

**A Quantitative and Qualitative Inquiry into Translators' Visibility and Their
Job-related Happiness: The Case of Greater China**

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Advanced Masters

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1. Research questions

Our project aims to take a sociologically-oriented perspective to study three core issues: the translator's visibility, the translator's job-related happiness and the translator's mediating role between clients and end-users.

The focus of our research is on the translator's inter-communicative functions. We concentrate on issues concerning whether or not the translator's mediating role is visible to their clients and end-users. We look at the differences between visible and invisible translators. In addition to the translator's visibility, this research also examines the translator's job-related happiness.

In my minor dissertation, I have statistically proven that visible translators receive more social, symbolic, cultural, and economic capital than invisible translators. Besides, the amount of capital the visible translator wishes to receive and the real likelihood that the job actually allows them to do so is also greater than that of the invisible translator.

After doing the pilot, we will focus on investigating two aspects in an in-depth way. The first aspect we want to study is the correlation between the translator's visibility, their work experience and the level of their job-related happiness (the definition of the translator's job-related happiness and the operationalization of the term will be discussed in Section 3.2). We hypothesize that there are positive correlations between the above-mentioned variables and a model has been developed to show our concepts. The model and our developed hypotheses will be explained in Section Two.

The second aspect will focus on examining the role and the making of the translator who is visible to the client and/ or the end-user in the context of Greater China, by way of a life-story interview method. Three kinds of translators interest us.

They are (1) the end-user-visible translator who does not communicate with the client but who is visible to the end-user; (2) the client-visible translator who communicates with the client but is invisible to the end-user, and (3) the visible translator who can communicate with both the client and the end-user. The details of the classification will be further explained in Section 3.1.

The aim of the investigation is to find out how people became end-user-visible or client-visible or completely visible translators and how they perceive their roles. As little research has been done so far to concentrate efforts on studying the relationship between translators, clients and end-users. We know very little about how translators perceive their mediating role. By concentrating on examining the translator who can communicate with the client and/or the end-user, we will understand how the translator perceives their roles. We will also be able to know whether or not they are happy with their work and roles.

From the above-mentioned perspective, the following questions arise:

(1) What kind of people become end-user-visible / client-visible / visible translators in Greater China?

(2) How do these translators perceive their role? What kind of role do they actually play between clients and end-users?

(3) How do these translators perceive happiness or unhappiness with their work and their role?

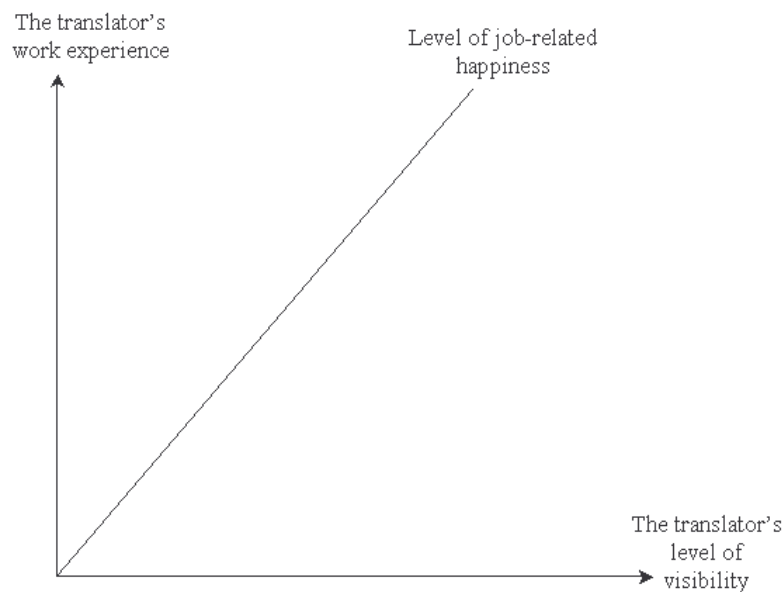
(4) In this study, visible translators are defined as those who can communicate with both the client and the end-user. We want to know what they would do if there is a gap in the expectation between clients and end-users. For example, how do they manage the risk between clients and end-users? Additionally, as client-visible and end-user-visible translators can only communicate with either the client or the end-user, do they take the other party into consideration during the translation process?

We will use a qualitative method, in the form of life-story interviews, to handle this aspect. Research procedures will be discussed in Section 4.2.

2 Hypotheses

In my minor dissertation, I formulated two main hypotheses. The first one (H_1) stated that visible translators receive more capital than invisible translators. The second hypothesis (H_2) was that visible translators are happier than invisible translators. These two hypotheses were confirmed in a statistically significant way.

As mentioned earlier, we wish to further study the correlation between the translator's visibility, their work experience and the level of their job-related happiness, we have developed a model (see the figure below), which contains three hypotheses to be tested, to show the links between the above-mentioned variables.



