



Trends in Interpretation

SCIC-Universities Conference
20 April 2018

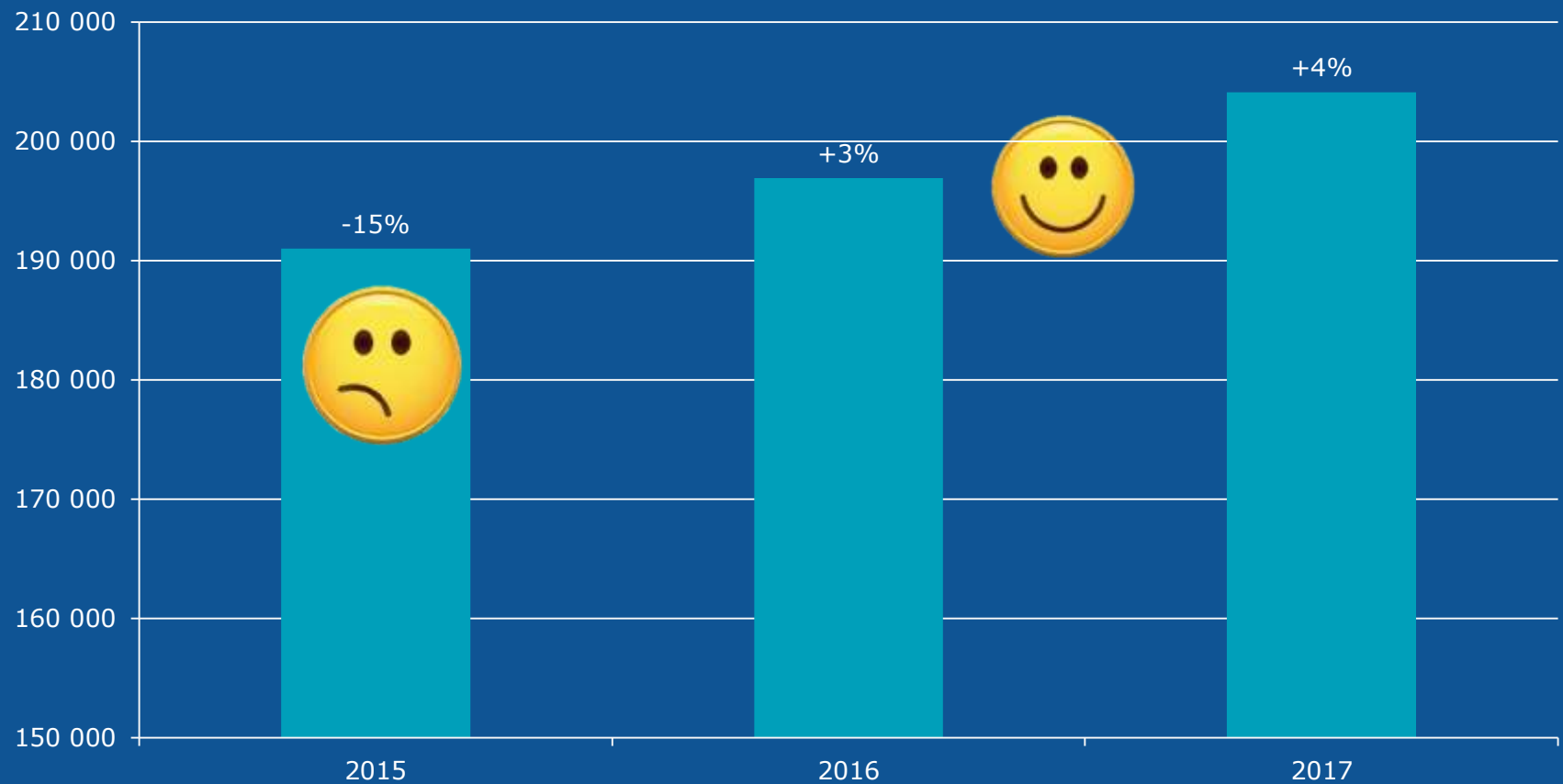
Filip MAJCEN
Director

Interpretation Services Management & Professional Support

Activity

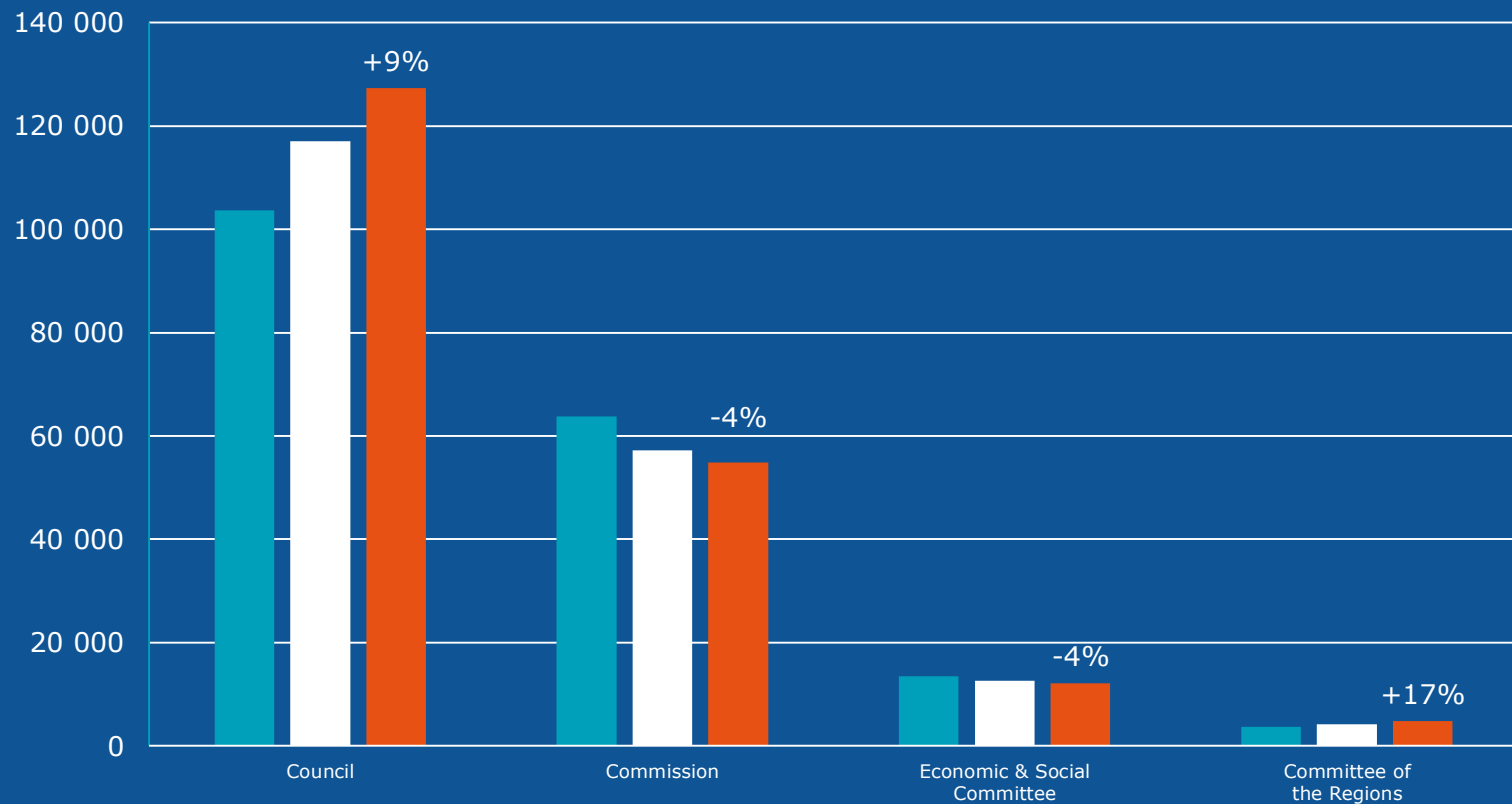


Total interpretation output 2015-2017 (in i-slots)

