Clients' Quality Expectations in Malaysian Conference Interpreting

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Abstract

As part of an unpublished doctoral thesis on "Conference Interpreting in Malaysia", this paper reports clients' expectations and highlights the necessity of taking what they anticipate as ideal into consideration. The study tailored on-site and off-site questionnaire-based survey study in Malaysian conference interpreting setting. The relative importance of various quality criteria attached by 42 clients as well as their responses to open-ended questions, adopted from the established questionnaires, revealed the interpreting clients' perspectives and expectations from interpreting quality. The analysis of data by scale analysis and codification of the open-ended responses into matrices showed that different clients might have different expectations. Clients rated terminology as the most important quality criterion and native accent as the least important. The most interesting aspect of interpreting profession was international contacts, while they rated speed and time constraints as the most difficult aspect of conference interpreting. Interpreters' lack of faithfulness to the original was indicated as the principal shortcoming, whereas incorrect terminology and unfinished sentences were the most irritating aspects of conference interpreting in clients' point of view. Their suggestions to improve quality were mostly interpreter-related such as training interpreters and updating their knowledge, as well as organisational-related aspects like cooperation of the clients, interpreters, conference organisers, and users.

KeyWords: Quality Expectations; Clients; Conference Interpreting

Introduction

Interpreting quality is mainly focused upon the ideas and perspectives than the pure linguistic aspects and is defined as a function of situation, context, and variables which might call for different priorities in different interpreting situations (Kalina, 2005, p. 771). Clients' point of view whose role is regarded "pivotal" (Pöchhacker, 2001, p. 416), as the group that employs and pays for the interpreters, have only been explored only in a very limited number of studies. Clients, like all other professionals in conference interpreting, work with an "identity" that is formed by the way a wide range of factors in interpreting. Therefore, the question that they might have different expectations could be noteworthy.

Clients' expectations or their generic views and perspectives towards quality of interpreting (Pöchhacker, 2004, p. 156), what they consider good interpretation, "quality expected" (Kurz, 2001, p. 405), "ideal quality" (Bühler, 1986, p. 233) or what is expected as the most important features of

interpretation were sought in this study. Clients were deemed as the individual representatives of the institutions or interpreting service providers in an individual level and not at an institutional level, i.e. interpreting service customers per se without referring to any particular institution. Moser-Mercer points out that the same methods that are used in evaluating quality from the users' point of view can be adopted for the employer or client perspective. Hence, various stakeholder components should be taken into consideration, such as agencies, professional conference organisers, and large language service providers of international organisations (Moser-Mercer, 1996, p. 50). Employers who choose interpreters are often not measured against the quality of the interpretation, as the criterion for the majority of employers for selecting an interpreter might be their budget compliance. If the interpreter is only considered as a mere "low-level linguistic [member of] staff", he/she might be constrained from having access to speakers or documents. Therefore, the interpreters' professional status could also influence the quality of their output. Some employers systematically evaluate their quality of interpretation such as The European Commission's interpreting service and conference organiser (The DG Interpretation), as their assessment of system added cost efficiency and management considerations to the list of quality-related concerns (Kahane 2000).

Methods

Procedure

The method for data collection was administration of questionnaires. To make sure that all the questions and definitions are clear, a list of the definitions of the terms for the quality criteria (scale items) was attached to the questionnaire. A cover letter containing the clear instructions on the front page that also introduced the researcher and his affiliation, brief explanation of the objectives, as well as the ethical considerations of the study were provided. In order to find the relative importance of the attributions, comparisons of the clients' cumulative percentages of "very important" and "important" ratings as well as the means and standard deviations were processed using SPSS software version 22.0. No assessment was involved in this study and the findings were based on the clients' expectations. Clients were identified to let them complete the questionnaires, immaterial of their background variables.

Participants

The research participants consist of 42 clients selected by "persuasive non-probability sampling" method (Denscombe, 2007, p. 28). Only those who attended the international conference in Malaysia were selected for the on-site part of data collection. However, due to the low number of subjects who were willing to participate in the study on-site, the researcher was obliged to send the softcopy of the questionnaire to several clients by identifying and contacting their institutions. The on-site questionnaires were collected from the following Malaysian international conferences:

- 14th International Conference of Translation and the FIT 7th Asian Translators' Forum, 27-29 August 2013, Pulau Pinang, Malaysia (Translation).

- The 3rd Regional Conference on Educational Leadership and Management (RECLAM), 18-21 November 2013, Genting Highlands, Malaysia (Management).

- Impact of Science on Society, 27 December 2013, Pulau Pinang, Malaysia (Science).

- Offshore Technology Conference Asia (OTC Asia), 25-28 March 2014, Kuala Lumpur Convention Centre, Malaysia (Technology).

Table 1 Clients' distribution per conference

		Frequency	Percent
Valid	Translation	3	7.1
	Management	8	19.0
	Science	5	11.9
	Technology	6	14.3
	Other	20	47.6
	Total	42	100.0

It should be noted that "other" in the above table means that clients other than those present at the above mentioned conferences completed the questionnaires and returned to the researcher by email later on after the conferences, and not at the conferences. In other words, 20 clients' perspectives were obtained after they were randomly selected from a long list of clients and conference organisers, upon their acceptance to cooperate with the researcher. The conferences are abbreviated as "Translation" "Management", "Science", and "Technology".

Results and Discussion

The clients' expectations were presented by scale analysis of output-related quality criteria, in addition to their answer to open-ended questions about the most interesting, difficult, principal shortcoming, and irritating aspects of interpreting as well as their suggestions to improve the quality of interpreting, having been codified into matrices. The degree of importance attached by clients to each parameter was shown by the respective order of parameters, i.e. the cumulative percentages of very important and important attributions and the sum of means. The following results were obtained from the scale and open-ended responses.

Clients' Scale

The valid number of clients, the missing answers, means, and standard deviations are shown in Table 2.

Table 2 Summary of clients' frequencies, means, and standard deviations

Quality criterion	Sense consistency	Fluency	Terminology	Grammar	Intonation
Valid number	42	42	42	42	42
Missing number	0	0	0	0	0
Mean	1.66	1.54	1.57	2.02	2.07
Standard deviation	.75	.63	.54	.74	.71

	Accent	Synchronicity	Style	Completeness	Pleasant voice	Logical cohesion
Valid number	42	42	41	42	42	42
Missing number	0	0	1	0	0	0
Mean	2.19	1.78	2.17	1.73	2.04	1.59
Standard deviation	.74	.71	.80	.58	.66	.66

Frequency of Output-Related Criteria

Terminology

The cumulative percentage of the clients' very important and important attributions to terminology was 97.6%. The very important attribution to terminology was given by 45.2% of the clients and 52.4% of the clients rated terminology important. Also, 2.4% of the clients rated terminology less important and no one rated this criterion as unimportant.