The three hypotheses are:

H₃: The level of the translator's job-related happiness is positively correlated with their work experience.

H₄: The level of the translator's job-related happiness is positively correlated with their level of visibility.

H₅: The impact of the translator's visibility is greater and more positive on the translator's job-related happiness than that of the translator's work experience.

When studying the translator's visibility, we have two basic questions. First, we want to know what kinds of translators are visible to the client and/ or the end-user. We also wish to know what kinds of translators like working visibly. It is impossible that there is a positive correlation between translators' work experience and their level of visibility. In addition, we have an idea that novices may want to have more visibility in order to build up social capital that can be converted into economic capital later.

We have therefore developed these two hypotheses:

H₆: The translator's work experience is positively correlated with their level of visibility.

H₇: The translator's work experience is negatively correlated with their desire for visibility.

3 Operationalization of terms in the hypotheses

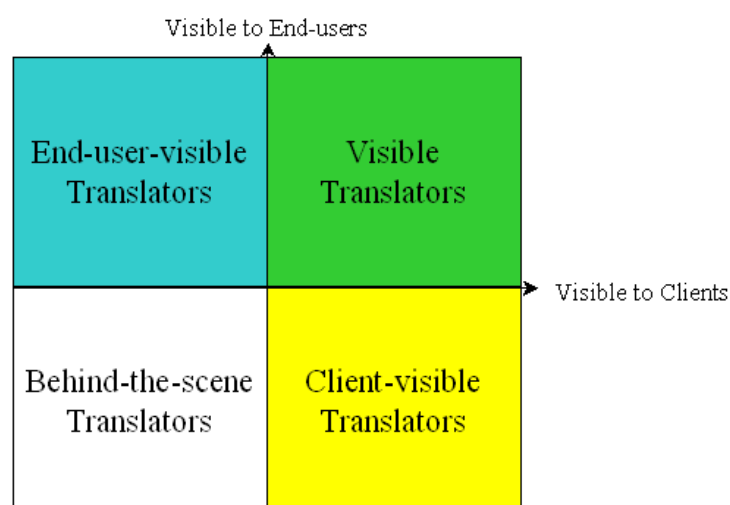
3.1 How to operationalize the term "visibility"?

Our view of the translator's visibility focuses on these professionals' inter-communicative functions with regard to the client and the end-user. The working

definition of the translator's visibility refers to situations in which translators can directly communicate with clients and end-users.

In order to test the hypotheses, we need to get data concerning the translator's level of visibility. Through a questionnaire, we will ask subjects to tell us how often they communicate with their clients and end-users. The response-categories will be scored as follows: never=1; seldom=2, sometimes=3, often=4 and very often=5. In our study, translators will be classified into four categories that concern the degree of direct communication between translators and their clients on the one hand, and end-users on the other hand.

The figure below shows the classification of translators according to their visibility. We have four kinds of translators: (1) the behind-the-scenes translator (bottom left) who never or seldom communicates with clients and end-users; (2) the end-user-visible translator (top left) who never, or seldom interacts with the client but communicate with the end-user sometimes, often or very often; (3) the client-visible translator (bottom right) who sometimes, often or very often interacts with the client but never or seldom communicates with the end-user and (4) the visible translator (top right) sometimes, often or very often communicates with clients and end-users.

