



**FACTORS INFLUENCING THE QUALITY OF
CONSECUTIVE INTERPRETATION**

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“The qualities, that a high-level interpreter should have, are good nerves, diplomacy, ability to keep oneself and just endurance, the ability to absorb information and quickly master in various fields of knowledge. Still, I would put the love for words”.

(Palazhchenko, 2013)

Abstract

The work describes situations and provides examples from simple moments to large conflicts from previous literature and personal experience. The research work will concentrate on the factors that might influence to the translation quality. Those are humour, obscene language and emotions during consecutive translation, which is important and controversial topic for any interpreter. A sample of 27 interpreters from Nur-Sultan city to be targeted and a descriptive research design to be adopted. 17 questions have been created, and interpreters will be interviewed via online questionnaire. Consequently, this work can serve as useful information for the interpreters of any level and be a source for further research.

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INTRODUCTION

1.1 Background of the study

The purpose of translation is to serve as a means of communication between different nations. Due to the leap forward in the economy, globalization, expansion of media, technology and migration over the past few decades, translators have begun to play an important role practically in all spheres of activity (Mohamad, 2017, p.169-172). One of its types is consecutive interpretation, which means translation with pause and opportunity to take notes. Compare to simultaneous interpretation, consecutive interpretation has a huge strain to the interpreter. As bigger the message, as much brain strains. For that reason, consecutive interpreters take notes, to get less tired after each work. The legendary Andre Kaminker had an incredible memory. He could remember every word without taking notes and translate everything in the right order (Yurevich, 2012, p. 49). According to Maltsev (2016), consecutive interpretation is much difficult without any materials of presentation: images, videos, objects etc., which hesitates the interpreter to give more qualitative translation (p.901). The main thing for the customer is the result. But even a high service fee cannot guarantee a high-quality translation. In fact, judging a translation can be subjective, as a great translation for one person cannot mean the same thing for another. For a quality translation, both parties must work as a team, both the customer and the translator providing the service. If the customer helps the translator in the negotiation process, ask precise questions, familiarize the translator with the topic of the conversation in advance, pause so that the translator has time to catch thoughts and make the necessary notes, and so on, then the quality of the translation will immediately increase (Bredikis, 2020, p.27). However, there are customers who themselves make it difficult to translate the text, and sometimes even lead to a conflict. Such situations mainly arise in the political

sphere, and for freelancers who work with completely different topics. The indicators where translators are more likely to work in USA was chosen as an example, Figure 1.

Professional, scientific, and technical services	34 %
Self-employed workers	21
Educational services; state, local, and private	18
Hospitals; state, local and private	8
Government	6

Table 1, Work environment. Interpreters and translators held about 77.400 jobs in 2019

Above mentioned example shows that six percent of interpreters works in political sphere, which is the least indicator. The difficulty of the work of consecutive interpreters explains the reason, why interpreters are less likely to work in the governmental sphere, because there, interpreters have to be very professional and give a really high-quality service. Professional translators have long known that certain intricate and complicated phrases bring the greatest difficulty in consecutive translation. This expression can include both humor in consecutive translation and foul language. Thus, due to cultural differences between the participants in the meeting, misunderstandings may well arise. Even though the interpreter will translate the text correctly, the other party may perceive it completely differently or not understand it at all (Dzhabrailova, 2017, p. 14).

1.2 Problem statement

According to Levin (2017), in the early 2000s, the specialty "translation studies" was one of the most prestigious one, along with lawyers and economists. For further employment, knowledge of a foreign language was considered a bold plus. However, today, the English language has established itself as an international communication, and in Kazakhstan it belongs to most of the new generation. Competition in the translation profession has increased, making it more difficult for clients to choose. Even studying at the most

prestigious university cannot guarantee a high-quality translation, since the quality of translation largely depends on the dedication of the translator himself (p.2-5). Besides paying attention to grammar, style and terminology, there are many other factors that affect the quality of the translation. Among all other factors, three factors were selected for this research paper: humor, profanity, and emotion in the translation process. Here are questions that arise: *How to maintain a high level of translation? How can the quality of translation be achieved? What are special ways and rules to achieve the highest quality translation?* To this day, translators are in uncertainty regarding the quality assessment. To illustrate, humor is difficult to translate, jokes can be ambiguous and sometimes sound like sarcasm. It is difficult to determine the speaker's intention in this case. In the same way, obscene language leads to difficulties in translation. The meaning of one word can be good for one and unkind for another. In addition, harsh vocabulary can cause negativity in the interlocutor and engage in conflict. This is where the atmosphere of the meeting heats up, either positively or negatively. Emotional breakdowns can occur both in the interlocutors and in the interpreter if he/she has no experience in such situations.

1.3 Purpose of the study

The aim of this study is to determine the relationship between humor, foul language and emotions in the consecutive translation process as factors affecting the quality of translation. How and when the translator can deviate from the literal translation of the text, or when must necessarily translate the entire text. What is the behavior of the translator during the provision of translation services, how the expression of emotion of the persons of the second or third party can influence the translator? All these questions require an answer, since there is no exact description of a quality translation, and the opinion of many professionals differs. The questionnaire compiled in this work can be useful for the

respondents, so, with the help of questions, interpreters can analyze their knowledge and experience.

1.4 Research questions

1. How the quality of consecutive translation can be evaluated?
2. Does humor and obscenities affect the quality in consecutive translation?
3. What is the relationship between emotions and quality of consecutive translation?

1.5 Significance of the study

The main goal of this project is to understand the factors influencing the interpreters in any situation during consecutive translation and its affect to the translation quality. The value of the research lies in the study, identification, understanding and definition of factors affecting the quality of translation. The work will identify methods and techniques to improve the quality of work of interpreters in Kazakhstan and beyond. In addition, this work will help Kazakhstani universities and all those concerned to create an appropriate education system in the field of translation, which will help the country to increase the level of literacy and professionalism

LITERATURE REVIEW

2.1. Introduction

This chapter will discuss and present appropriate and relevant literature from past researchers. The chapter will be divided into the following subtopics:

(2.2) Translation quality

(2.3) Humour in consecutive interpretation

(2.4) Obscenities in consecutive interpretation

(2.5) Emotions in consecutive interpretation

2.2. Translation quality

Quality is a characteristic, that people give to any object, work, action, situation, food, and so on. Everything can be characterized as high or poor quality. Coming to the good quality interpretation, it is obvious that there are too many factors affecting it. According to Al-Kharabsheh (2017), quality is a multidimensional concept and can be evaluated with different methods. But it brings many difficulties to interpreters to give themselves an assessment, as there are thousands of situations. To illustrate, those who used to translate usual meeting conversations, are less likely to work with diplomats, as their speech are in a high level, very formal and need professional translation (p.63).

According to Ivanova Tatyana (2011), the translation market is a huge service sector nowadays, and unfortunately, there is no single approach to what criteria should be used to assess the quality of services provided, and theorists and practicing translators always argue about which criteria are the most important one. Tatyana mentioned in her analysis the work of Komissarov (2009) and brought an example of entrepreneurs – participants of communication. Participants do not know the level of equivalence, as they master only their language, comparing both texts usually impossible. Moreover, participants do not

care about the difficulty of the interpreter's work, because they are busy with their own business. So, the only criteria for the customer to evaluate the quality of translation are the successful/unsuccessful result of the meeting. For an addressee entering a communicative situation with a specific task, the interpreter is, as it were, a continuation of himself, i.e. the task of the translated text, from the addressee's point of view, is like his communicative task. The translation will be recognized as successful, provided that the task is completed. Besides, another crucial moment is the knowledge of communicants about the specific topic. Lack of communicants' competence means the lack of perception of the information, so it affects translation quality, which is not the interpreter's fault (p.79-86).

Kalinin (2011) has noticed, that if an orator has bad diction and his/her speech sounds eccentrically, it brings another difficulty for the interpreter and confusion for another party. In such cases, translation quality obviously drops (p.90).

Taking Esther Williams' (2020) comparison, consecutive interpreting service has advantages over simultaneous interpreting: there is enough time to prepare and rethink the information; the interpreter can take notes of the most important things; there is an opportunity to pay attention to the details like body language and emotions of an orator; as a result, the interpreter can put all the words in the right order and choose the most suitable synonyms and give a great translation. The consecutive interpreters could argue this point of view. The given time is never enough to give the most accurate translation, and the consecutive translation process is usually incredibly stressful, which will be discussed in the paragraph on emotions. As a result, it is difficult to say how the time given for the provision of the service affects the quality of consecutive translation.

As it turned out, the translation result is the most significant indicator of translation quality. Brodskiy (2012) gives an example: translation is a service, just as a passenger needs to get to the destination, so for the customers of translation it is important to have a good result,

that is, to understand each other. The customer, as a client, evaluates the taste of the dish in the restaurant and is not at all interested in the whole process of preparing this dish.

Therefore, it is obvious that the customer is interested in the result, but the interpreter is interested in the process. According to Brodskiy, in translation studies, studying the translation process is much more difficult than studying the final result (p.21-35).

2.3 Humor in consecutive interpretation

One of the factors affecting the quality of the translation is the use by the speaker of a message containing a humorous nature. As you know, anyone who tried to joke during an intercultural conversation understands that his words in another language may not sound the way he would like to convey, the meaning is lost, and the obeying side may not laugh at all. Any use of a joke in a text is difficult for a translator. The translator can get stuck in the correct translation of a joke and miss other important points of the message, thus the translation result may turn out to be unsatisfactory (Chiaro, 2017, p.23). From my own experience, I can say that everyone's sense of humor is different, and therefore the recipient may not always understand the meaning of the joke. The said joke can make the other side think for a long time, only after a short pause, the person will either laugh or ignore what is said. Usually, when the situation is already positive, both sides perceive any spoken text positively, in such cases, jokes are also perceived easily. In addition, Rizky Lutviana and Arif Subiyanto (2016) in their research found out that cultural humor is the second difficult type of humor in translation. In distribution, such humor from one language to another, 44.65 percent of the questionnaire had a failure. According to the findings, the hardest type is the translation of universal humor (48.23 percent) and the least difficult one is linguistic humor (7.12 percent), Figure 2.

