

Working conditions and sustainable work

European Working Conditions Survey extraordinary edition 2021: Translation report

[European Working Conditions Survey extraordinary edition 2021:
Overview report](#)

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1. Introduction

Eurofound regularly carries out the European Working Conditions Survey (EWCS), interviewing both employees and self-employed people on key issues related to their work and employment. So far, six waves of the EWCS have taken place from 1990 until 2015 using face-to-face mode. Fieldwork for the seventh round of the EWCS (EWCS 2020) started in February 2020 but was prematurely terminated nine weeks later due to the spread of COVID-19 and the impossibility of using face-to-face interviewing. Consequently, Eurofound decided to carry out an extraordinary version of the EWCS in 2021 using Computer Assisted Telephone Interviewing (CATI) and adapt the EWCS 2020 questionnaire to suit the new approach.

The new survey, called EWCS 2021 Extraordinary edition or EWCS CATI 2021, covers random probability representative samples of the workforce in 36 countries. The questionnaire covers issues of employment status, working time duration and organisation, learning and training, physical and psychosocial risk factors, health and safety, work-life balance, worker participation, work organisation and financial security.

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

The main stage fieldwork of the EWCS CATI 2021 covered the EU Member States, Norway, Switzerland and the United Kingdom, as well as the 6 candidate and potential candidate countries (Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia). Interviews were conducted in the national languages of each country which represented an extensive body of work in order to produce fifty-five high quality language versions for the survey.

Table 1: Language versions used in the EWCS CATI 2021 questionnaire

Country	Language (version)	Separate translation process required?	Adapted from (if country/territory shares a language[s] with another)	Harmonisation
EU Member States				
Austria	German	Yes		Harmonised with Germany and Switzerland
Belgium	Dutch	Yes		Harmonised with Netherlands
	French	Yes		Harmonised with France, Luxembourg and Switzerland
Bulgaria	Bulgarian	Yes		
Croatia	Croatian	Yes		
Cyprus	Greek	Yes		Harmonised with Greece
	English	No	Source (English)	
Czechia	Czechia	Yes		
Denmark	Danish	Yes		
Estonia	Estonian	Yes		
	Russian	Yes		
Finland	Finnish	Yes		

Country	Language (version)	Separate translation process required?	Adapted from (if country/territory shares a language[s] with another)	Harmonisation
	Swedish	No	Sweden (Swedish)	
France	French	Yes		Harmonised with Belgium, Luxembourg and Switzerland
Germany	German	Yes		Harmonised with Austria and Switzerland
Greece	Greece	Yes		Harmonised with Cyprus
Hungary	Hungarian	Yes		
Ireland	English	No	Source (English)	
Italy	Italian	Yes		
	German	No	Austria (German)	
Latvia	Latvian	Yes		
	Russian	No	Estonia (Russian)	
Lithuania	Lithuanian	Yes		
Luxembourg	English	No	Source (English)	
	French	Yes		Harmonised with Belgium, France and Switzerland
	German	No	Germany (German)	
	Luxembourgish	Yes		
Malta	Maltese	Yes		
	English	No	Source (English)	
Netherlands	Dutch	Yes		Harmonised with Belgium
Poland	Polish	Yes		
Portugal	Portuguese	Yes		
Romania	Romanian	Yes		
Slovakia	Slovak	Yes		
Slovenia	Slovenian	Yes		
Spain	Catalan	Yes		
	Spanish	Yes		
Sweden	Swedish	Yes		
Candidates and Potential Candidates (CPC)				
Albania	Albanian	Yes		
Bosnia and Herzegovina	Bosnian	Yes		
	Croatian	No	Croatia (Croatian)	
	Serbian	No	Serbia (Serbian)	
Kosovo	Albanian	No	Albania (Albanian)	
	Serbian	No	Serbia (Serbian)	
Montenegro	Montenegrin	No	Serbia (Serbian)	
	Serbian	No	Serbia (Serbian)	
North Macedonia	Albanian	No	Albania (Albanian)	
	Macedonian	Yes		

Country	Language (version)	Separate translation process required?	Adapted from (if country/territory shares a language[s] with another)	Harmonisation
Serbia	Hungarian	No	Hungary (Hungarian)	
	Serbian	Yes		
Other Countries				
Norway	Norwegian	Yes		
Switzerland	French	Yes		Harmonised with Austria, Germany and Luxembourg.
	German	Yes		
	Italian	No	Italy (Italian)	
United Kingdom	English	No	Source (English)	

Source: Ipsos

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.

Table 2: Overview of the timetable for the translation process (pilot stage)

Collection and approval of translators' CVs	1 September to 29 September 2020
Briefing documents sent to the linguists	1 October 2020
Questionnaire translation	2 October to 13 October 2020
Adjudication	7 October to 3 November 2020
Harmonisation	22 October to 3 November 2020
Adaptation	26 October to 11 November 2020
Final proofreading	26 October to 13 November 2020
Questionnaire translation and approval	9 November to 24 November 2020
Translation of the Interviewer Briefing Manual	14 October to 27 November 2020
Translation and approval of the Data Protection Notice	16 November to 26 November 2020

2. Overall objectives

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:

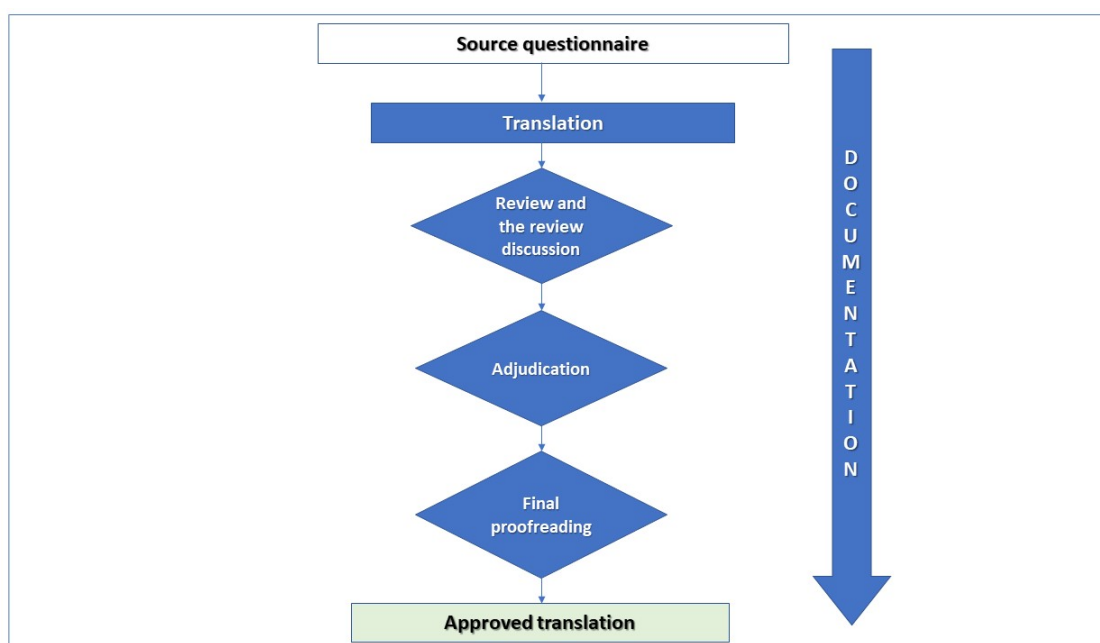
- Semantic equivalence across languages – the words and sentence structure in the translated text express the same meaning as the source language
- Conceptual equivalence across cultures – the concept being measured is the same across different country cultures, although wording to describe it may be 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.

