

Introduction to the survey

Adverse conditions related to ergonomic issues have been identified as potential disrupters of translation performance. In a study financed by the Swiss National Foundation, "Cognitive and Physical Ergonomics of Translation", researchers at the Zurich University of Applied Sciences (ZHAW) are investigating translators' workplaces and workplace-related health issues.

This questionnaire is set up in six blocks of short items and questions. We assume that it should only take about 20 minutes to complete.

You are helping us in a study that aims at improving the working conditions of translators in the long term. All answers will be treated confidentially. The survey will be closed at the end of 2014.

Thank you for participating!

1) Informed consent

The first item concerns your informed consent about providing answers in this questionnaire. Please read the following and indicate whether you agree and would like to continue with the items and questions.

"I freely and voluntarily consent to be a participant in the research project "Cognitive and Physical Ergonomics of Translation". I understand I will not receive monetary payment for my participation.

I understand that the purpose of this research is to investigate translators' workplaces and workplace-related health issues, that I am providing information about myself and my workplace, and that I am free to discontinue my participation at any time.

I understand that all my responses are completely anonymous: no identifying information about me or my workplace will be captured unless I voluntarily offer personal or contact information in any of the comment fields. In addition, I understand that my responses will be combined with those of many others and summarized in a report to further protect my anonymity.

I also understand that if I would like more information about this research or have any questions, I can contact Prof. Maureen Ehrensberger-Dow, ehre@zhaw.ch."

I have read the above and agree to participate in this research project by answering questions in this survey.

- Yes (→ 2)
 No (→ Thank you for your time. Please close your browser to exit the questionnaire.)

General information

2) Have you already participated in a previous phase of this study (i.e. a visit to your workplace)?

- Yes No (→ 6)

3) Please enter your assigned code as follows: day and month of your birthday plus 1st and 3rd letter of your mother's first name (e.g. 2306TM).

4) Some questions of this survey are similar to the ones we asked you when we visited you at your workplace. As some settings may have changed in the meantime and our goal is to compare our findings to a larger sample, we kindly ask you to answer all questions.

5) Have you changed your job and/or moved office since our visit?

- Yes No

6) The number of hours per week that I usually work as a translator is:

- 1-10 hours.
 11-20 hours.
 21-30 hours.

- 31-40 hours.
- more than 40 hours.
- I do not work as a translator. (→ Thank you for your time. Please close your browser to exit the questionnaire.)

7) I translate:

- exclusively into my first language ([one of] my native language[s]/my "A" language).
- mostly into my first language ([one of] my native language[s]/my "A" language).
- about the same percentage into my first and a second language.
- mostly into a second language.
- exclusively into a second language.

8) I have another job that I do at least one day a week.

- Yes (→a)
- No

a) It involves sitting at a computer most of the time.

- Yes
- No

9) The country I work in is:

| |
|------------------------|
| not specified |
| Afghanistan |
| Albania |
| Andorra |
| Argentina |
| Australia |
| Austria |
| Belgium |
| Belize |
| Bolivia |
| Bosnia and Herzegovina |
| Brazil |
| Bulgaria |
| Canada |
| Chile |
| China |
| Colombia |
| Costa Rica |
| Croatia |
| Cuba |
| Cyprus |
| Czech Republic |
| Denmark |

| |
|--------------------|
| Dominican Republic |
| Ecuador |
| Egypt |
| El Salvador |
| Estonia |
| Finland |
| France |
| Germany |
| Greece |
| Guatemala |
| Haiti |
| Honduras |
| Hong Kong |
| Hungary |
| Iceland |
| India |
| Indonesia |
| Iran |
| Iraq |
| Ireland |
| Israel |
| Italy |
| Jamaica |
| Japan |
| Kazakhstan |
| Kosovo |
| Kuwait |
| Kyrgyzstan |
| Latvia |
| Lebanon |
| Liechtenstein |
| Lithuania |
| Luxembourg |
| Macedonia |
| Malaysia |
| Mexico |
| Monaco |

