



6th European Working Conditions Survey

Translation report

Prepared by Ipsos

December 2015

This report is available in electronic format only and is not subject to the standard Eurofound editorial procedures.

Contents

Overview	1
Introduction	1
Overall objective	1
Translation coordination team.....	3
Translatability assessment.....	3
Overview	3
Main findings	5
Translation process.....	6
Translation team.....	6
Training/briefing sessions	7
Main translation process	7
Translation template (translators use only)	9
Adjudication template (adjudicators use only)	10
Translation user guide (translators use only)	10
Adjudication user guide (adjudicators use only).....	11
Evaluation	12
Harmonisation approach	13
Harmonisation template	15
Harmonisation user guide	15
Evaluation	15
Adaptation approach	16
Briefing notes.....	18
Adaptation template	18
First adaptation.....	18
Proofread of first adaptation.....	18
Adaptation call	19
Adaptation user guide	19
Check-list	20
Evaluation	20
Translation of other fieldwork materials	21
Overview	21
List of fieldwork materials translated	21
Description of the process.....	21
Materials provided	22
Evaluation	22
Annexes	23
Annex 1 6th EWCS – Translatability assessment template	24
Annex 2 6th EWCS – Translation user guide	25
Annex 3 6th EWCS – Adjudication user guide.....	26

Annex 4	6th EWCS – Additional checks to be performed (translation process)	27
Annex 5	6th EWCS – Adaptation process - briefing notes.....	35
Annex 6	6th EWCS – Additional checks to be performed (adaptation process)	41

Overview

Introduction

Every five years, Eurofound carries out the European Working Conditions Survey (EWCS), interviewing both employees and self-employed people on key issues related to their work and employment. This survey is a face-to-face survey and covers a random and representative sample of the work force in each country.

The main stage fieldwork for the next EWCS survey (wave 6 in the series) took place in 35 countries over the course of 2015, with fieldwork in the EU28, Switzerland and Norway beginning in Spring 2015 and fieldwork in the 5 IPA countries (Albania, the Former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey) following in Autumn 2015. Interviews were conducted in the national languages of each country in participants' own homes.

The international dimension of the EWCS makes fieldwork consistency across countries essential. The translation process is therefore a key stage to ensure the accuracy of the survey among all countries.

Ipsos was responsible for coordinating the translation of all the research tools, including the questionnaire and other fieldwork materials. The following report provides details of each stage of the translation process as well as an evaluation of how well each stage worked.

The table below provides a summary of the timetable for different phases of the translation process:

Questionnaire translatability assessment	26 June to 7 July 2004
Source questionnaire translation	
- Collection and approval of translators' CVs	Mid-June to mid-July
- Training / briefing sessions	9 to 15 July
- Main translation process	10 July to 11 September
- Adjudication	31 July to 12 September
- Special process for checking trend questions	Mid-October to early November
Harmonisation	25 September to 3 October
Adaptation	3 November to 9 December
Translation of other fieldwork materials	October and November 2014

Prior to translation, a number of steps were taken by Eurofound and Ipsos to ensure that the final source questionnaire was of high quality and was readily translatable. In the first instance, Eurofound commissioned its own advance translatability assessment of the draft source questionnaire in German and Polish. This work was conducted by GESIS and the University of Warsaw respectively. Ipsos conducted 36 face-to-face cognitive interviews in the UK using the draft source questionnaire among a broad cross-section of the working population by socio-demographic profile, including work status (segmented into part-time and full-time workers and the self-employed). The results of these activities are detailed in separate reports. Once these exercises were complete, Eurofound hosted an interactive de-brief meeting in Dublin between GESIS, the University of Warsaw, Ipsos and its own project team members to share key findings and recommendations, which were then incorporated into a revised source questionnaire.

Overall objective

The key to successful translation is to ensure that the themes explored by any question are conveyed in an equivalent way to all respondents, rather than a simple word-for-word translation. In effect, the priority is creating equivalent meaning rather than literal translations. This is important for a

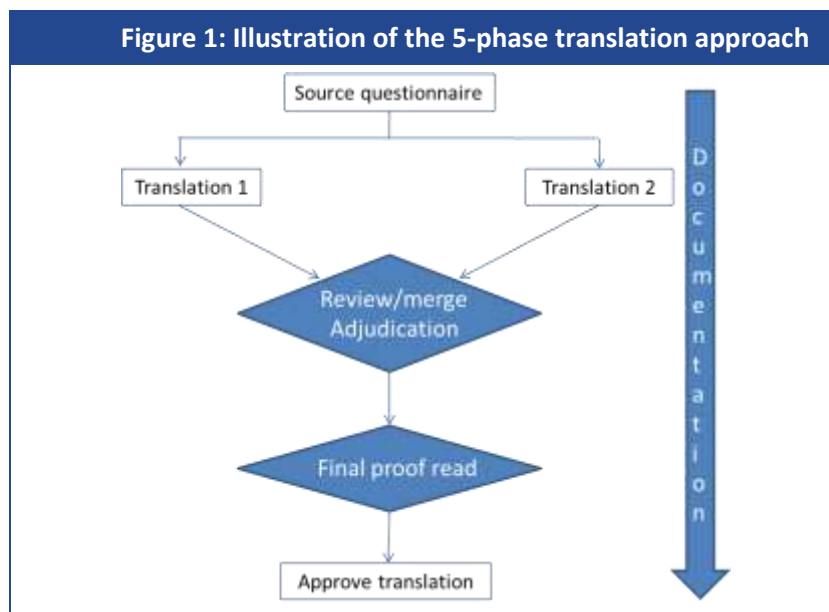
number of reasons, not least to ensure that the data collected is valid and comparable across different countries.

A well-translated survey instrument should satisfy three conditions:

- Semantic equivalence across languages – the words and sentence structure in the translated text express the same meaning as the source language;
- Conceptual equivalence across cultures – the concept being measured is the same across different country cultures, although wording to describe it may be different; and
- Normative equivalence to the source survey – the ability of the translated text to address social norms that may differ across cultures.

It is worth noting that, at the same time, each language version needs to be consistent in its own right and that this sometimes requires trade-offs to be made.

To ensure that all three conditions were satisfied, Ipsos based the main translation process on the TRAPD model. TRAPD is an acronym for Translation, Review, Adjudication, Pre-Testing and Documentation, which are the five interrelated procedures involved in producing final translated version of questionnaire.



The main steps involved in this approach were:

- The source English version was closely proofread to check for minor errors in grammar and spelling by the Ipsos Coordination Team.
- Two independent translators for each language conducted parallel translations of the source English questionnaire into the target languages versions. They translated the new items and reviewed the existing questions available from previous waves ensuring coherence between the translation of the new and the existing questions.
- The independent translators met with an adjudicator to review the translations and agree on a final version. The decision process was thoroughly document by the adjudicator.
- Each finalised target questionnaire was checked by the research team from the local network partner agency. They conducted a final proofread on the new translated items and the existing questions and also had to make sure key terms were translated consistently across items and within items.
- As cross-national harmonisation and adaptation process was then completed where languages are spoken in more than one country. Where the use of a language is sufficiently different from one

country to the next (for example, French in Belgium, France, Luxembourg and Switzerland), separate translations were undertaken in each country. This was followed by an exchange of questionnaires and a harmonisation call between adjudicators to discuss and agree final language versions for each country. Where the use of a language is sufficiently similar from one country to the next (for example Swedish in Finland and Sweden), the final translated questionnaire from the country with the largest number of speakers was adapted to local specifics of other countries using the same language. Further detail on these process and the countries and languages involved can be found later in this report.

- The final version was sent to Eurofound for approval.

At the start of the translation process, Ipsos implemented an additional phase; a translatability assessment in five countries designed to help prepare the new items in the questionnaire for translation to ensure the source questionnaire was suitable for translation.

Translation coordination team

The translation process was managed centrally by the **Ipsos Coordination Team**. They were responsible for briefing the local project managers and translators working on this project, collating all feedback, making recommendations for change and documenting all changes.

The **local project managers** in each country were responsible for coordinating the translation process locally, providing all materials and assistance needed to their translators, collating and checking translations and organising all briefing / debriefing sessions. A total of **137 translators/linguists** worked on the translation. Five translators/linguists worked on the translatability assessment. 86 translators/linguists were responsible for completing the full translation of the questionnaire and a further 46 linguists worked as adjudicators.

For each target language, Ipsos appointed **one translator from its local network partner agency** and **one translator from Language Connect**, one of Ipsos' approved translation agency partners. Local network partners appointed a translator with extensive experience with survey questionnaires either from their pool of in-house translators or from their local network. They submitted their candidate to Ipsos Coordination Team who ensured that each translator had the right skills and experience to work on the EWCS study.

The second translator was a professional translator from Language Connect. Language Connect has worked closely with Ipsos on a number of large cross-national studies and could thus provide translators with experience of working on similar surveys in the past.

Local network partners also appointed a separate adjudicator who was a particularly experienced member of staff with the combined skills of a thorough knowledge of survey research, a native speaker of the local target, and an excellent command of English.

CVs for all linguists/translators working on this project were submitted to the EWCS team at Eurofound for approval, before they were permitted to work on this project. They were selected on the basis of being fluent in both English and the target language, having experience of translating questionnaires and other materials for market and social research purposes and/or having experience of translating material related to the subject matter of the EWCS.

Translatability assessment

Overview

Prior to the questionnaire being translated, a second translatability assessment was conducted by Ipsos. This was designed to complement the first translatability assessment conducted in German and Polish by GESIS and the University of Warsaw on behalf of Eurofound and assess the questionnaire after modifications had been made in light of recommendations from both this first translatability assessment and the cognitive interview exercise conducted by Ipsos. This second translatability assessment involved a group of linguists reviewing new questions in the latest version

of the source questionnaire (as well as trend and modified trend questions) before they were sent for translation, to ensure the suitability of the source questionnaire for translation.

The linguists produced draft translations and, in doing so, reported the types of problems that translators may face during the translation process. To do so, they used 'translatability' categories, such as *unclear source*, *intercultural difference*, and *adaptation issues*, to report on potential translation, adaptation and cultural issues.

The feedback from the translatability assessment was collated by the Ipsos Coordination Team and was used to provide suggestions for changes to the final source questions.