Kind of humor	Quantity	Percentage
Linguistic	4	7.12%
Cultural	25	44.65%
Universal	27	48.23%
Total	56	

Table 2, The distribution of failure discovered in the three types of humor

Mikhail Brodskiy (2012) in his work suggests the translation phrase by phrase as more effective than translating the whole text. It relates only translation of humor context in consecutive interpretation because if you translate the whole message after the speech, someone can understand the joke and laugh, while others will take time to think and analyze. Thus, when you translate after each phrase, you have some kind of control over the audience, and use the “punchline” to finish the joke, to let people get the point at the same time. Such kind of approach may help the interpreter to give more qualitative results. However, if the joke contains realia, pun, tricks, names with the cultural association (Stirlitz, Vasily Ivanovich, Vovochka), the foreign listeners might not laugh, even if the interpreter will give the cultural background of the information (p.24).

2.4 Obscenity in consecutive interpretation

Does the interpreter have the right to edit a message to avoid a scandal, if the speaker makes mistakes or rude? According to I. Kirilova (2016), a British interpreter of the royal family, a professional interpreter is not allowed to talk to a principal even with pauses. B. Beglin (2013) also states that if one side offends another, the interpreter is obliged to translate everything. Only if he has a good trusty relationship with the speaker, he can try to correct him. But it is risky, and the consequence is unpredictable.

Nevertheless, sometimes interpreters, doing wrong translation, save lives noticed Mikhail Brodskiy (2012). One of the examples is a high-level interpreter Minyar Beloruchev. Once, during the big meeting, the leader of the USSR Khrushchev N.S. addressed a rude speech to the Albanian leader E.Hodge, where Beloruchev mitigated some words. After the announced pause, the CPSU referent approached the translator and angrily scolded why he had not translated everything verbatim. However, after a while, he comes up again and says that Nikita Sergeevich is grateful to the translator since thanks to him Khrushchev avoided translating his rude words into other languages. It is difficult for the interpreter to predict how his approach will affect the final result, from one side Beloruchev did highly qualitative work, however, if Khrushchev would not thank him, it would show unprofessionalism of Minyar. Another example is K.E. Voroshilov's visit to Cambodia. Passing by large temples, statues of gods made of gold, he grumbled: "They go around without trousers, and where the money is thrown in, Asians! ..." (*Ходят без штанов, а куда сливают деньги, азиаты!*). Representatives of Cambodia immediately turned to the translator: "What did the guest say?", to which the translator answered without hesitation: - "Mister Voroshilov said that he admires your great history, and that no terrible civilization of the West is worth even a little finger of your inimitable statue". Cambodians were happy to hear that. In this case, it can be noticed that the interpreter was familiar with Voroshilov's character, understands him, and knows how to analyze his speech. However, it is a very risky example for other interpreters to follow (p.13-45).

It is confusing, and depends individually on the interpreter, how to behave in different cases. Christian Nord (2015) in her work, says that translation is a kind of compromise, authors do not gain in it, maybe some sentences will be well translated, but as a rule, they keep losing. Usually, rudeness is used with intention of offending the listener. Likewise,

profanity or offensive language and phraseology are often spontaneous in response to an unexpected and unpleasant verbal or non-verbal intention or situation (p.44).

Notably, the speech of the president of the United States Donald Trump in front of the National Association in May 2019, where he included profanity: a "hell," and "ass" and a couple of "bullshits". Many American people perceive his rude lexis as a part of his message, and it helps him to say what he thinks. According to the public base of Fastba.se, in the year 2019, Trump used the word "bullshit" - 33, "fuck" - 48, and "shit" - 53 times (Zheltukhina, 2019, p.120-126). As a result, translation of such vocabulary brings troubles due to its national specificity, semantic richness, belonging to a certain style, and emotional density. That is why learning of translation methods and offensive language to reach a high-quality translation is still actual (Khafizova, 2014, p.90-98).

Depending on the experience, skill, and knowledge of the translator, someone tries to gently and accurately paraphrase profanity in the translation, while confident translators transmit the complete translation of the original since they believe that there is no right to choose what to translate from the text. In her work, Kozyreva confirms with various examples that stylistically reduced vocabulary is one of the most difficult issues both in the context of theory and practice of translation (Kozyreva, 2012). In such cases, it is good to discuss all details and translation strategy with customer in advance, so translator could avoid confusion during the provision of services.

Boris Naimushin (2016) in his work "The interpretation of profanities when working at governmental level", mentions the fact, that during either official or non-formal meeting, some speakers use bad language intentionally, and then expect from interpreter to translate every word. Boris agrees, that interpreter must not mitigate the message, and he/she does not have to apologize for translating that way (p.119-125). Of course, sometimes speakers might say a bad word by mistake. To illustrate, during the own speech, the premier

minister of Spain Jose Luis Rodriguez Zapatero talking to the President of Russia Dmitry Medvedev, in March 2009, instead of the word *apovar* (to support) used *follar* (to fuck). Making a mistake, he corrected himself immediately. Fortunately, Medvedev heard the right version of the speech. As for Naimushin B., the interpreter must transfer to the participants not only the meaning of the message but also an emotional and stylistic impression. Therefore, if the speaker uses offensive language, participants should hear the exact translation. However, it is important not to "cross the line", because in stressful situations during consecutive interpretation it is difficult to find the right translation of the bad word. That is why most of the interpreters mitigate the message.

In addition to the above-mentioned findings, A. Dmitriyevich (2015) brought the terminology "euphemism", which means "nice-sounding". It is funny, but most people use such words every day, but they do not know this term. Every language has such strong, rude, bad words that they try to replace or avoid in their speech or printed matter.

Euphemism helps to avoid obscene language and use more tactful and soft expressions (p.10).. Using euphemisms is one of the four options of qualitative translation methods for the interpreter, mentioned in the research work of Rushman R. (2020). The other three solutions for translation of blunt statements of the facts or distasteful issues are: 1) Direct transfer of such concepts from the source language to the target language; 2) Understatement of their seriousness; 3) Omitting them in the translation process (p.500-506).

Not every consecutive interpretation, but in translating politicians' speech there are strong rules that interpreters must follow. Because these people behave disgracefully to manipulate, to impact on participants' consciousness, as noticed in the work by K. Myalik (2015) "Strategies for translation of epatage in public speeches of modern politicians".

When translating outrageous lexical units, the translator considers the differences in the

concepts of the norm in the English-speaking and Russian-speaking speech traditions, and when translating shocking in the speeches of political figures, the translator resorts to refusing to convey the shade of colloquial speech, to neutralizing formalizing the outrageous methods of the speaker, sometimes sacrificing additional meanings inherent in the original (p.446-449).

2.5 Emotions in consecutive interpretation

According to Alba-Juez (2018) the interpreters' work is highly demanded for a hundred years already. Even though now is a technology era, interpreters are still needed, because computer programs or applications are not able to translate human emotions. Indeed, every person, regardless of his language or nationality, experiences emotions, but the manifestation of emotions, their expressiveness, functions, pragmatic meaning, vector orientation have their own cultural / group characteristics, which are reflected in the language, appear in discourse and form communicative ethnicities (p.9-37). Unfortunately, the most difficult part for interpreters is to work in a stressful, emotional, sometimes aggressive atmosphere. It is difficult to be just cool but must adapt to the mood of meeting participants in any way. I had an experience at work, where our director and guest were arguing for almost one hour. Voices were loud, and I had to speak even louder to be heard, which brought me under stress. I was embarrassed, but Dmitriy Ivanovich (2017) claims that such an act is not impolite, but a production necessity (p.79-92). As Gorshkova (2015) states, an emotionally stressful atmosphere harasses interpreters and it demands good health and instant adaptation to the situation (p.49-58). Brodskiy (2012) in his work called this kind of client "doctor Evil" – those, who do not care about the translation and translator. Moreover, speakers can talk nonstop, without giving the interpreter a chance to translate. In the professional sphere of interpreters, there are a lot of stories about Khrushchev's interpreters. He was such a tormentor. But only those interpreters who can

keep neutrality and tolerance could be professional. This means, the interpreter must not interfere, and he/she must not add his/her own opinion about the situation. That is the rule of consecutive interpreters: the only client decides what to say, how, and when to say.

Also, the verbal and non-verbal behavior of the interpreter should be more neutral than speakers': more moderate tone and gesticulation. "I always say that if the speaker is waving his hands, the translator shouldn't. If the speaker wheezes, shouts, the translator does not need it, because it can be seen. In this sense, the translator gives subtitles. The person is still visible, but you give the credits, the text " – states Palazhchenko P (2013).

To support Palazhchenko's thought, Ivanova Tatyana's research (2012) states, that the speaker seeks to induce the other side to certain verbal or non-verbal actions, to evoke emotions, and make sure the information is communicated. While the other side should understand him, choose what action he/she should make, and how to react emotionally. If the interpreter does his work well, and the speaker reaches his aim, the translation is made professionally and is defined as high quality. However, in this case, the speaker also needs to consider that interpreter only sends the message but not the speaker's behavior. As a result, the translation should be judged fairly (p.79-86).

According to Sdobnikov Vadim (2011), depending on the translation strategy, the interpreter should use the relevant tactic. The issue of choosing the right tactic is difficult just like choosing the strategy. Sdobnikov thinks that the tactic of translation is the systematically organized operations, which are used to reach the aim based on the chosen translation strategy. Thus, to achieve an adequate translation, the interpreter should talk to the client in advance and explain what tactics he is going to use. For example, the interpreter can refuse to translate if the client's behavior is extremely emotional (p.114-124). Often the opinions of professional translators and scientific researchers of the translation studies differ. For example, Yulia Karpova (2011) believes that the translator

should not interfere in the conflict, but on the contrary, should even create a positive atmosphere. Even though the translator is at an official meeting, it is possible that negative conflict situations may arise, which means the manifestation of the expressed emotions of the meeting participants. According to Karpova, the interpreter must not translate the entire text of the original, must not translate offensive, rude or vulgar words. For this reason, the linguistic personality of the translator is important, and as a professional, it is important to constantly improve skills and knowledge (p.233-235).