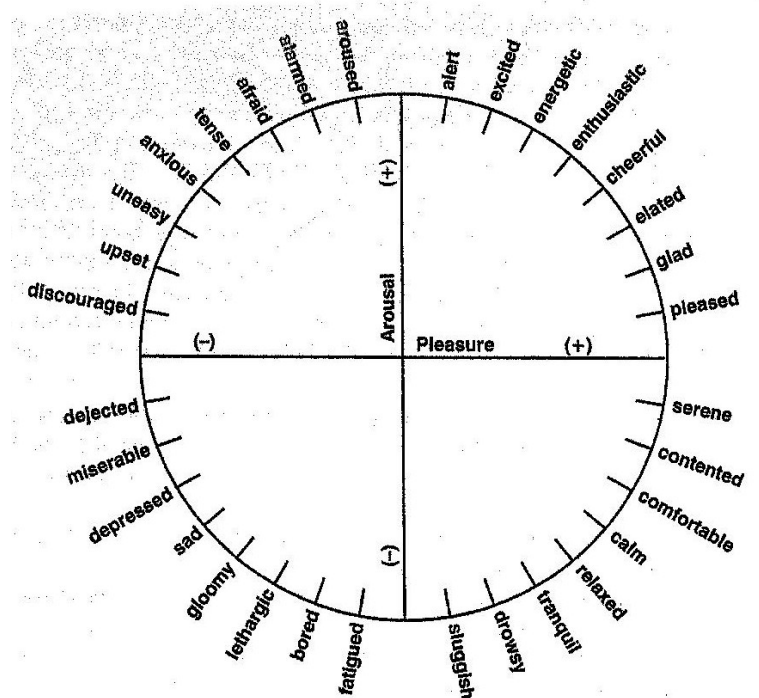


3.2 How to operationalize the term “the translator’s job-related happiness”

Two perspectives, including person-centered and environment-centered, on job-related happiness are adopted in our study. Our working definition of the translator’s job-related happiness contains two elements. First of all, it is comprised of the affective feeling of pleasant emotions when an individual deals with translation. Second, it depends on the alignment between what an individual wishes to receive and what the job allows the person to obtain. Our working definition incorporates both person-centered and environment-centered perspectives to examine the translator’s job-related happiness as the first element of the working definition echoes the person-centered approach while the second element reflects the environmental perspective.

3.2.1 Person-centered perspective

Happiness is always viewed as comprised of the affective feeling of pleasant emotion (see for example Seligman 2002). The framework (below) entitled “circumplex model of affect” (Russell 1979, 1980) is among the most widely studied representations of affect (see for example Reisenzein 1994, Cropanzano et al. 2003; Russell 2003).



By recording feelings in each quadrant, eleven intercorrelated measures can be envisaged:

- Activated negative affect: top-left quadrant (“Anxiety”)
- Activated positive affect: top-right quadrant (“Enthusiasm”)
- Low activation negative affect: bottom-left quadrant (“Depression”)
- Low-activation positive affect: bottom-right quadrant (“Comfort”)
- The Anxiety-Comfort dimension: top-left and bottom-right quadrants
- The Depression-Enthusiasm dimension: bottom-left and top-right quadrants
- All negative affect: two left-hand quadrants
- All positive affect: two right-hand quadrants
- All activated affect: top-left and top-right quadrants
- All low-activation affect: bottom-left and bottom-right quadrants
- Total affect: all four quadrants

The University of Sheffield's Institute of Work Psychology has developed a measure of affect (IWP Affect Questionnaire), based on the circumplex affect model, to focus on job-related feelings from the person-centered perspective. In our study, we will utilize the IWP Affect Questionnaire to examine the translators' feelings when they deal with translation. Here is the IWP Affect Questionnaire:

The question is: For the past week, please indicate below approximately how often you have felt the following while you were working in your job. Everyone has a lot of overlapping feelings, so you'll have a total for all the items that is much greater than 100% of the time.

		Approximate amount of your time when at work in the past week						
I have felt:		Never	A little of the time	Some of the time	About half the time	Much of the time	A lot of the time	Always
		0% of the time	1% to roughly 20%	Roughly 21% to 40%	Roughly 41% to 60%	Roughly 61% to 80%	Roughly 81% to 99%	100% of the time
1	Enthusiastic							
2	Nervous							
3	Calm							
4	Depressed							
5	Joyful							
6	Anxious							
7	Relaxed							
8	Dejected							
9	Inspired							
10	Tense							
11	Laid-back							
12	Despondent							
13	Excited							

14	Worried							
15	At ease							
16	Hopeless							

The explicit focus of the above questionnaire is on job-related feelings and normative data are being gathered with that in a person's mind. According to The University of Sheffield's Institute of Work Psychology, modifications can be made to the IWP Affect Questionnaire for particular professions/ purposes. I have modified the IWP Affect Questionnaire to make it more applicable to our study. First of all, we will change the seven-point scale to the five-point Likert Scale. The choice of the five-point Likert Scale will be discussed in Section 4.1.1. In addition, the target time period will be changed. We will ask our subjects to tell us in general how often they have the mentioned feelings while they are dealing with translation. The modified version is as follows:

The question is: In general, please indicate below approximately how often you have the following while you are dealing with translation. Everyone has a lot of overlapping feelings, so you'll have a total for all the items that is much greater than 100% of the time.

In general, please indicate the approximate amount of your time while you are dealing with translation						
	I have felt:	Never/ Seldom (Roughly 0% - 10%)	Some of the time (Roughly 11% to 40%)	About half the time (Roughly 41% to 60%)	Much of the time (Roughly 61% to 90%)	Always (Roughly 91% - 100%)
1	Enthusiastic					
2	Nervous					
3	Calm					

4	Depressed					
5	Joyful					
6	Anxious					
7	Relaxed					
8	Dejected					
9	Inspired					
10	Tense					
11	Laid-back					
12	Despondent					
13	Excited					
14	Worried					
15	At ease					
16	Hopeless					

Item responses are scored from 1 to 5. Negative items (2, 4, 6, 8, 10, 12, 14, 16) are reverse-scored so that higher scores always represent a higher level of happiness.