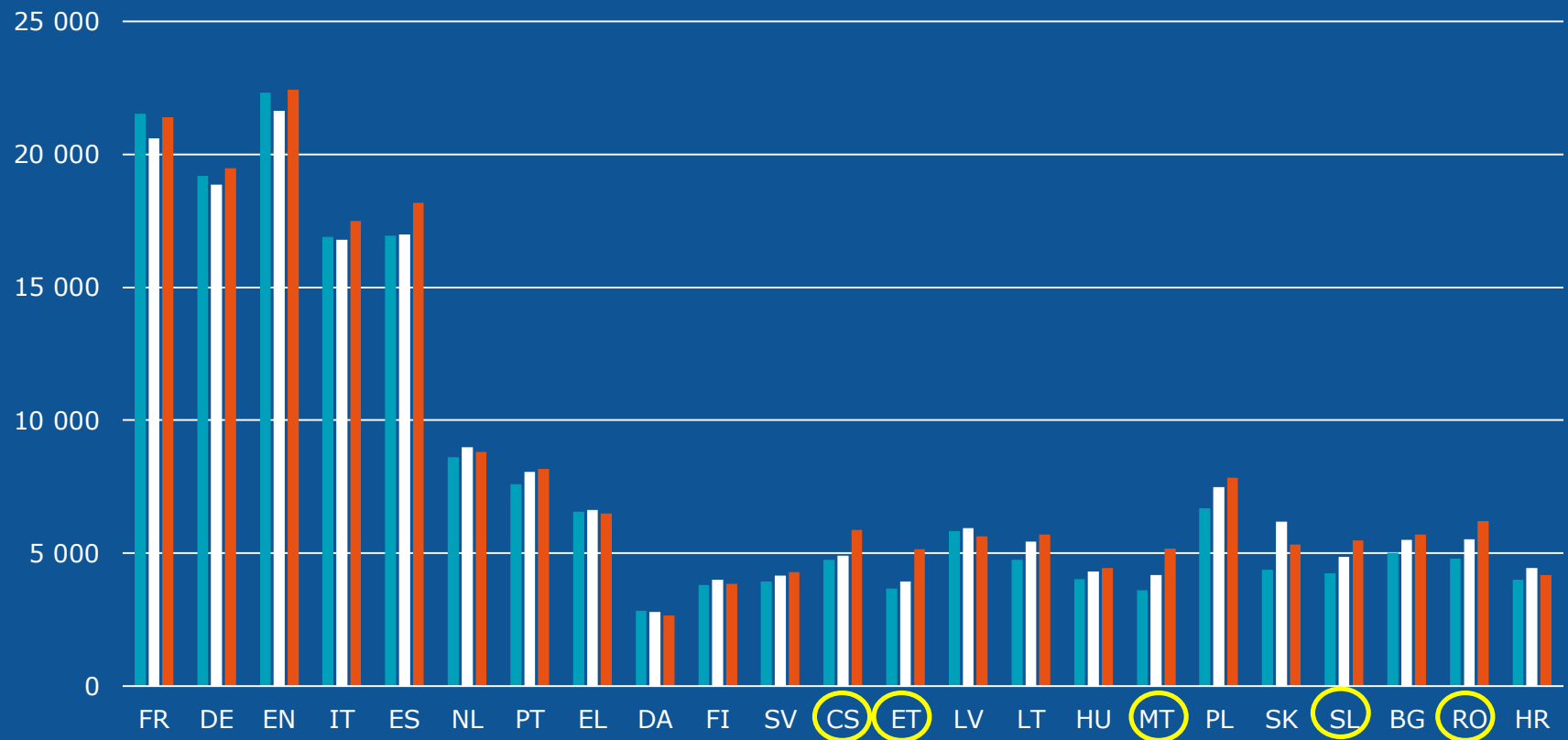




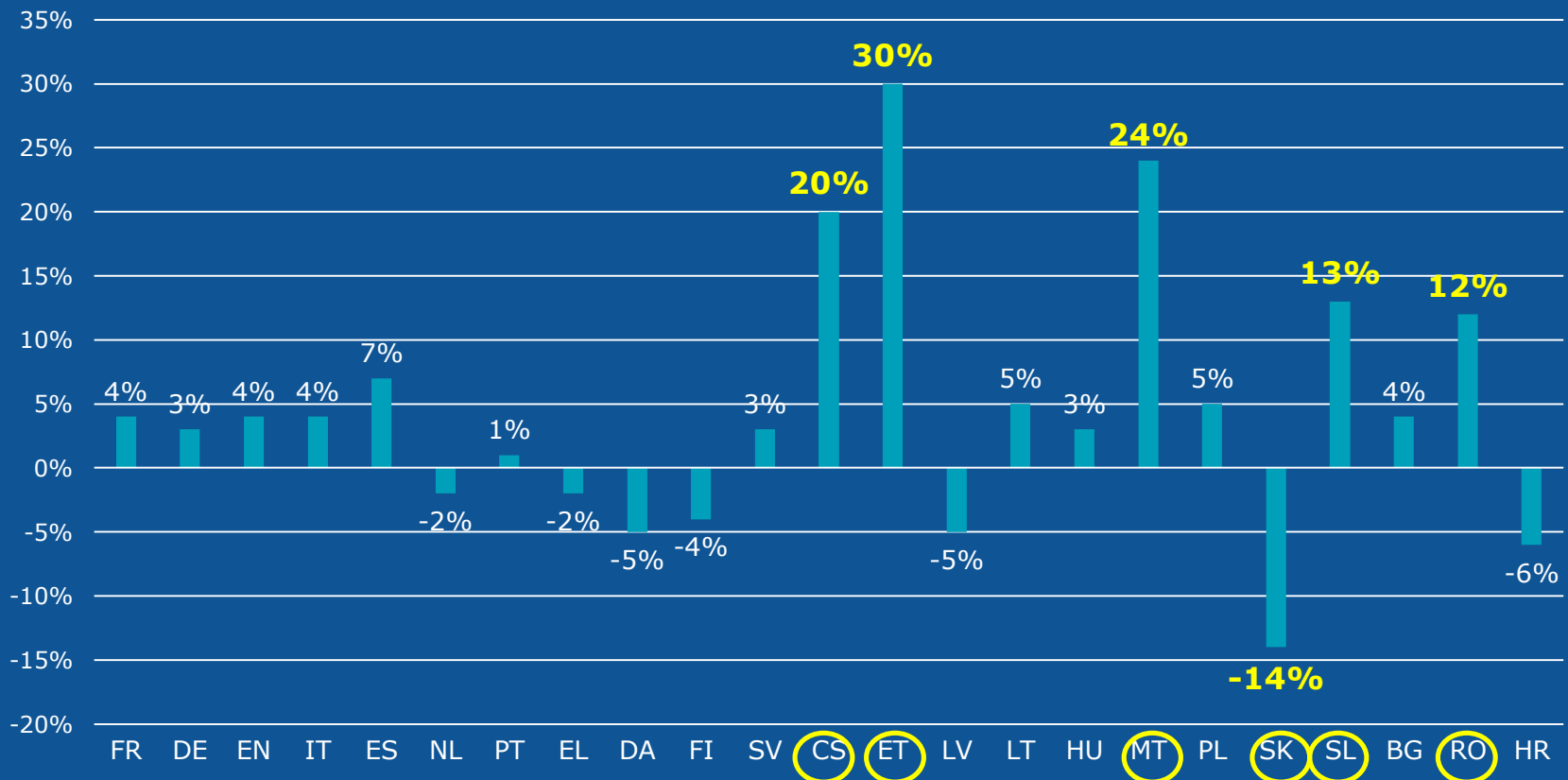
Interpretation output 2015-2017 per institution (in i-slots)



Total interpretation output 2015-2017 per language (in i-Slots)