As an initial translatability assessment had been conducted focusing on the Germanic and Slavonic language groups, Ipsos selected five languages from other groups for the second translatability assessment to help to provide good overview of the different language groups included the 6th wave of EWCS. The languages were as follows:

- French
- Croatian
- Lithuanian
- Hungarian
- Swedish

All of those involved in the translatability assessment (linguists and local project managers) were briefed before starting work on the translatability assessment. Two interactive telephone briefing sessions were led by the Ipsos Coordination Team at the end of June 2014.

The briefing involved a thorough review of the questionnaire to ensure a common understanding of each question, the purpose of the task and the feedback required. Written briefing notes were also provided along with a glossary/annotated questionnaire (produced by Eurofound) which gave additional notes of the meaning/objective of questions and explanations of more technical terminology.

For each language an independent linguist was responsible for reviewing the new questions (as well as checking the existing translations for trend and modified trend questions for any major issues) and providing their feedback using the standardised translatability categories.

Their feedback was provided in an Excel template (see Annex 1) to ensure that the documentation was systematic, comprehensive and consistent across all countries involved in this process. It was structured as follows:

- Column A contained the source questions.
- The draft translations were inserted in Column B.
- Column C contained notes on the questions to aid the linguists' understanding of them.
- Columns D to E were used to identify if there was a major issue, minor issue or no issue with the question.
- Columns G to P contained the translatability categories to be used for those questions where an issue was identified. The following codes were used
 - Intercultural difference
 - Institutional or factual difference
 - Question design
 - Unclear source or meaning
 - Response category issues
 - Grammar and/or syntax used
 - Adaptation issues
 - Wording, word formulation or phraseology
 - Consistency issues (with previous/later questions or with existing translations)

- Other issues
- A detailed description of the issue was provided in Column Q.
- The translator was also required to detail recurring translation issues and to provide their main commentaries within the Excel template.

Upon completion of this exercise, the completed templates were returned to the Ipsos Coordination Team and a debriefing call was held with each linguist to talk through their feedback.

Main findings

The translatability assessment confirmed that overall the source version of the questionnaire was suitable for translation. Nevertheless, some changes were required which are detailed below:

- HH2d/3d: ‘Military duty’ was not applicable in Croatia, France, Sweden and Hungary.
 - A note was inserted in the source questionnaire to reflect this (**** Please include the example only if it is applicable to that country*).
- Q8a: ‘Mobile worker’ definition was unclear, especially for Croatia.
 - A short note providing a definition of this notion was inserted in the question (*If respondent says they are a mobile worker (their work is split between several sites that do not belong to the same company or organisation), ask them to select the company or organisation they work most often at the current time*).
- Q62: Lithuania emphasised the way the question was labelled could lead to misunderstanding: ‘being subjected at work to discrimination’ could embrace the personal experience of discrimination but also the witnessing of such a situation.
 - The word ‘personally’ was added to clarify the question (been subjected personally at work to discrimination).
- Q68: Lithuania also noted that if the item “verbal abuse” was intended to include “written abuse” as mentioned in the glossary, this should be clearly specified in the item.
 - The item was updated to include the word ‘written’ (*verbal or written abuse*).
- EF6: Hungary underlined that the word ‘group’ was duplicated
 - Code I was deleted from the question (*I. Payments based on the overall performance of a group*), as it was redundant with other items of the list provided.

Some other comments were made but did not lead to change on the source questionnaire:

- Q74b: It was noted that the strength of the question was felt to be unclear in terms of whether the ‘need’ for future adaption would/should be interpreted as essential or desirable (*Would future adaptation in your workplace or work activity be needed to accommodate for your illness or health problem?*).
 - During discussion with Eurofound, it was decided not to amend the phrasing of this question.
- HH2d/3d: Several countries raised the fact that there was no equivalent translation for ‘Homemaker’ in their home language.
 - As there is no equivalent word in English to express this notion and as this word is the most commonly used in surveys, it was agreed not to amend the source questionnaire. Instead, instructions were included in the translation notes that if this notion does not exist in any country, it would be acceptable to paraphrase or to substitute this word with a more familiar expression.
- Q41: Most countries agreed with the update of the scale (to ‘Very easy/Fairly easy’ instead of ‘Not at all difficult/Not too difficult’), though Hungary would have preferred to keep the initial scale used in 2010.
 - During the debriefing call with Eurofound, it was decided to go with the updated scale and keep ‘Very easy / Fairly easy’.

- Q70: Some countries noticed there were some differences in how different types of ‘leave’ were referenced (e.g. sick leave vs. health-related leave).
 - No changes were made to the source questionnaire, but it was agreed to add a showcard for the ‘types of leave’ question in order to ease the administration of the different types of leaves¹.

Translation process

Once the amendments were made to the source questionnaire following the translatability assessment, it was then translated into the languages to be used in the survey..

The 5-phase translation process described previously (TRAPD model) was employed to produce final translated versions of the questionnaire. This process involved two independent translations from English to target languages produced by two different translators. This was followed by an interactive session where the two independent translations were discussed with the two translators and an adjudicator to agree the final version. Each step of the translation process was thoroughly documented in order to record the reasons for specific decisions.

For languages spoken in more than one country, the translation process was expanded. Depending on how similar the language spoken is in the different countries, the translation went through either a harmonisation or adaption process. Harmonisation was used for those countries/languages where significant differences exist in the dialects used – separate translations were made for each country and these were then harmonised. Adaption was used for those countries/languages where there is little difference in the dialects spoken – one master translation was made and then adapted for local use.

On top of the translation process described above, a special process for checking trend questions was developed with Eurofound that provided detailed guidance to adjudicators on how to review this type of question. As part of this guidance, new and modified questions should respect the translated wording of trend questions where this was relevant. In addition, although the main focus of the translations process was to translate new and modified questions, a thorough review was also undertaken of existing trend questions used in one or more of the five previous EWCS studies. Where translators and adjudicators considered that existing translations of trend questions could be further improved, this was noted as a comment in the translations Excel document, along with explanations of why a change was suggested, what type of potential discrepancy was identified from a list provided, whether or not this would change the understood meaning of a question, and whether or not there was a serious mistake in a previous translated questionnaire. These comments were included in adjudication and harmonisation discussions. Eurofound and the Ipsos Central Team then reviewed the remaining comments and evaluated them on an individual basis against strict criteria and a decision was taken whether or not to make changes in each case, recognising the trade-off which sometimes needs to be made between further strengthening translations, recognising the changing use of language over time, and any impact on the comparability of results of trend questions in the 6th EWCS compared to previous waves. Ultimately, very few changes were made to the wording of trend questions in the final questionnaires in order to preserve the integrity of the trend data.

Translation team

Aside from the Ipsos Coordination Team, three people were involved in producing the translations:

- One translator/linguist from the local agency responsible for conducting the fieldwork
- One translator from Ipsos’ approved translation agency, Language Connect
- An adjudicator who was a senior member of staff from the local agency responsible for conducting the fieldwork. They were required to be a native speaker of the local language and have an excellent command of English.

¹ This question was deleted at a further stage. This deletion was not related to any translation issue.

As discussed earlier in this report, CVs for all those involved in the translation were submitted to Eurofound for approval. In total 137 CVs were collected and approved between mid-June and mid-July 2014. No major issues were encountered.

Training/briefing sessions

All those involved in the translation were required to attend a briefing session.

These sessions were held via web conference between 9 to 15 July and were one hour in length. A total of 10 sessions were conducted by the Ipsos Coordination Team.

These training sessions provided detailed information on:

- Study overview: background of EWCS and Eurofound, the context, objectives and importance of the study
- Translation process: review of the different phases of the translation (translation, harmonisation and adaptation), organisations and persons involved in the translations
- Questionnaire and translation template: presentation of the different types of questions to be reviewed/translated and practical exercise on how to use the excel template.
- Eurofound Glossary/annotated questionnaire: presentation of the document and practical exercise on how to use the document.

During these sessions, great emphasis was placed on practical exercises on how to use the Excel translation template and Eurofound Glossary/annotated questionnaire. The commenting system for each type of question (trend, modified trend or new questions) was also explained in great detail.

Via the web conference system, the translators and adjudicators received a demonstration of the Excel template to be used during the translation process. An explanation was given on the overall structure of the file (main rows and columns) and details on the translation instructions (validate, adapt or translate).

Practical exercises were conducted to explain step-by-step what was expected from translators and adjudicators in terms of translation and comments depending on the type of question (new, trend, modified trend). The importance of using the glossary developed by Eurofound was emphasised.

Main translation process

Overview

The questionnaire was translated into the following languages:

EU Member States	Language (version)
Belgium	Dutch
	French
Bulgaria	Bulgarian
Czech Republic	Czech
Denmark	Danish
Germany	German
Estonia	Estonian
	Russian
Greece	Greek
Spain	Spanish (Castilian)
	Catalan
	Basque

Candidate Countries	Language (version)
The former Yugoslav Republic of Macedonia	Macedonian
	Albanian
Montenegro	Montenegrin
Turkey	Turkish

EFTA Countries	Language (version)
Norway	Norwegian
Switzerland	German
	French

France	French
Croatia	Croatian
Italy	Italian
Cyprus	Greek
Latvia	Latvian
Lithuania	Lithuanian
Luxembourg	French
	German
	Luxemburgish
Hungary	Hungarian
Malta	Maltese
Netherlands	Dutch
Austria	German
Poland	Polish
Portugal	Portuguese
Romania	Romanian
Slovenia	Slovene
Slovakia	Slovak
Finland	Finnish
Sweden	Swedish

Overall, 39 translations were conducted from English to home languages. For those languages which are spoken in more than one country, the translated questionnaires were harmonised or adapted depending on the extent of differences in the country dialects. These processes are discussed separately.