We decide to make the IWP Affect Questionnaire part of our own developed questionnaire (see appendix 2) because the IWP Affect Questionnaire focuses on the affect at work rather than general affect. Additionally, the questionnaire is based on the much-researched “circumplex model of affect” so it gives the IWP Affect Questionnaire a relatively strong theoretical grounding. Also, the IWP Affect Questionnaire will allow us to have a more comprehensive understanding of the translator’s feelings towards their work because the questionnaire covers all four quadrants.

3.2.2 *Environment-centered perspective*

Regarding the second element of our working definition of the translator’s job-related

happiness (i.e. the alignment between what an individual wishes to receive and what the job allows the person to obtain), I will continue to use the theoretical framework I have developed and used in my pilot study/ minor dissertation. The theoretical framework was constructed on the basis of Pierre Bourdieu's capital theory and Peter Warr's happiness model. Here is a summary of the construct:

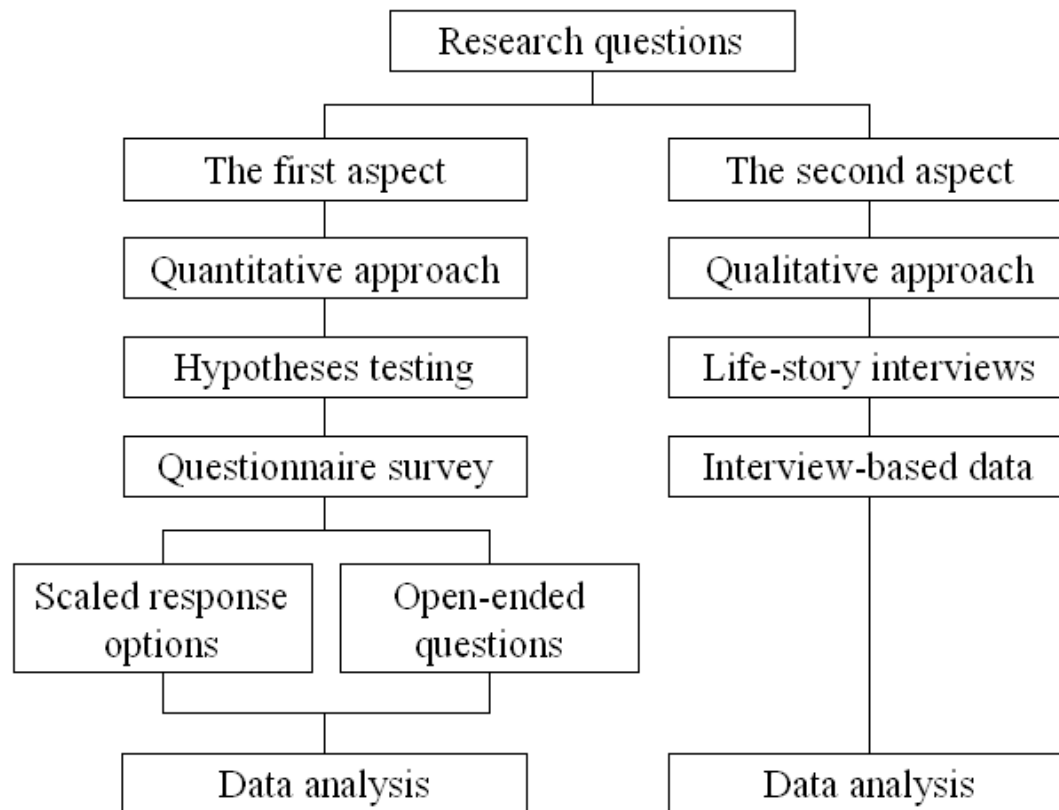
Types of capital	The name of the determinant — the wording we use in the questionnaire survey (the source of the determinant)
Symbolic capital	The opportunity for personal control – work independently (Warr's first determinant)
	The opportunity for personal control – Decision-making opportunities at work (Warr's first determinant)
	Externally generated goals – Fulfilling the expectation from the client (Warr's second determinant)
	Externally generated goals – Fulfilling the expectation from the end-user (Warr's second determinant)
	Valued social position – Professional respect (Warr's third determinant)
	The company's reputation in the industry (derived from Warr's third determinant)
	The pride of the person profession (derived from Warr's third determinant)
	The person's role of being a translation professional. (derived from Warr's third determinant)
Economic capital	Availability of money – Salary (Warr's fourth determinant)
	Long-term job security (derived from Warr's fourth determinant)
Social capital	Contact with others – A working environment that allows the person to strengthen his personal network. (Warr's fifth determinant)
	Supportive supervision – The client's appreciation of the person's translation work (Warr's sixth determinant)
	Supportive supervision – The end-user's appreciation of the person's translation work (Warr's sixth determinant)
	Career outlook: opportunity for a shift to other roles & Variation in job content and location – Moving between roles so that the person is not limited to doing translation only. (Warr's seventh & eighth determinants)