Table 3 The relative importance of correct terminology by clients

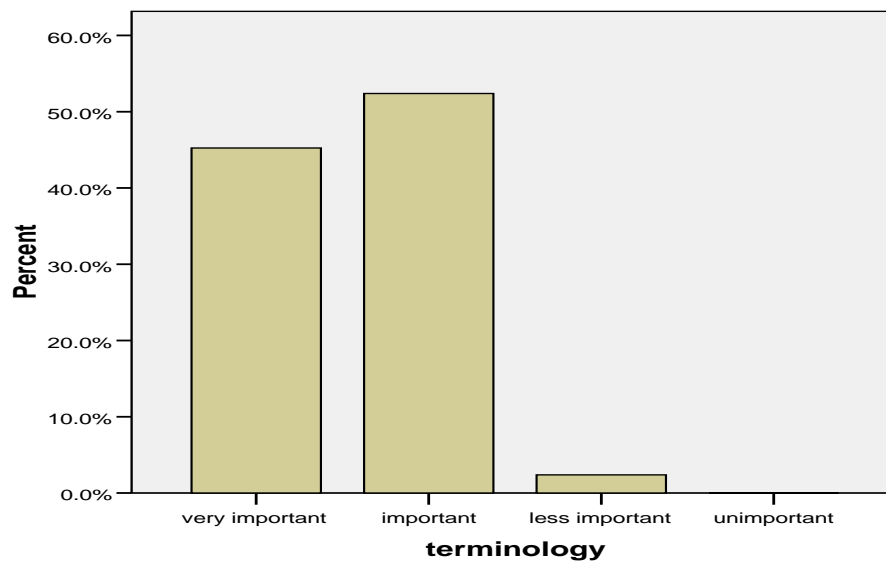|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	19	45.2	45.2	45.2
	Important	22	52.4	52.4	97.6
	less important	1	2.4	2.4	100.0
	Total	42	100.0	100.0	

Fig. 1 Distribution of the clients' attributions to correct terminology

Fluency

The cumulative percentage of clients' very important and important attributions to fluency was 92.9%. More than half of the clients (52.4%) rated fluency as very important and 40.5% of the clients rated this criterion as important. Also, 7.1% of the clients rated fluency as less important. No client rated fluency as

unimportant. The clients' mean and standard deviations for fluency were (M=1.54, SD=0.63) respectively.

Table 4 The relative importance of fluency by clients

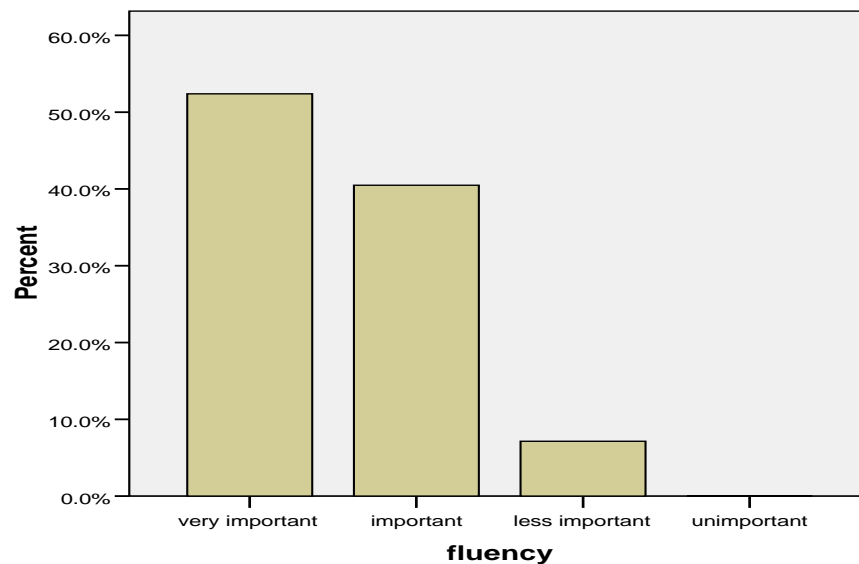|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	22	52.4	52.4	52.4
	Important	17	40.5	40.5	92.9
	less important	3	7.1	7.1	100.0
	Total	42	100.0	100.0	

Fig. 2 Distribution of the clients' attributions to fluency

Completeness

The cumulative percentage of the clients' very important and important attribution to completeness was 92.9% while 33.3% of the clients rated this criterion very important and 59.5% rated it important. The less important rating to completeness was given by 7.1% of the clients.

Table 5 The relative importance of completeness by clients

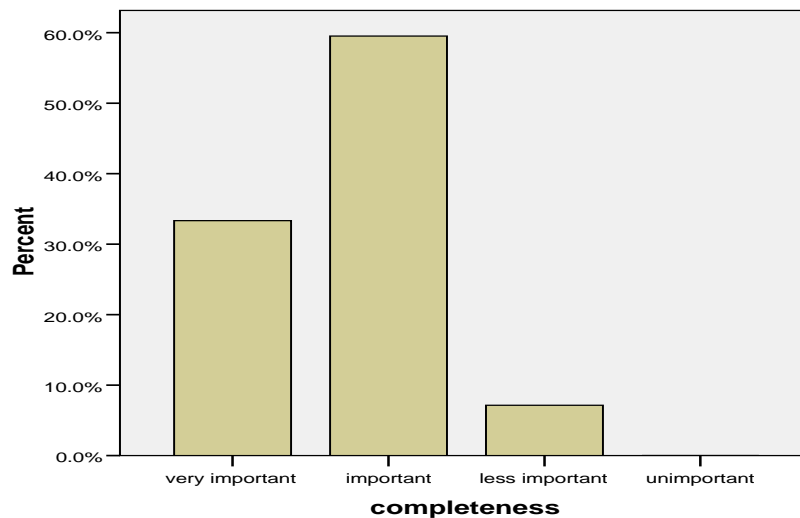|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	14	33.3	33.3	33.3
	Important	25	59.5	59.5	92.9
	less important	3	7.1	7.1	100.0
	Total	42	100.0	100.0	

Fig. 3 Distribution of the clients' attributions to completeness

Logical Cohesion

Logical cohesion was rated very important or important by 90.5% of the clients. Exactly half of the clients rated logical cohesion as very important, 40.5% rated it as important, and 9.5% rated logical cohesion as less important. None of the clients rated logical cohesion as unimportant.