As Kruchkova Larisa (2007) states, the unity of the rational and the emotional in human consciousness lies in the fact that the reflected content is accompanied by emotional experience. A person's emotional experience is fixed in linguistic units, and when they are used in speech, a person expresses and perceives emotions in coded form. At the linguistic level, emotions are transformed into emotivity. Since the maximum number of emotions is not established either in psychology or in physiology, the number and varieties of emotive meanings are also not defined, which explains why it is sometimes difficult to understand which emotion we are dealing with in a particular case (p.16-20). This is remarkably familiar to me. Usually, when translating the speech of our foreign employee, and he is from Brazil, due to the national difference, he speaks very emotionally, loudly and waving his arms, I try not to translate his words verbatim, but soften the translation. As a rule, Brazilian colleague, after the end of the negotiations, usually comes back to me and apologizes for the overly expressed emotions and thanks for the successful agreements of the parties.

However, even though the overly emotional behavior of the Brazilian colleague is perceived by some people normally, other negotiators are not ready to put up with such behavior. Anna Statsenko (2014) found out, that due to the divergence of cultures, the

translator often has to face a dilemma: either semantic or communicative equivalence (p.1-7).

As a result, such factors as humour, obscenity and emotions in consecutive translation do not have a straight answer to what kind of influence it has to translation quality. Opinions of many researchers differ.

METHODOLOGY

This chapter will include the methodology of the research and it will show how and where the data has been collected. This will further illustrate the description of the research design, the sampling method and strategy, criteria for choosing research site and selection of participants used for this research.

3.1 Research design

The research focuses in quantitative method; The research will be carried out by sending a link to the online questionnaire to translators.

The sampling size would be 27, where a link to the questionnaire will be sent to 27 residents of the city of Nur-Sultan, Kazakhstan. However, all residents are necessarily interpreters of different levels from translating agencies, different companies' interpreter staff, freelancers and so on, which will be briefly described after the questionnaire is conveyed.

3.2 Research methods and data collection instruments

For this study, the quantitative research method was chosen, which is one of the most effective methods, since data will be collected directly instead of collecting from previous materials. The research technique will be a questionnaire that includes various questions regarding the topic of this work. In the amount of 17 questions, the questionnaire was created in a logical way and accurately (Appendix 1). To collect information and answers to this questionnaire, google form will be used on sheets.google.com. After creating the questionnaire, the link will be distributed to the respondents through the applications WhatsApp, Instagram, Facebook on behalf of the researcher of this work. The total number of 27 respondents' answers have been analyzed and deeply discussed in Findings. Graphical presentations such as histograms, bar charts, and pie-charts will be used to make the descriptive analysis and SPSS program will be applied to analyze the results.

The questionnaire consists of five sections. Below are how these sections will be divided:

- A. This section covers the basic demographic information of respondents
- B. This section consists of questions related to the consecutive translation quality
- C. The third section has questions related to the humor in consecutive translation
- D. This section focuses on questions of profanities in consecutive translation
- E. The last section consists of questions about emotions during the consecutive translation process

3.3 Ethical Consideration

The research will be conducted among interpreters living in the city of Nur-Sultan, Kazakhstan and the received answers will serve only for research purposes. None of the answers from the questionnaire will force the respondent to justify them. Some questions require an answer from the translator's personal experience. All collected data will be considered strictly confidential and will not be shared with third parties, but will only be used for in this research work.

3.4 Research Framework

3.4.1. Conceptual structure

The conceptual structure consists of key dependent and independent variables of the study and their correlations amongst each other. The following is the conceptual framework:

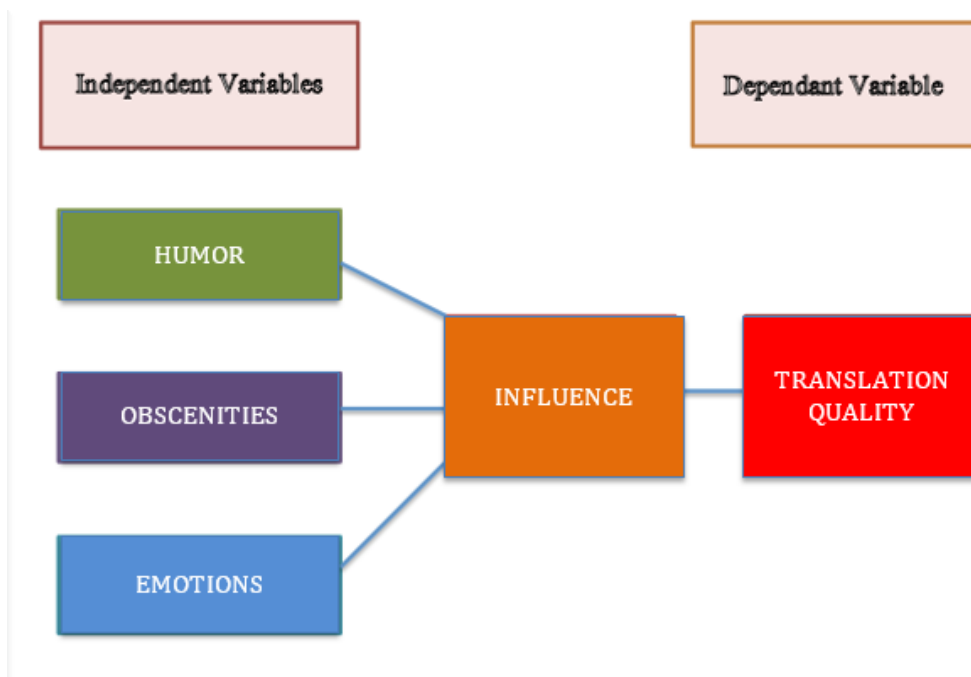


Figure 1, Research Framework

3.4.2. Research Hypothesis

The hypothesis is measured by 2 understanding.

1. H_0 - Null Hypothesis
2. H_1 - Alternative Hypothesis

Humor

H₀: The use of humor in translation does not influence translation quality

H₁: The use of humor in translation influence translation quality

Obscenities

H₀: The use of obscenities in translation does not influence translation quality

H₁: The use of obscenities in translation influence translation quality

Emotions

H₀: Human emotions in translation does not influence translation quality

H₁: Human emotions in translation influence translation qualit

FINDINGS

This part of the work will describe how the questionnaire was created and how the responses were collected. The answers to each question will be described in detail and familiarized.

17 questions from the questionnaire were included in the online application at <https://getfoureyes.com> on March 23, 2021. This application allows to easily and comfortably create questions with a specific method and conditions. Also, so that people understand what kind of questionnaire it is, for what purpose it was created and whether it is an adequate source, an introductory word is written at the beginning of the questionnaire:

“FACTORS INFLUENCING THE QUALITY OF CONSECUTIVE INTERPRETATION

Hello! My name is Zhibek, I am a master's student in Translation Studies at KAZGUU University. Answers from this questionnaire are necessary for my research work, please answer honestly. Any information I collect from you, will not be shared with third parties and is strictly confidential. Thanks in advance for your time!”

The link to the questionnaire: <https://getfoureyes.com/s/fhX5T/> (Figure 2)

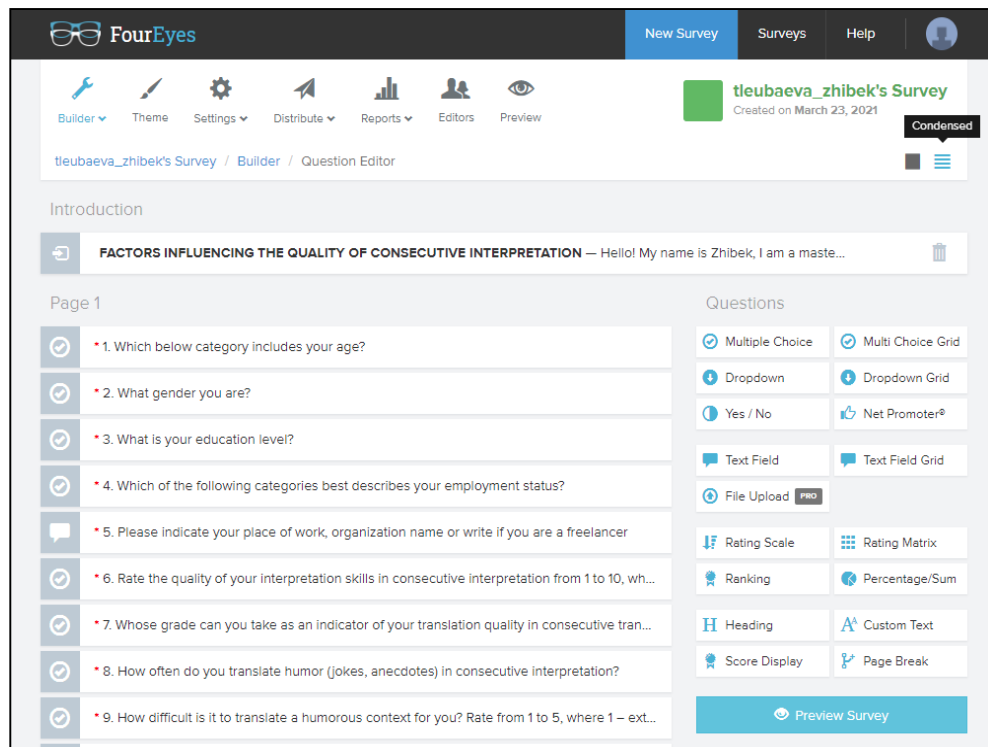


Figure 2, Survey builder part. Questionnaire

The link to the questionnaire was distributed to interpreters I know, to translation agencies, and also, I have sent this link to people who provide translation services (only consecutive translation) through OLX portal and only located in Nur-Sultan city. GetFourEyes application allows easy track of individual answers, as shown in Figure 4.