| |
|----------------------|
| Montenegro |
| Morocco |
| Netherlands |
| New Zealand |
| Nicaragua |
| Norway |
| Oman |
| Panama |
| Paraguay |
| Peru |
| Philippines |
| Poland |
| Portugal |
| Puerto Rico |
| Romania |
| Russia |
| Serbia |
| Singapore |
| Slovakia |
| Slovenia |
| South Africa |
| South Korea |
| Spain |
| Sri Lanka |
| Sweden |
| Switzerland |
| Thailand |
| Tunisia |
| Turkey |
| Ukraine |
| United Arab Emirates |
| United Kingdom |
| Uruguay |
| USA |
| Venezuela |

10) I am in the following age range:

- under 18 (→ Thank you for your time. Please close your browser to exit the questionnaire.)
- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 65+

11) I am: male female prefer not to specify

12) I am:

- right-handed.
- left-handed.
- mixed handed (e.g. use one hand for writing and the other for throwing balls).
- ambidextrous (i.e. use either hand for writing, throwing balls etc.).

13) I consider myself a touch typist (i.e. I rarely look at the keyboard while typing).

- Definitely More or less Not at all

14) In answering the following questions, please consider where you do most of your translation work.

a) I would describe my position as a/an:

- freelancer.
- employee at a company.
- employee at a governmental institution.
- other (: _____)

b) I usually work in:

- an office in my home.
- some other room in my home.
- an office outside my home.
- other (: _____)

c) When I am working I usually share my office

- with no one else.
- with 1 person.
- with 2-4 people.
- with 5-9 people.
- with 10 or more people.

Workspace and working environment

15) I have a dedicated workspace (i.e. a desk/table not shared with anyone else or used for any other function). Yes No

16) My desk/table is at least 120 cm broad and 80 cm deep. Yes No

17) I can choose the desk/table height that I want to work at. Yes No

18) I work:

- on a chair which is adjustable in height. never rarely sometimes most of the time always
- on a chair with an adjustable backrest. never rarely sometimes most of the time always
- on a chair with ergonomic aids such as a wedge cushion. never rarely sometimes most of the time always

- using a footrest. never rarely sometimes most of the time always
- sitting on an exercise ball. never rarely sometimes most of the time always
- standing up. never rarely sometimes most of the time always

19) The free leg room at my desk/table provides sufficient room. Yes No

20) I have enough space to push my chair back at least 1 metre from my desk/table. Yes No

21) While sitting at my desk/table, my elbows are:

- lower than my desk/table surface.
- at the same height as my desk/table surface.
- higher than my desk/table surface.

22) I can:

- adjust the room temperature to my needs. Yes No
- let in fresh air (e.g. by opening a window). Yes No
- control the airflow (i.e. draught) at my workspace Yes No
- control the lighting (e.g. by pulling blinds or turning on/off lights). Yes No
- look out of a window when sitting at my desk/table. Yes No

23) I am satisfied with the layout of my workspace.

- Yes No (→a)

a) Please explain why not:

24) I use headphones while translating in order to:

- block out noise. never rarely sometimes most of the time always
- listen to music. never rarely sometimes most of the time always
- listen to a spoken source text. never rarely sometimes most of the time always
- other never rarely sometimes most of the time always (sometimes, most of the time, always →a)

a) If other, please specify: _____

25) There is disturbing noise from outside my office or workspace:

- never
- rarely
- several times a day
- several times an hour
- constantly

26) There is disturbing noise from inside my office or workspace:

- never
- rarely
- several times a day
- several times an hour
- constantly

27) Colleagues or other people walking around or chatting nearby distract me from work.

- never rarely sometimes most of the time always

28) E-mails, chats or phone calls disturb me at work. never rarely sometimes most of the time always

29) There is a disturbing glare and/or reflection on my screen. never rarely sometimes most of the time always

Computer workstation

30) I do most of my translations on:

- a) a desktop computer. (→32)
- b) a laptop.

31) I do my translations on a laptop with (Please choose any that apply):

- a separate screen.
- a separate mouse.
- a separate keyboard.