Table 6 The relative importance of logical cohesion by clients

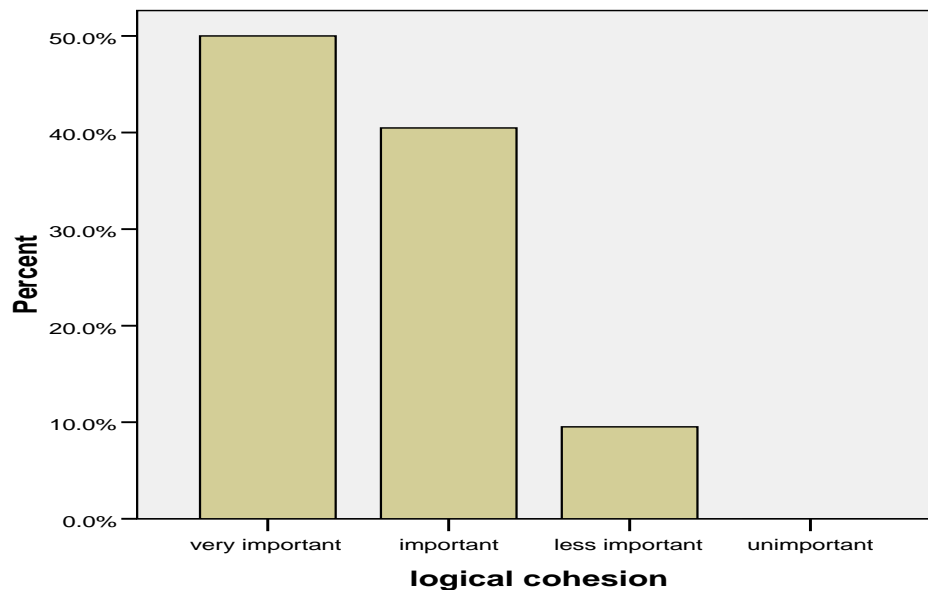|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	21	50.0	50.0	50.0
	Important	17	40.5	40.5	90.5
	less important	4	9.5	9.5	100.0
	Total	42	100.0	100.0	

Fig. 4 Distribution of the clients' attributions to logical cohesion

Sense-Consistency with Original Message

Sense-consistency with original message was rated very important or important by 88.1% of the clients. While 47.6% of the clients rated sense-consistency as very important, 40.5% rated it important, 9.5% rated less important, and 2.4% rated this criterion as unimportant.

Table 7 The relative importance of sense-consistency with the original message by clients

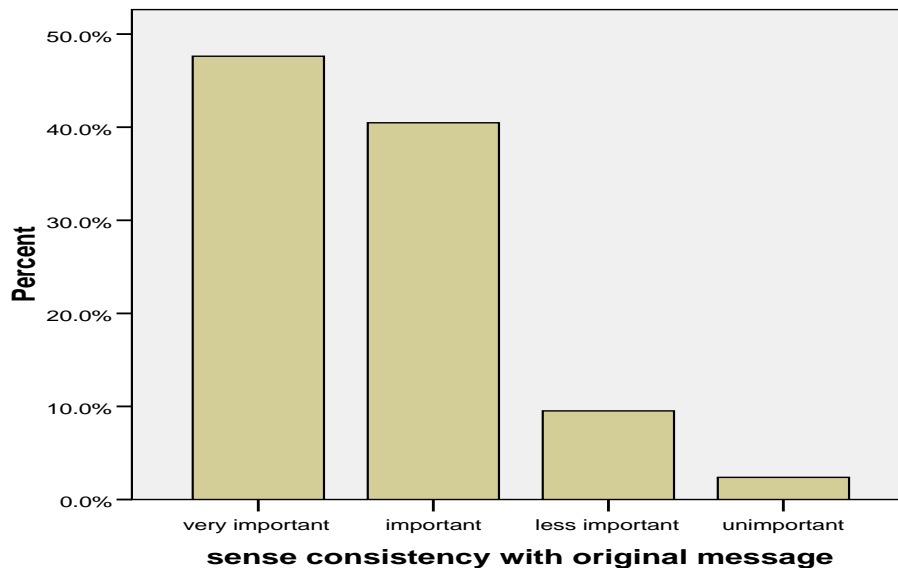|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	20	47.6	47.6	47.6
	Important	17	40.5	40.5	88.1
	less important	4	9.5	9.5	97.6
	Unimportant	1	2.4	2.4	100.0
	Total	42	100.0	100.0	

Fig. 5 Distribution of the clients' attributions to sense-consistency with the original message

Synchronicity

The cumulative percentage of the clients' very important and important attributions to synchronicity was 83.3%. The very important ratings were attached by 38.1% of the clients, and the important ratings were attached by 45.25 of the clients. The less important attributions were given by 16.7% of the clients. There was no unimportant rating by clients for synchronicity.

Table 8 The relative importance of synchronicity by clients

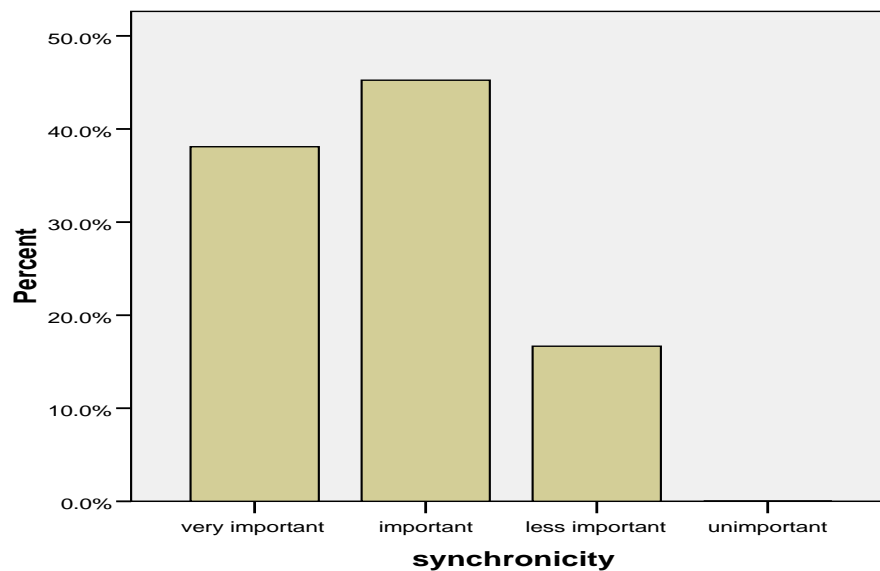|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	16	38.1	38.1	38.1
	Important	19	45.2	45.2	83.3
	less important	7	16.7	16.7	100.0
	Total	42	100.0	100.0	

Fig. 6 Distribution of the clients' attributions to synchronicity

Grammar

Grammar was rated very important or important by 76.2% of the clients. Clients' very important attribution to grammar was 23.8% and their important attribution to grammar was 52.4%. The less important and unimportant ratings to grammar were given by 21.4% and 2.4% of the clients respectively.