FourEyes

New Survey Surveys Help

Builder Theme Settings Distribute Reports Editors Preview

tleubaeva_zhibek's Survey
Created on March 23, 2021

tleubaeva_zhibek's Survey / Reports / Individual Answers

Individual Answers (1-16)

Respondent	Date	Email	IP	Status
b60f02da	Mar 25th, 2021, at 2:05am PDT	Unknown	212.96.75.XXX	✔ View Report
bbeb78d7	Mar 24th, 2021, at 11:28am PDT	Unknown	178.89.149.XXX	✔ View Report
2a1b5668	Mar 24th, 2021, at 6:18am PDT	Unknown	2.73.18.XXX	✔ View Report
48436c6b	Mar 24th, 2021, at 3:54am PDT	Unknown	146.158.66.XXX	✔ View Report
7b3272bd	Mar 24th, 2021, at 3:29am PDT	Unknown	46.34.211.XXX	✔ View Report
b882f8fa	Mar 24th, 2021, at 1:56am PDT	Unknown	146.158.66.XXX	✔ View Report
7ee5e819	Mar 24th, 2021, at 12:46am PDT	Unknown	37.150.15.XXX	✔ View Report
8c963abf	Mar 24th, 2021, at 12:37am PDT	Unknown	2.134.98.XXX	✔ View Report
1db201d5	Mar 24th, 2021, at 12:10am PDT	Unknown	146.0.62.XXX	✔ View Report
e6eb3f9a	Mar 24th, 2021, at 12:02am PDT	Unknown	37.150.76.XXX	✔ View Report
10a56030	Mar 24th, 2021, at 12:01am PDT	Unknown	185.98.89.XXX	✔ View Report
24568594	Mar 23rd, 2021, at 11:57pm PDT	Unknown	195.189.48.XXX	✔ View Report
a4677a8a	Mar 23rd, 2021, at 11:55pm PDT	Unknown	2.77.56.XXX	✔ View Report
0c04914f	Mar 23rd, 2021, at 11:45pm PDT	Unknown	109.206.12.XXX	✔ View Report
317d430a	Mar 23rd, 2021, at 11:42pm PDT	Unknown	37.151.35.XXX	✔ View Report
d86c6262	Mar 23rd, 2021, at 11:30pm PDT	Unknown	93.185.79.XXX	✔ View Report

Figure 3, Individual answers report

The following are the collected responses.

4.1. Descriptive analysis of Demographics, Section A

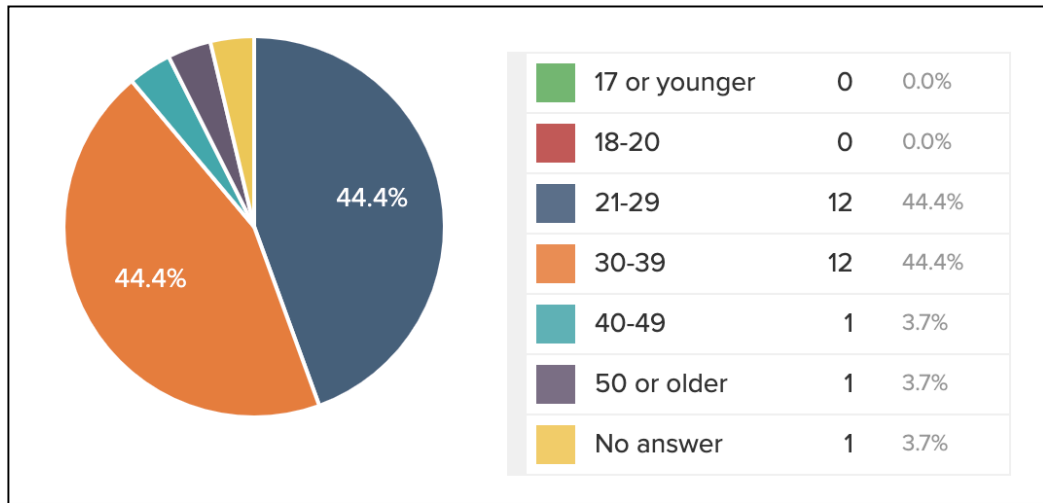


Figure 4, Age Pie Chart

4.1.1 Age

The above figures show that the majority of the respondents to the questionnaire are quite young. The highest rates represent same percentage (44.4%) for both groups 21-29 and 30-39. This is a logical indicator that translators start their careers at a young age and collect necessary experience.

4.1.2. Gender

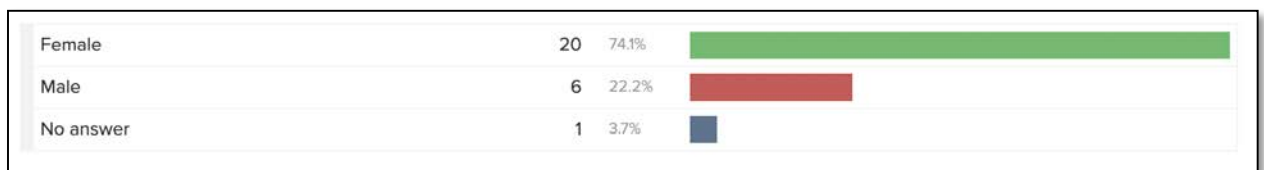


Figure 5, Gender table

According to Figure 7, it can be seen that most of the respondents are female rather than male. It is apparent, that out of 27 respondents, female is the majority with 74.1% and male shows notably lower percentage – 22.2%.

4.1.3 Education level

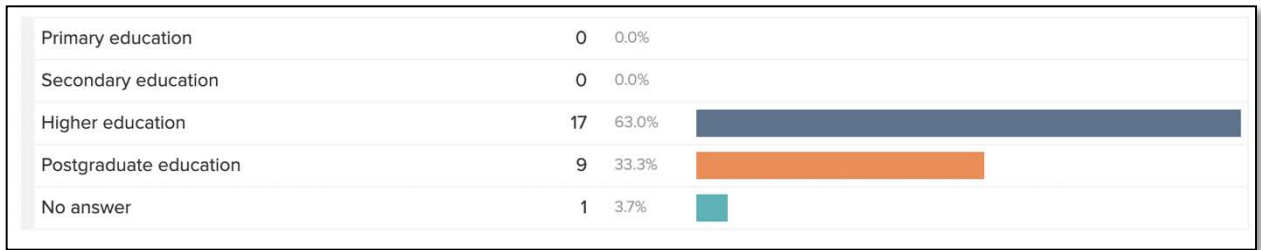


Figure 6, Education level

The question number 3 was created to find out the education level of respondents, as it is important information. The table above shows that among the respondents, the majority have higher education – 63% and the rest have postgraduate education showing 33.3%.

4.1.4 Employment status

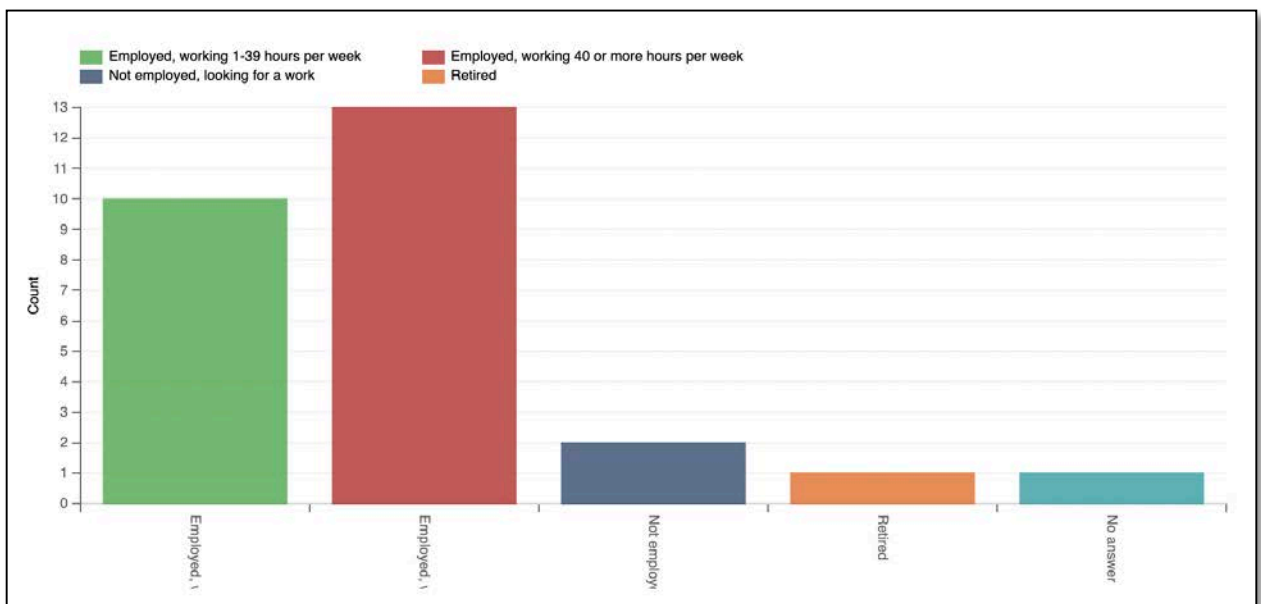


Figure 7, Employment status

The answers collected from the questionnaire are divided between four categories. The highest rate shows 48.1%. These are people who work 40 or more hours per week and indicated by red color in bar chart. The second category is the interpreters who work 1-39 hours per week representing 37%. The least indicators go to the last two categories, where unemployed respondents shows 7.4%, and 3.7% is retired respondent.