	Opportunity to work with people of the translation profession. (derived from Warr's seventh determinant, the eighth determinant and cooperation theory)
	Opportunity to work with people from different professions (derived from Warr's seventh determinant, the eighth determinant and cooperation theory)
Cultural capital	Opportunity for skill use and acquisition – Opportunity to use the person's skills and expertise at work (Warr's ninth determinant)
	Opportunity for skill use and acquisition – Opportunity to learn new knowledge (Warr's ninth determinant)
	Opportunity for skill use and acquisition – Opportunity to improve the person's translation skills (Warr's ninth determinant)
	Opportunity for skill use and acquisition – Opportunity to boost the person's professional qualification (Warr's ninth determinant)
	Environmental clarity – Feedback on the translated work from the client. (Warr's tenth determinant)
	Environmental clarity – Feedback on the translated work from the end-user. (Warr's tenth determinant)
Determinants help to protect translators' previously acquired capitals.	Equity
	Physical security

Table 3.4: The relationship between Bourdieu's capital theory and Warr's happiness model

4 Methodology

Although there is no single method to do research, most of the approaches fall within two categories: (1) quantitative, which is generally numerical, and (2) qualitative, which is mostly non-numerical. Nowadays, the combination of quantitative and qualitative research approaches (or we call it a mixed-method approach) is commonly adopted because a mixed-method approach can create synergy and explore new insights. In our study, we will use a mixed-method approach to carry out our investigation. The figure below shows the methodology we will use for our study:



4.1 *Quantitative approach: Developing and administering the questionnaire*

The questionnaire survey will be self-administered in the sense that respondents will be asked to complete the questionnaire themselves. The questionnaire will be prepared in two formats: a word document and an online version on websites. About 300 completed questionnaires are targeted for this project.

The questionnaire (see appendix 2) is divided into five parts. The first part collects data about the background information of the subjects and their visibility. Part two aims to find out how the subjects judge the importance of the various kinds of capital, i.e. what they want to receive. The response categories in this part are: “absolutely unimportant”, “unimportant”, “indifferent/ no opinion”, “important” and “extremely important”. Part three captures data concerning the various kinds of capital that the subjects say they obtain. The response categories are “strongly

disagree”, “disagree”, “indifferent/ no opinion”, “agree” and “strongly agree”. Part four aims to collect data concerning the subjects’ job-related feelings. The response categories in this part include “never/ seldom”, “some of the time”, “about half of the time”, “much of the time” and “always”. In part five, we ask the subjects to indicate how happy they are with their work at present. The response categories are “very unhappy”, “unhappy”, “neither unhappy nor happy”, “happy” and “very happy.” In addition, subjects will be asked to describe their views on the happiness or unhappiness of being a translator.

4.1.1 Measurement scale

Most of the items in our questionnaire will require scaled responses. Although an eleven-point end defined scale (for example from 0 = very dissatisfied to 10 = very satisfied) has been widely used to measure an individual’s happiness (Cummins & Gullone 2000), we will use the traditional 5-point Likert scale. The decision to use the latter is that “the particular value of this format is the unambiguous ordinality of response categories” (Babbie 2007: 170). In addition, my pilot study has indicated that 5-point Likert scale was appropriate for my project. Furthermore, Babbie (2007) points out that if respondents are provided with too many options such as “sort of agree”, “pretty much agree”, “really agree” and so forth, researchers will find it impossible to judge the relative degree of agreement/ disagreement intended by the various respondents. The 5-point Likert scale can avoid this problem. Moreover, recent research (for example see Dawes 2002) has shown that the eleven-point end defined scale produces data that is essentially the same as that produced by the 5-point Likert scale in terms of mean value, after allowing for the five point scale to be re-scaled.

4.1.2 *Sampling methods*

The subjects of our study will be Chinese translators who mainly handle Chinese and English translation in Greater China, which refers to the People's Republic of China (population over 1.3 billion), Hong Kong (population about seven million) and Taiwan (population 24 million). As we are not able to know the population of translators in the region, our survey will use a non-probability convenience sampling method (also known as accidental sampling) and snowball techniques.

4.2 *Qualitative approach: Life-story interview as a method*

The second aspect of our research project will focus on examining the role and the making of the translator who is visible to the client and/ or the end-user in the context of Greater China, by way of a life-story interview method.

As we have mentioned earlier, little work has been carried out about the relations between translators, clients, and end users. The focus of our research is to study the translator's visibility from the perspective of these professionals' inter-communicative functions with regard to their clients and end-users; we will use a qualitative method to study three types of translators including the client-visible translator, the end-user-visible translator and the visible translator. The method we have chosen is life-story interviews. We choose to use this method because listening to the stories of the translator who can communicate with the client and/ or the end-user will illuminate our understanding of the translator's mediating role.

