



DG SCIC Customer Satisfaction Survey 2022

Quality of Interpretation

Results

DG SCIC Customer Satisfaction Survey 2022

Overview CSS 2015, 2017 and 2022

	2015	2017	2022
Estimated Population	18,214	12,590	9,640
Replies	2,485	2,376	439
Meetings	320	230	213
	2015	2017	2022
Response rate	13.6 %	18.9 %	4.55 %
Margin of error (Confidence level 95%)	1.8 %	1.8 %	4.57 %

Resources - Paper vs Online Survey

	2015	2017	2022
Questionnaires printed	28,500	26,315	0
Sheets printed	57,000	52,630	0
Sheets thrown away	36,260	no information	0

- Online survey → **paperless**
- 07/03/2022 – 18/03/2022
- European Commission, Council, EESC, CoR and Europol¹

¹The survey was run in some Europol meetings but there were no replies.

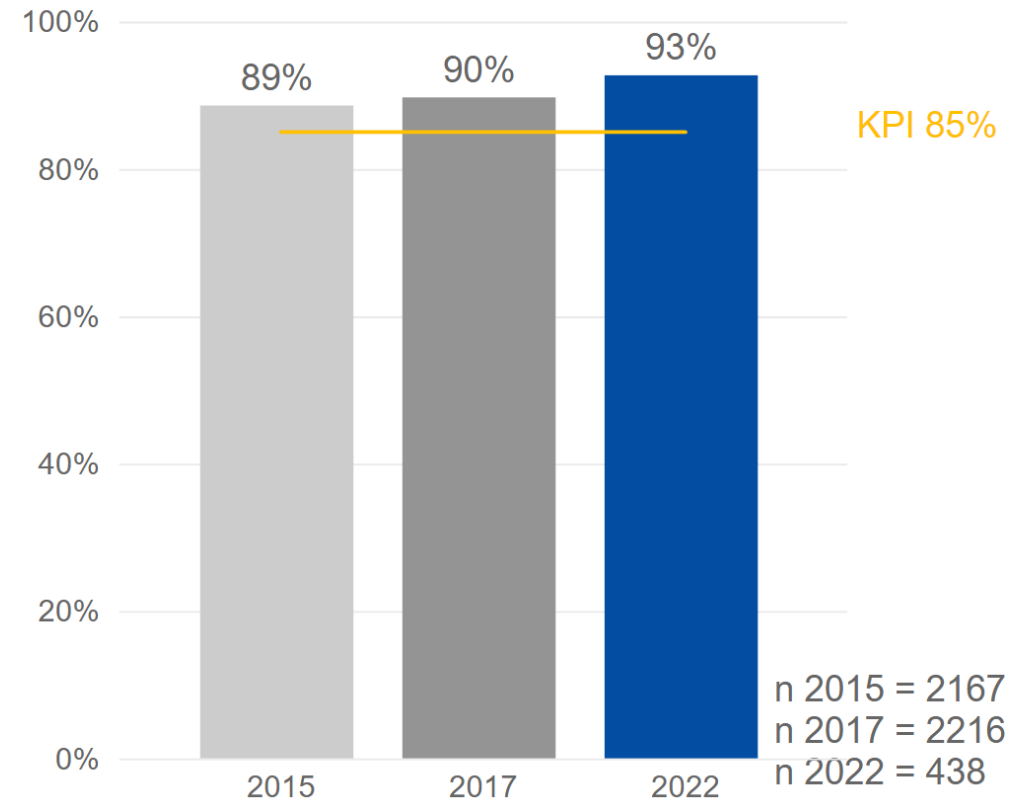
Notes:

Totals indicated on the following slides might differ because non-respondents to certain questions were not considered unless marked otherwise.

We do not know all characteristics of the participants to the meetings and in particular have no information on their actual breakdown by language or subject area. It is thus not possible to determine the level of representativeness of the satisfaction rates by subject area and language of interpretation.