Table 9 The relative importance of grammar by clients

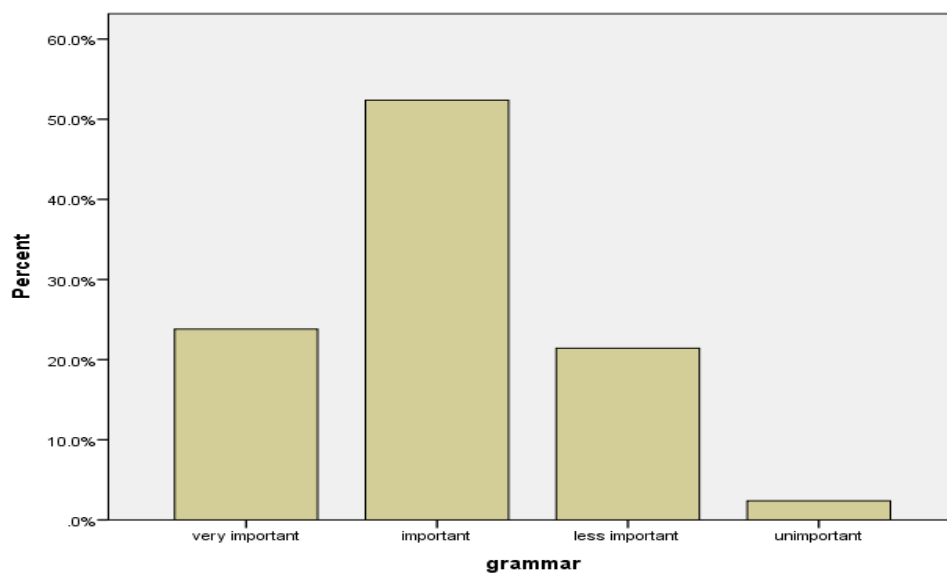|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	10	23.8	23.8	23.8
	Important	22	52.4	52.4	76.2
	less important	9	21.4	21.4	97.6
	Unimportant	1	2.4	2.4	100.0
	Total	42	100.0	100.0	

Fig. 7 Distribution of the clients' attributions to grammar

Pleasant Voice

Pleasant voice was rated very important or important by 76.2% of the clients. The clients' very important attributions was 19% while 57.1% of the clients rated pleasant voice as important. The less important rating to pleasant voice was assigned by 23.8% of the clients.

Table 10 The relative importance of pleasant voice by clients

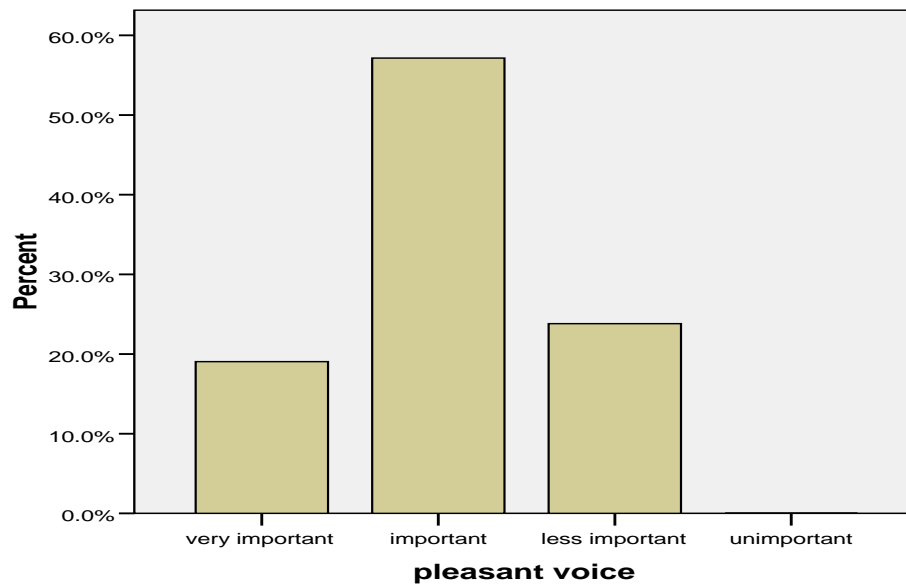|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	8	19.0	19.0	19.0
	Important	24	57.1	57.1	76.2
	less important	10	23.8	23.8	100.0
	Total	42	100.0	100.0	

Fig. 8 Distribution of the clients' attributions to pleasant voice

Style

The cumulative percentage of the clients' very important and important attributions to style is 73.2%. While 17.1% of the clients assigned very important value to style, 56.1% of the clients rated this criterion as important. The less important rating was attached by 19.5% of the clients and 7.1% of the clients assigned no value to style. Also, 2.4% of the clients did not provide any information on style.

Table 11 The relative importance of style by clients

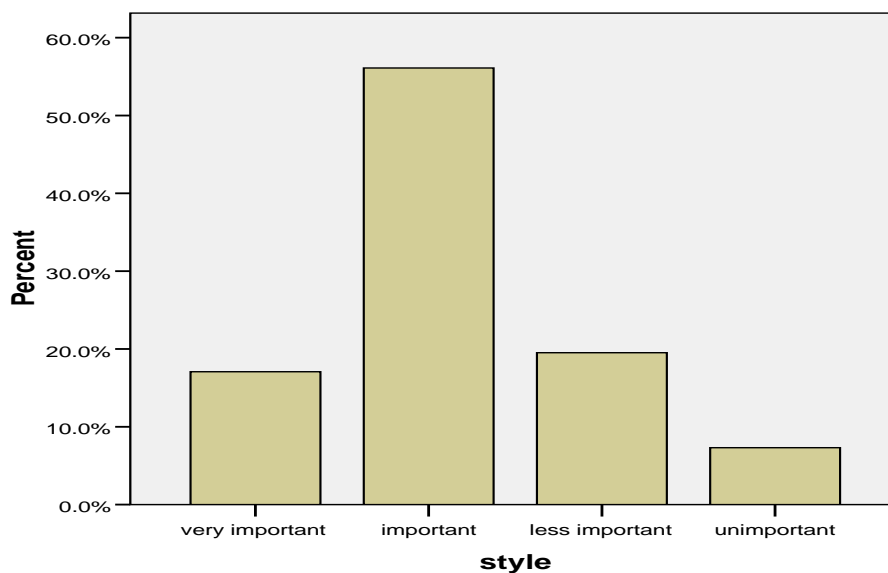|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	7	16.7	17.1	17.1
	Important	23	54.8	56.1	73.2
	less important	8	19.0	19.5	92.7
	Unimportant	3	7.1	7.3	100.0
	Total	41	97.6	100.0	
Missing		1	2.4		
	Total	42	100.0		

Fig. 9 Distribution of the clients' attributions to style

Lively Intonation

The cumulative percentage of the clients' very important and important attributions to lively intonation is 71.4%. The very important rating to lively intonation was attached by 21.4% of the clients, while 50% of the clients rated this criterion as important. Also, 28.6% of the clients marked lively intonation as less important.

