



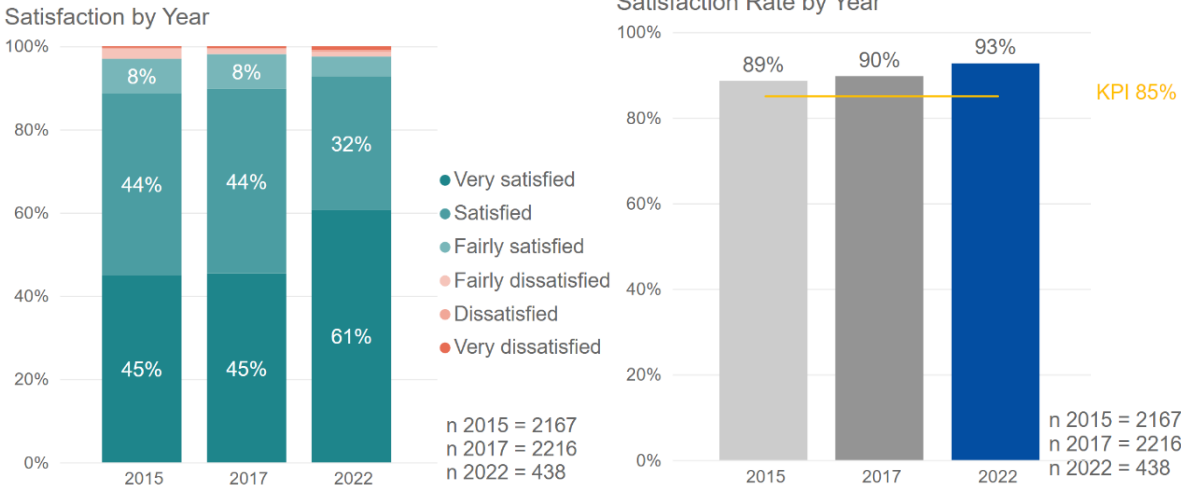
DG Interpretation's 2022 Customer Satisfaction Survey on the Quality of Interpretation

In its role as a provider of high-quality conference interpreting, DG Interpretation (DG SCIC) carried out its **6th Customer Satisfaction Survey (CSS)** on the Quality of Interpretation between 7 and 18 March 2022. In line with the European Green Deal and the Digital Decade, the 2022 Customer Satisfaction Survey on the Quality of Interpretation was conducted fully **online**.

The survey was run in 213 multilingual meetings of the European Commission, the Council of the European Union, the European Economic and Social Committee, the Committee of the Regions and Europol, leading to **439 replies**. At a confidence level of 95%, the **margin of error** is **±5%**.

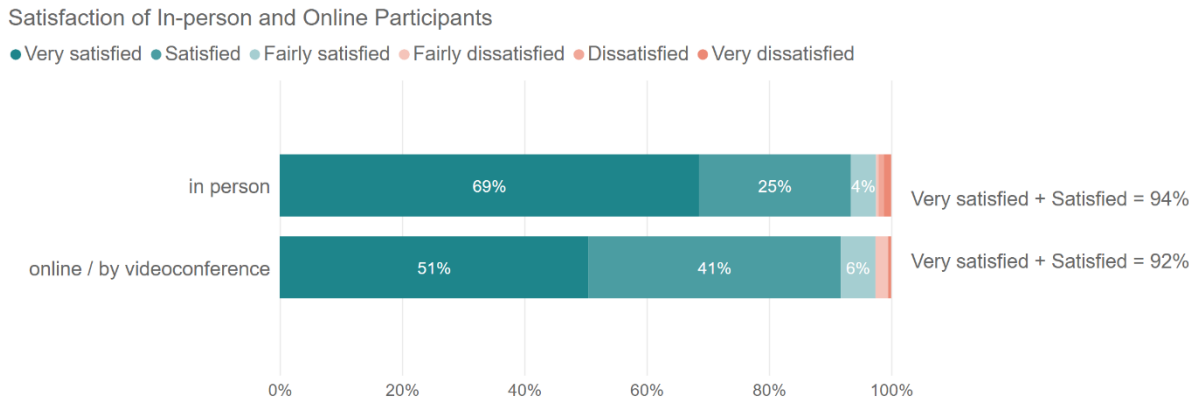
Overall, how satisfied were you with interpretation today?

DG SCIC’s key performance indicator (KPI) of overall satisfaction of 85%, as expressed by users, was met in the past and in the CSS 2022 with 93% of the respondents being either *Very satisfied* or *Satisfied* with interpretation. Taking into account the margin of error, the satisfaction rate of the population lies between 88 and 98%.



In-person vs online meeting participants - Overall, how satisfied were you with interpretation today?

Respondents who participated in their meeting in person were more likely to be *Very satisfied* with interpretation than respondents who participated in their meeting online or via videoconference. However, with a difference of only 2 percentage points, the overall satisfaction of in-person and online meeting participants is at roughly the same level.