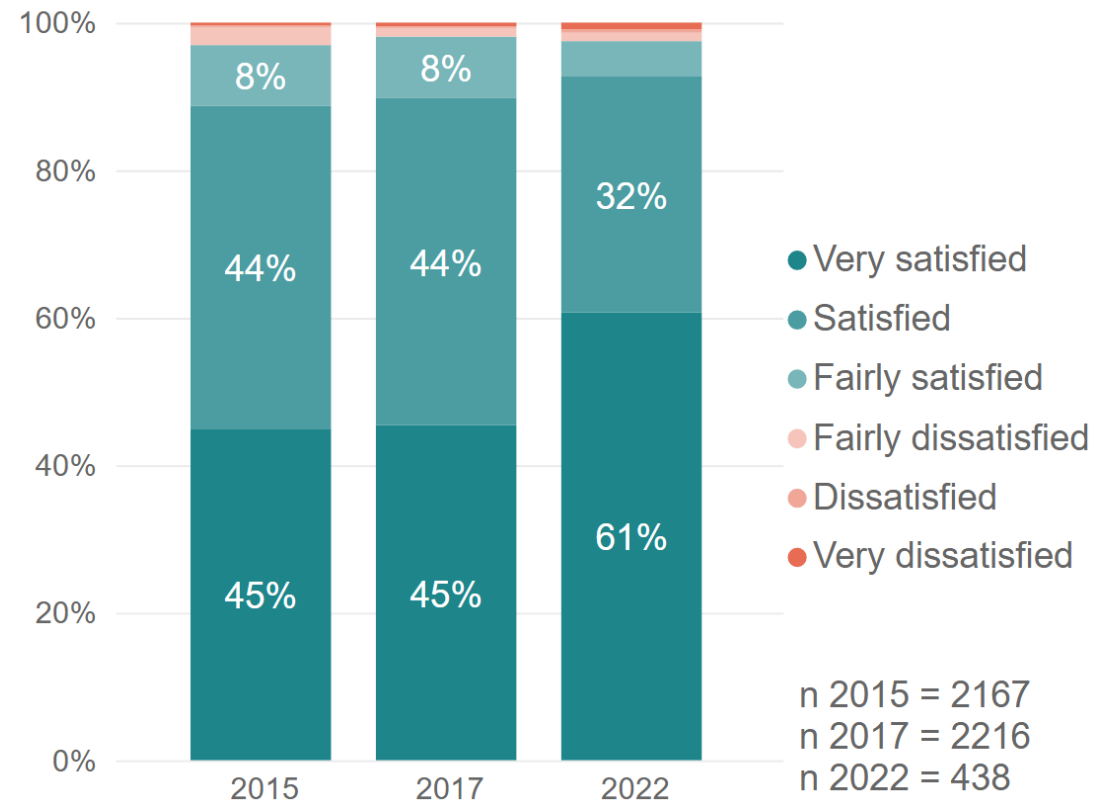
Satisfaction Rates

Satisfaction Rate by Year



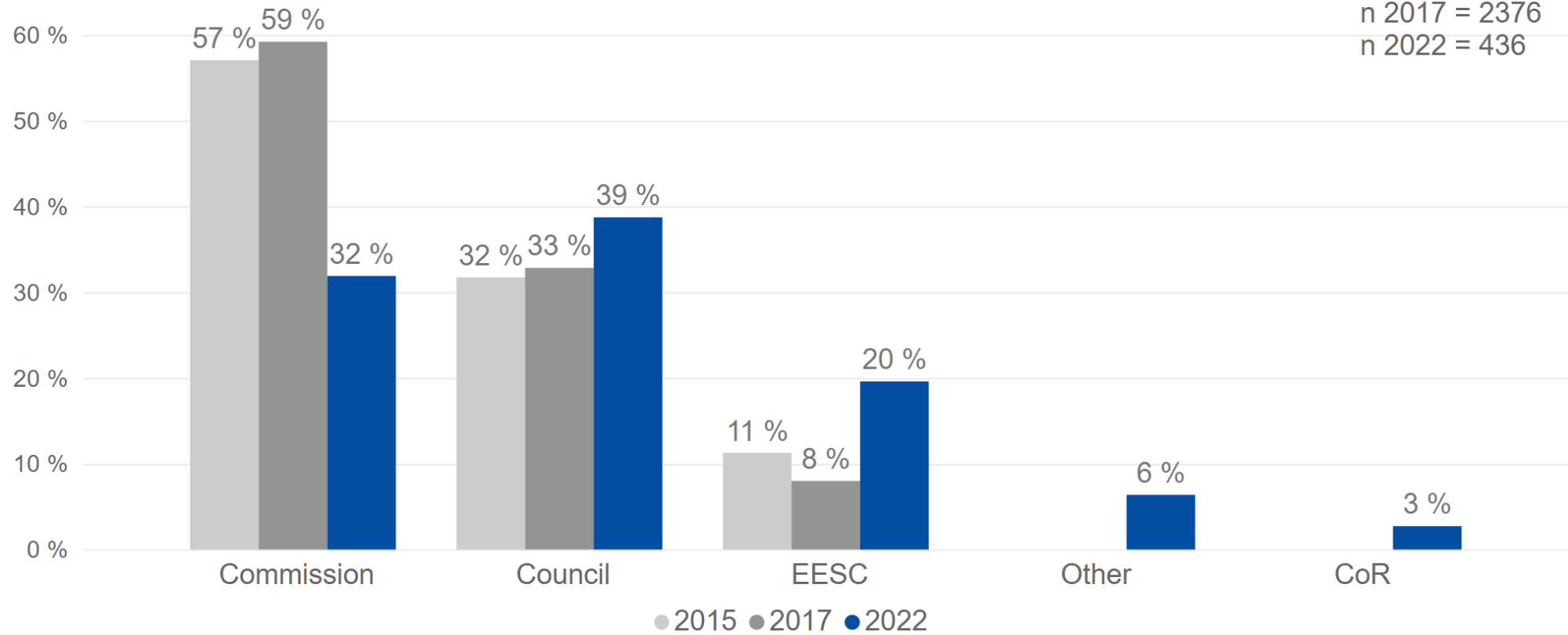
Satisfaction Rates

Satisfaction by Year



Replies by Institution

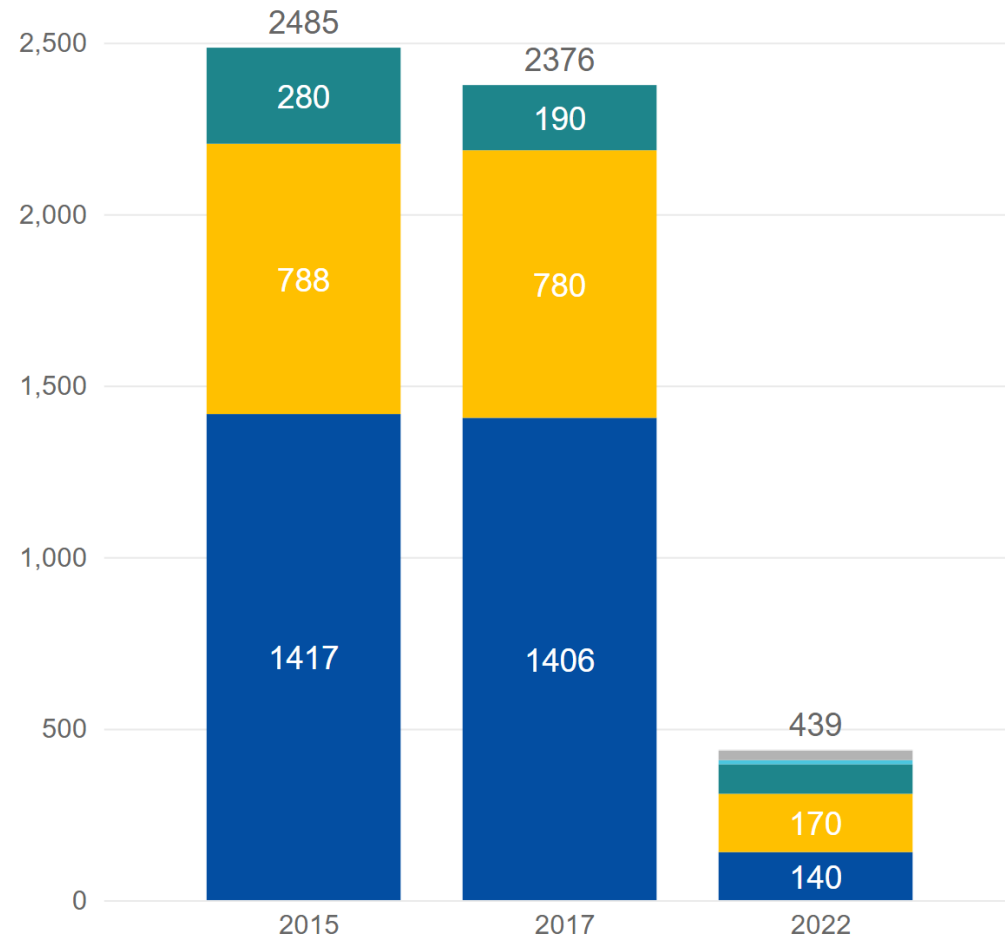
Replies by Institution



Replies by Institution

Number of Replies by Institution and Year

● Commission ● Council ● EESC ● CoR ● Other ● No answer



Replies by Language of Interpretation

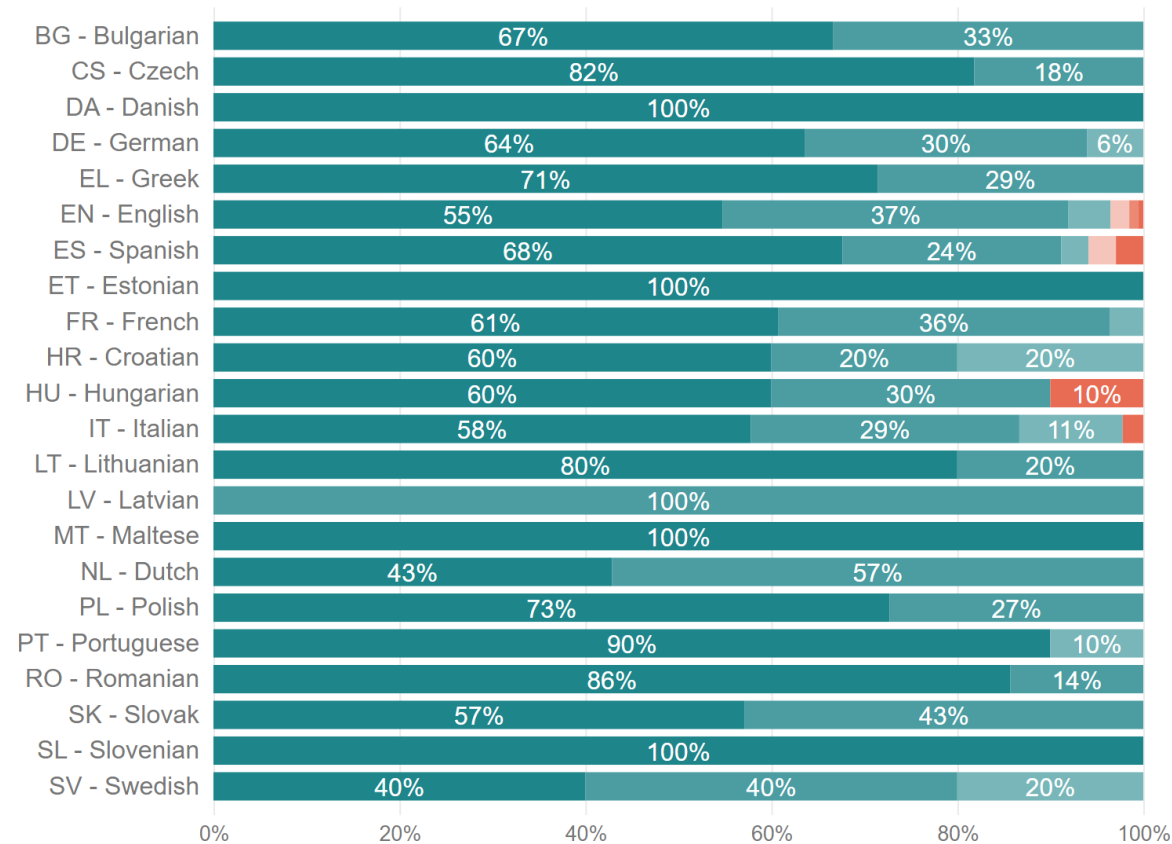
Replies by Language of Interpretation

	2015		2017		2022	
	%	n°	%	n°	%	n°
EN - English	53.5%	1329	56.7%	1347	45.3%	199
IT - Italian	4.8%	120	5.2%	123	10.3%	45
ES - Spanish	4.3%	107	5.0%	119	7.7%	34
DE - German	7.8%	194	7.4%	177	7.5%	33
FR - French	7.7%	192	7.1%	168	6.4%	28
CS - Czech	1.0%	24	0.8%	19	2.5%	11
PL - Polish	1.2%	30	0.8%	19	2.5%	11
HU - Hungarian	0.5%	12	0.5%	13	2.3%	10
PT - Portuguese	1.4%	35	1.9%	45	2.3%	10
NL - Dutch	1.9%	46	1.8%	43	1.6%	7
EL - Greek	1.6%	40	2.0%	48	1.6%	7
RO - Romanian	0.8%	19	1.0%	23	1.6%	7
SK - Slovak	0.4%	10	0.5%	12	1.6%	7
BG - Bulgarian	1.0%	25	1.2%	29	1.4%	6
HR - Croatian	0.6%	16	0.8%	18	1.1%	5
LT - Lithuanian	0.2%	6	0.7%	17	1.1%	5
SV - Swedish	0.6%	16	0.2%	5	1.1%	5
SL - Slovenian	0.1%	3	0.8%	18	0.5%	2
DA - Danish	0.8%	20	0.5%	12	0.2%	1
ET - Estonian	0.4%	9	0.4%	10	0.2%	1
LV - Latvian	0.4%	11	0.6%	14	0.2%	1
MT - Maltese	0.1%	3	0.1%	3	0.2%	1
FI - Finnish	0.6%	14	0.5%	11		
No answer	8.2%	204	3.5%	83	0.7%	3

Satisfaction by Language of Interpretation

Satisfaction by Language of Interpretation

● Very satisfied ● Satisfied ● Fairly satisfied ● Fairly dissatisfied ● Dissatisfied ● Very dissatisfied



	Total (100%)
BG - Bulgarian	6
CS - Czech	11
DA - Danish	1
DE - German	33
EL - Greek	7
EN - English	199
ES - Spanish	34
ET - Estonian	1
FR - French	28
HR - Croatian	5
HU - Hungarian	10
IT - Italian	45
LT - Lithuanian	5
LV - Latvian	1
MT - Maltese	1
NL - Dutch	7
PL - Polish	11
PT - Portuguese	10
RO - Romanian	7
SK - Slovak	7
SL - Slovenian	2
SV - Swedish	5
Total	436