The primary questions we want to address are:

(1) What kind of people become end-user-visible / client-visible / visible translators in Greater China?

(2) How do these translators perceive their role? What kind of role do they

actually play between clients and end-users?

(3) How do these translators view happiness or unhappiness in their work and their role?

(4) In this study, visible translators are defined as those who can communicate with both the client and the end-user. We want to know what they will do if there is a gap in the expectation between clients and end-users. For example, how do they manage the risk between clients and end-users? In addition, as client-visible and end-user-visible translators can only communicate with either the client or the end-user, do these translators take the other party into consideration during the translation process?

4.2.1 Why are we using a life-story approach?

According to Atkinson, a life history is the essence of what has happened to a person. It includes important events, experience and feelings of a lifetime. We decide to use a life-story approach because we believe the method is appropriate for our study. First of all, there was no prior research featuring how people became end-user-visible/client-visible/ visible translators, life-story interviews can tell us the making of these translators. Pym (2008) emphasizes that finding out about translators as people, with their own life stories and evolving ideologies, is difficult. Conducting life-story interviews will allow us to see how translators conceive of their relationship to other people as well as to the wider society.

Second, the concepts of job-related happiness are quite subjective; doing life-story interviews can help us obtain and analyze rigorous descriptions of the translator's job-related un/happiness.

Third, we are interested in knowing how translators perceive their mediating role. Life-story interviews will help us achieve the aim because "what may be of greatest interest in the life-story is how people see themselves and how they want

others to see them” (Atkinson 1997: 20). For example, Kumiko Torikai (2009) adopts oral history as a method to examine the role and the making of interpreters in the social, political and economic context of postwar Japan. The research findings provide insights into the lives of five interpreters.

4.2.2 *Recruitment of the interviewees*

We will use the purposive sampling method to recruit suitable translators to participate in the interviews. “Purposive (judgmental) sampling is a type of non-probability sampling in which the units to be observed are selected on the basis of the researcher’s judgment about which ones will be the most useful or representative” (Babbie 2007: 184). We will get experienced client-visible translators, end-user-visible translators and visible translators to talk freely about how they enter the profession, how they learned the ropes, how they communicate with their clients and/or their end-users.

We will conduct initial screening interviews with prospective interviewees before carrying out life-story interviews. The initial screening interview will be designed as a ten-minute telephone conversation during which I will explain how the person is selected, the purpose of our research and the details of the interview. The objective of the initial screening interview is to determine whether the person’s participation will be highly relevant to our research. Therefore we need to ensure that all the interviewees (1) are experienced translators; (2) understand the goal of our research project; (3) are interested in our research project; (4) are willing to share their stories with us and (5) are voluntary. At the end of the telephone conversation, we will arrange an in-depth interview with those whom we will feature in our research.

Life-story interviews will be carried out on a one-to-one basis with interviewees in a location convenient to them. An in-depth interviewing technique is

chosen because “the in-depth, qualitative interview remains the most common means by which researchers conduct life-story research” (Harrison 2009: xxxvii). The in-depth interview will be based on the use of an interview guide. We have prepared about 19 open-ended questions (see appendix 3). Those questions will be sent to the interviewee in advance if the person requests. We will inform the interviewees about the objective of our research before we start doing the interview. In addition, we will obtain their consent to record the interviews and use the transcripts (see appendix 4).

We will make the in-depth interview as a life-story emphasizing the work and the mediating role of the interviewee and focusing on the un/happiness of the person. As such, the interview will be divided into three parts: being a translation practitioner, role as a mediator and un/happiness of being a translator.

I will use Cantonese to conduct interviews, which will be tape-recorded. Some of the key parts that I want to cite will be translated into English.

Work cited:

Atkinson, Robert. 1997. *The life story interview*. Thousand Oaks, Calif: Sage
Publication.

Babie, Earl. 2007. *The practice of social research*. Belmont, CA: Thomson
Wadsworth.

Harrison, Barbara. 2009. *Life Story Research*. Los Angeles; London: Sage.

Appendix 1: A Cover letter to accompany the questionnaire:

Dear XX (the name of the person),

Thank you very much for agreeing to do this survey, which aims to investigate the translator's mediating role and their job-related happiness.

This questionnaire takes about 20 minutes to fill out. I would be grateful if you would help complete and submit it at your earliest convenience. I assure you that your responses will be completely confidential and that you will receive the final results of the study once it has been completed.

Thank you very much.