The EWCS CATI 2021 questionnaire was adapted from the EWCS 2020 one which underwent a rigorous, state of the art TRAPD¹ process (details on this process can be seen in the EWCS 2015 translation report²). In order to continue to ensure that the three conditions above were satisfied, it was decided that a simplified TRAPD model would be applied for the EWCS CATI 2021 which involved one translator and one adjudicator in each country.

¹ TRAPD is an acronym for Translation, Review, Adjudication, Pre-Testing and Documentation, which are the five interrelated procedures involved in producing a final translated version of questionnaire. See for instance: <http://ccsg.isr.umich.edu/index.php/chapters/translation-chapter/translation-overview>

² https://www.eurofound.europa.eu/sites/default/files/page/field_ef_documents/6th_ewcs_translation_report.pdf

Figure 1: Illustration of the translation approach

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 Central Coordination Team (hereafter to be known as the CCT).

One translator (Translator 1) for each language conducted a translation of the source English questionnaire into the target languages versions. They translated the new and modified questions/answers scales ensuring coherence between the translation of the new and the existing questions.

The adjudicator reviewed the T1 translation and flagged up any issues in the translation which were then communicated to T1 (e.g. grammar, punctuation, word order, typos, spelling errors, mistranslations, inappropriate word choice, idiomatic expressions). The adjudicator included a description of the issues in the translation file. In the case of any disagreements, both linguists discussed the issue via emails to agree on a final version of the translation. The aim of this review discussion was to agree on a final version through discussion and resolution of all doubts or controversies. The decision process was thoroughly documented by the adjudicator.

Each finalised target questionnaire was checked by the research team from the local network partner agency which conducted a final proofread of the new translated items and the existing questions and also made sure that key terms were translated consistently across items and within items. The whole questionnaire was also double-checked and validated by the project managers during the script checking process.

The translation process was expanded for languages spoken in more than one country. Depending on how similar the languages spoken in the different countries are, the translation went through either a *harmonisation* or *adaption* process (see sections 6 and 7). A *Harmonisation process* was used for those countries/languages where significant differences exist in the dialects used (e.g. different vocabulary, differences in language) and separate translations were made for each country (using the translation approach described above). These local versions were then harmonised to optimise comparability whilst at the same time maintaining the national dimension. An *Adaption*

process was used for countries that share a language that is extremely similar to each other or where it is spoken by a minority. The finalised translation prepared by the country where there is the greater number of speakers of the language was used as a basis and adapted for local use. Further detail on this process and the countries and languages involved can be found later in this report.

The final version was sent to Eurofound for approval.

3. Languages covered

Overall, 55 language³ versions of the questionnaire were used in the survey, including adaptations (see table below).

Table 3: Language versions used for the EWCS CATI 2021 questionnaire

#	Country	Languages
EU27 Member States		
1	Austria	German
2-3	Belgium	Dutch, French
4	Bulgaria	Bulgarian
5	Croatia	Croatian
6-7	Cyprus	Greek, English
8	Czechia	Czech
9	Denmark	Danish
10-11	Estonia	Estonian, Russian
12-13	Finland	Finnish, Swedish
14	France	French
15	Germany	German
16	Greece	Greek
17	Hungary	Hungarian
18	Ireland	English
19-20	Italy	Italian, German
21-22	Latvia	Latvian, Russian
23	Lithuania	Lithuanian
24-27	Luxembourg	French, German, Luxembourgish, English
28-29	Malta	Maltese, English
30	Netherlands	Dutch
31	Poland	Polish
32	Portugal	Portuguese
33	Romania	Romanian
34	Slovakia	Slovakian
35	Slovenia	Slovenian
36-37	Spain	Spanish, Catalan
38	Sweden	Swedish

³ There were 53 language versions used during the pilot stage. An English version of the questionnaire was added in Luxembourg after the pilot prior to mainstage fieldwork and during fieldwork in Cyprus .

#	Country	Languages
Candidates and Potential Candidates (CPC)		
39	Albania	Albanian
40-42	Bosnia & Herzegovina	Bosnian, Serbian, Croatian
43-44	Kosovo	Albanian, Serbian
45-46	North Macedonia	Macedonian, Albanian
47-48	Montenegro	Montenegrin, Serbian
49-50	Serbia	Serbian, Hungarian
Other Countries		
51	Norway	Norwegian
52-54	Switzerland	German, French, Italian
55	United Kingdom	English

4. Translation team and coordination

The translation process for EWCS CATI 2021 was managed centrally by the Ipsos CCT. They were responsible for the preparation of the briefing materials for the linguists and the country managers working on this project, coordinating the translation of the questionnaire as well as other fieldwork materials to be translated, collecting feedback, making recommendations and the overall documentation of the translation process.

Language Connect (Ipsos' translation partner) was responsible for coordinating the translation process locally, distributing all translation materials to the translators, providing direct assistance and feedback to the translators, and collating the translations. The project manager from Language Connect liaised with the Ipsos CCT when they encountered difficulties or had any queries.

Aside from the Ipsos Coordination Team, the following people were involved in the translation process:

- One translator (T1) from Language Connect – a native speaker of the target language and fluent in English (C2 level) with extensive experience in translating survey questionnaires and other materials for market and social research purposes. This person was responsible for producing the first translation.
- One adjudicator appointed by Language Connect on the basis of being native or equivalent level (C2) speaker of the target language and fluent in English (C2 level) and having also professional experience in survey translation as well as other services linked to the market research sector. The adjudicator was responsible for reviewing the translation produced, leading the review discussion and producing the final translation based on the discussions.
- The country project manager was responsible for reviewing the final translation produced by the adjudicator. For countries with multiple languages, the final review was performed by another researcher at the local agency when the country project manager was not a native speaker of the language.

Most of the linguists had already worked on previous EWCS waves. Before working on the current project, CVs for all new translators and adjudicators were collected and reviewed by the Ipsos CCT to ensure that each translator possessed the right skills and experience to work on the EWCS study. 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. Those CVs were submitted to Eurofound for approval.

4.1 Translation briefing notes

All translators and adjudicators involved in the translation received concise briefing documents in Word⁴ prior to the translation process, with information containing background information on the survey, an overview of the translation process, such as the different steps and the work expected

⁴ See Annex 2-4.

from the translators and adjudicators, instructions for translation/review/adjudication and, where applicable guidance for harmonisation/adaptation and information on the translation file template.