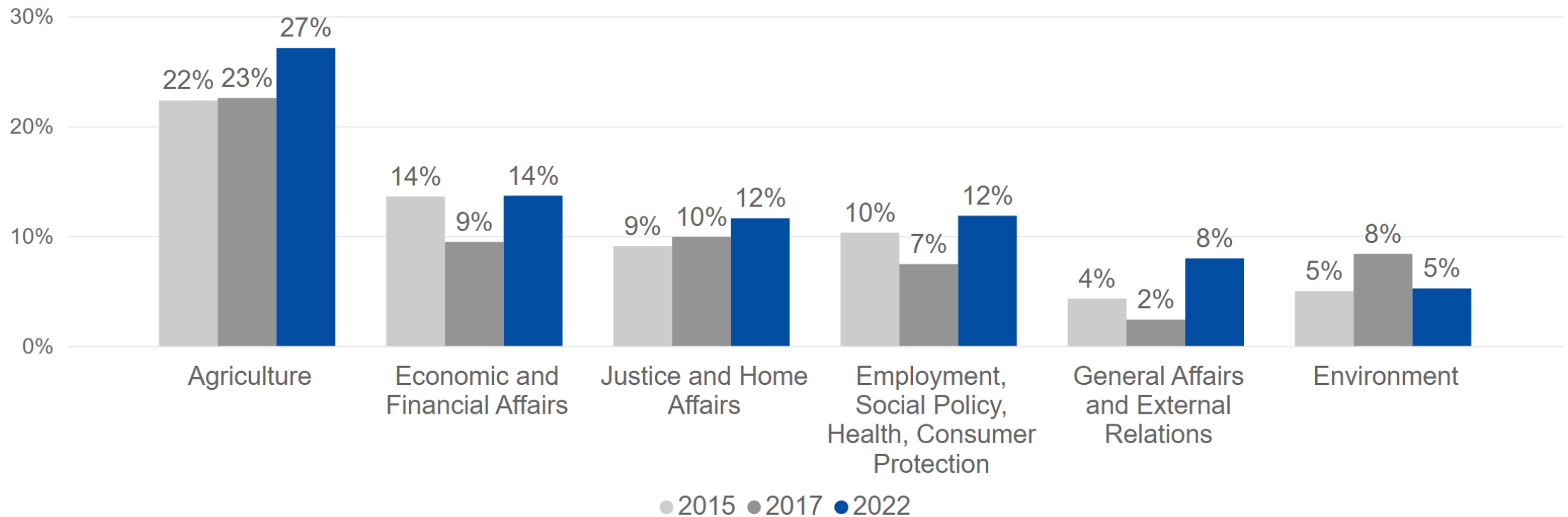
Replies by Subject Area of Meeting

Replies by Subject Area of Meeting

	2015		2017		2022	
	%	n°	%	n°	%	n°
Agriculture	22%	555	23%	536	27%	119
Competitiveness, Internal Market	6%	161	7%	161	5%	24
Economic and Financial Affairs	14%	338	9%	225	14%	60
Education, Youth and Culture	0%	5	1%	35	4%	16
Employment, Social Policy, Health, Consumer Protection	10%	256	7%	177	12%	52
Energy	1%	16	1%	24	4%	17
Environment	5%	124	8%	199	5%	23
Fisheries	2%	58	3%	72	1%	3
General Affairs and External Relations	4%	107	2%	57	8%	35
Justice and Home Affairs	9%	226	10%	236	12%	51
No answer	3%	78	1%	28	2%	8
Other area	14%	343	16%	383		
Security and Law Enforcement					2%	9
Telecommunications	2%	46	2%	53	1%	6
Transports	7%	172	8%	190	4%	16

Replies by Subject Area of Meeting

Replies by Subject Area - 6 Biggest Subject Areas



Overall Satisfaction by Subject Area of Meeting

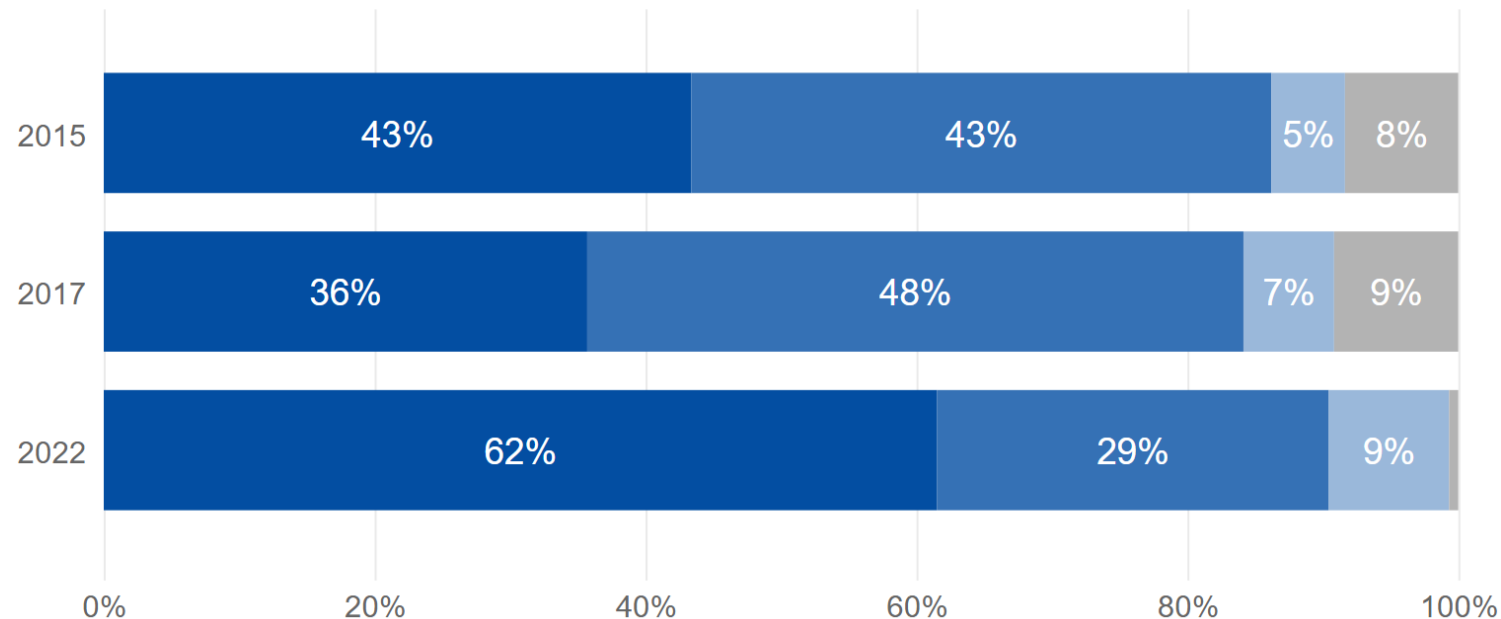
Very Satisfied + Satisfied by Subject Area

	2015 %	2015 Total Answers (100%)	2017 %	2017 Total Answers (100%)	2022 %	2022 Total Answers (100%)
▲						
Agriculture	87%	555	92%	536	93%	119
Competitiveness, Internal Market	85%	161	84%	161	92%	24
Economic and Financial Affairs	90%	338	89%	225	90%	60
Education, Youth and Culture	92%	5	88%	35	100%	16
Employment, Social Policy, Health, Consumer Protection	91%	256	88%	177	95%	52
Energy	100%	16	95%	24	100%	17
Environment	88%	124	91%	199	96%	23
Fisheries	90%	58	94%	72	66%	3
General Affairs and External Relations	80%	107	93%	57	88%	35
Justice and Home Affairs	92%	226	91%	236	94%	51
Security and Law Enforcement					88%	9
Telecommunications	87%	46	82%	53	100%	6
Transports	94%	172	87%	190	92%	16

Frequency Meetings with Interpretation

How often do you attend meetings with interpretation?

● More than 10 times a year
 ● 2-10 times a year
 ● Once a year or less
 ● No answer

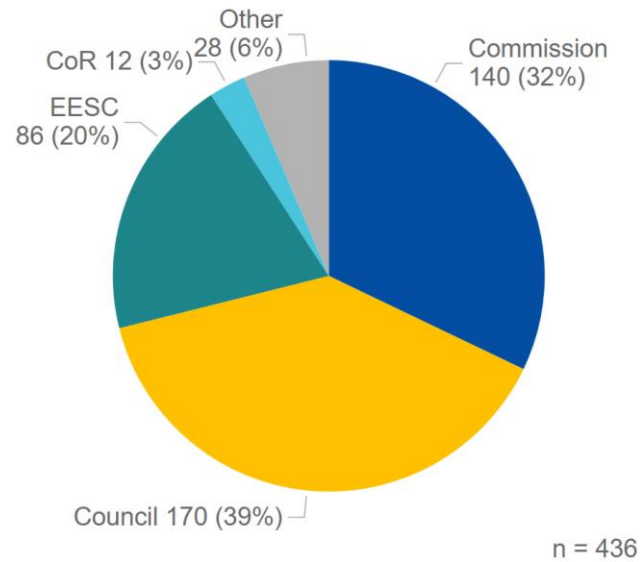


2022 - How often do you attend meetings with interpretation?

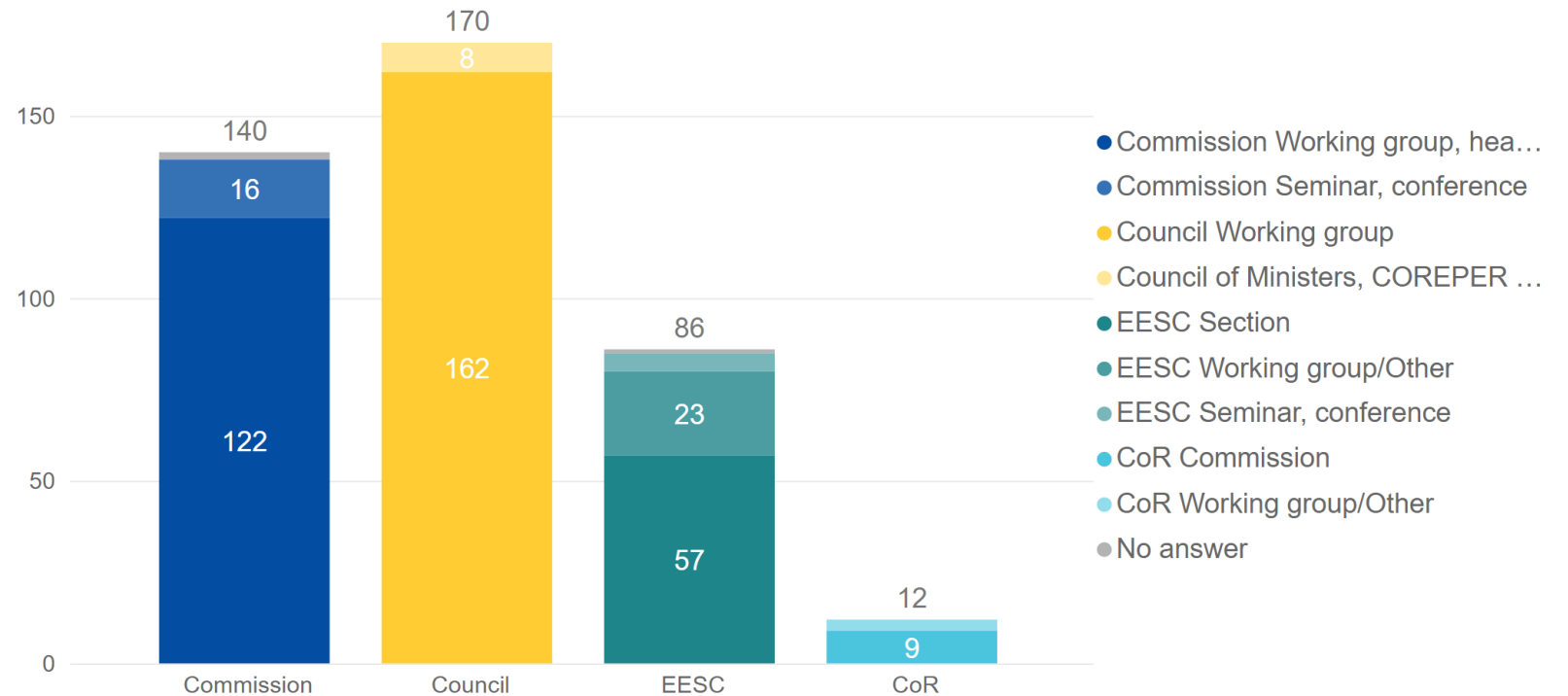
	%	Replies
More than 10 times a year	62%	270
2-10 times a year	29%	127
Once a year or less	9%	39
No answer	1%	3
Total	100%	439