4.1.5 Place of work

Respondent	Answer	Respondent	Answer	Respondent	Answer
Unknown 93.185.79.XXX	Not employed	Unknown 212.96.75.XXX	Quasi-public organization	Unknown 185.98.89.XXX	Freelancer
Unknown 93.185.79.XXX	Freelancer	Unknown 178.89.149.XXX	.	Unknown 195.189.48.XXX	Freelancer
Unknown 93.185.79.XXX	Freelance	Unknown 2.73.18.XXX	KazNU University	Unknown 2.77.56.XXX	Freelance
Unknown 93.185.79.XXX	Private organisation	Unknown 146.158.66.XXX	Anonymous	Unknown 109.206.12.XXX	JSN Holding
Unknown 2.76.174.XXX	Anonymous	Unknown 46.34.211.XXX	Freelancer	Unknown 37.151.35.XXX	Anonymous
Unknown 93.185.79.XXX	Freelance	Unknown 146.158.66.XXX	DIALECT	Unknown 93.185.79.XXX	Freelancer
Unknown 93.185.79.XXX	Freelance	Unknown 37.150.15.XXX	Astana Ballet		
Unknown 2.75.15.XXX	Professional interpreter	Unknown 2.134.98.XXX	Freelancer		
Unknown 93.185.79.XXX	Freelancer	Unknown 146.0.62.XXX	Freelancer		
Unknown 91.215.98.XXX	Freelance	Unknown 37.150.76.XXX	freelancer		

Figure 8, Place of work, Open-ended answers

Question number 5 of Section A is the open-ended question. It can be seen from the above answers, that the majority (14 people) of respondents are working as a freelancer, which is relevance in modern life. One of the respondents works in translation center “DIALECT”. Also, the questionnaire link was sent to my colleague from the Astana Ballet Theater, who works as a consecutive interpreter in his free time. The other three people might also work as a freelancer or as an interpreter in their work, and they are from “Quasi-public organization”, “KazNU University” and “JSN Holding”. One respondent is a professional interpreter and the last four people preferred to stay anonymous.

4.2 Descriptive analysis on Independent and Dependent variables

Section B: Consecutive translation Quality

Question 1. Rate the quality of your interpretation skills in consecutive interpretation from 1 to 10 where 1 is low and 10 is high.

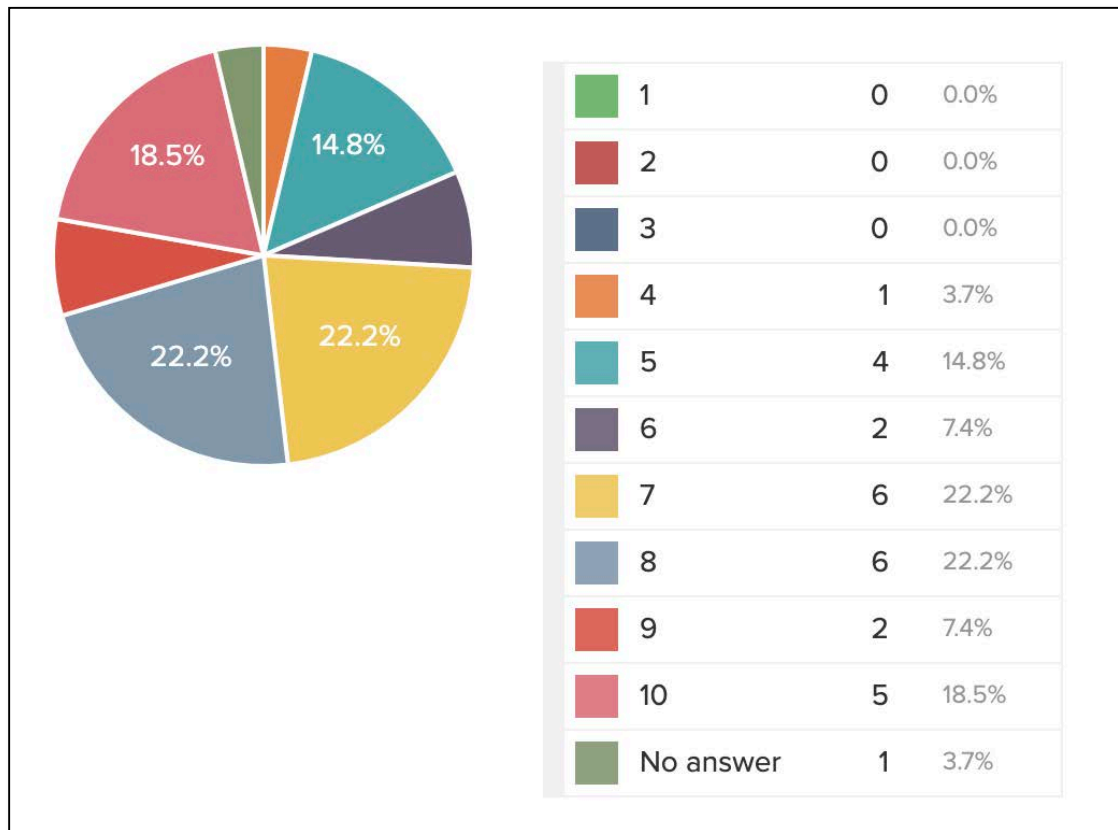


Figure 9, Rating of the interpretation skills quality

Current question brought absolutely different answers as it is not easy to evaluate yourself.

Nevertheless, the majority ticked box number 7 and 8 representing 22.2 % each. This is a good indicator, as box number 7 and 8 shows almost high level of skills. The next highest indicator is 18.5% which is box number 10. Those respondents who have chosen the box number 10 are absolutely confident in their interpretation skills. Yet, the box 9 was chosen twice and shows a high percentage. The other four respondents evaluate their skills as consecutive interpreters on a medium level. Two more people goes to the medium level of self-evaluation giving themselves rate 6 representing 7.4%. Only one respondent ticked the box number 4 representing 3.7%.

Question 2

Whose grade can you take as an indicator of your translation quality in consecutive translation?

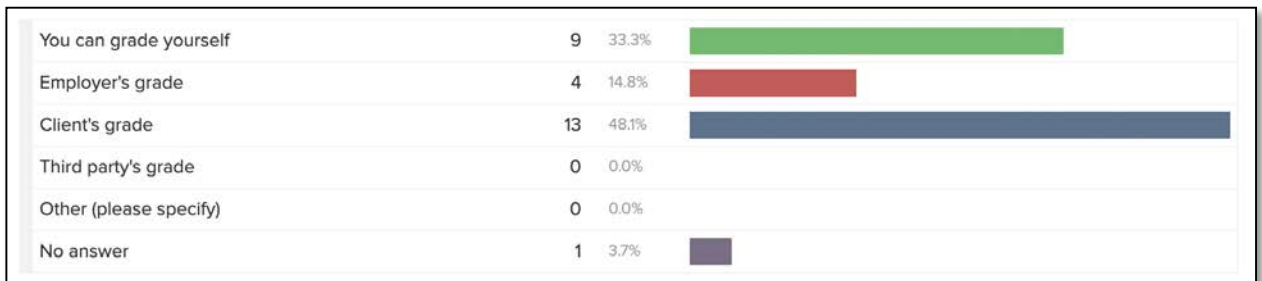


Figure 10, Work grading

As it was mentioned in the Literature review part, client's grade is the most important one for interpreters. Out of 27 respondents 48.1% answered "Client's grade". Nevertheless, 33.3% of respondents answered that they can grade themselves, which shows their high level of confidence. Only four people has chosen the option "Employer's grade", that is a logical answer for those who work for an organization.

Question 3

How often do you translate humor (jokes, anecdotes) in consecutive interpretation?

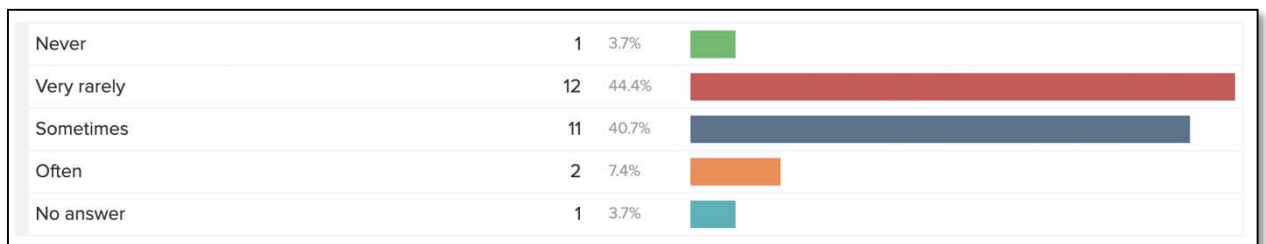


Figure 11, Translation of humor in consecutive interpretation

From the above table it can be noticed that 23 respondents have chosen totally different answers, showing almost same results, which is "very rarely" and "sometimes" representing 44.4% and 40.7%. Also, from the table we can see the option "often", which was chosen by 2 people showing 7.4%. Only 1 respondent never translates humorous content, representing 3.7% of total answers.

Question 4

How difficult is it to translate a humorous context for you? (extremely difficult, 5 – as easy as ABC)

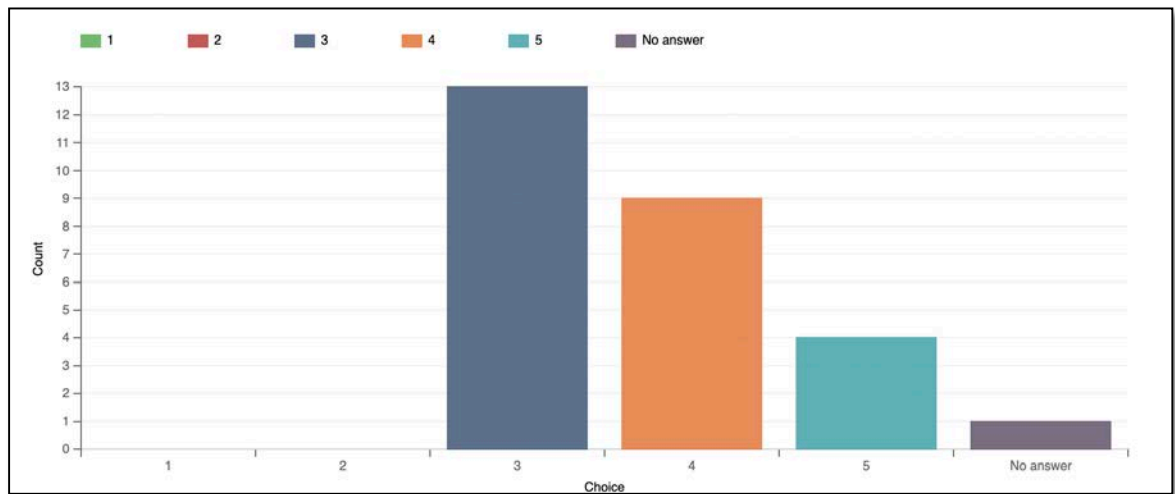


Figure 12, Level of difficultness of translating humorous context

The bar chart presents three options that were chosen by respondents, where the highest rate goes to the box number 3, which is 48.1% and translating humorous context is no easy no difficult for them. 9 people think that humorous context is quite easy, while other 4 people think it is easy as ABC.