A separate document was prepared for 1) translators and 2) adjudicators involved in the standard translation approach and 3) for adaptors involved in the adaptation approach. These documents were also shared with the project managers from the local agencies.

These briefing documents provided detailed information on:

- The study's purpose: the background of the EWCS CATI 2021 and Eurofound, the context, the objectives and the importance of the study.
- The translation process: a review of the different phases of the translation process (translation, review, review discussion, adjudication and proofreading, harmonisation and adaptation [where applicable]), documentation requirements, organisation and the people involved in the translation.
- Questionnaire and translation template: a presentation of the different types of questions to be reviewed/translated and how to use the Excel template.

Ipsos and Language Connect supplemented this with any further translation and adaptation notes necessary. These provided advice on how to deal with issues related, but not limited to, the appropriateness of technical terms, precision of translation, the meaning of words and the use of tenses and verbs.

5. Main translation process of the questionnaire

The simplified TRAPD approach (Translation, Review, Adjudication, Pretesting, and Documentation) was used for the translation of the new and modified questions/answer scales in the questionnaires.

5.1 Translation

One independent translator (T1) from Language Connect conducted translations of the new and modified questions/answer scales into the target language versions. 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/items needed to be translated and reviewed:

- **New questions/answer scales/introductions** (i.e. questions not asked in the previous wave). These questions were fully translated. The translation aimed to be comparable and consistent across the newly translated items, as well as with text from the previous wave of the survey. When translating, translators had to check consistency with translations already available.
- **Modified trend questions/answer scales** (i.e. when part of a question already asked in the previous wave has been changed). Existing translations (trend) from the previous wave were provided. Translators were asked to modify/adapt the translation, using the one used for the previous wave. The new words or items were translated while the accuracy of the trend words or items (already translated) needed to be checked.
- **Trend questions** (i.e. questions already asked in previous waves). Translations of trend questions that have already been used in previous wave(s) and that have not been modified were not to be retranslated but were made available in the translation file for consistency purposes. Changes to trend questions were only to be made if major issues on translations were identified and suggestion for changes had to be clearly justified and had to be submitted to Eurofound for approval.

5.2 Review and the review discussion

The adjudicator from Language Connect who reviewed the T1 translation flagged up any issues in the translation which were then communicated to T1 (e.g. grammar, punctuation, word order, typos, spelling errors, mistranslations, inappropriate word choice, idiomatic expressions). The adjudicator included a description of the issue in the translation file. Translator 1 answered on each comment made by the adjudicator. In the case of any disagreements, both linguists discussed the issue via emails to agree on a final version of the translation. The aim of this review discussion was to agree on a final version through discussion and resolution of all doubts or controversies. All the communication between the translator 1 and the adjudicator is available in each translation file.

5.3 Adjudication

After the review discussion, the adjudicator produced a final version of the translation, based on the discussion and agreed solutions with T1. The adjudicator made sure that the key terms were translated consistently across items and within items. This also included making sure answer categories (such as scales) matched the question wording. If conflicts arose, priority was given to

consistency within items. The adjudicator made sure that a concise explanation in English was provided about the decisions made during the review discussion and the agreed solutions whilst ensuring consistency, accuracy, and adherence to guidelines.

5.4 Proofreading

Each finalised target questionnaire was proofread and validated by the country project manager or someone from the research team⁵ responsible for conducting the fieldwork. They ensured that no residual errors, typographical errors, punctuation, grammar, accidentally omitted items and similar were present. They also made sure that key terms were translated consistently across items and within items.

The final draft of the target language questionnaire, together with the documentation of the translation process, was sent to Eurofound for review and validation.

5.5 Evaluation

- During the translation process, no major issues were encountered regarding the translation of the questionnaire from English to the local languages.
- There were several small issues spotted by the linguists in the master text. These were revised by the Ipsos CCT and sent back to Eurofound for the final decision.
- During the translation process, the source introduction text and recontact question were revised by Eurofound and the CCT. These items were translated directly by translator 1 and proofread by the project manager in each local agency for time efficiency purposes.
- Overall, the Excel translation file showed that the TRAPD method had been applied correctly and the people involved had, where required, argued their cases well, in sufficient detail. Furthermore, reviewing languages they did not speak was not a problem.

⁵ For countries with multiple languages, and if the country project manager was not a native speaker of the target language, the final proofreading was performed by another researcher from the local research team.

6. Harmonisation of the questionnaire

6.1 Overview

For languages which are spoken in two or more countries, but where there are differences in the language use (for example, German spoken in Austria, Germany and Switzerland), an additional process was included as part of the translation process. In total, 11 languages underwent harmonisation.

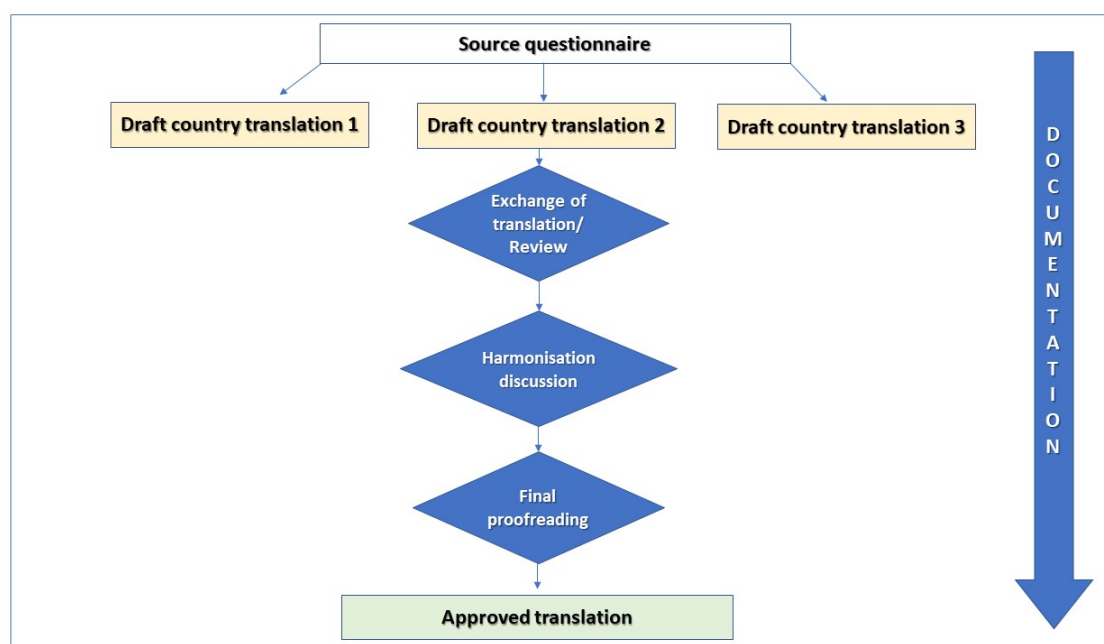
This harmonisation / cross-national adjudication process has two main objectives:

1. to 'harmonise' the language versions, and
2. add an additional layer of quality control to the translations.