32) I work with:

- one computer screen.
- two computer screens.
- three or more computer screens.

33) The screen(s) is(are) right in front of me; I do not have to turn my head to look at it/them. Yes No

34) The upper edge of the computer monitor I usually work on is:

- quite a bit above eye level.
- slightly above eye level.
- slightly below eye level.
- quite a bit below eye level.

35) My screen is / my screens are:

- smaller than the size of an A4 or letter-sized sheet (landscape).
- about the size of an A4 or letter-sized sheet (landscape).
- between one and two A4 or letter-sized sheets large.
- about the size of two A4 or letter-sized sheets (portrait).
- larger than two A4 or letter-sized sheets (portrait).

36) I find the size of the screen(s) adequate for my needs.

- never rarely sometimes most of the time always

37) The distance of the computer screen(s) from my face is:

- less than an arm's length.
- about an arm's length.
- more than an arm's length.

38) I typically leave the magnification of text on the screen at the default setting (i.e. 100%). Yes No

39) I use a mouse for my translation work. never (→ 40) rarely (→ 40) sometimes most of the time always

- a) I have an ergonomic mouse. Yes No
- b) I find my mouse comfortable to use. Yes No
- c) I use the mouse with: my right hand. my left hand. either hand.

40) I use a touchpad for my translation work. never (→ 41) rarely (→ 41) sometimes most of the time always

- a) I use the default settings for the touchpad.
 Yes No

41) I use a wrist rest. never rarely sometimes most of the time always

42) My keyboard:

- a) lies flat on my desk/table. Yes No
- b) is comfortable to use. Yes No
- c) is a specially-designed ergonomic keyboard. Yes No

- 43) When translating, I use keyboard shortcuts (e.g. Ctrl-C to copy text).
 never rarely sometimes most of the time always

Tools and resources

- 44) I work with software to coordinate and manage my job assignments (e.g. Lotus Notes).
 never rarely sometimes most of the time always
- 45) I work with the following number of CAT (computer-aided translation) tools: none (→ 46) 1 2 3 4+
- a) Using CAT tools helps me in my work. never rarely sometimes most of the time always
- b) I switch between CAT tools. never (→ 45d) rarely (→ 45d) sometimes most of the time always
- c) Switching between CAT tools disrupts my productivity. never rarely sometimes most of the time always
- d) I prefer to:
 use the default set-up. (→ 45f)
 customise my CAT tool(s)
- e) I customize the following aspects of my CAT tool(s):
 layout (position of different windows on screen).
 colours.
 font type.
 tag visibility.
 other (: _____)
- f) There are things that irritate me about the CAT tools I use.
 Yes No (→ h)
- g) Please explain what:
- h) There are CAT tool features I would like to have which are not currently available in the tools I use.
 Yes No (→ 46)
- i) Which ones?
- 46) The source text (text-to-be-translated) is usually displayed relative to the target text (translation) on my computer screen(s) as follows:
- source text on the left, target text on the right
 - source text on the right, target text on the left
 - source text at the top, target text on the bottom
 - source text at the bottom, target text on the top
 - either the source or target text visible at any one time, not both
 - target text written over a copy of the source text, which is then deleted
 - source text on paper, target text on the screen
 - other (: _____)

- 47) I work with pen/pencil and paper in order to:

- annotate the source text (the original). never rarely sometimes most of the time always
- write a draft version. never rarely sometimes most of the time always
- revise my own translation. never rarely sometimes most of the time always

- revise somebody else's translation. never rarely sometimes most of the time always
- other. never rarely sometimes most of the time always (sometimes, most of the time, always →a)

a) If other, please specify: _____

48) Additional resources (e.g. parallel texts, style guides) are provided by the customer/project manager.

