Survey: main results summary

For the socio-demographic variables and more details, please ask the Project Coordinator.

Highlights

(Potential) Students

	Greece	Italy	Spain
Number of respondents	23	44	97
Open-ended question regarding the LLDs known	Albanian, Arabic, Finnish, Romanian, Russian, Sinhala, Tamil.	Albanian, Arabic (including "Tunisian dialect" as it was written in a specific answer, Morocco Arabic, specifying "Darija"), Cape Verdean Creole, Chinese (in one case out of four specifying Cantonese), Greek, Koniake, Pidgin English, Romanian, Ukrainian, Yoruba, Wolof.	Arabic (Classic, Darija, Morocco), Bambara, Bassa, Bétlé, Bromen, Bubí, Bulgarian, Bulu, French Creole, Dinla, Edo, Efik, Eton, Éwé, Ewondo, Fang, Georgian, Hassania, Ibibio, Malinke, Mondingo, Peul, Pidgin, Polish, Rifeño, Sous Sous, Swahili, Yomba, Wolof.
No interpreting training yet (%)	60.9	65.9	71.1
No mediation training yet (%)	69.6	77.3	68.8
Interested in attending an interpreting/mediation LLD training (% and main reasons)	83.3 1. To be trained to translate as something always done with their family members. 2. To help others.	75 1. They could be of help of other people in the future. 2. It could be a way of learning new languages and acquiring new skills. 3. It could become a job.	40.5 1.It could become a job. 2. To help.

| Interested in attending an interpreting/mediation LLD training | | Those people who answer they are not interested claim the lack of time as the main cause or the fact that before they should better learn an LLD. | Those who would not be interested in attending this kind of training claim the following main reasons: they work or study in a different field. Nevertheless, it is curious to see that, in some answers when they are specified, these fields are relevant for Public Service Interpreting and Translation: e.g., social intervention, healthcare and education. Some answers highlight the lack of time as the major cause. Some respondents claim that they are too old. |

Professionals

	Greece	Italy	Spain
Number of respondents	43	78	50
Profession (%)	25.6 lawyer, 25.6 legal practitioner 14 counsellors/psychotherapists, 11.6 mediator	30.3 mediator, 17.1 nurse, 11.8 lawyer, 3.9 healthcare assistant, 2.6 social worker, 2.6 receptionist, 2.6 doctor, 1.3 legal practitioner	45.8 various jobs 16.7 lawyer/doctor
No interpreting training yet (%)	61	46.7	51
No mediation training yet (%)	57.1	26.9	49
Strategies to face the language barriers (%) (answered by non-mediators)	19 answers 56.8% communication by a common language 43.2 non-professional, on site, mediators/interpreters 35.1% automatic translation tool (Google Translator) 27% non-professional, remote, mediators/interpreters	29 answers 65.2 automatic translation tool (mainly Google Translator) 41.3 communication by a common language 28.3 non-professional on site mediators/interpreters 19.6% remote mediators/interpreters	38 answers 57.9 automatic translation tool (mainly Google Translator) 57.9 family and friends on site almost half of them 42.1 bilingual staff and professional interpreters on site.
Most effective strategies	35 answers 1. interpreters/mediators 2. non-professional interpreters and mediators or bilingual staff 3. facial expressions and body language, together with the use of a vehicular language	46 answers 1. mediators/interpreters 2. non-verbal strategies, such as empathy, images, reflexivity	29 answers 1. mediators/translators and interpreters 2. automatic translation tools (Google Translator is the most frequently mentioned) 3. ad hoc interpreters/mediators, such as family members, friends or staff

			4. a vehicular language (Castilian, English and French are specified).
Least effective strategies	35 answers 1. automatic translation 2. family members and other non-professional interpreters 3. body language and speaking Greek slowly	45 answers 1. automatic translation 2. translated materials 3. non-professional mediators/interpreters 4. to insist and repeat something which results incomprehensible, to speak slowly and to speak loudly 5. not trained or unexperienced remote mediators/interpreters.	22 answers 1. ad hoc interpreters/mediators, such as family members 2. automatic translation tools 3. gestures and drawings 4. remote mediators (because they are not immediately available) 5. an official language (even if adapted) that the user is not proficient in
Suggestions to improve accessibility	1. interpreters, mediators and translators 2. to learn Greek and other languages (LLDs included) 3. translations apps 4. multilingual materials 5. staff training	1. mediation and interpreting 2. multilingual documentations (also in LLD) (posters, videos, informed consents, flyers) 3. to learn Italian and language courses (also for the staff) 4. a reception office with multilingual staff/mediators 5. English as a vehicular language	1. mediators, translator, interpreters 2. multilingual materials and documents (Internet sites included), 3. public service staff being trained to carry out interlinguistic communication 4. translation apps and digital tools