The aim of the exercise was one of **harmonisation**, however, two distinctions had to be made:

- *general style of the language*: the translations should be harmonised as much as necessary (**not as much as possible**), so that the particular local colour of the individual translations is preserved.
- *key terms or other specific terms*: harmonisation is possible, but not at the expense of losing the local style, or what is more commonly used in local languages.

Figure 2: Illustration of the harmonisation approach



The following countries/languages underwent the harmonisation process:

Table 4: Countries/languages with harmonisation

Country	
Belgium, France and Luxembourg and Switzerland	French
Belgium and Netherlands	Dutch
Austria, Germany and Switzerland	German
Cyprus and Greece	Greek

6.2 Harmonisation process

Once the final adjudicated version was prepared, the different translations were shared between the adjudicators for each country 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 main phases of the harmonisation process were:

1. Prior to the harmonisation discussion, adjudicators for each country were instructed to flag questions/items from their local translation which they wanted to discuss during the harmonisation discussion (e.g. questions which they discussed at length with the translator, where they were not sure whether a term used was the best translation etc.). They were also asked to screen the harmonisation template (which included all languages versions) and flag major differences or specific translations that they wished to discuss (e.g. when one or the other translation deviated from what had been said in the guidelines for translators; when they noted a 'better' translation and wanted to correct their translation, or when they noticed differences in key terms which are used throughout the questionnaire, etc.)
2. The adjudicators discussed their comments via emails or during the online meeting and made recommendations on adjustments. To facilitate the process, one of the adjudicators was appointed as the moderator of the discussions. An interactive meeting was organised via webinar between the adjudicators for the French and German languages. For two other languages (Dutch and Greek) it was possible to conduct discussions via emails as there were only two adjudicators involved in each of these languages.
3. The moderator of the session updated the harmonisation template with the major points discussed during the call. Following the discussion, each adjudicator updated their final local translation, taking into account the decisions made during the cross-national adjudication discussion. The entire decision-making process was documented by the adjudicators so that people who were not familiar with the language could still follow the rationale of choosing one version over the other.

The harmonisation process took place between 22 October and 3 November 2020 and the calls lasted between 1 and 1.5 hour (depending on the number of language versions that were discussed).

Table 5: Dates of the harmonisation online sessions and participants

Country	Languages	Date review meeting	Participants
Belgium, France and Luxembourg and Switzerland	French	27 October	Adjudicator BE FR, Adjudicator FR, Adjudicator LU FR, Adjudicator CH FR
Austria, Germany and Switzerland	German	27 October	Adjudicator AT, Adjudicator DE, Adjudicator CH DE

Table 6: Dates of the harmonisation discussions via emails and participants

Country	Languages	Discussion via emails	Participants
Belgium and Netherlands	Dutch	23 October	Adjudicator BE NL, Adjudicator NL
Cyprus and Greece	Greek	26 October	Adjudicator CY EL, Adjudicator EL

6.3 Harmonisation template

To facilitate the harmonisation process, a harmonisation template was created (see below for an example of the Dutch harmonisation template). The harmonisation template encompassed the source English text and each of the language translations, as well as the adjudicators' comments. A column was provided for moderators to insert a summary of the discussion between the adjudicators and decisions taken from the harmonisation meeting.

Figure 3: Illustration of the Excel harmonisation template

MASTER ENGLISH EWCS CATI 2021	BELGIUM AGREEMENT / DECISIONS TAKEN FROM THE REVIEW DISCUSSION ABOUT TRANSLATION TO BE USED	BELGIUM ADJUDICATED VERSION (AFTER REVIEW DISCUSSION)	NETHERLANDS AGREEMENT / DECISIONS TAKEN FROM THE REVIEW DISCUSSION ABOUT TRANSLATION TO BE USED	NETHERLANDS ADJUDICATED VERSION (AFTER REVIEW DISCUSSION)	AGREEMENT / DECISIONS TAKEN FROM THE CROSS NATIONAL REVIEW MEETING ABOUT TRANSLATION TO BE USED
Q1.2. From those aged 16 and over, including you-yourself, how many are...? [Grid down] At work full time	We agreed to implement the suggestion from the adjudicator. It's more common in Belgium to translate "fulltime" and use "volijds".	Q1.2. Hoeveel van de personen die 16 jaar en ouder zijn, uzelf inbegrepen, zijn [Grid down] Volijds werkzaam	We agreed to use TTs translation without changes	Q1.2. Hoeveel van de personen van 16 jaar en ouder, uzelf inbegrepen, zijn...? [Grid down] Fulltime aan het werk	
At work part time	We agreed to implement the suggestion from the adjudicator. It's more common in Belgium to translate "parttime" and use "deeltijds".	Deeltijds werkzaam	We agreed to use TTs translation without changes	Parttime aan het werk	
Unemployed and looking for a job		Werkloos en op zoek naar een job	We agreed to change the phrase for 'looking for a job' from 'op zoek naar werk' to 'werkzoekende' as this term is more commonly used	Werkloos en werkzoekende	
At leave due to sickness or caring for children, elderly/ disabled relatives		Met verlof wegens ziekte of zorg voor kinderen, oudere/mindervalide familieleden	We agreed to change Ouderen (Elderly) to 'Oudere' for correct grammar	Met verlof vanwege ziekte of zorg voor kinderen, oudere/afhankelijke familieleden	
Once to fulltime education [Grid across] [Numeric, accept number between 0 and 10]		In volijds onderwijs [Grid across] [Numeric, accept number between 0 and 10]	We agreed to use TTs translation without changes	Bezig met een volijds opleiding [Grid across] [Numeric, accept number between 0 and 10]	
Number of people ...		Aantal personen ...	We agreed to use TTs translation without changes	Aantal personen ...	

6.4 Harmonisation briefing document

The briefing notes included a section on the harmonisation approach. This section recapped the main purpose of the harmonisation process and the related responsibilities of adjudicators. It was provided for all adjudicators involved in this process.

6.5 Evaluation

- During the harmonisation process, no major issues were detected. The adjudicators were able to discuss all their comments and harmonised their translations where possible.

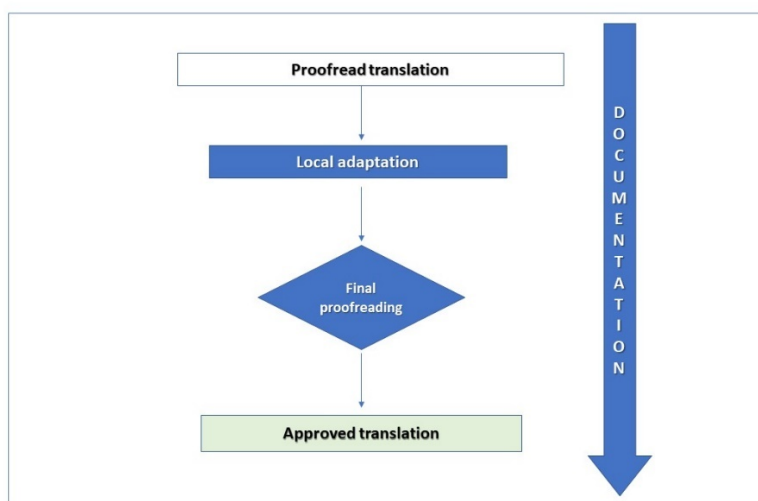
- The Belgian French adjudicator was unable to attend the harmonisation meeting for the French language at the last minute although he had completed all of the preparatory work, and Language Connect was unable to find a replacement at such a short notice. Given the short time frame before launching the pilot, Ipsos took the decision to involve a new adjudicator who is head of the Belgian translation team Ipsos Belgium. That person was already involved in the translation process of the previous wave as T1. Her CV as a new adjudicator for Belgium was approved by Eurofound. The Ipsos CCT provided her with all the required instructions and briefing materials. She joined the harmonisation meeting with other French adjudicators, and she was able to successfully complete the adjudicated file for Belgium.