Table 12 The relative importance of lively intonation by clients

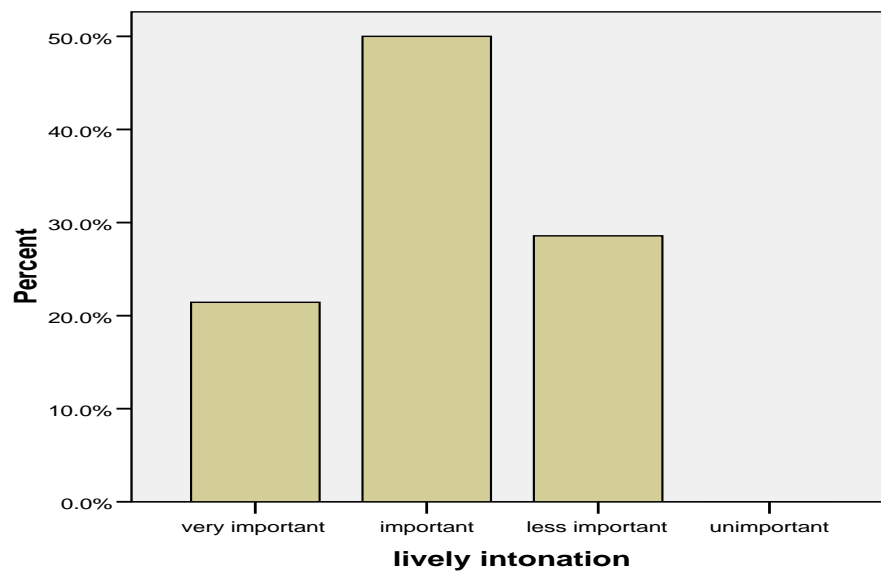|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	9	21.4	21.4	21.4
	Important	21	50.0	50.0	71.4
	less important	12	28.6	28.6	100.0
	Total	42	100.0	100.0	

Fig. 10 Distribution of the clients' attributions to lively intonation

Native Accent

Native accent was rated very important or important by 66.7% of the clients. The very important attributions were assigned by 16.7% of the clients, and 50% of the clients rated native accent as important. The less important ratings were given by 31% of the clients, and 2.4% of the clients rated native accent as unimportant.

Table 13 The relative importance of native accent by clients

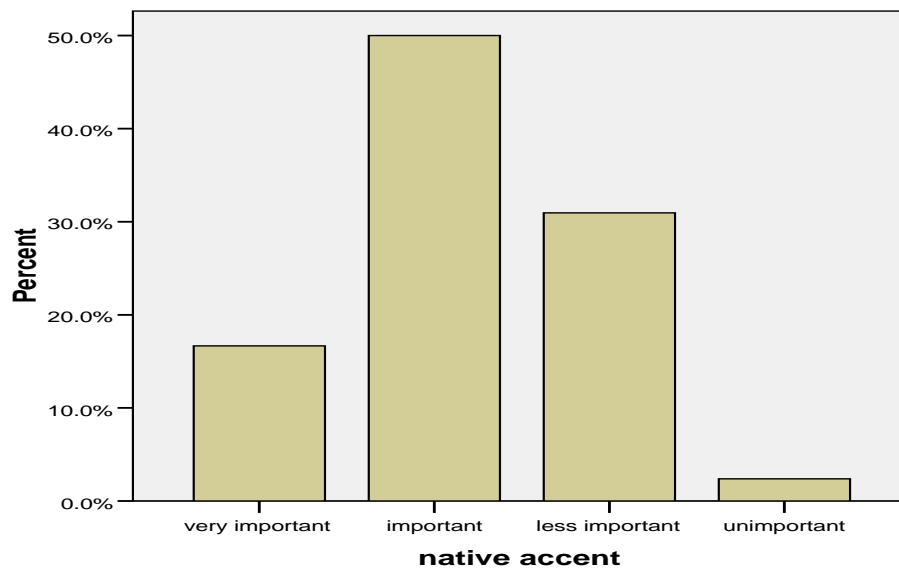|		**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Valid	very important	7	16.7	16.7	16.7
	Important	21	50.0	50.0	66.7
	less important	13	31.0	31.0	97.6
	Unimportant	1	2.4	2.4	100.0
	Total	42	100.0	100.0	

Fig. 11 Distribution of the clients' attributions to native accent

Clients' Responses to Open-Ended Questions

Out of 42 clients who participated in the study, 17 answered the open-ended questions and 25 people skipped this section. However, in order to record and overview the clients' attitudes, the following results were obtained.

Clients' Perspectives on the Interesting Aspects of Interpreting

Clients were asked "what do you consider particularly interesting about interpreting profession?" Five of the clients mentioned international contacts. Diversity of topics was mentioned by three clients, and two

clients indicated that improving confidence is the most interesting part of interpreting profession. It was also pointed out by two clients that this job helps the interpreters improve language skills. In addition, travelling, broadening one's knowledge/understanding, good payment, and bridging gap were each indicated by each client as the most interesting aspects of interpreting profession.