% change per language 2016-2017

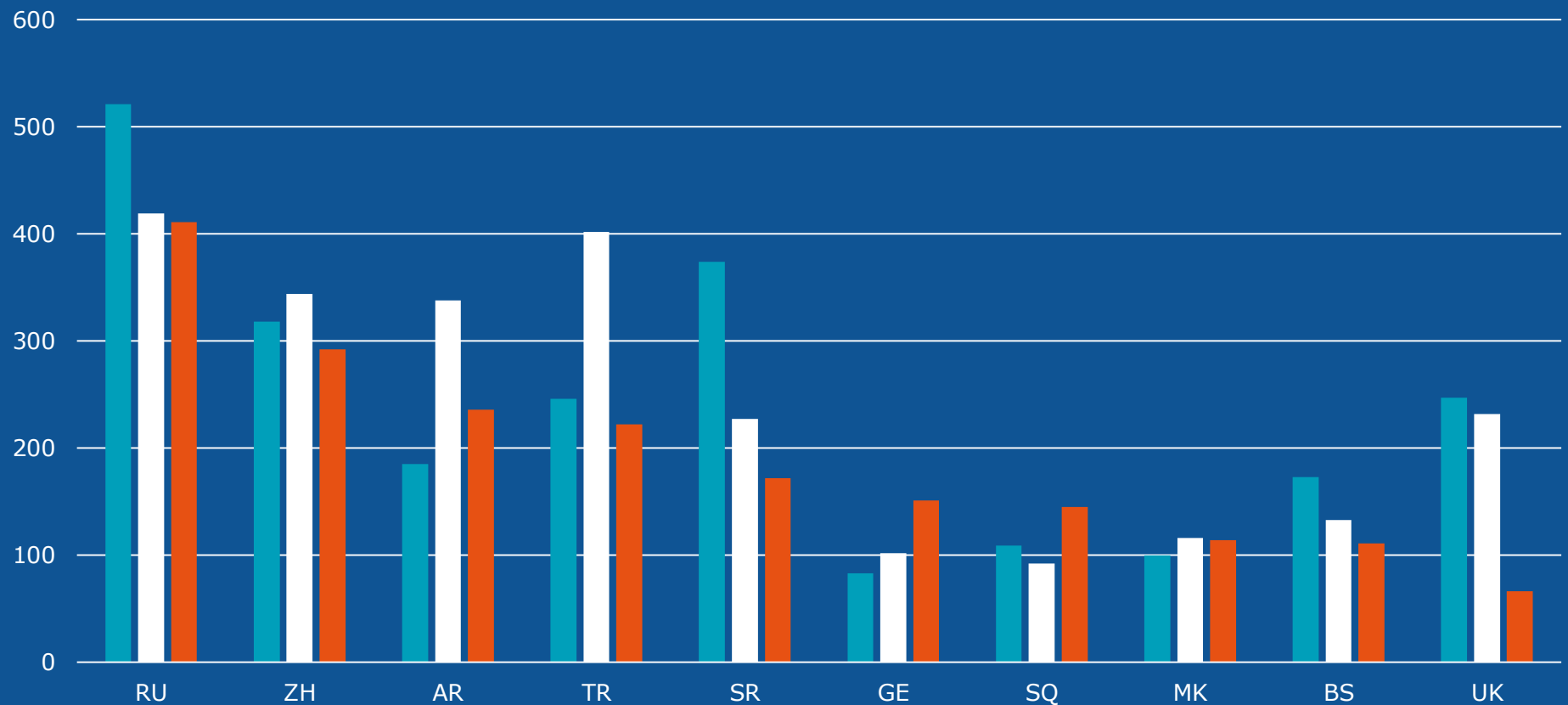


Council league Table 2017

		i-slots	Demand satisfaction
1	FR	9956	100%
2	DE	9925	100%
3	EN	9855	100%
4	IT	9638	100%
5	ES	9470	100%
6	PT	5727	100%
7	NL	5560	100%
8	RO	4939	91%
9	SL	4901	92%
10	LV	4795	97%
11	MT	4776	83%