Main translation process

The translation process involved the following steps:

- Two independent translations were made for each language in parallel. All new questions were fully translated. The translators were required to simultaneously review the existing questions from previous waves to ensure coherence between the translation of the new and the trend questions. Three types of questions needed to be reviewed:
 - **New questions** (i.e. questions never asked in previous waves). These questions needed to be fully translated. The translation aimed to be comparable and consistent across the newly translated items as well as with the already available items from previous survey editions. When translating, translators had to check consistency with translations already available. They could also refer to the glossary developed by Eurofound (where the most important notions were explained) to ensure semantic equivalence across countries/languages.
 - **Trend questions** (i.e. questions already asked in previous waves). The Ipsos Coordination Team provided the translations of trend questions that had already been used in previous waves of the survey. Translators were asked to review them and check their accuracy. The objective was to keep as much as possible the same translations that were used in the past waves, but if major issues on translations were identified, the sentence or items should be proposed for an update. If they considered it was necessary to revise a trend translation, they were asked to identify the type of discrepancy (from the list provided), provide a detailed comment explaining the issue and suggest a new translation that they considered more accurate than the initial one.
 - **Modified trend questions** (i.e. only part of questions already asked in previous waves is changed). The Ipsos Coordination Team provided the translations of the modified trend questions from the previous wave. Translators were asked to adapt the translation, using the one used for the previous wave. The new words or items needed to be translated while the accuracy of the trend words or items (already translated) needed to be checked.

- The adjudicator had then to review the two translations and adjudicate between translation 1 and translation 2. The adjudicators were required to document their decisions that lead to the final version of the questionnaire. These notes were detailed enough so that those not familiar with the language could follow the rationale of choosing one version over the other. The adjudicator could face different types of situations:
- Both translations were exactly the same and the adjudicator agreed with them. Then s/he approved the correct translation and did not have to provide a comment.
- Translations 1 and 2 were different and the adjudicator preferred one translation compared to the other. In that case, s/he approved the translation s/he considered most accurate and had to provide a comment that explained in a few words why s/he considered one translation was more precise than the other.
- Translations 1 and 2 were different but the adjudicator did not agree with either of them preferring a new translation. In that case, s/he had to identify the type of discrepancy (from a list provided), provide a comment that explained in a few words the issue and write his/her new translation.
- Once the adjudicator had finalised his/her adjudication exercise, an adjudication call was organised between the adjudicator and the two translators in order to review their translations, discuss their differences and agree on a final version. The adjudicator documented this discussion and justified final adjustments concisely. All adjudication calls were conducted from 31 July to 12 September 2014.
- Each finalised target questionnaire was checked by the research team responsible for conducting the fieldwork. They were responsible for looking for missing words, typing errors, spelling mistakes as well as ensuring consistency of formulation. They also made sure key terms were translated consistently across items and within items.

Translation template (translators use only)

To ensure consistency between the work of the two translators, an Excel template was provided for the translation which is shown in Figure 2.

Figure 2: Illustration of the Excel translation template

	A	B	C	D	E	F	G	H	I	J	K	L	M
		DP code		MASTER ENGLISH				INSERT TRANSLATION		COMMENTS			ONLY IN CASE A TREND QUESTION IS WRONG - PLEASE PROVIDE CORRECT FORMULATION
2	Barometric			TREND 001		Do not Translate							
3	DP Instruction			[ASK ALL]		Do not Translate							
4	Question Numerical + bubble			HI! I'd like to start by asking you a few questions about your household. Including yourself, can you please tell me how many people live in this		Validas		HI! Zunächst möchte ich Ihnen einige Fragen zu Ihrem Haushalt stellen. Wie viele Personen leben in diesem Haushalt, Sie selbst eingeschlossen?					
5	DP Instruction			[NUMERICAL ANSWER / ALLOW		Do not Translate							
6	Interviewer Instruction			[IF "BEFRIED" /SPONTANEOUS"]		Translate							
7	Label			Number of people living in		Validas		Anzahl der im Haushalt lebenden					
8	Numerical?			...		Validas							
9	Answer Spontaneous	01		01=keine(n) (spontaneous)		Validas		01 = verweigert (spontans)					

The template was structured as follows:

- Column A and B contained DP instructions.
- Column D contained the final version of 6th EWCS English source questionnaire
- Column F provided instructions as to what should the interviewer should do with each question:
 - Do not translate: the line did not have to be translated (e.g. DP or barometric instructions)

- Translate (new questions): these questions/items needed to be fully translated as they were new compared to the previous wave.
- Validate (trend questions): these questions/items needed to be fully reviewed as their translations were already provided from last wave.
- Adapt (modified trend questions): these questions/items needed to be fully reviewed and adapted as part of their translations were already provided from last wave.
- Column H contained the existing translations for the trend/modified trend questions and was left blank for new questions so that the translators could insert their translations in here.

Translators could provide comments in column J if they faced any difficulty in translating a specific word (i.e. unsure about the way to translate a technical term) or wanted to give any explanation on the translation they made (i.e. explain why they chose to translate a word one way rather than another).

Column J was also used for the revision of the translation of a trend question. To do so, translators had to identify the type of discrepancy and provide a comment explaining in a few words the issue they stressed. The full list of the discrepancies provided to translators as follows:

- Grammar and/or syntax issues
- Wording, word formulation or phraseology/flow of wording
- Consistency issues (with previous/later questions or with existing translations)
- Inappropriate word choice
- Other

They had then to insert their revised translation they considered more accurate than the initial one in column L.

Adjudication template (adjudicators use only)

The two independent translations were copied into an adjudication template for each language. The two sets of translations and translator notes were put alongside each other for ease of comparison.

Two new columns were inserted for the adjudicators use:

- Column X, where they had to insert their final translation, taking into account the first and second translations as well as their own opinion.
- Column Z, where they had to document their choice and record the reasons for specific decisions.

The commenting system was a bit more complex for the adjudication process, as adjudicators had to provide comments to explain the reasons why they chose one translation over another one each time there were differences between translation 1 and translation 2 or when they preferred their own revision. The adjudicator had then to go through the three steps described above (identify the type of discrepancy, provide a comment and write the final translation). When dealing with trend questions, they were asked to write in colour the word/sentence they changed compared to the initial translation.

Translation user guide (translators use only)

All the instructions on how to complete the translation template that were provided during the telephone briefing session were gathered in one concise user guide (PowerPoint presentation) so that translators could easily refer to it during all their translation exercise (see Annex 2). The guide provided details on what was required for each type of question (new, trend and modified trend) and the steps the translator had to undertake in order to complete accurately the translation template. Factual examples were included.

ipso Type of questions / New

2 New questions (i.e. questions never asked in previous waves): these questions will need to be fully translated.

The translation will aim to be comparable and consistent across the newly translated items as well as with the already available items from previous survey editions.

When translating, check consistency with translations already available if any (the scale or some words used are maybe already translated in other parts of the questionnaire) in the questionnaires EWCS 2015 as well as in EWCS 2010. Note that these translations are already available in the excel template provided.

Also keep in mind that if coherence between questions is very important, coherence within questions is most important. Style forms/terms can and often should be copied from one question to another, but if the way the question is phrased requires a slight modifications of the phrasing of answering categories, these modification should be made.

To translate the new questions, you can refer to:

- the questionnaires EWCS 2015 and EWCS 2010
- the glossary developed by Eurofound (where the most important notions are explained). Thanks to the definitions provided, this document will help you to perform a translation that will be understood similarly across countries which is essential to ensure fieldwork consistency across countries.

Ipsos Public Affairs 9

ipso Type of questions / New

1. The type of questions to be reviewed will always be mentioned in the first row of each question ("Symetric"). In that particular case, it is mentioned "NW".
2. You'll find the final version of the master English questionnaire in column D.
3. You'll refer to the instructions in column F to know which items will need to be fully translated, in the example below, only lines 192 to 204 (except rows 195 and 202) will have to be translated.
4. You'll translate it into your home language in column H "Insert translation". When translating, please keep the same lay out (i.e. write in uppercase / lowercase, numbering the items, ...) as the one used in column D ("Master English").
5. If you face any difficulty to translate a specific word (i.e. unsure about the way to translate a technical term) or want to give any explanation on the translation you've made (i.e. explain why you've chosen to translate a word one way rather than another), you can write a specific comment (in English) in the column I ("Comments").

	Master English	Final English	Insert translation	Comments	Was it used a "New question in previous Pulse Panels context"
192	192	192	192		
193	193	193	193		
194	194	194	194		
195	195	195	195		
196	196	196	196		
197	197	197	197		
198	198	198	198		
199	199	199	199		
200	200	200	200		
201	201	201	201		
202	202	202	202		
203	203	203	203		
204	204	204	204		

Ipsos Public Affairs 10

Adjudication user guide (adjudicators use only)

As the adjudication phase often took place several weeks after the initial briefing session, adjudicators were also provided with a user guide (PowerPoint presentation) (see Annex 3).

The first section of this document provided a recap of the different phases of the translation process and the instructions that were given to translators depending of the types of questions they had to review/translate. The second section presented the overall architecture of the template they had to use for their adjudication exercise and detailed each step they had to undertake in order to complete accurately their template, depending on the types of questions they will be dealing with.



Adjudication process

2 New question

Translators should have translated the new questions, checking consistency with translations already available if any.

⇒ If translations are exactly the same and you agree with them: you can copy/paste the translation in column X.

⇒ If translations are different and you prefer one compared to the other, you'll have to:

I. Step 1 - in column Z ('Comments'): provide a comment that will explain in a few words why you consider one translation is more accurate than the other. For instance, you could prefer one translation to the other because you prefer the word order or punctuation used or because the other translation contains errors or inaccuracies (i.e. typos or spelling error, misunderstanding of the meaning of an item, etc.)

II. Step 2 - in column X: copy/paste the translation you've chosen.

⇒ If translations are different but you don't agree with them preferring a new translation, you'll have to:

I. Step 1 - in column Z ('Comments'): identify the type of discrepancy among the list below:

- Grammar and/or syntax issues
- Wording, word formulation or phraseology / Flow of wording
- Consistency issues (with previous/later questions or with existing translations)
- Inappropriate word choice
- Other

II. Step 2 - in column Z ('Comments'): provide a comment that will explain in a few words the issue stressed.

III. Step 3 - in column X: write your new translation.

Evaluation

During the translation process, no issues were raised regarding the translation of the questionnaire from English to the local languages. Translators and adjudicators did not note any major difficulty in translating specific technical terms, items or sentences. The Eurofound Glossary or existing translations aided the translators and adjudicators in their tasks.