Yours sincerely,

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Appendix 2 Part 1: Personal questions

1. What is your gender?
2. How old are you?
 20-24 25-29 30-34 35-39 40-44 45-50 51-60
3. Where do you live (such as city)?
4. What is your highest education level and major?
 High school College Bachelor Master's PhD Other
Major field of study at the highest level:
5. How many years of translation experience do you have?
6. What is your current job title?
7. What kind of materials you normally translate?
8. How much time (such as hour/ week etc) do you spend on translation-related assignments/ activities?
9. What kind of company (such as translation agency/ public relations agency/ publishing company) do you work for?
10. Are you able to communicate directly with your employer at work? ("Your employer" means your supervisor or the person who oversees your translation assignments at work)?
If never, skip to question 11.
 never seldom sometimes often very often
Any comments?
11. Can you communicate directly with the client? (Do not include "your employer" in this question. "A client" is meant a company/ brand/ organization/ corporate institution paying for your translations)?
If never, skip to question 13
 never seldom sometimes often very often
Any comments?
12. Do you like communicating with these clients?
 dislike very much dislike no opinion/ indifferent like like very much
Any comments?
13. Are you able to get in touch with the end-user of your translation work? ("End-users" refer to those who read or use your translations, other than "the client" and "your employer").
If never, skip to question 15
 never seldom sometimes often very often
Any comments?
14. Do you like communicating with end-users?
 dislike very much dislike no opinion/ indifferent like like very much
15. Does your name appear on your translations?
 never seldom sometimes often very often
Any comments?

Part 2: Please indicate how important the following aspects (i.e. you want to obtain them) are to you:

Instruction:

If you want to tick “Important”, please do it like this:

	Absolutely Unimportant	Unimportant	Indifferent/ No opinion	Important	Extremely Important
Work independently	[]	[]	[]	[X]	[]

Please indicate the level of importance for each of the following statements are to you:

	Absolutely Unimportant	Unimportant	Indifferent/ No opinion	Important	Extremely Important
16. Work independently.	[]	[]	[]	[]	[]
17. Decision-making opportunities at work.	[]	[]	[]	[]	[]
18. Fulfilling the expectation from the client.	[]	[]	[]	[]	[]
19. Fulfilling the expectation from the end-user.	[]	[]	[]	[]	[]
20. Professional respect	[]	[]	[]	[]	[]
21. My company’s reputation in the industry.	[]	[]	[]	[]	[]
22. The pride of my profession.	[]	[]	[]	[]	[]
23. My role of being a translation professional.	[]	[]	[]	[]	[]

Please indicate the level of importance for each of the following statements are to you:

	Absolutely Unimportant	Unimportant	Indifferent/ No opinion	Important	Extremely Important
24. Salary	[]	[]	[]	[]	[]
25. Long-term job security	[]	[]	[]	[]	[]

Please indicate the level of importance for each of the following statements are to you:					
	Absolutely Unimportant	Unimportant	Indifferent/ No opinion	Important	Extremely Important
26. A working environment that allows me to strengthen my personal network.	[]	[]	[]	[]	[]
27. Moving between roles so that I am not limited to doing translation only.	[]	[]	[]	[]	[]
28. Opportunity to work with people of the translation profession.	[]	[]	[]	[]	[]
29. Opportunity to work with people from different professions.	[]	[]	[]	[]	[]
30. The client's appreciation of my translation work.	[]	[]	[]	[]	[]
31. The end-user's appreciation of my translation work.	[]	[]	[]	[]	[]

Please indicate the level of importance for each of the following statements are to you:					
	Absolutely Unimportant	Unimportant	Indifferent/ No opinion	Important	Extremely Important
32. Opportunity to learn new knowledge	[]	[]	[]	[]	[]
33. Opportunity to improve my translation skills	[]	[]	[]	[]	[]
34. Opportunity to boost my professional qualification	[]	[]	[]	[]	[]
35. Opportunity to use my skills and expertise at work	[]	[]	[]	[]	[]
36. Feedback on my translated work from the client.	[]	[]	[]	[]	[]
37. Feedback on my translated work from the end-user.	[]	[]	[]	[]	[]

Part 3: Please indicate the extent to which you agree or disagree with the following statements:

Please indicate the extent to which you agree or disagree with the following statement:					
	Strongly Disagree	Disagree	Indifferent/ No opinion	Agree	Strongly Agree
38. I can work independently.	[]	[]	[]	[]	[]
39. I am allowed to make important decisions at work.	[]	[]	[]	[]	[]
40. I think I can always fulfil the expectation from the client.	[]	[]	[]	[]	[]
41. I think I can always fulfill the expectation from the end-user.	[]	[]	[]	[]	[]
42. My work brings me professional respect.	[]	[]	[]	[]	[]
43. I feel proud to be a part of the company.	[]	[]	[]	[]	[]
44. I take pride in my profession. I am proud of being a translation professional.	[]	[]	[]	[]	[]
45. I am treated as a professional translator at work.	[]	[]	[]	[]	[]

Please indicate the extent to which you agree or disagree with the following statement:					
	Strongly Disagree	Disagree	Indifferent/ No opinion	Agree	Strongly Agree
46. I considered myself to be well paid, giving the job responsibilities and performance expectations.	[]	[]	[]	[]	[]
47. I believe that the future of my job is secure.	[]	[]	[]	[]	[]