Replies by Institution 2022

Replies by Institution 2022



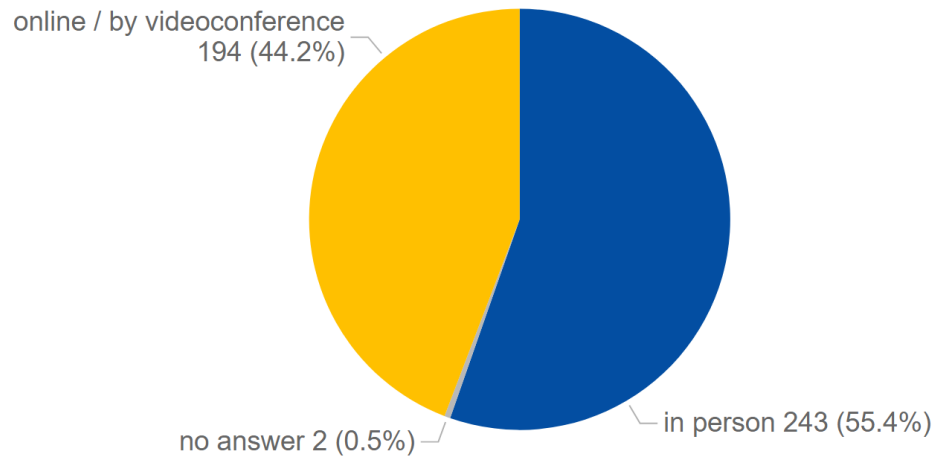
Replies by Institution and Meeting Type



How did you participate in the meeting today?

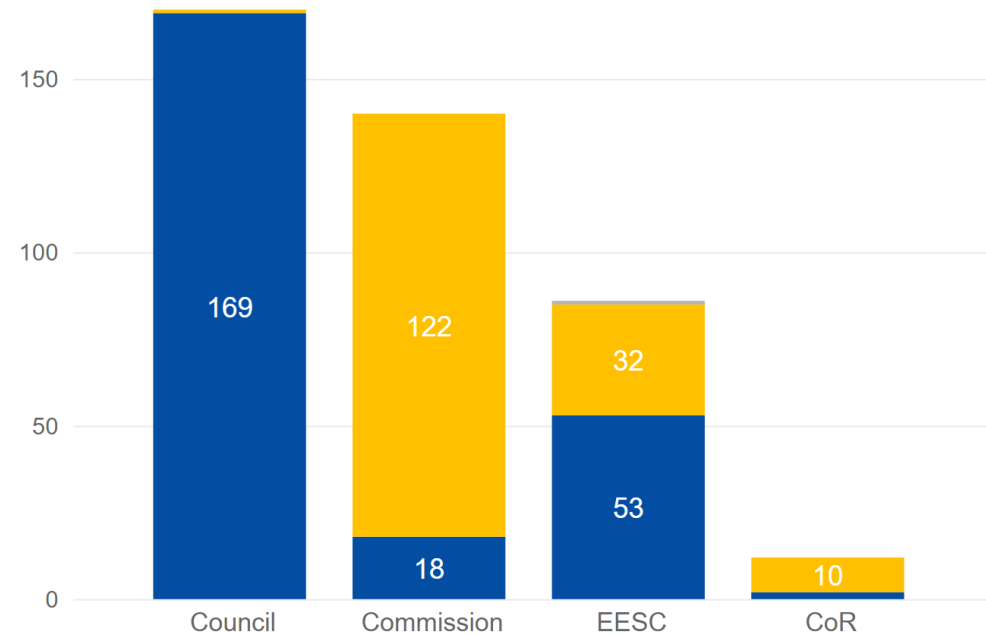
Total In-person / Online Participants

n = 439



In-person / Online Participants by Institution

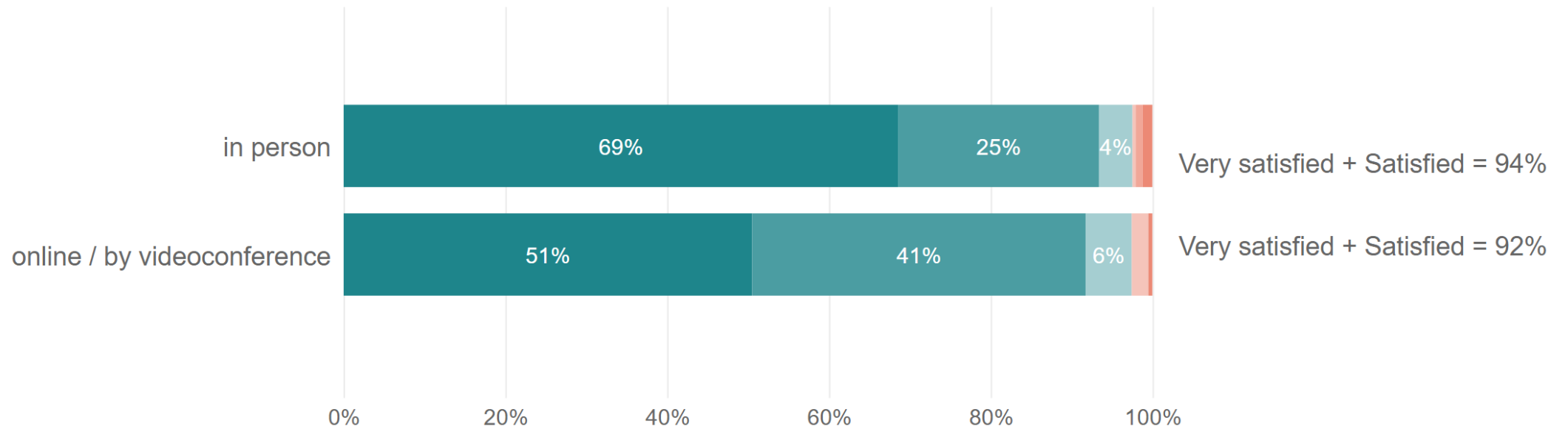
● in person ● online / by videoconference ● no answer



Satisfaction In-Person vs Online Meeting Participants 2022

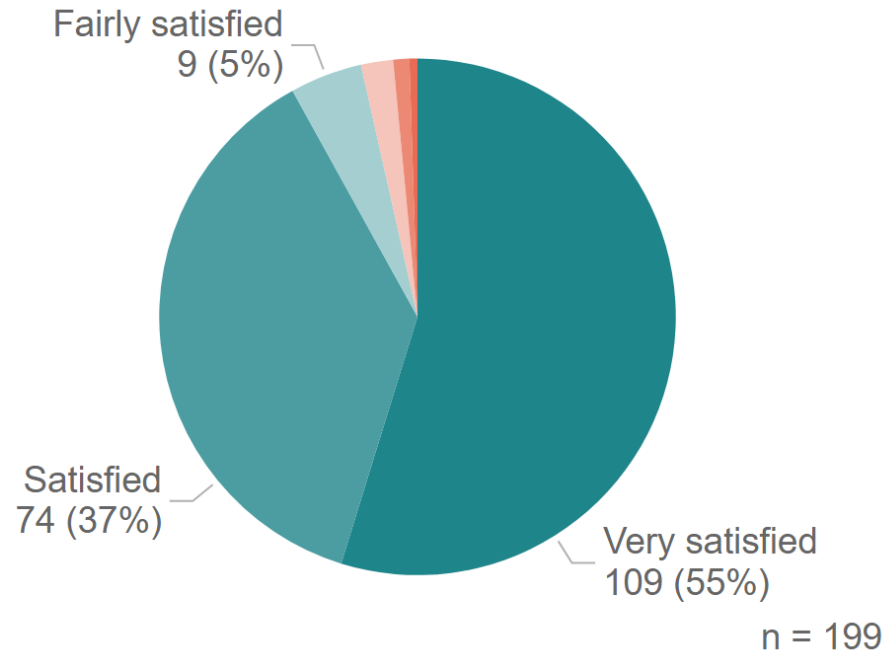
Satisfaction of In-person and Online Participants

● Very satisfied ● Satisfied ● Fairly satisfied ● Fairly dissatisfied ● Dissatisfied ● Very dissatisfied