However, some issues were raised by Eurofound when checking the first adjudication templates they received from Ipsos. The two major issues for Eurofound were:

- **Changes on trend questions:** Eurofound felt that too many changes were made on the translation of these questions. It insisted that changes on trend questions were only to be made if there were very serious translation mistake in the previous survey. Changes could be authorised but would need to be clearly justified and signed off by Eurofound.
- **Quality of comments:** Eurofound observed some comments provided were not sufficiently detailed. They asked for more detailed explanations for all types of questions, (following step by step the guidance provided) to allow a non-native speaker of the language to understand and approve the translation choice.

In response to this, a check list was developed with Eurofound which provided detailed guidance to adjudicators on completion of their work to make sure it met Eurofound expectations (see Annex 4).

The additional checks adjudicators were asked to perform related to:

- **Translation accuracy:** adjudicators had to check the accuracy of the translation for specific questions (where minor changes/updates were made compared to EWCS 2010) and to check other specific issues in the questionnaire (related to countries specificities or translations of technical terms). A list of these questions was provided at the end of the check list.
- **Answering scales:** adjudicators had to double-check that bi-polar answer scales were correctly translated (e.g. cannot be translated into unipolar answering scales) and the symmetry of such scales was retained (e.g. used the same adjectives such as 'tend to' on both side of the middle point). They also had to make sure the translation of scales was consistent across the entire questionnaire.
- **Translations of trend questions:** adjudicators were asked to review the translation of trend questions and ensure changes they wanted to make were only to be made when they resulted in substantial improvements. It was reiterated that if changes were made to trend translations, they should: 1) be identified using one of the types of discrepancy among the list provided, 2) be

commented on with a clear explanation provided in English and 3) be indicated in red in the appropriate column of the Excel template.

- **System of commenting:** adjudicators had to make sure they were following correctly the instructions when commenting their translation choice. For all questions, if they chose one of the two translations or decided to provide their own one, they needed to identify the type of discrepancy and provide a detailed comment explaining the issues they stressed and the choice they made.
- **Scope of concept:** they had to ensure that the meaning of the translation of complex concepts did not widen or narrow the scope of the concept, particularly in instances where a single term is translated using multiple terms or vice versa.

This second round of checks took place from mid-October to early November. All adjudicators went through the check-list and performed final revisions of their templates.

In order to facilitate the sign-off from Eurofound on changes to trend questions, adjudicators summarised and explained each change they considered being necessary in an email to the Ipsos Coordination Team which was then forwarded to Eurofound for approval. An example of this summary is provided below.

Q13 At your place of work are workers with the same job title as you ...?

2010: Jesu li zaposlenici na Vašem poslu na istoj poziciji poput Vaše...?

2015: Jesu li zaposlenici **tamo gdje vi radite** na istoj poziciji poput vaše...?

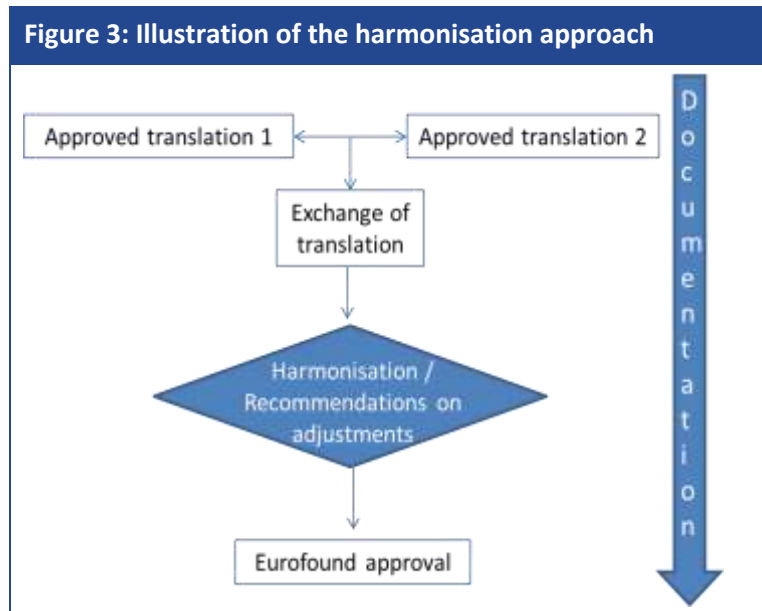
Inappropriate word choice. There is no equivalent in the Croatian language for "workplace/place of work" in the sense in which it is used here. Instead of "a Vašem poslu" (meaning 'at your work'), we suggest using the following phrase "tamo gdje vi radite" (in the place where you work). This issue was discussed during adjudication call and all participants agreed this translation was the best option.

Harmonisation approach

Overview

For languages which are spoken in two or more countries, but where there are differences in the dialect (for example, French spoken in France, Belgium, Luxembourg and Switzerland), a different translation process was followed.

Separate translations were made for each country in the manner described above but prior to finalising the merged and adjudicated version, a process of harmonisation was implemented. The different translations were shared between the teams responsible for producing them with a view to ensuring the best possible translation was used for the language in question, in the context of the country that it was to be used in.



The following countries/languages underwent the harmonisation process:

Dutch language	French language	German language	Greek language
EU Member States	EU Member States	EU Member States	EU Member States
Belgium	Belgium	Germany	Greece
Netherlands	France	Luxembourg	Cyprus
	Luxembourg	Austria	
	EFTA Countries	EFTA Countries	
	Switzerland	Switzerland	

Harmonisation process

The different phases involved in this approach were:

- Prior to the harmonisation meeting, all adjudicators were instructed to flag questions/items from their local translation they would like to discuss during a harmonisation call. They were also asked to screen the harmonisation template (which included all languages versions) and flag major differences or specific translations they would like to discuss.
- A meeting (call) was organised between the adjudicator from each country to review their language versions, discuss their differences and make recommendations on necessary adjustments.

Following the discussion, each adjudicator updated their final local translation taking into account the decisions made during the cross-national adjudication meeting. In addition, the moderator of the session also updated the harmonisation template taking into account the major points discussed during the call. All the decision making process was thoroughly documented. One of the adjudicators was appointed as the moderator of the call. For practical reasons, the moderator selected was always employed by Ipsos rather than from our partner agencies.

In addition to the responsibilities carried by adjudicators, the moderators were in charge of finalising the harmonisation template. They had to provide very detailed comments on each major issue that was discussed during the call, explaining the purpose of the discussion and the final

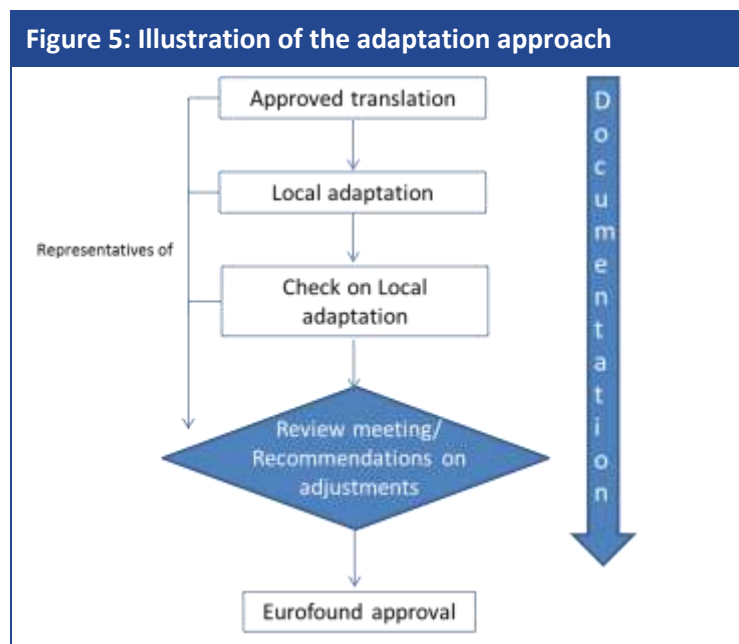
- The harmonisation of trend questions was not an easy task to perform and sometimes led to confusion. For instance, harmonising one trend translation between countries could involve revising one translation in a country whereas the instructions for such questions was to keep as much as possible the same trend translations that were used in the past waves. In these cases, adjudicators were instructed to revise their trend translation if they considered it was necessary, keeping in mind that harmonisation should not damage the particular local colour of their local translations. If they decided to do so, they should submit for approval their request of change to Eurofound, providing a detailed comment that explained their decisions.

Adaptation approach

Overview

For languages spoken in multiple countries but where there are no major differences in the dialect (for example Swedish in Sweden and Finland), an initial translation (following the approach described previously) was prepared by the local agency where there is the greater number of speakers of the language residing in the country (in this example, Sweden) which was then adapted by the other countries.

Figure 5 below provides an overview of the process.



The following languages and countries used the adaptation approach:

EU Member states	Language (version)
Latvia	Russian (translation adapted from Estonia)
Lithuania	Russian (translation adapted from Estonia)
Finland	Swedish (translation adapted from Sweden)
Candidate Countries	Language (version)
Albania	Albanian (translation adapted from the former Yugoslav Republic of Macedonia - Albanian)
Serbia	Serbian (translation adapted from Montenegro - Montenegrin)
	Hungarian (translation adapted from Hungary)
EFTA Countries	Language (version)
Switzerland	Italian (translation adapted from Italy)

Please note that Serbian for Montenegro was initially part of the adaptation process. However, as Montenegrin and Serbian spoken in Montenegro are exactly the same, it was agreed with Eurofound there was no need to go for a full adaptation for Serbian. For this particular language, Montenegro used the questionnaire scripted in Montenegrin but different showcards, written in Cyrillic, were shown to respondents.

The Albanian questionnaire for Albania was adapted from the Albanian questionnaire produced by the Former Yugoslav Republic of Macedonia and not the reverse as Albania was included late in the process. As an Albanian questionnaire had already been produced for the Former Yugoslav Republic of Macedonia it was agreed with Eurofound that it would be more time efficient to ask Albania to use this Albanian version already available and adapt it to its country specificities.

The English questionnaires used in Ireland, Malta and the United Kingdom were adapted from the Master Source English questionnaire. As the use of English is the same in these countries, each country team reviewed the questionnaire for national specifics in the use of terminology in, for instance, employment contracts such as ‘early retirement’, ‘flexitime’, ‘permanent’ and ‘fixed-term contract’.