		i-slots	Demand satisfaction
12	CS	4691	91%
13	LT	4678	95%
14	EL	4645	99%
15	SK	4557	94%
16	PL	4538	98%
17	BG	4463	93%
18	ET	4382	94%
19	HR	3566	80%
20	SV	3541	92%
21	HU	3256	98%
22	FI	2989	94%
23	DK	2256	89%

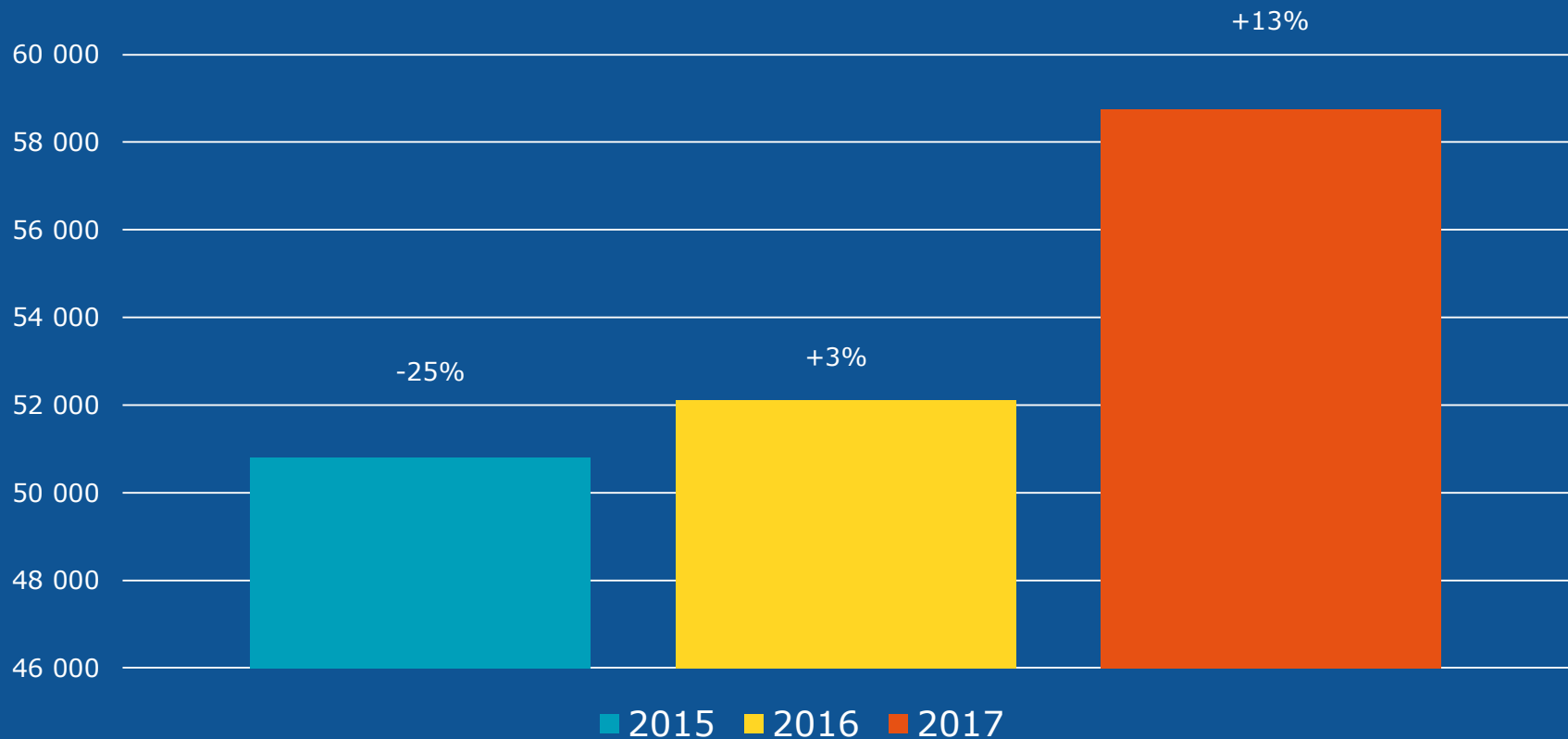
Interpretation output in non-EU languages 2015-2017 (in i-Slots)