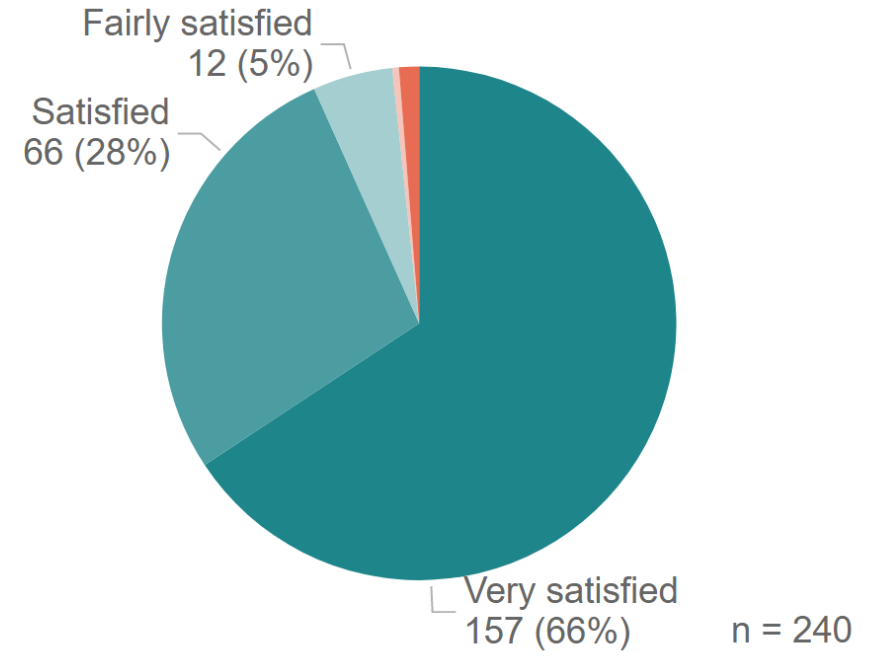


Satisfaction by Language 2022

Satisfaction - English is Language of Interpretation



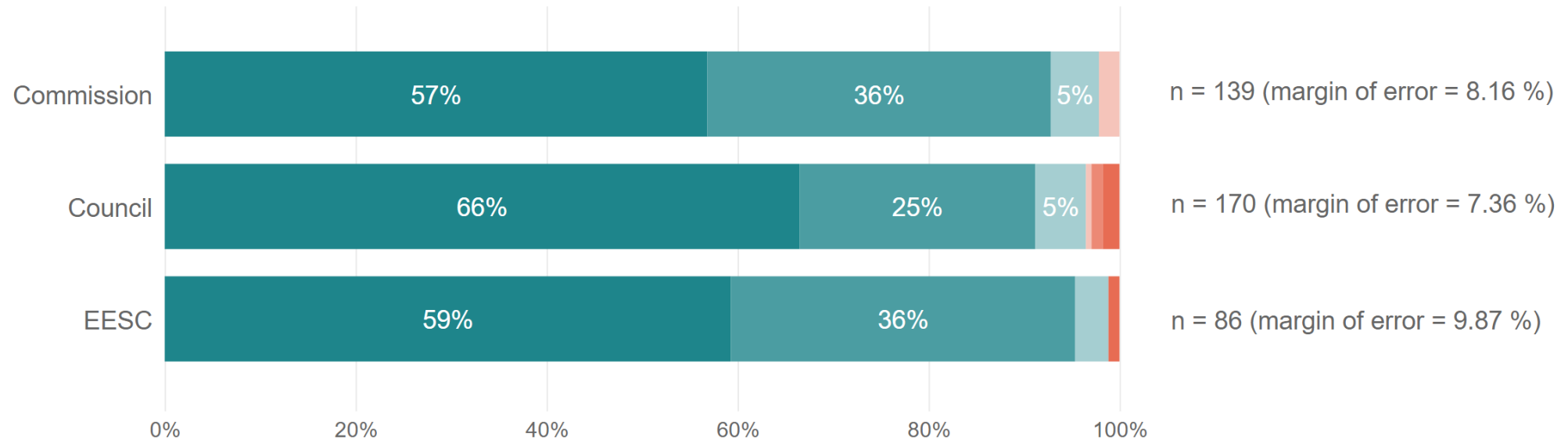
Satisfaction - Other Languages of Interpretation



Satisfaction by Institution 2022

Satisfaction by Institution 2022

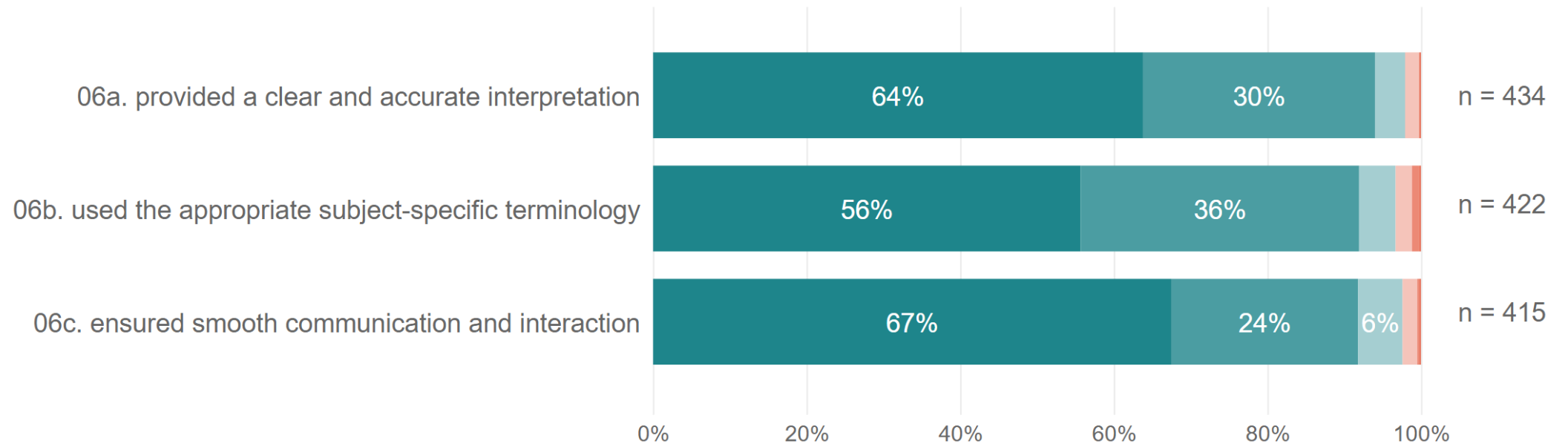
● Very satisfied ● Satisfied ● Fairly satisfied ● Fairly dissatisfied ● Dissatisfied ● Very dissatisfied