Please indicate the extent to which you agree or disagree with the following statement:					
	Strongly Disagree	Disagree	Indifferent/ No opinion	Agree	Strongly Agree
48. My work brings me valuable personal contacts.	[]	[]	[]	[]	[]
49. I can move between roles and I am not limited to doing translation only.	[]	[]	[]	[]	[]
50. I always have the opportunity to work with other translation professionals.	[]	[]	[]	[]	[]
51. I always have the opportunity to work with people from different professions.	[]	[]	[]	[]	[]
52. When I do a good job, I receive recognition for it from the client.	[]	[]	[]	[]	[]
53. When I do a good job, I receive recognition for it from the end-user.	[]	[]	[]	[]	[]

Please indicate the extent to which you agree or disagree with the following statement:					
	Strongly Disagree	Disagree	Indifferent/ No opinion	Agree	Strongly Agree
54. My work as a translation professional enables me to increase my knowledge	[]	[]	[]	[]	[]
55. My work enables me to improve my translation skills.	[]	[]	[]	[]	[]
56. My work boosts my professional qualification.	[]	[]	[]	[]	[]
57. I can always apply my skills and expertise to my work.	[]	[]	[]	[]	[]
58. I often receive feedback from the client concerning a text I have translated.	[]	[]	[]	[]	[]
59. I often obtain feedback from the end-user concerning my work.	[]	[]	[]	[]	[]

Part 4: In general, please indicate below approximately how often you have the following while you are dealing with translation. Everyone has a lot of overlapping feelings, so you'll have a total for all the items that is much greater than 100% of the time.

Instruction:

For example if you “always” feel enthusiastic, please do it like this:

I have felt	Never/ Seldom	Some of the time	About half of the time	Much of the time	Always
Enthusiastic	[]	[]	[]	[]	[X]

In general, please indicate the approximate amount of your time while you are dealing with translation						
	I have felt:	Never/ Seldom	Some of the time	About half the time	Much of the time	Always
60	Enthusiastic					
61	Nervous					
62	Calm					
63	Depressed					
64	Joyful					
65	Anxious					
66	Relaxed					
67	Dejected					
68	Inspired					
69	Tense					
70	Laid-back					
71	Despondent					
72	Excited					
73	Worried					
74	At ease					
75	Hopeless					

Part 5: Your perspective

76. How happy you are with your work now?

Very unhappy

unhappy

neither unhappy nor happy

happy

Very happy

Any comments?

77. Can you share your views on the happiness or unhappiness of being a translation professional?

79 Can you share your views on the role of a translation professional?

Thank you very much for taking the time to complete this questionnaire!

Appendix 3: Questions for the in-depth interview:

1. Please tell us how do you go into the translation profession?
2. What kind of translation training did you receive?
3. How did you learn the ropes?
4. How many clients (a client represents a company/ brand/ organization/ corporate institution) do you have to serve and what business do they do? Can you communicate with them?
5. How do you communicate with your clients?
6. When you are assigned a translation assignment, do you know who will be the end-users of your work?
7. If so, how do you communicate with them?
8. If not, do you try to find out?
9. Do you like communicating with your clients/ end-users/ other people at work?
10. How do you perceive your role? Invisible or visible?
11. How would you describe your typical emotional state when you work on translation assignment?
12. Are you happy with your work now?
13. Can you share some of your happy moments of being a translator?
14. Any unhappy experience?
15. The most difficult translation assignment? What was it? What was your feeling?
How did you handle it?
16. What do you like most about your job?
17. What do you like least about your job?
18. If you were not a translator, what would you most like to be?
19. What motivates you to continue working in the profession?

Appendix 4 : Informed consent for participation in research

You are being invited to voluntarily participate in a research entitled “A Qualitative and Qualitative Inquiry into Translators’ Visibility and Their Job-related Happiness: The Case of Greater China”. The purpose of the study is to investigate the translator’s mediating role and their job-related happiness. The study is being conducted by Ms LIU Fung-ming, Christy, a PhD student at the Universitat Rovira i Virgili, Tarragona, Spain.

Your participation will involve one interview, which takes place in a location convenient for you. The interview will be recorded. During the interview, I will make some written notes but your name will not appear on these notes. All the information you provide will be kept strictly confidential. Your name will not be revealed in any reports that result from my project. Only the researcher and her supervisors/ PhD dissertation committee members will have access to the information you provide.

The researcher conducting this study is Ms LIU Fung-ming, Christy. You may ask any questions you may have now. If you have questions later, you may contact her. Her email address is christyliu@ymail.com and her mobile phone number is (852) 96334284.

Statement of Consent:

I have read the above information. I hereby give my consent to participate in this study.

Signature: _____ Date: _____