Adaption process

The different phases involved in this approach were:

- One independent translator, a native speaker of the adapted language, prepared the local adaptation using the approved translation. Their role was to go through the entire questionnaire and to check the translation provided perfectly matched the Master English questionnaire and was suitable for their country. If not, they had to revise the translation and explain why they considered it was necessary to adapt the source version of the translation. They were asked to ensure their final translation was consistent across the entire questionnaire.
- The adaptation was then checked by a local researcher from the research team in the local agency (also a native speaker of the adapted language). They had to check the accuracy of the adaptation conducted by the translator. They were also responsible for ensuring all changes made were consistent across the entire questionnaire and that a detailed explanation was provided for each adaptation suggested.

A meeting was held between the local translator, the local researcher and the adjudicator from the country where the initial translation was conducted. In this meeting, they reviewed the adaptation

and agreed on the necessary adjustments. This discussion was documented in the same way as the national review meetings and adjustments were concisely justified in English. Please note that in cases where only very minor adjustments were required (for example, updating of the name of the country, education scale, level of income, etc.), adaptation calls were not relevant and therefore were not organised. All adaptations were conducted from 3 November to 9 December. Most of them consisted of minor changes to the source translation. Only two of them resulted in several changes (Russian and Italian), which required an adaptation call to discuss these revisions with adjudicator of the initial translation.

Briefing notes

The local translator and researcher were provided with briefing notes (see Annex 5) similar to those given to the original translators. They covered the survey background, objectives and research universe. The briefing notes also gave an overview of the main translation process and detailed the different phases of the adaptation process. It summarised the countries and persons involved in this process and detailed the main tasks to be performed during the adaptation process.

Adaptation template

First adaptation

Once the original translation was approved by Eurofound, an adaption template was created as shown in the figure below.

Figure 6: Illustration of the Excel adaptation template

	A	B	C	D	E	F	G	H	I	J	K	L
		DP code	MASTER ENGLISH					TRANSLATION PROVIDED INTO ITALIAN ITALY		TRANSLATION INTO ITALIAN SWITZERLAND		COMMENTS
8	DP instruction		[ASK ALL]			Do not Translate						
9	Question Numerical + buttons		HH1 I'd like to start by asking you a few questions about your household. Including yourself, can you please tell me how many people live in this household?			Adapt		HH1 VORREI INIZIARE CON ALCUNE DOMANDE SULLA SUA FAMIGLIA. LEI COMPRESO, PUÒ DIRMICI DI QUANTE PERSONE È COMPOSTO IL SUO NUCLEO FAMILIARE?		HH1 VORREI INIZIARE CON ALCUNE DOMANDE SULLA SUA FAMIGLIA. LEI COMPRESO, PUÒ DIRMICI DI QUANTE PERSONE È COMPOSTO IL SUO NUCLEO FAMILIARE?		
10	DP instruction		NUMERICAL ANSWER / ALLOW			Do not Translate						
11	Interviewer		(W "REFUSAL (SPONTANEOUS)", CODE			Adapt		(SE "RIFIUTA (SPONTANEO)",		(SE "RIFIUTA (SPONTANEO)",		
12	Label		Number of people living in household:			Adapt		Numero di persone che vivono in		Numero di persone che vivono in		
13	Numerical		000			Adapt		000		000		
14	Answer	00	00-Refusal (spontaneous)			Adapt		00 - Rifiuto (spontaneo)		00 - Rifiuto (spontaneo)		

The source and final approved translations were provided.

The approved translation was provided twice. The local translators were instructed to make changes, in colour, to this column wherever changes were required for their country.

Comments could be inserted in Column L.

Proofread of first adaptation

This template was extended to allow the local researcher to make their corrections (in Column N) and document the reasons for any changes they made in Column P.



Template – Adaptation process

The local researcher could face different types of situation:

- 1 If he / she agrees with the adaption provided:
 - ⇒ The local researcher leaves the word adapted in color (column N) and provide a comment (column P) -> See ①
- 2 If he / she does not agree with the adaptation provided:
 - ⇒ If the local researcher prefers providing his own adaption, he / she will have to write the correct adaption in color (column N) and provide an explanation (column P). -> See ②
 - ⇒ If the local researcher prefers source translation, he / she will have to rewrite the correct translation in the initial color (column N) and provide an explanation (column P). -> See ③
- 3 If he / she want to adapt something that was not adapted by the independent translator:
 - ⇒ The local researcher will have to write his / her adaption in color (column N) and provide an explanation (column P). -> See ④

	I	K	L	M	N	O	P	
	TRANSLATION ADAPTED INTO FINLAND SWEDISH		COMMENTS		FINAL TRANSLATION INTO FINLAND SWEDISH		COMMENTS	
7	HH1 Jag skulle vilja börja med att ställa några frågor om ditt hushåll. Kan du berätta för mig hur många personer som bor i hushållet, XXX dig själv?		In Finland, the word 'including' should be translated into 'xxx'		HH1 Jag skulle vilja börja med att ställa några frågor om ditt hushåll. Kan du berätta för mig hur många personer som bor i hushållet inklusive dig själv? ③		I do not agree with adaptation provided. The word 'inklusive' is correct in Finland.	
10	OM "VÄRDEAN (SPONTANT)", KODA "W" I BÅDA XXX		In Finland, the word 'boxer' should be translated into 'xxx'		OM "VÄRDEAN (SPONTANT)", KODA "W" I BÅDA YYY ②		I do not agree with adaptation provided. The word 'boxer' should be translated into 'yyy'.	
11	Antal personer som bor i XXX		In Finland, the word 'household' should be translated into 'xxx'		Antal personer som bor i XXXX ①		I agree with adaption provided.	
14	W - Vågron (spontant)				W - Vågron (xxx) ④		The word 'spontant' should be adapted into 'xxx'.	

Check-list

In order to avoid the same issues encountered during the main translation process, a check list based on the one created for the main translation was sent to those involved in the adaption (see Annex 6).

This document summarised the main items/sentences of the questionnaire that required adaptation and provided a list of all the questions that needed to be checked more precisely. It specified the very high level of quality of comments expected to explain the suggested adaptations on the source translation of the questionnaire. It also emphasised the importance to ensure that the meaning of the translation of complex concepts did not widen or narrow the scope of the concept and encouraged translators and local researchers to refer to the glossary developed by Eurofound if they had any doubt on the scope of a specific term.

The glossary/annotated questionnaire developed by Eurofound was also given to the translators and local researchers. They could refer to it if they have any doubt on the scope of a specific term in order to ensure their translations were accurate.

Evaluation

The adaptation process went smoothly and no major issues were encountered when going through this exercise.

The two adaptation calls were very relevant as they both led to constructive discussions on translations and helped finalise the adaptations. All participants appreciated the opportunity to discuss their differences even if they sometimes went through the same difficulties as that for the harmonisation process (i.e. adapting trend questions or facing countries specificities).

Translation of other fieldwork materials

Overview

Various fieldwork materials were created jointly by Ipsos and Eurofound to aid the implementation of the project. As these documents were to be used by the local teams (interviewers, enumerators, project managers), they all needed to be translated from English into local languages.

Ipsos was responsible for translating all the research tools into target languages of each country apart from the introductory brochure in all languages which was provided by Eurofound

List of fieldwork materials translated

The following fieldwork materials were translated into target languages:

1. Interviewer feedback form
2. Interviewer manual (3 versions depending on the sampling frame):
 - a. Interviewer manual (Address based sample)
 - b. Interviewer manual (Individual based sample)
 - c. Interviewer manual (Individual based sample - telephone pre recruitment)
3. Screener (4 versions depending on the sampling frame):
 - a. Screener (Address based sample)
 - b. Screener (Individual based sample)
 - c. Screener (Telephone recruitment – face to face visit)
 - d. Screener (Telephone recruitment)
4. Contact sheet (3 versions depending on the sampling frame):
 - a. Contact sheet
 - b. Contact sheet (Telephone recruitment – face to face visit)
 - c. Contact sheet (Telephone recruitment)
5. Interviewer Tips and Tricks Aide Memoire
6. Guidance note for interviewers on probing
7. Interviewer Confidentiality Agreement
8. Interviewer Training Attendance Sheet
9. Introduction letter
10. Introductory brochure (translated by Eurofound)
11. Showcards
12. Quality Control Questionnaire
13. Enumeration Manual
14. Enumeration Form

Description of the process

The translation of fieldwork materials was split between Language Connect and local fieldwork agencies for time efficiency.

Language Connect was responsible for the translation of the Interviewer feedback form and all versions of the Interviewer manual, as well as the enumeration manual and enumeration form. These documents were then sent to local agencies who were asked to proofread the translations provided and adjust them if necessary.

Local agencies were responsible for the translation and proof reading of the rest of the fieldwork materials listed above.

The translation of all fieldwork materials took place in the course of October and November 2014.

Materials provided

For consistency with the 2010 translations and time efficiency, translations of some fieldwork materials from the last wave of EWCS were provided when they were available so that translators could refer to them when performing their translations.

The following translated documents were available:

- Interviewer feedback form
- Interviewer manual
- Letter of introduction
- Screener
- Contact sheet

Evaluation

Both the local agencies and Language Connect agreed it was useful to have the translated materials from the previous wave when available. It helped them to provide accurate translations (especially for some technical terms where they could have doubt on how to translate them) and was time efficient in a period they had lots to do on other phases of EWCS project.

Annexes

Annex 1 6th EWCS – Translatability assessment template

(Available on request)

Annex 2 6th EWCS – Translation user guide

(Available on request)

Annex 3 6th EWCS – Adjudication user guide

(Available on request)

Annex 4 6th EWCS – Additional checks to be performed (translation process)

1) Translation's accuracy

- a. Check translation's accuracy for specific questions where minor changes / updates have been made compared to EWCS 2010.
→ see **p. 4 to 7** of the following document.
- b. Check other specific issues in the questionnaire (related to countries specificities, etc.).
→ see **p. 8 to 11** of the following document

2) Answering scales

- a. Check of bi-polar answering scales (e.g. cannot be translated into unipolar answering scales or vice versa). → To be performed at your side.
- b. Retain the symmetry of bipolar scales (use the same adjectives such as 'tend to' on both side of the middle point e.g. fairly easy vs fairly difficult; tend to agree vs tend to disagree etc.). → To be performed at your side.
- c. Keep trend translation (if existing) and make sure same translation is used when same scales. → Already done by Ipsos Belgium.