Table 14 Frequencies of what clients consider interesting about interpreting profession

|		Frequency	Percent	Valid percent	Cumulative percent
Valid	diversity/ variety/ wide range of topics	3	7.1	18.8	18.8
	Travelling	1	2.4	6.3	25.0
	broadening one's knowledge/ improving understanding	1	2.4	6.3	31.3
	international contacts	5	11.9	31.3	62.5
	improving confidence	2	4.8	12.5	75.0
	improving language skills	2	4.8	12.5	87.5
	Payment	1	2.4	6.3	93.8
	bridging gaps	1	2.4	6.3	100.0
	Total	16	38.1	100.0	
Missing	System	26	61.9		
Total		42	100.0		
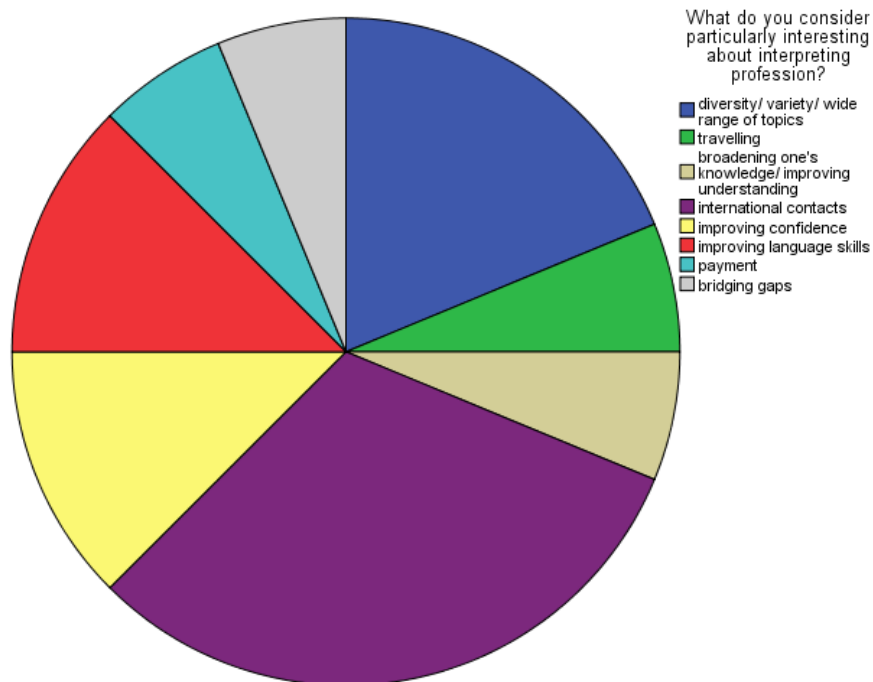
Fig. 12 Distribution of what clients consider interesting about interpreting profession

Clients' Perspectives on the Difficulties of Interpreting

Three of the clients mentioned speed and time constraints as the most difficult aspect of conference interpreting. Also, two clients indicated concentration, poor working conditions, and memory as the problems that an interpreter has to deal with. Stress, synchronicity/simultaneity, updating knowledge, unprepared materials for the session, new terminology, difficult grammar, faithful rendition, and style in formal or informal contexts were the other difficulties and problems that each was mentioned by a different clients.

Table 15 Frequencies of what clients consider difficult about interpreting profession

|	Difficulty	Frequency	Percent	Valid percent	Cumulative percent
Valid	Stress	1	2.4	5.9	5.9
	speed/ time constraints/ speaking fast	3	7.1	17.6	23.5
	synchronicity/ simultaneity	1	2.4	5.9	29.4
	Concentration	2	4.8	11.8	41.2
	wide/ up-to-date knowledge	1	2.4	5.9	47.1
	poor working conditions	2	4.8	11.8	58.8
	unprepared material	1	2.4	5.9	64.7
	Memory	2	4.8	11.8	76.5
	Terminology	1	2.4	5.9	82.4
	Grammar	1	2.4	5.9	88.2
	faithful rendition/ sense-consistency	1	2.4	5.9	94.1
	formal/ informal context/ style	1	2.4	5.9	100.0
	Total	17	40.5	100.0	
Missing	System	25	59.5		
Total		42	100.0		
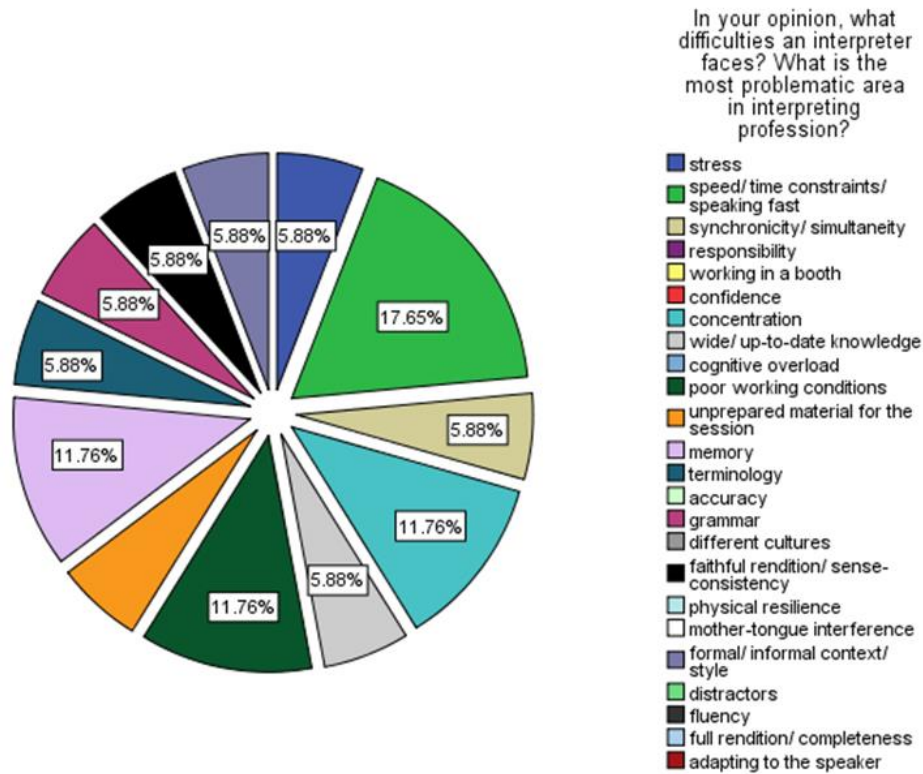
Fig. 13 Distribution of what clients consider difficult about interpreting profession

Clients' Perspectives on the Principal Shortcomings of Interpreting

Four of the clients indicated unfaithful rendition of the message, and three clients mentioned incomplete delivery as the principal shortcomings of conference interpreting. Two people stated incorrect terminology as the principle shortcoming. Technical breakdown/equipment failure, interpreter's technical knowledge, interpreter's accent, pauses/hesitant delivery, interpreters' unanimated / monotonous / unnatural / exaggerated intonation, and mistranslation of jokes / slangs / titles / subtitles were also pointed out by each of the other clients as the most fundamental shortcoming in conference interpreting profession.