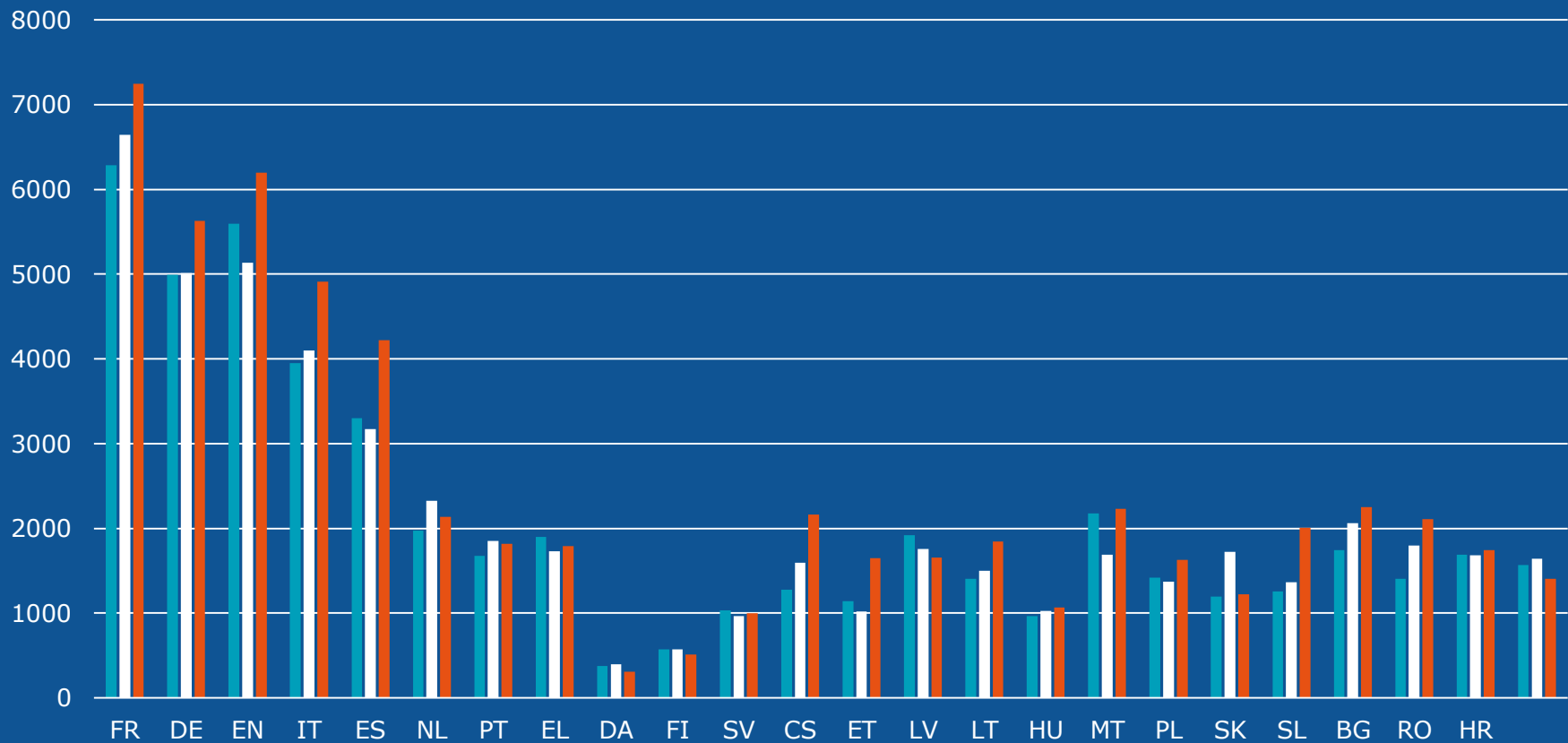
Interpreters



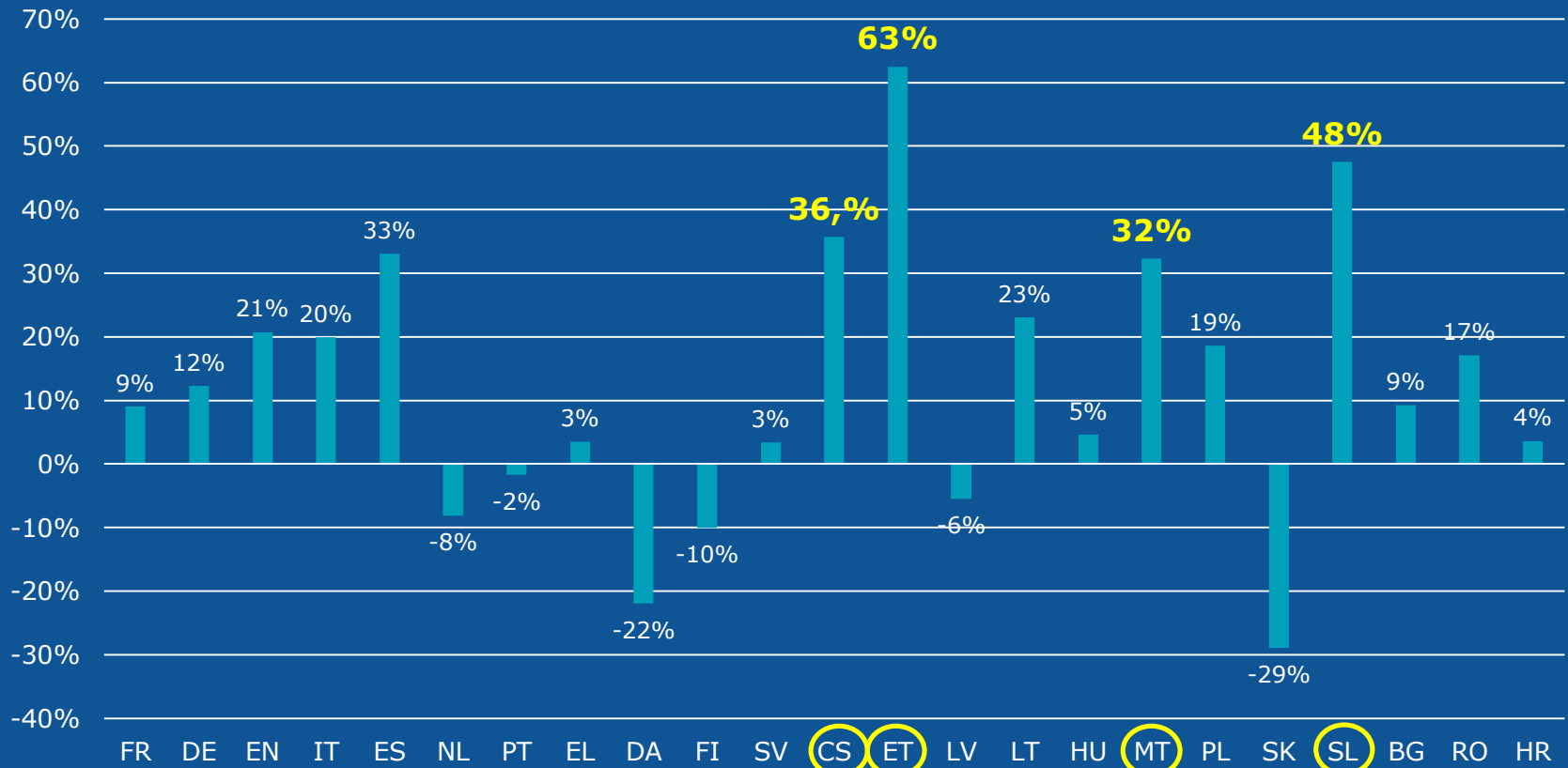
Total freelance recruitment contract days



