

Questionnaire 1

Personal information

1. Age

Gender

Highest academic qualification
2. Are you employed as a staff or freelance interpreter?
Staff
Freelance
3. Have you received any formal training as an interpreter?
Yes/ No
4. If yes, what are your qualifications?
5. What was the duration and scope of the training?
6. How long have you been practicing as an interpreter?
7. How long have you been practicing as an interpreter as this specific institution?
8. Are you an accredited member of SATI or any other institute of interpreters?
Yes/No

If yes, please state name of institute
9. What is your mother tongue?
10. In which languages do you work? Please state the direction. If working in both directions, please state.
11. What, if any, other jobs do you do? Please explain why and do you think that it may affect your performance here?

Working conditions

12. How would you rate the quality and standard of the equipment?

Excellent

Good

Average

Poor

13. Are the booths soundproof and comfortable?

Extremely comfortable

Not comfortable

Somewhat comfortable

Very comfortable

14. Is the speaker visible? (Physical/Monitor)

No

Monitor

Physical

15. Do you receive documentation in advance?

Yes/No

16. If yes, how long in advance?

17. In your opinion, does the documentation assist you in any way?

Yes/No

If yes, please explain

18. Do you work alone or with a partner?

Alone/Partner

Elaborate if necessary

19. If working with a partner, at what intervals do you relieve each other?

20. How many hours per day do you work?

Feedback of experience

21. What, in your opinion, are the major problems and difficulties you encounter as an interpreter?

22. Can you comment briefly on how the profession in South Africa can be enhanced?

Questionnaire 2

Demographic information

1. Gender
2. Race
3. Age
4. Home language
5. Listen to which language

Please rate the interpreting service on the following levels

	Poor	Average	Good	Excellent
1. Clarity of message				
2. Accuracy				
3. Correct terminology				
4. Audibility of voice				
5. Audibility in general (equipment condition)				
6. Pleasantness of voice				
7. Pronunciation				
8. Grammar usage				
9. Smooth delivery / few hesitations				
10. Professional behaviour				
11. Confident public speaker				