7. Adaptation of the questionnaire

7.1 Overview

For countries that share a language that is extremely similar to each other (e.g. Italian in Italy and in Switzerland) or where it is spoken by a minority, an initial translation (following the approach described previously) was prepared by the country where there is a greater number of speakers of the language (in this example, Italy). This was used as a basis and adapted for local use. In total, 18 language versions were adapted, including the English language questionnaires adapted from the source (English) language.

Figure 4: Illustration of the adaptation approach



The following languages and countries used the adaptation approach:

Table 7: Non-English-speaking countries/languages with adaptation

Country	Language(s)	Adapted from:
Finland	Swedish	Translation adapted from Sweden
Italy	German	Translation adapted from Austria
Latvia	Russian	Translation adapted from Estonia
Luxembourg	German	Translation adapted from Germany
Bosnia & Herzegovina	Croatian	Translation adapted from Croatia
Bosnia & Herzegovina	Serbian	Translation adapted from Serbia
Kosovo	Albanian	Translation adapted from Albania
Kosovo	Serbian	Translation adapted from Serbia
North Macedonia	Albanian	Translation adapted from Albania
Montenegro	Montenegrin	Translation adapted from Serbia
Montenegro	Serbian	Translation adapted from Serbia
Serbia	Hungarian	Translation adapted from Hungary
Switzerland	Italian	Translation adapted from Italy

Adaptation in English speaking countries

In countries using an English version of the questionnaire ⁶(including the UK), the English source questionnaire was reviewed by a native English speaker who has extensive experience in market research in editing and localising questionnaires. This was subsequently adapted to more appropriate English for use in the applicable English-speaking countries. Concise explanations were provided on the changes applied to the English source text.

Table 7: English speaking countries with adaptation approach

Country	Language(s)	Adapted from:
Ireland	English	local version adapted from ENG SOURCE
Cyprus ⁷	English	local version adapted from ENG SOURCE
Luxembourg ⁸	English	local version adapted from ENG SOURCE
Malta	English	local version adapted from ENG SOURCE
United Kingdom	English	local version adapted from ENG SOURCE

⁶ Since the English language version of the questionnaire was only added when fieldwork in Cyprus had already started, it was adapted by the local agency in cooperation with Ipsos and Eurofound and it did not undergo the same process as for the other English-speaking countries.

⁷ added during mainstage fieldwork

⁸ An English version of the questionnaire in Luxembourg was added for the mainstage.

7.2 Adaption process

The following people were involved in the adaptation process:

One independent translator (also known as the adaptor) from Language Connect or from the local agency. This person is a native speaker of the adapted target language and fluent in English (C2 level), having extensive experience of translating survey questionnaires and other materials for market and social research purposes and responsible for adapting the translation.

A project manager or another person from the local agency who is a native speaking person of the adapted target language. They were responsible for reviewing the adaptation produced by the adaptor and producing the final proofread version.

The different phases of the adaptation process involved the following approach:

- The adaptor prepared the local adaptation using the finalised source translation and verified whether it perfectly matched the source English questionnaire and if the translation was suitable to be used for their country. If not, the adaptor had to revise the translation and to explain in English why it was necessary to adapt the source version of the translation. The Ipsos CCT created a list in the adaptation template summarising the main items/sentences within the questionnaire that required adaptation (e.g. country specific information). The adaptor ensured that their final translation was consistent across the entire questionnaire.
- Concise explanations in English were provided by the adaptor about the adaptation made and/or about the proposed resolution of the issue.
- This version was submitted to the local agency for final review and validation of the translation to be used for their country. The final review was performed either by the country project manager (or another native-speaking researcher). They prepared the final version of the adapted translation whilst ensuring consistency, accuracy, and adherence to guidelines.
- All adaptations from the source translation had comments applied, so that any changes could be easily identified.

7.3 Adaptation briefing document

The adaptors and the project managers from the local agencies were provided with the briefing document for the adaptors (see Annex 4) before starting the adaptation. This document contained a section on the adaptation approach summarising the different phases of the adaptation, people involved and the main tasks to be performed during the adaptation process.

7.4 Adaptation template

To facilitate the adaptation, an adaptation template was created (see below for an example). The adaptation template encompassed the English source text and the finalised first-line translation. The adaptors were instructed to comment on any adaptations implemented.

Figure 5: Illustration of the Excel adaptation template

MASTER ENGLISH EWCS CATI 2021	TRANSLATION INDICATOR	Ipsos comment for the adaptor	FINAL TRANSLATION SWEDEN	FINAL PROOFREADING COMMENTS SWEDEN	TRANSLATION ADAPTED INTO SWEDISH FINLAND	COMMENTS ON ADAPTATION SWEDISH FINLAND
[ASK ALL] [DP: Ask after QM35] QM35_1. Some workplaces were closed during the first wave of Covid 19 in Spring 2020. From which of the following locations did you work at that time?	DO NOT TRANSLATE ADAPT		NEW [ASK ALL] [DP: Ask after QM35] QM35_1. Vissa arbetsplatser var stängda under den första covid-19-vågen våren 2020. Från vilka av följande platser arbetade du under den tiden?		NEW [ASK ALL] [DP: Ask after QM35] QM35_1. Vissa arbetsplatser var stängda under den första covid-19-vågen våren 2020. Från vilka av följande platser arbetade du under den tiden?	
[MULTIPLE ANSWERS POSSIBLE – INCLUDING FOR G & H] ASKED loc_emp_prem OPTION FOR EMPLOYED ASKED loc_own_business OPTION FOR SELF-EMPLOYED	DO NOT TRANSLATE DO NOT TRANSLATE DO NOT TRANSLATE		[MULTIPLE ANSWERS POSSIBLE – INCLUDING FOR G & H] ASKED loc_emp_prem OPTION FOR EMPLOYED ASKED loc_own_business OPTION FOR SELF-EMPLOYED		[MULTIPLE ANSWERS POSSIBLE – INCLUDING FOR G & H] ASKED loc_emp_prem OPTION FOR EMPLOYED ASKED loc_own_business OPTION FOR SELF-EMPLOYED	
A1. From your employer's or clients' premises as usual	ADAPT		A1. Från din arbetsgivares eller klients lokaler som vanligt		A1. Från din arbetsgivares eller klients lokaler som vanligt	
A2. Your own business' premises other than at home (office, factory, shop, etc.)	DO NOT TRANSLATE		A2. Din egen verksamhets lokaler, som inte är hemma (kontor, fabrik, butik, osv.)		A2. Din egen verksamhets lokaler, som inte är hemma (kontor, fabrik, butik, osv.)	
B. Locations you're sent to by your employer or requested to go to by clients	DO NOT TRANSLATE		B. Platser som du skickas till av din arbetsgivare eller ombuds åka till av kunder		B. Platser som du skickas till av din arbetsgivare eller ombuds åka till av kunder	
C. In a car or another vehicle	DO NOT TRANSLATE		C. I en bil eller annat fordon		C. I en bil eller annat fordon	
E. Your own home	DO NOT TRANSLATE		E. Ditt eget hem		E. Ditt eget hem	
F. Other locations	DO NOT TRANSLATE		F. Andra platser		F. Andra platser	
[NEW compared to QM35] G. You were unemployed at that time	ADAPT		[NEW compared to QM35] G. Du var arbetslös under den tiden		[NEW compared to QM35] G. Du var arbetslös under den tiden	
[NEW compared to QM35] H. You were at leave OR furlough at that time	ADAPT	Please note - country specific information - furlough	[NEW compared to QM35] H. Du var ledig/frånvarande ELLER permitterad under den tiden		[NEW compared to QM35] H. Du var ledig/frånvarande ELLER permitterad under den tiden	