- never rarely sometimes most of the time always

49) The internet connection is good. never rarely sometimes most of the time always

50) The communication tools (e-mail, chat, telephone...) are adequate. never rarely sometimes most of the time always

Workflow and organization

51) I discuss translation problems with others:

- in person. never rarely sometimes most of the time always
- by phone. never rarely sometimes most of the time always
- in online forums. never rarely sometimes most of the time always
- by e-mail. never rarely sometimes most of the time always
- other never rarely sometimes most of the time always (sometimes, most of the time, always →a)

a) If other, please specify: _____

52) I get feedback about the quality of my work. never rarely sometimes most of the time always

53) Deadlines for tasks are clear. never rarely sometimes most of the time always

54) I can decide:

- when I want to work. never rarely sometimes most of the time always
- when I want to take a break. never rarely sometimes most of the time always
- which translation jobs I do. never rarely sometimes most of the time always
- in which order I do my translation jobs. never rarely sometimes most of the time always

55) On a typical working day:

- I take short breaks at least every hour. never rarely sometimes most of the time always
- I leave my workspace during breaks. never rarely sometimes most of the time always

56) I work under time pressure. never rarely sometimes most of the time always

Health and related issues

57) I would say that my general health is:

- very poor poor fair good very good

58) During a typical week, I exercise (excluding short walking distances):

- not at all.
- about an hour.
- 1 to 3 hours.
- 3 to 5 hours.
- more than 5 hours.

59) In the last 12 months, I have suffered from the following health problems: (never, rarely → 60)

| | never | rarely | sometimes | often | very often |
|---|-------|--------|-----------|-------|------------|
| burning and/or hypersensitive eyes | | | | | |
| impaired vision due to visual fatigue | | | | | |
| headache, migraine, head pressure | | | | | |
| difficulty falling asleep or sleeping through the night | | | | | |
| nervousness, tension, irritability | | | | | |
| difficulty concentrating | | | | | |
| general weakness, fatigue, low spirits | | | | | |
| cold hands and/or feet | | | | | |
| pain in the neck, neck stiffness | | | | | |
| shoulder pain | | | | | |
| (lower) back pain | | | | | |
| leg or feet aches, heavy legs | | | | | |
| discomfort or pain in arms or hands | | | | | |
| other pain in joints, muscles and/or limbs | | | | | |
| rheumatic pain, neuralgia | | | | | |

59a) I think some of these problems were related to my work. Yes No (→ 60)

59b) Which ones?

| | |
|---|--|
| burning and/or hypersensitive eyes | |
| impaired vision due to visual fatigue | |
| headache, migraine, head pressure | |
| difficulty falling asleep or sleeping through the night | |
| nervousness, tension, irritability | |
| difficulty concentrating | |
| general weakness, fatigue, low spirits | |
| cold hands and/or feet | |
| pain in the neck, neck stiffness | |
| shoulder pain | |
| (lower) back pain | |
| leg or feet aches, heavy legs | |
| discomfort or pain in arms or hands | |
| other pain in joints, muscles and/or limbs | |
| rheumatic pain, neuralgia | |

60) I have felt stressed because of my work during the last 12 months.

- never rarely sometimes often very often

61) I can cope with stress.

- very well well quite well not very well not at all

62) I have already had an ergonomic consultation at my current workplace. Yes No

63) I would like the following aspects of my workplace to be more ergonomic (i.e. more user-friendly):

- air quality
- room temperature
- desk size
- chair
- screen
- keyboard
- mouse
- office size
- noise levels
- lighting
- touchpad
- workflow
- tools and resources
- privacy
- other (: _____)

64) A questionnaire cannot capture all aspects of a situation. Are there any additional comments you would like to make?

Thank you very much for participating in this survey and for contributing to this research!

If you are interested in more information about the research project or would like to receive a final report, please send a request to ergotrans.iued@zhaw.ch or have a look at www.linguistik.zhaw.ch/ergotrans/en.

You can find comprehensive advice on ergonomic settings at the workplace on the website of the [Swiss Federal Coordination Commission for Occupational Safety](#). Short brochures published by the Swiss Accident Insurance Fund (Suva) are available in [English](#), [German](#), [French](#), and [Italian](#).

(Automatic error messages)

- This question is mandatory.
- One or more mandatory questions have not been answered. You cannot proceed until these have been completed.