Table 16 Frequencies of what clients consider as shortcoming of conference interpreting

| principal shortcomings		Frequency	Percent	Valid percent	Cumulative percent
Valid	technical breakdown/ equipment failure	1	2.4	6.7	6.7
	interpreters' technical knowledge	1	2.4	6.7	13.3
	interpreters' accent	1	2.4	6.7	20.0
	pauses/ hesitant delivery	1	2.4	6.7	26.7
	incorrect terminology	2	4.8	13.3	40.0
	interpreter's monotonous/ unanimated/ unnatural/ exaggerated intonation	1	2.4	6.7	46.7
	unfaithful rendition of message/lack of sense consistency	4	9.5	26.7	73.3
	incomplete delivery	3	7.1	20.0	93.3
	not translating jokes/ slangs/ titles/ subtitles	1	2.4	6.7	100.0
	Total	15	35.7	100.0	
Missing	System	27	64.3		
Total		42	100.0		
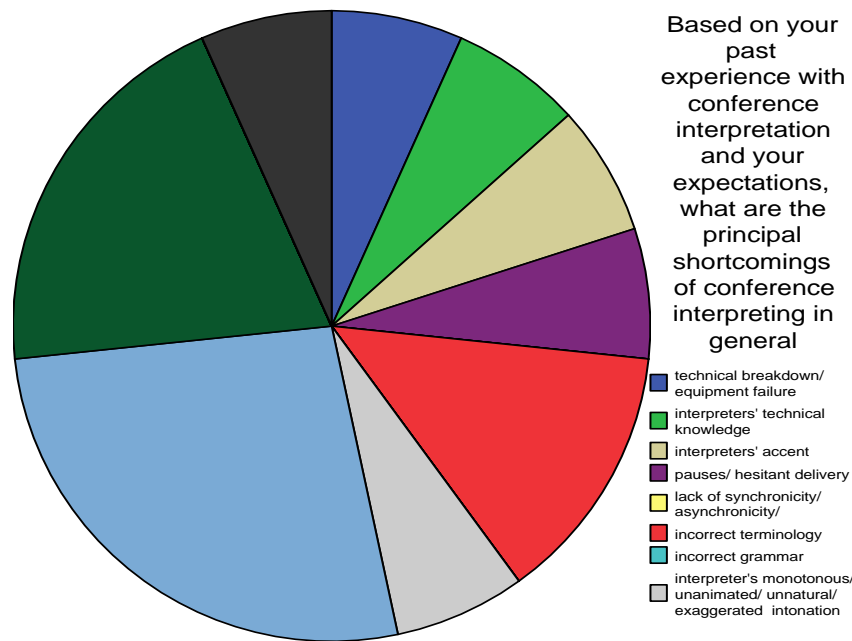
Fig. 14 Distribution of what clients consider as principal shortcoming of conference interpreting

Clients' Perspectives on the Irritating Aspects in Interpreting

Three of the clients indicated wrong terminology/bad choice of vocabulary and two clients mentioned unfinished sentences/incompleteness as the most irritating factor in conference interpreting. Each of the other irritating aspects in conference interpreting were indicated by each different client. These irritating aspects were interpreter speaking very quietly, inappropriate environment/too hot or cold temperature, foreign accent, unpleasant voice, communication breakdown, long speeches, long pauses/ums and ahs/hesitant delivery, unfinished sentences or incompleteness, unfaithful rendition of message or lack of sense-consistency, inappropriate style or too formal or informal, mistranslation, noise, and speed of delivery/too slow or fast speech.

Table 17 Frequencies of what irritates clients at conference interpreting

| Irritating aspect		Frequency	Percent	Valid percent	Cumulative percent
Valid	interpreter speaking very quietly	1	2.4	5.9	5.9
	inappropriate environment/ too hot or cold temperature	1	2.4	5.9	11.8
	foreign accent	1	2.4	5.9	17.6
	wrong terminology/ bad choice of vocabulary	3	7.1	17.6	35.3
	unpleasant voice	1	2.4	5.9	41.2
	communication breakdown	1	2.4	5.9	47.1
	long speeches	1	2.4	5.9	52.9
	long pauses/ ums and ahs/ hesitant delivery	1	2.4	5.9	58.8
	unfinished sentences/ incompleteness	2	4.8	11.8	70.6
	unfaithful rendition of message/ lack of sense-consistency	1	2.4	5.9	76.5
	inappropriate style/ too formal or informal	1	2.4	5.9	82.4
	Mistranslation	1	2.4	5.9	88.2
	Noise	1	2.4	5.9	94.1
	speed of delivery/too slow or fast speech	1	2.4	5.9	100.0
	Total	17	40.5	100.	
Missing	System	25	59.5		
Total		42	100.		
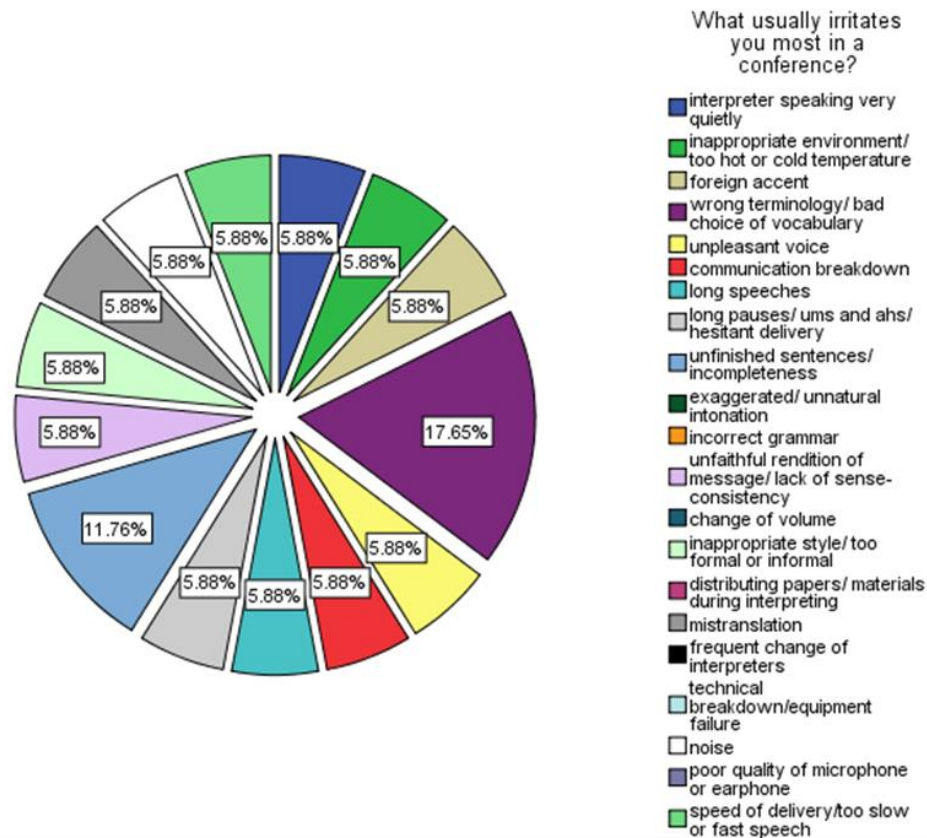
Fig. 15 Distribution of what irritates clients at conference interpreting

Clients' Suggestions to Improve Quality of Interpreting

The suggestions by clients were classified into eight categories. The most frequent suggestion was training and educating interpreters, and updating interpreters' knowledge which were mentioned by five clients. Three of clients indicated that interpreters' faithful rendition of original message/sense-consistency, and fluency can promote the quality of interpreting. Two of the clients suggested that long pauses should be avoided and the rest of clients each mentioned one of the factors such as interpreters should correct their own mistakes, maintain synchronicity, and interpret abbreviation / slangs / jokes / titles / subtitles / graphs. Working with professional organisers was suggested by another client.