7.5 Evaluation

- During the adaptation process, no major issues were detected.
- Due to time constraints linked to start date of the pilot, the adaptation process was launched while the final first-line version of the questionnaire was not yet reviewed and signed off by Eurofound. Any updates made on the approved off first-line version had to be implemented (where relevant) in the adapted version.

8. Translation of other fieldwork materials

8.1 Overview

The EWCS 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, project managers), they all needed to be translated from English into local languages.

Ipsos was responsible for coordinating the translation of all the research tools into the target languages of each country.

8.2 Description of the process

For survey instruments other than the questionnaire, a single-translation approach with no adjudication was implemented for efficiency reasons. These translations were undertaken by the translators from Language Connect and proof-reading undertaken by the country project managers in each country, given their extensive research experience.

The translation of all fieldwork materials took place between 14 October and 27 November 2020.

The below table lists all fieldwork materials that were translated:

Table 9: List of the translated fieldwork materials.

Material	Document format	Translation carried out by	Translation reviewed by
Data Protection Notice	Word	Language Connect	Local agency
Interviewer training manual (incl. annotated questionnaire)	PowerPoint	Language Connect	Local agency

8.3 Materials provided

For consistency with the EWCS 2020 translations and for time efficiency reasons, translations of the fieldwork materials from the EWCS 2020 were adapted. Only the dates and the footnote were updated in these documents to correspond to the EWCS CATI 2021 survey. These changes were undertaken directly by the Ipsos CCT.

The following documents were adapted from the EWCS 2020 for use in the EWCS CATI 2021 survey:

- Interviewer Training Attendance Sheet
- Interviewer Confidentiality Agreement

9. Post-pilot translations

Based on the findings from the pilot survey (as detailed in the Pilot Report), a number of changes were made to the questionnaire and to the fieldwork materials. The impact of these changes on the translations was relatively limited, therefore a single translation process was accepted for these updates. All post-pilot changes to the translations were implemented mostly by the adjudicators⁹ from Language Connect and proofread by the local country managers.

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

Table 10: Overview timetable for the translation process (mainstage)

Questionnaire updates	8 th February to 17 th February 2021
Final proofreading	11 th February to 23 rd February 2021
Questionnaire approval	25 th February to 4 th March 2021
Updates on the Interviewer Briefing Manual	18 th February to 4 th March 2021
Updates on the Data Protection Notice	8 th February to 4 th March 2021

9.1 Post-pilot changes in the master questionnaire

To ensure that the entire translation process for the survey was tracked and recorded consistently, each of the Excel country translation files used for the pilot translations were updated to include additional columns for the post-pilot changes. This included columns for the mainstage source English questionnaire, the final mainstage translation and for comments.

In a separate column, the type of changes applied were indicated (for example new text was indicated as 'TO BE TRANSLATED', modified text was indicated as 'TO BE UPDATED').

To facilitate the work of the translators, the differences between the pilot and mainstage questionnaire were marked in the English source text using red and green fonts and cells highlighted in yellow.

The list of the changes made in the master questionnaire after the pilot can be found below:

⁹ The adjudicators from Language Connect were involved in the post-pilot translation process, apart from the Luxembourgish translation where the adjudicator was no longer available after the pilot.

A. Removed questions/statements from the master questionnaire after the pilot**Table 11: Removed questions/statements from the master questionnaire**

Question	Removed questions/statements
Q5a	During the last 3 years, have any of the following been introduced at your company or organisation? Since you started your main job, have any of the following been introduced at your company or organisation?
Q5b	Have [INSERT from innovation_tools, innovation_methods, innovation_products] substantially affected the way you work? INSERT: these new or significantly changed information and communication tools these new or significantly changed methods of work
QN11	To what extent are you able to choose where you work? This may include working from home or working in different sites outside your regular physical place of work. Considering your main job, to what extent are you able to choose where you work? This may include working from home or working in different sites outside your regular physical place of work.
Q39	Do you work...? Still thinking about your main job do you work...?
Q58	Do you work in a group or team that has common tasks and can plan its work?
Q78J	J. Other (spontaneous)
Q45C	C. found that your job prevented you from giving the time you wanted to your family
Q45E	E. found that your family responsibilities prevented you from giving the time you should to your job
Q93	Do you think you will be able to do your current job or a similar one until you are 60 years old? Do you think you will be able to do your current job or a similar one in five years' time?
Q95G/Q96G	G. Sporting, cultural or leisure activity
Q95I/Q96I	I. Voluntary or charitable activity
Q101	Thinking about your earnings from your main job, what do they include ...?
QM35_1	Some workplaces were closed during the first wave of Covid 19 in Spring 2020. From which of the following locations did you work at that time?
QM35_2	And during the first wave of Covid 19, how often have you worked in...?
Q24C2	Going back to the first wave of Covid 19 in Spring 2020, compared to your working hours before Covid, would you say that during that period your working hours...

All these questions were removed from the local translations directly by the Ipsos CCT.

B. Added questions/statements to the master questionnaire after the pilot

Table 12: Added questions/statements to the master questionnaire

Question	Added questions/statements
Q45D	D. found it difficult to concentrate on your job because of your family responsibilities
Q61J	J. You have the feeling of doing useful work
Q89C	C. I am expecting an undesirable change in my work situation
Q89H	D. I receive the recognition I deserve for my work
	To finish off, I would like to ask you some questions that will allows us to analyse the answers to this survey.
SCR_Work	I have a job or a business but I didn't work last week
QX1	Have you been vaccinated against the Covid-19?
QP12	Do you have another mobile phone number besides the one I am calling you on? IF YES: How many other mobile phone numbers do you have?