Question 5

Does success or failure in translating humor in consecutive interpretation affect the quality of your translation?

Out of a total of 27 responses, 37% (or 10/27) of interpreters reported that humor in consecutive interpretation *very rarely* affect the quality of translation, followed by *sometimes* with 29.6%, *never* with 18,5%, and *always* with 11.1%. The table of these results are shown below:

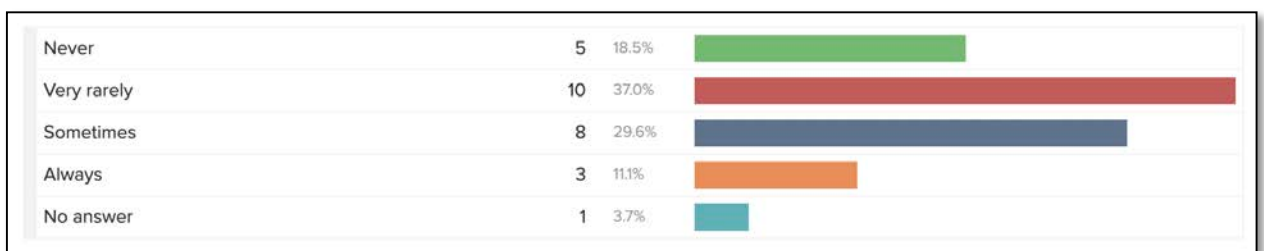
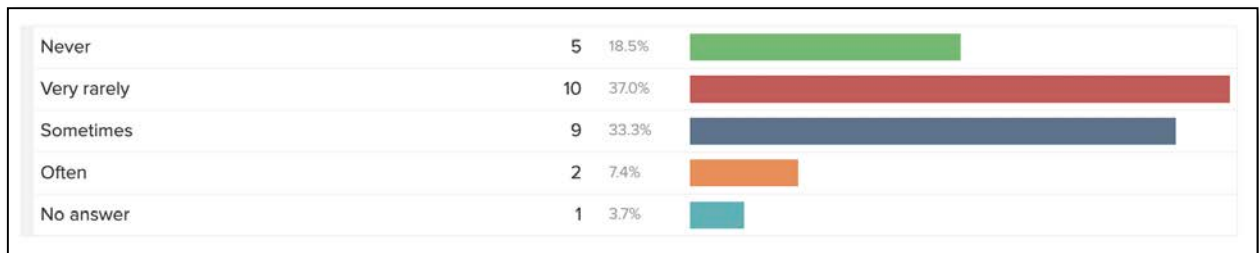
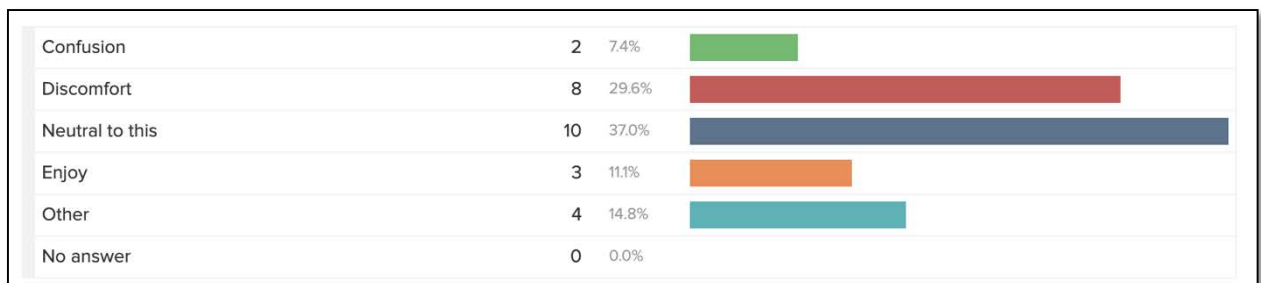


Figure 13, Effect of success or failure on the translation quality

Question 6**How often do you translate obscene language in consecutive interpretation?***Figure 14, Frequency of translation of obscene language*

From the above table it can be noticed that respondents have chosen totally different answers, which is “never” – 18.5%, “sometimes” – 33.3%, and “often” – 7.4%. Also, from the table we can see the option “very rarely”, which was chosen by 10 people showing the highest indicators - 37.0%.

Question 7**If you answered any option except “never” from previous question, what do you feel while translating obscene language?***Figure 15, Type of feeling during translation of obscene language*

The table shows that 10 of the respondents (37% / 100%) do not feel anything when they translate obscenities during interpretation. 4 people could not describe their feelings and chose the option “other”, representing 14.8%, while 8 respondents feel discomfort and 2 people feels confusion showing 29.6% and 7.4%. Only 3 out of 27 respondents chose the category "enjoy", indicating that they have a positive position towards translation of obscene language.

Question 8

What is your attitude to the translation of obscenities in consecutive translation in order to provide a quality translation?

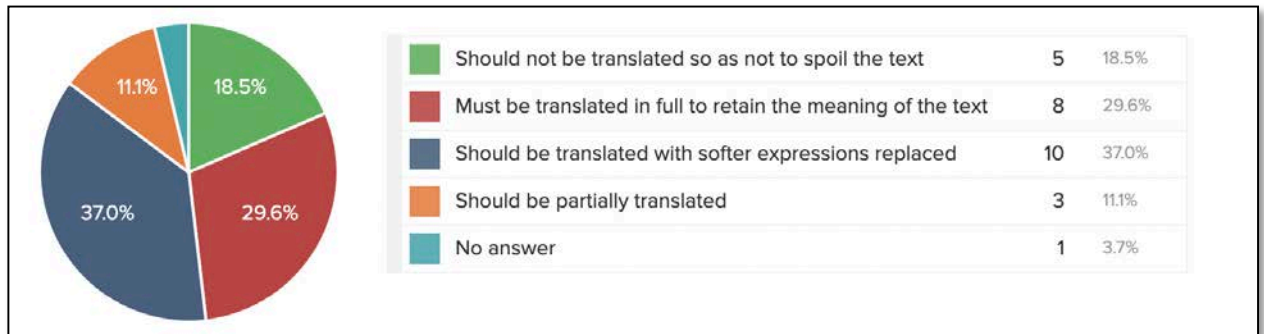


Figure 16, Attitude to the translation of obscenities in consecutive translation

The given pie chart illustrates the answers to the question of attitude to the translation of obscenities in consecutive translation in order to provide a high-quality translation. Out of 27 respondents 10 people answered that obscene language *should be translated with softer expressions replaced* showing 37%. Following indicators are 29.6 and 18.5 percent, where 8 respondents think that obscene language *must be translated in full to retain the meaning of the text* and another 5 respondents think that it *should not be translated so as not to spoil the text*. Only 3 interpreters answered that obscene language *should be partially translated* representing 11.1%.

Question 9

Is it necessary to mitigate the translation text in order to avoid conflict situations?

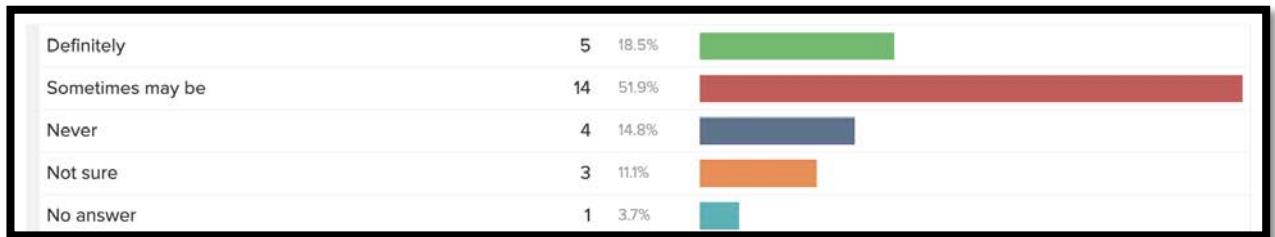


Figure 17, Necessity to mitigate the translation text in consecutive translation

14 out of 27 respondents answered that sometimes it is necessary to mitigate the translation text in order to avoid conflict situations showing 51.9% of overall, following with answers “definitely” – 18.5%, “never” – 14.8%, and “not sure” – 11.1%.

Question 10

How often do you face conflict situations during consecutive translation?

