jerome would have asked questions related to Machine translation.
29	Teamwork
30	LSPs provide the bridge between freelancers who work to their own schedules and timezones, and clients, who are usually driven by a 9am-5pm environment. More could be done to acknowledge this role and the challenges faced to find the perfect marriage between these requirements and expectations. Also a recognition of the fact that two pairs of eyes are better than one, and so the profession would be wise to reposition itself clearly in terms of AI vs Human vs currently available machine translation options.
31	It did not mention the cultural element or historical element in translating from a certain time of history to the present time and how it can be dealt with.
32	n/a
33	Many of the questions did not appear on screen. They were either passed over or obscured by vertical lines simialr to barcodes
34	I hope that I have helped you by filling in this survey. It is the best survey that I have filled in for years. I hope that I receive some translation work from the CIOL soon. I hope that I can keep the good understanding that you have of translators. I would like to renew my membership each year and bring some translating work into the population with your help. I would see an improvement if I were to be given a role in being a recording artist. The survey could be improved by investigating how work using German in Germany could be commenced. Speculation about that could be an interesting improvement if possible.
35	please place more emphasis on meaning, less on technology
36	European regulations/restrictions for translators,
37	Although only an intermittent - getting paid properly (and promptly) is an area where translators are particularly vulnerable. CIOL has not been good in supporting this (whereas ITI has). Internationally also ITI and CIOL could do a lot more in this area.
38	Not to encourage the machine translation or any tools as this would encourage the linguists to rely on them other than using their own skills
39	Too long
40	Asking for suggestions on ways of raising the human translators' profile and value??? Sorry, I cannot think of one now.
41	I didn't know there was a union - thanks, I am about to check it out.
42	The single most important aspect: level of income, was not included
43	No
44	It contains as much information as it asks!
45	There is no mention of income in relation of time spent
46	It is fine but it does not addres a very important issue that is affecting our lives, which is that of the undercuttingo of fees. I would be happy to discuss this subject at length to see if we can find a solution
47	Time management/work life balance for freelance translators which I find difficult due to the constant unpredictability of work flow .

48	As a freelancer, I have to cover so many different fields so it was difficult to pick three. When it is a new subject I have to do an immense amount of research.
49	Elevate our status to that of other professionals. I recently saw a solicitor who charged me £200/hour. If I tried to charge a direct client £200/hour they would quickly walk away. Our expertise/qualifications/experience are just as good as those of a lawyer/banker/doctor. Make people realise this.
50	n/a
51	Subtitling and media translation in general
52	Good selectin of questions.
53	My answers some questions do not neatly fall within the alternatives offered
54	Financial aspects. How easy or difficult it is to earn a decent living today from being a sole translator. I know from personal experience that the work of a translator is very unreliable. It is a real fast or feast job. I earn a living from doing translations myself but also as an agent for other translators and teach and assess as well. All these jobs combined occupy me full time and I can earn a good living but I would never rely on my own translations work alone for a living.
55	Some questions are not quite clear!
56	I would like feedback on how other translators are being affected by Brexit.
57	Survey was difficult to navigate.
58	Not a bad survey at all. Addresses most of the issues? Almost all of the issues. The ones that are not covered are more related to working conditions such as overtime, pay, social (in)security, sickness cover, old age, disability etc etc.
59	Not very professional and unaware of real situation
60	It was a little difficult to answer some questions as a student, as we are not yet qualified and professional translators, and so obviously do not have much experience in some practical areas (ex/ client data management). But it has definitely made me think about what it means and takes to be a translator as I study.
61	A question about why you do or do not use CAT tools might be relevant - some translators prefer to work without them for various reasons.
62	Rates of pay and other contract conditions.
63	More detailed CPD section - what areas, learning formats, whether also includes networking, etc.
64	Lilt is not just a machine translation software as it is an adaptive CAT tool, including TM software. I therefore think it should be included in both lists.
65	I wonder how you developed your questions. Pity there wasn't something on pricing, although I understand that could be tricky.
66	You ask about having translation studies but not other studies. I think the good translators are the ones that know the field where they work because they have done a degree in the subject.
67	Some possible topics for the future: remuneration, working hours and work-life balance; education and training (including how knowledge of source and target languages was gained).
68	Charging and rates. The downward pressure on rates caused by globalisation and the Internet is a huge issue for translators. There is a need for greater awareness among both clients (and translators) that translation is not a mechanical process, but a specialist skill which should be appropriately remunerated. Clients are willing to pay lawyers, marketing and financial professionals appropriately. Translators who translate legal documents, marketing material and financial documents have equivalent expertise and should also be properly remunerated for their skills.
69	Simultaneous translation is part of my duties here. regarding Interpretation and Translation as two separate fields seems strange. In Welsh the same word is used for both.
70	No.