Table 18 Frequencies of clients' suggestions for improving interpreting quality

Suggestions		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	train/ educate interpreters/ courses/ update interpreters' knowledge	5	11.9	29.4	29.4
	interpreters should correct their own mistakes while interpreting	1	2.4	5.9	35.3
	avoid long pauses	2	4.8	11.8	47.1
	maintain synchronicity/ improve speed	1	2.4	5.9	52.9
	interpret abbreviation/ slangs/ jokes/ titles/ subtitles/ graphs	1	2.4	5.9	58.8
	interpreters' faithful rendition of original message/ sense-consistency	3	7.1	17.6	76.5
	articulate and easy delivery by interpreters/fluency	3	7.1	17.6	94.1
	work with professional organisers	1	2.4	5.9	100.0
	Total	17	40.5	100.0	
Missing	System	25	59.5		
Total		42	100.		

Analysis of Output-Related Criteria and Open-Ended Questions

Terminology is rated very important or important by 97.6% of the clients (M=1.57), followed by 92.9% for fluency (M=1.54), and 92.9% for completeness (M=1.73). Logical cohesion is considered very important or important by 90.5% of the clients (M=1.59), followed by sense-consistency with the original message (M=1.66) which is rated by 88.1% of the clients. The cumulative percentage of very important and important ratings is 83.3% (M=1.78) for synchronicity, 76.2% for grammar (M=2.02), 76.2% for pleasant voice (M=2.04), and 73.2% for style (M=2.17). The least degree of importance is attached to lively intonation and native accent. While 71.4% of the clients considered intonation very important or important (M=2.07), 66.7% of the clients (M=2.19) rate native accent as very important or important. In other words, terminology is considered as the most important, and native accent is considered as the least important quality criteria by the clients.

By analysing clients' answers to the open-ended questions, international contacts is ranked as the most interesting aspect of interpreting profession, followed by diversity/wide range of topics as the most interesting aspect. Other frequently mentioned interesting aspects of interpreting profession are indicated as improving confidence and language skills, travelling, broadening knowledge, bridging gaps, and good pay. The most difficult aspect of interpreting in clients' point of view is the speed and time constraints that the interpreters have to deal with. Clients mention memory and concentration as the other important difficulties of interpreting and indicate environmental conditions such as poor working condition as the other important problems of conference interpreting. Clients believe that interpreters' lack of faithfulness to the original is the principal shortcoming of conference interpreting, while they consider interpreters' incomplete delivery and incorrect terminology as the other important shortcomings. The most irritating aspect of conference interpreting in clients' opinion are interpreters' incorrect terminology and unfinished sentences. Clients' suggestions to improve interpreting quality consist of interpreter-related and organisational aspects. The most important suggestion pointed out by clients is training interpreters and updating their knowledge. Clients expect interpreters to work with professional organisers. Clients' other

suggestions are related to the quality criteria. Faithful rendition of original message, fluency of delivery, and synchronicity are the other important suggestions by clients to promote quality of interpreting. Clients advise interpreters to avoid long pauses, correct any mistakes and interpret abbreviation / slangs / jokes / titles / subtitles / graphs.

Conclusion

  Even though the limited number of subjects makes it difficult to reach a very reliable analysis and generalise the findings of this study, the results drawn from it may at least provide a general view of the how and the what of clients in Malaysian conference interpreting setting. In some respect common ground was found such as the strong need for collaboration of CI players in Malaysia including different private and public host organisers, interpreting service providers, internal regulators of the conferences, and delegates to achieve "good" quality of interpreting. The observation to see if a discussion went smoothly may provide the employer a definite idea of interpreting quality, likely integrated by users' feedback that the employer will attempt to attain (Pöchhacker 1994, p. 124).

  Conference organisers and clients might have different expectations from interpreting quality. Conference organisers are encouraged to upgrade the latest technology, such as booths, microphones, headsets, receivers, electronic pens and notebooks and work with the ISPs that do not supply out-of-date or indecent equipment. Hence, the infrastructure development plays an important role in CI, and the urge to use state-of-the-art technology may not be only in the hands of service providers or organisers. The cooperation of conference organisers, ISPs, clients, and other relevant institutions is required. Also, it should be noted that clients are not necessarily the organisers of an event and this might bring about the need for a close coordination of several different organisations. It should also be borne in mind that many clients do not know anything or know little about interpreting, and they can be frustrated because interpreters might not live up to their expectations. Conference organisers are recommended to provide the necessary documents for the interpreters and let them have sufficient time to read the documents. Interpreters' getting familiarised with the topics, terms, speakers and audience of the conference; therefore, supplying the documents can make the interpreter's task easier and the quality of his/her performance higher. In addition, conference organisers are recommended to encourage the speakers to enunciate the speech clearly and avoid speaking too fast or using very idiomatic language so that the interpreter(s) can interpret without any kind of problems in clearly hearing and understanding them. Satisfaction over a well-delivered speech is not just a matter of interpretation and the quality of a speaker's presentation might more or less influence the interpretation as well. A point is noteworthy about the location of the booth and generally the physical circumstances of the environment in which CI is conducted. In one of the conferences it was observed that even though the interpreters seemed comfortable doing their job, the interpreters' booth was positioned at a low height, i.e. not above the floor, and near the entrance door of the hall. This might raise questions such as should a mobile booth be positioned higher than others' position? Are the interpreters disturbed when people enter and exit the hall while they are interpreting? Should participants be able to see the interpreters while entering the hall or could this easily distract them or even interrupt them during interpreting. This can be even worse if the booths are not sufficiently sound-proof.

  Finally, the difference (if any) between the perspectives of conference organisers and clients as well as the common ground that they share in terms of what they expect from good quality of interpreting is a gap to be filled by other researchers.

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