The translation of the statement Q45D, Q61J and Q89C was taken from the EWCS 2020. Other questions/statements were translated by the adjudicators from Language Connect and proofread by the local country managers.

C. Updated questions/interviewer instructions in the master questionnaire after the pilot

Table 13: Updated questions/interviewer instructions in the master questionnaire

Question	Updated questions/interviewer instructions
INTRO	<p>Good morning/afternoon/evening. My name is < your name > and I am calling from (ADD COMPANY NAME). We are carrying out research on about how people feel about their work in 36 countries. This to allow policy makers to help improve the quality of work and the working conditions for all people at work. Your answers will be used to show the changes since the outbreak of COVID-19 and help improve working conditions for all workers.</p> <p>When we spoke to you earlier you agreed to take part. We would be grateful if you could spare a few moments to share your experiences with us. The interview should will take 20 minutes at most. Taking part is voluntary and you can change your mind at any time. Your gender, postcode and age will be collected, as well as personal data from your replies to the interview questions. All of your answers the information you provide will remain confidential, and no personal data will be shared in any way, unless you give your consent for this at the end of the survey.</p> <p>For quality assurance, this phone call may be monitored and recorded.</p> <p>Before we start, I just want to clarify that participation in the survey is voluntary and you can change your mind at any time.</p> <p>Are you happy to proceed with the interview? (DO NOT READ ANSWER OPTIONS)</p> <p>Yes</p> <p>No</p> <p>Not eligible, respondent is younger than 16 (spontaneous)</p> <p>Not eligible, respondent does not work (spontaneous)</p>
INTRO	<p>DATA PRIVACY/ DATA PROTECTION -IF NECESSARY: If you would like to read the DATA PROTECTION NOTICE, you can access it at (ADD WEBSITE). This explains the purposes for processing your personal data as well as your rights under data protection law. regulations to access your personal data, withdraw consent, object to processing of your personal data and other required information.)</p>
INTRO	<p>WHO IS OUR CLIENT: Our client, the European Foundation for the Improvement of Living and Working Conditions Eurofound, is a publicly funded European Union agency based in Dublin (Ireland) specialising in research on working and living conditions in Europe.</p>
INTRO	<p>HOW DID YOU GET MY NUMBER: Your telephone number has been randomly generated by a computer, like all numbers we dial for this research. Our aim is to interview a representative sample of the [COUNTRY'S] population.</p>
INTRO	<p>WHAT PERSONAL DATA WILL BE COLLECTED: Your gender, postcode and age will be collected, as well as personal data from your replies to the interview questions. All of the information you provide will remain confidential, and no personal data will be shared in any way, unless you give your consent for this at the end of the survey</p>
	<p>Let me first ask you did you work – even if minimally, like for only an hour – for money or other payment in kind last week?</p> <p>[INTERVIEW INSTRUCTION] It also includes people temporarily absent from work due to holiday, strikes, leaves but who have a job or business and furlough</p> <p>Reminder: the following people are eligible for the survey -</p> <ul style="list-style-type: none"> • People who are sick/quarantined/self-isolating because of COVID-19 and those who are furloughed, or on short-time working. • People on maternity/paternity/parental leave. • People on sick leave for up to 3 months (if more than 3 months they should receive at least 50% of their salary from their employer). • Self-employed people who are setting up a business. • Self-employed people who are absent from work – as long as they own/rent a business premises, have advertised their business, or own equipment/machinery of significant value.

Question	Updated questions/interviewer instructions
	<ol style="list-style-type: none"> 1. Yes 2. No 3. I have a job or a business but I didn't work last week
Q23	Do you have people under your supervision, for whom pay increases or bonuses or promotion depend directly on you?
Q47	Would you say that for you arranging to take an hour or two off during your usual working hours to take care of personal or family matters is... ?
Q47	In your main job would you say that for you arranging to take an hour or two off during your usual working hours to take care of personal or family matters is... ?
Q96	(ENTER NUMBER OF HOURS. ROUND UP OR DOWN TO NEAREST HOUR. IF LESS THAN ONE TWO HOURS PER DAY, TYPE 00-THEN ASK FOR NUMBER OF MINUTES AND TYPE NUMBER OF MINUTES).
P13	<p>Thank you for participating in the survey.</p> <p>Our client, The European Foundation for the Improvement of Living and Working Conditions or Eurofound, or its research agent, would might still like to carry out follow-up research with you on your working conditions with a small number of respondents to this survey within the next five years. They will only contact you if you consent to this.</p> <p>Eurofound or its research agent would only contact people who have given their consent to be re-contacted. Should you consent, Eurofound or its research agent will be able to connect your survey answers with your contact details.</p> <p>Would you agree to being re-contacted and for them to connect your contact details with your answers to this survey be willing to be re-contacted?</p>

The updates in the interviewer instruction in Q96 were implemented directly by the local project managers due to the master changes done on a later stage.

For any other translation changes/updates not linked to changes implemented in the master questionnaire, the translators/local agencies were asked to provide a comment about the translation updates implemented. An overview of the post-pilot changes applied to the existing ('pilot') translations is provided in sections 9.3 and 9.4.

9.2 Post-pilot changes in the fieldwork materials

Several changes were also made to the master fieldwork materials. All post-pilot changes to the translations were implemented by the linguists from Language Connect and proofread by the local country managers. An overview of these changes can be found below:

A. Changes made in the master interviewer manual after the pilot

Table 14: Changes made in the master interviewer manual

Slide number	Changes made in the master interviewer manual
Slide 2	Updates in the agenda
Slide 6	Interviews number updated
Slide 7	Hidden slide
Slide 8	Hidden slide
Slide 11	Part of the text was removed
Slide 16	New text added + part of the text was removed
Slide 22	Text amended
Slide 23	New slide added

Slide number	Changes made in the master interviewer manual
Slide 24	New text added
Slide 25	New text added
Slide 31	New text added + three examples removed
Slide 32	Text amended
Slide 33	Text amended
Slide 34	Text amended
Slide 36	Outcome codes updated
Slide 41	A typo corrected
Slide 42	Question Q8a – hidden + a typo corrected
Slide 49	Question Q24CC - hidden
Slide 50	Question Q14 - hidden
Slide 51	Question Q16 – new text added
Slide 53	Question Q23 – text amended
Slide 55	Question Q5a – removed
Slide 58	Question Q26 – new text added
Slide 60	Question Q30 – a new statement added + one statement removed
Slide 61	Question QN11 – removed
Slide 62	Question Q36 - hidden
Slide 63	Question Q39 – removed
Slide 66	Question Q49 – a statement removed
Slide 68	Question Q61 – new statement added
Slide 72-73	Question Q80 – part of the text removed
Slide 76	Question Q95 – two statements removed
Slide 78	Question Q101 - removed
Slide 82	New slide added
Slide 84	Question Q6 – new text added
Slide 85	New text added
Slide 98	A typo corrected
Slide 100	A typo corrected

B. Changes made in the master Data Protection Notice

There were only a few minor changes made in the master Data Protection Notice after the pilot. These mainly related to the wording used in the chapter '*How is your personal data protected?*'. One change was made in the chapter '*What are my rights and how can I exercise them?*'. This change was related to the name of the EU regulation on data protection.