71	<p>I'd be interested to know what this body thinks about the questions it's asking us. And why these questions are being asked. 41, for example, is a very complex question that you don't seem to expand on.</p> <p>I love my job because I've seen it make a difference in a number of contexts. I think any translator could give you five or six stories.</p> <p>I love my job because it's genuinely challenging and interesting, which I know is more than a lot of people expect from a job.</p> <p>Problem is, the work that needs doing is the work that isn't monetised. The work that is, with an attached project budget and sometimes from companies that used to have their own translation pools because they need translations so frequently, often doesn't carry payment that equates to a living wage. And still we do pro bono work on the side when presented with it, some more frequently than that.</p> <p>It's never been easy and it's never been 9-5. Try 3-11pm after a morning in shift work. That is a statement about quality of life. You have to be committed and at times you and everyone else thinks you're mad.</p> <p>I'll tell you the dinner party impression of translation, verbatim: "Why? If I need a translation, I use Google Translate. My French is good enough, I can see if it's right." - a monolingual man in his late 50s.</p> <p>The workplace view (2nd job at a tech company):Boss: "All knowledge-based jobs will be extinct in five years. Yeah, the technology is moving fast enough, we won't need those professions." Aside from whatever 'those professions' are, or what constitutes 'knowledge', that's a baseless statement anywhere except if you work in a six year old tech start-up. Then you're right. I set myself up then, by cheerily saying: "I took (technical advancements) into account when I did my MA." Boss: "Did you?"</p> <p>Yes. I did. What I didn't bargain on was public perception.</p> <p>You caught me on a blissful day without commitment, so I'm sorry for the long responses. I just thought you might find it amusing, if nothing else.</p>
72	News translation and transediting aren't addressed much. I translate all day, but I don't produce a target text from a source text when working in news (only when I do literary work). I select, recombine and rewrite translated fragments from a number of source texts, including video, audio and text.
73	none
74	I think this survey covers most important areas: you could ask more about which Translation qualifications are regarded as the most apt for professional translation work (e.g. IoLET Diploma in Translation excluded all use of electronic tools, including the internet ...!)
75	the statements are too blunt and general and leave no room for nuance - I strongly agree with them in some respects and strongly disagree in others, but there's no way to reflect that in my answer
76	you referred to voice-recognition which should actually have been speech-recognition
77	The market is different for different source languages. Previous ITI surveys have shown the Scandinavian languages being better paid than others. It might be useful to analyse the data by language combinations, which you haven't asked.
78	Frustrating that I keep being contacted by agencies who have won DGT/EU translation tenders, yet don't have sufficient resources in the languages they have won (i.e. clearly have lied in the tender application) and are offering awful rates - this is even more frustrating given I made it through the selection process to be on a list



	for potential recruitment for the DGT. Clearly there is a need for translators, at least in the languages I offer, yet it seems that the EU would rather waste money outsourcing to unprofessional and incompetent agencies than offer jobs to the qualified, skilled and tested people waiting on its own recruitment lists.
79	For the future, try to get at how good, professional and legitimate translators deal with scammers and although it is a mountain to climb both the ITI and CiOL can strive to help professionalise our industry and rid it of scammers and rip-off agencies. I've not even got my Master's yet, I've not even started, but scammers and rip-offs are the two main subjects one sees on social media and weblogs of this industry. Otherwise, wonderful work, thank you.
80	Translation rates
81	how about questions regarding marketing oneself and finding work / clients.
82	Another rates and salaries survey would be useful.
83	difficult to do as I retired  Quite an extensive survey  Was there a question about copyright?
84	Translators need negotiating skills training and mid-career professional development. Mentoring schemes.
85	Interpreting might also be an interesting field to look into.
86	I responded to this survey because I do work with British publishers (and I am British, although I live in Japan and some of my clients are here).
87	It would be interesting to focus on health aspects. A lot of us work from home, which might also have a negative impact on emotional well-being.
88	There could be much more open dialogue across sectors of the industry, for instance commercial/legal and academic and literary translators could all learn a lot from each other. CPD days like International Translation Day at the British Library seem strangely disconnected from the commercial world - focusing mainly on literary translation which is a relatively narrow sector of the industry.
89	Preponderance of questions relating to IT and too little about pricing, about client expectations, about working with translation companies, about deadlines, about quality of the original document (both the quality of the language and of the support medium).
90	First part of this survey.
91	I like the emphasis on training and personal development.  In future, perhaps questions on the international aspects - interaction among translators from different countries, client range - I work for customers from about a dozen countries at least
92	Any value in some "why not?" options for people answering "no" to e.g. CPD, CAT, MT questions?
93	Too focused on technology, almost biased on that point.
94	It would be interesting to see what people think we can do to raise awareness about translation as a profession. I'd also be interested in a survey exploring how people develop and maintain their specialisms in translation.

This document and the information contained within are free to use for non-commercial purposes only, provided it is credited as originating from the 2016 UK Translator Survey organised by the three organisations below.

© 2016/17 European Commission Representation in the UK,  
the Chartered Institute of Linguists (CIOL) and the Institute of Translation and Interpreting (ITI).