Delivery and Content 2022

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

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

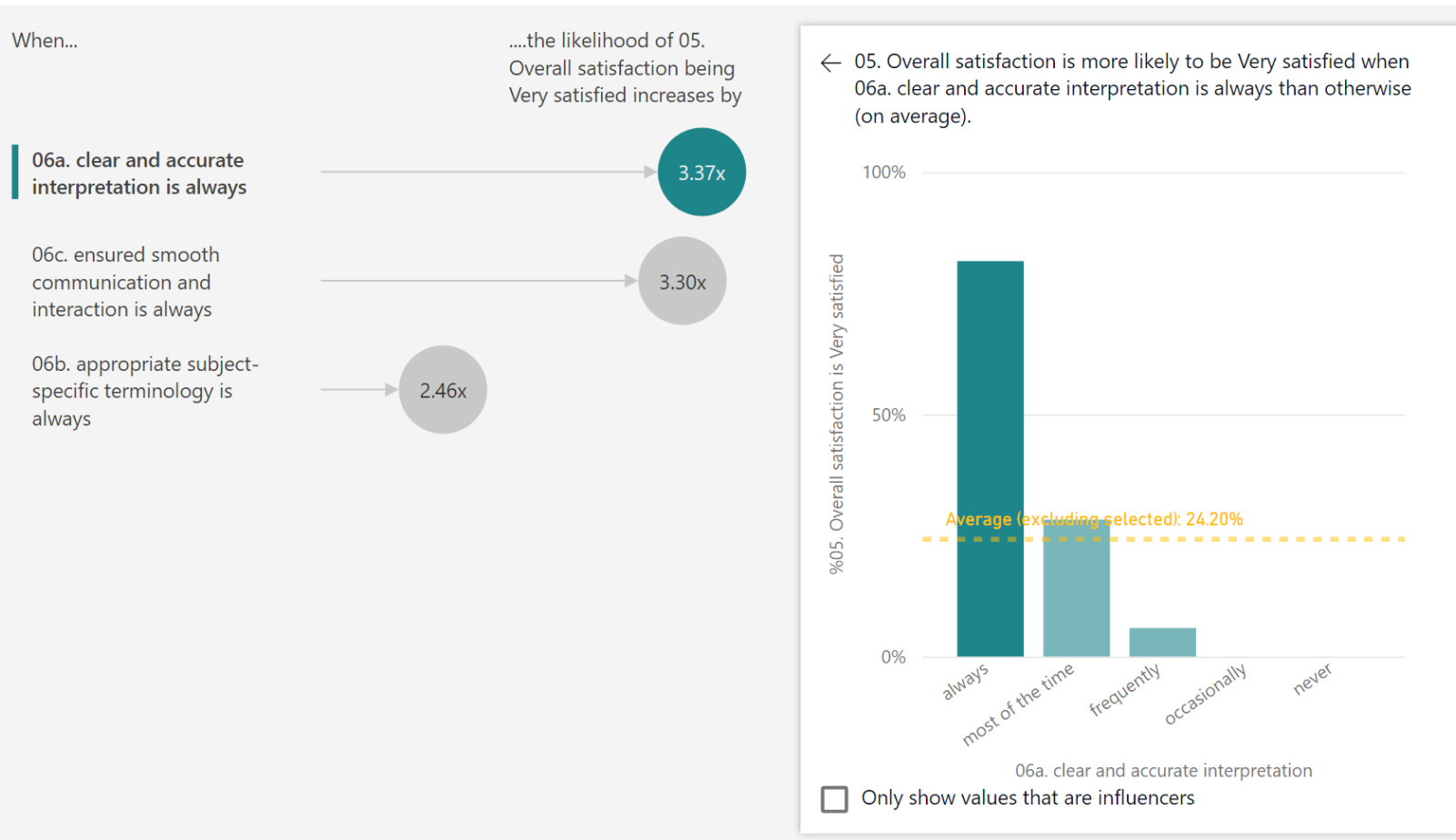


Influence of Content and Delivery on Satisfaction 2022

Key influencers Top segments



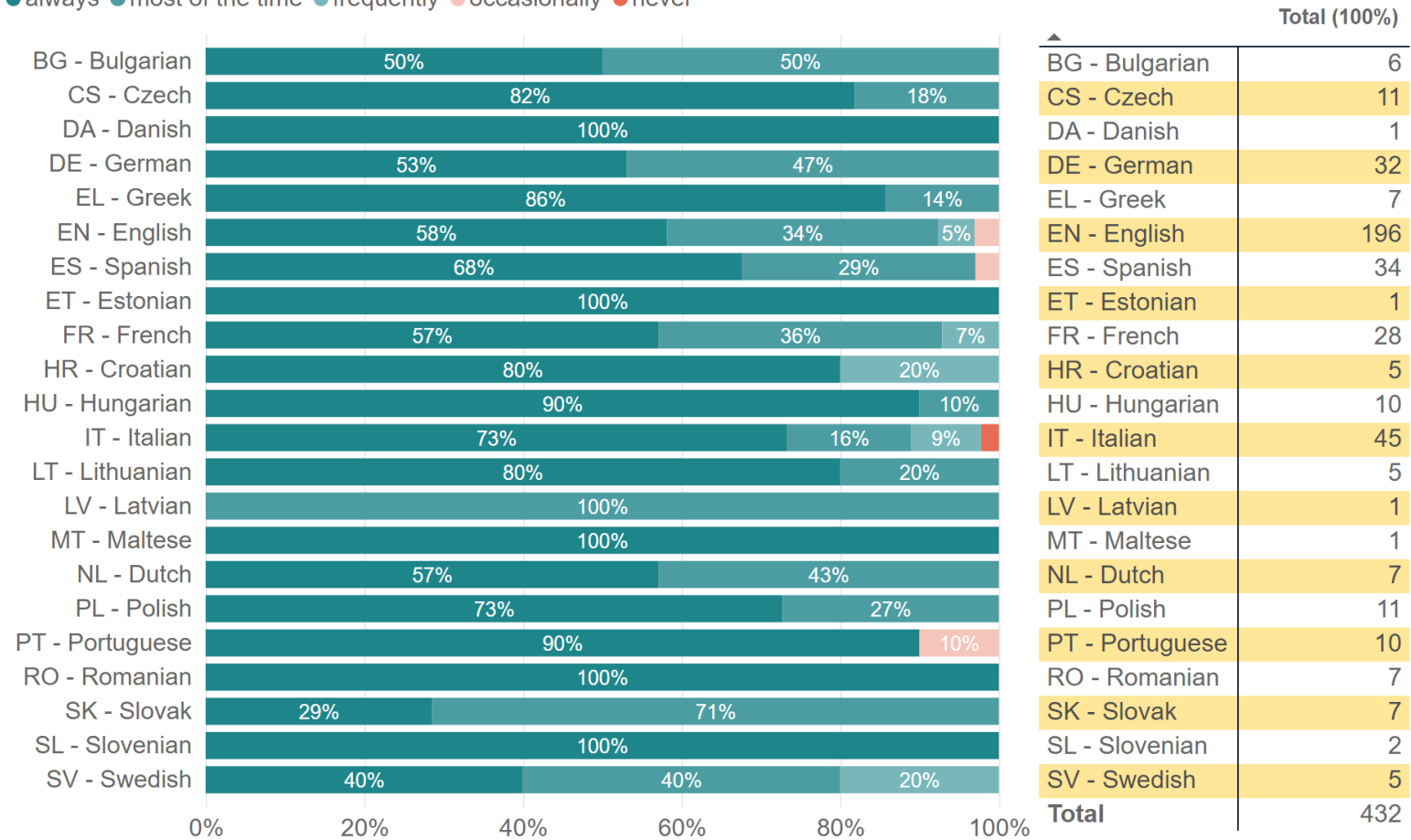
What influences 05. Overall satisfaction to be Very satisfied ?



The interpreters I most listened to today ...

... provided a clear and accurate interpretation

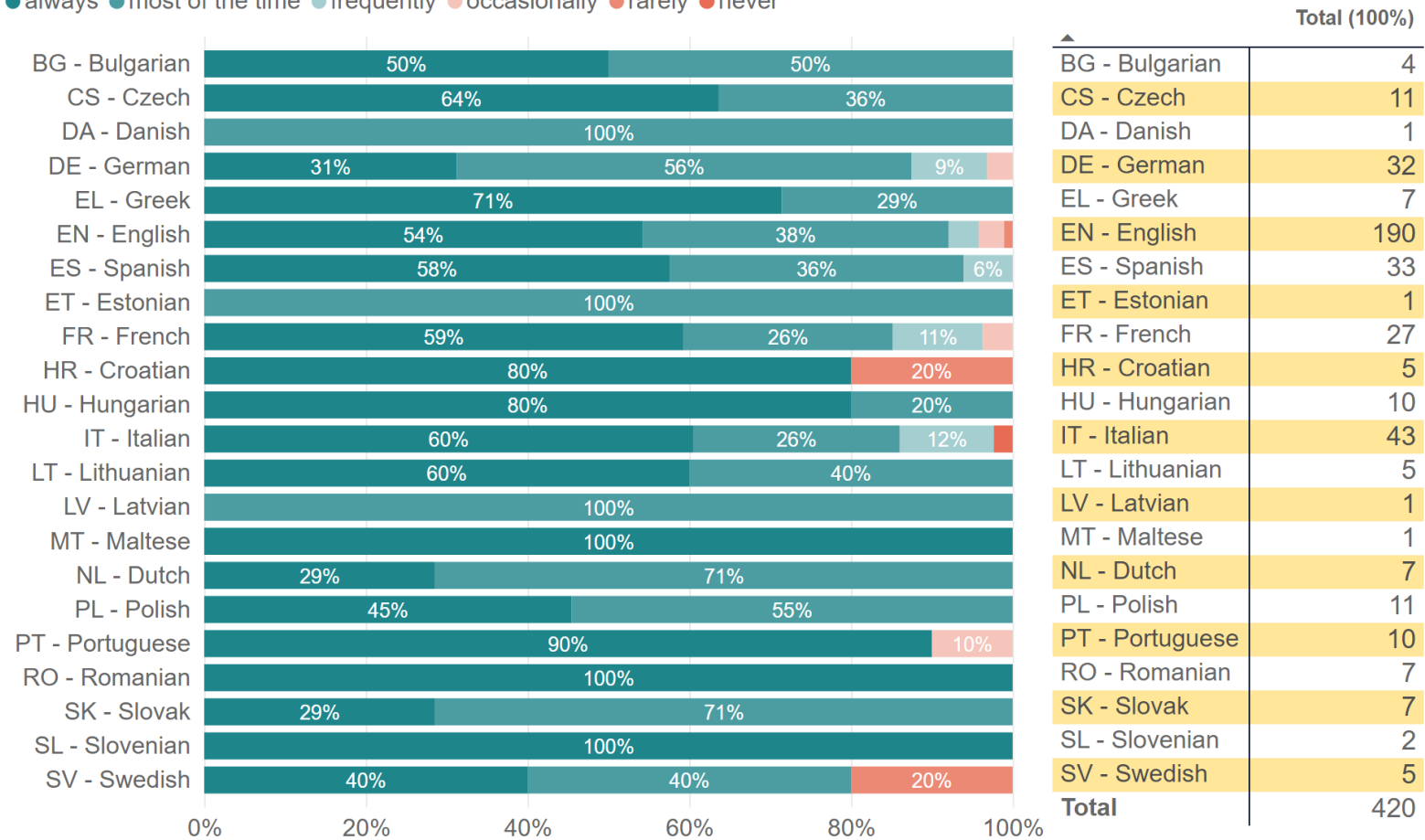
● always ● most of the time ● frequently ● occasionally ● never



The interpreters I most listened to today ...

... used the appropriate subject-specific terminology

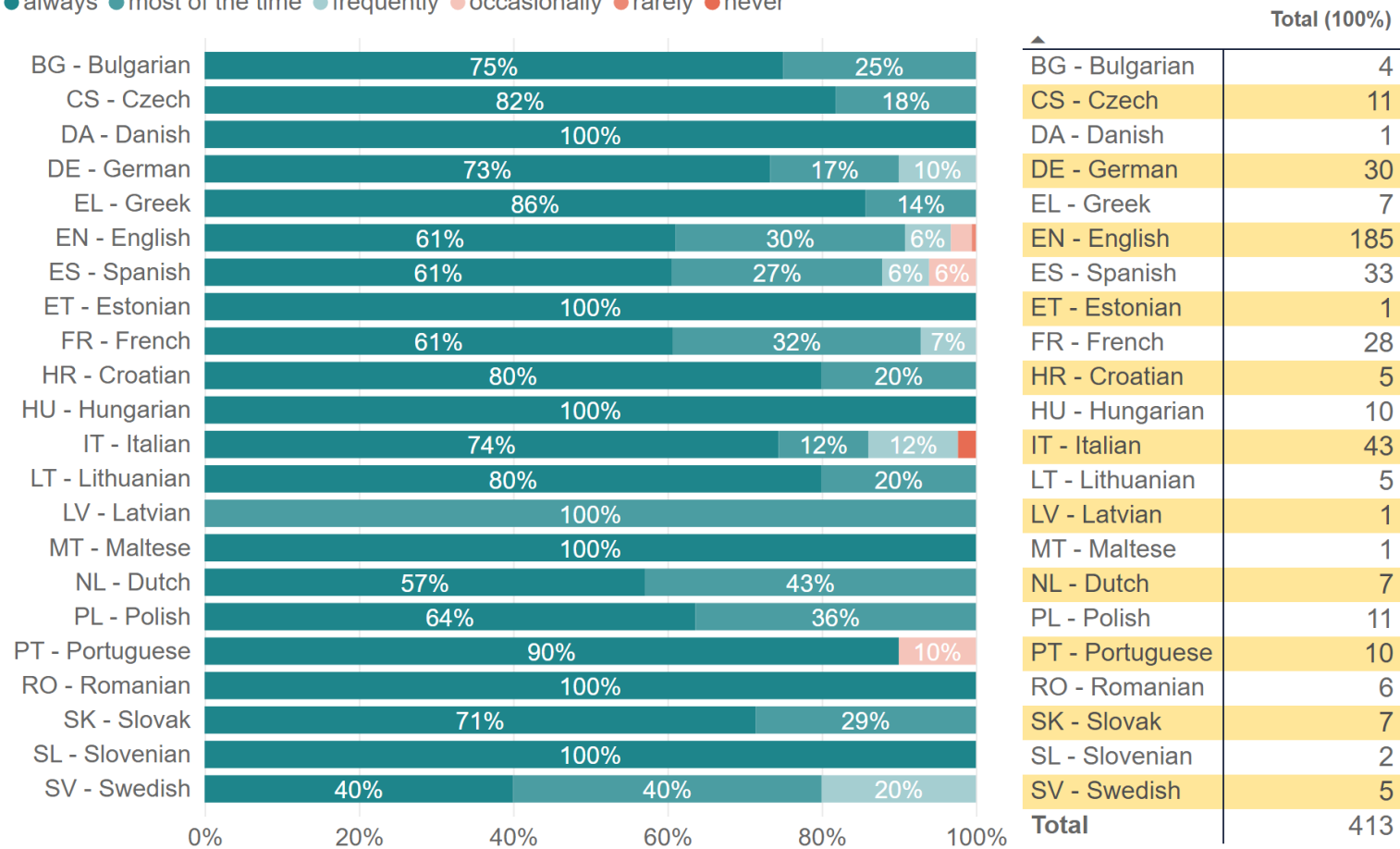
● always ● most of the time ● frequently ● occasionally ● rarely ● never