Freelance recruitment per language 2015-2017 (in contract days)

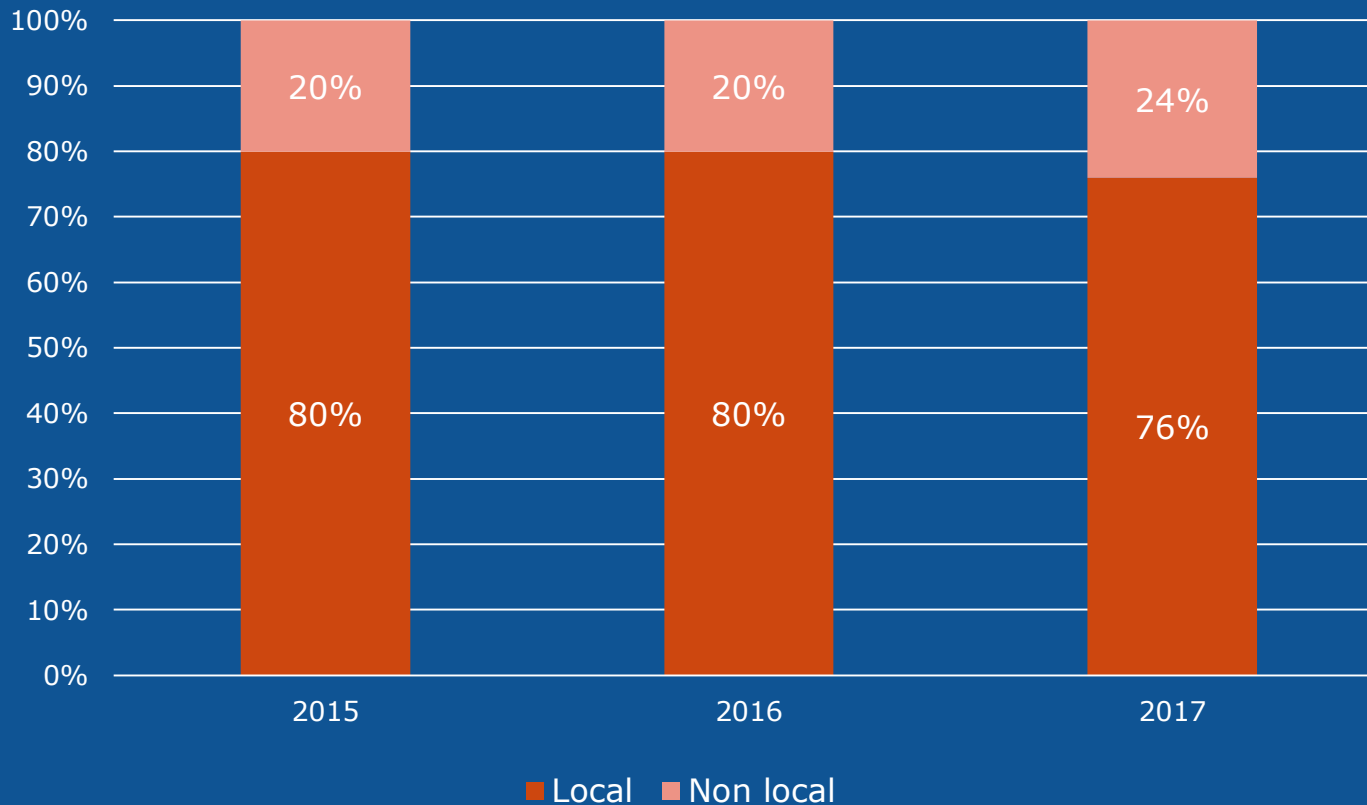


Freelance recruitment % change 2016/2017



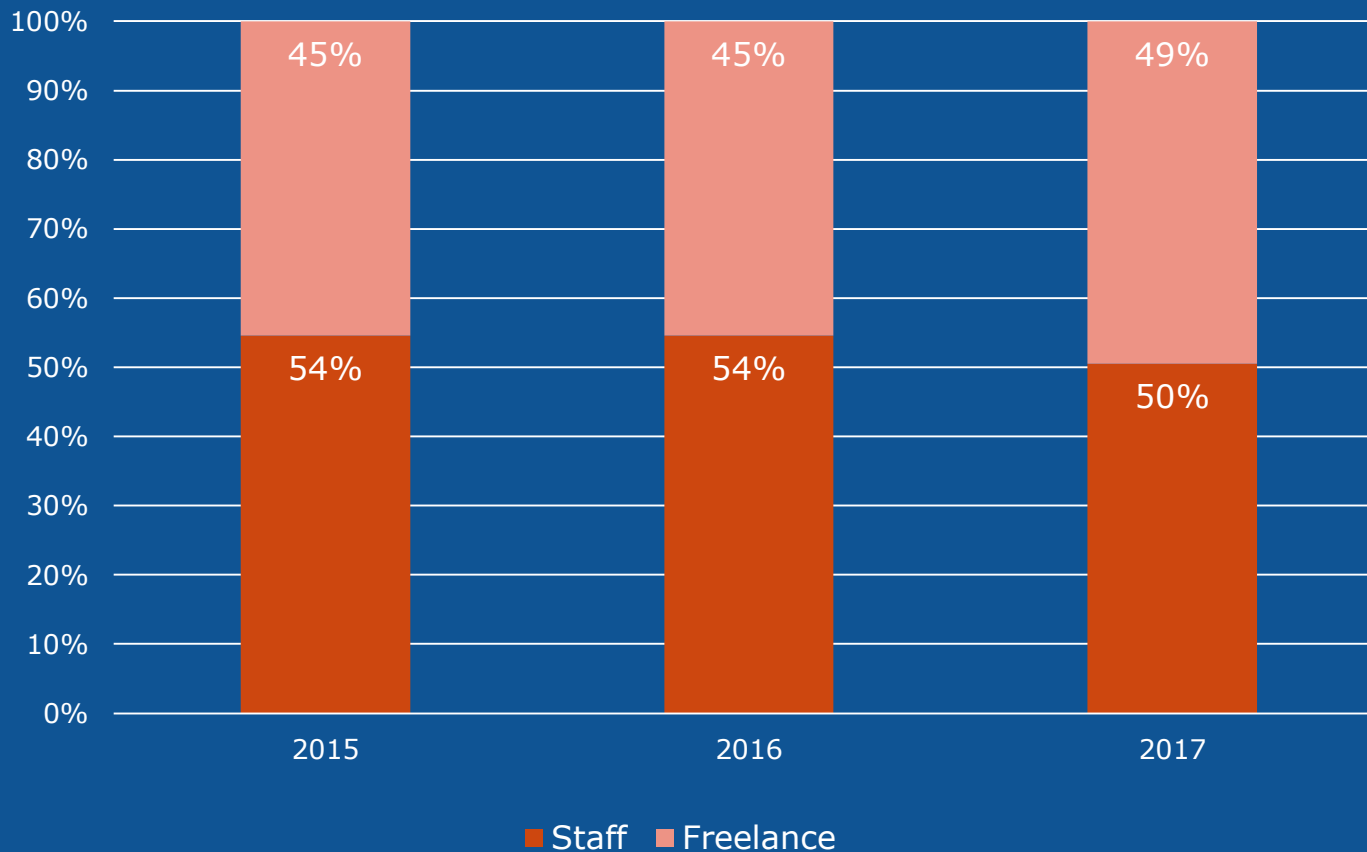


Contract days local/non local 2015-2017

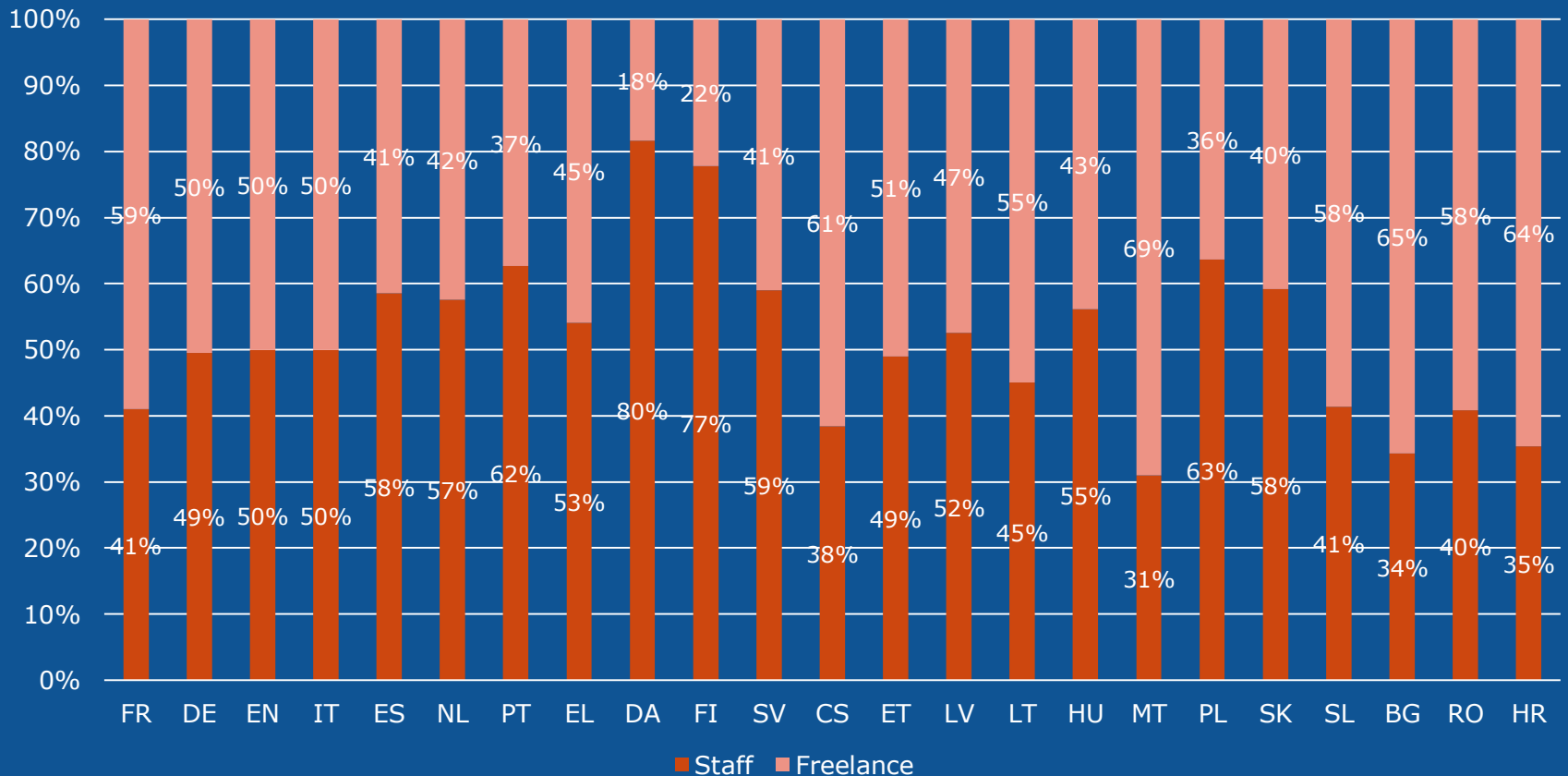




Staff / Freelance ratio 2015-2017



Staff / Freelance ratio per language 2017





Key figures

	2016	2017
• Interpretation i-slots	+ 3%	+ 4%
• ACI contract days	+ 3%	+13%
• Staff / ACI ratio	54/45	50/49