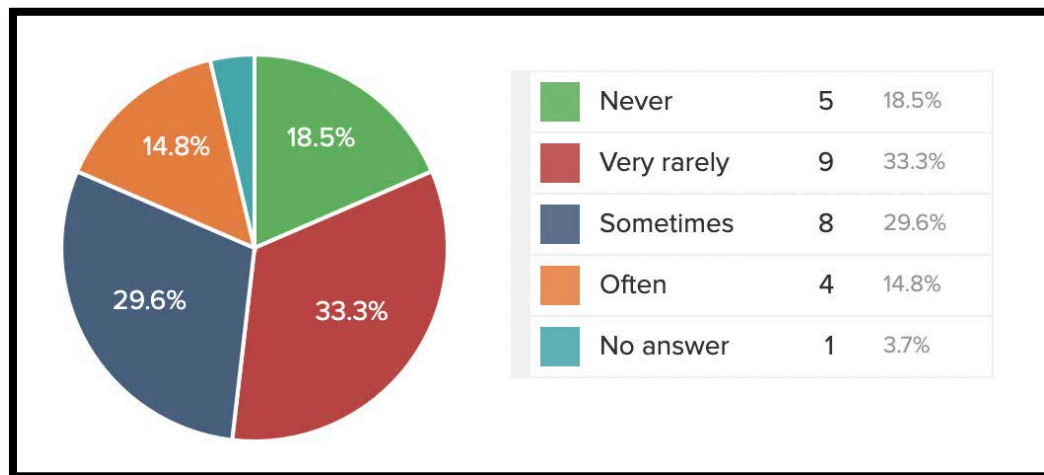


Figure 18, Frequency of facing the conflict situations during consecutive translation

Current question collected four different answers from respondents, where 9 interpreters *very rarely* face the conflict situations and 8 more interpreters face it *sometimes*, showing 33,3% and 29.6%. Following 18.5% of respondents answered that they *never* have faced conflict situations during the consecutive translation, and the last 14.8% (4/27) of interpreters answered “*often*”.

Question 11

What is your position when you see correspondents are emotionally aggressive or happy?

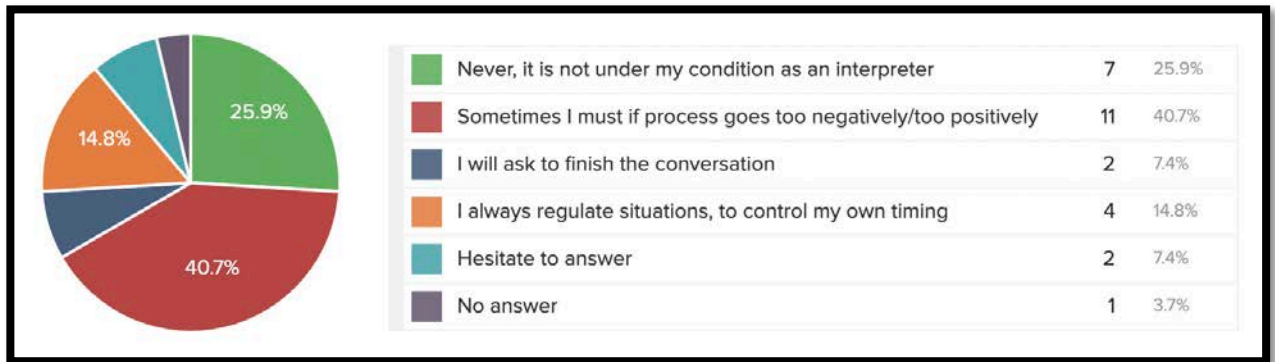


Figure 19, Position of interpreters when they see aggressiveness/happiness of correspondents

The above table illustrates the answers for how interpreters react when they face that correspondents are emotional during consecutive translation. Out of 27 respondents 10 interpreters answered that they are neutral in such situations representing 37%, while 6 respondents answered that they also get emotional and 6 more respondents also feel lost, representing 22.2% each. 14.8% of interpreters hesitate to answer as they might not face emotional behavior of correspondents.

Question 12

Have you ever tried to regulate situations during consecutive interpretation?



Figure 20, The attitude of interpreters in order to regulate situations during consecutive translation

Question No.12 illustrates the answers related to the attitude of interpreters in order to regulate situations during consecutive interpretation, where the majority said that sometimes they have to regulate the situations if process goes too negatively or too positively, representing 40%. Almost same amount of people (25.9%) never regulates any situations as it is not under their condition as interpreters. However, 4 respondents always regulate situations representing 14,8%, as they

respect and control their own timing. Last but one interpreter answered that he/she will ask to finish the conversation showing 7.4% of total answers and two more interpreters hesitated to answer, which is also 7.4%.

Furthermore, following analysis focuses on the finding of the primary research by using SPSS program. The conception of “Independent” and “Dependent” variables will be discussed in depth.

4.3 Pearson Correlation Analysis

Pearson Correlation is statistical measure that measures the strength of the relationship between variables. The range for Pearson Correlation lies between -1 and 1 where 0 is considered to have no correlation between the two-paired variables. If the Pearson correlation is near 1 it means it is positively strong related and vice versa (Frost, 2021).

Coefficients - effect size interpretation:

- “0 to 0.1” (Weak Relationship)
- “0.1 to 0.3” (Modest Relationship)
- “0.3 to 0.5” (Moderate Relationship)
- “0.5 to 0.8” (Strong Relationship)
- “0.8 to 0.9” (Very strong Relationship)

		Correlations											
		Age	Gen	Edu	EmpS	Rating	Grade	Humor	HumDif	AffQu	Obsc	Attitude	Try
Age	Pearson Correlation	1	.163	-.072	-.223	.235	.161	-.339	-.119	.263	.296	-.031	-.112
	Sig. (2-tailed)		.415	.721	.265	.238	.424	.084	.554	.184	.133	.879	.580
	N	27	27	27	27	27	27	27	27	27	27	27	27
Gen	Pearson Correlation	.163	1	.060	-.408*	-.297	-.253	-.014	-.069	-.224	-.191	-.082	.023
	Sig. (2-tailed)	.415		.767	.035	.132	.203	.946	.733	.262	.340	.684	.909
	N	27	27	27	27	27	27	27	27	27	27	27	27
Edu	Pearson Correlation	-.072	.060	1	-.107	.195	-.203	-.459*	.144	-.029	-.430*	.171	-.258
	Sig. (2-tailed)	.721	.767		.597	.330	.310	.016	.474	.887	.025	.392	.193
	N	27	27	27	27	27	27	27	27	27	27	27	27
EmpS	Pearson Correlation	-.223	-.408*	-.107	1	.185	.173	-.269	.261	-.320	.046	-.073	-.041
	Sig. (2-tailed)	.265	.035	.597		.355	.388	.175	.189	.104	.820	.717	.838
	N	27	27	27	27	27	27	27	27	27	27	27	27
Rating	Pearson Correlation	.235	-.297	.195	.185	1	.069	.089	.352	.045	.192	-.182	.093
	Sig. (2-tailed)	.238	.132	.330	.355		.731	.658	.072	.824	.336	.362	.645
	N	27	27	27	27	27	27	27	27	27	27	27	27
Grade	Pearson Correlation	.161	-.253	-.203	.173	.069	1	-.286	-.346	.007	.025	.258	.011
	Sig. (2-tailed)	.424	.203	.310	.388	.731		.149	.077	.974	.902	.193	.956
	N	27	27	27	27	27	27	27	27	27	27	27	27
Humor	Pearson Correlation	.339	-.014	-.459*	-.269	.089	-.286	1	-.033	.324	.225	-.275	.222
	Sig. (2-tailed)	.084	.946	.016	.175	.658	.149		.870	.099	.258	.164	.265
	N	27	27	27	27	27	27	27	27	27	27	27	27
HumDif	Pearson Correlation	-.119	-.069	.144	.261	.352	-.346	-.033	1	-.297	-.062	-.475*	-.195
	Sig. (2-tailed)	.554	.733	.474	.189	.072	.077	.870		.133	.759	.012	.329
	N	27	27	27	27	27	27	27	27	27	27	27	27
AffQu	Pearson Correlation	.263	-.224	-.029	-.320	.045	.007	-.324	-.297	1	.384*	.336	-.078
	Sig. (2-tailed)	.184	.262	.887	.104	.824	.974	.099	.133	.099		.048	.698
	N	27	27	27	27	27	27	27	27	27	27	27	27
Obsc	Pearson Correlation	.296	-.191	-.430*	.046	.192	.025	.225	-.062	.384*	1	-.074	.262
	Sig. (2-tailed)	.133	.340	.025	.820	.336	.902	.258	.759	.048		.715	.187
	N	27	27	27	27	27	27	27	27	27	27	27	27
Attitude	Pearson Correlation	-.031	-.082	.171	-.073	-.182	.258	-.275	-.475*	.336	-.074	1	-.232
	Sig. (2-tailed)	.879	.684	.392	.717	.362	.193	.164	.012	.087	.715		.243
	N	27	27	27	27	27	27	27	27	27	27	27	27
Try	Pearson Correlation	-.112	.023	-.258	-.041	.093	.011	-.222	-.195	-.078	.262	-.232	1
	Sig. (2-tailed)	.580	.909	.193	.838	.645	.956	.265	.329	.698	.187	.243	
	N	27	27	27	27	27	27	27	27	27	27	27	27

* Correlation is significant at the 0.05 level (2-tailed).

Figure 21, Pearson Correlation analysis via SPSS

The above table illustrates that all the independent variables have a positive relationship with the dependent variable. The weakest relationship with the indicator .072 shows that the quality of translation does not related to the difficulty in translation humorous context. However, the success or failure in translating humor in consecutive interpretation has a very strong positive correlation and shows that it has a high influence on the translation quality. Moreover, the result .193 shows very negligible correlation between the quality of translation and attitude to the translation of obscenities in consecutive interpretation. On the contrary, emotions have a very high positive and strong correlation, which is .956.