The interpreters I most listened to today ...

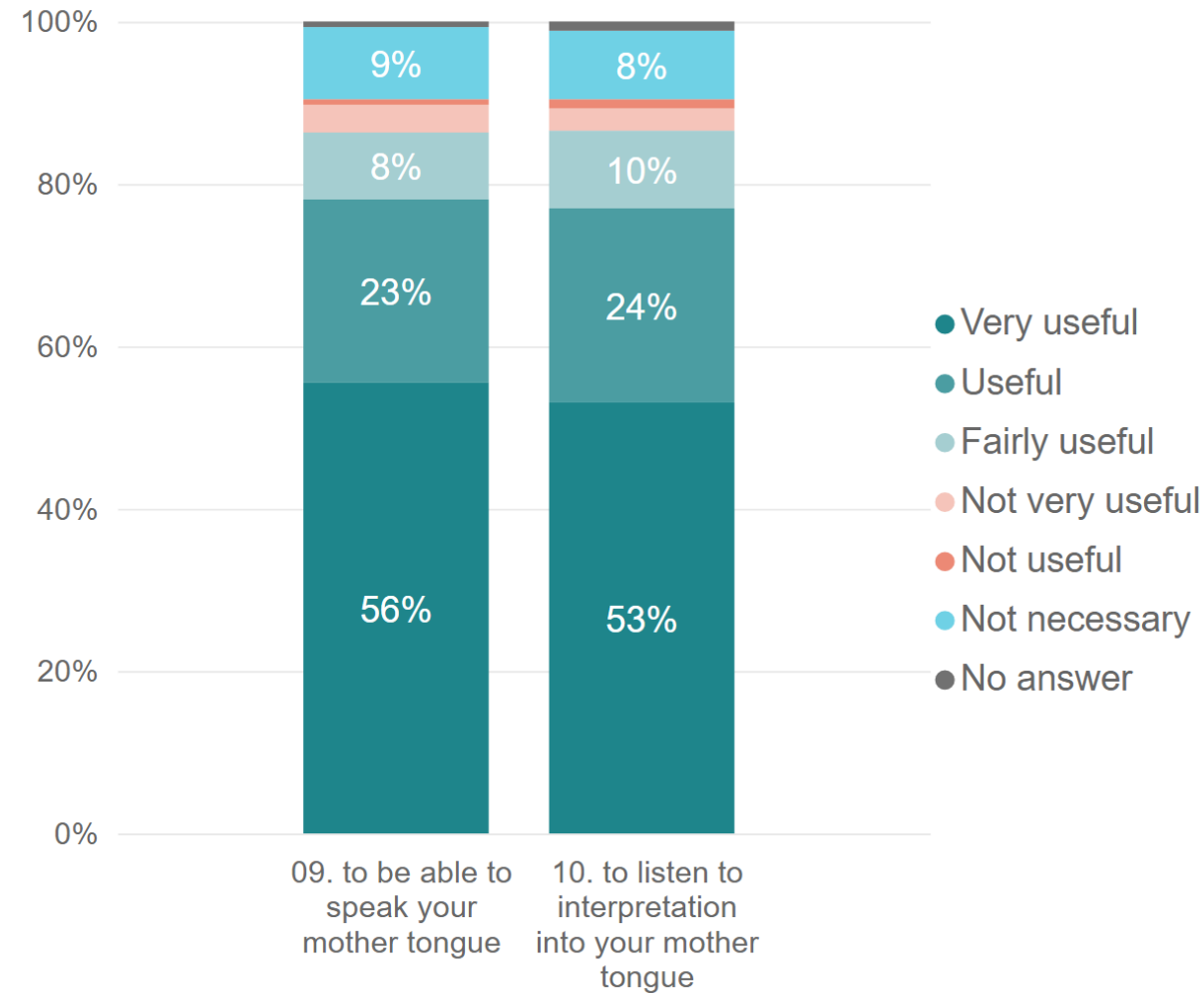
... ensured smooth communication and interaction

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



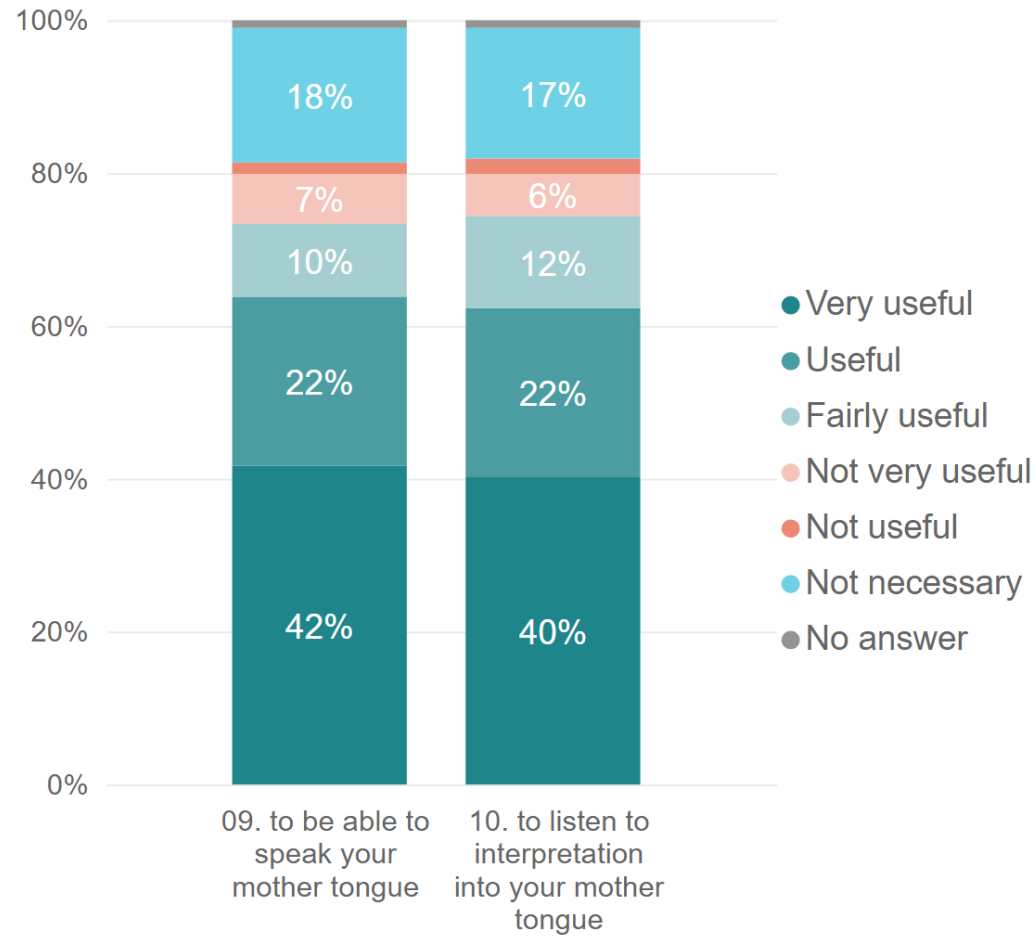
Usefulness Interpretation 2022

All languages - In multilingual meetings, how useful is it for you ...