• Satisfaction of demand	97%	96%

Customer Satisfaction





Customer satisfaction survey

- Overall satisfaction 90%
- When listening to interpretation into mother tongue 92%
- Easier to participate when mother tongue is available
 - passive 75%
 - active 76%



Listeners also expressed...

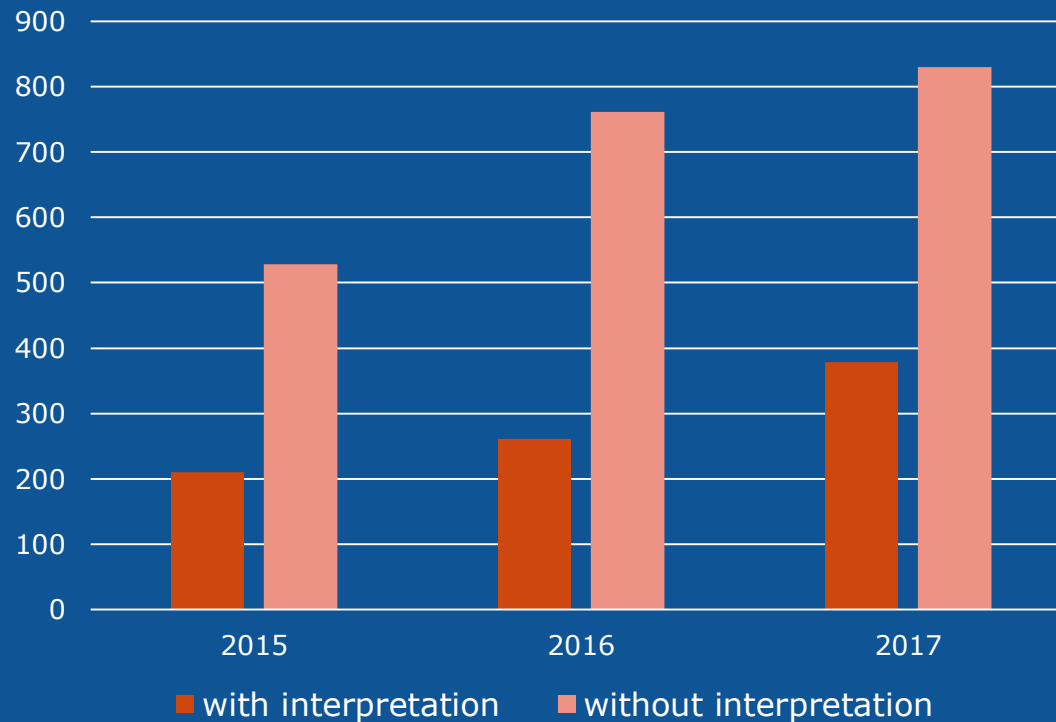
- Wish to have more interpretation for 'smaller' languages.
- Use of accurate terminology is a key factor for satisfaction.