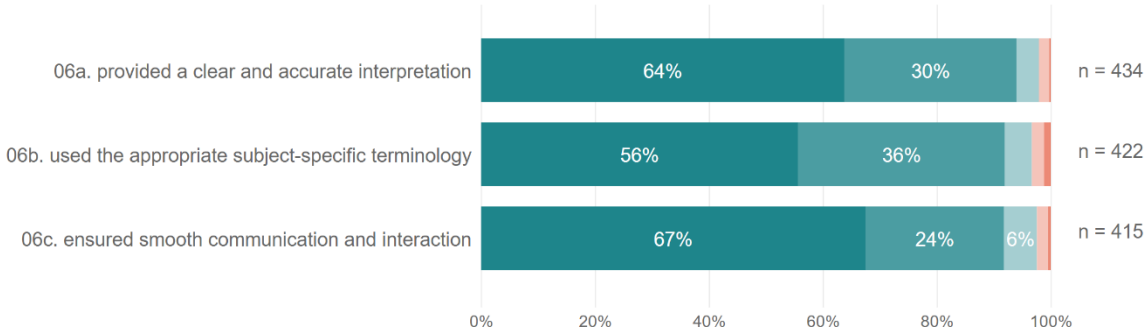


Delivery and content of interpretation

Respondents were asked to indicate at what frequency interpreters provided a clear and accurate interpretation, used the appropriate subject-specific terminology and ensured smooth communication and interaction. For all three sub-questions, between 92 and 94% of the respondents chose *always* or *most of the time*. Furthermore, more than half of the respondents indicated that interpreters *always* fulfilled the criteria mentioned above.

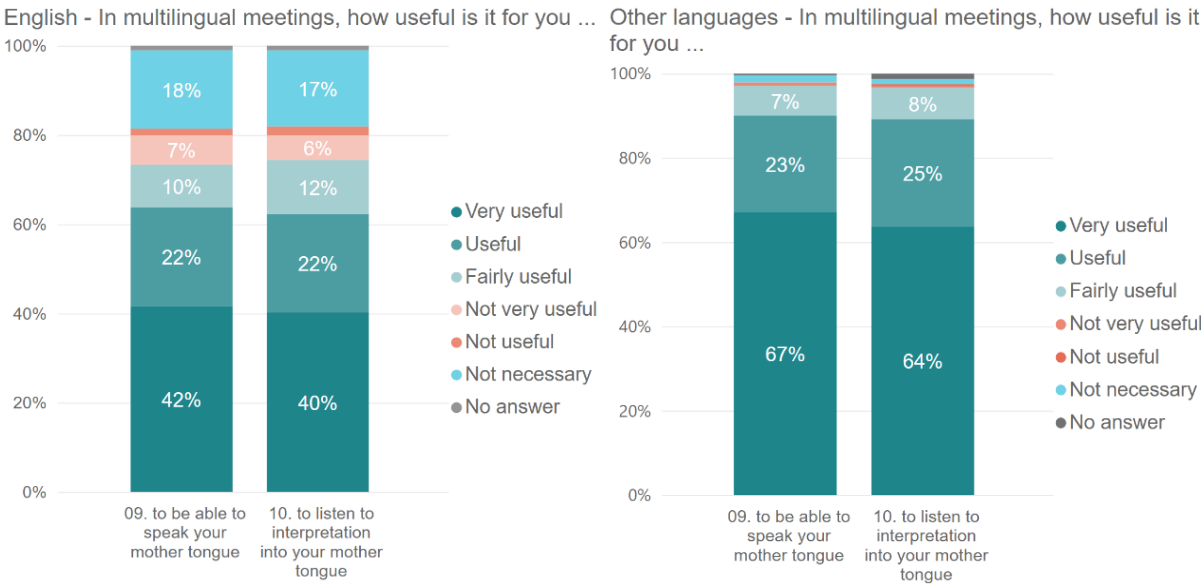
Specifically, the interpreters I most listened to today ...

● always ● most of the time ● frequently ● occasionally ● rarely ● never



English vs Other languages: In multilingual meetings, how useful is interpretation for you?

Users of other languages than English found interpretation more useful than users of English interpretation. The percentage of respondents who used interpretation into and out of other languages than English and deemed interpretation to be *not necessary* is much lower than that of users of English interpretation.





83 respondents provided comments and suggestions

- Mix of positive comments and criticism
- Acknowledgement of importance of interpretation
- Demands for more interpretation into and out of smaller languages
- Reminding participants of meeting etiquette is beneficial to the quality of interpretation
- Online meetings were quickly implemented during the pandemic and support the Green Deal
- Technical and logistical difficulties in online meetings
- Awareness for difficulties faced by interpreters (technical issues, speed, terminology)

We would like to thank all the respondents for their participation and constructive feedback!

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