3) Review of all trend questions

Eurofound insist that changes on Trend questions are only to be made unless there were very serious translation mistake in the previous survey. It means that translation of Trend questions should remain the same compare to previous wave as much as possible.

- a. Changes on trend translations are **only to be made when they result in substantial improvements** (e.g. improvements in terms of capturing the meaning of the underlying concept as well as improvements in terms of the understanding of the questions by respondents, correcting of errors e.g. missing words etc.).
- b. Changes you would like to bring on trend translation must have **no influence on data results** unless very serious translation mistake in previous survey.
- c. **Eurofound will sign off of these changes.** Changes in trend can be authorised but they need to be clearly justified and a clear argument of that added value of the suggested change should be made.
- d. As a reminder, if **changes are brought on trend translations, they should:**

1) **be identified using one of the following type of discrepancy listed below** (as indicated in the PPT):

- Grammar and/or syntax issues
- Wording, word formulation or phraseology / Flow of wording
- Consistency issues (with previous/later questions or with existing translations)
- Inappropriate word choice
- Other

2) **be commented with a clear explanation provided in English** why the trend translation should be changed. This should be justified for Eurofound.

3) **be indicated in red** in the appropriate column.

4) Review of quality/system of commenting on all questions

Eurofound insist to get comments as much detailed as possible for all types of questions (following step by step the guidance provided in PPT) to allow a non-native speaker of the language to understand and approve the translation choice.

Check for accuracy about quality / system of commenting for all types of questions (Trend, Modified Trend and New), making sure you are using correctly the different types of discrepancy such as:

- i. Grammar and/or syntax issues
- ii. Wording, word formulation or phraseology / Flow of wording
- iii. Consistency issues (with previous/later questions or with existing translations)
- iv. Inappropriate word choice
- v. Meaning
- vi. Other

For all questions, if you have chosen one of the 2 translations, there must be a comment explaining why you consider one translation is more accurate than the other. For instance, you could prefer one translation to the other because due to wording or punctuation used or because the other translation contains errors or inaccuracies (i.e. typos or spelling error, misunderstanding of the meaning of an item, etc.).

If you did not agree with Translator 1 and Translator 2 and have provided a new translation, you need to identify the type of discrepancies below and had to provide a comment that explained in a few words the issue stressed.

- vii. Grammar and/or syntax issues
- viii. Wording, word formulation or phraseology / Flow of wording
- ix. Consistency issues (with previous/later questions or with existing translations)
- x. Inappropriate word choice
- xi. Other

5) **'Scope' of concepts**

- a) Ensure that the meaning of the translation of complex concepts does not widen or narrow the scope **of the concept**, particularly in instances where a single term is translated using multiple terms or vice versa.
- b) If any pending or open issue on this, please inform Ipsos so that we can check this.

1) **Translation's accuracy**

- a. **Check translation's accuracy for specific questions where minor changes / updates have been made compared to EWCS 2010.**

1/ HH2 - Interviewer instruction

2015 version -> (NOW OBTAIN INFORMATION ON HOUSEHOLD, STARTING WITH THE RESPONDENT)

2010 version -> (~~INTERVIEWER:~~-NOW OBTAIN INFORMATION THAT YOU NEED TO ENTER ON HOUSEHOLD ~~GRID ON NEXT PAGE~~, STARTING WITH THE RESPONDENT)

2/ HH2a - Interviewer Instruction

2015 version -> HH2a [**Gender of respondent (coded by interviewer)**]

2010 version -> (INTERVIEWER: CODE GENDER OF RESPONDENT IN GRID BELOW)

3/ HH2b/HH3b - Label

2015 version -> Age in years:

2010 version -> Age

4/ HH3c - Item 2

2015 version -> 02= **Child: Son/daughter of respondent or cohabiting partner**

2010 version -> 02= Son/daughter

5/ Q2 - Interviewer instruction

2015 version -> (ASK AND WRITE IN FULL DETAILS - PROBE FOR AS MUCH INFORMATION AS POSSIBLE WITH VIEW TO OBTAINING ACCURATE 4-DIGIT ISCO CLASSIFICATION) (**IF RESPONDENT HAS TWO JOBS WITH IDENTICAL HOURS, ASK THEM TO SELECT THE JOB THEY PERSONALLY FIND MORE IMPORTANT**)

2010 version -> (ASK AND WRITE IN FULL DETAILS - PROBE FOR AS MUCH INFORMATION AS POSSIBLE WITH VIEW TO OBTAINING ACCURATE 4-DIGIT ISCO CLASSIFICATION)

6/ Q5 - Items 1 & 2

2015 version -> 1=Contract of **unlimited duration** / 2=Contract of **limited duration**

2010 version -> 1=An indefinite contract / 2=A fixed term contract

7/ Q6 - Interviewer instruction

2015 version -> (THIS IS FOR CURRENT CONTRACT IF LESS THAN 1 YEAR, CODE '00' IN BOX 'YEARS' AND ENTER THE NUMBER OF MONTHS IN BOX 'MONTHS' – IF "DK/NO OPINION", CODE '88' IN BOTH BOXES. IF THE FIXED-TERM CONTRACT DOES NOT HAVE AN EXACT DURATION CODE '77' IN BOTH BOXES **IN CASE THE RESPONDENT HAS BEEN HOLDING A SERIES OF CONTRACTS, THE RESPONDENT SHOULD ANSWER IN RELATION TO THEIR CURRENT CONTRACT**)

2010 version -> (THIS IS FOR CURRENT CONTRACT IF LESS THAN 1 YEAR, CODE '00' IN BOX 'YEARS' AND ENTER THE NUMBER OF MONTHS IN BOX 'MONTHS' – IF "DK/NO OPINION", CODE '88' IN BOTH BOXES. IF THE FIXED-TERM CONTRACT DOES NOT HAVE AN EXACT DURATION CODE '77' IN BOTH BOXES

8/ Q6 - Code 00

2015 version -> 00=~~If~~ Less than 1 year

2010 version -> 00= If less than 1 year

9/ Q6 - Code 77

2015 version -> No exact duration (**spontaneous**)

2010 version -> No exact duration

10/ Q10 - Interviewer instruction

2015 version -> (CLARIFY IF NEEDED: BY 'COMPANY', WE MEAN THE ORGANISATION AS A WHOLE AND NOT THE LOCAL UNIT. **RESPONDENT SHOULD COUNT ALL TIME REGARDLESS OF CONTRACT STATUS OR POSITION HELD.**)

2010 version -> INTERVIEWER: CLARIFY IF NEEDED: BY 'COMPANY', WE MEAN THE ORGANISATION AS A WHOLE AND NOT THE LOCAL UNIT.

11/ Q13 - Item 3

2015 version -> 3=**Approximately** equal numbers of men and women

2010 version -> 3=More or less equal numbers of men and women

12/ Q36 - Item 3

2015 version 2 -> 3=You can adapt your working hours within certain limits (**e.g. flexitime**)

2015 version 1 -> 3=You can adapt your working hours within certain limits (~~**e.g. flexitime**~~)

2010 version -> 3= You can adapt your working hours within certain limits (e.g. flexitime)

13/ Q38 - Question text

2015 version -> In general, how do your working hours fit in with your family or social commitments outside work?

2010 version -> In general, how do your working hours fit in with your family or social commitments outside work ~~**very well, well, not very well or not well at all?**~~

14/ Q44 - Question text

2015 version -> On the whole, is your pace of work dependent on...

2010 version -> On the whole, is your pace of work dependent, ~~**or not,**~~ on ...

15/ Q54 - Item E

2015 version -> E. You have a say in the choice of your work **colleagues**

2010 version -> E. You have a say in the choice of your working partners

16/ Q56 – Check show card number

17/ Q59c – Question text

2015 version -> Did you ask for training to be provided for you **by your employer?**

2010 version -> Did you ask for training to be provided for you?

18/ Q66b – Question text

2015 version 2 -> Are your daily activities limited because of this illness of health problems ~~**which has lasted for more than 6 months?**~~

2015 version 1 -> Are your daily activities limited because of a health problem which has lasted for more than 6 months?

19/ Q68 – Question text

2015 version -> Over the last month, during the course of your work have you been subjected to **any of the following?**

2010 version -> Over the last month, during the course of your work have you been subjected to

20/ Q69 - Check show card number

21/ Q76 - Check show card number

22/ Q78 – Scale

2015 version 2 -> Item 2=Most of the time

2015 version 1 -> Item 2=Often

23/ Q79 - Question text

2015 version -> **To what extent** do you agree **or disagree** with the following statements?

2010 version -> Do you agree with the following statements?

24/ Q79 - Scale

2015 version -> **Agree / Disagree** (scale in 5)

2010 version -> Yes / No (scale in 2)

25/ EF3b

2015 version 2 -> How many hours would you prefer your partner to work **per week**?

2015 version 1 -> How many hours would you prefer your partner to work?

b. Check other specific issues in the questionnaire (related to countries specificities, etc.).

1/ HH2d - HH3d / item 08

08= other (e.g. military duty)

Is there a military duty in the country? If not, delete the example and provide a comment in the appropriate column saying that military duty does not exist anymore in the country.

2/ HH2d - HH3d / item 05

05 = retired

Does 'early retirement' exist in the country? If yes, explicitly include early retirement into the retirement category.

3/ HH2d - HH3d / list of activities

HH2d and HH3d scales should be identical, as we will show the same card (D). If it is not the case, could you harmonize the scale?

4/ HH2d - HH3d / item 07

07= in full time education (at school, university, etc.)/ student

The concept of "full time education" includes full time student training **but also** full time professional training. Could you ensure your translation take into account the full concept? If you think it is more appropriate, you could translate item 07 into "full time professional training / full time student (at school, university, etc.)".

5/ Q1a – Q1b

[this country]

Could you ensure that [this country] have been translated into the country name?

6/ Q1b

(BY [THIS COUNTRY], WE MEAN CURRENT NATIONAL BOUNDARIES RATHER THAN ANY HISTORIC BOUNDARIES).

Does this instruction make sense or not in the country? If not, you can delete it and provide a comment in the appropriate column saying that this interviewee explanation has no sense in the case of the country. If

If the instruction makes sense in the country, could you ensure that [this country] have been translated into the country name?

7/ Usage of “your work” and “your job”

In most parts of the questionnaire we ask respondents about “your job”, in some instances it is confused with and translated as your work.