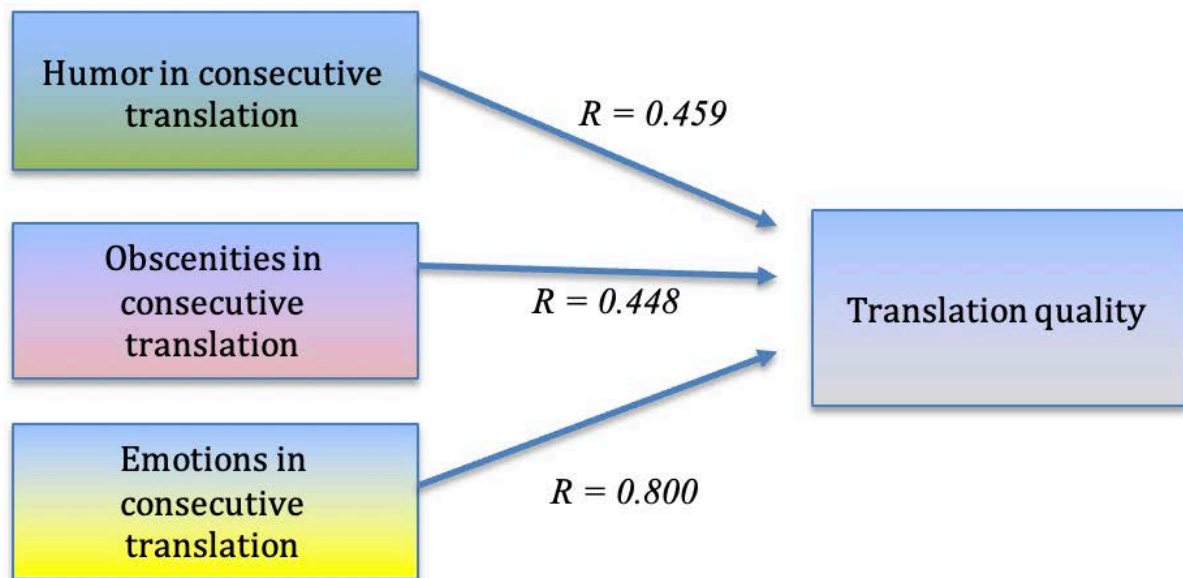


Figure 22, Relationship between independent variables and dependent variable

4.4 Coefficient

The coefficients table helps the researcher determine the relationship between the independent variables and dependent variables. Furthermore, it also helps to understand the hypothesis testing whether to accept or reject the statement of the null hypothesis.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.192	1.558		3.974	<.001
	Humor	.107	.543	.042	.197	.846
	Obsc	.354	.441	.173	.804	.430
	Try	.055	.309	.038	.178	.860

a. Dependent Variable: Rating

Figure 23, The Coefficients analysis

According to the above coefficients table researcher can understand the relationship of independent and dependent variables and make an equation that has the influence of independent variables on the dependent variable. The equation is as follows:

$$\text{Translation quality} = 0.459 (\text{Humour}) + 0.448 (\text{Obscenities}) + 0.800 (\text{Emotions})$$

Considering the above equation, the researcher interpreted that all the independent variables are positively related to the dependent variable. The equation will affect the dependent variable; having a 1 unit increase in any independent variable the dependent variable will have the same effect of the numbers mentioned above in the equation.

Emotions in consecutive translation has the highest influence on translation quality, which is 80%. Furthermore, Humour and Obscenities in consecutive interpretation has 45.9% and 44.8% influence on translation quality respectively.

4.5 Hypothesis testing

The null hypothesis has been mentioned above in chapter 3 now after the data has been collected the researcher has to accept or reject the hypothesis; in order to do that coefficients analysis has been done and taken into consideration. In the table 2 the researcher focuses on the Significance level of the model. The benchmark value for accepting the hypothesis is 0.05 or below.

Hypothesis 1:

The use of humor in translation does not influence translation quality

According to the table 2 the significance value of the independent variable (*Humour*) has a value of (0.846) that is more than the benchmark value (0.05) so the above-mentioned statement has been rejected and its alternative has been accepted. This means that the statement “*The use of humor in translation influence translation quality*” has been accepted. According to the research findings humour in consecutive translation has an effect on translation quality.

Hypothesis 2:

The use of obscenities in translation does not influence translation quality

Coming back to the table 2, the significance value for the independent variable (Obscenities) is 0.430 that again doesn't pass the benchmark value line of (0.05 and below) so the statement mentioned above for the second hypothesis has also been rejected while the alternative has been accepted. So, the alternative statement is “*The use of obscenities in translation influence translation quality*”. Considering the statement of alternative to be true, obscenities in consecutive translation is one of factors that has an impact on translation quality.

Hypothesis 3:

Human emotions in translation does not influence translation quality

According to the results, the third and last null hypothesis has been rejected, as the significance value is 0.860. The statement “*Human emotions in translation influence translation quality*” is

accepted. According to the above statement being accepted it means that emotions has an effect on translation quality.

DISCUSSION AND GENERAL CONCLUSION

The results of this study show that humor in consecutive interpretation has an impact on quality, thereby supporting author Delia Chiaro's research (2017). It is not easy to predict what the message of a humorous text will be and whether it is possible to accurately convey the meaning of this text. This issue can be further investigated, more broadly and in depth. In addition, once, when my director joked with our foreigner, when they had a conversation to discuss important points of work, our guest did not understand the meaning and asked me why the director was joking, what he wanted to say by that. Then, having already noticed that we were distracted from the topic due to misunderstanding, I realized that the translation did not work out as planned, so I could not assess my work as successful. The study also showed that, along with humor, profanity has a large impact on the quality of translation. Considering the correlation table, the relationship between profanity language and translation quality can be clearly seen. While previous researcher Boris Naimushin (2016) has focused on interdiction of translation the obscenity message and said that text should not be mitigated, the results of current work supported the author Kozyreva M. (2012), who wrote that such moments should be discussed with customer in advance as it has a great impact on translation quality. As a result, the research questions 1 and 2 were answered.

Furthermore, from the collected information and analysis, a strong relationship between human emotions during consecutive translation and translation quality was found. Definitely, this results are logically right. Emotions lead to misunderstanding, confusion, discomfort and physical strain of the interpreter. Controlling the situation is not easy, however, the results of Question 12 shows that interpreters prefer to regulate emotionally unstable situations if it goes too negatively or positively. According to Sdobnikov (2011), it was stated that better to prepare yourself before consecutive translation and choose the right tactic. As an aspiring interpreter, I have never

notified my clients about my way and tactic of translation. The results of Question 11 shows that it is difficult for the interpreters to know in advance what kind of situation they will face, so the majority of respondents answered that they feel lost and confused.

Based on the results of this work, we can clearly say that the quality of the translation is influenced by many factors. In some of parts in the literature review, it was mentioned more than once that the interpreter should not change or soften the text, intervene if the situation escalates, and translate each word. The null hypothesis was rejected and all three factors were accepted. As we can see, a broader study of these topics is needed, since the number of respondents in this work is insufficient for a specific conclusion. The main goal of this project was more or less achieved. From Questions 5, 8 and 11, the attitude of the interpreter to the factors influencing the translation quality was revealed.

Overall, the research work has a specific purpose, which was reached, even though the number of respondents is not that much. The relationship between factors and translation quality in consecutive interpretation was identified. This allows the conclusion that if there is a humour, obscenities or emotions in consecutive translation, then the interpreter should be very accurate and concentrated, as these factors can influence the translation quality, finally affecting the result of the interpreter. The work also might be helpful for universities and schools to pay enough attention to the translation quality and factors that affect it in order to increase the level of literacy and professionalism.

Current work is useful for beginner interpreter, as it brought many situations from previous researches, and would help to avoid some mistakes in the future. Moreover, the interpreters can compare what other interpreters from this study think, feel and wish.

Further research should consider the potential effects of humor, obscenity language and emotions more carefully, and select more respondents. In addition, to get more clear results, future work

can include experiments with interpreters instead of doing the questionnaire. From experiment, researcher can observe what the interpreter feels, how fast reacts, and does the attitude affected the quality of the message. An interesting atmosphere of emotionally negative or positive heat can be useful for interpreters to practice, learn and help the researcher to get a highly helpful results.

References

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APPENDICES**Appendix 1****Questionnaire****Section A*****Question 1***

Which below category includes your age?

- 17 or younger
- 18 – 20
- 21 – 29
- 30 – 39
- 40 – 49
- 50 or older

Question 2

What gender you are?

- Female
- Male

Question 3

What is your education level?

- Primary education
- Secondary education
- Higher education
- Postgraduate education

Question 4

Which of the following categories best describes your employment status?

- Employed, working 1-39 hours per week
- Employed, working 40 or more hours per week
- Not employed, looking for a work
- Retired

Question 5

Please indicate your place of work, organization name or write if you are a freelancer

Section B**Question 1**

Rate the quality of your interpretation skills in consecutive interpretation from 1 to 10, where 1 is low and 10 is high. (Please tick your answer ✓)

1	2	3	4	5	6	7	8	9	10

Question 2

Whose grade can you take as an indicator of your translation quality in consecutive translation?

- You can grade yourself
- Employer's grade
- Client's grade
- Third party's grade
- Other _____ (please identify)

Section C***Question 1***

How often do you translate humor (jokes, anecdotes) in consecutive interpretation?

- Never
- Very rarely
- Sometimes
- Often

Question 2

How difficult is it to translate a humorous context for you? Rate from 1 to 5, where 1 – extremely difficult, 5 – as easy as ABC. (Please tick your answer ✓)

1	2	3	4	5

Question 3

Does success or failure in translating humor in consecutive interpretation affect the quality of your translation?

- Never
- Very rarely
- Sometimes
- Always

Section D***Question 1***

How often do you translate obscene language in consecutive interpretation?

- Never
- Very rarely
- Sometimes
- Often

Question 2

If you answered any option except “never” from previous question, what do you feel while translating obscene language?

- Confusion
- Discomfort
- Neutral to this
- Enjoy
- Other

Question 3

What is your attitude to the translation of obscenities in consecutive translation in order to provide a quality translation?

- Should not be translated so as not to spoil the text
- Must be translated in full to retain the meaning of the text
- Should be translated with softer expressions replaced
- Should be partially translated

Question 4**Is it necessary to mitigate the translation text in order to avoid conflict situations?**

- Definitely
- Sometimes may be
- Never
- Not sure

Section E***Question 1*****How often do you face conflict situations?**

- Never
- Very rarely
- Sometimes
- Often

Question 2**What is your position when you see correspondents are emotionally aggressive or happy?**

- Neutral
- I also get emotional
- I feel lost/confused
- Hesitate to answer

Question 3**Have you ever tried to regulate situations during consecutive interpretation?**

- Never, it is not under my condition as an interpreter
- Sometimes I must if process goes too negatively/too positively
- I will ask to finish the conversation
- I always regulate situations, to control my own timing

- Hesitate to answer

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