- Willingness to interact and cooperate more with interpreters.



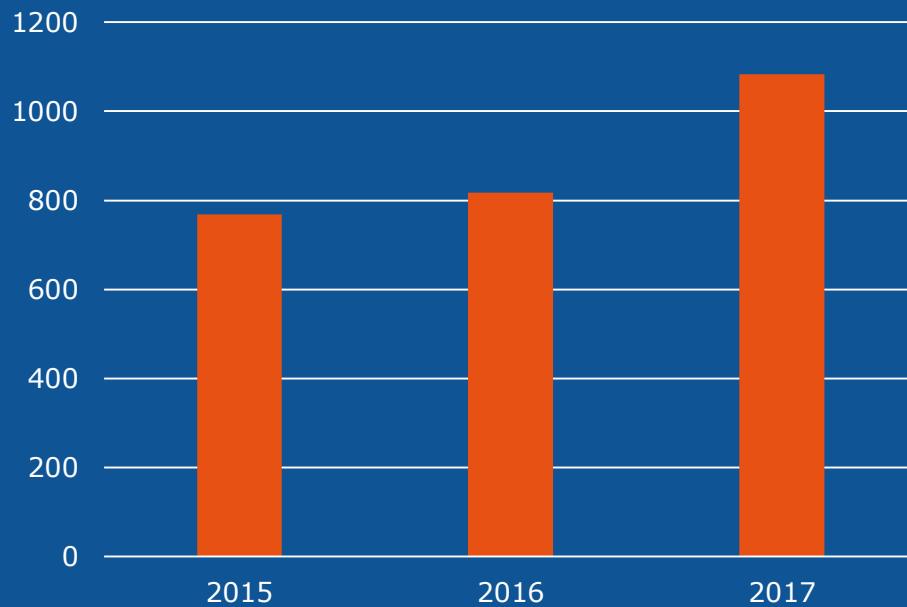
Integrating Technologies



Meetings with video-conferences



Meetings with Webstreaming





Conclusions

- Upwards trend in demand continues.
- Pool of available interpreters is limited.
- Freelance interpreters recruitment is on the rise.
- Quality is the key to customer satisfaction.
- Adaptability plays an increasingly important role.



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