“Job” refers to a group of homogeneous tasks having in common the similarity of their functions. It is summed up by a job title. A job description identifies the duties and responsibilities to be performed in a specific company. ‘Your job’ in the questionnaire refers to this and is different from the ‘work’ which should be understood as the set of tasks to be carried out by workers in the performance of their jobs. “Job” therefore refers more to the name of the occupation as well as the employment conditions (the job contract).

“Work” refers more to the tasks and activities performed. This distinction exists in many languages; it arises as real work is by nature different from ‘job duties’ or ‘prescribed work’ as individuals engage with and in their tasks.

8/ Q2 - Q3

ISCO Coding

Ask about the respondent’s job title and what they mainly do in their job (focus in on “your job” rather than “your work”) and aim to gather sufficient information to assign the respondent to the appropriate 4-digit ISCO classification.

9/ Q4a

Are you paid a salary or a wage by an employer?

“Salary wage” refers to the remuneration - in cash or in kind - payable to all people on the payroll in return for work performed. As we are trying in this question to identify whether respondent are employees or self-employed, please use the terminology relevant to dependant employment relationship. Do not use a too general term like “remuneration” which could encompass other sources of earnings such as dividends, fees etc.

10/ Q4b

Looking at this card, please select the category or categories which apply to your main paid job?

The question aims to map the diversity of employment situations and identities of self-employed.

Items 1 and 2 may refer to precise terminology and could be adapted if they provide an equivalent to the concepts included in the master questionnaire.

Items 3, 4, 5 may be more associated with the perceived professional identities of the respondent.

Items 6 refers to those who may have (wrongly) defined themselves as self-employed but are actually employed by a temporary work agency. This confusion can happen as workers in this situation are involved in a triangular relationship where they have an employment contract with the TAW and the TAW has a commercial contract with the firm in which workers perform their activity.

11/ Q8a - Q8b

Note on site / establishments and workplaces.

Sites / establishments refer to a single location / distinct spaces where people perform their work.

12/ Q9a – Q9b

Q9a: workplace in this sense refers to the local spatial unit in which people perform their work the establishment / site of the previous section.

Q9b: on the other hand refers to the total number of employees in the company - organisation - business.

13/ Q11a - Item B and E

Item B: Salary or income

Salary: unless otherwise justify use the same word as in q4a.

Income: should be understood as the forms of remuneration of self-employed rather than total HH incomes

Item E: Workload

Select a word as neutral pas possible

14/ Q20 (items E and F) / Q22

This may require the use of precise terminology. Please check that this has been correctly applied.

15/ Q21 – Item H ‘emotionally disturbing’

Please refer to glossary and come back to the team if you have difficulty translating this term, indicating your dilemma.

16/ Q21 (Item F and G) / Q25

Distinction between clients and customers

In English a long-time customer can become a client. Do you have such a distinction in your language? If there is no distinction in your language between customer and client, do not make a distinction and use the more appropriate wording. Report your translation decision.

17/ Q34

Expected

May not be an answer to a direct order but a feeling of an obligation.

18/ Q40

Free time

Please refer to glossary and come back to the team if you have difficulty translating this term.

19/ Q54

[INTERVIEWER: Instructions can be from everybody, but includes managers, supervisors, other employees]

In some countries the word ‘manager’ implies a very high position such as CEO which is not referred to here. Please use the correct wording.

20/ Q55a / Q55b

Your immediate boss

In some countries, the word “boss” is too strong, has a negative connotation, is only used in an ironic way to refer to the big boss of a company; namely the owner/CEO. In that case, the term “immediate boss” needs to be replaced by “immediate supervisor/manager” to capture the N+1. According to this, could you check your translation of this word and ensure it is well translated?

21/ Q68 - Q69 / Item b

B. Unwanted sexual attention / B. Sexual harassment

Could you ensure these two items are not translated the same? If they are, you could find a way to translate them differently.

22/ Q70

B. Parental leave / Family-related leave

Could you ensure item B is well translated (i.e. translate both terms)? If not, could you update the translation?

D. Annual leave

This item include holidays

23/ Q75

The subjective well being index (The WHO5)

A number of official and validated translations are available at <http://www.psykiatri-regionh.dk/who5/menu/WHO-5+Questionnaire/>

24/ EF7

2= 50 to 75 per cent

Could you ensure item 2 is ‘50 to 75 per cent’ and not ‘51 to 75 per cent’? If not, could you update the scale so that it perfectly fist with the Master English one?

Annex 5 6th EWCS – Adaptation process - briefing notes



6th European Working Conditions Survey

Adaptation process – Briefing notes

November 2014

Background and context

Background to Eurofound and the European Working Conditions Survey (EWCS)

Improving and harmonising living and working conditions across Europe is an underlying principle of European integration, enshrined in Article 151 of the Treaty on the Functioning of the EU (TFEU). The European Foundation for the Improvement of Living and Working Conditions (Eurofound) was established in 1975 to inform the design of social and employment policies in Europe aimed at creating better living and working conditions. Eurofound's four-year programme *From Crisis to Recovery: Better Informed Policies for a Competitive and Fair Europe*² sets out its strategic priorities for 2013-2016. These are:

- To increase labour market participation and reduce unemployment, by creating jobs and improving functioning within the labour market.
- To improve working conditions, in particular by making work more sustainable across the lifecycle.
- To develop industrial relations so that they produce better and more productive working environments.
- To improve living standards and promote social cohesion in the face of growing economic polarisation and social inequalities.

In order to achieve its priorities and monitor progress, Eurofound funds a number of large-scale European surveys as well as a range of thematic and programme - specific research and evaluation studies.

Since 1991, its European Working Conditions Survey (EWCS) has been a key window on the changing nature of employment in Europe. It provides the key time series measures on working conditions across Europe, allows analysis of the relationships between different aspects of working conditions, and provides Eurofound and the European Commission with the data it needs to assess progress and to monitor particular vulnerable groups at risk or of concern in the labour market, over time.

The economic and social context for EWCS 2015

EWCS 2015 comes at a critical point because it will be the first survey in the series to reflect the full effects of the recession. While the immediate challenge of the economic crisis has given way to nascent recovery in some European states, in others there is still massive economic uncertainty and upheaval, characterised by economic restructuring and stubbornly high unemployment – in particular among the under-25s.

Recent Eurostat figures³ report the EU28 unemployment rate at 10.9% - and higher, at 12%, within the Eurozone – marking an increase on the previous year. The headline rate masks vast differences between different countries, with unemployment around 5% in Austria and Germany, rising to 27% in both Greece and Spain.

Alongside this, the proportion of people at risk of poverty or social exclusion is also rising, with one-quarter of people within the EU28 suffering from either income poverty, material

²Eurofound (2012) *From Crisis to Recovery: Better Informed Policies for a Competitive and Fair Europe*. <http://www.eurofound.europa.eu/pubdocs/2012/52/en/1/EF1252EN.pdf>

³ Eurostat, October 2013. http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Unemployment_statistics

deprivation, or living in a household with very low work intensity (defined as where the adults in the household work less than 20% of their total work potential during the year)⁴.

Demographic change is also critical, with many countries across Europe being ‘ageing societies’ with growing proportions of older people – and hence, older workers – and state pension ages being increased so that people will need to work longer before they can retire.

Analysis of EWCS 2010⁵ highlighted a number of salient issues that policy makers both in the European Commission and within national governments need to continue to address:

- Gender inequalities in employment patterns and associated differences in working conditions and occupational segregation stubbornly persist. Women work longer than men when unpaid caring work is taken into account, rather than just paid work; on average women in the same occupations as men earn less; and women report lower levels of well-being at work.
- There is a persistent group of workers within Europe who have a tenuous grip on employment and are at the edges of the labour market. Although 80% of the workforce overall were employed in an indefinite or permanent contract in 2010, 5% had no contract at all (this more than doubles among young people aged under-35 (13%), and those with low educational qualifications (14%).
- Sustained evidence from EWCS suggests that the highest job quality is found in high quality standard employment, with the lowest in a cluster of ‘precarious jobs’, characterised by temporary or no employment contracts, less favourable working terms and conditions, poor job satisfaction, and other low outcomes.

Even in countries like the UK where employment has been comparatively resilient, what job creation there has been in the labour market in recent years has been mainly in part-time and temporary work rather than ‘standard’ full-time jobs.

At the same time as highlighting such issues, the EWCS also provides evidence about the development of ‘win-win’ situations which offer the best of both worlds to the employer and employee. Those working conditions associated with better well-being among workers include factors such as giving workers a say, encouraging collaborative work, good job design, effective skills utilisation, addressing job insecurity, creating a safe working environment, and facilitating a good work-life balance. These factors are also associated with higher levels of motivation and employee engagement.

⁴ Eurostat, December 2013. http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/3-05122013-AP/EN/3-05122013-AP-EN.PDF

⁵ Eurofound (2012), *Fifth European Working Conditions Survey*, Publications Office of the European Union, Luxembourg.

Research universe

Every five years, Eurofound carries out the European Working Conditions Survey (EWCS), interviewing both employees and self-employed people on key issues related to their work and employment.

This survey is a face to face survey and covers a random and representative sample of the work force distribution in each country. The questionnaire length is approximately 45-50 minutes.

Interviews are conducted in the national languages of each country in participants' own homes.

The next EWCS survey is likely to take place in 35 countries - EU28, Norway, Switzerland, Albania, the Former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey. Almost 43,000 workers will be interviewed.

The questionnaire will cover issues of precarious employment, leadership styles and worker participation as well as the general job context, working time, work organisation, pay, work-related health risks, cognitive and psychosocial factors, work-life balance and access to training.

The main stage fieldwork for the next EWCS survey (wave 6 in the series) starts in February 2015.

Translation Process

Different phases of the translation

As mentioned above, the European Working Conditions Survey (EWCS) is a reference tool for Eurofound and the European Commission, providing them a wide range of information on working conditions across Europe and on the changing nature of employment in Europe.

The international dimension of the EWCS makes fieldwork consistency across countries essential. The translation process is therefore a key stage to ensure the accuracy of the survey among all countries.

The different phases of the translation will include:

- Two independent translations from English to target language produced by two different translators.
- An interactive session where the two independent translations are discussed with the two translators and an adjudicator and where a final version of the translation is agreed.
- A harmonisation and/or adaptation approaches used for target languages used in several countries (*only for selected countries*)
- Documentation of each step of the translation process and translation report summarising the approach.