9.3 Post-pilot changes in existing translations

The following post-pilot changes were made to the existing translations. Note that this excludes translation updates due to changes implemented on the source questionnaire for new/modified questions or new/modified items which were described in the section 9.1.

- **Austria and Germany**

P13. Thank you for participating in the survey. Our client, The European Foundation for the Improvement of Living and Working Conditions or its research agent, might still like to carry out follow-up research with you on your working conditions within the next five years (...)

Local agency has added an additional information how the respondent can be contacted (via phone, mobile phone or email).

- **Belgium (Dutch)**

Q71A. Trade union, works council or a similar committee representing employees?

The translation was corrected from the word 'employers' (werkgevers) to the word 'employees' (werknemers).

- **Bulgaria**

The Bulgarian translation was described by the pilot interviewers as being too formal and "heavy" for the respondents. Therefore, an additional layer of checks were carried out on the Bulgarian translation. A number of changes have since been implemented to improve the local translation:

Q28. How many hours a week on average do you work in job(s) other than your main paid job?

The translation was updated to fully correspond to the master text. The initial translation meant in English: 'On average, how many hours per week do you work on your other paid job other than your main paid job'. The new translation is now more consistent with the wording used in Q28a.

Q25. Provided that you could make a free choice regarding your working hours and taking into account the need to earn a living: how many hours per week would you prefer to work at present?

Grammar and wording changes were implemented to make this phrase less complex:

- The translation of 'Provided that' was changed to 'If'
- A phrase 'free to make a choice' was changed to 'free to choose'
- A phrase 'taking into account' was changed to "отчитайки" which has the same meaning in English, but it is shorter and commonly used in Bulgaria.
- The translation of the phrase 'at present' was updated to a phrase which is more common in Bulgarian.

QM35E. Your own home

A grammar correction was made from "My own home" to 'Your own home'.

Q71C. A regular meeting in which employees can express their views about what is happening in the organisation?

This was translated as a question while it should be translated as a statement. The original translation was slightly different from the source text. The initial translation was: "At your workplace, does management hold meetings where you can express your views on what is

happening in the organisation?" The translation was changed to: "Редовна среща, на която служителите могат да изразят своите възгледи за случващото се в организацията" to follow the source text.

Aside from the aforementioned changes in the question and answer categories, there were also a few amendments in the interviewer instructions, which improved the translation. More details on these can be found in the final Bulgarian translation file.

- **Croatia**

Q24D1. How many working hours are you expected to work in a usual week or other specified working period?

The phrase 'to work' was not included in the original version and so the translation was corrected.

- **Finland (Swedish)**

Q1. I'd now like to ask you a few questions about your household. (...) A household includes either one person living alone or a group of people, not necessarily related, living at the same address with common housekeeping arrangements, i.e. sharing at least one meal per day or sharing a living or sitting room.

The unnecessary repetition has been removed from the initial translation.

- **Hungary**

QN1. Interviewer instructions: INTERVIEWER NOTE: IF RESPONDENT IS HESITATING, PLEASE, CLARIFY THAT THE SECOND JOB MAY BE RELATED WITH VERY DIFFERENT KIND OF ACTIVITIES - WORKING EXTRA HOURS IN A SHOP OR CAFÉ; INVESTING ON DEVELOPMENT A NEW ACTIVITY, DOING PAID SIDE "JOBS" (BABYSITTING, GARDENING, IRONING); BEING INVOLVED IN THE 'PLATFORM ECONOMY' EG. UBER, TASK RABBIT, OR CARRYING SOME CREATIVE WORK WHICH CAN BE PAYED WITH COPYRIGHTS.

The example of the platform economy company 'Uber' was removed from the interviewer instruction as it is not relevant in Hungary.

- **Lithuania**

Q40. Since you started your main paid job, how often have you been requested to come into work at short notice?

The agency reported that the subject (you) was missing in the original translation. This was corrected in the final version.

Q47F. learning new things

A grammatical change was implemented. The meaning has not changed; however, the translation is smoother in the final version.

- **Bosnia & Herzegovina (Croatian)**

Q24D1. How many working hours are you expected to work in a usual week or other specified working period?

The phrase 'to work' was not included in the original version. The translation was therefore corrected.

- **Kosovo (Albanian)**

Q9a. – B. Get paid an agreed fee on a weekly or monthly basis

The translation was corrected from plural to singular.

Q9a - D. Generally, have more than one client or customer

A typo was corrected.

- **United Kingdom**

QN14B. To what extent do your customers or suppliers influence what you do in your work?

A typo was corrected.

9.4 Overview of the questionnaire items that required editing

Table 15: Overview of the questionnaire items that required editing

Question	Types of the updates implemented
Q71A	Belgium (Dutch) – incorrect wording was updated
Q28	Bulgaria – inconsistent translation was amended
Q25	Bulgaria – grammatical and wording changes were implemented
QM35E	Bulgaria – grammatical correction was made
Q71C	Bulgaria – grammatical correction was made
Q24D1	Croatia – missing wording was added
Q1	Finland (Swedish) – repetition was removed
QN1	Hungary – not relevant example was removed
Q40	Lithuania – missing wording was added
Q47F	Lithuania – grammatical correction was made
Q9a	Kosovo (Albanian) – grammatical form was corrected; a typo was corrected.
QN14B	United Kingdom – a typo was corrected

9.5 English version in Luxembourg and in Cyprus

In addition, the English version of the questionnaire and the Data Protection Notice have been prepared for Luxembourg after the pilot. The local agency pointed out after the pilot that there are a lot of English speakers in Luxembourg who do not speak any of the available survey languages (German, French, Luxembourgish). The Luxembourgish team recommended adding English as an additional language, which will help to reach people working in the country in the EU institutions and other global organisations stationed in Luxembourg. They reported that they lost 10% of the interviews for this reason during the pilot.

An English version of the questionnaire and the Data Protection Notice have been adapted by Ipsos based on the master versions of these documents. Both documents were proofread by the local agency before the mainstage. During the adaptation process, no major issues were detected.

Due to the change of fieldwork agency in Cyprus, it became possible to field an English language version of the questionnaire after fieldwork had already started. The source questionnaire and the fieldwork materials were adapted to the Cypriot context for use in the field.

10. Annexes

Annex 1 Translators' CVs (Word files)

Available on request.

Annex 2 Translators briefing document (Word)


Available on request.

Annex 3 Adjudicator briefing document (Word)

Available on request.

Annex 4 Adaptation briefing document (Word)

Available on request.



The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency established in 1975. Its role is to provide knowledge in the area of social, employment and work-related policies according to Regulation (EU) 2019/127.