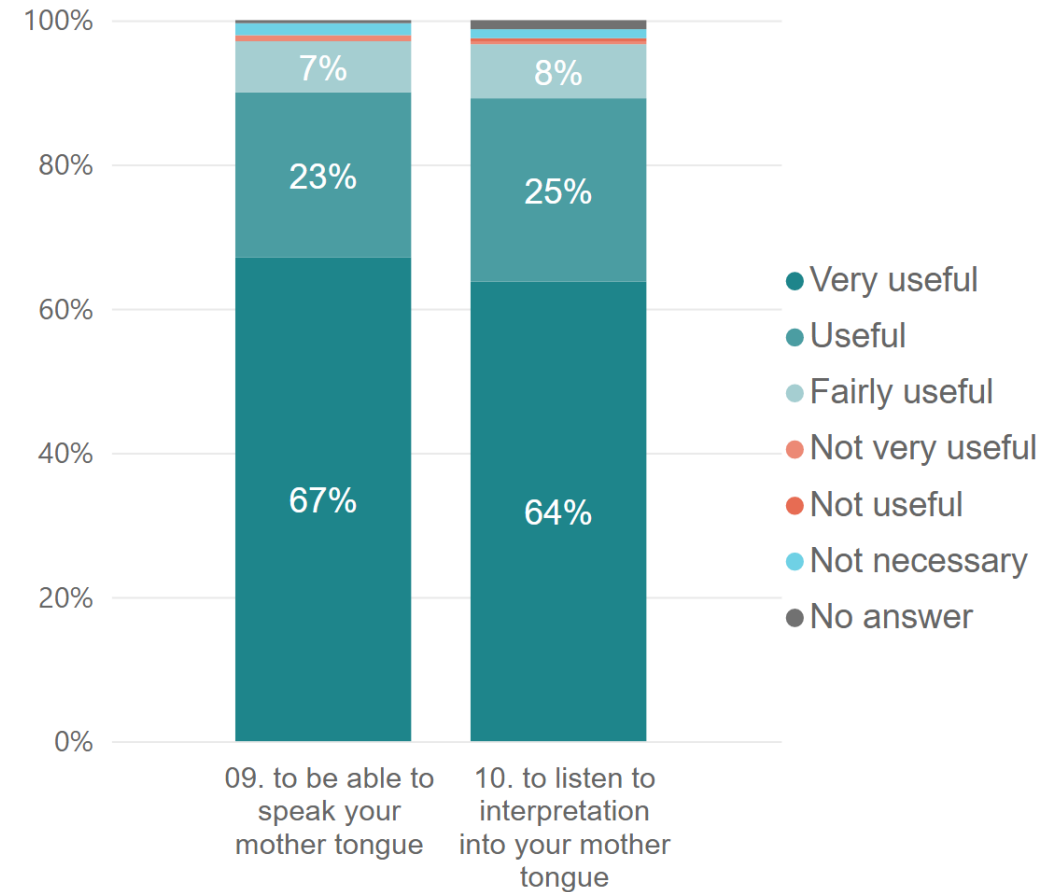


Usefulness Interpretation 2022

English - In multilingual meetings, how useful is it for you ...



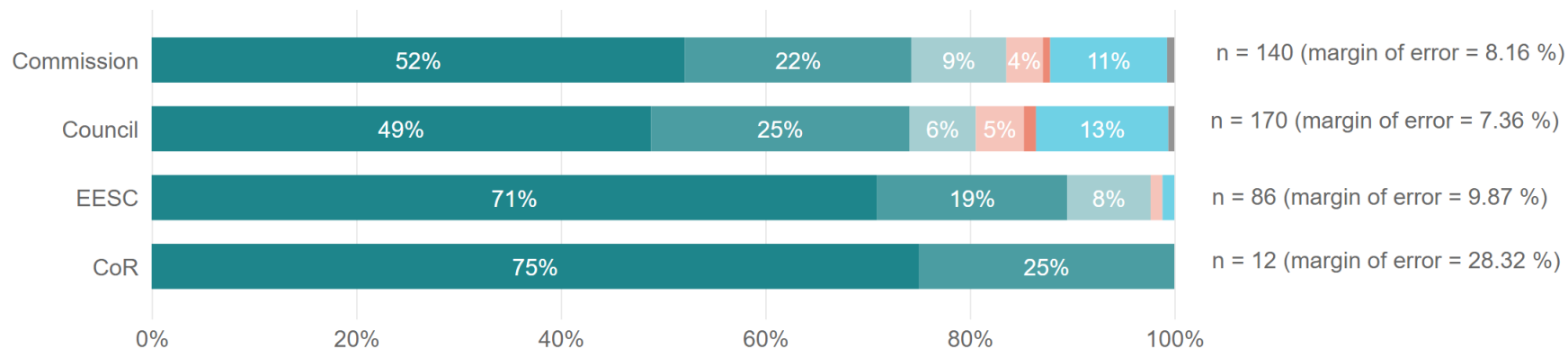
Other languages - In multilingual meetings, how useful is it for you ...



In multilingual meetings, how useful is it for you to ...

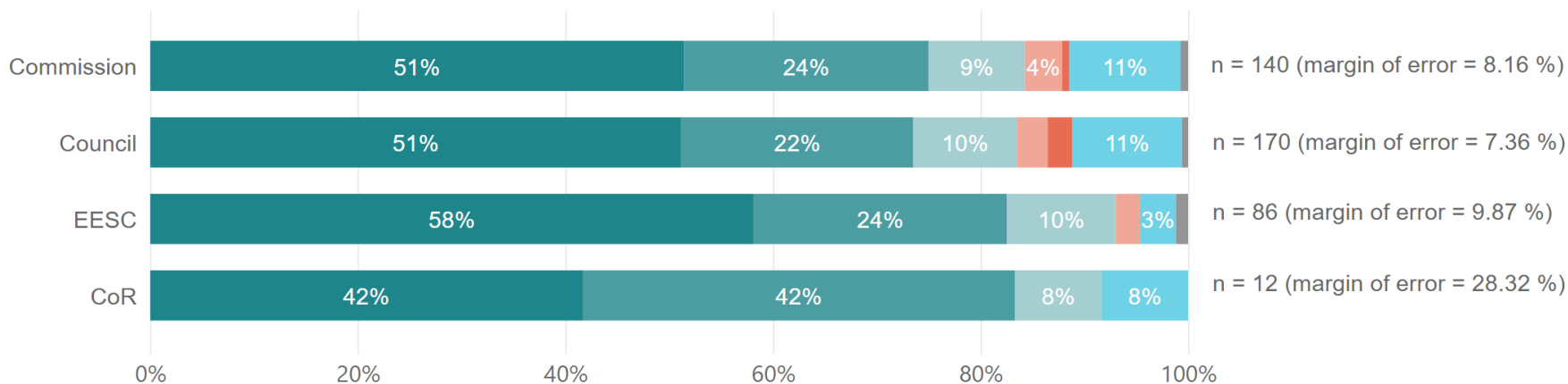
... be able to speak your mother tongue?

● Very useful ● Useful ● Fairly useful ● Not very useful ● Not useful ● Not necessary ● No answer



... listen to interpretation into your mother tongue?

● Very useful ● Useful ● Fairly useful ● Not very useful ● Not useful ● Not necessary ● No answer



Comments 2022

- Comments by 83 respondents
- Mix of positive comments and criticism
- Terminology – Positive and negative comments
- Technical issues linked to online / hybrid meetings
- Non-availability of smaller languages
- Awareness for difficulties faced by interpreters

“Excellent! A big thank you to the interpreters”

“A bit of a mix up with terminology [...] was also due to the speed of speakers.”

“Sometimes the translation was not clear on technical aspects of the speech.”

“Direct hints to participants on how to improve the interpretation were very helpful!”

Comments 2022

Positive remarks

- ✓ acknowledgement of importance of interpretation
 - ✓ shows the EU's diversity
 - ✓ crucial for good communication
- ✓ excellent quality of interpretation
- ✓ good mastery of terminology
- ✓ interpreters are well prepared
- ✓ adequate delivery (emotions, pleasant voice)
- ✓ offers to support interpreters with terminology
- ✓ "Thank You"-notes to interpreters

Negative remarks

- technical issues (in in-person and online/hybrid meetings)
- varying or poor quality of interpretation
- (partly) inaccurate use of subject-specific terminology
- non-interpretation of certain remarks
- interpreters' speech volume too low
- some respondents would prefer meetings without interpretation

Comments 2022 – Online / hybrid meetings

Positive remarks

- ✓ quick implementation during the pandemic
- ✓ support the Green Deal
- ✓ online meetings seen as the future
- ✓ improved participation in certain meetings
- ✓ reminding participants of meeting etiquette is beneficial to quality of interpretation

Negative remarks

- logistical difficulties
- technical issues
 - make interpreters' work difficult
 - sound volume is too low
 - sound interruptions
 - some delegates do not have proper connection
- dissatisfaction with remote interpreting platform

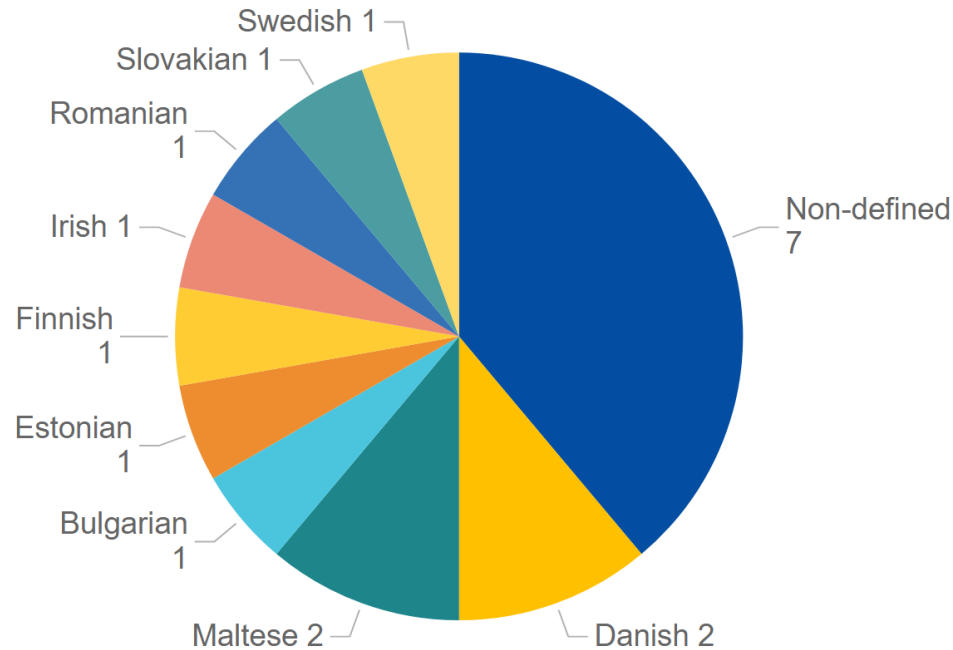
“The problems are of technical nature, not caused by the interpreters.”

“There was a technical problem [...]. So my dissatisfaction was not with the interpreters.”

“Difficult for interpreters due to a number of technical issues.”

Non-Availability of Interpretation into Smaller Languages

Open Comments: Non-availability of mother tongue



- 18 complaints about non-interpretation into smaller languages
- These 18 respondents listened to interpretation into English

“I cannot express myself in the best way since most of the times, my language is not offered.”

“I prefer to stay in one language, either Danish or English so if I cannot listen to Danish, I prefer to speak English.”

Thank you to all the respondents for their feedback!



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