Specific translation process - languages spoken in multiple countries

Some languages of the survey are spoken in more than one country. Depending on how similar the language is spoken in the different countries, the questionnaire will either require a separate translation process or a local adaptation.

Local adaptation approach

In countries where the same language are spoken but where no separate translation is required (for example Swedish in Sweden and Finland), an initial translation, following the approach described previously, will be prepared by the local agency where there are the more speakers of the language (in our example, Sweden).

The other local agencies will use the approved translation version and will adapt it to their country specificities. This adaptation will be prepared by an independent professional translator, native speaker of the country, and will be checked by a native speaker from the research team in the local agency.

A meeting (or teleconference) will be held between the local translator, the local researcher and the adjudicator (and eventually another representative of the translation team) from the country where the initial translation was conducted. In this meeting they will review the adaptation and agree on necessary adjustments. This discussion will be documented in the same way as the national review meetings and adjustments concisely justified in English.

The following countries are concerned by this adaptation approach:

Country/territory	Local adaptation required for:
Albania	Albanian (translation adapted from FYROM)
Finland	Swedish (translation adapted from Sweden)
Ireland	English (translation adapted from UK)
Latvia	Russian (translation adapted from Estonia)
Lithuania	Russian (translation adapted from Estonia)
Malta	English (translation adapted from UK)
Montenegro	Serbian (translation adapted from Montenegro)
Serbia	Serbian (translation adapted from Montenegro)
Serbia	Hungarian (translation adapted from Hungary)
Switzerland	Italian (translation adapted from Italy)

Persons involved in the adaptation process

The adaptation team will be composed of three individuals:

- an independent professional translator from local Ipsos office / privileged local partner.
- a local researcher from the research team in the local agency (native speaker of the adapted language).
- the adjudicator from the country where the initial translation was conducted.

Questionnaire review

Objective

The key to successful translation for multi-country surveys is to ensure that the themes explored by any question are conveyed in an equivalent way to all respondents, rather than a simple word-for-word translation. In effect, the priority is creating equivalent *meaning* rather than literal translations. This is important for a number of reasons, not least to ensure that the data collected is valid and comparable across different countries.

Adaptation process

We will ask you to review all the translation provided and adapt it when necessary.

If you think it is necessary to adapt a word / an item of the questionnaire, please keep in mind that:

- You will have to provide a very detailed comment, giving a clear explanation in English why the scale / item / word should be adapted. Your comments will have to be as much detailed as possible to allow a non-native speaker of the language to understand and approve your adaptation choice. To ensure that the documentation is systematic and comprehensive, Ipsos will create a detailed template for this documentation to be used. The coordination team will also review the documentation submitted by each local agency checking all the requested information are completed and asking for additional details if necessary to ensure the documentation is complete.
- The final translation you will provide will aim to be consistent across all questions. When adapting, check if the word / item you are adapting is also available in other part of the questionnaire (the scale / item / word are maybe already translated in other parts of the questionnaire). If so, make sure your adaption is consistent across the entire questionnaire.

Glossary/annotated questionnaire

Many terms used in this survey are “technical” terms, used in labour market statistics or industrial relations research. It is crucial that they are understood similarly across countries, i.e. that they embrace the same scope.

The most important of these notions are summarised and explained in the glossary created by Eurofound. This document holds explanations for the translation teams to support the functionally equivalent translation of the key terms used in the survey instruments.

If you have any doubt regarding the translation of a particular technical term or a complex concept, please refer to this document.

Annex 6 6th EWCS – Additional checks to be performed (adaptation process)

Particular attention for adaptation process

1). Checking specific issues in the questionnaire (related to countries specificities, etc.). -> See list described below

The main parts of the questionnaire that will require adaptation are:

- H2d / HH3d (code 8)
- Q1a (question labelling)
- Q1b (question labelling + Int instruction)
- Q5 (item 1 and 2)
- Q36 (item 3)

2). System of commenting adaptation process

Eurofound insist to get comments as much detailed as possible when adapting a sentence / item / word (following step by step the guidance provided in PPT) to allow a non-native speaker of the language to understand and approve the translation choice.

As a reminder, if **adaptations are brought in the questionnaire, they should:**

- 4) **be commented with a clear explanation provided in English.**
- 5) **be indicated in red** in the appropriate column.

3). 'Scope' of concepts

- a. Ensure that the **meaning of the translation of complex concepts does not widen or narrow the scope of the concept**, particularly in instances where a single term is translated using multiple terms or vice versa.
- b. If **any pending or open issue on this**, please **refer to the Glossary and / or inform Ipsos** so that we can check this.

Checking specific issues in the questionnaire

1/ HH2d - HH3d / item 08

08= other (e.g. military duty)

Is there a military duty in the country? If not, delete the example and provide a comment in the appropriate column saying that military duty does not exist anymore in the country.

2/ HH2d - HH3d / item 05

05 = retired

Does 'early retirement' exist in the country? If yes, explicitly include early retirement into the retirement category.

3/ HH2d - HH3d / list of activities

HH2d and HH3d scales should be identical, as we will show the same card (D). If it is not the case, could you harmonize the scale?

4/ HH2d - HH3d / item 07

07= in full time education (at school, university, etc.)/ student

The concept of “full time education” includes full time student training but also full time professional training. Could you ensure your translation take into account the full concept? If you think it is more appropriate, you could translate item 07 into “full time professional training / full time student (at school, university, etc.)”.

5/ Q1a – Q1b

[this country]

Could you ensure that [this country] have been translated into the country name?

6/ Q1b

(BY [THIS COUNTRY], WE MEAN CURRENT NATIONAL BOUNDARIES RATHER THAN ANY HISTORIC BOUNDARIES).

Does this instruction make sense or not in the country? If not, you can delete it and provide a comment in the appropriate column saying that this interviewee explanation has no sense in the case of the country.

If the instruction makes sense in the country, could you ensure that [this country] have been translated into the country name?

7/ Usage of “your work” and “your job”

In most parts of the questionnaire we ask respondents about “your job”, in some instances it is confused with and translated as your work.

“**Job**” refers to a group of homogeneous tasks having in common the similarity of their functions. It is summed up by a job title. A job description identifies the duties and responsibilities to be performed in a specific company. ‘Your job’ in the questionnaire refers to this and is different from the ‘work’ which should be understood as the set of tasks to be carried out by workers in the performance of their jobs. “Job” therefore refers more to the name of the occupation as well as the employment conditions (the job contract).

“**Work**” refers more to the tasks and activities performed. This distinction exists in many languages; it arises as real work is by nature different from ‘job duties’ or ‘prescribed work’ as individuals engage with and in their tasks.

8/ Q2 - Q3

ISCO Coding

Ask about the respondent’s job title and what they mainly do in their job (focus in on “your job” rather than “your work”) and aim to gather sufficient information to assign the respondent to the appropriate 4-digit ISCO classification.

9/ Q4a

Are you paid a salary or a wage by an employer?

“Salary wage” refers to the remuneration - in cash or in kind - payable to all people on the payroll in return for work performed. As we are trying in this question to identify whether respondent are employees or self-employed, please use the terminology relevant to dependant employment relationship. Do not use a too general term like “remuneration” which could encompass other sources of earnings such as dividends, fees etc.

10/ Q4b

Looking at this card, please select the category or categories which apply to your main paid job?

The question aims to map the diversity of employment situations and identities of self-employed. Items 1 and 2 may refer to precise terminology and could be adapted if they provide an equivalent to the concepts included in the master questionnaire.

Items 3, 4, 5 may be more associated with the perceived professional identities of the respondent. Items 6 refers to those who may have (wrongly) defined themselves as self-employed but are actually employed by a temporary work agency. This confusion can happen as workers in this situation are involved in a triangular relationship where they have an employment contract with the TAW and the TAW has a commercial contract with the firm in which workers perform their activity.

11/ Q8a - Q8b

Note on site / establishments and workplaces.

Sites / establishments refer to a single location / distinct spaces where people perform their work.

12/ Q9a – Q9b

Q9a: workplace in this sense refers to the local spatial unit in which people perform their work the establishment / site of the previous section.

Q9b: on the other hand refers to the total number of employees in the company - organisation - business.

13/ Q11a - Item B and E

Item B: Salary or income

Salary: unless otherwise justify use the same word as in q4a.

Income: should be understood as the forms of remuneration of self-employed rather than total HH incomes

Item E: Workload

Select a word as neutral pas possible

14/ Q20 (items E and F) / Q22

This may require the use of precise terminology. Please check that this has been correctly applied.

15/ Q21 – Item H ‘emotionally disturbing’

Please refer to glossary and come back to the team if you have difficulty translating this term, indicating your dilemma.

16/ Q21 (Item F and G) / Q25

Distinction between clients and customers

In English a long-time customer can become a client. Do you have such a distinction in your language? If there is no distinction in your language between customer and client, do not make a distinction and use the more appropriate wording. Report your translation decision.

17/ Q34

Expected

May not be an answer to a direct order but a feeling of an obligation.

18/ Q40

Free time

Please refer to glossary and come back to the team if you have difficulty translating this term.

19/ Q54

[INTERVIEWER: Instructions can be from everybody, but includes managers, supervisors, other employees]

In some countries the word ‘manager’ implies a very high position such as CEO which is not referred to here. Please use the correct wording.

20/ Q55a / Q55b

Your immediate boss

In some countries, the word “boss” is too strong, has a negative connotation, is only used in an ironic way to refer to the big boss of a company; namely the owner/CEO. In that case, the term “immediate boss” needs to be replaced by “immediate supervisor/manager” to capture the N+1. According to this, could you check your translation of this word and ensure it is well translated?

21/ Q68 - Q69 / Item b

B. Unwanted sexual attention / B. Sexual harassment

Could you ensure these two items are not translated the same? If they are, you could find a way to translate them differently.

22/ Q70

B. Parental leave / Family-related leave

Could you ensure item B is well translated (i.e. translate both terms)? If not, could you update the translation?

D. Annual leave

This item include holidays

23/ Q75

The subjective well being index (The WHO5)

A number of official and validated translations are available at <http://www.psykiatri-regionh.dk/who5/menu/WHO-5+Questionnaire/>